

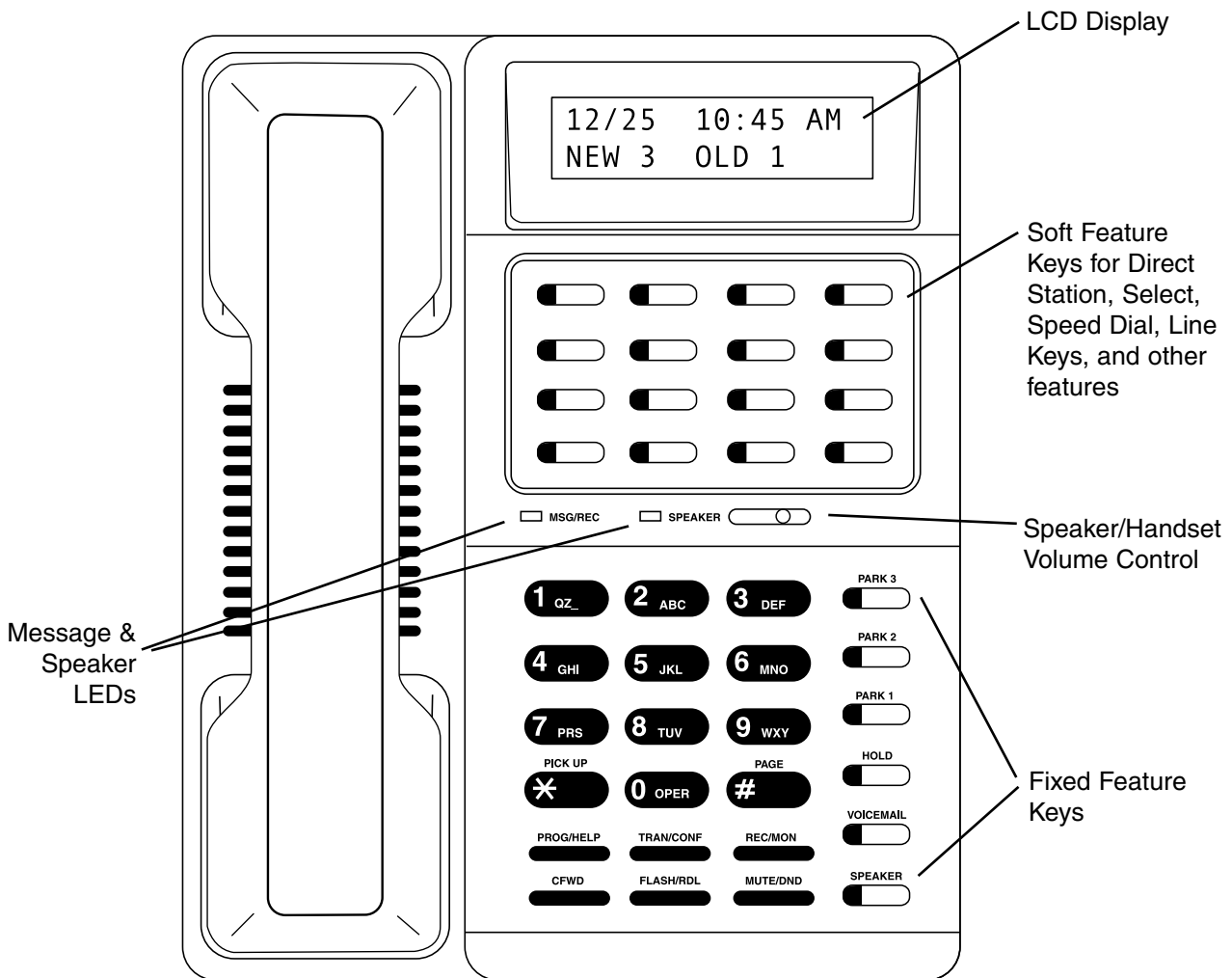
POWER USER'S GUIDE

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0200-0004 • Rev. A

IVX FEATURE PHONE

Your IVX Feature Telephone is equipped with a speaker phone for handsfree conversation, an LCD display for call handling status, and both fixed and programmable feature keys for simplified operation. Its built-in voice mail features and voice prompting make it easy to program and use.



IDLE DISPLAY

```

11/5 3:22 PM
■□□□□X■

```

When your phone is not in use, the display shows the current date and time, any activated features, such as Do-Not-Disturb (DND), Monitor Mode, etc. and the system's current Line usage.

The Line indicators on the bottom line of the display show:

- Line available,
- Line in use,
- Line you are currently using.

Note: Incoming calls usually are assigned beginning with Line 1 at the far left Line indicator while outgoing calls are assigned from the highest numbered Line beginning at the far right.

MESSAGE WAITING DISPLAY

```

11/5 3:22 AM
NEW 1 OLD 2

```

Shows the number of new and old messages in your mailbox. This display shows only when new messages exist.

MESSAGE PICK-UP DISPLAY

```

JOHN DOE 1:06
NEW 11/5 9:14A

```

During message playback, the top line shows the originator of the message and its duration. The bottom line of the display indicates if the message is new or old and the date and time that the message was left.

CALL WAITING DISPLAY

```

→ JOHN DOE 2:33
ACME BRICK :24

```

```

JOHN DOE 2:36
→ ACME BRICK :27

```

The top line shows the number (or name if Caller ID is available) of your original call and the call duration. The bottom line shows the name or number of the call waiting along with the duration of that call. The arrow on the display will move between the top and bottom line when the FLASH Key is pressed to toggle between the calls.

STATION OPERATION

OUTSIDE CALLS

To Answer: Lift the handset or press the SPEAKER Key.

To Place: Lift the handset or press the SPEAKER Key. Press an unlit Line Key, or dial 9 (8 or 7) to be assigned an outside dial tone.

ShortCut: Dial 9 and the speaker will be turned on automatically to outside dial tone. Then dial the number.

To Hang-up: Replace the handset. If using the speaker function, press the SPEAKER Key. **Note:** Pressing the speaker key when the handset is in the cradle disconnects the call.

INTERCOM CALLS

To Answer: Answer by speaking directly through the speaker in hands-free mode. To answer a ringing call, lift the handset or press the SPEAKER Key.

To Hang-up: Replace the handset or press the SPEAKER Key.

To Place: Lift the handset and press a Station Key or dial the extension number.

ShortCut: Press a Station Key,+ or dial the extension number, the speaker will be turned on automatically.

To Hang-up: Replace the handset, press a Station Key again, or press the SPEAKER Key.

