NEC

Electra™ PROFESSIONAL

LEVEL I

FEATURES AND SPECIFICATIONS

November 1994

NEC America, Inc.

ND-021202

Issue 3

TABLE OF CONTENTS

THIS PAGE INTENTIONALLY LEFT BLANK

A-1 ADD-ON CONFERENCE A-1

GENERAL DESCRIPTION

The Add-On Conference feature allows a conference call with a maximum of four parties with various combinations of CO/PBX lines and stations. This increases efficiency by allowing multiple parties to enter into a conversation. Up to two, 4-party conferences are allowed with no more than two outside lines per conference.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

To initiate an Add-On Conference using a Multiline Terminal (with a call in progress):

1. Press the CNF key.
2. Dial a station number or outside party and inform the answering party of the conference.
3. Press the CNF key again. The CNF key LED is on steady. Talk with both parties.
4. Repeat Steps 1-3 to add an additional party to the conference.

To initiate an Add-On Conference using a Single Line Telephone (with a CO call in progress):

1. Press the hookswitch to place the first call on hold.
2. Dial an internal station number and announce conference.
3. Press the hookswitch again. Talk with both parties.

Pressing the HOLD key on a Multiline Terminal with a call or conference in progress holds the original call or conference and allows the station user to call the other party. The called party is added on to the original call or conference by pressing the CNF key again.

SERVICE CONDITIONS

- A maximum of two 4-party simultaneous conferences per system are allowed.
- Allowed conference configurations are:

  4 terminals - no outside party
  3 terminals - 1 outside party
  3 terminals - no outside party
  2 terminals - 2 outside parties
  2 terminals - 1 outside party
  1 terminal - 2 outside parties

- No more than two outside parties can participate in a conference.
- A Single Line Telephone cannot be used to originate a 2-party CO conference.
- Only one internal party can place a conference on hold at a time.

- A station that is put on hold cannot enter into another conference.
- No recall is provided at the station when a conference is on hold.
- When a 2-party CO conference is placed on hold, both parties are placed on Exclusive Hold (independent of each other) and cannot talk to each other until the conference is reestablished. Only the station that placed the conference on hold can reaccess the held lines. For an unsupervised conference or combination, other than a 2-party CO conference, the remaining parties continue to talk.
- The CNF LED is on steady, on all multiline terminals, when both conference circuits are busy.
- No amplification is provided.
- A Single Line Telephone cannot be used to place a conference call on hold.
- A 4-party conference call cannot be transferred.
- The RECALL key is ignored when pressed during a conference.
- Pressing the CNF key, while in an off-hook condition, allows a Multiline Terminal user to reactivate a 2-line conference that was on hold.
- An internal call must be answered, by lifting handset or pressing SPKR key, before the call can be included in the conference.

A-2 ALL CALL PAGE A-2

GENERAL DESCRIPTION

The All Call Page feature allows simultaneous paging (internal and external) of all idle Multiline Terminals in a system over their built-in speakers and over the External Paging speaker. This enables a person, away from their desk but within hearing distance of a Multiline Terminal or external speaker, to respond to the paging call.

STATION APPLICATION

All station users can originate or answer an All Call Page. All Call Page can be received only at idle Multiline Terminals and the external paging speaker.

OPERATING PROCEDURE

To originate the page on a Multiline Terminal:

1. Go off-hook and receive the internal dial tone (or press the HOLD key if the user is already engaged on a call).
2. Dial Access Code 77 for All Call Page.
3. Page.

To answer the page on a Multiline Terminal:

1. Go off-hook.
2. Receive the internal dial tone.
3. Dial Meet-Me Access Code 7* or 7#; the display changes to show the originator station number.
4. Talk with the All Call Page originator.

To originate the page on a Single Line Telephone:

1. Lift handset or press hookswitch if the user is already engaged in a call.
2. Dial Access Code 77 for All Call Page.
3. Page.

To answer the page on a Single Line Telephone:

1. Lift the handset or press the hookswitch if the user is already engaged in a call.
2. Receive internal dial tone.
3. Dial Meet-Me Access Code 7* or 7#.
4. Talk with the All Call Page originator.

SERVICE CONDITIONS

- Stations can be allowed or denied access to paging through Class of Service. This includes All Call Page, Internal Zone Paging, and External Paging.

- Multiline Terminal users engaged in a **handsfree** call do not receive All Call Page or Internal Zone Page.
- Only one All Call Page or Internal Zone Page can be established at a time. Another page can be originated as soon as the first is abandoned or answered (by Meet-Me Answer).
- An All Call Page can be originated or answered (by Meet-Me Answer) from an internal dial tone.
- An All Call Page times out with a default time of 90 seconds.
- In System Programming, the paging alert tone can be allowed or denied on a system-wide basis. The default value is "Receive Paging Alert Tone."
- An External Page and an Internal Page can be accessed at the same time unless All Call Page is accessed.

A-3 ALPHANUMERIC DISPLAY A-3

GENERAL DESCRIPTION

The 16-key terminals are each equipped with a 16-character by 2-line Liquid Crystal Display (LCD). These displays provide information such as: date/time, elapsed call time on outside calls, digits dialed, internal calling party number, and Speed Dial entries.

STATION APPLICATION

All Multiline Terminals with LCD.

LCD DISPLAYS

Refer to LCD Indications Table.

SERVICE CONDITIONS

Not applicable.

LCD Indications Table

Display	Location	Definition
ADA2 RG ALL SET/CNCL	Originator	Sets/Cancels ADA (2) Ringing Mode (All)
ADA2 RG CMN SET/CNCL	Originator	Sets/Cancels ADA (2) Ringing Mode (Common)
ADA2 RG MODE [Xl	Originator	Sets ADA (2) Ringing Mode X = Ring Assignment (0 ~ 2)
ADA2 RG STA SET/CNCL	Originator	Sets/Cancels ADA (2) Ringing Mode (Station)
ALARM X CNCL	Originator	Cancels the Alarm X = Alarm 1 (One Time) Alarm 2 (Daily)
ALARM: X	Originator	Alarm X = Alarm 1 (One Time) Alarm 2 (Daily)
ALARMX 00: 00	Originator	Sets Alarm Time X = Alarm 1 (One Time) Alarm 2 (Daily)
ALARMXYY:YY	Originator	Displays Alarm Time X = Alarm 1 (One Time) Alarm 2 (Daily) YY:YY = Time
ALL ALARM CNCL	Originator	Cancels Alarm System-Wide
ALL FWD CNCL	Originator	Cancels Call Forward - All Calls System-Wide
ALL PAGE	Originator	Internal/External All Paging
ALL VRS MSG DEL	Originator	Deletes all Voice Recording Service - Internal Messages
BATTERY LOW	All Stations with LCD	Low Battery
BGM OFF	Originator	Turns off Background Music
BGM ON	Originator	Turns on Background Music
BUSY	Originator	Busy Indication
CALLBACK CNCL	Originator	Cancels Callback Request
CO LINE	Originator	Type of Line Key
co LINE x	Originator	Incoming Line Key X = CO/PBX Line 1 ~ 8
DATA. ENTRY	Originator	Enters Data via System Programming
DND SET	Originator	Sets Do Not Disturb
DND CNCL	Originator	Cancels Do Not Disturb
DOOR X RELEASE	Originator	Doorlock Release X = Doorphone 1 or 2
DOORPHONE X	Originator	Incoming Doorphone Number X = Doorphone 1 or 2
ENTRY ERROR	Originator	No Speed Dial Number Entered
ERROR	Originator	Error Indication

(Continued on next page.)

Display	Location	Definition
FAX RESERVE CNCL	Originator	Cancels Fax Line Reservation
FAX RESERVE SET	Originator	Sets Fax Line Reservation
FNC LAMP OFF	Originator	Turns off the Function Key LED
FNC LAMP CNCL	Originator	Cancels FNC Lamp System-Wide
FWD CNCL	Originator	Cancels Call Forward - All Calls
FWD BNA → [YY]	Originator	Sets Call Forward - Busy/No Answer YY = Destination Station Number
FWDBN BNA CNCL	Originator	Cancels Call Forward - Busy/No Answer
FWD XX → [YY]	Originator	Sets Call Forward - All Calls XX = Originating Station Number YY = Destination Station Number
GROUP [X]	Originator	Internal Zone Paging X=ZoneA-C
INT ALL PAGE	Receiving	Receiving Internal All Zone Paging
INT ALL PAGE	Originator	Originates Internal All Zone Paging
LCD CONTROL	Originator	LCD Contrast Control
LINE IDLE	Originator	I Trunk Queuing
LNR [*] / SPD [ ]	Originator	Press LNR/SPD Key
MONITOR CNCL	Originator	Resets Room Monitor
MONITOR SET	Originator	Sets Room Monitor
MONITORED CNCL	Originator	Resets Monitored Station
MONITORED SET	Originator	Sets Monitored Station
NIGHT MODE CNCL	Originator	Resets Night Mode
NIGHT MODE SET	Originator	Sets Night Mode
NO ADA2	Originator	ADA (21-W (BK)/(SW) Unit Not Installed
NO SMDR	Originator	Station Message Detail Recording Not Installed
NO PRINTER	Originator	No Printer Connected
NO VRS	Originator	Voice Recording Service Not Installed
OFFHOOK RING CTL	Originator	Off-Hook Ringing Control
OVRD - → [XXI	Originator	Barge-In on Station XX = Destination Station Number
OVRD→CO[X]	Originator	Barge-In on CO X = CO/PBX Line 1 ~ 8
PBX LINE	Originator	Type of Line Key
PBX LINE X	Originator	Incoming Line Key X = CO/PBX Line 1 ~ 8
PBX NIGHT CNCL	Originator	Resets PBX Night Mode
PBX NIGHT SET	Originator	Sets PBX Night Mode
PRINTER TROUBLE	Originator	Printer Problems
PROGRAM MODE	Originator	Programming Mode

(Continued on next page)

Display	Location	Definition
RECALL:LKX	Originator	Hold Recall X = CO/PBX Line 1 ~ 8
RING CONTROL	Originator	Ring Control
SPKR	Originator	External Paging
SYSTEM REFRESH	Originator	System Refreshes
TEST PRINT	Originator	Test Print
TRUNK QUE CNCL	Originator	Cancels Trunk Queue
TRUNK QUE SET	Originator	Sets Trunk Queue
VOLUME CNTRL [ ]	Originator	Volume Control
[VM]	Receiving	Voice Mail Message Waiting
VRS DELETED [X]	Originator	Deletes a Voice Recording Service Message X=MessageO-4
VRS DEL	Originator	Voice Recording Service Message Deleted
VRS MSG [XX]	Originator	VRS Message Retrieve XX = Originating Station Number
VRS MSG DEL [XX]	Originator	Deletes a Voice Recording Service - Internal Message XX = Destination Station Number
VRS MSG DELETED	Originator	Deleted a Voice Recording Service - Internal Message
VRS MSG PLAY [XX]	Originator	Playing a Voice Recording Service - Internal Message XX = Destination Station Number
VRS MSG REC [XX]	Originator	Records a Voice Recording Service - Internal Message XX = Destination Station Number
VRS NIGHT CNCL	Originator	Resets Voice Recording Service - Night Mode
VRS NIGHT SET	Originator	Sets Voice Recording Service - Night Mode
VRS NO MSG	Originator	No Voice Recording Service Message
VRS PLAY [X]	Originator	Plays a Voice Recording Service Message X = Message 0 ~ 4
VRSREC [X]	Originator	Records a Voice Recording Service Message X=MessageO-4
VRS WEEKEND SET	Originator	Sets Voice Recording: Service - Weekend Mode
VRS WEEKEND CNCL	Originator	Cancels Voice Recording Service - Weekend Mode
VRS DAYTIME SET	Originator	Automatic Answer/Automated Attendant Set
VRS DAYTIME CNCL	Originator	Automatic Answer/Automated Attendant Cancel
WAITING TRF LKX	Originator	Sets Hold Free Transfer X = CO/PBX Line 1 ~ 8
■ 7:43 PM SUN 2	All Stations with LCD	Night Mode On
7:43 PM SUN 2	All Stations with LCD	Clock/Calendar

(Continued on next page.)

Display	Location	Definition
xx= =[YY]	Originator/Receiving	Intercom Call XX = Originator YY = Destination
XX= =[YY] TRANSF	Originator	Automatic Ring Transfer XX = Originator YY = Destination
xx -→[YY] *	Originator	Tone Overriding XX = Originator YY = Destination
XX-→[YY]TRANSF	Originator	Call Forwarding X X = Originator YY = Destination
xx ← -[YY]TRANSF	Receiving	Call Forwarded X X = Originator YY = Destination -OR- Ring Transfer XX = Originator YY = Destination
XX← -[YY] *	Receiving	Tone Overridden XX = Destination YY = Originator
x x - ---, [YY] #	Originator	Sets Callback Request XX = Originator YY = Destination
x x - + [YY] 0	Receiving	Sets Automatic Callback X X = Destination YY = Originator
XX← - [YY] URGENT	Receiving	Voice Over Destination x x = Destination YY = Originator
XX- → [YY] URGENT	Originator	Voice Over Source x x = Originator Y Y = Destination
[XX] [YY] [ZZ]	Originator	Callback Request XX, YY and ZZ = Callback Station Numbers
"XX" "YY" "ZZ"	Originator	Voice Recording Service • Internal Message XX, YY and ZZ = VRS Sets Station Number
xx =TELYY	Originator	Telephone Number XX = Station Number Y Y = Port Number
XX:EMPTY	Originator	Speed Dial Number Confirmation with No Data Entered XX = Buffer Number

(Continued on next page.1

Display	Location	Definition
XX:YYYYYYYYYYY	Originator	Originates Speed Dial Call XX = Buffer Number YY = Telephone Number -OR- Confirms Speed Dial Number x x = Buffer Number YY = Telephone Number
XX= =DOORPHONE Y	Originator	Doorphone Call x x = Originator's Station Number Y = Doorphone 1 or 2
<XX>XX	Receiving	Conference Party Placed On Hold X X = Station Number
[XXI LY LY		Two CO/PBX Line Conference X X = Station Number Y = CO/PBX Line Number L = CO/PBX Line

GENERAL DESCRIPTION

The Ancillary Device Connection feature allows installation of selected peripheral (ancillary) devices such as an amplified handset, headset, or external speakerphone for use on any Multiline Terminal with an optional ADA(l)-W (BK)/(SW) Unit. This feature enhances operation for which the peripheral devices are designed. A headset frees the user's hands for order entry, checking files, or other duties. The ADA(2)-W (BK)/(SW) Unit also allows connection of single line equipment such as a cordless Single Line Telephone, modem, facsimile machine, automatic dialer, or answering machine. Version 2.0 or higher software is required to install an ADA (2)-W (BK)/(SW) Unit.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

Varies, depending upon the ancillary device connected.

SERVICE CONDITIONS

- An optional unit, the Ancillary Device Adaptor [ADA(l)-W (BK)/(SW) Unit or ADA(B)-W (BK)/(SW) Unit1 may be installed in any Multiline Terminal.
- Engineering Technical Information Bulletins (ETIs) provide connection instructions for the various ancillary devices. Ancillary devices not the subject of an ETI may not be compatible with an Electra Professional Level I system Multiline Terminal. Verify with NEC America, Inc., Advanced Terminal Division Field Support before attempting hookup.
- Individual device conditions and operating procedures are provided in the applicable ETI Bulletins and ancillary device manufacturer information.
- Only one peripheral (ancillary) device may be connected to an ADA(l)-W (BK)/(SW) or ADA(2)-W (BK)/(SW) Unit at a time.
- The ADA(l)-W (BK)/(SW) Unit can be used for connection of a headset, tape recorder, external speakerphone, or other device.
- The ADA(B)-W (BK)/(SW) Unit can be used for connection of a cordless telephone, Single Line Telephone, facsimile machine, modem, answering machine, or other device.
- Version 2.0 software or higher is required to support an ADA(B)-W (BK)/(SW).

THIS PAGE INTENTIONALLY LEFT BLANK

A-5 ANSWER HOLD A-5

GENERAL DESCRIPTION

The Answer Hold feature enables Multiline Terminal users to answer incoming ringing calls on a CO line key by pressing the flashing ANS key. If the Multiline Terminal user is already engaged in a call, the first call is automatically placed on Non-Exclusive Hold when the second call is answered. Answer Hold is particularly useful at Attendant Positions or other central answering positions. Use of the ANS key speeds call handling, while Answer Hold prevents accidental call dropping.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

Answering calls on a different line kev with a call in progress:

1. Receive a CO/PBX incoming ring. The ANS key LED flashes.
2. Press the ANS key and answer the new call (the ANS key LED goes off). The original call is put on Non-Exclusive Hold.
3. Talk with the CO/PBX incoming caller.
4. If additional calls are received, press the ANS key to place the current call on Non-Exclusive Hold and connect the Multiline Terminal user to the next call.

SERVICE CONDITIONS

- The Answer Hold feature does not function for internal calls.
- CO/PBX incoming ringing calls not assigned to ring or assigned to other tenants do not activate the Answer Hold feature.
- CO ringing transfer calls do not activate on the Answer Hold feature.
- The ANS key LED does not flash to indicate CO/PBX incoming calls if the Multiline Terminal is not assigned to ring.
- If multiple incoming calls activate the ANS key LED, the LED continues to flash until all calls are answered.
- Calls are answered on a first-in, first-out basis.

THIS PAGE INTENTIONALLY LEFT BLANK

GENERAL DESCRIPTION

Multiline Terminals are equipped with an ANS key and an associated LED. The ANS key LED flashes when the Multiline Terminal user receives an incoming outside ringing call in the same tenant. When multiple calls are received, the ANS key is used to pick up the first call. The ANS key continues flashing until the last unanswered call is answered. Pressing the ANS key during a call holds the current call and allows the next call to be answered.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

1. Receive CO/PBX incoming ringing. The ANS key LED flashes.
2. Press the ANS key. The ANS key LED goes off.
3. Talk with the CO/PBX incoming calling party.
4. If additional CO/PBX incoming calls are received, the ANS key LED flashes again. Press the ANS key to place the current call on Non-Exclusive Hold and connect the Multiline Terminal user to the next call. (Refer to A-5 Answer Hold.)

SERVICE CONDITIONS

- The ANS key LED does not flash for internal calls.
- CO/PBX incoming ringing calls to the other tenants do not activate the ANS key LED.
- CO/PBX ringing transfer calls do not flash on the ANS key LED.
- While on a call, if a Tone Override or Voice Over Busy is received, the user can put the original call on hold and use the ANS key to alternate between the two parties. The ANS key flashes green in this condition.

THIS PAGE INTENTIONALLY LEFT BLANK

GENERAL DESCRIPTION

The Attendant Positions feature allows assignment of Multiline Terminals to serve as Attendant Positions in the system. These positions have access to distinct Attendant features. Attendant features such as setting Night Mode and System Speed Dial memory programming apply.

STATION APPLICATION

Multiline Terminal with LCD installed as an Attendant Position.

OPERATING PROCEDURE

Operating procedures are provided under specific Attendant feature descriptions.

SERVICE CONDITIONS

- Two Attendant Positions are assigned to station ports 0 and 1.
- Attendant features can be assigned to any station via station Class of Service.
- Attendant related features include:

1. Night Mode Switching
2. System Speed Dial Programming
3. Trunk-To-Trunk Transfer
4. Automated Attendant
5. System Reset of Alarm, Call Forward-All Calls, Call Forward Busy/No Answer, Do Not Disturb, Callback Request Display
6. VRS
7. Clock/Calendar

Note: Refer to the feature descriptions for details on the individual features listed above.

THIS PAGE INTENTIONALLY LEFT BLANK

A-8 AUTOMATED ATTENDANT A-8

GENERAL DESCRIPTION

The Automated Attendant answers incoming CO/PBX calls and sends a greeting message for calling parties. When the caller enters a l-digit number from the dial pad as instructed in the greeting message, the Automated Attendant then transfers the call to a designated station or a group of stations. This feature requires installation of a VRS-C(1)-11 KTU and PBR-C(4)-11 KTU, and version 1.5 software or higher is required to support this feature.

STATION APPLICATION

Not applicable.

OPERATING PROCEDURE

Answering:

1. Receive an incoming CO/PBX call.
2. The Automated Attendant answers the call and sends a greeting message.
3. The calling party provides a l-digit DTMF tone.
4. The call is transferred to a designated station or a Master Hunt number.
5. The called party answers and talks.

No Answer:

1. An incoming call is received on a CO/PBX line.
2. The Automated Attendant answers the call and sends a greeting message.
3. The calling party provides a l-digit DTMF tone.
4. The call is transferred to a designated station or a Station' Hunt Group.
5. If the transferred call is not answered within a specified time period, the call switches to a delayed CO line ringing condition.
6. The calling party, on the CO/PBX line, is answered at a station with that line ringing appearance.

To record the individual voice messages (Attendant only):

1. Press the FNC key.
2. Dial 70 ( ).

   (1) Message (Night)
   (2) Message (Day)
   (3) Message (Weekend)

3. Lift the handset ifrecording from a handset.
4. Press the FNC key.
5. Record the selected voice message through the handset or the built-in microphone.
6. When completed, return the handset to the cradle or press the SPKR key to stop recording; otherwise, the message timer automatically stops the recording.

To verify individual voice messages (Attendants only):

1. Press the FNC key.
2. Dial 71 ( ).

   (1) Message (Night)
   (2) Message (Day)
   (3) Message (Weekend)

To set the Automated Attendant feature (Attendant only):

1. Press the FNC key.
2. Dial8 ( ).

   (1) Message (Night)
   (2) Message (Day)
   (3) Message (Weekend)

3. Press the FNC key.
   (Repeat the procedure to cancel.)

To clear individual voice messages (Attendants only):

1. Press the FNC key.
2. Dial 72 ( ).

   (1) Message (Night)
   (2) Message (Day)
   (3) Message (Weekend)

3. Press the FNC key.

SERVICE CONDITIONS

- The Automated Attendant can be assigned on a CO/PBX-line basis in Memory Block 3-15 (VRS Automatic Answer Yes/No Selection).
- The Day/Night/Weekend Mode greeting message is recorded and set from Attendant Positions.
- The Automated Attendant or the Automatic Answer feature can be selected for Day/Night/Weekend Mode in Memory Block 1-71 (VRS Answer Mode Selection).
- The Automated Attendant Answer Delay Time can be set in Memory Block l-72 (Automated Attendant Answer Delay Time Assignment). If this answer time is set to 0 sec., the CO call is answered immediately.
- A VRS-C(1)-11 KTU and PBR-C(4)-11 KTU are required to support this feature.
- The VRS-C(1)-11 KTU is required for all VRS related features including Automated Attendant.
- The VRS greeting message time is programmed in Memory Block 1-37 (VRS Message Recording Time Selection). If this time is changed, the time for VRS Manual Message or VRS Internal Message is also changed, and all stored messages are erased.
- If the Voice Recording Service [VRS-C(1)-11 KTU] is busy and there is an incoming CO/PBX call, Day/Night ringing assignment is used to send ringing to an alternate ringing position.

- If the greeting message is busy and other CO/PBX lines ring in, ringback tone is sent to the calling parties. When the greeting message becomes idle, the calls are answered in the order they are received.
- If the VRS or PBR circuits are busy, incoming CO/PBX calls go unanswered. When both circuits become idle, the calls are answered in the order they are received.
- Version 1.5 software or higher is required to support this feature.
- If Memory Block 1-71 (VRS Answer Mode Selection) is set for Automated Attendant, two of the four PBR circuits are dedicated for Automated Attendant. The remaining two PBRs support Single Line Telephones.
- After the system answers a call and receives a DTMF digit, the system matches the code to a station number according to the assignment in Memory Block l-77 (Automated Attendant Access Code Assignment); the call is then transferred.
- If the Automated Attendant does not receive a DTMF digit from the outside party within a predetermined time period, the call is transferred to the delayed ringing position or is disconnected. [These options can be programmed in Memory Blocks l-76 (Automated Attendant No DTMF Detect Selection) and 4-24 (Automated Attendant Delay Ring Assignment).]
- When two or three modes are activated at the same time, the priority of use by the system is: Weekend Mode, Night Mode, then Day Mode.
- The Automated Attendant can transfer to a maximum of 10 individual stations.
- If the DTMF signal that is received is not equal to the Access Code [assigned in Memory Block l-77 (Automated Attendant Access Code Assignment)], the system continues to receive DTMF signals.
- The PBR circuit is connected to the talk path (when the incoming call is answered) to detect DTMF signals during the greeting message.
- The system waits to receive a DTMF signal until the time set in Memory Block l-73 (Automated Attendant PBR Release Timer Selection) has expired. After the time expires, the answered CO call is changed to an Automated Attendant Delayed Ringing call or is disconnected. The timer begins counting after the greeting message is completed. [Memory Block l-73 (Automated Attendant PBR Release Timer Selection) can be set to 0 seconds. Memory Block l-76 (Automated Attendant No DTMF Detect Selection) is used to select whether the call is changed to an Automated Attendant Delayed Ringing call or is disconnected.]
- If an Automated Attendant transferred call is not answered within a specified time [assigned in Memory Block l-74 (Automated Attendant Delay Ringing Time Selection)], the system automatically changes to an Automated Attendant Delayed Ringing call (default: No Timeout.)
- If the Automated Attendant transferred call or Automated Attendant Delayed Ringing call is not answered [assigned in Memory Block 1-75 (Automated Attendant No Answer Disconnect Time Selection)], the system automatically disconnects the CO call.
- After the greeting message is completed, a second dial tone is sent to the calling party while the system waits for a DTMF signal from the calling party.
- The Automated Attendant call is released if the system detects a disconnect signal from the outside CO/PBX line.
- If the Automated Attendant transfers a call to a station in DND, the call forwards to the delayed ringing positions.

- If the Automated Attendant transfers a call to a busy station, the call is camped on. If the camped on call is not answered within a specified time [assigned in Memory Block l-74 (Automated Attendant Delay Ringing Time Selection)], the call is forwarded to the Automated Attendant Delayed Ringing stations [assigned in Memory Block 4-24 (Automated Attendant Delay Ring Assignment)].

