



# Emerald™ ICE Digital Key Telephone System

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## **Deluxe Telephone User Guide**

(For KSU Software Versions K24UT"1".XXX & higher.)

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# 1 Introduction

## 1.1 About Emerald ICE

---

The *Emerald Integrated Communication Exchange*, or *ICE*, is a versatile, Digital Hybrid Key Telephone System that includes many advanced features. The System Configuration is comprised of a Main Service Unit and optional expansion boards per specific configuration requirement. The components of a basic system include a KSU Main Service Unit with Deluxe Model Telephones or a Standard Model Telephone. An Analog Telephone is optionally available.

An illustration of the KSU Main Service Unit, the Deluxe Model Telephone and the Standard Model Telephone are shown below in *Figure 1-1*.

**Figure 1-1** *KSU Main Service Unit, Deluxe Model Station Terminal and Standard Model Station Terminal*



**Emerald ICE KSU**



**Emerald ICE Deluxe Model Telephone**



**Emerald ICE Standard Model Telephone**

## 1.2 Emerald ICE Deluxe Model Telephone

The *Emerald ICE* Deluxe Model Telephone features an LCD Display (2 cm x16 cm) with speakerphone, three Interactive Soft Buttons, Headset Jack, 28 Programmable DSS keys (dual color LED), 8 fixed feature keys (Mute, Speaker, Hold, Transfer, Conference, Feature, Volume Up, Volume Down), and a status bar type message waiting lamp right below the LCD Display.

Figure 1-2 below shows the keys necessary for use with this manual.

Figure 1-2 **Emerald ICE Deluxe Telephone**





The purpose of this manual is to provide operational instructions on the use of the main features of the *Emerald ICE* Deluxe Telephone keyset. It is divided in to several sections, designed to clearly and quickly provide information to the user. The sections are:

**Section 1 - *Introduction*** - this section describes the basic *Emerald ICE* system components, the Deluxe Model Telephone, an overview of this manual and the applicable documentation.

**Section 2 - *Telephone Setup*** - this section provides descriptions of the Deluxe Telephone Setups including; Setting Defaults, Do Not Disturb, Call Forwarding, Passwords, Feature/DSS Button Programming, Phone Locking/Unlocking and Night Mode operation as well as basic telephone use.

**Section 3 - *Making Calls***- this section provides operational descriptions of the basic call features such as Intercom, Speed Dial, Conference, Paging and Last Number Redial, among other features.

**Section 4 - *Calling Features***- this section provides operational descriptions of some of the in-progress call features such as Hold, Intrusion, Memo Pad, Monitor, and Answering Machine Emulation among other topics.


The following manuals should be available for use in conjunction with this manual.

- *Emerald ICE Hardware Installation Manual*
- *Emerald ICE Feature Programming Manual*

# 2 Telephone Setup

## 2.1 Reminder-Extension


---

Feature Code: PGM 

### Description

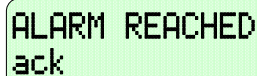
The *Emerald ICE* allows you to activate your own private alarm on your telephone to remind you of special appointments, events, etc. When the alarm activates, you will hear tone ringing. After the alarm rings, it is automatically canceled. You can program the alarm to operate one time or repeatedly. When programmed for repeated calls, the alarm will sound at the same time everyday.

### Activate Reminder-Extension

1. Press PGM .
2. Enter the extension number and press **[chg]** to enter a new alarm alert time.
3. Enter new time in HHMM 24-hour format.
4. Press **[save]**.
5. Select **[one]**, for a one-time alarm or **[always]** for repeated.

### Notification



1. Alarm sounds and the display shows:



ALARM REACHED  
ack



2. Press **[ack]** to stop the alarm or wait for it to stop. The display will remain until **[ack]** is pressed.

### *Deactivate Alarm Clock-Extension*

1. Press PGM  . The current time displays (NULL=none).
2. Press **[del]**.


---

### *Operational Notes*

- The *Reminder-Extension feature* code PGM   can be programmed under any programmable Feature/DSS Button.
- *Reminder-Extension* will be automatically canceled after the programmed Alarm Play Time is reached.
- The display will be unchanged until **[ack]** is pressed or when the telephone is used for another call.

## 2.2 Auto Hold


---

Feature Code: PGM 

### Description

The *Auto Hold* feature will automatically place the current call on hold if you are on a call and you press an outside line button. For example, if you are currently on a call on the first line and you press a second line, the call on the first line will be placed on *Exclusive Hold* automatically. Similarly, if you are currently on an intercom call with another *Emerald ICE* extension and you press an outside line button, the intercom call will be placed on *Exclusive Hold*. You do not need to press Hold unless you want to place a call on *System Hold*.

### Setup Auto Hold

1. Press PGM .
2. You hear confirmation tone and the display shows:






AUTO HOLD ALLOW

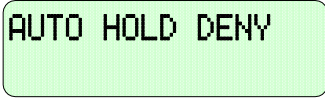
3. The extension returns to an idle state.

### Enable Auto Hold

1. While connected to an intercom or outside line call, press another outside line button, if programmed.
2. The current connection is placed on hold and the next connection is established.

### Cancel




1. Press PGM   . You hear confirmation tone and the display shows:



AUTO HOLD DENY



2. The extension returns to an idle state.

### Operational Notes

- The Feature Code PGM    can be programmed under a flexible button on a Deluxe Telephone. To enable/disable the feature, toggle the Feature/DSS Button.
- If you access an idle line and skip to another line before dialing, the first line will not be automatically placed on Hold. (A line must be connected with an active call; either you dialed a number or answered a ringing line.)
- *Auto Hold* places a call on Exclusive Hold.
- If you have the *Auto Hold* feature programmed on a Feature/DSS Button, the Feature/DSS Button LED will light when the feature is enabled.

## 2.3 Automated Attendant

---

Feature Code: PGM  #  0



### NOTE:

*The Automated Attendant features will not be available unless a 4VAA card is installed in the Emerald ICE System.*

---

### *Description*

The *Emerald ICE* Auto Attendant option can greatly enhance business office productivity by providing either a full-duty automated attendant to handle all incoming system calls or a part-duty automated attendant to handle overflow traffic only when the primary attendant cannot handle calls or after hours when the position may not be staffed.

The optional 4VAA Automated Attendant card may be added to the *Emerald ICE* System. It is installed inside of KSU1 and provides a maximum of 120 seconds of programmable voice announcements. The 4VAA provides four ports to handle four (4) simultaneous callers. These voice announcements include: Day, Evening, Noon and Temporary greeting messages; Waiting, Invalid, Busy, No Answer, Good-Bye and Inquiry prompts/instructions. The maximum recording time for each greeting/message and the actual recording for each voice announcement is setup via Attendant Administration.

Automatic CO Line Ringing time settings must be programmed in Time Switching and completely set for a seven (7) day week for Automatic CO Line Ringing Modes to properly follow a automatic switching schedule.

### *Setup Automated Attendant*

Proper setup of the automated attendant will require some planning prior to entering the setup session. Adequate planning of announcements and the required results are essential to deploying a successful automated attendant operation. Consider the ten (10) messages/greetings and any specific telephone system dialing operations that have been established.

The following should be considered:

- What are the extension numbers that should be listed in the greeting, if any?
- Should any UCD Group directory numbers be announced?
- Will you be using the “Inquiry” message? (The Inquiry “\*” may be dialed during the DAY, NOON, or EVE Greeting to provide a recorded announcement to the caller – for example, directions to the office: *“To get recorded directions to our office, dial \*. Otherwise, stay on the line and we’ll be with you soon.”*)
- Do you want to advise callers of the “Waiting Code”? (The Waiting Code, “#” may be dialed when the called party’s extension is busy. When the caller hears the “BUSY MSG” she may dial the Waiting Code to wait 10 seconds. When ten seconds have expired *Emerald ICE* will automatically try the extension again.)
- Prepare a written announcement for each message/greeting.

The Messages/Greetings are as follows:

**DAY GREETING** - This is the greeting the callers hear when they are answered while the system is in “DAY” mode of operation.

**ALT GREETING** - This is the greeting that callers hear when they are answered while the system is in “ALternate” mode of operation.

**EVE GREETING** - This is the greeting that callers hear when they are answered while the system is in EVening mode of operation. (For example, *“Hello, this is xyz company. You have reached us after our regular business hours. If you know your party’s extension number, dial it now. To get recorded directions to our office, dial “\*”. Thank you for calling.”*)

**WAITING MSG.** - This is the message that callers hear after their call has been processed. (E.g., *“Your call is being transferred.”*)

**INVALID MSG.** - This is the message that callers hear when they have dialed a number that is not defined in the system directory. (E.g., *“We’re sorry that is not a valid extension on our system.”*)

**BUSY MSG.** - This is the message that callers hear when they have dialed an extension number that is busy. (E.g., *“We’re sorry, that extension is currently busy. To wait for this extension, dial “#” or dial another extension now.”*)

**NO\_ANS MSG.** - This is the message that callers hear when the extension they entered does not answer the call. Another extension request may be made at this time. (E.g., *“Your party does not answer, please enter another extension number or dial zero for the system attendant.”*)

**BYE MSG.** - This is the message that callers hear when the system is about to disconnect them. This occurs when the caller dials nothing after a Busy Message or No Answer Message has been played.







**INQUIRY MSG.** - This is a special message that can provide callers with information without ever having to be handled by a live person. (E.g.,



directions to the office... "From service road one-oh-one, take the Via deVentura exit - West, two blocks to Hayden - North to one-four-six-four-five North Hayden Road")

TEMP MSG. - This is a message that can be used to announce periodic planned or planned events. (E.g., "Our offices are closed in observance of the holiday.")