TO USE SPEED DIAL

There are three different speed dialing options: System Speed Dial, Personal Speed Dial and the Caller ID/ESI-Dex™ Speed Dial.

SYSTEM SPEED DIAL

If the System Administrator has programmed System Speed Dial numbers (600 to 699), you can use them simply by dialing the assigned three digits. See the Administrator about what System Speed Dialing is available.

PERSONAL SPEED DIAL

You may also program your own personal speed dial keys when you program your Soft Feature Keys.

CALLER ID/ESI-DEX™ SPEED DIAL

Allows you to speed dial any stored Caller ID name/number with the FLASH/RDL Key. Using ESI-Dex to store and retrieve Caller ID numbers is covered under Soft Feature Keys.

DIRECT STATION SELECT

To call another station, press an available (unlit) Station Key. A tone will play at the called station and the station's speaker phone will be turned on. Or, the station will ring if they hands-free answer is turned off). When finished, replace the handset; or if hands-free, press the Station Key again or the SPEAKER Key to disconnect.

The Station Key's LED indicates the station's status:

Solid Red	=	In use
Solid Amber	=	In DND (Do Not Disturb)
Solid Green	=	Connected to your station
Blinking Red	=	Ringling from another call
Blinking Green	=	Ringling from your call

STATION-TO-STATION CALL WAITING

Calling or transferring a call to another station that is busy generates a call waiting tone in their earpiece and a call waiting indication shows on the bottom line of their display. If they ignore the call waiting, your call or the transferred call will be forwarded to their mailbox.

TO TRANSFER A CALL

Unsupervised (Blind) Transfer: While connected to an outside call, press a Station Key (or press the TRAN/CONF Key and dial the extension number). Hang up immediately.

Supervised Transfer: To announce the caller, wait until the called party answers, announce the caller and then hang up. If the transferred-to party does not answer, hang up to release the caller to the station's voice mailbox. Or, press the Station Key again or press the FLASH Key to be reconnected to the original caller.

TO TRANSFER A CALL TO A MAILBOX

To transfer an outside caller to another user's mailbox, press the VOICEMAIL Key and the appropriate Station Key. (If the destination does not have a Station Key assigned, press the VOICEMAIL Key, then the TRAN/CONF Key and dial the extension number). Hang up to release the caller into the voice mailbox. (To ensure the privacy of the message, you will automatically be disconnected at the record tone.

TO TRANSFER A CALL TO THE MAIN GREETING

To transfer an outside caller to the Main Greeting, press the VOICEMAIL Key and hang up.

TO TRANSFER A USER TO THEIR MAILBOX

To transfer a user that is calling from the outside to pick-up messages, press the VOICEMAIL Key, press the * Key, and the appropriate Station Key (or mailbox number) and hang-up.

CALL PICK-UP

If a call is ringing at another station (the Station Key is blinking Red at your phone), that call can be picked-up by pressing the PICK UP Key (* Key), then pressing the ringing Station Key.

TO INITIATE A CONFERENCE

While connected to a call, press the TRAN/CONF Key and call another station or outside party. Press the TRAN/CONF Key again to connect the three parties together in a conference. Repeat these steps to add a fourth person to the conference. If the newest added-opn party does not answer, press their Station Key again or press the FLASH/RDL Key to return to the original conference. Hang up to disconnect all parties in the conference.

Note: Callers on PARK can be added to conferences.

A total of twelve parties can be in conferences within the system at any one time. **No more than 4 parties can be in a single conference.**

CALL WAITING

If you have enabled Call Waiting for your station (PROG Key, 31), you will hear a tone in your earpiece and the bottom line of your display will indicate when a call is waiting. To toggle between the original call and the call waiting, press the FLASH Key. To drop either call, hang up while connected to the call to be dropped. When your phone rings, lift the handset or press SPEAKER and you will be reconnected to the other caller.

LINE KEYS

If you have programmed your Soft Feature Keys as CO Line Keys, these keys can be used to gain direct access to outside lines (in addition to dialing 9, 8, or 7 to be assigned a line automatically). An outside call transferred to your station can be answered by simply lifting the handset or pressing the SPEAKER Key. The LED indications for the Line Keys are as follows:

Solid Red	=	Line In use
Solid Green	=	Line connected to your station
Blinking Red	=	Line ringing at another station
Blinking Green	=	Line ringing at your station

VOICE MAIL OPERATION

IVX provides accurate and timely messages. Others will become more comfortable leaving you voice messages if you pick-up and respond to your messages promptly.

RETRIEVING MESSAGES FROM YOUR IVX FEATURE PHONE

If you have new messages, your display will show the number of new and old messages in your mailbox.

TO PICK UP YOUR MESSAGES:

1. Press the VOICEMAIL Key.
2. Input your password when prompted. (The system is set up with a default of 0 so no password is needed, but you can assign one if you desire.)

IVX will start playback of messages with the oldest new message and continue until all messages are played. The display will show the origination of the message, the duration of the message, whether new or old, and the time/date of when the message was left.

Voice prompted instructions are played at the end of each message. Once you've learned these prompts, you can proceed more rapidly by pressing one of the following keys any time during the message, or during a prompt.

1 **Pause**— paused for one minute or until 1 is pressed again.

2 **Call ID Number / (Verbal Time/Date** – toggles between the Caller ID number (if available) and Time/Date of the message.

3 **Reply**— to automatically reply to a message from another user within the system. Begin recording your reply at the tone. Press 1 to stop. You will then be returned to the original message for further action.

4 Back Up— backs up 4 seconds for each key press during message playback. If pressed after the message has finished, it returns you to the beginning of the message.

5 Fast Forward— advances 4 seconds for each key press.

6 Move— moves a copy of the message to another user's mailbox, a Group Mailbox or a Quick Group™. If you wish to add an introduction, press 1 when prompted, IVX will respond with the mailbox greeting and record tone. When you've finished your recording, press 1 to stop. To move the message without an introduction, press 6 when prompted.

7 Delete— deletes the message from the mailbox.

9 Save— saves the message and plays it as an old message the next time messages are retrieved.

To Exit— Hang-up at any time during playback of messages. Everything in the mailbox that has not been deleted will be saved.

Automatic Callback— For messages with Caller ID, you can automatically return the call by pressing the FLASH/RDL Key during message playback. The message is saved and your phone exits voicemail to make the call. **Note:** Depending on local carrier limitations, auto call-back does not always work on local calls. e Caller ID provided number.

Receiving a Call Waiting Tone while Picking Up

Messages- You can ignore the waiting call and it will go into your mailbox after a few rings. Or answer the call by hanging up to exit voice mail. Your phone will then ring. Lift the handset (or press the SPEAKER Key) to answer the call. The message you were listening to will be saved for future retrieval.