- If the Automated Attendant transfers to a station that is set for Call Forward • All or Busy/No Answer, the transferred call follows the call forwarding unless the Delay Ringing Timer [Memory Block 1-74 (Automated Attendant Delay Ringing Time Selection)] is shorter than the Forward • No Answer Timer.

- After an Automated Attendant call is forwarded to a delayed ringing position, it does not forward or hunt.

- Calls transferred by the Automated Attendant can be answered using the Call Pickup code. The Call Pickup priority is listed below (1 = Highest Priority and 4 = Lowest Priority).

  1. Internal Tone/Voice, Call Waiting
  2. Automated Attendant Transferred Calls
  3. Incoming CO Transfer Calls
  4. Automated Attendant Alternate Ringing Calls (usually CO Incoming)

- The Attendant Multiline Terminal is used to manually change VRS Automatic Answer Day/Night/Weekend Mode. The change in this mode is indicated on the user Multiline Terminal when a programmed Feature Access key is lit.

- Single Line Telephones cannot be used to activate the Automated Attendant feature.

- The Automated Attendant feature cannot be activated until the message(s) are recorded.

- The Automated Attendant feature only works on incoming CO/PBX lines.

- This feature can be automatically switched to one of three modes (Night, Day, or Off) by programming the VRS Automatic Answer/Automated Attendant mode Selection.

- When the Automated Attendant Weekend Mode is activated, the automatic switch from one answering mode (Night, Day, or Off) to another is disabled until the Weekend Mode is deactivated.

- Each recorded voice message reduces the total number of available voice boxes by one. The total number of voice boxes available is 16 boxes times 15 seconds, 8 boxes times 30 seconds, 4 boxes times 60 seconds, or 2 boxes times 120 seconds. This option is set in System Programming.

- Automated Attendant messages cannot be recorded or verified if the VRS port is busy.

- Only one VRS feature can be accessed at one time. If another VRS feature is being used, other VRS features are disabled during that time, including Automated Attendant.

- Messages are retained for approximately two hours during a commercial power outage.

A-9 AUTOMATIC CALLBACK A-9

GENERAL DESCRIPTION

After receiving a call waiting tone from a busy station, Multiline Terminal users can set an Automatic Callback. When both stations are idle, the system signals the Automatic Callback originator first and, after answered, signals the called station.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

To use this feature after receiving a Call Waiting tone from a busv Multiline Terminal:

1. Receive Call Waiting tone.
2. Dial Access Code 0.
3. Hangup.
4. Internal line rings when both stations become idle.
5. Press the ringing line key and lift handset.
6. Receive tone burst or **ringback** tone; talk when the called station user answers.

SERVICE CONDITIONS

- After an Automatic Callback is set to a station, all other attempts to set another Callback to that station are denied.
- Only Multiline Terminals can be used for setting Callbacks. An Automatic Callback can be set to multiple stations regardless of tenants.
- If the Multiline Terminal user who sets an Automatic Callback receives the Callback and does not answer within 30 seconds after the ringing begins, the Callback is automatically released.
- Once set, a Callback cannot be manually canceled.
- Automatic Callback cannot be set to a station that is in Do Not Disturb mode.
- The Call Pickup Group feature does not pick up Automatic Callback ringing on the originator station.
- Automatic Callback setting is automatically canceled within three minutes unless both stations become idle within the preprogrammed time period (default: unlimited).

THIS PAGE INTENTIONALLY **LEFT** BLANK

GENERAL DESCRIPTION

This feature allows the system to be programmed to switch automatically into and out of the Night Mode at a preprogrammed time. This eliminates the need to manually set/reset the Night Mode on a daily basis. After a preprogrammed time, the system automatically switches back to Day Mode.

STATION APPLICATION

Not applicable.

OPERATING PROCEDURE

Not applicable.

SERVICE CONDITIONS

- This assignment can be set for the time of day.
- Individual station Class of Service may also change automatically when the system switches to Night Mode,
- This feature is applicable system-wide.

THIS PAGE INTENTIONALLY **LEFT** BLANK

A-11 AUTOMATIC HOLD A-11

GENERAL DESCRIPTION

The Automatic Hold feature works when a Multiline Terminal user presses a DSS key (programmed for a station), Doorphone key, or Page Access while engaged in an outside call. Multiline Terminal users, engaged in an outside call, use Automatic Hold by pressing a Feature Access key or One-Touch key, which is programmed for Direct Station Selection or Direct Paging Access. This feature reduces the risk of accidentally disconnecting a call due to incorrect operation and simplifies access to various features by reducing the operational steps required.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

1. Press the DSS key for the desired station, doorphone, or paging. The original call is automatically placed on Non-Exclusive Hold.
2. Talk with called party or page.
3. Press the held line key to return to the held call.

SERVICE CONDITIONS

- Any call on hold for longer than the programmed time interval generates a recall at the originating Multiline Terminal.
- Pressing the TRF or **CNF** key, with a call in progress, places the existing call on Non-Exclusive Hold.
- Pressing the ANS key, with a call in progress and receiving an incoming **CO/PBX** call, places the existing call on Non-Exclusive Hold and connects the Multiline Terminal user to the next call. (Refer to A-5 Answer Hold.)
- Pressing the HOLD key places the existing call on Non-Exclusive Hold.
- Pressing the FNC key and then the HOLD key places the call on Exclusive Hold.

THIS PAGE INTENTIONALLY LEFT BLANK

A-12 AUTOMATIC REDIAL A-12

GENERAL DESCRIPTION

The Automatic Redial feature simplifies repetitive dialing to a busy or no answer party. After receiving a busy tone or no answer while attempting to make an outside call (CO/PBX), the Multiline Terminal user can activate this feature. The system periodically redials the party number while the station user monitors the call for completion.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

To set while receiving a busy tone or no answer on an outside call:

1. Receive busy tone or no answer.
2. Press the SPKR key and restore handset.
3. Press FNC key.
4. Press the LNR/SPD key.
5. The call is automatically repeated five times.
6. Lift the handset to respond when the called party answers.

To cancel Automatic Redial:

1. Lift the handset and then restore handset, or press the SPKR key.

-OR-

2. Automatic Redial is canceled automatically when the specified number of redials (default: 5 times) is completed.

SERVICE CONDITIONS

- A station retains sole use of a single outside line during Automatic Redial.
- If an incoming outside call has terminated on an outside line where Automatic Redial has been set, Automatic Redial is released. If Automatic Redial is in progress (a call is actually being initiated by the system), Automatic Redial is not released.
- If an internal call is received during Automatic Redial, it cannot be answered unless Automatic Redial is released. The calling station receives a call waiting tone.
- The outside line LED is green on the Multiline Terminal where Automatic Redial is initiated, but red on other Multiline Terminals in the system.
- This feature is not available for Single Line Telephones.

Automatic Redial timeouts have four programmable options as follows:

	Callback Time	Wait Time	Redial Times	
1	15 sec.	60 sec.	5	←Default
2	15 sec.	120 sec.	5	
3	15 sec.	180 sec.	5	
4	30 sec.	120 sec.	5	

This feature remains in effect until the party initiating the call lifts the handset during a redial attempt, an incoming call is received on that line, or a maximum of five redial attempts are made.

The system does not differentiate between a no answer or busy condition.

The handset must be lifted off-hook to disable Automatic Redial after an outside call is answered.

A-13 AUTOMATIC RELEASE A-13

GENERAL DESCRIPTION

The Automatic Release feature releases the outside line circuit when an outside party has abandoned the call. For this feature to work, the CO/PBX providing the outside line must provide a timed disconnect signal.

STATION APPLICATION

Not applicable.

OPERATING PROCEDURE

Not applicable.

SERVICE CONDITIONS

- All trunks provide this feature if the outside exchange generates a timed disconnect signal to indicate the distant party has abandoned the call.
- If an outside line has been accessed via a dedicated line key, the LED associated with the line key goes off when Automatic Release occurs.
- Specify Automatic Release or No Automatic Release for each outside line in System Programming (default: None).
- Specify a disconnect signal detection time (default: 150 ms.) on a system-wide basis.
- Automatic Release affects calls placed on hold (Exclusive/Non-Exclusive) and conference calls.

THIS PAGE INTENTIONALLY **LEFT** BLANK

B-1 BACKGROUND MUSIC - EXTERNAL SPEAKER B-1

GENERAL DESCRIPTION

Background Music (**BGM**) is provided to the locally-provided external paging speaker. Background Music to the external speaker is interrupted during an external page.

STATION APPLICATION

Not applicable.

OPERATING PROCEDURE

Not applicable.

SERVICE CONDITIONS

- Music source must be locally provided.
- Background Music is temporarily discontinued during an External Page or external ringing.
- Specify BGM or No BGM in System Programming (default: None).
- An external amplifier must be locally provided to connect an external speaker.
- One of the General Purpose Relays can be used for the BGM source ON and OFF control.
- Refer to the *Electra Professional Level I Installation Service Manual* (Stock No. 722002) for more information.

THIS PAGE INTENTIONALLY LEFT BLANK

B-2 BACKGROUND MUSIC - MULTILINE SPEAKER B-2

GENERAL DESCRIPTION

Multiline Terminal users can listen to music through the station speaker when the station is idle.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

To set Background Music (BGM) when the Multiline Terminal is idle:

1. Press the FNC key.
2. Dial Access Code 93 for BGM.
3. Press the FNC key.
4. BGM is heard through the station speaker.

To cancel Background Music:

1. Press the FNC key.
2. Dial Access Code 93 for BGM.
3. Press the FNC key.

SERVICE CONDITIONS

- BGM stops while the Multiline Terminal is in use.
- The origination of a call, answering a voice announcement, or a ringing call interrupts BGM.
- Do Not Disturb can be set without canceling BGM.

THIS PAGE INTENTIONALLY LEFT BLANK

B-3 BARGE-IN B-3

GENERAL DESCRIPTION

This programmable feature allows selected Multiline Terminal users, in the system, to override another Multiline Terminal user's conversation on a CO/PBX line with or without alerting that station user (programmable). This feature does not apply to Private Lines.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

Barge-In by using the station number (internal call only):

1. Lift the handset and receive internal dial tone.
2. Press the FNC key, then press the CNF key.
3. Dial the station number to be overridden.
4. Press the FNC key.
5. Interrupt is enabled.

Barge-In by using the CO/PBX number:

1. Lift the handset.
2. Press the FNC key, then press the CNF key.
3. Dial *.
4. Dial the CO/PBX number to be overridden.
5. Press the FNC key.
6. Interrupt is enabled.

Barge-In by using the CO/PBX line kev:

1. Lift the handset.
2. Press the FNC key, then press the CNF key.
3. Press the CO/PBX line to be overridden.

SERVICE CONDITIONS

- Barge-In only operates after the Elapsed Call Timer is displayed on the destination terminal.
- Multiline Terminals, specified in System Programming, can be used to interrupt the privacy status during conversations on CO/PBX lines.
- Barge-In can be Allowed or Denied by Class of Service.
- Each Barge-In in progress uses a conference circuit.
- The Multiline Terminal interrupting a CO/PBX line can put the CO/PBX call on hold.

- Add-On Conference calls cannot be interrupted.
- The Barge-In feature is invalid if two Add-On Conferences are in progress.
- An alert tone can be sent to the station user if specified in System Programming (default: Alert Tone).
- The Barge-In by CO/PBX number is valid for all system CO/PBX lines except Private Lines.
- A Single Line Telephone user cannot activate Barge-In; however, the conversation on a Single Line Telephone can be interrupted.
- Barge-In is valid only within the same tenant.
- Barge-In by using the station number is not allowed if the station receiving the Barge-In is talking on a CO/PBX line.

B-4 BATTERY BACKUP - SYSTEM MEMORY B-4

GENERAL DESCRIPTION

A battery is provided to retain System Program Memory during power outage. A fully charged battery maintains system memory for approximately 18 months. System Data, Speed Dial Memories, and Clock/Calendar are among the functions protected by the backup battery. When power is restored, the system returns to normal operation.

STATION APPLICATION

Not applicable.

OPERATING PROCEDURE

Not applicable.

SERVICE CONDITIONS

- The lithium battery in the KSU should be taken out during long-term storage but must be placed in position (protection against loss of power) at the time of installation to provide battery backup for system memory.

- The lithium battery retains system memory for approximately 18 months.

- The lithium battery has a shelf-storage life of three years.

- Battery backup in the KSU retains memory for the following functions:

1. System Program
2. Night Transfer Status
3. Call Forwarding
4. Speed Dial Memories (System/Station)
5. Clock/Calendar
6. Do Not Disturb (DND)
7. BGM
8. Room Monitor
9. Save and Repeat
10. Store and Repeat
11. Last CO/PBX Number Redial
12. Microphone Status
13. Timed Alarm
14. Volume Control/LCD Contrast

- Battery backup in the KSU does not protect the following:

1. Automatic Callback
2. Off-Line Status (for programming system or station assignments)
3. Automatic Redial
4. Trunk Line Queuing
5. Callback Request

- A low battery LCD indication appears on all Multiline Terminals when the battery is low.

THIS PAGE INTENTIONALLY LEFT BLANK

B-5 BATTERY BACKUP - SYSTEM POWER B-5

GENERAL DESCRIPTION

A built-in battery provides complete system operating power for approximately 10 minutes during commercial power outages. If optional (locally provided) batteries are connected and fully charged, full system operation can be maintained for an extended time. The actual length of time depends on system configuration, traffic conditions, and the capacity of the batteries being used.

STATION APPLICATION

Not applicable.

OPERATING PROCEDURE

Not applicable.

SERVICE CONDITIONS

- Battery backup keeps the system completely operational for approximately 10 minutes. The actual time depends on the system configuration, traffic conditions, and the capacity of the battery being used.
- If optional (locally provided) batteries are connected and fully charged, full system operation can be maintained for an extended period. The actual time depends on the system configuration, traffic conditions, and the capacity of the batteries being used. Refer to the *Electra Professional Level I Installation Service Manual* (Stock No. 722002) for battery recommendations.
- During normal operation, the batteries are continually charged by a built-in charging circuit.

THIS PAGE INTENTIONALLY LEFT BLANK

B-6 BUSY LAMP FIELD ON MULTILINE TERMINALS B-6

GENERAL DESCRIPTION

The Busy Lamp Field (BLF) on Multiline Terminals indicates station status with an LED. The LED lights, for stations programmed for this feature, on their line keys for all Multiline Terminals and on the One-Touch keys, programmed as Direct Station Selection (DSS) keys on the ETW-16DD-1 (BK)/(SW) TEL Multiline Terminals. This allows Multiline Terminal users to determine at a glance if a station is in use.

STATION APPLICATION

ETW-8-l (BK)/(SW) TEL
ETW-16DC-1 (BK)/(SW) TEL
ETW-16DD-1 (BK)/(SW) TEL

OPERATING PROCEDURE

Not applicable.

SERVICE CONDITIONS

- A single color LED (red only) indicates the following station status:

If the LED is Winking:	Station is in Do Not Disturb (DND), Call Forward • All Calls, or Call Forward • Busy/No Answer (software version 1.0 ~ 2.72)
If the LED is Flashing:	Station is Off-Line (to program)
	Station is accessing FNC features
LED On:	Station is busy or receiving an internal call
LED Off:	Station is idle (software version 1.0 ~ 2.72) or Station is idle or Call Forward • All Calls or Busy No/Answer (software version 3.0 or higher)

- Local power is not required for the BLF function.
- Assignment of Feature Access keys for Direct Station Selection with busy lamp indications is programmed by the Multiline Terminal user. Any existing station can be assigned.
- Line keys (1~8) may be used for outside line appearances. Unused Line keys (1~8) must be assigned in System Programming as "not connected."

THIS PAGE INTENTIONALLY LEFT BLANK

C-1 CALLBACK REQUEST C-1

GENERAL DESCRIPTION

Callback Request can be set to any Multiline Terminal to notify the user that someone wants a call returned. Users of Multiline Terminals can receive a maximum of three Callback Requests from other station users. Non-display Multiline Terminal users receive a flashing Function (**FNC**) LED indication when a Callback Request is set. Single Line Telephone users cannot receive a Callback Request.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

To set from a Multiline Terminal or Single Line **Telephone** while **placing** an internal call and receiving a **busy** or no **answer:**

1. Dial Access Code #.
2. Hangup.

To cancel from the originating Multiline Terminal or Single Line Telenhone:

1. Dial the destination station number where the Callback Request is set.

To cancel from an Attendant Position (system-wide):

1. Press the FNC key.
2. Dial Access Code 88 and press the FNC key.

To callback from a Multiline Terminal with LCD:

1. Press the SPKR key or lift the handset.
2. Dial the number to be called back.

To callback from an Multiline Terminal with or without an LCD:

1. Press the SPKR key or lift the handset.
2. **Press #.**

SERVICE CONDITIONS

- Any station can be used to set a Callback Request. A Callback Request can be set to one or more Multiline Terminals regardless of tenants.
- Multiline Terminals, without displays, receive an indication of the Callback Request by a flashing **FNC** LED. The FNC LED flashes at 0.25 seconds on, 0.25 seconds off.

- If a non-display Multiline Terminal receives two or more Callback Requests, the calls are returned in the order received.

- A caller receives an error tone when attempting to leave a Callback Request at a Multiline Terminal where three Callback Requests are set.

- Callback Requests that are set in the system can only be canceled (system-wide) at Attendant Positions. Individual Callback Requests are canceled by:

  1. Callback recipient places internal call to Callback originator.
  2. Callback originator places internal call to Callback recipient.

- Callback Requests can be set from a Single Line Telephone to a Multiline Terminal; however, Callback Request cannot be set from a Multiline Terminal to a Single Line Telephone.

- Callback Requests are not retained when system power is lost.

C-2 CALL FORWARD - ALL CALLS C-2

GENERAL DESCRIPTION

The Call Forward - All Calls feature forwards all transferred and internal calls, that are normally directed to a station, to another station or to the Attendant. This permits more efficient call processing by allowing a station to be left unattended and have the user answer calls at another location. Call Forward - All Calls can be set or canceled at the forwarding or Attendant station. Only Attendant Positions can cancel Call Forward - All Calls system-wide.

STATION APPLICATION

All Multiline Terminals,

OPERATING PROCEDURE

To set forwarding from a Multiline Terminal:

1. Press the FNC key in idle mode.
2. Dial Access Code 61.
3. Dial the station number or the hunt master number where incoming calls are to be forwarded.
4. Press the FNC key.

To verifv (from Multiline Terminals **only**):

1. The winking FNC LED indicates that the station is in DND or Call Forwarding mode.

-OR-

2. The Flexible Programmable Line key LED is on steady when assigned on a line key.

To cancel **from** a Multiline Terminal:

1. Press the FNC key in idle mode.
2. Dial Access Code 61.
3. Press the **FNC** key.

To cancel system-wide (from Attendant Positions **only**):

1. Press the **FNC** key.
2. Dial Access Code 88.
3. Press the FNC key.

SERVICE CONDITIONS

- All internal and transferred calls to the station follow the forwarding setting.
- Single Line Telephone users cannot set Call Forward.

- The ability to set Call Forward - All Calls is based on Class of Service assignment.
- Only one forwarding destination can be set from one Multiline Terminal.
- Call Forward - All Calls can be set or canceled by the forwarding station user.
- Each station can be the destination of any number of Call Forward - All Calls settings.
- Call Forward - All Calls can be chained from one station to another (up to two stations).
- Call Forward - All Calls setting can be released (system-wide cancel) from the Attendant Position.
- After a Multiline Terminal user sets Call Forward, the destination station user receives a Call Waiting indication when calling the Multiline Terminal user who originated the Call Forward.
- CO/PBX calls forward to Voice Mail ports.
- System-wide cancel from the Attendant Position applies to Call Forward - Busy/No Answer and Do Not Disturb.
- When the Multiline Terminal user sets the Call Forward - All Calls feature, the associated red LED on the One-Touch key [only on the ETW-16DC-1 (BK)/(SW) TEL] or Feature Access key is on.
- If Multiline Terminal A forwards to Multiline Terminal B, and Multiline Terminal B forwards to Multiline Terminal A, both A and B indicate Busy when any other station dials those Multiline Terminals.
- Calls can be forwarded to stations in other tenants.
- If a Multiline Terminal in Call Forward mode receives an internal call, and the forwarding destination is busy, a Call Waiting tone is sent back to the originating station.
- When the Call Forward Access Code, followed by a destination station number, is programmed on a Feature Access key or One-Touch key with an LED, the LED lights indicating the Multiline Terminal is Call Forwarded.
- When a CO/PBX line is assigned to ring at only one station and the station has Call Forward (All or Busy/No Answer) set, incoming CO/PBX calls on that line follow the Call Forwarding.

C-3 CALL FORWARD - BUSY/NO ANSWER C-3

GENERAL DESCRIPTION

The Call Forward - Busy/No Answer feature forwards all transferred and internal calls to another station or to the Attendant Position when there is a Busy or Ring No Answer condition. This permits more efficient call processing by allowing all busy calls to be routed to another station or to an Attendant Position.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

To set from forwarding Multiline Terminal:

1. Press the **FNC** key in idle mode.
2. Dial Access Code 62.
3. Dial the station number or hunt master number where incoming calls are to be forwarded.
4. Press the **FNC** key.

To verifv (**from Multiline** Terminals **only**):

1. The **FNC** LED winks, indicating the station is in DND or Call Forwarding mode.

   -OR-

   A Flexible Programmable Line key LED is on steady when assigned on a line key.

To cancel:

1. Press the FNC key in idle mode.
2. Dial Access Code 62.
3. Press the FNC key.

To cancel ssstem-wide at an Attendant Position:

1. Press the FNC key.
2. Dial Access Code 88.
3. Press the **FNC** key.

SERVICE CONDITIONS

- Internal calls and transferred (**CO/PBX**) calls to the Multiline Terminal follow the forwarding setting.
- The ability to set Call Forward - Busy/No Answer is based on Class of Service assignment.
- Only one forwarding destination can be set.
- Each station can be the destination of any number of Call Forward - Busy/No Answer settings.

- If Station A forwards to Station B, and Station B forwards to Station A, both A and B indicate Call Waiting when any station user dials those stations in busy status.
- CO calls, assigned to ring at only one station, forward when assigned to Voice Mail ports.
- The Call Forward - No Answer time duration can be set in System Programming.
- System-wide cancel from the Attendant Position also applies to Call Forward - All Calls and Do Not Disturb.
- Single Line Telephone users cannot set Call Forward.
- Calls can be forwarded to stations in other tenants.
- When the Call Forward Access Code, followed by a destination number, is programmed on a Feature Access key or One-Touch key with an LED, the LED lights, indicating the Multiline Terminal is Call Forwarded.
- If a busy Multiline Terminal is called internally and has Call Forward Busy/No Answer set, and the forwarding destination is busy, a call waiting tone is sent back to the originating station.
- When a CO/PBX line is assigned to ring at only one station and the station has Call Forward (All or Busy/No Answer) set, incoming CO/PBX calls on that line follow the Call Forwarding.
- When the Multiline Terminal user sets the Call Forward - Busy No/Answer feature, the associated red LED on the One-Touch key [only on the ETW-16DC-1 (BK)/(SW) TEL1 or Feature Access key is on.

C-4 CALL PICKUP C-4

GENERAL DESCRIPTION

Any station user can answer a call intended for another station user in or out of their programmed Call Pickup Group (Tenant Assignment). Incoming ringing outside line (CO/PBX) calls to a station can be answered from any other station in the Call Pickup Group. The system can be subdivided into four separate Tenant Groups, each with its own outside line assignments.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

To use this feature from a Multiline Terminal:

1. Station A is receiving a call.
2. Press the SPKR key or lift the handset of Multiline Terminal B.
3. Manually dial the Call Pickup Access Codes as follows:

   6": For CO/PBX calls, internal calls and transferred CO calls within the same Tenant Group.
   6#: For CO/PBX calls, internal calls and transferred CO calls regardless of tenants.

4. Use handset to talk to the party calling station user A.

To use this feature from a Single Line Teleohone:

1. Station A is receiving a call.
2. Lift handset of Single Line Telephone B.
3. Manually dial the Call Pickup Access Codes as follows:

   6*: For CO/PBX calls, internal calls and transferred CO calls within the same Tenant Group.
   6#: For CO/PBX calls, internal calls and transferred CO calls regardless of tenants.

4. Use handset to talk to the party calling station user A.

SERVICE CONDITIONS

- All station users in the same tenant Call Pickup (Tenant Group) may pick up incoming calls,
- Internal calls can also be picked up.
- When CO/PBX, transferred CO/PBX and internal calls terminate on two or more stations, the Call Pickup order is as follows:
  - Internal Call
  - Transferred CO/PBX Call
  - CO/PBX Call

- A maximum of four Call Pickups can be assigned in the system, the same as Tenant Groups.
- If internal calls terminate on two or more stations simultaneously, the internal call with the lowest numbered station is answered first.
- If CO/PBX calls terminate on two or more stations, the calls are answered on a first-in, first-out basis.
- If CO/PBX transferred calls terminate on two or more stations, the CO/PBX transferred call with the lowest numbered station is answered first.

C-5 CALL TRANSFER C-5

GENERAL DESCRIPTION

The Call Transfer feature allows any station user in the system to transfer any type of call to any other station user. Outside calls can be transferred to other stations. The Call Transfer is initiated by pressing the TRF key, the HOLD key, or the One-Touch key on a Multiline Terminal or by using the hookflash on a Single Line Telephone. The transfer is completed by pressing the TRF key on a Multiline Terminal or by pressing the hookswitch on a Single Line Telephone.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

To use this feature with a Multiline Terminal (by using the TRF key):

1. Press the TRF key. Receive dial tone. The call is placed on Non-Exclusive Hold.
2. Dial the station number where the call is to be transferred.
3. Press the TRF key again.
4. The transfer is completed when the transferred call is answered.

To use this feature with a Multiline Terminal (using the HOLD key):

1. Place the outside party on hold by pressing the HOLD key.
2. Place an internal call to the destination station.
3. Announce which line is on hold.
4. The destination Multiline Terminal user picks up the held call when convenient.