Proceed with the following:

1. Enter Attendant Administration from any digital speakerphone by:
  - a. Pressing PGM  # .
  - b. Entering the Tenant Group (1,2, or 3) for which settings will be made and press the softkey beneath **save**.
  - c. Entering the Attendant Password for the selected Tenant Group and press the softkey beneath **show** . The display shows **SVC MODE CHANGE**. (The default password is    .



SVC MODE CHANGE

- d. Pressing **[next]**. The display shows:



AUTO\_A MESSAGE  
back next show

2. Press the softkey beneath **show**. The display shows:



1.DAY GREETING  
back next show

This is the greeting that callers will hear when they are answered by the Automated Attendant and the system is in the "DAY" mode of operation.



**NOTE:**

*The button LED is lit during the Automated Attendant setup session. This indicates that the speakerphone microphone will be active during the record portions of setup. Alternatively, the handset may be used for recording.*

3. To record this greeting, press the softkey beneath **show**. The display will show:

```
RECORD TIME :XX
back next show
```

XX is the current time allotted to this message.

- a. To change the total length allotted to this message, press the softkey beneath **chg**. Enter the new time in seconds (**0** **0** - **9** **9**) then press the softkey beneath **save**.
- b. Press the softkey beneath **Play** to hear the current contents of this greeting/message. The display shows:

```
AUTO_ATT NO. :1
back next show
```

This indicates that you will hear the recorded greeting for the first port. There are four ports—each recorded simultaneously during the “record” operation. You may use the the softkey beneath **chg** function to playback each individual port to test each for proper operation.

- c. Press the softkey beneath **record** to begin recording this greeting. Once the softkey beneath **record** has been pressed, the record operation is immediately begun.

 **NOTE:**

---

*The length of the message/greeting to be recorded cannot exceed the allotted time length for this greeting/message.)*

---

- d. Press the softkey beneath **stop** to end the recording of this message.

 **NOTE:**

---

*If the Record Time is exceeded, the record operation will end automatically.*

---

- e. Press the **HOLD** button to return to the previous level of setup. (**1.DAY GREETING**) To skip to the next greeting/message, press the softkey beneath **next**. The display will show:

```
2.ALT GREETING
back next show
```



4. Use the conventions described for **1.DAY GREETING** to playback and record all greeting/messages.
5. When finished with setup of the automated attendant, press or hang up the handset to end the setup session.

*Operational Notes*

- Automatic CO Line Ringing time settings must be programmed in Time Switching and completely set for a seven (7) day week for Automatic CO Line Ringing Modes to properly follow a automatic switching schedule.

## Display Language

---

Feature Code: PGM  

### Description

This feature allows a single KSU to support English, Spanish or Hebrew in the displays of the Deluxe Telephone set.

### Default Settings

English

### Operation

#### Changing Display Language



1. Enter PGM   on a Deluxe Telephone set and the following will be displayed.

```
LANG      :ENGLISH
          save   ch9
```


2. Toggle the softkey beneath **ch9** to advance the language from **ENGLISH** to **SPANISH** or to **HEBREW** as desired.
3. Press the softkey beneath **save** to save the language selection.

## 2.5 Preference










---

Feature Code: PGM  



### Description

The *Preference* feature allows you to access specific outside lines or intercom automatically when you lift the handset or press the  button.

### Setup

1. Press PGM  . The current selection displays. (“**ICM**” = Intercom).
2. Press [**icm**] to select Intercom.
3. Press [**trk**] to select a specific outside line.
4. Enter the outside line Directory Number (     ).
5. Press [**save**].
6. Press [**route**] to select a specific outside line Group.
7. Enter the valid outside line Group Directory Number  for outside line Group 1.
8. Press [**save**].
9. Lift the handset to access the line you selected.

### Operational Notes

- The system will not allow invalid directory numbers to be programmed during setup.
- When a CO Line or CO Line Group is programmed as your *Preference* that CO line or group must be programmed as available for access by the extension in the system programming.
- The feature code PGM   can be programmed on a Feature/DSS button on a Deluxe Telephone.

## 2.6 Background Music (BGM)

---

Feature Code:    /   

### Description

*Background Music* can be activated on either of the two music channels to monitor music at the extension. An External music source is required.

While the extension is idle enter the music channel you want to monitor:

   for Music Channel 1



   for Music Channel 2 (Enter the same number again to cancel.)

### Operational Notes

- *Background Music* automatically turns off when you receive or make a call.
- *Background Music* turns on again when the telephone return to idle status.

## 2.7 Busy Ring (Allow/Deny)

---

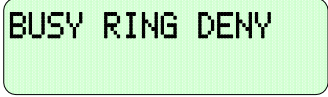
Feature Code: PGM  # 

### Description

Your phone will ring at the lowest volume setting whenever it is busy. You can eliminate this low (busy) ring entirely if you prefer.

### *Cancel (deny) Busy Ring*

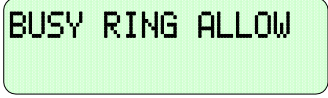
Press PGM  # . The display shows:



BUSY RING DENY



### *Activate (allow) Busy Ring*

Press PGM  # . The display shows:




BUSY RING ALLOW

### Operational Notes

- This feature can be programmed PGM  #  for a Feature/DSS Button. No LED's will be in use and the button can be depressed and toggled to allow/deny this feature.

## 2.8 Call Forward

---

Feature Code: PGM 

### Description

There are several choices for forwarding your calls:

- **Direct** – Forward all of your calls,
- **Busy** – Forward your calls when your telephone is busy.
- **Follow Me** – Forward calls at your extension to the extension where you are currently working (conference room, associate’s office, etc.)
- **Follow Preset** – Invoke call forward at your extension so that it can be changed from another extension.
- **No Answer** – Forward your calls for no answer conditions.
- **External** – Forward calls transferred to your extension to a different telephone number. This feature must be enabled for your extension in database administration

Forward conditions can be set as follows for each call forward type:

- Intercom calls only.
- Intercom and outside line (including transferred outside lines) calls.
- Outside line (CO Line) calls only.

### Setup

Direct Call Forward

1. Press PGM  or the Feature/DSS Button designated as CALL FWD (if programmed). The display shows:

```
CALL FORWARD
direct busy next
```

2. Press **[direct]**. The display shows:

```
DIRECT CFW._
bksp save chg
```




3. Enter the extension number to which calls are to be forwarded.
4. Press **[save]**. The display shows:

```
DIRECT FWD XXX
co icm/co icm
```

5. Select the type of calls to forward.
  - a. **CO** = outside line incoming or transferred calls
  - b. **icm/co** = both intercom and outside line calls
  - c. **icm** = intercom calls only.
6. You hear a confirmation tone and the extension returns to idle. The Status Lamp is lit green and the display shows FWD in the middle of the bottom row.

#### Busy Call Forward

1. Press PGM  or the Feature/DSS Button designated as CALL FWD (if programmed). The display shows:

```
CALL FORWARD
all busy next
```

2. Press **[busy]**. The display shows:

```
BUSY FWD. _
bksp save ch9
```

3. Enter the extension number to which calls are to be forwarded.
4. Press **[save]**. The display shows:

```
BUSY FWD XXX
co icm/co icm
```

5. Select desired type of calls to forward.
  - a. **CO** = outside line incoming or transferred calls
  - b. **icm/co** = both intercom and outside line calls
  - c. **icm** = intercom calls only.
6. You hear a confirmation tone and the extension returns to idle. The Status Bar is lit green and the display shows **FWD** in the middle of the bottom row.

## No Answer Call Forward

1. Press PGM  or the Feature/DSS Button designated as CALL FWD (if programmed). The display shows:

```
CALL FORWARD
all busy next
```

2. Press **[next]**. The display shows:

```
CALL FORWARD
n_ans ext follow
```

3. Press **[n\_ans]**. The display shows:

```
NOANS FWD. _
bksp save ch9
```

4. Enter the extension number to which calls are to be forwarded.

5. Press **[save]**. The display shows:

```
NOANS FWD. XXX
co icm/co icm
```

6. Select the type of calls to forward.
  - a. **co** = outside line incoming or transferred calls
  - b. **icm/co** = both intercom and outside line calls
  - c. **icm** = intercom calls only.
7. You hear a confirmation tone and the extension returns to idle. The Status Bar is lit green and the display shows **FWD** in the middle of the bottom row.

## External Call Forward

1. Press PGM  or the Feature/DSS Button designated as CALL FWD (if programmed). The display shows:

```
CALL FORWARD
direct busy next
```

2. Press **[next]**. The display shows:

```
CALL FORWARD
n_ans ext follow
```

3. Press **[ext]**. The display shows:

```
-
bksp save chg
```

4. Enter the telephone number (cell phone, other office, etc.) where calls are to be forwarded.
5. Press **[save]**.
6. You hear a confirmation tone and the display briefly shows the telephone number where outside line transfers will be routed. The extension returns to idle, the Status Bar is lit green, and the display shows **FWD** in the middle of the bottom row.