PICKING UP MESSAGES FROM A REMOTE LOCATION

You can pick up messages when away from the office. Since the display is not available to you, message handling will operate slightly differently. (**Note:** An IVX "Remote Location Shortcut Keys" card is available.)

TO RETRIEVE YOUR MESSAGE FROM A REMOTE LOCATION:

1. At the Main Greeting, press * and input your mailbox number. Or, have the operator transfer you into your mailbox by pressing the VOICEMAIL Key, the * Key, and inputting your mailbox number.
2. Input your password if required followed by the # Key.

IVX will announce the number of new and old messages and will start playback of messages with the oldest new message. Old messages will play next and recordings in your mailbox will play last.

Additional key functions available from remote locations

- 2** **Hear Time/Date**— pauses the message, plays the Time/Date of when the message was left and resumes.
- 5** **Access User Programming**— allows you to change your personal greeting or password. **Note:** Fast Forward is not available from a remote location.
- 8** **Main Greeting**— returns you to the Main Greeting.
- 0** **Operator**— transfers you to the operator.
- #** **To Leave a Message In Another Mailbox**— when prompted, enter the user's mailbox number.
- *** **To Disconnect**— use before hanging-up. If pressed during playback of a message, the message is saved.

PERSONAL GREETINGS

Initially, your mailbox has a generic greeting *"You have reached the mailbox for extension xxx."* You should record a personal greeting in your own voice indicating your availability to return calls. **Example:** *"Hi, this is Bill. I'm away from my desk or on the phone . Leave me a detailed message and I'll respond to it promptly"* or *"Hi, this is Bill. I'll be out of town until the 23rd.. Leave me a message. "I'll be checking in regularly"*.

Note: To help shorten your personal greeting, a system prompt automatically follows your personal greeting with instructions to the outside caller such as: *"To reach the operator press 0, to return to the Main Greeting, press 8, or to leave a message, begin recording at the tone. Press 1 when finished."*

Shortcut: When leaving a message in another mailbox, press 1 during the personal greeting to advance directly to the record tone without having to listen the remainder of the greeting and the system prompt.

You can change a personal greeting as often as necessary by recording over a previously recorded personal greeting.

Warning: Deleting your personal greeting will turn off your mailbox.

The personal greeting reminder feature described later will help you remember to change your personal greeting if necessary.

EXTERNAL PAGER NOTIFICATION

You can have the system call and activate your external pager whenever the first new message is left in your mailbox. IVX will call your pager when your first new message is left and will repeat the page (at the interval programmed at installation) until all new messages have been retrieved. Inputting or deleting the phone number that is to be called to activate your pager will turn this feature on or off.

FIXED FEATURE KEYS

The Fixed Feature Keys on the phone are permanently labeled as to their usage. In most cases, the key will have two purposes (i.e: MUTE/DND) and a function can only be activated when appropriate to the current application.

Example: Mute can only be activated during a conversation with another party, whereas DND can only be activated while your station is idle. For most features, the LCD display will indicate that it has been activated.

PROGRAM / HELP KEY

The PROG/HELP Key accesses station programming and user help information. While your station is idle, press the PROG/HELP Key to play menu choices for either station programming or for help. Exit by hanging up; or if in Help Mode, press the PROG/HELP Key again.

Note: While in Programming/Help Mode, your station will automatically be placed in Do-Not-Disturb. Calls to your station while you are in DND will be forwarded to your mailbox or to another destination set by the Installer.

STATION PROGRAMMING MODE

Follow the voice prompts to program the desired station or voice mail features (described later). Press the PROG/HELP Key again during station programming for a detailed description of the feature being programmed.

HELP MODE

The system will play prompts of how to use the phone, voice mail, a description and current programmed status of any key pressed, and a user tutorial. Press the PROG/HELP Key a second time to exit Help Mode.

PICK UP KEY

A call ringing at another station or department can be answered from your station by pressing the PICK UP Key (* Key), then the ringing Station Key. During Night Mode, if a night bell is used instead of the night Auto Attendant, press PICK UP 0 to access the ringing outside call.

PAGE KEY

This key allows for paging through all or designated available telephone speakers. Press the PAGE Key and 0 to access all available stations. Press the PAGE Key and 1, 2, or 3 to access a programmed paging zone.

Note: Page won't output to the speakers of phones in use.

Tip: To page for pick up of an outside call, park the caller by pressing one of the Park Keys. Then page the party and announce the Park location for retrieval.

PARK KEYS

Three keys are labeled as PARK 1, PARK 2 and PARK 3. These keys are used to place a caller on "Hold" for pick up at any station. When a call is Parked, the PARK Key LED blinks red at a "Hold" rate at all stations. When the parked call is retrieved from any station, the LED will go out at all stations indicating that the parked call has been answered and that the PARK Key is again available. If a parked call is not picked-up, the call will recall to your station. The LCD display will indicate which PARK Key is recalling and its LED will "flutter" at all stations.

Manual or Auto Attendant transfers do not use PARK Keys.

HOLD KEY

Depending on station programming, the HOLD Key places calls on Exclusive Hold or System-Wide Hold.

Exclusive Hold: For stations without Soft Feature Keys programmed as Line Keys, the HOLD Key functions as Exclusive Hold with retrieval possible only at that station. Press the flashing HOLD Key to retrieve the call.

System-Wide Hold: When the HOLD Key is pressed, the call goes to an open line and the LED lamp blinks red at **all other stations** that have that line programmed as a Soft Feature Key.

Note: System-Wide Hold is possible only at stations with the holding line programmed as a Soft Feature Key; and System-Wide Hold calls can only be retrieved at stations with the holding line programmed as a Soft Feature Key.

VOICEMAIL KEY

The VOICEMAIL Key accesses all voice mail features such as picking up messages or for transferring a caller to another user's mailbox.

PICKING UP MESSAGES

If you have new messages, the MSG LED lamp will blink red and the display will show the number of new and old messages in your mailbox. Press the VOICEMAIL Key, input your password (if necessary) and listen to your messages. The system will start with your oldest new message and continue until all messages and recordings have played.

PLAYBACK OF RECORDINGS

If you have recorded conversations, they will be played at the end of old messages or they can be accessed directly by pressing the VOICEMAIL Key then the REC Key. Recordings play back starting with the newest recording.

TO LEAVE MESSAGES IN OTHER USERS' MAILBOXES

Press the VOICEMAIL Key and the desired Station Key (or press the TRAN/CONF Key and dial the extension number). To advance directly to record, press 1 during the personal greeting.