To use this feature with a Single Line Telephone:

1. Press the hookswitch. The call is put on Exclusive Hold.
2. Dial the station number of the station where the call is to be transferred.
3. When the call is placed on Non-Exclusive Hold, press the hookswitch and restore the handset. The transfer is completed when the party answers.

- OR -

When the party answers, announce the transfer and restore the handset (transfer is completed).

SERVICE CONDITIONS

- After transferring an answered call, the user can enter a conference by pressing the CNF key on the Multiline Terminal even after the TRF key is pressed once.

- While transferring a call, the LED for the line to be transferred is a fast-flutter green on the originating Multiline Terminal and a flashing red for Non-Exclusive Hold on the remaining Multiline Terminals in the system.

- If the Multiline Terminal, where a call is transferred, has another station assigned as a Call Forward destination, the call is routed to that Call Forward destination.
- A call cannot be transferred if the destination Multiline Terminal is in Do Not Disturb mode.
- Uncompleted transferred calls and camped on calls recall after a preprogrammed time.
- A Multiline Terminal user can camp-on to a busy destination station. (Refer to S-7 Station Camp-On feature description for details.)
- A Single Line Telephone user can transfer or camp-on a call if the destination station is busy.

GENERAL DESCRIPTION

Class of Service allows the user to access various service features. Class of Service combinations can be programmed, then stations are assigned to these different Class of Service assignments.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

Not applicable.

SERVICE CONDITIONS

- Stations are assigned to a particular Class of Service. Most actions initiated from a station follow that station Class of Service assignment.
- Access to various service features is Allowed or Denied depending on Class of Service assignment.
- The system provides eight different station classes. Each station is then assigned to one station class.
- The system offers a separate day and night station class assignment.
- The following features can be assigned in Class of Service feature assignment:

	Class Feature	Default		
		Class 0	Class 1	Class 2 ~ 7
00	Attendant-Type Features	Allow	Deny	Deny
01	Barge-In Originate	Deny	Deny	Deny
02	Barge-In Receive	Deny	Deny	Deny
03	Paging Access	Allow	Allow	Deny
04	Off-Hook Ringing	Allow	Allow	Deny
05	Do Not Disturb	Allow	Allow	Deny
06	Call Forward-All Calls	Allow	Allow	Deny
07	Call Forward Busy/No Answer Set	Allow	Allow	Deny
08	Trunk Queuing	Allow	Allow	Deny
09	Automatic Callback	Allow	Allow	Deny
10	Callback Request	Allow	Allow	Deny
11	VRS Voice Message Record/Verify/Cancel	Allow	Allow	Deny
12	Tone Override/Voice Over Busy/Camp-On Originate	Allow	Allow	Deny
13	Tone Override/Camp-On Receiving	Allow	Allow	Deny
14	Room Monitor Originate	Allow	Allow	Deny
15	Room Monitor Receive	Allow	Allow	Deny

The following features are provided in Attendant-Type Features:

Feature

- Night Mode Switching
- System Speed Dial Programming
- Trunk-To-Trunk Transfer
- Automated Attendant
- System Reset of Alarm, Call Forward-All Calls, Call Forward Busy/No Answer, Do Not Disturb, Callback Request Display
- VRS
- Clock/Calendar

Default: Stations 10 and 11 are Allow; all other stations are Deny.

Classes 0 and 1 are assigned at default.

C-7 CLOCK/CALENDAR DISPLAY C-7

GENERAL DESCRIPTION

The Clock/Calendar Display feature is available on Multiline Terminals with LCDs. This feature displays the time and day of the week on the LCD. It is programmable from an Attendant Position.

STATION APPLICATION

All Multiline Terminals with LCD.

OPERATING PROCEDURE

Not applicable.

SERVICE CONDITIONS

- The Clock/Calendar Display is programmed from Multiline Terminals that are allowed by Class of Service.
- Either time-display system, 12-hour clock (12:00 to 11:59 a.m., 12:00 to 11:59 p.m.> or 24-hour clock (00:00 to 23:59), can be selected via System Programming (default: 12-hour clock).
- When the 12-hour clock is selected, a.m. or p.m. is shown after the hour display.
- Leap year is automatically set after entering the month, date, and year data. The system does not automatically change the time at the beginning or ending of Daylight Savings Time.

THIS PAGE INTENTIONALLY LEFT BLANK

C-8 CODE RESTRICTION C-8

GENERAL DESCRIPTION

The Code Restriction feature is an advanced system of restricting outgoing calls based on the first eight digits dialed. Code Restriction denies placement of outside calls based on Trunk Groups and accommodates equal access to Other Common Carriers (OCC). This eliminates unauthorized calls and configures system calling functions to provide cost control.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

When the station user attempts an outside call and the station is code restricted, the following occurs:

1. The user goes off-hook and receives internal dial tone and dials a Trunk Access Code or goes off-hook on an outside line.
2. The user receives an outside dial tone.
3. The user dials a restricted telephone number.
4. The user receives a reorder tone and ERROR is displayed on the LCD (if equipped).

SERVICE CONDITIONS

- System Programming has eight classes. Two classes have fixed restrictions: one class allows all outside calls and the other restricts all outside calls (default: Allow all outside calls for all stations).
- Only six (of 16) 8-digit matching tables can be assigned to Code Restriction Classes 1-6, using software version 2.5 or lower.
- All 16 of the 8-digit matching tables can be assigned to Code Restriction Classes 1-6, using software version 2.72 or higher.
- Each table can be assigned to each class.
- Each table can be assigned individually as an Allow or Deny Table in the Class Assignment.
- Each station is assigned to a class, for the Day Mode and Night Mode separately, on a per-station basis as required.
- When a code restricted station user dials on an outside line, the system searches the tables assigned to that station class. If a match is made, the call is allowed or denied depending on the table assignment. If no match is found or an identical match is made in opposing tables, the call is allowed or denied depending on Class Allow/Deny Assignment.
- When the system is installed behind a PBX or Centrex, the PBX/Centrex Trunk Access Codes can be programmed in the system and this code is ignored in the restriction table.

- System Speed Dial buffers 60 ~ 99 can be assigned to override Code Restriction.
- When Code Restriction is set, the number of digits a station can dial can be assigned for calls on CO/PBX lines on a per-station basis (default: No Limit).
- The use of Other Common Carriers (equal access) can be allowed or denied by the Code Restriction feature.
- If a code-restricted station user starts to make a call and then transfers the call, the Code Restriction Class of the original caller remains with that call until it is disconnected; however, if Dial Tone is passed, the restriction does not follow.
- The RECALL key and Drop key cannot be used to defeat each restriction. (A Drop key is provided by programming a Feature Access Code on a Feature Access key or a One-Touch key.)

C-9 CO/PBX DIGIT RESTRICTION C-9

GENERAL DESCRIPTION

The CO/PBX Digit Restriction feature provides the capability to restrict the number of digits that can be dialed from a station on an outside line. This can be used to eliminate unauthorized calls.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

Not applicable.

SERVICE CONDITIONS

- The maximum number of digits is determined in System Programming on a per-station basis [01~99 digits or No Restriction (default assignment)].
- Digits O-9, *, and # are counted as digits dialed; pauses are not counted.
- If the line is assigned for Dial Pulse, *, and # are not counted as digits dialed unless the DP to DTMF feature is used.
- When the outside line is released, the digit counter is reset.
- When the RECALL key or the Drop key is pressed, the digit counter is reset. (A Drop key is provided by programming a Feature Access Code on a Feature Access key or a One-Touch key.)
- When the DSS key (programmed for hookflash) is pressed, the digit counter is reset.
- If System Speed Dial is set to override Code Restriction, Digit Restriction is not applied.
- Single Line Telephone users cannot be restricted by Digit Restriction after the PBR is released because the DTMF dial signals are sent to the outside line from the Single Line Telephone.
- When the outside line is put on hold, the digit counter retains the number of digits dialed. When a station user picks up the held line, digit counting continues.
- Code Restriction must be assigned to the station before this feature is used.

THIS PAGE INTENTIONALLY LEFT BLANK

GENERAL DESCRIPTION

The Consecutive Speed Dial allows System Speed Dial, Station Speed Dial, and manual dialing for all stations to be used consecutively. Complicated dialing sequences are virtually eliminated. This feature eases access to secondary common carriers, credit card verification, and other applications requiring entry of authorization codes or customer numbers.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

To use this feature from a Multiline Terminal:

1. Lift the handset or press the SPKR key. Receive dial tone.
2. Use any combination of manual dialing, Station Speed Dial and System Speed Dial, observing the listed service conditions.

SERVICE CONDITIONS

- A maximum of 24 digits can be stored in Multiline Terminal Speed Dial buffers. Pause, hookflash, #, and * count as digits when used in buffer storage.
- A maximum of 24 digits can be stored in Single Line Telephone Speed Dial buffers; # and * count as digits when used in buffer storage.
- If the system is programmed as a Key Function (KF) system, Consecutive Speed Dial cannot be used from internal dial tone.
- When using Single Line Telephones, only manual dialing sequences can follow a Station or System Speed Dial sequence.
- Feature Access keys and/or One-Touch keys on the Multiline Terminals can be used for this feature.

THIS PAGE INTENTIONALLY LEFT BLANK

C-11 CORDLESS TELEPHONE CONNECTION C-11

GENERAL DESCRIPTION

With an ADA(B)-W (BK)/(SW) Unit, a cordless telephone (2500 type) can be connected to a Multiline Terminal, Dialing an Access Code defines whether or not the cordless telephone rings when calls are directed to the Multiline Terminal associated with it. In addition to the Cordless Telephone Connection, the ADA(2)-W (BK)/(SW) Unit allows connection of other Single Line Telephone equipment such as modems, facsimile machines, or answering machines. Version 2.0 software or higher is required for this feature.

STATION APPLICATION

All Multiline Terminals with an ADA(2)-W (BK)/(SW) Unit installed.

Note: The ADA(2)-W (BK)/(SW) Unit is supplied with electrical power from an AC/DC Adaptor. A maximum of 16 ADA(B)-W (BK)/(SW) Units can be installed in Multiline Terminals on the Electra Professional Level I system. Only one device can be interfaced to an ADA(2)-W (BK)/(SW) Unit at a time.

OPERATING PROCEDURE

To make a call from a cordless Single Line Telephone:

1. Go off-hook.
2. Dial the station number or (dial the Trunk Access Code and the telephone number).

To answer a call from a cordless Single Line Telephone:

1. When the Multiline Terminal is ringing, the incoming call can be answered using the cordless Single Line Telephone by going off-hook, if the cordless Single Line Telephone is programmed to ring for incoming calls and ringing line preference is assigned for the Multiline Terminal.

To transfer a call from a cordless Single Line Telephone to the Associated Multiline Terminal:

1. The associated Multiline Terminal user goes off-hook.
2. The Single Line Telephone user goes on-hook; the call path is automatically connected to the Multiline Terminal.

Note: The Cordless Single Line Telephone cannot be used to transfer a call to another station.

To transfer a call from a Multiline Terminal to its associated cordless Single Line Telephone:

1. The Single Line Telephone user goes off-hook; the call path is automatically connected to the Single Line Telephone.
2. The Multiline Terminal user goes on-hook.

To set ringing to Cordless Telephone (from associated Multiline Terminal):

1. Press the FNC key.
2. Dial 63X.

0 = All Mode (all incoming calls)
1 = Station Mode (Internal, Camp-Ons, Automated Attendant ringing, Trunk Queues, and Callback Request)
2 = Common Mode (CO/PBX, Automated Attendant Delays, and Doorphones)

3. Press the FNC key.

Note: Repeat the procedure to cancel ringing.

SERVICE CONDITIONS

- The cordless telephone cannot place calls on hold or transfer calls to another station.
- The system cannot recognize hookflash signals sent to the ADA(B)-W (BK)/(SW) Unit from the cordless telephone when attempting a transfer.
- While on a call, if a hookflash is performed, the call is dropped and the internal dial tone is returned.
- The PBR-C(4)-11 KTU is required for cordless operation.
- If the Multiline Terminal goes off-hook before the cordless Single Line Telephone, a PBR circuit is not connected for the cordless Single Line Telephone.
- The cordless telephone requires a PBR-C(4)-11 KTU while dialing. If all PBR circuits are busy, the busy tone is heard when the telephone goes off-hook.
- A standard 2500 type cordless Single Line Telephone is required.

  Note: The DP-type cordless telephone can be used only for an incoming call, not for dialing out.
- Either an ADA(l)-W (BK)/(SW) Unit or an ADA(2)-W (BK)/(SW) Unit can be installed in a Multiline Terminal.
- Only one cordless Single Line Telephone can be connected to an ADA(2)-W (BK)/(SW) Unit.
- The base unit of the cordless telephone must be installed within 10 feet of the ADA(B)-W (BK)/(SW) Unit.
- The ring pattern for the cordless telephone can be selected by the CN2 jumper switch in the ADA(B)-W (BK)/(SW) Unit. The patterns are:

  1 second ON / 2 seconds OFF or 2 seconds ON / 4 seconds OFF.
- The Multiline Terminal and its associated cordless telephone cannot be used simultaneously.
- The Multiline Terminal LCD displays the same information for Multiline Terminal or cordless terminal use.
- The following are not supported by the analog port of the ADA(B)-W (BK)/(SW) Unit:

  1. Disconnect Signal
  2. DTMF Sending
  3. Message Wait Lamp Control
- When the Prime Line feature is programmed in System Data, the cordless telephone user can go off-hook and receive an outside dial tone.

- A cordless telephone does not ring for Timed Alarm, Printer Trouble Alarm, or Hold Recall.
- Voice Announced internal calls to a Multiline Terminal do not ring a cordless telephone. When the user goes off-hook, the cordless telephone user can answer the internal call.
- If Memory Block 4-14 (Voice Call Block Selection) is set, internal calls ring on assigned Terminals.
- When ringing a cordless telephone, the incoming call can be answered by going off-hook.

  Note: Hold Recall cannot be answered using the cordless Single Line Telephone.

- User programming determines whether the cordless telephone rings when the associated Multiline Terminal is ring assigned only for an incoming CO/PBX call, a transferred CO/PBX call, or an internal call (ring tone).
- Version 2.0 software or higher is required to support this feature.

THIS PAGE INTENTIONALLY LEFT BLANK

D-1 DIAL 0 FOR ATTENDANT D-1

GENERAL DESCRIPTION

Station users can access an associated Attendant Position by dialing 0.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

To use this feature from a Multiline Terminal:

1. Lift the handset or press the SPKR key and receive internal dial tone.
2. Dial 0 to call the Attendant.
3. Lift the handset to talk with Attendant.

To use this feature from a Single Line Telephone:

1. Lift the handset and receive internal dial tone.
2. Dial 0 to call the Attendant.
3. Talk with the Attendant.

SERVICE CONDITIONS

- The assigned Attendant can be called by dialing the applicable station number.
- After accessing an internal line, any station user can call the assigned Attendant by dialing 0.
- If an Attendant Position user dials 0, a reorder tone is received.
- If an Attendantis busy, the call does not overflow to another Attendant and the caller hears a busy tone.
- When using two Attendants, specify (in System Programming) which Attendant is to be called by each station. If a change is not made, Attendant 1 is always called (default).
- The assigned Attendant can be called regardless of tenant.
- The system can have two Attendants. Only one Attendant can be called by dialing 0.

THIS PAGE INTENTIONALLY LEFT BLANK

GENERAL DESCRIPTION

The programmable Feature Access and One-Touch keys on the Multiline Terminals can allow direct access to each of the internal page zones and the external page.

STATION APPLICATION

All Multiline Terminals with a Feature Access or a One-Touch key programmed for Direct Paging Access.

OPERATING PROCEDURE

1. Lift the handset; press Direct Paging Access key.
2. Make paging announcement.

SERVICE CONDITIONS

- The programmable Feature Access keys or One-Touch keys must be programmed on each Multiline Terminal before Direct Paging Access can be accessed by the user.
- If the Direct Paging Access key for Internal All Zone or Internal Zone Call is pressed, a paging announcement is made over the speakers of all idle Multiline Terminals assigned for the zone. Stations may be grouped for Internal Zones in System Programming. [Refer to I-4 Internal Zone Paging (Meet-Mel.1
- Paging access through external speakers is available if a system has external speakers. A locally provided external amplifier is required for External Paging.
- Single Line Telephone users can access Internal Paging and External Paging by using an Access Code but cannot receive a paging announcement.
- Allow or Deny Assignment of Paging Access is programmable via Class of Service (default: Allow).

THIS PAGE INTENTIONALLY LEFT BLANK

GENERAL DESCRIPTION

The Direct Station Selection (DSS) feature allows all Multiline Terminal users to make station calls by pressing only one key.

STATION APPLICATION

ETW-16DD-1 (BK)/(SW) TEL, ETW-8-1 (BK)/(SW) TEL, or ETW-16DC-1 (BK)/(SW) TEL with line keys assigned for DSS. All Multiline Terminals with Feature Access or One-Touch keys programmed for DSS.

OPERATING PROCEDURE

To use this feature with a Multiline Terminal (DSS Call):

1. Press the programmed Feature Access key. Hear ringback tone or make voice announcement.
2. Called party answers.
3. Talk with called party.

SERVICE CONDITIONS

- When station numbers are assigned to Feature Access keys on a Multiline Terminal, the station can be called by pressing the DSS key.
- When a station is called by pressing any DSS key and that station is busy, a call waiting tone is sent to the calling Multiline Terminal.
- With an outside call in progress, pressing a Feature Access or One-Touch key places the outside call on Non-Exclusive Hold.
- If the Multiline Terminal line key used for Direct Station Selection has an associated LED, BLF indication is also provided.
- This feature cannot be accessed from Single Line Telephones.
- Single Line Telephones can be called using a DSS key.

THIS PAGE INTENTIONALLY LEFT BLANK

D-4 DISTINCTIVE RINGING D-4

GENERAL DESCRIPTION

The Distinctive Ringing feature distinguishes between internal and incoming outside calls. This feature provides one distinct CO audible signal.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

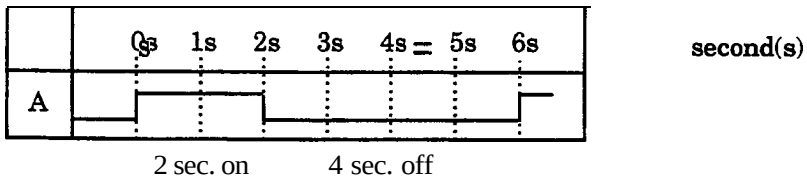
Not applicable.

SERVICE CONDITIONS

- Incoming outside calls and internal calls provide different ringing tones.
- Distinctive ringing patterns are as follows:

1. Incoming outside calls (if synchronous ringing is provided):
   Multiline Terminal ring cycle matches the ringing cycle sent from the exchange connected to the CO/PBX/Centrex line.

2. Incoming outside call (if synchronous ringing is not provided):
   The following is a sample ringing pattern:



THIS PAGE INTENTIONALLY **LEFT BLANK**

D-5 DOOR LOCK RELEASE D-5

GENERAL DESCRIPTION

A locally provided door lock can be released from any Multiline Terminal in the system via a software-controlled relay. An external relay (locally provided) receives a dry contact closure from the basic KSU when the station user, engaged in a doorphone call, dials the Access Code.

Single Line Telephones cannot access the Door Lock Release feature.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

To use this feature with a doorphone call in progress:

1. Press the FNC key.
2. Dial 6.

SERVICE CONDITIONS

- The KSU controls the external relay (locally provided) for the Door Lock Release.
- When a Multiline Terminal user is engaged in a doorphone call, dialing Access Code FNC 6 activates the Door Lock Release for approximately five seconds.
- The system can support two Door Lock Release control relays.
- Single Line Telephones cannot activate the Door Lock Release feature.
- General Purpose Relays are used for the Door Lock Release. (Refer to G-l General Purpose Relays.)
- The Feature Access key or One-Touch key assigned the Door Lock Release Access Code is pressed to release the Door Lock. The associated red LED lights during Door Lock Release.

THIS PAGE INTENTIONALLY LEFT BLANK

D-6 DOOR/MONITOR PHONE D-6

GENERAL DESCRIPTION

Up to two optional Doorphone (DP-D-1A) Units can be installed in the system. These units can provide 2-way communication with a location, such as a front door area, or listen to an area as a Room Monitor.

When the unit is used as a Doorphone, assigned Multiline Terminals can be signaled when the Doorphone key is pressed. Any Multiline Terminal in the system can be used to originate or answer the call and talk with the person at the Doorphone. Single Line Telephones can only be used to originate doorphone calls.

When the unit is used as a Room Monitor, any station can be used to access the unit and listen to the area where the monitor is located.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

To originate a call to a Doornhone from anv station:

1. Lift the handset.
2. Dial Doorphone Access Code:

   61: Doorphone 1
   62: Doorphone 2

To answer a call from a Doornhone at a Multiline Terminal:

1. The Doorphone number appears on the LCD and a chime tone sounds on assigned Multiline Terminals.
2. Lift the handset or press the SPKR key.
3. Answer the Doorphone by dialing one of the following Access Codes:

   61: Doorphone 1
   62: Doorphone 2

SERVICE CONDITIONS

- A maximum of two Doorphones can be installed in the system, and 2-way communication is possible between the Doorphone and any station.
- Each Doorphone has its distinctive chime.

  Doorphone 1: One high-frequency chime followed by one low-frequency chime.
  Doorphone 2: Two low-frequency chimes.
- All Multiline Terminals can be programmed to ring when a Doorphone is used. A Multiline Terminal can be assigned to ring on Doorphone 1 and/or Doorphone 2 in Day or Night Mode.

- Single Line Telephone users can answer or originate a call to the Doorphone but cannot receive a Doorphone ring signal.
- Both Doorphones cannot be accessed simultaneously.
- Any Multiline Terminal, assigned to ring from a Doorphone, can answer the call by lifting the handset. This is possible only if Automatic Answer is assigned system-wide. Refer to the *Electra Professional Level I Installation Service Manual* (Stock No. 722002) for details.
- An Access Code must be dialed by the station user to answer a Doorphone call at stations not assigned to ring for Doorphone calls.
- If the first Doorphone is used to make a call or is communicating with a station, the second Door-phone cannot make or receive a call.
- When a Multiline Terminal with LCD receives a Doorphone call, the LCD displays the Doorphone Call Indication for the preprogrammed time (default: 10 sec.) even after the Doorphone Chime ends. The Multiline Terminal can pick up the call during this time.

D-7 DO NOT DISTURB D-7

GENERAL DESCRIPTION

The Do Not Disturb (DND) feature temporarily eliminates all audible signals for incoming calls to the station. This temporarily isolates the station from other stations in the system and allows the user time for more detailed or confidential work.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

To set DND using a Multiline Terminal:

1. Press the **FNC** key in idle mode.
2. Dial Access Code 60.
3. Press the FNC key.

To cancel DND using a Multiline Terminal:

1. Press the **FNC** key in DND mode.
2. Dial Access Code 60.
3. Press the **FNC** key.

SERVICE CONDITIONS

- The Do Not Disturb Set/Cancel Access Code can be programmed on a Feature Access key or One-Touch key with LED indication. The DND mode is also indicated on the FNC key LED.
- Recalls and Trunk queues override the DND setting.
- Setting DND eliminates audible signals such as incoming **CO/PBX** calls, incoming internal calls, off-hook ringing calls, paging, and Doorphone calls sent through the speaker.
- Voice announcements (in progress) continue to completion when the DND key is pressed during announcement. Subsequent voice announcements are eliminated.
- An internal call to a Multiline Terminal in DND mode results in a call waiting tone. The LCD on the calling party's Multiline Terminal displays an internal call.
- Callback Request can be set to a Multiline Terminal in DND mode.
- Automatic Callback cannot be set to a Multiline Terminal in DND mode.
- Station BGM can be accessed for Multiline Terminals in Do Not Disturb.
- Multiline Terminals in DND mode cannot be tone-overridden by another station (excluding Attendant Multiline Terminals if programmed).

THIS PAGE INTENTIONALLY **LEFT** BLANK

GENERAL DESCRIPTION

This feature provides connection for sending transmissions to data receiving units requiring Dual-Tone Multifrequency (DTMF) signaling. This feature is used for systems that are connected to Dial Pulse (DP) lines, but require the ability to communicate with equipment (computers) that demands DTMF signaling.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

To use this feature during conversation on a Dial Pulse (DP) outside line (CO/PBX):

1. Dial * and #.
2. Dial desired number.

SERVICE CONDITIONS

- This operation can be performed on any outside line.
- After a DP line is switched to DTMF (using an Access Code) the connection can be switched back to DP only by going on-hook.
- When DTMF is selected during conversation on an outside line, all dial signals subsequent to it are DTMF.
- DP/DTMF switching operations can be programmed as part of the Speed Dial program. The feature should be programmed so DP/DTMF switching takes place during conversation on an outside line.
- This feature is not required for DTMF Single Line Telephones which send DTMF signals over the voice path to the outside equipment.
- Dial Pulse Single Line Telephones cannot send DTMF signals and cannot use this feature.
- Code Restriction and Outgoing Restriction are not bypassed when this feature is used.

THIS PAGE INTENTIONALLY LEFT BLANK

D-9 DROP KEY D-9

GENERAL DESCRIPTION

The Drop Key is used to abandon a call while retaining the CO/PBX line for originating another call. The Drop Key is provided by programming a Feature Access Code on a Feature Access key or a One-Touch key.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

To use this feature with a CO line call in progress:

1. Press the FNC Key.
2. Dial Access Code 5.
3. Receive new CO/PBX dial tone (the line is not released).

SERVICE CONDITIONS

- The Drop Key cannot be used for internal calls.
- Programming the Feature Access Code (FNC 5) on a Feature Access key or One-Touch key is recommended.

THIS PAGE INTENTIONALLY LEFT BLANK

GENERAL DESCRIPTION

The Elapsed Call Timer feature provides each Multiline Terminal with an indication on the LCD showing how long the station is connected to an outside line.

STATION APPLICATION

All Multiline Terminals equipped with an LCD.

OPERATING PROCEDURE

Not applicable.