### Follow Call Forward

1. Press PGM  or the Feature/DSS Button designated as CALL FWD (if programmed). The display shows:

```
CALL FORWARD
direct busy next
```

2. Press **[next]**. The display shows:

```
CALL FORWARD
n_ans ext follow
```

3. Press **[follow]**. The display shows:

```
FOLLOW ME
preset remote
```

### Follow Me (From Another Extension to This Extension)

1. Press PGM  or the Feature/DSS Button designated as CALL FWD (if programmed). The display shows:

```
CALL FORWARD
direct busy next
```

2. Press **[remote]**. The display shows:

```
REMOTE SELECTION
del set
```

3. Press **[set]**. The display shows:

```
FOLLOW FM _
bksp save ch9
```

4. Enter the extension number where calls are to be forwarded from.
5. Press **[save]**. The display shows:

```
FOLLOW FM XXX
co icm/co icm
```

6. Select the type of calls to forward.
  - a. **CO** = outside line incoming or transferred calls
  - b. **icm/co** = both intercom and outside line calls
  - c. **icm** = intercom calls only.
7. The display shows:

```
PSWD : _
bksp save ch9
```

8. Enter the password of the extension from which the calls will be forwarded.
9. Press **[save]**. You hear a confirmation tone and the extension returns to idle. The display shows:

```
FORWARD FROM XXX
```

#### Follow Me (From This Extension to Another Extension)

1. Press PGM  or the Feature/DSS Button designated as CALL FWD (if programmed). The display shows:

```
CALL FORWARD
direct busy next
```

2. Press **[Preset.]**. The display shows:

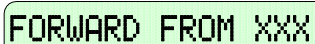
```
FOLLOW TO _
bksp save ch9
```

3. Enter the extension number from which calls will be forwarded.
4. Press **[save]**. The display shows:

```
FOLLOW FM XXX
co icm/co icm
```

5. Select the type of calls to forward.
  - a. **CO** = outside line incoming or transferred calls
  - b. **icm/co** = both intercom and outside line calls
  - c. **icm** = intercom calls only.

6. You hear a confirmation tone and the extension returns to idle. The display shows:



FORWARD FROM XXX

#### *Delete Forward*

1. Press the middle Interactive Soft Button (under the **FWD** in the display).
2. Each active mode of forward will be displayed, e.g.:



BUSY FWD. XXX  
del more

3. If you want to delete this forward, press **[del]**.

Or...

4. Press **[more]** for other active forward settings.

---

#### *Operational Notes*

- Regardless of whether the extension where calls are being forwarded is a Deluxe Telephone or single line telephone, the user at the forwarded extension will hear special Intercom Reminder tone signifying that *Call Forward* is activated.
- The Status Bar light will not light green in call forward mode if that function.
- *External Call Forward* will forward only transferred CO Line calls.

## 2.9 Caller ID

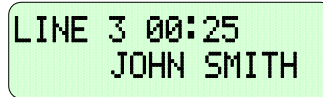
---

### *Description*

The *Caller ID* feature requires a Caller ID (CID) service subscription from the telephone company. The *Emerald ICE* system will receive Type 1 Caller ID data from the telephone company on all outside lines and will display this data on the LCD.

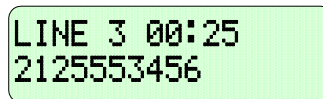
### *Options at a Deluxe Telephone*

1. When an outside line with CID data has been answered, the left LCD Interactive button can be used to toggle the displayed data between Name received and Number received. An example follows:



LINE 3 00:25  
JOHN SMITH

2. Press the Left Interactive button to view the telephone number:



LINE 3 00:25  
2125553456


3. Press the Left Soft Interactive Button to return to the name display.

### *Operational Notes*

- The center Soft Interactive Button can be used while active on a CO line call to momentarily view the idle extension display information (time and date, etc.)
- CID data will only be displayed when it is received from the telephone company as part of the service subscription.


## 2.10 Caller ID Log

---


Feature Code: PGM 

### Description

Caller ID data for one hundred calls is stored in a Caller ID (CID) Table. You can review all call data, dial a stored number, or delete call data.

1. While the extension is idle (no active calls), press the Caller ID (CID) Table code -PGM .
2. Enter the attendant extension password.
3. Press **[show]**. The display shows:

```
CID CALL TABLE
USE VOL +/- KEYS
```

4. Use the  bar (up and down) to go through the Caller ID Table. Up reviews the list from the most recent. Down reviews the list from the oldest recorded.
  - a. Each logged call has three screens that can be viewed: Name, Number, Time and Date.
  - b. Press **[more]** to view the screens.

```
SMITH JOHN
dial more del
```

```
2125553456
dial more del
```

```
9/14 2:15 PM
dial more del
```

- c. Press **[del]** to delete a logged call.
- d. Press **[dial]** to dial a logged call.




---

### *Operational Notes*

- You can at any time exit the *Caller ID Log* mode.
- Proper programming of local area code(s) and long distance prefix are required to assure accurate redial of CID numbers from the Caller ID Table.
- If no name is delivered from the telephone company, the number only will be displayed.
- Any Deluxe Telephone user can review the Caller ID Table if the Attendant Password is known (default password = 9999), but the table can be reviewed by only one telephone at a time.


## Default Extension

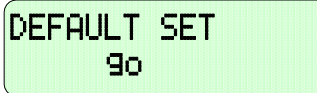
---

Feature Code: PGM 

### Description

The *Default Set* feature can be used to clear all active settings at your extension (*Call Forward, DND, etc.*)

1. Press PGM .
2. The display shows the following screen to confirm the intention:



3. Press [**90**] to invoke the operation.
4. A confirmation tone will be played.

### Operational Notes

The following extension parameters are reset to the value shown:

**LNR** = empty

**SNR** = No Saved Number

**Memo** = No Saved Number

**Telephone Lock** = No

**Auto Hold** = No




**Page Receive** = Yes

**Busy Ring** = Yes

**Hotline** = NULL (none)

## 2.12 Touch Tone (On/Off)

---

Feature Code: PGM   

### Description

Dial Pad Confirmation or *Touch Tone* is the tone you hear to confirm that you have pressed a button on the Dial Pad. *Touch Tone* can be disabled.

While the telephone is idle, press PGM   . You hear a confirmation tone and the display indicates the current status.



TOUCH TONE ON






TOUCH TONE OFF

### Operational Notes

N/A




## 2.13 Extension Ring Adjustment

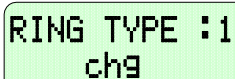
---

Feature Code: PGM   

### Description

You can choose one of eight *Extension Ring Adjustment* for your extension to differentiate your ringing tone from others.

1. Press the ringing code PGM   .
2. You hear the current tone and the setting displays.



```
RING TYPE :1
ch9
```


3. Press **[ch9]** until you hear the *Extension Ring Adjustment* that you want and it will be displayed.

### Operational Notes

- The *Extension Ring Adjustment* code can be programmed on any available Feature/DSS Button.
- A CO Line – ringing type overrides an extension's ringing type.

## 2.14 Do Not Disturb

---


Feature Code: PGM 

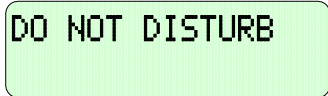
### Description

The *Do Not Disturb* (DND) feature blocks all outside line and intercom call ringing. You can activate *Do Not Disturb* while your telephone is idle or busy. Some extensions with a higher Class Of Service can override the active *Do Not Disturb* condition.

When you have activated *Do Not Disturb*, you will hear special intercom (short stutter tone followed by continuous dial tone) reminder tone when you lift the handset or use the speakerphone. If you have assigned a button on your Deluxe Telephone specifically for *Do Not Disturb*, that button will light whenever you activate the feature.

### *Set Do Not Disturb*


1. While your extension is idle (no other call activity), press PGM . *Do Not Disturb* is activated, and the display momentarily shows:

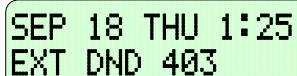


DO NOT DISTURB

3. When the display reverts back to idle condition, the set condition shows in the bottom row of the display:

### *Cancel Do Not Disturb*

1. While your extension is idle (no other call activity), press PGM .



SEP 18 THU 1:25  
EXT DND 403

2. *Do Not Disturb* is deactivated, and the display momentarily shows:



DND DELETE

3. When the display reverts back to idle condition, "Do Not Disturb" is removed from the display.


---

### *Operational Notes*




- *Do Not Disturb* is not enabled if you have activated *Call Forward*.
- At any time while your Deluxe Telephone is idle, you can immediately divert an incoming tone ringing intercom call to the attendant by using the *Do Not Disturb* feature – *Forced Intercom Call Forward*.
- Any Feature/DSS button of your extension will flash when you activate *Do Not Disturb*.
- The *Do Not Disturb* feature code can be programmed on a programmable Feature/DSS Button.
- A Feature/DSS Button programmed for the *Do Not Disturb* code will light steady whenever *Do Not Disturb* is active.

## Extension Feature Status

---

Feature Code: PGM  #   8

### *Description*

To find out the current condition of features on your telephone, press PGM  #   8 and review the following features:

LNR :EMPTY

SNR :NO SAVED NUMBER

MEMO:NO SAVED NUMBER

TELEPHONE LOCK:N

AUTO HOLD:N

PAGE RECEIVE:Y

BUSY RING :Y

HOTLINE TO :NULL

POSITION:X-XX-XX

TENANT GROUP:X

PICKUP GROUP:X

PAGING GROUP:X

DAY COS :0

EVE COS:0

MONITOR COS:5

WARNING TONE:N


DROP CALL OUT:N

DROP CALL IN:N

INTRUS. ACTIVE:Y

INTRUS. ACCEPT:Y

INTRUS. TONE:Y  
ECF OPERATION:N  
SMDR OUTPUT:Y  
ICM MODE:VC-HF/PR/TN

1. Press PGM .
2. The display first shows the contents of LNR (*Last Number Redial*).
3. Use the right Interactive button **[next]** to advance through all of the various features.

---



### *Operational Notes*

- The telephone must be idle.



## 2.16 Extension Password

---

Feature Code: PGM  

### Description

All extensions of the *Emerald ICE* system have an associated User Password. Passwords are used to activate *Phone Lock*, *Call Forward Remote* and *Attendant* features. Password length is from four to eight characters, depending on system programming.