QUICK GROUPS™

To leave a message in multiple mailboxes, press the VOICEMAIL Key and then two or more Station Keys. Pressing a Department Key as part of the Quick Group will leave the message for all Department members.

GROUP MAILBOXES

If your system is set up with Group Mailboxes, to leave a message for all group members, press the Station Key you have programmed for that group. Or, press the VOICEMAIL Key, then the TRAN/CONF Key followed by the three digit mailbox number. See the System Administrator for Group Mailbox information.

SPEAKER KEY

The SPEAKER Key is used for hands free conversation. If pressed during ringing from an outside call, you will be connected to the caller via the speaker (and the SPEAKER LED will be lit). While using the handset, pressing the SPEAKER Key and hanging up the handset will switch the caller to your speaker. Lifting the handset while on speaker will switch to the handset.

GROUP LISTEN

To have a handset conversation while the caller's voice is broadcast over your speaker, press the SPEAKER Key, but do not hang up the handset. The caller's voice is heard by the group, but the caller only hears the person speaking into the handset.

MUTE / DND KEY**MUTE**

During a conversation (either with the handset or speaker), press the MUTE Key to disable your handset or speaker microphone. While Mute is activated, the SPEAKER LED lamp flutters and the LCD displays "MUTE".

DND

When your station is idle, press the DND Key to toggle your phone in and out of Do-Not-Disturb. The LCD will display "DND".

RECORD / MONITOR KEY

The REC/MON Key allows a user to record all or portions of a call. As a secondary use, the REC/MON Key turns Monitor Mode on and off.

RECORD MODE

During a call, press the REC Key to begin recording both sides of the conversation. Recording continues until the REC Key is pressed again or the call is completed. During recording, the REC LED lamp will flutter and the LCD will display "RECORDING". Any conversation can be recorded including a conference call or service observing call.

A personal reminder recording can also be recorded by lifting the handset and pressing the REC Key. Intercom dial tone will stop and recording of your station will begin until REC Key is pressed again or you hang up.

Note: The system may have been programmed by the installer to insert a short tone every 15 seconds while recording.

Recordings are retrieved from the voice mailbox after new and old messages.

MONITOR MODE

Live Call Screening: To hear a message being left in your mailbox, press the REC/MON Key while your phone is on-hook. While listening through the speaker, you can intercept the call by lifting the handset.

You can also activate MON any time your phone is idle to screen all incoming calls.

Note: As an internal security precaution, the system requests a password before it is possible to put an idle extension into Monitor Mode. No password is needed to turn Monitor Mode off.

FLASH / REDIAL KEY

The FLASH/RDL Key is used to generate a flash hook (immediate dial tone) on an outside Line, to redial the last outside number dialed, or to automatically call back callers who have left a message with Caller ID.

FLASH

When connected to an outside Line, press the FLASH Key to transmit a flash hook (obtain an immediate dial tone) through the CO Line or host PBX. If a call waiting tone is heard while on a call, press the FLASH Key to toggle between the two calls.

REDIAL

When your station is idle or after first lifting the handset, press the RDL Key to redial the last outside call made. During message playback which has a stored Caller ID number, press RDL Key to automatically dial the number.

CALL FORWARD KEY

Your station has been programmed by the installer to route your phone when it is busy or does not answer (usually forwarding to your mailbox). Use the CFWD Key to temporarily call forward all of your calls to another station or another user's mailbox.

Press the CFWD Key and then a Station Key (or dial an extension number) to forward all calls to another station. If the forwarded-to station is busy or does not answer, the call will be returned to your mailbox.

Press the CFWD Key, VOICEMAIL Key, and then a Station Key to forward all calls to another user's mailbox.

To turn off Call Forward, press the CFWD Key twice.

TRANSFER / CONFERENCE KEY

The TRAN/CONF Key transfers calls to stations that do not have a programmed Station Key. As a secondary use, the TRAN/CONF KEY facilitates conferencing.

USER PROGRAMMING

All user controlled features can be programmed from your station by following the voice prompted menus to:

- set or change the Soft Feature Keys,
- turn on or off Station Options,
- set station Ring Tone or Ring Volume, and
- set or record Voice Mail Options.

Program Mode is entered by pressing the PROG/HELP Key.

Voice prompts will play menu and sub-menu options to access the desired feature. You do not have to wait for the entire prompt to be played. Therefore, once you've become familiar with the prompts, you can quickly set any frequently used feature.

Short Cut Example: To re-record a personal greeting, you can press the PROG/HELP Key and enter **111** to go directly to your personal greeting record tone.

PROGRAMMING HELP

During any of the following programming steps, press the HELP Key to hear a more detailed description of the feature and related programming options.

Example: In the Menu Overview at the right, to go directly to hear your password press PROG/HELP and enter **53**.

Note: To exit Programming at any time, press the SPEAKER key to hang up. All programming entered to that point will be saved.

USER PROGRAMMING MENU OVERVIEW

- 0** HELP MODE
 - 1** USING THE PHONE
 - 2** USING VOICE MAIL
 - 3** PHONE FEATURES
 - 4** TUTORIAL
- 1** RECORD PERSONAL GREETING
 - 1** RECORD
 - 2** DELETE
 - 3** HEAR
- 2** SOFT FEATURE KEYS
(STATION, SPEED DIAL, LINE, OTHER FEATURES)
- 3** STATION OPTIONS
 - 1** CALL WAITING
 - 2** PERSONAL GREETING REMINDER
 - 3** HEADSET OPERATION
 - 4** OUTSIDE DIAL TONE PREFERENCE
 - 5** HANDS FREE ANSWER
- 4** STATION AUDIBLES
 - 1** STATION RING TONE
 - 2** STATION RING VOLUME
 - 3** MESSAGE RING
- 5** PASSWORD
 - 1** RECORD
 - 2** DELETE
 - 3** HEAR
- 6** EXTERNAL NOTIFICATION
 - 1** ENTER PAGER NUMBER
 - 2** DELETE PAGER NUMBER
 - 3** HEAR PAGER NUMBER

STATION PROGRAMMING DETAIL

0 HELP MODE

- 1** USING THE PHONE
- 2** USING VOICE MAIL
- 3** PHONE FEATURES
- 4** USER TUTORIAL

1 PERSONAL GREETING

1 RECORD PERSONAL GREETING

Begin recording at the tone, press 1 to stop. The new personal greeting automatically replaces the previous greeting.

2 DELETE PERSONAL GREETING

When prompted, press 2 again to confirm deletion. Your mailbox will be turned off until a new greeting is recorded.