SERVICE CONDITIONS

- The Elapsed Call Time is shown on the LCD when a Multiline Terminal user is talking on an outside line.
- The maximum display on the Elapsed Call Timer is 59 minutes and 59 seconds. When the timer reaches the maximum, it resets to 00 minutes and 00 seconds.
- When a call is placed on hold (Exclusive and Non-Exclusive), the Elapsed Call Timer display clears but continues timing.
- When a transferred call is answered, the Elapsed Call Timer continues timing.
- For outgoing outside calls, the starting time is set at 10 seconds (default) after the last digit is dialed. For incoming outside calls, the timer starts when the call is answered.
- The Elapsed Call Timer display clears during dialing and returns 10 seconds after the last digit is dialed.
- The Elapsed Call Timer for each outside line operates independently.
- During a conference call, the LCD displays the elapsed time of the conference (if at least one party in the conference is connected to an outside line).
- The Elapsed Call Timer display clears during a Transfer or Tone Override.
- During a conference call that includes one outside party and two internal parties, the Elapsed Call Timer appears on the display of the two internal parties.
- During a conference call that includes two outside parties and one internal party, the Elapsed Call Timer appears on the display of the internal party. If one of the outside parties terminates the call, the time display for that party clears and the time display for the remaining party is displayed.

THIS PAGE INTENTIONALLY LEFT BLANK

E-2 ELECTRONIC VOLUME CONTROL E-2

GENERAL DESCRIPTION

The Electronic Volume Control, which is provided with all Multiline Terminals, allows easy changes to the following: LCD contrast, off-hook ringing volume, station ringing volume, handset receiver volume, and station speaker volume control.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

Off-Hook Rinsing Volume:

1. Go off-hook with the handset.
2. Dial Access Code 60.
3. Dial 1 from the dial pad.
4. Press the ▲ (up) or ▼ (down) key to increase/decrease off-hook ringing volume as applicable.
5. Go on-hook.

Station Ringing Volume:

1. Go off-hook by pressing the SPKR key.
2. Dial Access Code 60.
3. Dial 1 from the dial pad.
4. Press the ▲ (up) or ▼ (down) key to increase/decrease ringing volume as applicable.
5. Go on-hook.

-OR-

1. When the Multiline Terminal is receiving an incoming call, press the ▲ (up) or ▼ key (down) to increase or decrease the ringing volume as applicable.

Setting Handset Receiver Volume:

1. Go off-hook with the handset.
2. Press the A (up) or ▼ (down) key to increase/decrease handset receiver volume as applicable.

Setting Speaker Volume:

1. Go off-hook by pressing the SPKR key.
2. Press the A (up) or ▼ (down) key to increase/decrease speaker volume as applicable,
3. Go on-hook.

LCD Contrast for Multiline Terminals with LCD:

1. Go off-hook by pressing the SPKR key.
2. Dial Access Code 60.
3. Dial 2 from the dial pad.
4. Press the A (darker) or ▼ (lighter) key to increase/decrease LCD contrast as applicable.
5. Go on-hook.

-OR-

1. While the Multiline Terminal is idle, press the A (darker) or ▼ (lighter) key to increase/decrease LCD contrast as applicable.

SERVICE CONDITIONS

- Depending on System Programming, the last handset receiver volume set by the station user can be retained.
- Volume settings, other than Handset Receiver Volume, retain the last volume level regardless of System Programming.

E-3 EQUAL ACCESS ACCOMMODATION E-3

GENERAL DESCRIPTION

The Equal Access Accommodation feature permits Speed Dial memories and Code Restriction processes to be applied to CO/PBX lines, which provide access to Specialized Common Carriers (SCC).

STATION APPLICATION

All stations.

OPERATING PROCEDURE

To use this feature from a Multiline Terminal:

1. Press an outside line key.
2. Lift the handset.
3. Dial Equal Access Code 10 t XXX. Equal Access inspection is applied.
4. Dial the applicable long distance number. Code Restriction inspection is applied.
5. Talk with the called party.

To use this feature from a Single Line Telephone:

1. Lift the handset and receive internal dial tone.
2. Dial a trunk Access Code and receive outside dial tone.
3. Dial Equal Access Code 10 t XXX. Equal Access inspection is applied.
4. Dial the applicable long distance number. Code Restriction inspection is applied.
5. Talk with the called party.

SERVICE CONDITIONS

- Stations can have access to other specified long distance common carriers by Code Restriction Class Assignment (Day and Night) when assigned in System Programming.
- Code Restriction applies after an Other Common Carrier (OCC) code has been dialed.
- Refer to C-8 Code Restriction and C-9 CO/PBX Digit Restriction for additional information.

THIS PAGE INTENTIONALLY LEFT BLANK

E-4 EXTERNA

GENERAL DESCRIPTION

The External Paging (Meet-Me) feature provides External Paging to quickly locate personnel. A l-way amplifier must be installed to provide this feature. An external speaker can be installed in a noisy area where a terminal would not be appropriate. External Paging enables emergency announcements to be made to the area quickly. The Meet-Me feature allows the paged party to respond quickly to the paged call.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

To originate on a Multiline Terminal:

1. Lift the handset.
2. Dial Access Code 75 or press the programmed Feature Access key.

To answer on a Multiline Terminal:

1. Lift the handset.
2. Dial Meet-Me Access Code **7#** or press the programmed Feature Access key.

To originate on a Single Line Telephones:

1. Lift the handset.
2. Dial Access Code 75.

To answer on a Single Line Telephones:

1. Lift the handset.
2. Dial Meet-Me Access Code **7#**.

SERVICE CONDITIONS

- This feature requires a l-way external amplifier and speaker (locally provided).
- Only one external page zone is available.
- During an External Page, Internal Paging can still be accessed.
- Default Access Codes are:

1. External Paging	75
2. All Internal/External	77
3. External Meet-Me	**7#**
4. All Internal/External Meet-Me	**7* or 7#**

- After a page is established and the Meet-Me code is dialed, the paging circuit is released and another party may page.
- After 90 seconds off-hook (default value for External Page timeout), a page automatically disconnects.
- Internal and External paging at the same time is possible (default Access Code is 77).
- A tone burst is sent from the external speaker after dialing the External Paging Access Code. Tone bursts can be cut off by System Programming.
- The jumper JPO on the main board should be cut when an external amplifier with 600 ohms input impedance is connected.
- Stations can be allowed or denied access to paging via Class of Service (default: Allow).

GENERAL DESCRIPTION

The External Ring Control feature is provided with the basic KSU. It provides an interrupted relay contact closure during incoming CO/PBX calls to a control relay (locally provided) that can be used for controlling a tone source or loud ringing bell. This feature is used for loud ringing in noisy locations or for a wide area coverage. It can be set for Day mode.

STATION APPLICATION

Not applicable.

OPERATING PROCEDURE

Not applicable.

SERVICE CONDITIONS

- The External Ring Control circuit or relay can be assigned in System Programming to operate only during the day, or not to ring at all (default: Not Assigned).
- The External Ring Control circuit provides a dry contact with an interruption of 1 second ON / 1 second OFF cycle which is not synchronous with incoming signals.
- The external ringing equipment must be locally provided.
- When assigned, the External Ring Control is activated by all incoming CO/PBX lines.
- One General Purpose Relay can be programmed for this function.
- External Ring Control and Night Chime share the same relay.
- External Ring Control does not apply to Private Lines.

THIS PAGE INTENTIONALLY LEFT BLANK

GENERAL DESCRIPTION

An External Ringer can be made available through the common use of the External Paging Speaker and a built-in tone source. An interrupted tone (440/480 Hz) at a rate of 1 sec. ON / 2 sec. OFF is provided. External paging takes priority over the Tone Ringer.

STATION APPLICATION

Not applicable.

OPERATING PROCEDURE

Not Applicable

SERVICE CONDITIONS

- This feature does not require a relay to make ring pattern for External Tone Ringer and Night Chime.
- The Ring Tone pattern provided by the system is 1 second ON / 2 seconds OFF. The Ring Tone frequency is 440/480 Hz.
- Priorities in the related features using the External Paging Speaker are as follows:

  1. External Paging
  2. External Tone Ringer/Night Chime
  3. External BGM

- External Tone Ringer and Night Chime operation is based on the Day/Night Mode assignment. One of the four General Purpose Relays can be assigned for External Tone Ringer and Night Chime. In this case, External Tone Ringer and Night Chime operate independently of Paging Speaker because the Paging Speaker is not shared with these two features.
- Refer to E-4 External Paging (Meet-Me), E-5 External Tone Ring Control, and N-2 Night Chime for more details.

THIS PAGE INTENTIONALLY LEFT BLANK

GENERAL DESCRIPTION

The FAX-C(1)-11 KTU provides for the direct connection of a locally-provided facsimile machine. Additional dedicated CO/PBX lines are not required for the facsimile to operate. The facsimile shares usage of the fourth CO/PBX terminated line. Version 2.0 or higher software is required for this feature.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

Operation of a facsimile machine may be performed the same way as call origination and answering on an outside line. For further details, refer to the facsimile manufacturer's instructions.

Fax Line Reservation (Set) from Multiline Terminals onlv:

1. Check that the designated fax line (CO/PBX 4) is idle.
2. Press the FNC key.
3. Dial 694 from the dial pad.
4. Press the FNC key again. Designated fax line (CO/PBX 4) lights red.

Fax Line Reservation (Set) from all stations:

1. Check that the designated fax line (CO/PBX 4) is idle.
2. Go off-hook, receive internal dial tone.
3. Dial 694 from the dial pad. Designated fax line (CO/PBX 4) lights red.
4. Return to on-hook.

Note: Fax Line Reservation is available only through the direct connection of the FAX-C(1)-11 KTU.

Fax Line Reservation (Cancel)

The cancel conditions of Fax Line Reservation are:

- Repeating the operation procedure that set the Fax Line Reservation.
- Incoming call on the fourth CO/PBX line.
- Outgoing call from a facsimile machine connected to the FAX-C(1J-11 KTU.
- Timeout of Fax Line Reservation Timer.

SERVICE CONDITIONS

Facsimile Connection (SLT Port):

- The facsimile can be connected to an SLT-F(1G)-10 ADP or SLT-F(1G)-20 ADP (software version 2.72 or higher).
- The facsimile is controlled in the same way as a Single Line Telephone.
- There are two modes of facsimile reception:

1. Automatic
   In automatic mode, a call from a specific CO/PBX line is automatically answered and is connected to the facsimile if CO/PBX Ring Assignment is properly programmed.
2. Manual
   In manual mode, a call is answered, by another station, and then transferred to the facsimile port.

Note: If the facsimile recognizes only a ringing pattern that is 2 seconds ON/4 seconds OFF, the SLT-F(1G)-( ) ADP ports connected to the facsimile should be programmed as Voice Mail using Memory Block 4-07 (Voice Mail/SLT Selection). In this case, the SLT ADP port should be assigned to higher numbered ports than the ports used for Voice Mail.

Facsimile Connection (Direct):

- The system requires a FAX-C(1)-11 KTU.
- The FAX-C(l)-11 KTU is installed in the ESF-C-10 KTU.
- The facsimile machine connected to the FAX-C(1)-11 KTU continues to function if the Electra Professional Level I system loses power.
- The Electra Professional Level I system cannot distinguish between an incoming fax call or CO/PBX call.
- A call terminating on CO/PBX line 4 is automatically answered by a facsimile machine.
- The fourth CO/PBX line is recommended for Fax Connection.
- The CO/PBX line lights red during an incoming facsimile call.
- When the facsimile is in use, the loop detection information lights the CO/PBX LED 4 on the Multiline Terminals.
- If the facsimile is not in use, the fourth CO/PBX line may be used as an outside line.
- The line reserved for fax connection cannot be accessed by dialing a Trunk Access Code.
- CO/PBX line 4 can be temporarily restricted to facsimile calling only by setting the Fax Line Reservation feature.
- Code restrictions for the Level I system do not apply to outgoing calls from the FAX-C(1)-11 KTU.
- The Fax Line Reservation Access Code can be programmed on a Feature Access key. The LED on the programmed feature access key is on steady when the fax line is reserved from the station.
- Version 2.0 software or higher is required to support this feature.
- The general purpose relays can be used for the facsimile connection.

GENERAL DESCRIPTION

The User Programmable-Feature Access keys and One-Touch keys on the Multiline Terminals are used to directly access system features instead of dialing Access Codes.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

Press the desired Feature Access key.

SERVICE CONDITIONS

- Line keys not used for **CO/PBX** line access can be assigned as Feature Access keys in System Programming. The user can then program the Feature Access keys for Speed Dial, **DSS/BLF**, and selected features (e.g., Call Pickup, Paging, Do Not Disturb).
- A maximum of 16 Feature Access keys for **ETW-16DC/16DD-1 (BK)/(SW)** TEL can be programmed, including unused line keys.
- A maximum of eight Feature Access keys for ETW-8-l **(BK)/(SW)** TEL can be programmed on unused line keys.
- Each Feature Access key can store up to seven digits.
- Nesting Dial is allowed under Feature Access key assigned for Station/System Speed Dial including Nesting Dial.
- The **ETW-16DD-1 (BK)/(SW)** telephone has 20 user programmable One-Touch keys. The user can program these keys for Speed Dial, **DSS/BLF**, and selected features (*e.g.*, Call Pickup, Paging, Do Not Disturb).
- Assign **CO/PBX** line keys as Nil, in Memory Block 3-10 [CO Line Selection (Installed, DP, **DTMF**)], to use for Feature Access Programming.

THIS PAGE INTENTIONALLY LEFT BLANK

F-3 FLEXIBLE LINE KEYS F-3

GENERAL DESCRIPTION

The unused CO/PBX line keys on each Multiline Terminal can be reassigned and used for other features. The line keys can be reassigned as Direct Station Selection, Speed Dial, and/or Feature Access keys.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

Not applicable.

SERVICE CONDITIONS

- The first eight line keys (LK1 ~ LK8) of each Multiline Terminal are fixed as CO/PBX lines; however, when an outside line key is not used or is assigned as a private line, the unused line keys can be reassigned as a Speed Dial, DSS, or Feature Access key.
- Each Flexible Programmable Line key can be assigned one of the following six options:

  1. Station Speed Dial (DSS) (00~19)
  2. MIC ON/OFF key
  3. Internal/External Paging
  4. Feature Access (up to seven digits)
  5. System Speed Dial (20 ~ 99)
  6. DSS/BLF key

- Flexible Programmable Line key assignment is performed in user programming.
- The ETWS-1 (BK)/(SW) TEL has eight Flexible Programmable Line keys.
- The ETW-16DC-1 (BK)/(SW) TEL and ETW-16DD-1 (BK)/(SW) TEL have 16 Flexible Programmable Line keys.
- Feature Access keys are programmed by the user for internal calls, external calls, or Feature Access Codes.

THIS PAGE INTENTIONALLY LEFT BLANK

F-4 FLEXIBLE RINGING ASSIGNMENT F-4

GENERAL DESCRIPTION

Incoming outside (CO/PBX) calls may be programmed to ring at specified stations. Separate day and night incoming ring assignments are available.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

Not applicable.

SERVICE CONDITIONS

- Ringing is assigned on a per-line, per-station basis.
- The ringing feature is applicable for Day Mode and/or Night Mode and is independently assigned.
- Single Line Telephones can be assigned to ring in both Day Mode and Night Mode.
- Default values assign Attendants 1 and 2 (stations 10 and 11) to have all COPBX lines ringing if those lines appear on these stations.
- When a CO/PBX line is assigned to ring at only one station and the station has Call Forward (All or Busy/No Answer) set, incoming CO/PBX calls on that line follow the Call Forwarding.

THIS PAGE INTENTIONALLY LEFT **BLANK**

F-5 FLEXIBLE STATION NUMBERING PLAN F-5

GENERAL DESCRIPTION

A Flexible Station Numbering Plan is automatically assigned by the Resident System Program when the system power is first turned on. The Flexible Station Numbering Plan may be changed via System Programming to fit customer needs.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

Not applicable.

SERVICE CONDITIONS

- The default station numbers are 10 ~ 25. Station numbers **10~17** are available in the basic KSU. Stations 18-25 are available with an expansion KTU.
- The same station number cannot be assigned to two or more stations.
- Station numbering can only be **2-digits**.
- Refer to Chapter 5 (Hardware Specifications) of the ***Electra*** *Professional Level I General Description Manual* (Stock No. 722000) for the Numbering Plan Access Code defaults.
- The numbers may be changed to any number in the range of **10~59**.
- The hardware port number (station) is always used when programming the system from a programming station (ports 10 or **11**).

THIS PAGE INTENTIONALLY LEFT BLANK

F-6 FLEXIBLE TIMEOUT F-6

GENERAL DESCRIPTION

The Flexible Timeout feature provides a variety of timeouts in the Resident System Program in order to allow the system to operate without initial programming. The system timeouts can be changed to meet customer needs according to the requirements of the system application.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

Not applicable.

SERVICE CONDITIONS

- System Programming is required to change the default value of the flexible timers. [Refer to Chapter 2 (Programming) *in* the *Electra Professional Level I Installation Service Manual* (Stock No. 7220021.1

Function Timer Chart

Timer	Memory Block	Definition	Timing Value		
			Min.	Default	Max.
Hookflash Time Selection (Multiline Terminal)	l-01	The break time for a hookf'lash signal (that breaks the DC loop of a CO/PBX line) sent to the CO or PBX when the RECALL key on a Multiline Terminal is pressed.	*60 ms.*	*600* ms.	*2 sec.*
Hold Recall Timer Selection (Non-Exclusive1	l-02	The interval of a held CO/PBX call until a recall tone is generated. If "No Limit" is selected, no hold alarm tone is generated.	1 min.	1 min.	No Limit
Exclusive Hold Recall Timer Selection	1-03	The interval for Exclusive Hold Recall tone. If "No Limit" is selected, no , Exclusive Hold tone is wovided.	1 min.	1 min.	No Limit
Internal/External Paging Access Time Selection	l-04	The length of time allowed for paging.	90 sec.	90 sec.	No Limit
Trunk Queuing Recall time Selection	1-05	The time an outgoing CO/PBX line rings at the station where the queue was set, before the queue is automatically canceled.	10 sec.	10 sec.	*60 sec.*

(Continued on next page.)

Function Timer Chart

Timer	Memory Block	Definition	Timing Value		
			Mill.	Default	Max.
Pause Time Selection	l-06	The length of the pause inserted betweer digits dialed on CO/PBX lines.	1 sec.	3sec.	3 sec.
DP Interdigit Time Selection	1-07	The minimum length of the pause interval between Dial Pulse dialing.	650/500 ms.	800/800 ms.	800/800 ms.
Receiver (PBR) Release Timer Selection	1-08	The interval during which a receiver circuit is connected to a DTMF type Single Line Telephone waiting for each digit to be dialed.	5 sec.	10sec.	60 sec.
Doorphone Display Time Selection	1-09	The duration of an incoming Doorphone call indication displayed at a Multiline Terminal.	10 sec.	10sec.	90 sec.
CO Ring Transfer Recall Timer Selection	1-10	The interval from ringing tone transfer until a recall tone is generated to the originating telephone if the call is not answered.	30 sec.	60 sec.	240 sec.
Automatic Callback Time Selection	1-11	The length of time allowed for an Automatic Callback to occur before the request is automatically canceled.	30 min.	No Limit	No Limit
Automatic Redial Time Selection	l-12	The call time, wait time and number of attempts for an automatic redial. (Call Time/Wait Time/Attempts)	15 sec. 60 sec. 5 times	15sec. 60 sec. 5 times	30 sec. 120 sec. 5 times
Bounce Protect Time Selection	1-13	The length of time before a valid hookflash can be detected from a Single Line Telephone or Voice Mail system.	0 ms.	300 ms.	900 ms.
Hookflash Start Time Selection	1-14	Specifies the minimum hookflash duration from a Single Line Telephone.	100 ms.	300 ms.	850 ms.
Hookflash End Time Selection	1-15	Specifies a maximum duration from a Single Line Telephone to receive a dial tone. HST = Hookflash Start Time	HST+O	HST + 700 ms.	HST + 1500 ms.
Call Forward Busy/No Answer Timer Selection	1-16	The time before incoming JCM calls or CO/PBX lines are forwarded to another station number when the called party does not answer.	10 sec.	.0sec.	30 sec.
Trunk-to-Trunk Transfer Automatic Disconnect Time Selection	1-17	The maximum time before an automatic disconnect of Trunk-to-Trunk connections occur.	30 min.	1 hr.	3 hr.
Elapsed Call and SMDR Start Timer Selection	1-18	The interval after dialing until the start of call duration display.	10 sec.	10sec.	30 sec.
Disconnect Time Selection	1-19	The minimum time until a disconnected circuit can be accessed again.	0.3 sec.	1.0sec.	4.0 sec.

(Continued on next page.)

Function Timer Chart (continued)

Timer	Memory Block	Definition	Timing Value		
			Min.	Default	Max.
Automatic Release Disconnection Signal Detection Time Selection	1-20	The signal detection time for release of a CO/PBX line when a disconnect signal is received from the distant CO/PBX.	0.5 ms.	350 ms.	500 ms.
Time Display (12h/24h) Selection	1-26	Specifies either a 12- or 24-hour time.	12 hr.	12 hr.	24 hr.
Voice Mail DTMF Delay Timer Selection	l-68	The delay time before DTMF tones are sent to Voice Mail ports.	0.1 sec.	1.0 sec.	14 sec.
Voice Mail DTMF Duration/Interdigit Time Selection	1-69	Used to specify the DTMF duration and Interdigit time for Voice Mail.	70/60 ms.	600/100 ms.	900/200 ms.
System Refresh Timer Selection	l-70	The length of time all terminals are idle before the system refreshes itself.	No Refresh	4 hr.	24 hr.
Automated Attendant Answer Delay Time Assignment	l-72	The length of time before an incoming CO/PBX call is answered by the Automated Attendant.	3 sec.	3 sec.	48 sec.
Automated Attendant PBR Release Timer Selection	1-73	The amount of time an Automated Attendant remains connected when a calling party is dialing.	10 sec.	20 sec.	60 sec.
Automated Attendant Delay Ringing Time Selection	1-74	Specifies the time before the Automated Attendant changes to CO/PBX ringing when a transferred call is not answered.	10 sec.	00	co
Automated Attendant No Answer Disconnect Time Selection	l-75	The amount of time an Automated Attendant rings a station before disconnecting the caller.	1 min.	2 min.	∞
Fax Line Reservation Timer Selection	l-78	The time the CO/PBX line is reserved exclusively for the fax connection.	30 sec.	30 sec.	240 sec.
CO/PBX DTMF Duration/Interdigit Assignment	3-07	Used to specify the tone duration and interdigit time of DTMF signals.	70/60 ms.	70/60 ms.	900/200 ms.
DP Dial Make Ratio Selection	03-17	Used to select the make ratio for Dial Pulse lines.	33%	39%	39%

THIS PAGE INTENTIONALLY LEFT BLANK

F-7 FULL HANDSFREE OPERATION F-7

GENERAL DESCRIPTION

Full Handsfree ability is included with all Multiline Terminals for internal and outside calls. A microphone control key and Feature Access Code allow muting of the microphone.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

To use this feature with a Multiline Terminal:

Originating:

1. Press the SPKR key.
2. Dial the desired internal or outside number.
3. Talk with the party when the call is answered.

-OR-

1. Press the desired One-Touch key programmed for Speed Dial.
2. Talk with the party when the call'is answered.

Answering:

1. Press the line key receiving an incoming call or press the ANS key.
2. Talk with the calling party.

SERVICE CONDITIONS

- Tone Override can be received during handsfree conversation.
- The microphone must be ON to answer calls handsfree.
- In handsfree operation, on an outside line, speak alternately. If both parties speak simultaneously, the conversation may be interrupted (half-duplex).
- The MIC is on after the system is first powered up.
- Allow or Deny of Full **Handsfree** Operation is determined on a per-station basis via System Programming.
- When an internal voice call is received at a Multiline Terminal, the user may respond to the call without using the handset (Voice Announcement Mode).

THIS PAGE INTENTIONALLY LEFT BLANK

G-1 GENERAL PURPOSE RELAYS G-1

GENERAL DESCRIPTION

Four General Purpose Relays are built into the basic KSU. These relays can be individually programmed as Facsimile Relay, Z-Door Lock Relays, Night Chime/External Ring Relay, External Amplifier Control Relay, External MOH/BGM Relay, and Extended Speaker Relay.

STATION APPLICATION

All Stations.

OPERATING PROCEDURE

Not applicable.

SERVICE CONDITIONS

- The system provides four General Purpose Relays.
- General Purpose Relays can be individually assigned for the following:
  - External Ring Control/Night Chime
  - Door Lock Release (Doorphone 1)
  - Door Lock Release (Doorphone 2)
  - External Amplifier Control (for External Paging)
  - Background Music (BGM)/External Music On Hold (MOH) Control
  - Facsimile
- External Ring and Night Chime share the same relay. A relay assigned for this feature provides an interruption of 1 sec. ON/l sec. OFF cycle.
- Two relays can be individually programmed for each Door Lock Release. The duration is five seconds each.
- Each relay contact allows DC current of up to 1A, 24 Vdc or 150 mA, 48 Vdc.
- The External Amplifier control turns ON or OFF with the External Paging access.
- When using BGM source for Multiline Terminal speaker, the BGM is controlled to turn ON or OFF with the BGM access.
- When using BGM source for external speaker, the BGM turns ON via System Programming.
- External MOH is controlled to turn ON or OFF with the Hold operation.

THIS PAGE INTENTIONALLY LEFT BLANK

H-1 HANDSET MICROPHONE CONTROL H-1

GENERAL DESCRIPTION

During an internal or outside conversation, an Access Code can be dialed to cut off (mute) the transmitter of the handset. This allows for the monitoring of conversations without interruption.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

To use this feature while using the handset:

1. Press the FNC key.
2. Dial Access Code 2.

Note: Repeat steps 1 and 2 to turn handset transmitter back on.

SERVICE CONDITIONS

- Going on-hook deactivates the handset transmit Mute, regardless of Mute status.
- This feature applies to all calls, including paging, when the handset is used.
- The LED associated with the Feature Access key programmed for this feature indicates the Mute status as follows:

MUTE LED ON	MUTE ON
MUTE LED OFF	MUTE OFF

- Programming the Feature Access Code (FNC 2) as a Feature Access key or One-Touch key is recommended.