### Change Your Password

1. Press PGM  .

```
PSWD :_  
bksp show chg
```

2. Enter the current password and then press [show].

```
LOCK PHONE  
pswd yes no
```

3. Press [pswd].

```
N PSWD :_  
bksp save chg
```


4. Enter the new password and then press [save].

### Operational Notes

N/A


## 2.17 Feature/DSS Button Reset

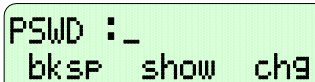
---

Feature Code: PGM 

### Description

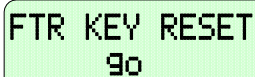
This feature is used to reset all Feature/DSS Buttons to factory settings.

1. While the extension is idle, press PGM . The display prompts for the password:



```
PSWD :_  
bkSP show ch9
```

2. Enter the extension password and then press **[show]**. The display prompts for confirmation:



```
FTR KEY RESET  
90
```




3. Press **[90]** to complete the operation. A confirmation tone will be played.

### Operational Notes

N/A




## 2.18 Directory/Feature/Suffix Code Lookup

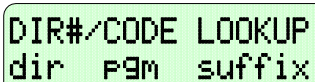
---

Feature Code: PGM   



### Description

The *Directory/Suffix Code Lookup* feature to find the directory number, Feature Codes, and Suffix Codes required to operate system features.

1. While the telephone is idle, press PGM   . The display shows:





```
DIR#/CODE LOOKUP
dir PGM suffix
```

- a. Press **[dir]** to find a system Directory Number.
  - b. Press **(PGM)** to find a system Feature Access Code.
  - c. To find a Suffix Code, press **[suffix]**. The list displays digits dialed after system resource directory numbers.
2. Use the **[back]** and **[next]** buttons to move through the display categories.
  3. Use  to return to a previous menu level.
  4. Press the  button twice to exit *Directory/Feature/Suffix Code Lookup*.

### Operational Notes

N/A

Feature Code: PGM  # 

### Description

*Emerald ICE* Deluxe Telephones have 28 dual-colored programmable Feature/DSS Buttons. You can program any system feature code on any Feature/DSS Button for one-button operation. Certain programmed Feature/DSS Buttons will light when activated (*Do Not Disturb*, Call Forward, DSS/BLE, etc.), while others such as Call Pick-Up, Background Music, Last Number Redial, do not.

Features are separated into two distinct categories for programming onto Flexible Buttons: Directory Numbers or Feature Codes.

1. While the phone is idle, press PGM  # . The display indicates that you are in Feature button programming mode by prompting you to press a key:

```
PRESS FTR KEY
```

2. Press the Feature/DSS Button that you want to program. The current programming displays:

```
P4____
      show ch9
```

3. Press **[ch9]**. The following will be displayed.

```
SELECT FUNCTION
dir P9M
```

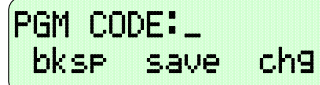
4. To program the button, you must know the code type. Use *Feature/Directory/Suffix Code Lookup* (Refer to *Section 2.18*) to locate the feature and code you want to program.

- a. To program a directory number, press **[dir]**.


```
DIR NUMBER :_
      bksp save ch9
```

- b. Enter the appropriate directory number and then press **[save]**. If you make a mistake, use **[bksp]** and **[ch9]** to re-enter the number.

- c. To program a feature code, press **[PGM]**.



```
PGM CODE:_  
bksp save ch9
```

- d. Press the PGM  button.
- e. Enter the feature code for example, enter **4#** for *DND* and then press **[save]**.
5. Continue programming other Feature/DSS Buttons or lift/replace the handset to exit this programming.




---

### *Operational Notes*


- If you dial an invalid code you will hear error tone and the Deluxe Telephone display will show **"CODE UNAVAILABLE."**
- In some cases a user can program a Feature/DSS Button for a specific CO line although access is restricted to that line via database programming. In this situation, the telephone is still governed by database programming and would still be unable to access the CO line if restricted.
- Valid feature codes must be in the form of either "Pn" or "Pnn" where "P" is the Feature/DSS Button and "n" is either a single-digit or two-digit code, including asterisk (\*) and pound (#) dialed from the dial pad.
- Any Feature/DSS Button programmed with a code previously assigned to a different Feature/DSS Button will cause the previously programmed Feature/DSS Button to become unassigned.
- Feature/DSS Buttons can be cleared of any feature code/directory number by pressing **[save ]** before entering a code/number.

## 2.20 Headset Mode

---

Feature Code: PGM   

### Description

The Deluxe Telephone has a standard 2.5 millimeter headset jack. When *Headset Mode* is selected the  button is used to activate/deactivate the headset.




### *Activate Headset Mode*

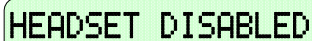
1. While the telephone is idle, press PGM   or press the Feature/DSS Button designated as HEADSET MODE (if programmed). The display indicates the new status:



HEADSET ENABLED




### *Deactivate Headset Mode*

1. While the telephone is idle, press PGM    or press the Feature/DSS Button programmed with the *Headset Mode* code (if programmed). The display indicates the new status:






HEADSET DISABLED

### *Use the Headset to Place a Call*





1. While the telephone is idle, press , a DSS button, or outside line button. The  button LED flashes to indicate that the headset is active. You hear Intercom dial tone, outside line dial tone, or Intercom ring-back tone, depending on the function invoked.
2. Press  again to disconnect the current call.



### *Use the Headset to Answer a Call*

1. While the telephone is ringing, press . The  button LED flashes to indicate that the headset is active. The ringing call is answered and connected to the headset.
2. Press  again to disconnect the current call.

---

### *Operational Notes*



- You can assign a Feature/DSS Button with the Headset feature code and use the button to turn the headset on and off. When the headset is enabled that button will light.
- While using the headset, you can pick up Intercom Voice calls by pressing the .
- Incoming CO line calls can be answered by pressing the  button or by pressing the specific CO line button.
- Features like background music and muted ring continue to operate in the same manner while you are on-hook.
- Non-amplified headsets can be powered directly from the key telephone. In most cases this interface permits the key telephone to control the  and Mute features. Some headsets can require the use of the headset adapter keys to adjust the volume, mute and other headset functions.
- Pressing the  button will disconnect calls when *Headset Mode* is active.

Feature Code: PGM  

### Description

The *Access Code* feature allows you to store a four-digit code so you can dial it by pressing only one button. To operate, the *Access Code* must be stored on a Feature/DSS Button. This feature is typically used to store a password for the voice mail mailbox.

### Storing a Code

1. While the telephone is idle, access Feature/DSS Button Programming (PGM  ) and then press the Feature/DSS Button to be stored with your Access Code.




```
AVAILABLE KEY
      ch9
```

2. Press [ch9].

```
SELECT FUNCTION
dir  PGM
```

3. Press [feat].

```
PGM CODE:_
bkSP save ch9
```

4. Press PGM   + {the four-digit code to store}.
5. Press [save].
6. Press  to exit Feature/DSS Button Programming.

### Using the Access Code

1. Access the voice mail system (either the *Emerald ICE Voice* or an external voice mail system) by pressing the Feature/DSS Button designated as VOICE MAIL (if programmed).
2. When you hear the prompt to enter your password, press the *Access Code* button.






---

### *Operational Notes*


- The *Access Code* feature can only be used when stored on a Feature/DSS Button.

## 2.22 Hot Key Enable/Disable

---

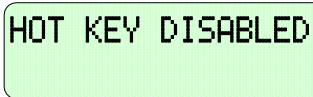
Feature Code: PGM   

### *Description*

Hot Key enables you to dial directly using the keypad without pressing the  button first.

### *Disable*

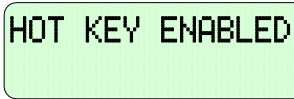
While the telephone is idle, press PGM   . The display will momentarily show the feature status as follows:



HOT KEY DISABLED

### *Enable*

While the telephone is idle, press PGM   . The display will momentarily show the feature status as follows:




HOT KEY ENABLED

### *Operational Notes*

N/A

## 2.23 Hot Line


---

Feature Code: PGM 

### Description

The *Hot Line* feature allows the user to access an extension or Speed Dial Directory number simply by going off hook. This feature is useful for elevator phones and some other applications.

### Setup

1. While the telephone is idle, press PGM .

```
HOTLINE TO :NULL
             ch9
```

2. Press **[ch9]**.

```
HOTLINE TO :_
             bkSP save ch9
```

3. Enter the speed dial directory number or extension number to which this extension is to be connected when the phone goes off hook. Then press **[save]**.


```
HOTLINE TO :xxx
             immediate delay
```

4. Select if this destination is to be immediate or delayed.
  - a. If you select **[immediate]**, you hear a confirmation tone and the function is invoked.
  - b. If you select **[delay]**:

```
DELAY TIME :1
             ch9
```



- 1) Press **[ch9]** until the appropriate delay time (in seconds) displays.

### *Invoke Hotline*


1. While the telephone is idle, lift the handset or press the  button. A call is placed to the selected destination either immediately or after the delay time.
2. Hang up to finish the call.

---

### *Operational Notes*

- If delay mode is selected other calls can be placed during the delay period.
- The Hotline feature code PGM   can be programmed on an available Feature/DSS Button.