3 HEAR CURRENT PERSONAL GREETING

2 SOFT FEATURE KEYS

The sixteen Soft Feature Keys at the top of your phone have been preprogrammed by the installer. You may wish to add or change some of these keys. Press the PROG/HELP Key and enter 03 to verify the current settings.

Once you've entered the Programming Mode and have reached the Soft Feature Key sub-menu, you will be prompted to press the desired Soft Feature Key location, dial the digits to program and confirm by pressing the same Soft Feature Key again.

THE SOFT FEATURE KEYS CAN BE PROGRAMMED AS:**STATION KEYS**

If the dialed digits input is a three digit extension number (100 to 131 and 191 & 192), the Soft Feature Key will become a Station Key providing the appropriate lamp information and easy access or transfer.

Three digit numbers input can be Department Numbers (200 to 209), User Mailboxes (100 to 131), Guest/Info Mailboxes (300 to 499), Group Mailboxes (500 to 516), Cascade Paging Mailboxes (520 to 529) or System Speed Dial numbers (600 to 699).

SPEED DIAL KEYS

In addition to programming a Soft Feature Key with System Speed Dial number, you can create Personal Speed Dial Keys for automatic dialing of frequently called outside numbers. If you program 9 (8 or 7) plus a phone number, the Soft Feature Key will become a Speed Dial Key.

When programming a Speed Dial Key, a pause is not required after the 9 (8 or 7). If a pause is necessary later in the dialing string, press the CFWD Key to insert a 2 second pause. Press the FLASH/RDL Key to insert a Flash Hook. The Speed Dial number can be up to 24 characters long, and can include International numbers.

LINE KEYS

If a Line Number (1 thru 16) is programmed, the Soft Feature Key will become a Line Key providing the appropriate lamp information and one key access to outside lines.

Note: To use the System-Wide Hold feature, Soft Feature Keys must be programmed as Line Keys.

OTHER FEATURE KEYS

If you input one of the following feature codes (one that starts with '5'), the Soft Feature Key will serve as an on/off key for that feature. Certain stations may have been programmed by the installer to be able to access additional features (consult the Administrator for your accessibility). These features can be turned on or off by dialing the appropriate feature code or by pressing the assigned Soft Feature Key (if a Soft Feature Key has been programmed here). These codes are:

MANUAL DAY/NIGHT MODE (CODE 560)

This key is initially programmed for use at the Operator's station (X100). If programmed for use at your station, press this key to manually change the system's Main Greeting. Each time the key is pressed, it will change from: DAY, NIGHT, HOL, or AUTO, which indicates that the system will follow the Day/Night Mode tables programmed by the Installer.

SERVICE OBSERVING (CODE 561)

Service Observing capability may be assigned to those who need to silently monitor other's calls in order to aid in quality assurance or training. To begin service observing, press the Soft Feature Key followed by an extension number. (Or, dial 561 followed by the Station Key). To discontinue observing, press the Station Key again or hang up. While observing another station, your display will show who that station is connected to and the duration of the call.

Note: Service Observing must be authorized for your station and the list of allowed extensions must have been programmed by the Installer.

AGENT LOG ON/OFF (CODE 5 + DEPARTMENT NUMBER) & ACD AGENT WRAP KEY (CODE 562)

The Agent Log Key allows ACD agents to manually take themselves in or out of call rotation. The ACD Wrap Key allows ACD agents to remove themselves temporarily from receiving ACD calls. See the ACD Department section later in this manual for details.

CALLER ID ESI-DEX KEY (CODE 563)

Esi-Dex allows each user to store up to 100 Caller ID names and numbers in an electronic rolodex (Esi-Dex) for later retrieval and auto dial.

TO STORE A NAME AND NUMBER IN ESI-DEX

To use the ESI-Dex feature, a Soft Feature Key must be programmed as a Esi-Dex Key by inputting 563 as its "Extension Number". If you press the ESI-Dex Key while a Caller ID name/number appears in your display during calls or message retrieval, the name and number will be stored.

Example: While on a call from Baker Electronics (Baker Electronics appears on your display), you wish to save the name and number for future use. Press the programmed ESI-Dex Key. Your display will confirm that the information has been stored.

TO AUTO DIAL USING ESI-DEX

To retrieve and automatically dial the ESI-Dex number, press the ESI-Dex Key while your phone is idle, then repeatedly press the dialpad key corresponding to the first letter of the desired name. (A name that starts with Q or Z is retrieved by using the '1' Key.) Or, scroll through the entire list by repeatedly pressing the # Key. When the name (and number) appear, press the FLASH/RDL Key to auto dial the number.

Example: To call Baker Electronics, press the ESI-Dex Key, then the '2' Key (corresponding to ABC). The display will show the first stored name that starts with A, B or C. Press the '2' Key again until Baker Electronics appears in the display. Press the FLASH/RDL Key and the number will be auto dialed.

Note: The number stored and dialed will be the number for the actual line used by the caller and may be different than the listed number. Depending on local carrier limitations, auto call-back does not always work on local calls.

TO DELETE NAMES FROM ESI-DEX

Access the name to remove, press the HOLD or the * Key.

3 STATION OPTIONS

The Station Options sub-menu allows turning on or off station options. At each option sub-menu, 1 will turn the option on and 0 will turn the option off.

Shortcut: To enter programming, turn Call Waiting on, and exit programming – Press the PROG Key, enter 311 and press the PROG Key again. (Enter 310 to turn Call Waiting off).

1 CALL WAITING

Default = 1 (enabled).

If this option is turned on, while on a call, another caller will camp-on on to your station.

2 PERSONAL GREETING REMINDER

Default = 0 (disabled)

If you frequently change your personal greeting, use this option to help remind you of your current personal greeting. Your current personal greeting will automatically play and you will have the opportunity to change it the first time you use your phone after the programmed idle period. The range is 0 (no reminder) to 500 hours.

Example: If you change your personal greeting only when out of town for a few days, set the reminder interval to 50 hours and you will be reminded if your phone has not been used for three days. If you change your greeting several times a day, set the reminder for about 3 hours.

3 HEADSET OPERATION

Default = 0 (disabled)

Allows you to set your station for use with a headset connected to the handset jack. While in Headset Mode, the hook switch is disabled and the SPEAKER Key is used to connect or disconnect from a call. To use the speaker while in Headset Mode, first park or hold the call, press the SPEAKER Key, then reconnect to the call. Reverse the steps to move the call from the speaker to your headset.