THIS PAGE INTENTIONALLY LEFT BLANK

H-2 HANDSFREE ANSWERBACK H-2

GENERAL DESCRIPTION

Each Multiline Terminal is equipped with a microphone for Handsfree Answerback of internal voice calls. Microphone status is indicated by a MIC LED located on each Multiline Terminal. The Feature Access key, programmed for MIC control, is used to cut off (mute) the microphone to ensure privacy.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

To use this feature when receiving an internal voice call:

1. Ensure the MIC LED is on.
2. Talk with calling party.

SERVICE CONDITIONS

- Multiline Terminal MIC LED must be turned on.
- If a Multiline Terminal is signaled by a tone signal, the Multiline Terminal user cannot respond with Handsfree Answerback unless the calling party changes to voice call by dialing the digit 1.
- Multiline Terminal users can receive a Tone Override during a Handsfree Answerback.
- Multiline Terminal users can receive voice calls from Single Line Telephone users.

THIS PAGE INTENTIONALLY LEFT BLANK

H-3 HANDSFREE DIALING AND MONITORING H-3

GENERAL DESCRIPTION

The Handsfree Dialing and Monitoring feature enables all Multiline Terminal users to dial and monitor calls without using the handset. This feature frees the user to perform other tasks while waiting for a call to be answered or while on hold.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

To use the Handsfree Dialing:

1. Press the SPKR key.
2. Press the line key and receive dial tone.
3. Use any dialing method allowed by the system.
4. When the party answers, talk using the handset or built-in microphone, if enabled.
5. If a No Answer or Busy tone is received, press the SPKR key to disconnect the line or activate Automatic Redial. (Refer to A-12 Automatic Redial.)

To use the Monitoring with a call in **progress**:

1. Press the SPKR key (ensure the MIC LED is **off**).
2. Restore the handset.

SERVICE CONDITIONS

- A Multiline Terminal is considered off-hook by the system when this feature is used.
- This feature is available only to Multiline Terminal users.
- This feature may be used for internal and outside calls.
- This feature provides line monitoring ability only. Full **Handsfree** operation can be programmed on a per-station basis in System Programming. Locally provided **handsfree** equipment can also be connected to any Multiline Terminal using the ADA(l)-W (BK)/(SW) Unit.
- Monitoring volume may be adjusted using the volume control on the Multiline Terminal.
- When a Multiline Terminal user reenters a monitored call by lifting the handset, the monitoring condition is automatically released, and the SPKR LED goes off.
- The Multiline Terminal can remain in the monitor mode when Automatic Redial is being used.

THIS PAGE INTENTIONALLY LEFT BLANK

GENERAL DESCRIPTION

A headset can be connected to a Multiline Terminal via the ADA(l)-W (BK)/(SW) Unit. This eliminates the need for an external headset switch. The SPKR key becomes the Headset ON/OFF key to allow easy operation of the headset.

STATION APPLICATION

All Multiline Terminals with an ADA(l)-W (BK)/(SW) Unit installed.

OPERATING PROCEDURE

To make a call:

1. Press the SPKR key.
2. Dial the desired number and talk.

To switch a call to handset from headset:

1. Go off-hook by lifting the handset.
2. Press the SPKR key to turn off the SPKR LED.

To switch a call to headset from handset:

1. Press the SPKR key to turn on the SPKR LED.
2. Hang up the handset.

To end a call:

1. At the end of a conversation, press the SPKR key.
2. Call is disconnected.

SERVICE CONDITIONS

- This feature works with Plantronics brand of headsets, Polaris model.
- The Headset Feature must be assigned in System Programming.
- The SPKR (Headset ON/OFF) key has priority over the handset. When the SPKR LED is turned ON, the voice path is connected to the headset even if the handset is off-hook.
- The Speaker Monitor function and built-in Speakerphone Feature are disabled when the Headset Feature is assigned.
- The Handsfree Answerback Feature is not disabled when the Headset feature is assigned.
- The ADA(l)-W (BK)/(SW) Unit cannot be used in conjunction with the ADA(B)-W (BK)/(SW) Unit,

THIS PAGE INTENTIONALLY LEFT BLANK

H-5 HOLD FREE TRANSFER H-5

GENERAL DESCRIPTION

This feature allows Multiline Terminal users to complete a transfer of a CO/PBX call to another station without pressing the HOLD key.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

To receive a transferred call:

1. Lift the handset or press the SPKR key.
2. Press the CO/PBX line key to pick up the transferred call.
3. The Multiline Terminal initiating the transfer goes on-hook to complete the transfer.
4. Talk with the party.

SERVICE CONDITIONS

- Either trunk queuing or Hold Free Transfer can be assigned in System Programming (default: Trunk Queuing).
- This feature can be allowed or denied in System Programming.
- This feature operates on a system-wide basis.
- When the CO/PBX line key is pressed at the receiving station, the LCD displays "WAITING TRF LKX," and no tone is provided.
- The transferred CO/PBX line key remains busy until the Multiline Terminal user talking on the line hangs up or places the call on hold.

THIS PAGE INTENTIONALLY LEFT BLANK

H-6 HOLD WITH RECALL (EXCLUSIVE AND NON-EXCLUSIVE) H-6

GENERAL DESCRIPTION

Station users can place a call on Hold, freeing the station for other calls. Multiline Terminal users can use either Exclusive Hold (a held line can only be picked up at the station that put the line on hold) or Non-Exclusive Hold (a held line can be picked up at any station that has access to that line). Single Line Telephone users can only place calls on Exclusive Hold. A call on hold for longer than a preprogrammed interval generates a recall at the originating station. When the recalled station is idle, an audible signal and an LCD indication (if equipped) is provided, indicating which line is recalling.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

At a Multiline Terminal with a call in progress (Exclusive Hold):

1. Press the FNC key and the HOLD key.
2. To retrieve the Exclusive Hold call, press the flashing line key.

At a Multiline Terminal with a call in progress (Non-Exclusive Hold):

1. Press the HOLD key.
2. To retrieve a Non-Exclusive Hold call, press the flashing line key.

At a Single Line Telephone with a call in progress:

1. Momentarily press the hookswitch; the call is placed on Exclusive Hold. Do not return the handset to the cradle.
2. To retrieve a held call, momentarily press the hookswitch; the held call is connected.

SERVICE CONDITIONS

Multiline Terminal:

With Non-Exclusive Hold:

- An ongoing conversation can be placed on hold.
- After Non-Exclusive Hold has been set, the user can originate or answer a call from any line (other than the line on hold).
- Any station user in the same Tenant Group (except Single Line Telephone users) can pick up the held call.
- After a preprogrammed time (default: 1 minute), the held line recalls to the Multiline Terminal where the call was placed on hold.

- The Multiline Terminal, where the Hold was originated, receives a distinctive I-Hold indication (flashing green LED). This is not applicable to Single Line Telephones.
- The LED associated with the held line key flashes red on all other Multiline Terminals.

With Exclusive Hold

- After Exclusive Hold has been set, the user originates or answers calls from any line, other than the line on hold.
- Only the Multiline Terminal where the Exclusive Hold was set can be used to retrieve the held call.
- Exclusive Hold and Non-Exclusive Hold Recall time intervals can be adjusted independently.

With Hold Recall:

- Provides a timed reminder to the user that a call was placed on Hold.
- Provides for both Exclusive Hold and Non-Exclusive Hold.
- The timer can be changed via System Programming.

Single Line Telephone:

- If the user goes on-hook during Exclusive Hold, a recall immediately follows.

H-7 HOWLER TONE SERVICE H-7

GENERAL DESCRIPTION

The Howler Tone Service feature provides a Howler Tone when a station has been left off-hook after a call has been completed or after going off-hook. This feature is for Multiline Terminals and Single Line Telephones.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

Not Applicable.

SERVICE CONDITIONS

- The Howler Tone cycle is continuously modulating at 2400 Hz and 10 Hz.
- The Howler Tone occurs 30 seconds after a busy tone.
- For Multiline Terminals, the Howler Tone is provided in off-hook condition or in monitor mode.
- For Single Line Telephones, the Howler Tone is provided in off-hook condition.
- The Howler Tone time is fixed at 30 seconds. This time cannot be changed by System Programming.
- A Multiline Terminal is provided with a Howler Tone from the handset or the speaker.
- A headset does not receive a Howler Tone.

THIS PAGE INTENTIONALLY LEFT BLANK

GENERAL DESCRIPTION

The I-Hold feature provides a green LED indication for calls held at a station using a Multiline Terminal. Other stations with the same line appearance provide a red LED indication. This feature allows easy identification of calls that were placed on hold at a station.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

1. Press the HOLD key (the call is placed on Non-Exclusive Hold).

   - OR -

   Press the FNC key, and then the HOLD key (the call is placed on Exclusive Hold).

SERVICE CONDITIONS

- The I-Hold and other hold flash rates are the same: 0.25 seconds ON, 0.25 seconds OFF.
- When a call is placed on Exclusive Hold, all other Multiline Terminals with that line appearance receive a busy indication (steady red LED).
- Hold recall time interval is programmable for 1 minute, 2 minutes, 4 minutes, and No Limit (default: 1 minute). Non-Exclusive Hold and Exclusive Hold recall time interval can be programmed independently.
- A recall changes the I-Hold flash rate to 0.125 seconds ON, 0.125 seconds OFF, 0.125 seconds ON, 0.625 seconds OFF.
- A recall tone is provided when the handset is on-hook. The off-hook ring is not provided if the handset is off-hook.

THIS PAGE INTENTIONALLY LEFT BLANK

I-2 INCOMING CALL IDENTIFICATION I-2

GENERAL DESCRIPTION

The Incoming Call Identification feature identifies incoming calls on Multiline Terminals equipped with an LCD. Internal calls are identified by showing station number.

STATION APPLICATION

ETW-16DD-1 (BK)/(SW) TEL and ETW-16DC-1 (BK)/(SW) TEL

OPERATING PROCEDURE

With incoming internal call:

1. The ICM LED flashes.
2. LCD displays caller station number.

SERVICE CONDITIONS

- When an internal call is received at a station, the receiving station number is displayed to the left and the station number of the calling station is displayed to the right on the LCD.
- In an Add-On Conference, the station numbers of up to three parties are displayed. If a station is placed on hold during an Add-On Conference, the LCD of the party on hold continues to display on the other stations involved in the conference.
- For displays in Zone Paging, Transfer, Camp-On, or Automatic Callback, refer to A-3 Alphanumeric Display.

THIS PAGE INTENTIONALLY LEFT BLANK

I-3 INTERNAL VOICE/TONE SIGNALING I-3

GENERAL DESCRIPTION

The Internal Voice/Tone Signaling feature allows Multiline Terminal users to be signaled on incoming internal calls by voice announcement or by ringing, based on System Programming. The caller can dial an additional digit to switch a voice announcement call to a ringing call, or switch a ringing call to voice announcement, This feature allows Voice/Tone switching from the calling side.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

When programmed for Voice/Tone:

1. Lift the handset.
2. Dial the desired station number.
3. Wait for the Voice Page alert tone.
4. Voice announce the call.
5. Called party can reply handsfree.

-OR-

1. Lift the handset.
2. Dial the station number and 1. (Called party lifts the handset to respond to ringing station.)

When programmed for Tone/Voice:

1. Lift the handset.
2. Dial the desired station number. (Called party's station rings.)
3. Talk with party.

-OR-

1. Lift the handset.
2. Dial the station number and 1.
3. Voice Announce the call.
4. Called party can reply handsfree.

SERVICE CONDITIONS

- Voice/Tone or Tone/Voice is assigned in System Programming on a system-wide basis.
- Default program assigns Voice/Tone to all Multiline Terminals.
- The system does not recognize a voice announcement or a Handsfree Answerback as a completed call.
- Voice or Tone can be selected as often as needed by dialing 1 during a call by the calling party.

- If the station is receiving a handsfree call, the MIC must be activated for reply.
- Single Line Telephone users can voice announce to Multiline Terminal users.
- Single Line Telephone users cannot receive a voice announced call.
- When a Multiline Terminal is receiving a voice announcement, it can receive Tone Override and Camp-On tone.
- The station number plus 1 can be programmed on a line key or One-Touch key.
- This feature allows Voice/Tone switching only for the calling party.
- The called Multiline Terminal can be prohibited from receiving voice announced calls via System Programming.

I-4 INTERNAL ZONE PAGING (MEET-ME) I-4

GENERAL DESCRIPTION

The Internal Zone Paging feature enables call announcements to be made into large areas without external equipment being installed. Three zones, consisting of Multiline Terminals, can be separately paged over their internal speakers, or all zones can be paged at once. Any station user within the called zone can answer the page and speak privately to the originator of the page with the Meet-Me feature.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

To originate:

1. Press the SPKR key (if the station is a Multiline Terminal) or lift the handset.
2. Dial the Access Code.

   70 - All Internal Zones
   71 - Zone A
   72 - Zone B
   73 - Zone C
   77 - All Internal/External Zones

3. Page.

-OR-

1. Press a Feature Access key programmed for one of the above Access Codes.
2. Use the handset to page.

To answer (Meet-Me):

1. Press the SPKR key (if the station is a Multiline Terminal) or lift the handset.
2. Dial the Access Code **7***.
3. Use the handset to talk with paging party.

SERVICE CONDITIONS

- Multiline Terminal users do not receive Internal Pages when already engaged in a call.
- Internal Zone Page must be originated **from** internal dial tone.
- Zones **1, 2,** and 3 can be established simultaneously.
- Internal Zone Page can only be answered (by Meet-Me Answer) on internal dial tone.
- Internal Zone Page times out after 90 seconds (set as default).

- Internal Zone Page timeout options are 90 seconds, 120 seconds, or No Timeout.
- A Multiline Terminal can only be assigned to one Internal Page Zone or it can be assigned to "No Zone."
- Multiline Terminals assigned to "No Zone" do not receive Internal Zone Pages.
- Single Line Telephone users cannot receive an Internal Page, but can originate and answer a page.
- Tenant Groups are different from Internal Zone Paging groups.

GENERAL DESCRIPTION

The I-Use Indication feature provides a green LED indication for the line being used on Multiline Terminals. Other busy line keys are shown with red LEDs. This enables quick identification of the line being used.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

No manual operation required.

SERVICE CONDITIONS

- The indication provided is a green LED when the CO/PBX line is in use, or a flashing-green LED when the line is on hold.
- All other Multiline Terminals with that line appearance show a red LED.

THIS PAGE INTENTIONALLY LEFT BLANK

K-1 KEY FUNCTION/MULTI-FUNCTION REGISTRATION K-1

GENERAL DESCRIPTION

The system can be set as either a Key Function (KF) or a Multi-Function (MF) telephone system. This feature is set on the main board in the basic KSU at the time of installation.

STATION APPLICATION

Not applicable.,

OPERATING PROCEDURE

Not applicable.

SERVICE CONDITIONS

- When the system is set as KF, CO/PBX lines must appear on Multiline Terminals. Outside calls cannot be made from internal dial tone by dialing a Trunk Access Code.
- When a system is set as KF, the following CO/PBX calls are prohibited:
  - Dial Trunk Access Code
  - Trunk Queuing
  - Speed Dial with Automatic Trunk Selection
  - Specified Trunk Access by the Access Code.
  - Last Number Redial with Automatic Trunk Selection
  - Save and Repeat with Automatic Trunk Selection
- When the system is set as Multi-Function, CO/PBX lines can be accessed from internal dial tone by dialing a Trunk Access Code.
- KF or MF can be selected by changing the DIP Switch 1 (default: MF).

THIS PAGE INTENTIONALLY LEFT BLANK

GENERAL DESCRIPTION

All Multiline Terminals are equipped with a Large LED to indicate an internal call, voice mail messages, VRS messages, or an outside call.

STATION APPLICATION

All Multiline Terminals,

OPERATING PROCEDURE

Not applicable.

SERVICE CONDITIONS

- Refer to the Multiline Terminal Visual Indications Table in Chapter 5 (Hardware Specifications) of the *Electra Professional Level I General Description Manual* (Stock No. 722000) for more information.
- The large LED indicates **CO/PBX** incoming calls, internal calls, VRS messages, and External Voice Mail messages. The order of priority for the Large LED indications are internal calls, **CO/PBX** incoming calls, VRS messages, and External Voice Mail messages, respectively.
- **CO/PBX** incoming calls are indicated by a green LED. All other indications are red.

THIS PAGE INTENTIONALLY LEFT BLANK

L-2 LAST NUMBER REDIAL L-2

GENERAL DESCRIPTION

The Last Number Redial feature is used to redial the last outside number dialed by pressing the **LNR/SPD** key and pressing the * key. This is useful when a Busy or No Answer is received when trying to place a call. The Trunk Access Code is stored with the number.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

To use this feature from a Multiline Terminal:

1. Press an idle **CO/PBX** line, or press the SPKR key, or lift the handset.
2. Press the **LNR/SPD** key.
3. Dial *.

To use this feature from a Single Line Telephone (Multi-function Operation):

1. Lift the handset to receive internal dial tone.
2. Dial *.

SERVICE CONDITIONS

- Only outside numbers are stored, whether they were dialed manually or via System/Station Speed Dial.
- Intercom calls do not apply to this feature.
- Last Number Redial memory is retained by battery backup.
- Last Number Redial **stores up** to 24 digits (plus the Trunk Access Code).
- The last number dialed can be stored into a Station Speed Dial buffer by pressing the **FNC** and **LNR/SPD** keys, dialing the Speed Dial buffer number, and pressing the FNC key.
- The Last Number Redial memory **buffer** can be displayed by pressing the **CNF** and **LNR/SPD** keys, pressing *, and then pressing the FNC key twice if required to scroll the remaining contents of Last Number Redial.
- The last **CO/PBX** number dialed is cleared if the user goes off-hook on an outside line and dials one digit, or if the RECALL key, followed by one digit, is pressed while dialing.
- For KF registered systems, this feature can only be accessed by seizing an outside line.
- A First Initialization erases Last Number Redial from system memory.
- If a Multiline Terminal user uses last **CO/PBX** number redial to repeat a System Speed Dial buffer, the **buffer** number is displayed on the LCD.

THIS PAGE INTENTIONALLY LEFT BLANK

L-3 LNR/SPD KEY L-3

GENERAL DESCRIPTION

Station users can redial the last CO/PBX (outside) number they dialed by pressing the **LNR/SPD** key and pressing the * key. Users can also access Speed Dial by pressing the **LNR/SPD** key and dialing the Speed Dial buffer number.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

Last Number **Redial:**

Multiline Terminal (Multi-Function Operation):

1. Press the **LNR/SPD** key.
2. Dial *.

-OR-

1. Go off-hook; receive internal dial tone.
2. Press the **LNR/SPD** key.
3. Dial *.

Multiline Terminal (Key Function Operation):

1. Press a CO/PBX line key.
2. Receive dial tone.
3. Press the **LNR/SPD** key.
4. Dial *.

Speed Dial:

Multiline Terminal (Multi-Function Operation):

1. Press the **LNR/SPD** key.
2. Dial a Speed Dial buffer number.

-OR-

1. Go off-hook; receive internal dial tone.
2. Press the **LNR/SPD** key.
3. Dial a Speed Dial buffer number.

Multiline Terminal (Key Function Operation)

1. Press a CO/PBX line key.
2. Receive dial tone.
3. Press the **LNR/SPD** key.
4. Dial a Speed Dial buffer number.

SERVICE CONDITIONS

- The last dialed **CO/PBX** number (maximum of 24 digits) is automatically redialed.
- Manually dialed numbers, Speed Dial numbers, Save Dial (Save and Repeat) numbers, or their combinations can be redialed (first 24 digits) via the Last Number Redial feature.
- Last **CO/PBX** Number Redial is retained when the system power is OFF for as long as the lithium battery lasts.
- The **LNR/SPD** key can be used for the following features or operations:
  - Entering a pause for programming Speed Dial.
  - Entering the Last Number Redial memory into a Station Speed Dial memory.
  - Programming Feature Access keys and One-Touch keys.
  - Automatic Redial.

M-1 MICROPHONE CONTROL M-1

GENERAL DESCRIPTION

The Microphone Control feature allows microphone control with status indication on all Multiline Terminals. A programmed line key or Access Code is used to mute the microphone for privacy during incoming voice announcement calls and during calls using the built-in speakerphone.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

To use this feature when the MIC ON/OFF kev is assigned on a Feature Access or One-Touch kev:

When the MIC LED is **off**:

1. Press the MIC key to turn the MIC LED on and to activate the microphone.

To use this feature when the MIC ON/OFF kev is not assigned on a Feature Access **key**:

When the MIC LED is **off**:

1. Press the FNC key.
2. Dial the MIC ON/OFF control Access Code 1.
3. The MIC LED goes on.

When the MIC LED is on:

1. Press the FNC key.
2. Dial the MIC ON/OFF control Access Code 1.
3. The MIC LED goes off.

SERVICE CONDITIONS

- The internal voice signal to a Multiline Terminal automatically activates the microphone when the MIC LED is lit.
- Handsfree Dialing/Monitoring does not activate the microphone if full **handsfree** is denied in System Programming.
- The microphone status is indicated by the MIC LED located at the top of the dial pad. When the MIC LED is ON, the microphone is on.

THIS PAGE INTENTIONALLY LEFT BLANK

M-2 MULTIPLE TRUNK GROUPS M-2

GENERAL DESCRIPTION

The Multiple Trunk Group feature allows a maximum of three Trunk Groups to be assigned. Each group can have a separate Trunk Group Access Code. Assigning Trunk Groups provides access to different types of outside trunks. With Tenant Service, different tenants can be programmed to access only the trunks assigned to their Trunk Groups.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

To use this feature with Multiline Terminals:

1. Lift the handset; receive internal dial tone.
2. Dial Trunk Group Access Code **9, 80** or 81.
3. Receive outside dial tone.
4. Dial the desired telephone number.

To use this feature with Single Line Telephones:

1. Lift the handset; receive internal dial tone.
2. Dial Trunk Group Access Code **9, 80** or 81.
3. Receive outside dial tone.
4. Dial the desired telephone number.

SERVICE CONDITIONS

- Dial Access is provided only on systems registered as Multi-Function.
- The following are the default Trunk Access Codes:

  Dial 9 = Trunk Group 0
  Dial 80 = Trunk Group 1
  Dial 81 = Trunk Group 2

- At default, all **CO/PBX** lines are assigned in Trunk Group 0.
- Trunks can be assigned to any or all of the Tenant Groups.
- Various features such as Code Restriction are based on Trunk Groups.
- A trunk can be assigned to only one Trunk Group or not assigned in System Programming.

THIS PAGE INTENTIONALLY LEFT BLANK

M-3 MUSIC ON HOLD M-3

GENERAL DESCRIPTION

A locally provided music source or an internal music source can be used to supply music to parties on hold, providing them with assurance that they are still connected to the system.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

Not applicable.

SERVICE CONDITIONS

- Music On Hold (MOH) is provided via the built-in Tone Melodies or an external source connected to the Music On Hold/Background Music (MOH/BGM) connector on the basic KSU.

- Internal Source:

  Select one of two electronic melodies as an internal source via System Programming.

  1. Let It Be
  2. Melody Fair

- External Source:

  1. Music source (e.g., radio or tape player) must be locally provided.
  2. Source output levels should be less than 0.6 RMS signal level with 10K ohms impedance.
  3. No optional interface KTUs are required for this feature.

- The MOH input is shared with the BGM inputs for station and external speakers.

- The MOH source provides music to CO/PBX and internally held calls.

- The MOH is connected to the basic KSU.

THIS PAGE INTENTIONALLY LEFT BLANK

N-1 NESTING DIAL N-1

GENERAL DESCRIPTION

Multiline Terminal users may store up to five Speed Dial (System or Station Speed Dial) buffer numbers in one Station Speed Dial **buffer.** These numbers can then be successively transmitted by pressing the **LNR/SPD** key and dialing the Station Speed Dial buffer number. Single Line Telephones cannot be used to access Nesting Dial.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

The following procedure assumes that necessary Station and System Speed Dial numbers have previously been set. Refer to S-5 Speed Dial - Station and S-6 Speed Dial - System for instructions on programming Station and System Speed Dial.

To set **Nesting** Dial:

1. Press the **FNC** key.
2. Press the **LNR/SPD** key.
3. Dial applicable (Nesting) Speed Dial buffer number.
4. Dial Trunk Access Code.
5. Press the ANS key.
6. Dial the applicable (Chain) Speed Dial buffer number.
7. Press the **FNC** key.

Note: To set successive Chain Speed Dial numbers, repeat Steps 5-6 for each entry (maximum of five Speed Dial numbers can be entered).

To originate:

1. Press the **LNR/SPD** key.
2. Dial applicable (Nesting) Speed Dial buffer number.

SERVICE CONDITIONS

- A maximum of 24 digits can be used in each buffer.
- Station Speed Dial numbers that are programmed for individual Multiline Terminals cannot be programmed in the **buffer** for System Speed Dial numbers. System Speed Dial numbers can be programmed in the buffer for Station Speed Dial numbers.
- Other combinations, such as Station Speed Dial to Station Speed Dial or System Speed Dial to System Speed Dial can be registered.
- A programmed Speed Dial buffer number can be dialed immediately after manual dialing.

- A Speed Dial buffer that contains another Speed Dial buffer cannot be part of any other Speed Dial buffers.
- Nesting Dial cannot be programmed from a Single Line Telephone, but Single Line Telephones can operate the Nesting Dial feature

N-2 NIGHT CHIME N-2

GENERAL DESCRIPTION

The Night Chime feature is used after normal working hours to alert night personnel of incoming calls. Locally provided external bells and/or amplifiers are required and are controlled by the system.

STATION APPLICATION

Not applicable.

OPERATING PROCEDURE

Not applicable.