## 2.24 Voice Announce

Feature Code: PGM 

### Description


A Deluxe Telephone has the benefit of receiving intercom calls in three ways:

- Voice Announce Hands-free reply mode
- Voice Announce Privacy Mode
- Tone Ringing Mode

The Status Bar Lamp and Feature/DSS Button (if programmed) will indicate:

MODE	BUTTON LAMP	MOMENTARY CONFIRMATION	CONFIRMATION TONE HEARD	STATUS BAR (WHEN INTERCOM CALL REC'D)
Voice Announce – Handsfree	Green LED	VA-HF MODE	single burst tone	Solid Red (or Blue on later phones) LED
Voice Announce – Private	Red (or Blue on later phones) LED	VA-PRIVACYMODE	single burst tone	Slow Flashing Red (or Blue on later phones) LED
Tone Ring Mode	No LED lit	TONE RING MODE	single burst tone	Fast Flashing Green LED


### Setup

1. While your extension is idle, press PGM . You hear a confirmation tone and the display indicates the new mode set:

VA-PRIVACY MODE

VA-HF MODE


## TONE RING MODE

2. Press PGM  again to advance through each of the available modes.


### *Receiving a Call in VA-HF Mode*

When your extension is idle, you will be alerted of intercom calls by one tone burst. The voice connection is then established immediately and you can respond to the calling extension via the speakerphone.

### *Receiving a Call in VA-Privacy Mode*


1. When your extension is idle, you will be alerted of an intercom call by one tone burst. The voice connection is then established immediately with the *Mute* function activated at your extension. You hear the calling extension voice announcement over the speaker, but the microphone in your telephone is disabled.
2. You can:
  - a. Lift the handset for privacy.
  - b. Press the  button to deactivate the *Mute* feature and speak with the caller using the speakerphone.

### *Receiving a Call in Tone Mode*

1. When your extension is idle, you will be alerted of an intercom call by a double-burst tone which is repeated until you respond or until the call follows a *Call Forward* route.
2. You can:
  - a. Lift the handset for privacy.
  - b. Press the  button to activate the speakerphone and speak with the caller using the speakerphone.

### *Operational Notes*


- During Tone Ring, the red LED associated with the  button will flash.

If a Feature/DSS Button has been programmed with the *Intercom Mode Selection Code* ( PGM  ) the LED associated to that button will indicate the current mode selection as follows:

- *Voice Announce – Hands-free*, LED will light steady green.
- *Voice Announce – Privacy*, LED will light steady red.
- *Tone Ring Mode* - LED will not light

## 2.25 Messaging-Status Text

---

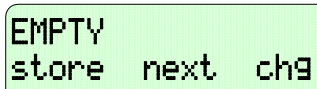
Feature Code: PGM 

### Description

You can invoke a display message to inform other users of the current status of your extension. There are six programmed messages and one custom message that you can use. Whenever another Deluxe Telephone user calls an extension with an active Status message, the message is displayed at the calling extension.

### Setup

1. From idle, press PGM . The display shows the first message choice:



```
EMPTY
store next ch9
```

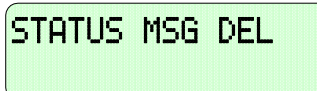
- a. To enter a custom message, press **[ch9]** and then use the alpha-numeric chart and dial-pad to write the message.:
- b. Press **#** to advance to the next character position or to enter a space.
- c. Press **[save]**.

Or...

- d. Press **[next]** until the appropriate pre-programmed message displays.
3. To activate the message, press **[store]**.

### Deactivate

1. The extension must be idle.
2. Press PGM . The following display momentarily shows:



```
STATUS MSG DEL
```

---


## *Operational Notes*

- Dial Pad Key **1** is used to select special characters.
- Dial **\*<sup>TO</sup>** before any dial pad key to insert the numeral on the dial pad key instead of a letter in this character position.
- When **\*<sup>TO</sup>** is pressed after a letter has been selected for this character is forced to lower case.
- Use # to insert a space.
- Use # to advance to the next character position.
- Messages can be 16 letters/symbols maximum.
- The *Message – Status* feature code can be stored on an available Feature/DSS Button.
- When the *Message – Status* feature code is stored on a Feature/DSS Button, that button is used to activate and deactivate the status message.



## 2.26 Night Mode/Activate

---

Feature Code: PGM 

### Description

After-hours operation can require different ringing patterns than those during normal business operations. The system can be placed into *Night Mode* as one of the available Service Modes.

Any extension can manually switch the system service from day to night mode, or vice-versa, using the Attendant Administration (password is required). The attendant extension can set the system mode of operation using the *Night Mode* code or a Feature/DSS Button programmed with the code for simple one-button operation.

The *Emerald ICE Flash Voicemail System* time will concurrently be changed by changing the service mode in the *Emerald ICE* database at the attendant extension.




### **NOTE:**

*The Flash Voicemail card must be installed and operating for this change to be implemented.*

---

### *Change Service Mode*

1. At the attendant extension:
  - a. Press the Feature/DSS button programmed with the Service Mode feature code or enter the feature code PGM . The following will be displayed.





```
PSWD :_
```

- b. Enter the attendant extension password.
2. The Service Mode is advanced to the next mode.
3. Repeat until the appropriate mode of service displays.

## 2.27 Voice Page (Allow/Deny)

---

Feature Code: PGM  #  9

### Description



You can block one-way page announcements at your extension by dialing the Page Deny code. The *Voice Page (Allow/Deny)* feature does not affect enabled Background Music.

1. When the extension is idle, press PGM  #  9. The following will be



PAGING DENY

momentarily displayed if the previous setting was PAGING ACCEPT.

2. To enable page announcements at your extension press PGM  #  9 again.






PAGING ACCEPT

### Operational Notes

- You will still hear intercom calls and private voice announcements.
- The Page Allow/Deny feature code can be programmed on a Feature/DSS Button.

## 2.28 Pause Insertion




---

Feature Code: PGM   

### Description

*Pause Insertion* is used to add a delay in dialing on outgoing outside line calls. You can store a pause or a combination of pauses in the Speed Dial bins to allow timed access to special services while allowing you to monitor the progress of the call.



A pause will appear as “P” on the display.

When storing numbers in speed dial, use the feature code PGM    to insert a pause.

### Operational Notes

- A pause occupies one digit position when stored in speed dial.

## Phone Lock/Unlock

Feature Code: PGM  

### Description

This feature is used to prevent anyone from making unauthorized outside line calls from your extension. This feature code is also used to program your private, four-digit extension password.

### WARNING!

**Locking the phone will block 9-1-1 calls.**

### Lock Your Phone

1. Press PGM  .

```
PSWD :_
bkSP show ch9
```

2. Enter the current password (The factory default for ext. 401 is "9999", for all others it is "0000") and then press **[show]**.

```
LOCK PHONE
pswd  yes  no
```

3. Press **[yes]**.

```
PHONE LOCKED
```

4. No outside line calls can be made at this extension.

### Unlock Your Phone

1. Press PGM .

```
PSWD :_  
bksp show chg
```

2. Enter the current password and then press [show].

```
LOCK PHONE  
Pswd yes no
```

3. Press [no].

```
PHONE UNLOCKED
```

4. Outside line calls can now be made at this extension.

---

### Operational Notes

- When your extension is locked, you can only make intercom calls. You can still answer calls and retrieve calls on hold while your extension is locked.
- If you try to make a CO line call from a locked telephone, you will hear error tone and the display will show "PHONE LOCKED."
- The Phone Lock feature code can be programmed on a Feature/DSS Button.

## 2.30 Speakerphone



---

Feature Code: 




### Description

The *Emerald ICE* Deluxe Telephones are all equipped with a high-quality, half-duplex speakerphone. This feature makes it possible to place hands-free calls. The Speakerphone is disabled when *Headset Mode* is enabled.


### *Placing a Call*

1. Press an idle outside line button or dial an intercom number.
2. The  button LED lights immediately and the speakerphone is active.
3. Press  to hang up the call.

### *Answering a Call*

1. While your phone is ringing, press the  button.
2. The  button LED lights immediately and the speakerphone is active.
3. Press  to hang up the call.

### Operational Notes

- The speakerphone function is impacted by environmental conditions.
- To dial intercom numbers directly from an idle condition, the Hot Key setting must be Enabled. Otherwise, the extension user must press a programmed Intercom Button or press the  button prior to dialing the extension number.
- For privacy, you can lift the handset at any time to exit from Speakerphone mode.

## Status Lamp

### *Description*

The Deluxe Telephone uses a dual colored LED Status Bar Lamp to assist the user in recognizing the extension status. The Status Bar Lamp will give these visual indications:

<b>FLASH RATE</b>	<b>PRIORITY</b>	<b>RED LAMP</b>	<b>GREEN LAMP</b>
Fast	1	Incoming outside line Ringing	Incoming Intercom Ringing
Slow	2	Mute	Message Waiting
Steady	3	Speakerphone/Headset in use	Call Forward active

### *Operational Notes*

N/A

---

### *Description*

The *Emerald ICE Deluxe Telephone* is equipped with a volume control that you can use to adjust the various volume settings of the telephone. The following function volumes can be adjusted:

- Background Music
- Ringing
- Handset
- Speaker
- Headset

You can adjust the volume for each function while that function is in use.

You can adjust ringer volume while the telephone is idle.

While the function is active, press the  as necessary. The volume for this function is now set and will be retained for any future use of this mode.

---

### *Operational Notes*

N/A



# 3 Making Calls

## 3.1 Making an Outgoing Call








---

Feature Code: 

---

### Description

Access to Outside Lines, is available using several ways. They can be accessed by:

- Dialing the specific outside line (lines    -   ) or outside line group (.
- Pressing a programmed outside line button. Refer to *Section 2.17* for DSS key programming instructions.




### NOTE:

---

All extensions are programmed with CO Line buttons for CO Lines 1~6.

---

To dial an outside line;

1. Press one of the outside line buttons of an idle outside line where the LED is not illuminated. If the handset is still on-hook, the Speakerphone LED will be illuminated.
2. When you hear dial tone, dial the telephone number.
3. Hang up to end the call or press , if you are using the speakerphone, to hang up.

---

### Operational Notes

- If a CO Line is busy when the access attempt is made, a busy tone is heard and momentarily the telephone returns to an idle status.

## Making an Intercom Call

Feature Code:      





### Description

To make an intercom call, dial the extension number.