4 OUTSIDE DIAL TONE PREFERENCE

Default = 0 (disabled)

If you primarily make outside calls, this option sets your station to automatically connect to an available outside line without dialing 9 (8 or 7). While in this mode, to place an internal call, press the appropriate Station Key or press the TRAN/CONF Key to switch to Intercom Dial Tone, then dial an extension number.

5 HANDS FREE ANSWER

Default = 1 (enabled)

With Hands Free turned on, an intercom call to your station will generate a short ring tone and then the intercom caller will be automatically connected to your speaker phone. With Hands Free disabled, an intercom call to your station will ring with a single ring cadence (outside calls ring with a double ring cadence).

4 STATION AUDIBLES

The Station Audibles sub-menu provides control of the phone's ring tone, ringer volume, and message notification.

1 STATION RING TONE

Default = 2

This feature lets you change the phone's ring tone to help distinguish it from other nearby ringing phones. You can listen to an example of each by pressing 1 through 4.

Press # to accept the chosen tone.

2 STATION RING VOLUME

Default = 2 (med)

Three phone ringer volumes are available 1 (low), 2 (med), 3 (high). 0 will turn the phone ringer off. Press # when the appropriate volume has been chosen.

3 MESSAGE RING

(Default = 0 (disabled))

When enabled, this feature will periodically generate a short ring tone at your station as an additional alert that you have new messages.

5 PASSWORD

1 ENTER NEW PASSWORD

Default = 0

Input from 2 to 8 digits. Press the # Key to enter your password into the system. If you prefer not to have to enter a password input 0 as your password.

2 DELETE CURRENT PASSWORD

When prompted, press 2 again to confirm deletion. If no new password is entered, the password will revert to the default: 0 (no password entry required).

3 HEAR CURRENT PASSWORD**6 EXTERNAL NOTIFICATION (OPTIONAL)****1 ENTER PAGER NUMBER**

Input the phone number for your pager followed by # (24 digits maximum). Press the CFWD Key to insert a 3 second pause or the Mute/DND Key to insert a '#' to be dialed. Do not include the line access code 9 (8 or 7).

2 DELETE PAGER NUMBER

When prompted, press 2 again to confirm deletion. The system will not page you until a new pager number is entered.

3 HEAR CURRENT PAGER NUMBER

The features on the following pages may not have been assigned to all stations. Consult the System Administrator.

LIVE OUTSIDE CALLS / OPERATOR STATION

**You are being assigned a special IVX feature.
Its operation is as follows:**

LIVE OUTSIDE CALLS

If your station has been designated to receive live outside calls (those that have not come through the Auto Attendant or been transferred), your phone will indicate on the display that you are receiving an outside call and your phone will ring with a double cadence (internal calls will ring with a single cadence).

While on a call, additional live calls to your station will ring with a subdued ring. To answer any additional calls, you must do one of the following:

- disconnect from the current call,
- transfer the current call, or
- place the current call on Hold or Park.

Note: If your station is able to receive both live outside calls and calls transferred to you from the Auto Attendant, you may wish to turn Call Waiting off at your station to avoid confusion between a Call Waiting Tone in your ear-piece and a subdued ring from a live outside call.

OPERATOR STATION

If your station has been designated as the Operator Station, you will also receive calls when someone dials zero in the Auto Attendant or dials zero from a station. Your display will indicate that the call ringing is a call for the operator (someone dialed 0) or a call for your extension (someone dial your extension number).

As the operator, you may be responsible to manually change the Day/Night Mode of the system. A Soft Feature Key must be programmed to allow you to manually change the system's Day/Night Mode. Each time the key is pressed the display will change: DAY, NGT, HOL, or AUTO.

When manually placed in DAY, NGT, or HOL the system will operate in Day, Night or Holiday Mode until manually changed again. If an automatic calendar has been programmed by the Installer, select the AUTO position to set the system to follow the automatic calendar.

GROUP MAILBOXES

You are being assigned a special IVX feature. Be sure to get your Group Mailbox number from the System Administrator.

GROUP MAILBOX DEFINITION

Group Mailboxes are used if the members of the group rarely change and when members want to be able to easily leave messages for one another.

Group Mailboxes allow you to broadcast a "master" message to all members of a pre-defined group of users or to Guest Mailboxes. When a master message is recorded in the Group Mailbox, it is instantly "copied" into each member's mailbox. You may give the Group Mailbox number and password to others to also allow them to record master messages.

Setting "0" as the password eliminates the password requirement.

Note: For frequent access, a Group Mailbox number can be programmed as a Soft Feature Key.

TO LEAVE A GROUP MESSAGE

Call the mailbox number and enter the appropriate password (if required). Leave your message and hang up.

DELETING GROUP MESSAGES

A member can only delete or save his copy of a group message. In each user's mailbox, a saved group message will remain as a new message until deleted.

The master message remains in the Group Mailbox until all members have deleted their copies from their mailboxes. If the originator of the group message deletes the master message from the Group Mailbox, all remaining copies will automatically be deleted from the members' mailboxes.

Example: You leave a group message reminding everyone in the group of a message for Friday. The message is still in the Group Mailbox the following Monday morning (indicating that at least one of the parties has not deleted the message). You can delete it from the Group Mailbox which will delete it from all member mailboxes who have not yet heard the message.

To hear any messages still in the Group Mailbox, press the VOICEMAIL Key, the * Key and the Group Mailbox number. You will hear any previously recorded group messages that have not yet been deleted by all members of the group. Exit by hanging up.

TO PROGRAM A GROUP MAILBOX

Press the PROGRAM Key, *, and the Group Mailbox number. You will be prompted to: record the greeting, change the password, or edit the list of members. Exit by hanging up.

QUICK GROUPS

As a note, the Quick Groups feature can be used by any user to send a message to any combination of users (for whom a Station Key has been programmed) without the need for creating specific Group Mailboxes. No programming is required to initiate Quick Groups.

Leaving a Quick Groups message: To leave a message in multiple mailboxes, press the VOICEMAIL Key and then two or more Station Keys. Pressing a Department Key as part of the Quick Group will leave the message for all Department members.

GUEST MAILBOXES

You are being assigned a special IVX feature. Be sure to get your Guest Mailbox number from the System Administrator.

GUEST MAILBOX OPERATION

Guest Mailboxes are designed to be used by personnel such as outside sales, part-time contractors, or manufacturing personnel who do not have an extension or phone assigned to them, but need a mailbox to receive messages. A Guest Mailbox can be handled like a regular extension (i.e. listed in the directory, assigned a Soft Feature Key, etc.).

Note: A Guest Mailbox must have a personal greeting recorded to accept messages.

TO PICK UP GUEST MAILBOX MESSAGES FROM A FEATURE PHONE.