SERVICE CONDITIONS

- The Night Chime control circuit operates for all CO/PBX lines when assigned in System Programming.
- The Night Chime equipment must be locally provided.
- The Night Chime relay control circuit provides a dry-contact interruption with a 1 second ON/l second OFF cycle which is not synchronous with incoming signals.
- One of the General Purpose Relays can be programmed for this purpose.
- Night Chime and External Ring Control share the same relay.
- A tone can be programmed to be sent out across the External Paging speaker(s).
- Night Chime is activated during the Night Mode only.
- A call to the Night Chime can be answered by the Call Pickup Group Access Code.
- Private Lines do not apply to Night Chime.

THIS PAGE INTENTIONALLY LEFT BLANK

N-3 NIGHT TRANSFER N-3

GENERAL DESCRIPTION

The Attendant Positions may be used to place the system into (or out of) Night Mode. This provides a change in the ring assignment of CO/PBX lines, class assignments, and code restrictions.

STATION APPLICATION

Attendant Multiline Terminals.

OPERATING PROCEDURE

To set:

1. Press the FNC key.
2. Dial Access Code 80.
3. Press the FNC key.

-OR-

1. Press the programmed line key or One-Touch key assigned for Night Transfer.

To cancel:

1. Press the FNC key.
2. Dial Access Code 80.
3. Press the FNC key.

SERVICE CONDITIONS

- The following features may be affected when switching to the Night Mode:

  1. Flexible Ringing Assignment
  2. Class of Service
  3. Doorphone Ring Assignment
  4. External Ring Control
  5. Night Chime

- Night Transfer is performed system-wide.

THIS PAGE INTENTIONALLY LEFT BLANK

O-1 OFF-HOOK RINGING O-1

GENERAL DESCRIPTION

The Off-Hook Ringing feature signals a Multiline Terminal to indicate an incoming outside call while the station user is off-hook on another call. Off-Hook Ringing is provided through the built-in speaker of the Multiline Terminal at a lower volume than On-Hook Ringing.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

Not applicable.

SERVICE CONDITIONS ,

- CO/PBX ringing assignment must be programmed to all lines on which Off-Hook Ringing applies.
- Off-Hook Ringing tone volume may be adjusted by the ring volume control.
- Off-Hook Ringing tone volume is approximately 10 dB lower than On-Hook Ringing tone volume.
- Off-Hook Ringing is not provided when the Multiline Terminal speaker is activated or when the terminal is in Do Not Disturb (DND) mode.
- Allow/Deny assignment for this feature is on a per-station basis via Class of Service in System Programming.
- Off-Hook Ringing tone can be provided to doorphone ringing.
- The Off-Hook Ringing tone provides a distinct ringing pattern.
- Off-Hook Ringing tone is provided while using the handset.

THIS PAGE INTENTIONALLY LEFT BLANK

GENERAL DESCRIPTION

One-Touch Feature Access is provided with Multiline Terminals. This feature allows Multiline Terminal users to make calls and access system features by pressing one key without going off-hook first.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURES

To use this feature with a Multiline Terminal [Direct Station Access (DSS Call)]:

1. Press the programmed Feature Access key or One-Touch key. Hear ringback tone or make voice announcement.
2. Called party answers.
3. Talk with called party.

SERVICE CONDITIONS

- When station numbers are assigned to Feature Access keys (up to 16 line keys can be used for this purpose) and/or One-Touch key Direct Station Selection (DSS) on a Multiline Terminal, a station can be called by pressing a single key.
- When a station is called by pressing any Feature Access key or One-Touch key that is programmed for a DSS key, if that *station* is busy, a Call Waiting tone is sent to the calling station.
- With an outside call in progress, pressing a Feature Access or One-Touch key that is programmed for Direct Station selection places the outside call on Non-Exclusive Hold.
- Single Line Telephone users cannot use this feature.
- Busy Lamp Field (BLF) indication is provided when a station number is programmed as a One-Touch key.
- Speed Dial, DSS, and Special Features (e.g., Last Number Redial, Call Pickup, Paging or Do Not Disturb) can be programmed using a vacant CO/PBX line key if the idle CO/PBX line key has not been programmed for CO/PBX line access. For information concerning programming Feature Access keys, refer to Chapter 2 (Programming) of the *Electra Professional Level I Installation Service Manual* (Stock Number 722002) and the *Electra Professional Level I Station Operations Manual* (Stock Number 722003).
- A maximum of seven digits per Feature Access or One-Touch key can be programmed. When the key is used for external Speed Dial, dial the Speed Dial buffer number that contains the telephone number to be dialed. A maximum of 24 digits can be entered when programming external Speed Dial for Single Line Telephones,
- Line keys 1~8 can be used for CO/PBX lines, Speed Dial, Feature Access, or DSS.
- Line keys 9-16 can be used for Speed Dial, Feature Access, or DSS.

When the following features are assigned to a Feature Access or One-Touch key, the associated LED is activated:

- Night Mode
- PBX Night Mode
- VRS Automatic Answer (Weekend/Night)
- DND
- Call Forward (All and Busy/No Answer)
- Doorlock Release
- Handset Microphone Control
- Timed Alarm (1)
- Timed Alarm (2)

P-1 POWER FAILURE TRANSFER P-1

GENERAL DESCRIPTION

The Power Failure Transfer feature ensures that a customer always has access to the central office network during a power outage. CO/PBX line 1 is automatically transferred to a preselected Single Line Telephone. The preselected Single Line Telephone can only be used during Power Failure Transfer conditions.

STATION APPLICATION

Locally supplied Single Line Telephones.

OPERATING PROCEDURE

CO/PBX line 1 is automatically switched to a locally provided Single Line Telephone when total power to the system is lost, and the system battery backup has expired.

SERVICE CONDITIONS

- Only one locally provided Single Line Telephone can be used during total loss of power to the system.
- The installed Single Line Telephone must provide dialing signals accepted by the outside exchange (Dial Pulse or Dual-Tone Multifrequency).
- If a DTMF Single Line Telephone is used for Power Failure Transfer on a DP CO line, the Single Line Telephone cannot be used to make a call.
- If a DP Single Line Telephone is used for Power Failure Transfer on a DTMF CO line, the Single Line Telephone cannot be used to make a call.
- System features cannot be activated from Single Line Telephones when Power Failure Transfer is in operation.
- When power is restored to the system, Power Failure Transfer is canceled. A call in progress on the Power Failure Transfer line is disconnected.

THIS PAGE INTENTIONALLY LEFT BLANK

P-2 PRIME LINE ASSIGNMENT P-2

GENERAL DESCRIPTION

Prime Line Assignment allows a station user to go off-hook and originate an outside call from the trunk assigned as the Prime Line, without pressing the line key.

STATION APPLICATION

All stations,

OPERATING PROCEDURE

To originate a call from anv station:

1. Lift the handset or press the SPKR key. Prime Line (CO/PBX) is seized.
2. Proceed with the call,

To originate an internal call on Multiline Terminals:

1. Lift the handset or press the SPKR key. Prime Line (CO/PBX) is seized.
2. Press the FNC key and dial 0. (This operation can be programmed on Feature Access or One-Touch keys.)
3. Dial the desired station number.
4. Proceed with the call.

To originate an internal call on Single Line Telephones:

1. Lift the handset.
2. Press the hookswitch.
3. Dial the desired station number.
4. Proceed with the call.

SERVICE CONDITIONS

- Ringing Line Preference takes priority over Prime Line when both features are assigned.
- An Internal Access Code can be stored on Feature Access or One-Touch keys.
- If Prime Line is on hold (Exclusive Hold, or Non-Exclusive Hold), it is not automatically seized when going off-hook.
- If Prime Line is busy or on hold, a busy tone is received when off-hook. (Another line **must** be seized manually.)
- Specify Prime Line on a per-station basis in System Programming.
- When a Multiline Terminal is off-hook, an internal line is seized by pressing the ICM key (if assigned). The ICM LED steadily lights (not the LED associated with the **ICM** key).

- Prime Line can be assigned on a Single Line Telephone.
- Sending a hookflash to a CO/PBX line or receiving an internal dial tone after pressing the hookswitch on a Single Line Telephone is assigned in System Programming. This System Programming does not apply when a Single Line Telephone user seizes an internal line by pressing the hookswitch after going off-hook.
- Prime Line does not operate to pick up an incoming outside call on the Prime Line.
- An incoming internal call can be answered by going off-hook regardless of Prime Line Assignment,
- Pressing the ICM key, while talking on an outside line, drops the existing call and answers the internal call.

P-3 PRIVACY ON ALL CALLS P-3

GENERAL DESCRIPTION

The system provides Privacy On All Calls. No station user may enter another's conversation unless allowed via Add-On Conference, Barge-In, Privacy Release, or Voice Over Split.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

Not applicable.

SERVICE CONDITIONS

- Only the person talking may allow a third or fourth party to enter the conversation via Add-On Conference, unless the Add-On Conference, Barge-In, or Privacy Release features are allowed at designated stations. (Refer to A-l Add-On Conference, B-3 Barge-In, P-4 Privacy Release, and V-2 Voice Over Split features in this manual for more details.)
- Barge-In is allowed via Class of Service in System Programming.
- All stations have privacy at default.

THIS PAGE INTENTIONALLY LEFT BLANK

P-4 PRIVACY RELEASE P-4

GENERAL DESCRIPTION

Multiline Terminal users can release the privacy on an outside call by pressing the FNC key and dialing 7. The privacy of an ongoing CO/PBX call at that terminal is eliminated. Another Multiline Terminal user can then press the same CO/PBX line key at the terminal to join the conversation. A maximum of three stations may participate. Single Line Telephones can be included in a Privacy Release call by dialing the specified line seizure Access Code.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

To use this feature with a call in progress on a C O/PBX line:

1. Inform other party that you are releasing Privacy.
2. Press the FNC key.
3. Dial 7.

To connect to a Privacy Release call:

1. Lift the handset.
2. Press the line key which has Privacy Release.

SERVICE CONDITIONS

- After the party joins the conversation, press FNC and 7 again to restore privacy.
- A maximum of two stations may simultaneously be added per CO/PBX call via Privacy Release. Error tone is provided to a station attempting to join a conversation after the maximum is reached.
- Only two CO/PBX calls can allow Privacy Release at the same time. Error tone is provided to a station attempting to activate Privacy Release while two other such calls are in process.
- This feature applies only to the Multiline Terminals in the same tenant.
- A Single Line Telephone user can be included in a Privacy Released call by dialing Access Code 63 to seize the specified CO/PBX line.
- Privacy Release, when activated, uses a conference circuit.
- A maximum of one CO/PBX and three stations may be included in each Privacy Release call.
- Any Multiline Terminal user already in the conversation can release privacy by pressing the FNC key followed by Access Code 7 for Privacy Release.

- If after releasing privacy, no other station user presses the **CO/PBX** line key, privacy is restored by pressing the **FNC** key again followed by Access Code 7 for Privacy Release.
- A Privacy Release type call cannot be established until the Elapsed Call Timer expires.
- Privacy Release can be assigned on a Feature Access key or a One-Touch key.
- The **FNC** LED, not the LED associated with the Feature Access key or the One-Touch key, flashes to indicate Privacy Release.
- The FNC LED flashes on all Multiline Terminals that can join the busy **CO/PBX** line.

GENERAL DESCRIPTION

The system allows two outside lines to be programmed as private. Only the Multiline Terminal that has been programmed for a Private Line can have access to that line. The LED status indication for the Private Line does not appear on any other Multiline Terminal.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

Not applicable.

SERVICE CONDITIONS

- A maximum of two Private Lines can be specified in System Programming.
- It is impossible to Barge-In on the Private Lines.
- Incoming Private Lines do not activate External Tone Ringer/Night Chime.
- Privacy Release on Private Lines is not possible.
- Private Lines can be assigned to Single Line Telephones.
- A particular station can be assigned both Private Lines or two stations can be assigned one Private Line each.
- Private Lines can be transferred, camped on, and included in conferences with stations in the same tenant.
- Private Lines cannot be transferred between tenants.

THIS PAGE INTENTIONALLY LEFT BLANK

P-6 PROGRAMMING FROM MULTILINE TERMINALS P-6

GENERAL DESCRIPTION

System Programming can be performed from designated Multiline Terminals (with an LCD) in the first tw electronic station ports. Some programming changes can be entered while the system is operating; oth programming changes occur when the affected telephones and circuits are idle.

STATION APPLICATION

Multiline Terminals with an LCD (ports 01 and 02 only).

OPERATING PROCEDURE

1. Press the FNC key.
2. Press the HOLD key.
3. Dial #, 0, *.

SERVICE CONDITIONS

- Only one Multiline Terminal can go off-line at a time to program the system.
- The first two station ports are programming positions.
- Refer to Chapter 2 (Programming) of the *Electra Professional Level I Installation Service Manual* (Sto Number 722002).
- Some system data cannot be entered until all stations are idle.

THIS PAGE INTENTIONALLY LEFT BLANK

P-7 PUSH BUTTON DIAL - DTMF OR DP P-7

GENERAL DESCRIPTION

The Push Button Dial • DTMF or DP feature is provided on all Multiline Terminal stations for simplified and faster calling. Trunks are assigned on a per-trunk basis to generate either Dual-Tone Multifrequency (DTMF) or Dial Pulse (DP) dialing signals.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

Not applicable.

SERVICE CONDITIONS

- Programming is on a per-trunk basis.
- Single Line Telephones can be push button DTMF or Dial Pulse.
- Default assigns DTMF signaling to all trunks.
- Refer to D-8 DP to DTMF Switching for additional information.

THIS PAGE INTENTIONALLY **LEFT** BLANK

R-1 REC

GENERAL DESCRIPTION

The RECALL Key feature generates a hookflash to access features provided by the outside exchange, or to abandon a call while retaining the outside line for origination of another call. Each Multiline Terminal is equipped with a RECALL key.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

To use this feature with a CO/PBX call in progress:

1. Press the RECALL key.
2. Receive the new CO/PBX dial tone (line is not released).

SERVICE CONDITIONS

- The default duration of the timed disconnect signal or hookflash is 600 milliseconds and is programmable on a system-wide basis.
- A hookflash can only be programmed in a Speed Dial buffer.
- A Drop key programmed on a Feature Access key or One-Touch key can be used to abandon a call and seize the same CO/PBX line. (Refer to D-9 Drop Key for additional information.)
- The RECALL key only affects outside lines.

THIS PAGE INTENTIONALLY **LEFT** BLANK

R-2 RESIDENT SYSTEM PROGRAM R-2

GENERAL DESCRIPTION

When power is supplied to the system, the hardware configuration is scanned and Resident System Program (default) values are assigned. This enables immediate operation, even before the system is programmed, to accommodate the individual site requirements.

STATION APPLICATION

Not applicable.

OPERATING PROCEDURE

Not applicable

SERVICE CONDITIONS

- Default assignment for all Multiline Terminals assigns line keys 01 ~ 08 to CO/PBX lines 01 ~ 08, respectively. All other line keys are vacant.
- Refer to the *Electra Professional Level I Installation Service Manual* (Stock Number 722002) for more information.

THIS PAGE INTENTIONALLY LEFT BLANK

R-3 RESTRICTION (OUTGOING) R-3

GENERAL DESCRIPTION

The Restriction (Outgoing) feature denies stations the ability to originate outside calls on a per-station or a per-trunk basis. At stations where outgoing access is denied, users can continue to answer incoming calls, pick up held calls, and place or receive internal calls. The number of digits dialed on CO/PBX lines may also be restricted on a per-station basis.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

Varies, depending on System Programming.

SERVICE CONDITIONS

- Outgoing Restriction is assigned in System Programming on a per-station or a per-trunk basis.
- The default program assigns no Restriction to any station.
- A total of 8 code restriction classes are available to the system.
- When a station is assigned to Code Restriction Class 7, the station is restricted after dialing a digit on a CO line or after dialing the PBX Access Code and a digit on a PBX line.
- When a station is assigned to Code Restriction Class 7 and the user is on a CO line, if the RECALL key or Drop key is pressed and then a digit is dialed, the CO line is dropped, and a Reorder Tone is sent to the station user.
- When a station is assigned to Code Restriction Class 7 and the user is on a PBX line, if the RECALL key or Drop key is pressed, the user has free dialing. However, if the user dials the PBX Access Code and then dials a digit, the PBX line is dropped, and a Reorder Tone is sent to the station user.
- When a CO/PBX line is assigned as an incoming line only, all stations are Outgoing Restricted on that line.
- Pressing an outside line key, which is assigned as an incoming line only, sends a Reorder Tone to the station user.
- When the user is on a CO/PBX line assigned as an incoming line only, and the Drop key is pressed, the CO/PBX line is dropped, and a Reorder Tone is sent to the station user.
- When a CO line is assigned as an incoming line only, and the user is on an incoming CO call, if the RECALL key is pressed and then a digit is dialed, the CO line is dropped, and a Reorder Tone is sent to the station user.

- When a user of a PBX line that is assigned as an incoming line only receives an incoming call, and then presses the RECALL key, the user has free dialing. However, if the user dials the PBX Access Code and then dials a digit, the PBX line is dropped, and a Reorder Tone is sent to the station user.

- A CO/PBX line assigned as an incoming line only cannot be seized for outgoing access by using the specified line seizure or a Trunk Group Access Code.

- Refer to C-8 Code Restriction and C-9 CO/PBX Digit Restriction for additional information.

R-4 RING TONE VARIATION R-4

GENERAL DESCRIPTION

Multiline Terminal users may choose one of three ringing tone frequencies (low, medium, or high). The tone choice is selected at each Multiline Terminal or by off-line programming at port 10 an&or 11. The tone volume is variable and may be adjusted at each Multiline Terminal.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

Not applicable.

SERVICE CONDITIONS

- Each Multiline Terminal user may choose one of three ring tones (Low, Medium, or High) via System Programming.
- Default tone setting is Low tone.
- This feature is available for incoming CO/PBX calls.

THIS PAGE INTENTIONALLY LEFT BLANK

R-5 RINGING LINE PREFERENCE R-5

GENERAL DESCRIPTION

The Ringing Line Preference feature allows Multiline Terminal users to answer any line that is ringing by going off-hook without having to press the ANS key or the Flexible Line key associated with the ringing line.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

During an incoming CO/PBX ringing call:

1. Lift the handset.
2. Talk with the calling party.

Ringing Line Preference set:

1. Press the FNC key then press the ANS key.

Ringing Line Preference cancel:

1. Press the FNC key; then press the ANS key.

SERVICE CONDITIONS

- Ringing Line Preference can be set to answer via System Programming on a per-station basis or can be set at each station.
- Ringing Line Preference only picks up lines that are programmed to ring at that station.
- If there are multiple calls in one of the following priority levels, the Multiline Terminal answers the line that was ringing first:

  1. Voice announcement or internal ringing call.
  2. Ringing call of ring transfer.
  3. Ringing call on an outside line key.

- Ringing Line Preference takes priority over Prime Line.
- Ringing Line Preference cannot be used to pick up recalls (hold and transfer).

THIS PAGE INTENTIONALLY **LEFT** BLANK

R-6 ROOM MONITOR TERMINAL R-6

GENERAL DESCRIPTION

By dialing an Access Code, a Multiline Terminal user can monitor the room area around another Multiline Terminal in the system. Only one terminal at a time can be active as a Room Monitor Terminal.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

To set/cancel the monitored Multiline Terminal:

1. Press the FNC key and dial the Access Code 56.
2. Press the FNC key.
3. The MIC LED flashes to indicate the terminal to be monitored.

To set/cancel the monitoring: Multiline Terminal:

1. Press the **FNC** key and dial the Access Code 57.
2. Press the **FNC** key.
3. The speaker is activated and the SPKR LED flashes.
4. Monitor the environment at the Multiline Terminal.

To cancel Room Monitor:

1. Press the **FNC** key, dial Access Code 56, and press the FNC key on the monitored terminal.

-OR-

Press the FNC key, dial Access Code 57, and press the FNC key on the monitoring terminal.

SERVICE CONDITIONS

- The following features can be operated during Room Monitoring:

  1. Making outside calls
  2. Receiving incoming outside calls
  3. Making internal calls
  4. Receiving internal calls
  5. Accessing paging
  6. Making and receiving doorphone calls

- Only one Multiline Terminal can be be monitored. Any number of Multiline Terminals can be set as a monitoring terminal.

- The FNC + Access Code for Room Monitor can be assigned on a Feature Access key.

- This feature can be programmed by Class of Service in System Programming (default: allow to monitor and to be monitored).
- This feature overrides the DND setting.
- The Access Code operates alternately for the setting and canceling of this feature.
- When a monitored Multiline Terminal is not set or the terminal is not idle, the monitoring terminals do not receive any sound.
- The MIC LED indication on the monitored Multiline Terminal is overridden by a solid indication while the MIC is turned on for the Handsfree Answerback.
- The SPKR LED indication for the monitoring Multiline Terminal is overridden by a solid indication while the speaker is turned on for the Handsfree Dialing and Monitoring.

GENERAL DESCRIPTION

The Save and Repeat feature allows a Multiline Terminal user to save the last number dialed in system memory for reuse.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

To use this feature with an **originating CO/PBX** call in progress:

1. Press the FNC key.
2. Dial #.
3. The last number that was dialed is saved into memory.
4. Restore the handset or press the SPKR key.

To repeat the saved number:

1. Go off-hook on the **CO/PBX** line; receive outside dial tone.
2. Press the LNR/SPD key.
3. Dial #.
4. The saved number is repeated, wait for the called party to answer.

SERVICE CONDITIONS

- Save and Repeat is valid only on C **O/PBX** calls.
- Only one number (maximum of 24 digits) can be saved in the memory of each Multiline Terminal.
- The saved number is retained in memory by the memory backup battery.
- The Save and Repeat and Store and Repeat features cannot be used simultaneously from a Multiline Terminal. The same memory area is shared by both features. (Refer to S-11 Store and Repeat.)
- A new number can be saved over the last saved number.
- The Access Code to save the last number dialed can be assigned to a Feature Access key or a One-Touch key.
- The Save and Repeat memory buffer can be displayed by pressing the CNF key, the **LNR/SPD** key, and dialing #.
- The saved number is cleared if the Store and Repeat is used or a new number is saved.
- For KF registered systems, this feature (repeat) can be used only on a **CO/PBX** line key.
- A System Initialization erases the Save and Repeat memory.

THIS PAGE INTENTIONALLY LEFT BLANK

S-2 SEIZED TRUNK NUMBER DISPLAY S-2

GENERAL DESCRIPTION

The Seized Trunk Number Display feature displays the telephone number (assigned in System Programming) of each trunk in the system. These numbers appear on the Multiline Terminal LCD when a Flexible Programmable Line key, which is programmed as a trunk, is seized.

STATION APPLICATION

All Multiline Terminals with an LCD.

OPERATING PROCEDURE

Not applicable.

SERVICE CONDITIONS

- Each of the eight available trunks can be assigned a trunk number. The assigned trunk number cannot be more than 13 characters (including spaces).
- When a trunk is seized to originate a call, the trunk number is displayed until a digit is dialed.
- When a held trunk is picked up, the trunk number is displayed for five seconds.

THIS PAGE INTENTIONALLY LEFT BLANK

S-3 SINGLE LINE TELEPHONE ACCESS S-3

GENERAL DESCRIPTION

The system provides for the connection of a maximum of four Single Line Telephones. Single Line Telephone (SLT) users can make CO/PBX calls, internal calls, and paging calls. This option requires an SLT-F(1G)-( ) ADP and a PBR-C(4)-11 KTU.

STATION APPLICATION

Single Line Telephones. DTMF (2500) and Dial Pulse (500) type.

OPERATING PROCEDURE

Originating internal calls:

1. Lift the handset and receive internal dial tone.
2. Dial the applicable station number.
3. Talk when called party answers.

Originating outside calls:

1. Lift the handset and receive dial tone.
2. Dial Trunk Access Code 9, 80, or 81.
3. Dial the number of outside party.
4. Talk when the called party answers.

Answering outside or internal calls:

1. Lift the handset and talk.

Feature Access:

1. Lift the handset and receive dial tone.
2. Dial the applicable Feature Access Code.

SERVICE CONDITIONS

- If the built-in backup battery (for system power) can no longer supply power during an AC power failure, CO/PBX line 1 can be switched to the locally provided Single Line Telephone to serve as a Power Failure Transfer telephone.

- Origination and termination on CO/PBX lines, Speed Dial, Last Number Redial, Call Pickup, Internal Paging, or Trunk Queuing, are available when special Access Codes are dialed. [Refer to the *Electra Professional Level I Station Operations Manual* (Stock Number 722003) for details.]

- Internal and CO/PBX calls may be held and transferred by hookflash. This is determined in System Programming. The choices are:

  1. Hookflash for Internal Hold.
  2. Hookflash for CO/PBX line.

- Single Line Telephones provide a synchronized or a distinctive ringing pattern to distinguish between CO/PBX incoming calls and internal calls.

- A Single Line Telephone can be used to voice announce to a Multiline Terminal.

- The PBR-C(4)-11 KTU and SLT-F(1G)-( ) ADP are required for the DTMF type Single Line Telephones to operate.

- A maximum of four Single Line Telephones can be installed on the Electra Professional Level I system. Dial Pulse (500) type Single Line Telephones do not require a PBR-C(4)-11 KTU.

- When the PBR release timer expires, DTMF (2500) type Single Line Telephones cannot use internal features.

- A two-CO/PBX line conference cannot be originated by a Single Line Telephone.

- If a DTMF type Single Line Telephone is used and the outside line type is Dial Pulse, the DTMF type Single Line Telephone does not work for Power Failure Transfer. Only one Single Line Telephone per Power Failure Transfer is allowed.

- A Single Line Telephone can Camp-On a call to another station.

- Message Waiting indication is not provided on Single Line Telephones.

S-4 SLT ADAPTOR S-4

GENERAL DESCRIPTION

The Single Line Telephone (SLT) Adaptor allows the electronic station ports to support Single Line Telephones. A Single Line Telephone can be connected to the electronic station ports via the SLT Adaptor using a single pair cable. A maximum of four SLT-F(1G)-( ) ADPs can be installed.

STATION APPLICATION

Single Line Telephones. DTMF (2500) and Dial Pulse (500) type.

OPERATING PROCEDURE

Originating internal calls:

1. Lift the handset and receive internal dial tone.
2. Dial the applicable station number.
3. Talk when called party answers.