Or...



Press one of the pre-programmed Feature/DSS Buttons of the extension that you want to call. Refer to *Section 4.17* for instructions on programming the Feature/DSS Buttons.

### Operational Notes

- Some applications may require a button to indicate use of the intercom feature at extensions. To meet this requirement, the feature code   can be programmed on an available Feature/DSS Button for use.
- Auto Line Selection is set to "ICM" (Intercom) by default, therefore, intercom dial tone is heard automatically when lifting the handset or when pressing the  button.
- When calling an extension that is in *Voice Announce* mode you can Force *Tone Ring* by  after the extension number.

## Making a Call Using Account Code



---

Feature Code:  

---

### *Description*

If you would like a call to be associated with a specific account number in the *Emerald ICE* Station Message Detail Reporting (SMDR), you must enter an account code before making the call. The account code length is predetermined and programmed to be between 2 and 8 digits.

1. Dial the Account Code access number  .
2. Enter a valid account code. The *Emerald ICE* system automatically accesses an idle outside line.
3. Dial the telephone number.


---

### *Operational Notes*

- If you dial an invalid account code, you will hear an error tone.
- When you dial a valid account code, the call is monitored for toll restriction against the Class of Service associated with the entered Account Code.

## Auto Redial

---

Feature Code: PGM 

### Description


You can use *Auto Redial* (AR) to dial the last number that you dialed. The system waits for a predetermined time for the call to be answered. If the call is not answered during this time, the system hangs up and tires the call again. The number of attempts the phone will make is designated in the system programming.




### NOTE:

*Default is 2 attempts*

---

1. Hang up when you place a call and receive a busy signal.
2. Press PGM .

### Operational Notes

- The Feature Code PGM  can be programmed under a Feature/DSS Button on the Deluxe Telephone to be used with the *Auto Redial* feature.
- The system will continue redial attempts until:
  - The Call rings through and the caller picks up.
  - The maximum number of attempts is reached. (2-15)
  - Any other feature is used on the telephone.
- The number of redial attempts and the timed interval between attempts are set in system programming and are not changeable at the individual extensions.

## 3.5 Calling the Operator/Attendant


---

Feature Code: 

---

### Description

The extension that is programmed as the Attendant may receive internal calls via a programmed Operator Code.

To call the attendant/operator, press .

---

### Operational Notes

- The Operator Code is in addition to the default assigned three-digit intercom number for the extension.
- The attendant three-digit extension number can be programmed in any Feature/DSS Button.

## 3.6 Meet-Me Conference

---

Feature Code:    -   

---

### Description

The *Meet-Me Conference* feature is used to join multiple parties in one conversation. The system provides eight separate conference bridges. (4 parties maximum each.) Callers can be easily transferred to these bridges. Users may simply dial the location number. Outside parties can join the conference using the automated attendant by dialing the bridge number at the Auto Attendant greeting.

### *Transfer a Caller to a Meet Me Conference*

1. Press **XFER** while connected with another extension or outside line.
2. Dial the *Meet-Me Conference* destination for this call.  
(**8** **6** **0** - **8** **6** **7**).
3. Hang up to complete the transfer.

### *Join a Meet-Me Conference*

1. Dial the *Meet-Me Conference* destination to join (**8** **6** **0** - **8** **6** **7**).
2. Hang up when finished.

### *Join a Meet-Me Conference from the Auto Attendant*

1. Dial the *Meet-Me Conference* destination to join (**8** **6** **0** - **8** **6** **7**) when the automated attendant answers.
2. Hang up when finished.



---

### *Operational Notes*

- Up to 4 simultaneous connections may join any one conference.
- Up to 8 simultaneous conferences may be established at any one time.

## 3.7 Supervised/Unsupervised Conference

---

Feature Code: PGM  



### Description

The *Emerald ICE* system can accommodate eight, 4-party conferences simultaneously. Conferences can include a maximum of 3 outside lines or up to 4 extensions. One telephone station acts as the conference manager and counts as one conference member.



### *Supervised/Unsupervised*

A *Supervised Conference* is a conference whereby at least one member is an extension of the *Emerald ICE* system. The *Emerald ICE* extension that establishes a conference becomes the conference manager and can add and/or delete members of the conference at any time. The conference manager also is authorized to establish an *Unsupervised Conference*. An *Unsupervised Conference* is a conference where all members are on outside lines. (1 Extension & 2 Outside maximum)



### *Establish a Three-party Conference*

1. Answer or place the first call (internal or external).
2. Press .
3. Place the second internal or external call.
4. Press the  button to join the connections together.
5. Hang up to end the Conference.



### *Establish a Four-party Conference*

1. First establish a three-party conference as described above.
2. Press .
3. Place the third call internal or external call.
4. Press the  button. The connections will be joined together. Four parties include the controller of the conference.
5. Hang up to end the Conference.

### *Establish an Unsupervised Conference*

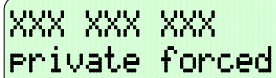
1. Establish a conference with two outside lines as described above.
2. Press PGM  . The *Unsupervised Conference* is established and your extension is returned to idle.

### *Rejoin an Unsupervised Conference*

1. Press PGM  .
2. Your extension is rejoined to the conference connection.

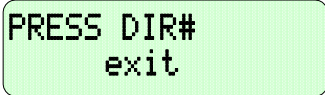
### *Force Release a Conference Member (Conference Controller Only)*

1. While engaged in a conference the display shows:



```
XXX XXX XXX
private forced
```

2. Press **[forced]**. The following will be displayed.



```
PRESS DIR#
  exit
```

3. Press **[exit]** to abort the operation and return to the conference.

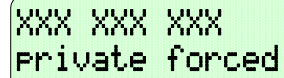
Or...

3. Dial the directory number (outside line number or Extension number) to release.
4. That member is disconnected.
5. Hang up to end the conference.



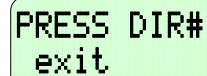
*Private Connection with a Conference Member (Conference Controller Only)*

1. While engaged in a conference the display shows:



```
XXX XXX XXX
private forced
```

2. Press **[private]**. The following will be displayed.



```
PRESS DIR#
exit
```

3. Press **[exit]** to abort the operation and return to the conference.


Or...

4. Dial the outside line number or extension number to connect or press a pre-programmed Feature/DSS button.

5. That party is removed from the conference and is connected to you.

6. Pressing the  button to re-establish the conference with all members.

Or...

7. Hang up on the current connection and rejoin the remaining member(s) by pressing .

8. Hang up to end the conference/connection.


---

### *Operational Notes*

- The conference manager is the extension that establishes a conference.
- Only the manager can add new parties.
- Only the conference manager is allowed to release any attending party.
- When adding new parties to a conference and while speaking privately to a particular conference member other members of the conference will be connected to Music On Hold.
- When the conference manager exits a conference, the most recently invited internal party will be designated as the new conference manager.
- When a conference is established, each party will hear a conference tone when the Conference Tone is enabled.
- Conferences can only be established using a Deluxe Telephone.

## 3.8 Dial By Name

---

Feature Code: PGM 

### Description

The *Dial By Name* feature allows a Deluxe Telephone user to quickly access ICM numbers and Speed Dial Numbers by entering a partial name.

### Default Settings:


N/A

### Operation



#### NOTE:

*This feature can only be invoked using a Deluxe Telephone Set.*

1. Dial the feature program code, PGM  to access the feature or press a programmed Feature/DSS button programmed with the code.
2. After the feature is invoked, Directory Type will be requested. **ICM** stands for Intercom and **SPD** stands for Speed Dial.

```
DIRECTORY TYPE
ICM  SPD
```

3. If the softkey beneath **ICM** is pressed, a prompt will be provided for the to input the Name. The input method is the same as in Message Waiting Setting and Premise Message Setting. A maximum of 7 characters can be input for searching.

```
-
bksp show ch9
```

4. If the softkey beneath **SPD** was selected in step 3, Speed Dial Type will be further requested. **ind** stands for Individual (Personal) and **sys** stands for System.

```
SPEED DIAL TYPE
ind  sys
```

6. After the *Speed Dial Type* is selected in step 5, a prompt will be provided for user to input the Name. Maximum 12 characters can be inputted for searching. The user may then input either the whole name or first few characters of name. Enter letters from the keypad, followed by # to move to the next space. For example, to enter "ABC", from the keypad you would press "T" + "#" (to move to next space) + "A" + #+ "D". Press the softkey beneath **show** after the name input.



TAD\_  
bksp show ch9

7. The names displayed from your input sequence will be displayed on the Deluxe Telephone display. Press the softkey beneath **next** to go to the next name in the list of ICM names or Speed Dial names.

## Direct Inward System Access (DISA)

---

### *Description*


The *Direct Inward System Access* or *DISA* feature allows you to remotely access system resources such as System Speed Dial, outside line Access, and Intercom dialing. DISA can be accessed via the *Auto Attendant* as well as by dedicated DISA lines.



### **NOTE:**

*Steps 1 through 4 are possible only if a type 4VAA Auto Attendant card is installed on the system.*



---

1. Call into the *Emerald ICE*
2. Press  or dial the DISA line number directly.

Or...





3. The DISA stutter dial tone is heard.
4. Dial an internal number.

### *Accessing an Emerald ICE Outside Line*

1. Dial  + Extension Password + Extension Number +  to access a system outside line to dial out.
2. Dial an outside line Group number or speed dial location number to place an outgoing call.
3. Hang up when finished.