1. Press the VOICEMAIL Key, *, and the Guest Mailbox number.
2. Input your password when prompted (if necessary), followed by the # Key. Initially, your default password will match the mailbox number. If you change the password to 0, you will not be required to enter a password to gain access to the mailbox.
3. IVX will start playback of messages with the oldest new message and continue until all messages are played. The display will show the origination of the message, the duration of the message, whether a new or old message, and the time/date of when the message was left.

Voice prompted instructions will be played at the end of each message. Once you've learned these prompts, you can proceed more rapidly by responding at any time during the message or during a prompt.

1 Pause— will pause for one minute or until 1 is pressed again.

2 Caller ID / Time/Date— toggles between the Caller ID number (if available) and Time/Date.

3 Reply— replies to the originator of the message (if from a user logged onto the system). Begin recording your reply at the tone. Press 1 to stop. You will be returned to the original message for further action.

4 Back Up— when pressed during message playback, backs up approximately 4 seconds for each key press. If pressed after the message has finished, it returns you to the beginning of the message.

5 Fast Forward— advances approximately 4 seconds for each key press.

6 Move— will move a copy of the message to another user's mailbox, a Group Mailbox or a Quick Group. To move the message without an introduction, press 6 when prompted. If you wish to add an introduction, press 1 when prompted. IVX will respond with the mailbox greeting and the record tone. When you've finished your recording, press 1 to stop.

7 Delete— removes the message from the mailbox.

9 Save— saves the message and plays it as an old message the next time messages are retrieved.

To Exit— Hang-up. If you exit during playback of a message, the message will be saved.

GUEST MAILBOXES (CONTINUED)

Note: If you receive a call waiting tone while picking up messages, you have the option of: ignoring the call waiting, or answering the call by exiting voice mail. To exit voice mail, hang up and when your phone rings, lift the handset and you will be connected to the waiting call. If you hang up during the playback of a message, the message will be saved.

TO PROGRAM YOUR GUEST MAILBOX FROM A FEATURE PHONE

Press the Program Key, *, and the mailbox number. You will be prompted to: record the greeting, change the password, enter an external paging number, or exit by hanging up.

1 PERSONAL GREETING

11 RECORD PERSONAL GREETING

Begin recording at the tone. Press 1 to stop. The new personal greeting automatically replaces the previous greeting. Note: Your mailbox will not be enabled if no personal greeting exists.

12 DELETE PERSONAL GREETING

Press 2 to delete personal greeting. When prompted, press 2 again to confirm deletion. Your mailbox will be turned off until a new greeting is recorded.

13 HEAR CURRENT PERSONAL GREETING

5 PASSWORD

51 ENTER NEW PASSWORD

Input from 2 to 8 digits. Press the # Key to enter your password into the system. If you prefer not to have to enter a password, enter 0 as your password.

52 DELETE CURRENT PASSWORD

Press 2 to delete current password. When prompted, press 2 again to confirm deletion. If no new password is entered, the password will revert to the default password which is 0 (no password entry required).

53 HEAR CURRENT PASSWORD**6 EXTERNAL NOTIFICATION****61 ENTER PAGER NUMBER**

Input the phone number for your pager followed by # (24 digits maximum).

62 DELETE PAGER NUMBER

Press 2 to delete pager number. When prompted, press 2 again to confirm deletion. The system will not page you until a new pager number is entered.

63 DISPLAY CURRENT PAGER NUMBER**PICK UP OF MESSAGES FROM A REMOTE LOCATION**

You can pick up messages when away from the office.

(Note: A "Remote Locations Shortcut Keys" card is available to carry in your wallet or purse.) Since the display is not available to you, message handling will operate slightly differently. To retrieve your message from a remote location:

1. At the Main Greeting, press * and input your Guest Mailbox number. Or, have the operator transfer you by pressing the VOICEMAIL Key followed by the * Key, and inputting the Guest Mailbox number.
2. Input your password (if required), followed by the # Key.

IVX will announce the number of new and old messages and will start playback of messages with the oldest new message and continue until all messages are played.

GUEST MAILBOXES (CONTINUED)

The additional key functions listed below may be used from a remote location. **Ask the System Administrator for a Remote Location Shortcut Keys card.**

2 **Hear Time/Date**– will pause the message, play the Time/Date of when the message was recorded and resume.

5 **Access User Programming**– allows you to change the personal greeting or password (external paging can only be programmed from a feature phone). **Note:** Fast Forward is not available from a remote location.

8 **Main Greeting**– will return you to the Main Greeting.

0 **Operator**– will transfer you to the operator.

**To Leave a Message In Another Mailbox**– when prompted, enter the user's mailbox number.

***** **To Disconnect**– always use before hanging-up (if pressed during playback of a message, the message will be saved).

PERSONAL GREETINGS

Your mailbox is operational only when a personal greeting has been recorded. You should record a personal greeting in your own voice indicating your availability to return calls. Example: *“Hi, this is Bill, leave me a detailed message and I’ll return your call promptly”* or *“Hi, this is Bill, I’ll be out of town until the 23rd, leave me a message, I’ll be checking in regularly”*.

To help shorten your personal greeting, a system prompt automatically follows your personal greeting with instructions to the outside caller such as: *"To reach the operator, press 0. To return to the Main Greeting, press 8. Or, to leave a message, begin recording at the tone; press 1 when finished."*

You can change a personal greeting as often as necessary by recording over a previously recorded personal greeting.

Warning: Deleting your personal greeting will turn your mailbox off.

Shortcut: To leave a message in another user's mailbox, press 1 during the personal greeting to advance directly to the record tone without having to listen the remainder of the greeting and the system prompt.

EXTERNAL PAGER NOTIFICATION

If enabled by the Installer, you can have the system call and activate your external pager whenever a new message is left in your Guest Mailbox. Inputting or deleting the phone number that is to be called to activate your pager will turn this feature on or off. IVX will call your pager when your first new message is left and will repeat the page at the interval of time programmed at installation until all new messages have been retrieved.

Note: The pager number can be up to 24 digits long and must be programmed from a Feature Phone.

ACD AGENT OPERATION

You are being assigned a special IVX feature. Be sure to get your ACD Department number from the System Administrator.

An ACD Department is made up of agents who, when logged on, are able to receive calls for that Department. Calls are presented to the longest idle of logged on agents. If all logged-on agents are busy, the calls will be placed on hold in the ACD queue and the longest holding caller will be automatically connected when an agent becomes available. Callers on hold hear periodic prompts to continue to hold.