Originating outside calls:

1. Lift the handset and receive dial tone.
2. Dial Trunk Access Code 9, 80, or 81.
3. Dial the number of outside party.
4. Talk when the called party answers.

Answering outside or internal calls:

1. Lift the handset and talk.

Feature Access:

1. Lift the handset and receive dial tone.
2. Dial the applicable Feature Access Code.

SERVICE CONDITIONS

- When the system is first powered on, the SLT Adaptors are automatically recognized.
- The selection of DTMF or Dial Pulse Single Line Telephones is made in System Programming (default: DTMF type).
- Message Waiting LED is not supported.
- Voice Mail Integration is supported by the SLT Adaptors.
- The SLT Adaptor must be plugged into an Electronic Station port.
- A maximum of four SLT Adaptors can be used in the system.

- A PBR-C(4)-11 KTU is required for DTMF type single line telephones to operate.
- Version 2.72 software or higher is required for the SLT-F(1G)-20 ADP.

S-5 SPEED DIAL - STATION S-5

GENERAL DESCRIPTION

Each station in the system is assigned 20 Station Speed Dial buffers. Each Station Speed Dial buffer may contain a maximum of 24 digits or five other buffer numbers (Nesting Dial). System Speed Dial codes may be stored in a Station Speed Dial memory to increase capacity.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

To program Station Speed Dial from a Multiline Terminal:

1. Press the FNC key.
2. Press the **LNR/SPD** key.
3. Dial the applicable Speed Dial buffer number (**00~ 19**).
4. Dial the Trunk Access Code.
5. Dial the desired telephone number.
6. Press the FNC key.

To use Station Speed Dial from a Multiline Terminal:

Kev Function

1. Press desired **CO/PBX** line key.
2. Press the **LNR/SPD** key.
3. Dial the Speed Dial buffer number (**00~19**).
4. Talk with called party.

Multi-Function (Dial Access)

1. Press the **LNR/SPD** key.
2. Dial the Speed Dial buffer number (**00~** 19).
3. Talk with called party.

To clear Station Speed Dial from a Multiline Terminal:

1. Press the FNC key.
2. Press the **LNR/SPD** key.
3. Dial the applicable Speed Dial buffer number (**00 ~** 19).
4. Press the FNC key.

To program Station Speed Dial from a Single Line Telephone:

1. Lift the handset and receive internal dial tone.
2. Dial Access Code 85.
3. Dial Speed Dial buffer number (**00~19**).
4. Dial Trunk Access Code.
5. Dial the number to be stored.
6. Restore the handset.

To use Station Speed Dial from a **Single** Line Telephone:

1. Lift the handset and receive internal dial tone.
2. Dial # or Access Code 83, then the Station Speed Dial buffer number (**00 ~** 19).
3. Talk with the called party.

To clear Station Speed Dial from a Single Line Telephone:

1. Lift the handset and receive internal dial tone.
2. Dial Access Code 85.
3. Dial Speed Dial buffer number (**00 ~ 19**).
4. Restore the handset to the cradle.

SERVICE CONDITIONS

- A maximum of 20 Station Speed Dial buffer numbers can be assigned for each station.
- Buffers 00-19 are used for Station Speed Dial buffer numbers.
- Station users can program telephone numbers of up to 24 digits for Station Speed Dial in each buffer.
- A pause, hookflash, *, and #, may be programmed into a Multiline Terminal Station Speed Dial buffer. Each character is counted as a digit and is included in the total of 24 digits.
- A maximum of five Speed Dial - Station and/or System Speed Dial buffers can be programmed into a Multiline Terminal Station Speed Dial buffer. Each Station/System Speed Dial **buffer** is counted as three digits and is included in the total of 24 digits.
- A pause and **hookflash** cannot be programmed into a Single Line Telephone Speed Dial buffer.
- The lithium battery for system-memory backup in the KSU retains Station Speed Dial memory.
- Two or more Speed Dial buffers may be accessed through Consecutive Speed Dial. (Refer to C-10 Consecutive Speed Dial.) A Station Speed Dial buffer for a Single Line Telephone may be sent before manually dialing a number.
- Speed Dial numbers may be sent by a One-Touch operation by assigning buffer numbers to Feature Access keys and One-Touch keys on a Multiline Terminal.
- A Speed Dial buffer memory can be erased by pressing the FNC and LNR/SPD keys, dialing the Speed Dial buffer number, and pressing the FNC key.
- The Speed Dial-Station memory buffer can be displayed on a Multiline Terminal by pressing the CNF and LNR/SPD keys and dialing a Speed Dial buffer number.
- For **KF** registered systems, this feature can only be used on a **CO/PBX** line key.
- The last number dialed can be stored in a Speed Dial-Station buffer by pressing the FNC and LNR/SPD keys, dialing a Speed Dial buffer number, and pressing the FNC key.

GENERAL DESCRIPTION

Attendant Positions can be used to program up to 80 System Speed Dial memories, and 40 of the System Speed Dial memories may be set to override or not override Code Restriction assignments. Each System Speed Dial buffer may contain a maximum of 24 digits.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

To program System Swed Dial from an Attendant Position:

1. Press the FNC key.
2. Press the **LNR/SPD** key.
3. Dial the Speed Dial buffer number (**20 ~** 99).
4. Dial the Trunk Access Code.
5. Dial the telephone number to be stored.
6. Press the FNC key.

To use System Speed Dial from a Multiline Terminal:

Kev Function

1. Press the desired **CO/PBX** line key.
2. Press the **LNR/SPD** key.
3. Dial the Speed Dial buffer number (**20 ~** 99).
4. Talk with the called party.

Multi-Function (Dial Access)

1. Press the **LNR/SPD** key.
2. Dial the Speed Dial buffer number (20 ~ 99).
3. Talk with the called party.

To clear System Speed Dial from an Attendant Position:

1. Press the FNC key.
2. Press the **LNR/SPD** key.
3. Dial the Speed Dial buffer number (**20 ~ 99**).
4. Press the FNC key.

To use System Speed Dial from a Single Line Telephone:

1. Lift the handset and receive internal dial tone.
2. Dial #, then the System Speed Dial buffer number (**20 ~ 99**).
3. Talk with the called party.

SERVICE CONDITIONS

- Only Attendants can program System Speed Dial.
- A maximum of 80 telephone numbers can be assigned for System Speed Dial.

- Numbers 20 ~ 99 are used for System Speed Dial buffer numbers. Telephone numbers may be programmed in each buffer.
- System Speed Dial numbers may be programmed into Station Speed Dial buffers.
- A pause, hookflash, *, and # may be programmed into System Speed Dial buffers. Each character is counted as a digit and is included in the total of 24 digits.
- A maximum of five System Speed Dial buffers can be programmed into a single System Speed Dial buffer. Each System Speed Dial buffer is counted as three digits and is included in the total of 24 digits.
- The lithium battery for system-memory backup in the main KSU retains System Speed Dial memory.
- System Speed Dial buffers can be accessed via Consecutive Speed Dial. (Refer to C-10 Consecutive Speed Dial.)
- For Single Line Telephones, System Speed Dial buffer can be sent before manually dialing a number.
- Speed Dial numbers can be sent by a One-Touch operation by assigning buffer numbers to Feature Access keys and/or One-Touch keys on a Multiline Terminal.
- When programming System Speed Dial buffers, the following applies:

  [Buffer Numbers 20 ~ 591

  - These buffer numbers are fixed to allow use regardless of Code Restriction Assignments.
  - Stations assigned to Code Restriction Class 0 ~ 6 can always use these Speed Dial buffers, regardless of the assignment of Code Restriction Class 0 ~ 6.
  - Stations assigned to Code Restriction Class 7 (outgoing restricted) cannot use these Speed Dial buffers.

  [Buffer Numbers 60 ~ 991

  - These buffer numbers can be programmed for either restriction or non-restriction by System Programming.
  - Stations assigned to Code Restriction Class 1~6 cannot dial by using these buffer numbers if these buffer numbers are programmed for restriction in System Programming. Class 0 has free dialing.
  - Stations assigned to Code Restriction Class O-6 can always use these buffer numbers if these buffer numbers are programmed for non-restriction in System Programming.
  - Stations assigned to Code Restriction Class 7 (outgoing restricted) cannot use these buffers even if these buffer numbers are programmed for non-restriction in System Programming.
- For KF registered systems, this feature can only be used on a CO/PBX line key.
- A System Speed Dial buffer memory can be erased by pressing the FNC and LNR/SPD keys, dialing the buffer number, and pressing the FNC key from an Attendant Position.
- The System Speed Dial buffer memory can be displayed at an Attendant Position by pressing the CNF and LNR/SPD keys and dialing the buffer number.

S-7 STATION CAMP-C

GENERAL DESCRIPTION

The Station Camp-On feature allows a call to be transferred to a busy station. Pressing the TRF key sends a distinct tone (Camp-On tone) to the busy station where the CO/PBX call was transferred. When the busy station becomes idle, that Multiline Terminal rings and is connected to the waiting camped-on call. If the camped-on call is not answered within a preprogrammed time period, it recalls to the originating station.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

To originate a Station Camp-On from a Multiline Terminal with a CO/PBX call in progress:

1. Press the TRF key and dial the station number or press the designated Feature Access key or One-Touch key on the terminal. Receive call waiting tone.
2. Press the TRF key again. (Camp-On is placed.)
3. Go on-hook.
4. After timeout, if the Camp-On remains unanswered, receive the recall tone. The LED on the assigned CO/PBX line key returns to flashing green.
5. Press the CO/PBX line key with green LED and go off-hook to return to the call.

On the transferred station engaged in a call:

1. Receive a Camp-On tone. CO/PBX line key LED flashes green.
2. Go on-hook and the terminal rings.
3. Go off-hook and talk with the CO/PBX incoming caller.

To originate a Station Camp-On from a Single Line Telephone:

1. Press the hookswitch and receive internal dial tone.
2. Enter the station number and receive busy or call waiting tone.
3. Press the hookswitch again.
4. Hangup.

SERVICE CONDITIONS

- Camp-On calls can be placed only to stations generating call waiting tone.
- If the Camp-On call is placed after Tone Override, Camp-On tone is provided.
- Originating a Station Camp-On applies only during a conversation on an outside line.
- The Station Camp-On recall timeout is programmable for ringing transfer. (Individual stations cannot be programmed for this feature.)

- This feature is effective only if the system is programmed for ringing transfer. (Individual stations cannot be programmed for this feature.)
- A station that attempts to Camp-On a call to a station that is in Do Not Disturb is denied.
- When a station Camp-On is denied, the call remains on hold at the originating station.
- CO/PBX LED flashes green at the Multiline Terminal receiving the Camp-On. The camped on party receives Music On Hold.
- Multiline Terminals can Camp-On to Single Line Telephones. The Camp-On tone is provided to handsets of the Single Line Telephones.
- A busy station can receive up to eight station Camp-On calls.
- Camped on calls can be retrieved from the originating Multiline Terminal prior to recall by pressing the red flashing CO/PBX line key.

S-8 STATION HUNTING S-8

GENERAL DESCRIPTION

The Station Hunting feature routes calls to multiple stations that are preset to forward to other stations within a Station Hunt Group. When a station number, programmed as a Station Hunting Master Number, is dialed and this station is busy, the call is distributed to the next station that is programmed to answer.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

1. Lift the handset and receive internal dial tone.
2. Dial the master number of the desired hunt group.
3. Talk with the called party when answered.

To use this feature on an incoming CO call:

1. Incoming call is routed to the station programmed as a hunt group master number.
2. Answer at the first available station in this hunt group.

SERVICE CONDITIONS

- A maximum of five Hunt Groups, with a maximum of 10 stations each, can be programmed. Hunt groups are assigned a master number 10, 20, 30, 40, or 50. The station numbers within the same group must be consecutive. For example, the station numbers for Group 10 are 10-19, the station numbers for Group 20 are 20-29.
- The station master number is an actual station. If this station is busy, the call is forwarded to the next station in the 10s groups.
- CO calls assigned to ring at the Master Number follow Station Hunting.
- Direct CO/PBX calls hunt if assigned to ring only at a Voice Mail port.
- Station Hunting applies to internal and CO transferred calls except for Voice Mail ports.
- If the first available station in a hunt group does not answer the incoming call, that station continues to ring until the call is answered or until the caller abandons the call.
- Station Hunt Groups can be programmed regardless of tenants.
- When a Multiline Terminal in a hunt group has Call Forward set, the Multiline Terminal is skipped for Station Hunting.

THIS PAGE INTENTIONALLY LEFT BLANK

GENERAL DESCRIPTION

An optional SMDR-C-10 KTU provides detailed, external call records of system telephone usage. This supports cost control by identifying telephone users, trunk usage, and digits dialed. SMDR enables connection of call accounting equipment that audits local telephone usage.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

Not applicable.

SERVICE CONDITIONS

- When an optional SMDR-C-10 KTU is installed, outgoing call and transferred call information may be output to an external printer or Call Accounting device.
- External output devices to be connected to the system must meet the following EIA RS-232C specifications.

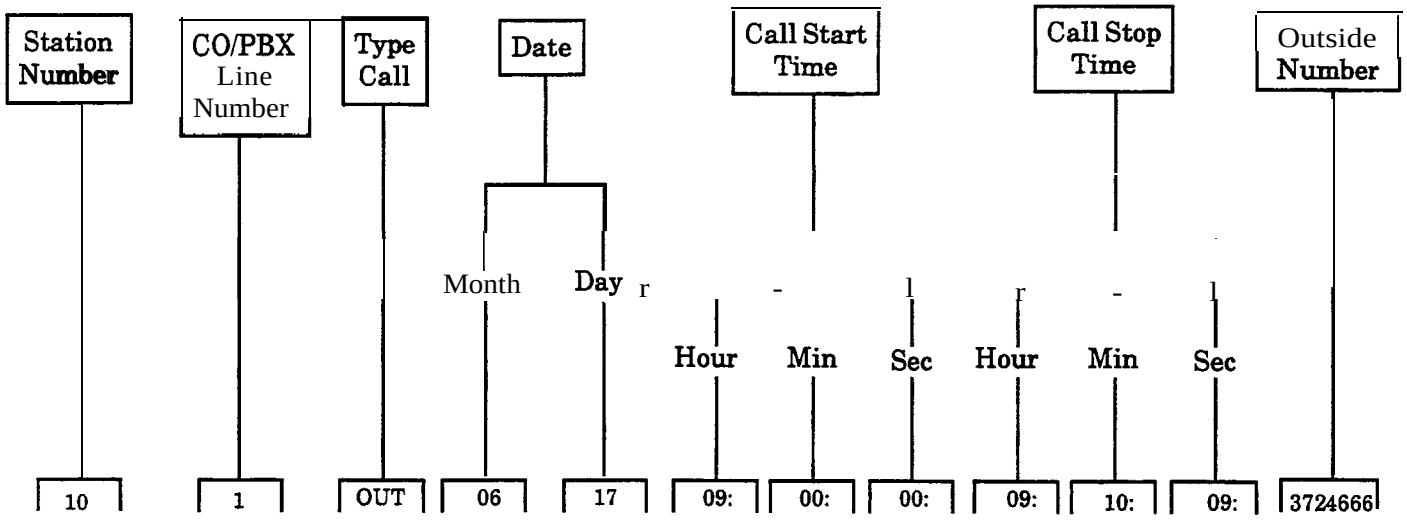
A.	Data:	8-bit ASCII code
B.	Parity bit:	None
C.	Stop bit:	1
D.	Synchronization:	Asynchronous
E.	Baud rate:	600, 1200, 2400 or 4800 bps
F.	Signals:	PIN 1...FG (Frame Ground) PIN 2...TXD (Transmit Data) PIN 5...CTS (Clear To Send) PIN 7...SG (Signal Ground)
G.	Printer Cable	RS-232C Reverse (Serial)

- SMDR reports are generated only for outgoing and transferred calls. Call records are not generated for internal and incoming CO/PBX calls.
- Outgoing call information is output after the completion of each call. The following items are output on one line in the order shown: station number, outside line number, type of call, date, call start time, call stop time, and the telephone number dialed. A vacant line is automatically inserted after each call record.
- On a transferred call, the Call Start timer begins immediately after the transfer is completed.
- If AC power fails, or the system-battery backup fails while the user is engaged on the CO/PBX call, the record of the call is lost.

- If the printer or other I/O device fails to operate, the call record is saved until the I/O is restarted.
- The SMDR-C-10 KTU has limited storage capacity. Using it as a primary storage device is not recommended.
- A call is not valid for SMDR until the Elapsed Call Timer has started.
- Type of calls printed are as follows:

  OUT: When a call is directly originated on an outside line.
  TRF: When a call originated is transferred.

  Format of characters are shown below:



Outside number: 24 digits max

- When the SMDR-C-10 KTU memory becomes full, the first call stored is lost and the last call recorded is stored.

S-10 STEP CALL S-10

GENERAL DESCRIPTION

If the caller receives a call waiting tone during an internal call, the caller may access the next available station number in the same 10s group (e.g. 10-19, 20~29) by dialing 1 (default). (The next higher station number available is accessed by the system.)

STATION APPLICATION

All stations.

OPERATING PROCEDURE

After calling a station and receiving a Call Waiting tone:

1. Dial 1.
2. The next higher station number is called.
3. If the next higher station number is busy, dial 1 again. Successively pressing 1 advances the call to the next higher station number.

SERVICE CONDITIONS

- Step Call operation may be performed when a call waiting tone is heard.
- Step Call is provided in a 10s group (e.g., 10~ 19) of stations. If the highest station number in a 10s group has been reached and is busy, the search continues with the lowest number in the group.
- This feature is unaffected by tenant assignment.
- When a call is stepped to the next higher station number, the next available number is accessed by the system (which may not be the next consecutively numbered station).
- When stepped stations are set for Call Forward - All or Call Forward - Busy/No Answer, the Step Call follows the forward.

THIS PAGE INTENTIONALLY LEFT BLANK

S-11 STORE AND REPEAT S-11

GENERAL DESCRIPTION

The Store and Repeat feature allows a Multiline Terminal user to store any dialed telephone number into memory (while talking on a CO/PBX line) for later use.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

To use this feature with a CO/PBX call in progress (when originated from a Multiline Terminal):

1. Press the FNC key.
2. Dial *.
3. Dial the desired number to be stored in memory.
4. Press the FNC key.
5. Restore the handset or press the SPKR key.

To repeat the stored number:

1. Press the LNR/SPD key.
2. Press # key.
3. The stored number is repeated; wait for the called party to answer.

SERVICE CONDITIONS

- Store and Repeat is valid only on CO/PBX calls.
- Only one number (maximum of 24 digits) can be stored in the memory of each Multiline Terminal.
- The Store and Repeat and the Save and Repeat features cannot be used simultaneously from a Multiline Terminal. The same memory area is shared by both features. (Refer to S-l Save and Repeat.)
- The stored number is retained in memory by the memory-backup battery.
- A new number can be saved over the last stored number.
- The Access Code to store a telephone number can be assigned on a Feature Access key or a One-Touch key.
- The Store and Repeat memory buffer can be displayed by pressing the CNF key, the LNR/SPD key, and dialing #.
- The stored number is cleared if the Save and Repeat is used or a new number is stored.
- For KF registered systems, this feature (repeat) can only be used on a CO/PBX line key.
- A First Initialization erases the Store and Repeat memory.

THIS PAGE INTENTIONALLY LEFT BLANK

S-12 STORED HOOKFLASH S-12

GENERAL DESCRIPTION

The Stored Hookflash feature allows any Multiline Terminal user to store a hookflash in a Speed Dial buffer that allows one-step access to certain Centrex or PBX features.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

To program the Multiline Terminals:

1. Press the FNC key.
2. Press the LNR/SPD key.
3. Dial the Speed Dial buffer number.
4. Dial the Trunk Access Code.
5. Press the RECALL key to store a hookflash signal, and dial the outside telephone number.
6. Press the FNC key.

To transfer by using stored hookflash on Multiline Terminals with a call in progress:

1. Press the applicable Feature Access key or One-Touch key programmed for hookflash.
2. After connection, talk.

SERVICE CONDITIONS

- Stored Hookflash is operative only when the system is behind a PBX or Centrex.
- This feature is available for Multiline Terminals.
- A hookflash can be stored in System and Station Speed Dial buffers,

  Example: Station Speed Dial buffer 10 has stored "Hookflash + 110." When the Speed Dial buffer 10 is assigned on a Feature Access key or a One-Touch key, press this particular key during a CO/PBX conversation, restore the handset, and it automatically becomes a ring transfer.

THIS PAGE INTENTIONALLY LEFT BLANK

S-13 SYNCHRONOUS RINGING S-13

GENERAL DESCRIPTION

The Synchronous Ringing feature provides CO/PBX incoming ringing, synchronized with the incoming ringing pattern from a Central Office or PBX.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

Not applicable.

SERVICE CONDITIONS

- Synchronous Ringing can be programmed system-wide.
- Not applicable for Off-Hook Ringing.
- Not applicable for CO/PBX ringing transfer.

THIS PAGE INTENTIONALLY LEFT BLANK

T-1 TENANT SERVICE T-1

GENERAL DESCRIPTION

Tenant Service subdivides the system into a maximum of four Tenants. Each Tenant may have its own outside line access.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

Not applicable.

SERVICE CONDITIONS

- Assign CO/PBX lines to Tenants 00-03 in System Programming. Assign individual stations to Tenants 00-03 using the same method.
- All CO/PBX lines are assigned to Tenant 00 (set as default).
- A CO/PBX line can be shared by multiple tenants.
- CO/PBX calls and Add-On Conferences may be accessed between tenants.
- The Barge-In and the Privacy Release feature cannot be accessed between tenants.
- Incoming/outgoing access to CO/PBX lines assigned for a Tenant Group is denied if a station is not in the same Tenant Group unless the CO/PBX line is seized by dialing the Access Code for a specified CO/PBX line.
- CO/PBX lines cannot be picked up from hold if the station is in another Tenant Group.
- Internal and transfer calls may be made to different tenants.
- Tenant assignment applies to Multiline Terminals and Single Line Telephones.
- All CO/PBX lines appear on all Multiline Terminals in the system even if the Multiline Terminals are assigned to different tenants.

THIS PAGE INTENTIONALLY LEFT BLANK

T-2 THREE-MINUTE REMINDER T-2

GENERAL DESCRIPTION

This feature provides the Multiline Terminal user, who has originated or answered an outside call, a tone reminder every three minutes. This feature provides the user with an indication of the length of the call.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

Not applicable.

SERVICE CONDITIONS

- The Three-Minute Reminder produces a tone every three minutes from the Multiline Terminal built-in speaker during origination and incoming termination on CO/PBX lines.
- The timer begins immediately after an incoming call is answered.
- The Three-Minute Reminder can be programmed (assigned or not assigned) separately for each Multiline Terminal.
- The Three-Minute Reminder is not provided for Add-On Conference, Privacy Release, and Handsfree operation.
- The Three-Minute Reminder feature is not available for Single Line Telephones.

THIS PAGE INTENTIONALLY LEFT BLANK

GENERAL DESCRIPTION

A Timed Alarm (reminder) may be set at any Multiline Terminal. At the programmed time, the system automatically signals the station at which the alarm was set.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

Setting Timed Alarm from a Multiline Terminal:

1. Press the FNC key.
2. Dial Access Code 51 or 52 (51 for one-time alarm, 52 for everyday alarm).
3. Dial 0.
4. Enter time for the alarm (24-hour format in one-minute increments).
5. Press the FNC key.

Canceling Timed Alarm:

1. Press FNC key.
2. Dial Access Code 51 or 52.
3. Dia12.
4. Press the FNC key.

Confirming Timed Alarm Setting;:

1. Press the FNC key.
2. Dial Access Code 51 or 52.
3. Dial 1.
4. Press the FNC key.

Canceling Timed Alarm svstem-wide (Attendant onlv):

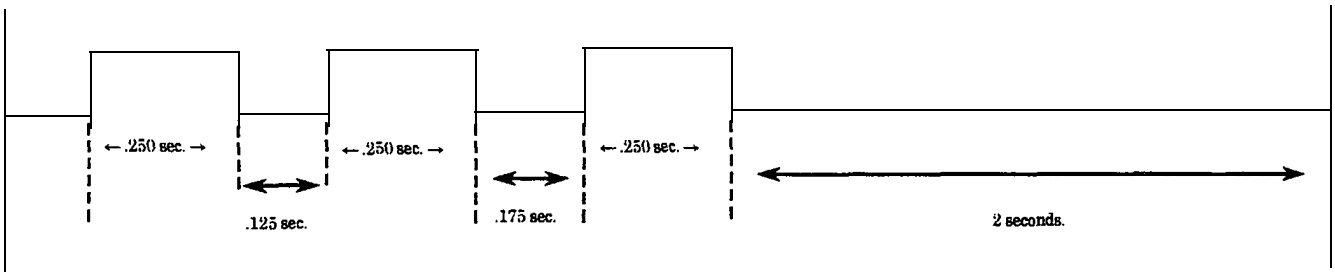
1. Press the FNC key.
2. Dial Access Code 58.
3. Press the FNC key.

SERVICE CONDITIONS

- This feature can be programmed under a One-Touch Feature Access key (example: #+ 510 and specified time).

- The One-Touch Feature Access key LED is turned on when this feature is set.

The Alarm Tone pattern is as follows:



The alarm sounds for approximately 30 seconds. The display indicates ALARM1 (one-time alarm) or ALARM2 (everyday alarm).

The alarm tone is provided when the station is off-hook and assigned for off-hook ringing.

The alarm tone is not provided when the station is off-hook and ringing is not assigned.

The following conditions do not provide an alarm tone:

1. **Handsfree/Handsfree** Answerback
2. Incoming Internal Ringing
3. Doorphone Ringing
4. Transferred Calls
5. Automatic Redial
6. Station Programming Mode

GENERAL DESCRIPTION

Multiline Terminal users calling a busy station can generate an Override Tone that is heard only by the calling and called parties. Multiline Terminal users may answer the Override by placing the existing call on hold.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

To originate:

1. Receive call waiting tone.
2. Dial Access Code * to send the override tone.
3. Talk with party.

To answer from Multiline Terminal:

1. Receive Tone Override.
2. Press the HOLD key and talk with the overriding party, placing the other caller on hold (flashes ANS key).