---

### *Operational Notes*

- Up to 4 DISA CO lines may be used simultaneously.
- The activation time for a DISA CO line is programmable for “Never,” “Day,” “Night” or “Always.”
- If you dial an invalid number your call will be directly transferred to the attendant.
- The DISA Talk Time is programmable for 1, 2, 3, 5, 10, and 15 minutes. By default the DISA Talk Time is set to 1 minute. A warning tone is heard 10 seconds prior to the disconnect operation.
- DISA Talk Time can be extended while connected in a DISA call. To extend the Talk Time: dial  . (This restarts the DISA Talk Timer.)
- To disconnect a call originated via DISA before the Talk Time expires, dial  .

## Last Number Redial


---

Feature Code: PGM 

### Description

The *Last Number Redial* feature, or LNR, automatically dials the last number dialed from your telephone. The LNR retains up to sixteen (16) digits. You may either choose a specific outside line by first pressing that outside line button or you can allow the line to be selected automatically by the LNR feature.

### Choose an Outside Line First

1. Press an outside line button.
2. Press PGM .

### Automatically Select an Outside Line

1. Press PGM .

### Operational Notes

- *Last Number Redial* doesn't operate with intercom calls.
- The LNR feature code can be programmed on a Feature/DSS Button.
- LNR will dial the speed dial number and any subsequent manually dialed digits.
- In the event that all CO lines are busy you will hear busy tone and your telephone will display:



ALL CO LNS BUSY

- If the Last Number Redial memory is empty you will hear error tone and the telephone will display:



LNR EMPTY

---

*Description*

*Off-Hook Voice Announce*, or OHVA, allows you to make an off-hook voice announcement over the speaker of a busy extension. To receive an OHVA call, the call must be from the handset. An OHVA call can be rejected.

*Placing an OHVA to Another Extension*

1. Call the busy extension. The following will be displayed.

```
EXT XXX BUSY
cbck ms9 next
```

2. Press **[next]**. The interactive key options change as follows:

```
CAMP VOIC
```

3. Press **[voic]** to establish an OHVA call.

```
OHVA EXT XXX
```

*Receiving an OHVA Call*

1. While on a call using the handset, you receive an OHVA call:

```
EXT XXX OHVA
reject
```

2. Respond to the OHVA caller using the telephone speakerphone (no need to press any buttons) or press **[reject]** to end the OHVA call.

---

*Operational Notes*


- When placing an OHVA call to an extension that is busy using the speakerphone, the display options will not include the **[voic]** option.
- If you are on a line and have the *Mute* feature activated, the line will remain muted until the *Voice Over Busy* is complete.



## 3.12 On-Hook Dialing


---

### Description

You can make outgoing calls from your Deluxe Telephone using the speakerphone. The  button LED is lit when you are making a call.

1. dial any extension number directly from the keypad without lifting the handset. The *Hotkey* feature must be active.

Or...

2. Press any outside line button and dial without lifting the handset.
3. When Hot Key is disabled, press the  button or press an idle outside line button then dial without lifting the handset.

### Operational Notes

N/A

Feature Code: Feature Code: Feature Code:

### Description

You can make a public announcement to all extensions or to a group of extensions. The *Emerald ICE* system provides both all-call (heard by all users) and page zone (heard by a specific group of users). Page announcements are heard over the extension speakers.




1. While in the idle condition – lift the handset.
2. Dial the *Zone Page* access code (extensions) for extensions or for external page. Press the Feature/DSS Button designated as *All Call Page* or dial the *All Call Page* access code . You hear the Page Alert Tone.
4. Make a paging announcement.
5. Hang up when finished.

### Operational Notes

- The Page Allow/Deny feature code may be programmed on a Feature/DSS Button.

## 3.14 Saved Number Redial




---

Feature Code: PGM   




### *Description*

The *Saved Number Redial*, or SNR feature is normally used whenever you want to store a telephone number that you would like to dial later. The same feature code is used to Save a Dialed Number (SDN) and to dial the saved number – *Saved Number Redial* (SNR).

### *SDN*

After you've placed an outside line call to a number that you would like to store, press PGM   . The dialed number is stored in the Saved Number memory.

### *SNR*

When the telephone is idle, press the Feature/DSS Button designated as SNR or press PGM   . The stored number is dialed.

### *Operational Notes*

- SDN can store up to sixteen (16) digits.
- When SNR is attempted and the SDN buffer is empty, the display will show "NO SAVED NUMBER."
- If all CO lines are busy when the redial is attempted the display will show "ALL CO LINES BUSY."
- The *Save Dialed Number/Saved Number Redial* feature code can be programmed on any Feature/DSS Button.







*Extension* 

*System* 

### *Description*

The *Speed Dial* feature allows you to store frequently dialed numbers. There are 20 speed bins per extension and 100 system speed bins that can be shared by all extensions.



### *Setup*

1. Press PGM .
2. Dial the Speed Dial location number (.
3. Press **[show]**. The current contents are displayed.
4. Press **[chg]**.
5. Enter the number that you want to store, including Pauses (PGM ) , Flash (PGM ) and Pulse-To-Tone Conversion () codes.
6. Press **[save]**. That number is stored in this speed dial location.
7. Repeat from step 2 to continue programming *Speed Dial* locations from step 2 above or hang-up (press ) twice) to exit.

### *System Selects the Outside Line Automatically*

Dial the Speed Dial location number (.

### *You Select the Outside Line to Use*

1. Press the desired outside line button or dial the outside line directory number.
2. Press PGM .
3. Dial the Speed Dial location number (.

---

### *Operational Notes*

- Only a Deluxe Telephone can program System *Speed Dial* bins using Attendant Administration.
- Speed bins may be chained.
- Pauses and Flashes may be stored in *Speed Dial*.
- If you access an empty bin the display will show "SPEED NO. EMPTY."




# 4 Calling Features

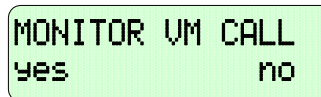
## 4.1 Answering Machine Emulation

---

### *Description*

The *Answering Machine Emulation* feature requires the optional *Emerald ICE* Voice Mail System. Whenever your voice mailbox answers a call, the *Emerald ICE* allows you to screen the caller leaving the message. This option is available for only a few seconds after your voice mailbox has answered the call.

1. When an extension user voice mailbox answers a caller, you'll hear an alert tone. The Feature/DSS Button programmed for Voice Mail (PGM ) will flash green at a fast rate.
2. Press the flashing Voice Mail button. The button LED will now flash green at a slower rate. The display shows:



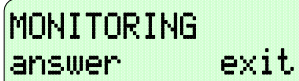
```
MONITOR VM CALL
yes                no
```

- a. Press the softkey beneath **yes]** to monitor call. The LED of the voice mail button will light steady green. At this time you are monitoring the caller and message in progress.

Or...

- b. Press the softkey beneath **no]** to exit this mode.

4. If you select the softkey beneath **yes]**, the display shows:



```
MONITORING
answer      exit
```

5. Press the softkey beneath **answer]** to be connected to the caller and remove him from the voice mailbox. The voice mail button LED will extinguish.
6. Press the softkey beneath **exit]** to leave the caller in the voice mailbox.

---

### *Operational Notes*

- To Monitor or Answer a call, action must be taken before the “Monitor Time” expires. Monitor Time starts at the time the caller is connected to the user’s voice mail box.

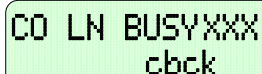


## 4.2 Call Back (CO Line)

### *Description*

The *Call Back* feature allows you to queue a busy outside line for use when it becomes available.

1. Press a busy, programmed outside line button (steady red LED) or outside line group button, or dial an outside line access group number (9, 7 0 0 - 7 5 6). You will hear busy tone and the display will read:



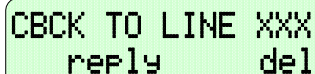
CO LN BUSYXXX  
cbck

2. Press the softkey beneath **cbck**] Interactive Soft Button or Dial # on the dial pad.
3. You will hear a confirmation tone and the display will read:



CBCK TO LINE XXX

4. A few moments later, the display will return to an idle state.
5. When the selected outside line, or an outside line in the selected outside line group, becomes available, you will hear fast ringing at the extension and the display will read:



CBCK TO LINE XXX  
reply del

6. Press the softkey beneath **reply**] to be connected to the available outside line and dial as usual

Or...

7. Press the softkey beneath **del**] to delete the outside line callback.

---

### *Operational Notes*

- During call back alert tones, lifting the handset will directly connect the extension user to the selected CO Line calling back.
- Every extension may *Call Back* only one busy CO line at the same time.
- The *Call Back* Alerting Ring Time is 10 seconds. If the call back goes unanswered during the 10 seconds ring time the *call back* is canceled.
- CO lines that have *Call Back* requests will recall the *Call Back* initiator. The *Call Back* CO line will become available to other extensions if the *call back* extension doesn't answer within 10 seconds.
- During the time that the *Call Back* is recalling the initiator, a new incoming call will take precedence over *Call Back* and will be answered when the extension goes off hook.

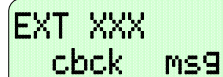
## 4.3 Call Back (Extension)

---

### *Description*

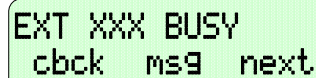
When you call an extension that is busy, in *Do Not Disturb*, or idle, you can use the *Call Back-Extension* feature to queue your call so that it will be placed as soon as the extension is available.

1. Dial the extension number of the busy extension.
2. If the dialed extension is in Tone Ringing Mode, the display shows:



```
EXT XXX
cbck ms9
```

3. If the extension you are calling is busy, the display shows:



```
EXT XXX BUSY
cbck ms9 next
```

4. Press **the softkey beneath cbck ]**
5. You will hear a confirmation tone and the display will read:

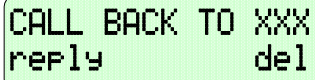



```
CBCK TO EXT XXX
```

6. Your extension will return to idle status.

*To Answer a Call Back:*

1. When the call back begins, your extension will ring a special call back alert ring for 30 seconds and the display shows:



- a. Lift the handset or press 

Or...