As an ACD Department Agent, your phone must have one of the Soft Feature Keys programmed as an Agent Log On/Off Key for each ACD Department where you are assigned. This key allows you to manually place yourself in or out of service for that Department's calls.

Note: Even though you may have been assigned to more than one ACD Department, you can only be logged into one Department at a time.

PROGRAMMING THE AGENT LOG ON/OFF KEY

If you have been assigned to an ACD Department or Departments, a **Log On Key** has automatically been created beginning with the lower left-hand Soft Feature Key.

Use the phone's Help Mode (Program Key, 0, 3) and press each Soft Feature Key to determine the location of the Log On/Off Key (s). To program a new key location (or if one has not been previously programmed) access Soft Feature Key programming (Program Key, 2). Press the key of the new location, dial 5 plus the Department number, and press the Soft Feature Key again.

Note: the Department number will be a number from 200 to 209.

WRAP MODE

While logged on as an agent, pressing the Wrap Key prior to disconnecting from a call will set your station in Wrap Mode. Wrap Mode delays immediate assignment of the next call until you have had time to complete any wrap up activities.

Press the Wrap Key again to release your station from Wrap Mode and be available for the next call.

Note: A maximum allowable Wrap Time may have been set by the Installer. If so, a count-down timer will appear in the upper right portion of the display indicating the amount of time remaining in Wrap Mode. At the expiration of this timer, you will automatically be available for the next call.

The Wrap Key has been assigned to the third row, left-hand Soft Feature Key. Use the phone's Help Mode (Program Key, 0, 3) and press each Soft Feature Key to verify the location. To program a new key location (or if one has not been previously programmed) access Soft Feature Key programming (Program Key, 2). Press the key of the location where you wish the key to be located, dial 562, and press the Soft Feature Key again.

LED INDICATOR

The LED on the Agent Log On/Off Key will indicate your agent status as follows:

Solid Green = Logged On
Solid Red = Logged Off
Solid Amber = In Wrap Up
Flashing Red = Automatically Logged Off

Note: If you leave your desk, forget to log off and the system has sent a call to your station that is not answered, your station will be automatically logged off. You must log on upon returning to your station to again be available for calls for that Department.

LCD DISPLAY INDICATIONS

While you are logged onto an ACD Department, the LCD display will show the Department's call status as follows:

If logged on and idle:

12/20 3:12 PM
Q: 0 WAIT: 0

If logged on and you are on a call, the display shows the Caller ID (or line number) and duration of the current call on the top line of the display. The bottom line shows the Department name momentarily and then is replaced by the number of calls waiting in queue and the longest hold time:

THOMAS SYS 2:21
Q: 2 WAIT: 1:09

Additionally, to help alert agents that calls are in queue, a short beep tone will be heard each time a new call is added to the queue.

DND, MONITOR MODE

While you are logged on as an agent, your station will be temporarily out of DND or Monitor Mode. Upon logging off, your station will be returned to its prior status for these features.

CASCADE PAGING MAILBOXES

YOU ARE BEING ASSIGNED A SPECIAL IVX FEATURE. GET YOUR CASCADE PAGING MAILBOX NUMBER FROM THE SYSTEM ADMINISTRATOR.

These special mailboxes allow you to have additional external pagers set to be paged when a new message has been left and earlier pages have not responded.

Up to three paging numbers of up to 24 digits each can be programmed to be paged whenever a new message is taken in the mailbox. The system will page the first paging number (for the number of times listed) and then add the second paging number (and page for the number of times listed) and then add the third paging number and will continue to page all three pagers until the message has been retrieved. **Note:** If the Installer has set the interval to page only once, all Cascade Mailboxes will page at the same time.

TO PROGRAM YOUR CASCADE PAGING MAILBOX

Press the PROGRAM Key, press the * Key, and the Cascade Paging Mailbox number. You will be prompted to enter each paging number and the number of pages before the next paging number is added. Input only the paging number— do not include the line access (9, 8, or 7). A two second pause can be inserted by pressing the CFWD Key. Pauses are useful as spacers between number streams and PINs required by pager companies.

The system will automatically output to a digital pager the mailbox number to indicate to the recipient which mailbox has paged.

TO PICK UP A MESSAGE FROM OUTSIDE

Call the main number. At the Main Greeting press the * Key and the Cascade Paging Mailbox number. If answered live, have the operator transfer you by pressing the VOICEMAIL Key, * , and inputting your mailbox number.

TO PICK UP A MESSAGE FROM A FEATURE PHONE

Press the Voicemail Key, the * Key, and mailbox number.

DSS/BLF CONSOLE

You are being assigned a DSS/BLF Console not covered in the station user guide or tutorial.

The DSS/BLF Console is designed to add 48 additional Soft Feature Keys to your station.

The DSS/BLF Console requires its own station port and must be programmed by the Installer to be paired with your station.

The DSS/BLF Console programs and operates exactly the same as the other 16 Soft Feature Keys on your Feature Phone.

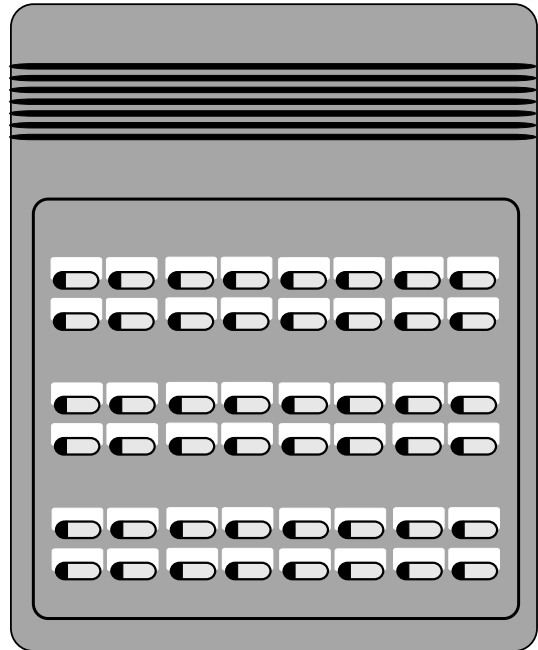
To program the console, press the PROG/HELP Key and

2. You will be prompted to press the desired Soft Feature Key location, then dial the digits to program the key. Confirm by pressing the same Soft Feature Key again.

See Soft Feature Programming on page 20 of this manual for the options available.

Note: Only one key can exist per extension, etc. If you program a second key for the same extension, the original key will automatically be erased and become available for a new extension, outside line, etc.

Hint: You may find it easier to program the keys and write in the names on the overlay before you attach the overlay to the console.



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