Note: Press the ANS key to alternate the calls.

SERVICE CONDITIONS

- Tone Override can be accomplished only after receiving a call waiting tone.
- A Multiline Terminal may receive only one Tone Override at a time.
- The ability to send and receive an override tone to another Multiline Terminal is allowed or denied by Class of Service.
- An attempt to Tone Override a Multiline Terminal may be denied for the following reasons:
  1. The Multiline Terminal is set for the Do Not Disturb (DND) mode.
  2. During Station Programming.
  3. During incoming ringing.
  4. During Internal Paging.
- The Tone Override feature applies to Single Line Telephones.
- Tone Override is valid for Multiline Terminals using Handsfree Answerback.

THIS PAGE INTENTIONALLY LEFT BLANK

T-5 TRUNK QUEUING T-5

GENERAL DESCRIPTION

The Trunk Queuing feature allows a station user to increase call processing efficiency. When all outside lines are busy, the station users can queue onto the busy lines. When a line becomes available, the system provides an incoming internal ring to the queuing station. If the line is no longer needed before the line becomes available, the queue request is canceled by dialing an Access Code. Each station can be queued on a CO/PBX line by selecting the specific trunk in the queue procedure. This feature allows a station user to set trunk queuing to a specified trunk or Trunk Group.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

To use this feature from a Multiline Terminal when all outside lines are busy:

1. Press desired busy outside line.
2. Receive busy tone.
3. Dial Trunk Queuing Access Code 64.
4. Restore the handset.

-OR-

1. Dial the Access Code for an outside line.
2. Receive busy tone.
3. Dial the Trunk Queuing Access Code.
4. Restore the handset.

To use this feature from a Multiline Terminal when an outside line becomes available:

1. Receive internal ringing tone.
2. Lift the handset or press the SPKR key.
3. Receive outside dial tone.
4. Dial the desired number.

To use this feature from a Single Line Telephone when all outside lines are busy:

1. Dial the Access Code for an outside line.
2. Receive busy tone.
3. Dial Trunk Queuing Access Code 64.
4. Restore the handset.

To use this feature when an outside line becomes available:

1. Receive internal ringing tone.
2. Lift the handset.
3. Receive the outside dial tone.
4. Dial the desired number.

To cancel this feature from a Multiline Terminal or a Single Line Telephone:

1. Lift the handset or press the SPKR key.
2. Receive internal dial tone.
3. Dial Trunk Queuing Cancel Access Code 65.
4. Restore the handset.

SERVICE CONDITIONS

- Trunk Queuing cannot be set on an outgoing-restricted line. If this is attempted, reorder tone is provided.
- A station that has Trunk Queuing set is notified via internal ringing tone if the station is idle and the queued outside line becomes free. On Multiline Terminals with an LCD, "LINE IDLE" is displayed when the outside line becomes available. The Multiline Terminal user goes off-hook to receive CO/PBX dial tone.
- Incoming CO/PBX ringing calls have priority over Trunk Queuing.
- If two or more stations are queued to the same outside line, a ringing tone is sent to the station in the order set, indicating that the queued outside line is now free.
- If the queued outside line is not seized within the time specified in System Programming, the queuing is released.
- If a station with a Trunk Queue set is busy on a different call when the queued line becomes available, the outside line can be seized using any other station.
- The station user that set the Trunk Queue can cancel it by dialing Trunk Queuing Access Code 65.
- Trunk Queuing is set for a Trunk Group or a specific trunk.
- A station can only queue onto one trunk at a time.
- Trunk Queuing cannot be set on systems installed as Key Functions (KF).

T-6 TRUNK-TO-TRUNK TRANSFER T-6

GENERAL DESCRIPTION

The Trunk-to-Trunk Transfer feature allows any Multiline Terminal user to establish Trunk-to-Trunk Transfers between two CO/PBX line calls (a disconnect signal must be provided).

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

On Multiline Terminals with an outside call in progress:

1. Press the TRF key and receive dial tone.
2. Dial the Trunk Access Code for the desired trunk.
3. Dial the desired number, wait for party to answer.
4. Press the TRF key to establish a Trunk-to-Trunk connection (software version 2.0 or lower).
   -OR-
   Press the FNC + TRF keys to establish a Trunk to Trunk Transfer connection (software version 2.72 or higher).
5. Hangup.

SERVICE CONDITIONS

- All lines used for Trunk-to-Trunk Transfers should be able to receive remote disconnect supervision.
- This feature can be allowed or denied to a Multiline Terminal via station Class of Service (attendant type features) assignment.
- If Trunk-to-Trunk Transfer is denied via Class of Service and a Trunk-to-Trunk Transfer is attempted after pressing the TRF key the second time, the second party is also put on hold.
- This feature can be allowed or denied to trunks on a per-trunk basis.
- A conference circuit is not required for a Trunk-to-Trunk Transfer.
- A station cannot reenter a Trunk-to-Trunk Transfer after establishing the connection.
- After a Trunk-to-Trunk Transfer is established, both trunks are released when a disconnect signal is received by either trunk or when the Automatic Disconnect Timer elapses. The Automatic Disconnect Timer default is 60 minutes and can be programmed also for: 30 minutes, 120 minutes, or 180 minutes.
- Multiline Terminals cannot access the Barge-In feature to the CO/PBX lines being used for the Trunk-To-Trunk Transfer.

THIS PAGE INTENTIONALLY LEFT BLANK

GENERAL DESCRIPTION

Multiline Terminals are equipped with two-color LEDs for Flexible Line key, LNR/SPD key, and Large LED indications. Green indicates I-Hold (Exclusive and Non-Exclusive), I-Use, and recall conditions. Red indicates other functions.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

Not applicable.

SERVICE CONDITIONS

- Refer to the *Electra Professional Level I General Description Manual* (Stock Number 722000) for more information.

THIS PAGE INTENTIONALLY LEFT BLANK

GENERAL DESCRIPTION

The Unsupervised Conference feature permits an existing 3-party conference (two CO/PBX lines and one internal party) to become a Trunk-to-Trunk Unsupervised Conference by allowing the internal party to hang up. The internal party may reenter the conference anytime. The system allows a maximum of two Unsupervised Conferences.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

To enable an Unsupervised Conference during two CO/PBX line 3-party conference:

1. Press the CNF key to disconnect from the conference, leaving the CO/PBX lines connected. CNF key LED goes idle.
2. Go on-hook or continue to process other calls.

To reenter the Conference:

1. Lift the handset or press the SPKR key.
2. Press the CNF key to return to the conference.

SERVICE CONDITIONS

- A Multiline Terminal user may leave and enter an Unsupervised Conference as often as needed.
- Refer to A-l Add-On Conference in this manual for service conditions regarding Conferencing.
- During an Unsupervised Conference, a reminder alarm sounds every three minutes, except when BGM is on, at the originating station, and the CNF LED flashes.
- Two Unsupervised Conferences at a time are possible in a system. However, in this case, Add-On Conference and Privacy Release are not possible at the same time.
- The CO/PBX line must provide a timed disconnect signal if the Automatic Release feature is to function during an Unsupervised Conference. If one of the external parties hangs up, that trunk is released and the other trunk is placed on hold.
- Unsupervised Conference uses one of the two available conference circuits in the system.
- Internal Hold, Conference, Privacy Release, and Barge-In functions cannot be used during an Unsupervised Conference.
- A Single Line Telephone user cannot access the Unsupervised Conference feature.

THIS PAGE INTENTIONALLY LEFT BLANK

[redacted]

GENERAL DESCRIPTION

Station users can perform some programming functions at their stations, Some of the features that are programmable from a station include: Ring Tone Variation, Ringing Line Preference, Feature Access an&or One-Touch keys (e.g., Speed Dial or Direct Station Selection).

STATION APPLICATION

All stations.

OPERATING PROCEDURE

Ring Tone Variation:

Refer to R-4 Ring Tone Variation.

Ringing Line Preference set/cancel:

Refer to R-5 Ringing Line Preference.

Feature Access Kevs (User Programmable):

Refer to F-2 Feature Access Keys • User Programmable.

One-Touch Feature Access:

Refer to O-2 One-Touch Feature Access.

Promamming Station Speed Dial from a Multiline Terminal:

Refer to S-5 Speed Dial • Station.

STATION APPLICATION

- Multiline Terminals must be idle and on-hook before the user can perform any of the above operations.
- Station Speed Dial may also be programmed using a Single Line Telephone, but the programming methods are different from the Multiline Terminal programming methods. (Refer to S-5 Speed Dial • Station.)
- Features that can be programmed by the user are: Speed Dial numbers and all feature Access Codes allowed for a station.

THIS PAGE INTENTIONALLY LEFT BLANK

V-1 VOICE MAIL INTEGRATION V-1

GENERAL DESCRIPTION

The Voice Mail Integration feature provides the necessary interface between the system and a locally provided Voice Mail system. When a station is forwarded to the Voice Mail system and a station calls the forwarded station, the call goes directly to the individual's personal mail box. The system can support a maximum of four ports for Voice Mail (each port requires an SLT adaptor).

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

To retrieve a **message** from a Multiline Terminal with LCD:

Example:

When a Message Waiting Indication [VM] is shown on the LCD, perform the following operations to retrieve a message:

1. Lift the handset.
2. Call the Voice Mail system by dialing the Voice Mail station number to access your mailbox.
3. When answered, follow the instructions given by the Voice Mail system.

To retrieve a message from a Multiline Terminal without LCD:

Example:

When the large LED at the top of the terminal is flashing, perform the following operations to retrieve a message:

1. Lift the handset.
2. Call the Voice Mail system by dialing the Voice Mail station number to access your mailbox.
3. When answered, follow the instructions given by the Voice Mail system.

SERVICE CONDITIONS

- This feature requires the installation of four **SLT-F(1G)-10** or **SLT-F(1G)-20 ADPs** (software version 2.72 or higher) to support four Voice Mail ports. Each port must be individually assigned to support Voice Mail.
- Some Voice Mail systems cannot leave a message indication at a station.
- Only **Multiline** Terminals with a display receive an LCD indicating a Voice Mail message is waiting. All Multiline Terminals receive a Message Waiting Indication at the large LED.
- If the Voice Mail unit transfers a call to a station in the system, it recalls to the Voice Mail port if the call is not answered within a preprogrammed time period. [CO Ringing Transfer Recall Timer (default: 60 sec.11

- If a station is programmed for multiple Call Forward - All Calls (e.g., 10 CFWD to 11 CFWD to VM port), the system receives the digits 10 and goes to Station 10 mailbox, as well as the Call Forward setting to the Voice Mail port.
- Single Line Telephones cannot receive Message Waiting indications from Voice Mail.
- When a CO/PBX line is assigned to ring at only one station and the station has Call Forward - All or Call Forward - Busy/No Answer set, incoming CO/PBX calls on that line follow the Call Forwarding.
- The Level I System can send either DTMF tones or loop-open disconnect signal to Voice Mail. The SLT-F(1G)-20 ADP and software version 2.72 or higher is required to send the loop-open disconnect signal to a Voice Mail system.
- The PBR-C(4)-11 KTU is required for DTMF type single line telephones to operate.

V-2 VOICE OVER SPLIT V-2

GENERAL DESCRIPTION

By dialing an Access Code, a station user can voice override the conversation between another station user and an internal/outside party. When the conversation is interrupted, the internal/outside party cannot hear the Voice Over.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

To originate a Voice Over from a Multiline Terminal:

1. Call an internal station, and receive a call waiting tone.
2. Press FNC + * (or dial Access Code 6) to Voice Over. (An override tone is provided to the called station user.)
3. Talk to the called station user. (Only the voice of the voice over originator is sent to the called party; the voice of the called party is not sent to the originator.)

To originate a Voice Over from a Single Line Telephone:

1. Call an internal station, and receive a call waiting tone.
2. Dial Access Code 6 to Voice Over. (An override tone is provided to the called station user.)
3. Talk to the called station user. (Only the voice of the voice-over originator is sent to the called party; the voice of the called party is not sent to the originator.)

To answer with a Multiline Terminal (Broker's call):

1. You are off-hook on a call.
2. Receive Voice Over.
3. Press the HOLD key to answer the internal voice-over caller. The original party is automatically placed on hold (the ANS key flashes green).
4. Talk to the internal voice-over caller.
5. Press the ANS key to talk to the original party.
6. Talk to the original party.

Note: Repeatedly pressing the ANS key alternates the talk path between both calls.

-OR-

To answer with a Multiline Terminal (Whisper Page):

1. You are off-hook on a call.
2. Receive Voice Over.
3. Press FNC + 8 to talk with the internal voice-over caller if needed.
4. To talk with the original party while continuing to monitor the internal caller, press Access Code FNC + 8 again.

To answer with a Single Line Telephone:

1. You are off-hook on a call.
2. Receive a Voice Over from an internal station (hear both original party and the voice-over internal caller).
3. Return to on-hook condition (the original party is dropped). (Receive ringing signal.)
4. Go off-hook to talk with the internal caller.

SERVICE CONDITIONS

- Voice Over can be accomplished only after receiving a call waiting tone.
- A terminal may receive only one Voice Over at a time.
- An attempt to Voice Over a **Multiline/Single** Line Terminal may be denied for the following reasons:
  1. Multiline Terminal is in DND (Do Not Disturb) mode
  2. Automatic Redial is activated
  3. During Station Programming
  4. During incoming ringing
  5. During internal paging
  6. During a conference call
  7. During a conference call on hold
  8. When terminal is on internal hold
  9. When terminal has placed a call on internal hold
  10. During a Handsfree Answerback
- When a Multiline Terminal is in DND mode, only an Attendant Multiline Terminal can initiate Voice Over.
- Voice Over can be allowed or denied by Class of Service.
- Each Voice Over in progress uses a conference circuit. When two permitted voice-over calls already exist in the system, Voice Over is denied.
- Add-On Conference calls cannot be voice overridden.
- The alert tone (the override tone) is sent to both the originator and the receiving party.
- A Single Line Telephone (**SLT**) user can also receive Voice Over.
- A **PBR-C(4)-11** KTU is required to access Voice Over from a DTMF type Single Line Telephone user.
- A Single Line Telephone user can activate Voice Over by dialing 6 within the time period assigned in System Programming as PBR Release Timer.
- When the terminal receiving the Voice Over goes on-hook, the Voice Over changes to a normal incoming internal call.
- When a Multiline Terminal user performs Voice Over, the originator's voice is sent to the receiving party; the receiving party's voice is not sent to the originator.
- When a Multiline Terminal user receiving Voice Over presses the **FNC** + 8, the talk path of the user is switched to the internal station initiating Voice Over.

- Access Code # + 8 can be assigned on a Flexible Programmable Line key or One-Touch key. This key can be used to answer a Voice Over call.
- When a Multiline Terminal user receives Voice Over, the LED of the Voice Call Override key on the terminal does not light red.
- When a Multiline Terminal user receiving Voice Over presses the Voice Call Override key to switch the talk path, the Voice Call Override key lights red and the voice of the receiving party is sent to the Voice Over originator.
- When a Multiline Terminal user presses the Voice Call Override key that is lit red, the Voice Call Override key LED goes off and the terminal receiving Voice Over can talk to the other party.
- Until Voice Over is released, the Multiline Terminal user receiving Voice Over has the option of switching over the talk path. In this case, the red LED associated with the Voice Call Override key indicates the talk path is connected to the Voice Over originator.
- When Voice Over is released, the LED of the Voice Call Override key goes off.
- The station originating the Voice Over feature cannot operate other features during this condition.
- Version 2.0 or higher software is required for the Voice Over Split feature to operate.

THIS PAGE INTENTIONALLY LEFT BLANK

V-3 VRS AUTOMATIC/MANUAL ANSWER V-3

GENERAL DESCRIPTION

This feature allows incoming outside CO/PBX calls to be answered automatically by a voice recorded message. After the incoming call is answered, one of three voice recorded messages (night/day/weekend) is played to the outside party. After the voice recorded message is completed, the outside party is disconnected. Manual Answer is activated by a station user while off-hook on a CO/PBX call. The selected CO/PBX line is answered by a recorded message and then placed on hold.

STATION APPLICATION

Automatic Answer is set from the Multiline Terminal (Attendant only). Manual answer is activated from any Multiline Terminal.

OPERATING PROCEDURE

To record the individual voice messages (Attendant only):

1. Press the FNC key.
2. Dial 70 ( ). The SPKR key and MIC LED are activated.

   (1) Message (Night)
   (2) Message (Day)
   (3) Message (Weekend)
   (4) Message (Manual)

3. Lift the handset when recording through the handset.
4. Press the FNC key.
5. Record the selected voice message through the handset or the built-in microphone.
6. When completed, return the handset to the cradle or press the SPKR key to stop recording; otherwise, the message timer automatically stops the recording.

To verify individual voice messages (Attendant only):

1. Press the FNC key.
2. Dial 71 ( ). The SPKR key and MIC LED are activated.

   (1) Message (Night)
   (2) Message (Day)
   (3) Message (Weekend)
   (4) Message (Manual)

3. Press the FNC key.
4. The message plays back through the handset or the built-in speaker.
5. When completed, return the handset to the cradle or press the SPKR key.

To set the Automatic Answer feature (Attendant only) with version 1.0 software:

1. Press the FNC key.
2. Dial 8 ( ).

   (1) Message (Night)
   (2) Message (Weekend)

3. Press the FNC key.
   (Repeat Steps 1~3 to reset.)

To set the Automatic Answer features (Attendant only) with version 1.5 software or higher:

1. Press the FNC key.
2. Dial 8 ( ).

   (1) Message (Night)
   (2) Message (Day)
   (3) Message (Weekend)

3. Press the FNC key.

To activate the Manual Answer feature (any Multiline Terminal)

1. Receive incoming CO/PBX call.
2. Press the FNC key.
3. Press the ringing CO/PBX line key (flashing green).
4. The call is answered, the VRS manual message is played; then the call is placed on hold.

SERVICE CONDITIONS

- Single Line Telephones cannot be used to activate the Automatic/Manual answer feature.
- Night and Weekend messages can be activated from an Attendant Position by entering proper Access Code.
- The Automatic/Manual Answer features cannot be activated until the message(s) have been recorded.
- The VRS Automatic/Manual Answer feature only works on incoming CO/PBX lines.
- This feature can be switched from one of three modes (Night, Day, or Off) by programming the VRS Automatic Answer Time Selection.
- Each recorded voice message reduces the total number of available voice boxes by one. The total number of voice boxes available is 16 boxes times 15 seconds, 8 boxes times 30 seconds, 4 boxes times 60 seconds, or 2 boxes times 120 seconds. This option is set in System Programming.
- The total recording time available to the system for all voice recorded messages is four minutes.
- The Automatic Answer feature is programmed on a per-CO/PBX line basis in System Programming.
- The Automatic Answer feature answers incoming calls in approximately two ring cycles. After the voice recorded message is played, the call is disconnected.
- To activate the Manual Answer feature, the Multiline Terminal user sets this feature from an off-hook condition.

- The Manual Answer feature does not work on transferred or camped on calls.
- Access Code 82 [VRS Automatic Answer (Weekend)] overrides and resets Access Code 81 [VRS Automatic Answer (Night)]; however, Access Code 81 does not override and reset Access Code 82.
- Individual messages cannot be recorded or verified if the VRS port is busy.
- Using the handset ensures quality voice message recordings. Using the built-in microphone is not recommended.
- Only one VRS feature can be accessed at one time. If another VRS feature is being used, other VRS features are disabled during that time, including VRS Automatic Answer and VRS Manual Answer.
- Only one message is available for all incoming CO/PBX calls at one time.

  Example: the first caller hears the message from the beginning. While the message is playing, other callers hear only the remaining part of the message. The message then restarts and plays from start to finish for the other callers.
- Messages are retained for approximately two hours during a commercial power outage.

THIS PAGE INTENTIONALLY LEFT BLANK

GENERAL DESCRIPTION

With a VRS-C(1)-11 KTU installed, a customized hold message (up to 120 seconds) can be sent to the outside party when the C O/PBX call is placed on hold. After the message is sent to the outside party, Music On Hold is provided until the held call is picked up. Version 2.0 or higher software is required for this feature.

STATION APPLICATION

All stations.

OPERATING PROCEDURE

To record a customized hold message (attendants only):

1. Press the FNC key.
2. Dial 7XX.

   700 = To record a message
   710 = To verify a message
   720 = To delete a message

3. Lift the handset (or use MIC).
4. Press the FNC key.
5. Record the customized hold message through the handset or the built-in microphone.
6. When completed, return the handset to the cradle or press the SPKR key to stop recording; otherwise, the message timer automatically stops recording.

To use this feature from a Multiline Terminal with a call in progress:

1. Press the HOLD (or TRF) key once for Non-Exclusive Hold.

   -OR-

   Press the FNC key then the HOLD key for Exclusive Hold.
2. The outside party that is on hold hears the recorded hold message followed by Music On Hold.
3. To retrieve a Non-Exclusive or Exclusive Hold call, press the flashing line key.

To use this feature from a Single Line Telephone with a call in progress:

1. Momentarily press the hookswitch, the call is placed on Exclusive Hold. (Do not return the handset to the cradle.)
2. The outside party on hold hears the recorded hold message followed by Music On Hold.
3. To retrieve a held call, momentarily press the hookswitch. The held call is reconnected.

SERVICE CONDITIONS

- A VRS-C(1)-11 KTU is required to provide this feature.
- A customized hold message can be sent to outside parties only.
- Only one hold message is available for all incoming CO/PBX calls placed on hold. For example, the first caller placed on hold hears the message from the beginning. Other callers placed on hold, while the message is playing, only hear the remaining part of the message. The hold message then restarts and plays from start to finish to the other callers on hold.
- The voice recorded message only plays once before the Music On Hold starts to play, except when a message does not start at the beginning.
- Once a customized hold message is sent to the outside party, Music On Hold follows the message until the held line is picked up.
- When using a Single Line Telephone, calls can be placed only on Exclusive Hold.
- One voice box can be dedicated for the VRS Hold Message feature.
- The VRS Hold Message reduces the total number of available voice boxes by one. The number of voice boxes available is 16 (15 seconds each), 8 (30 seconds each), 4 (60 seconds each), or 2 (120 seconds each).
- The total recording time available to the system for all voice recorded messages is four minutes.
- System Programming determines whether or not the customized hold message is sent to an outside party. [Refer to Memory Block 3-18 (VRS Hold Message Assignment).]
- The VRS Hold Message can be recorded only from Attendant terminals.
- The VRS Hold Message feature cannot be activated until the message is recorded.
- Using the handset ensures quality voice message recording. Using the built-in microphone is not recommended.
- Only one VRS feature can be accessed at one time. If another VRS feature is being used, this feature is disabled during that time.
- Using this feature in conjunction with VRS Automatic/Manual Answer, VRS Internal Messaging, or Automated Attendant is not recommended.
- Version 2.0 software or higher is required to support this feature.

GENERAL DESCRIPTION

This feature allows any internal Multiline Terminal user to record and store a voice message. A user can send a recorded message to any other internal Multiline Terminal within the system. The Multiline Terminal receiving the message receives a visual prompt to indicate a recorded voice message was received.

STATION APPLICATION

All Multiline Terminals.

OPERATING PROCEDURE

Using this feature from a Multiline Terminal assigned for voice recording:

Setting a voice recorded message:

1. Press the FNC key.
2. Dial 77. The SPKR key and MIC LED are activated.
3. Dial the internal station number of the Multiline Terminal for the message destination.
4. Lift the handset when recording through the handset.
5. Press the FNC key.
6. Record the message through the handset or the built-in microphone.
7. When completed, return the handset to the cradle or press the SPKR key to stop recording; otherwise, the message timer automatically stops the recording.

Verifying a voice recorded message:

1. Press the FNC key.
2. Dial 78. The SPKR key and **MIC** LED are activated.
3. Dial the internal station number of the Multiline Terminal where the voice recorded message was sent.
4. Lift the handset to verify through the handset.
5. **Press** the FNC key.
6. The voice recorded message plays back through the handset or the built-in speaker.
7. When completed, return the handset to the cradle or press the SPKR key.

Retrieving a voice recorded message:

1. **Lift** the handset or press the SPKR key.
2. Press the FNC key.
3. Dial #.
4. The voice recorded message plays back twice through the handset or the built-in speaker. The message automatically clears on completion or when abandoned during playback.

Clearing a voice recorded message at the sending station:

1. Press the **FNC** key.
2. Dial 79.
3. Dial the number of the station where the voice message was sent.
4. Press the FNC key.

Clearing voice recorded internal messages system-wide (Attendant only):

1. Press the FNC key.
2. Dial 98.
3. Press the FNC key.

SERVICE CONDITIONS

- This feature is available only on Multiline Terminals.
- A Multiline Terminal can send a maximum of 16 (15 seconds allotted for each box) voice messages.
- Each recorded voice message reduces the total number of available voice boxes by one. The total number of voice boxes available is 16 boxes times 15 seconds, 8 boxes times 30 seconds, 4 boxes times 60 seconds, or 2 boxes times 120 seconds. This option is set in System Programming.
- Each internal station can receive a maximum of 16 recorded messages; however, only three can be indicated in the display of Multiline Terminals.
- This feature allows a message to be sent on a per-station basis by Class of Service.
- A visual indication is provided on the ETW-16DD-1 (BK)/(SW) and ETW-16DC-1 (BK)/(SW) terminals when a recorded message is received. Large LED flashes at 625 ms ON/125 ms OFF/125 ms ON/125 ms OFF.
- The recorded voice message plays back twice to the retrieving party, then automatically clears on completion.
- The recorded voice message clears if abandoned during playback.
- If more than one recorded voice message is sent to a station, the first message received is the first message to play back.
- The voice message cannot be recorded, verified, or retrieved if the VRS port is busy.
- Using the handset ensures quality voice message recordings. Using the built-in microphone is not recommended.
- Only one recorded message can be retrieved at a time.
- Only one VRS feature can be accessed at one time. If another VRS feature is being used, this feature is disabled during that time.
- This feature allows users to leave voice messages to themselves as a message-reminder feature.
- Messages are retained for approximately two hours during a commercial power outage.