- b. Press the softkey beneath **reply**] to activate *Call Back*.

To cancel all active call backs prior to receiving *Call Back* Alert ringing:

1. Press PGM   

---

*Operational Notes*


- If you press the softkey beneath **del]** during the *Call Back* Alert ringing, the *Call Back* will be cancelled and the display will show:




- To activate a *Call Back* at an extension that is in the *Voice Announce* mode, you must first *Force Tone Ring*. (Refer to *Section 4.11*)
- If the call back is not answered during the reply alert ringing, the response message will be displayed until you press either the softkey beneath **reply ]**, or the softkey beneath **del]**.
- The call back process begins when both your extension and the called party's extension are in idle.


## 4.4 Call Park/Call Park Answer

---


Feature Code: PGM 

### Description

The *Call Park/Call Park Answer* feature allows you to “park” a call at any extension. It is also used to retrieve a parked call from any extension. You can park and retrieve calls by dialing the Call Park code (PGM ) followed by the extension number where the call is to be/has been parked.

1. While connected to an outside line call, press PGM  or press pre-programmed Feature/DSS Button designated as CALL PARK (if programmed).
2. Dial the extension number where this call is to be parked, or press the Feature/DSS Button of the extension where this call is to be parked.
3. The outside line call is parked at that extension.
4. Hang up the phone.

### Call Park Answer

1. While the phone is idle, press PGM  or press the pre-programmed Feature/DSS Button designated as CALL PARK.
2. Dial the extension number where this call is to be parked, or press the Feature/DSS Button of the extension where this call is parked.
3. You are connected to the call.

### Operational Notes

- Each telephone/extension has one personal extension number used to park one CO line call.
- From your telephone you can park a call at any active extension number.
- The *Call Park* feature code may be programmed on any programmable Feature/DSS Button.
- Calls can be retrieved from any extension.
- Calls that are parked follow the Transfer Recall Timer and will ring the initiating extension when that timer has elapsed.

## Call Pick Up (Group)


---

Feature Code: 

---

### Description

The *Call Pick Up (Group)* feature is used to answer calls ringing at another extension.

When you hear another extension in your pickup group ringing, press .

Or...

When you hear an extension in a different pickup group ringing, dial that *Call Pick Up Group* number (   -   .

---

### Operational Notes

- If the call at the dialed extension has stopped ringing, you will hear an error tone and the display on a Deluxe Telephone will show “**PICKUP FAILURE.**”
- The *Call Pick Up Group* feature code can be programmed on any Feature/DSS Button.
- If several calls of the same priority are ringing at the extension, the calls are answered in the order they are received.

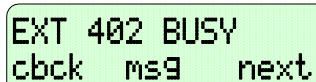
## 4.6 Camp On (Extension)

---

### *Description*

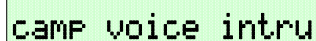
The *Camp On* feature alerts the user of a busy extension that another extension is attempting a call. When you initiate a *Camp On*, the user at the busy extension hears a *Camp On* alert tone.

1. Call a busy extension. The display shows:




```
EXT 402 BUSY
cbck msg next
```

2. Press the softkey beneath **next**. The bottom line on the display changes to:



```
camp voice intru
```

3. Press the softkey beneath **camp**. The user of the busy extension hears the *Camp On* alert tone and the display shows:



```
CAMP ON EXT 403
```


4. When the busy extension goes on hook or places the current call on hold, the extension rings.

### *Operational Notes*

- Each extension can have only one *Camp On* at the same time.
- While waiting for a busy extension the caller hears music.

## 4.7 Do Not Disturb (One Time)


---

Feature Code: PGM 

---

### *Description*

The One-Time *Do Not Disturb* feature allows you to block outside line ringing while engaged in a call. The feature will automatically be disabled at the end of the current call.

1. While you are connected with a call and a new call rings at your extension. To cancel ringing for this call, press a pre-programmed Feature/DSS Button designated as DO NOT DISTURB or press PGM .
2. *Do Not Disturb (One Time)* is activated.
3. *Do Not Disturb (One Time)* will deactivate when the current call is disconnected.

---

### *Operational Notes*

- The *Do Not Disturb (One Time)* feature code may be programmed on a Feature/DSS Button.
- A Feature/DSS Button programmed for the *Do Not Disturb* code will flash at a fast rate while *Do Not Disturb (One Time)* is active.



## 4.8 Do Not Disturb (Override)

---

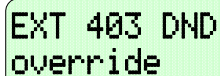
### Description

The *Do Not Disturb – Override* feature allows you to override the *Do Not Disturb* condition at another extension.

*Do Not Disturb-Override* is available only if *Intrusion* (Section 4.16) is active on the calling extension.

### *Calling an Extension in Do Not Disturb*

1. Place intercom call to the extension in *Do Not Disturb*. You will hear *Do Not Disturb* tone and the display indicates the condition of the called extension:



```
EXT 403 DND
override
```

2. Press the softkey beneath `override]`.
3. The called extension begins to ring.


### Operational Notes

- An extension in *Do Not Disturb* that has been override may invoked *Forced Intercom Call Forward*.(Refer to Section 4.10)
- The *Do Not Disturb* feature code may be programmed on a programmable Feature/DSS Button.

4.9

## Flash (CO Line)


---

Feature Code: PGM 

---

### *Description*

The *Flash – CO Line* feature is used with a call waiting feature from your telephone company. *Flash – CO Line* is used to generate a hook switch signal to the telephone company to answer the waiting call.

While connected to an outside line with a waiting call, press PGM  .


---

### *Operational Notes*

- At a Deluxe Telephone, when the flash code is dialed “**CO Flash**” will be displayed temporarily.

## 4.10 Forced Intercom (Call Forward)

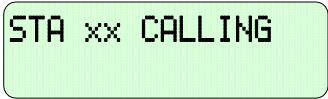
---

Feature Code: PGM 

### Description

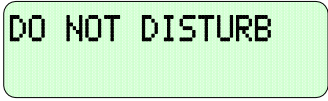
Using the *Forced Intercom-Call Forward* feature, you can immediately forward tone ringing intercom calls to the attendant by pressing the *Do Not Disturb* button.

1. When your telephone is set to *Tone Ring* and another station is calling you, the display shows:



STA xx CALLING

2. Press PGM . The display shows:



DO NOT DISTURB

3. The ring is discontinued and the call is sent to the programmed attendant.
4. Your extension remains in *Do Not Disturb* mode until deactivated.

### Operational Notes

- When *Forced Intercom Call Forward* is activated, the calling party connection is an intercom call to the attendant extension.
- You cannot activate *Forced Intercom Call Forward* if another Call Forward mode is already enabled.

## 4.11 Forced Intercom Tone Ring

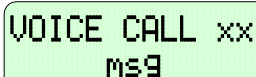
---

Feature Code: 


### Description

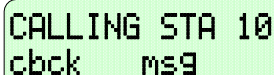
You can use the *Forced Intercom Tone Ring* feature to cause the called telephone to ring when you initiate an intercom call. After a *Voice Announce* connection has been established to an extension, you may change the alert signal at that extension from *Voice Announce* to *Tone Ring*.

1. Establish an intercom call to an extension in *Voice Announce* mode. Your telephone will display:




```
VOICE CALL xx
ms9
```

2. Press  to change the alert signal at the called extension from *Voice Announce* to *Tone Ring*. Your telephone will display:



```
CALLING STA 10
cbck ms9
```


3. A *Tone Ring* alert signal is sent and continues at the called extension until it is answered. If your call remains unanswered, you can dial  again to return to *Voice Call Announce* mode.

### Operational Notes

- It is not possible to force an extension from *Tone Ring* mode to *Voice Announce* mode if *Tone Ring* was selected in the destination.
- To leave a Callback request at a called extension that doesn't answer, the alert signal must be set for *Tone Ring*.


## 4.12 Hold


---

Feature Code: 

---

### *Description*

You can place any outside line on *Hold* by pressing the  button. When a line is placed on *Hold*, the green LED indicates that this is your holding line and flashes at double wink rate. The same system hold line will flash the red LED at all other extensions.

1. While on a line, the line green LED is flashing at a double wink rate.
2. Press . The line green LED now flashes at a slow rate and the call is placed on *System Hold*.

---

### *Operational Notes*

- Any party who is placed on Hold will hear music if available.

## Exclusive Hold



---

Feature Code: 

---

### Description

When using the PGM  button and  together, you can place an outside call on *Exclusive Hold*.

While connected on an outside line, press PGM  and then press .

---

### Operational Codes

- When you place a CO line call on *Exclusive Hold*, the green LED for that line at your telephone will flash fast and the red LED will light steady at other extensions for that CO line.
- A CO line call will be placed on *System Hold* (Refer to *Section 4.12*) after the *Exclusive Hold* time expires. You will hear a tone alerting you that the timer has expired and the hold condition for that CO line changes to *System Hold*. The green LED at your telephone will flash slowly and the red LED at other extensions will begin to flash slowly.
- *Exclusive Hold* is used only for CO line calls.

## 4.14 Hold Reminder

---

### *Description*

The *Emerald ICE* system provides a programmable timer to remind you that a call has been left on *System Hold* or *Exclusive Hold*. When *Hold Reminder* is enabled, you will hear one ring tone repeated each time the selected time expires.

### *Operational Notes*

- *Hold Reminder* applies to both intercom and CO line calls.
- *Hold Reminder* applies to CO line calls that are on *System Hold* (Refer to *Section 4.12*) or *Exclusive Hold* (Refer to *Section 4.13*).

## Holding Call Answer

---

Feature Code: **HOLD**

---

### Description

The *Holding Call Answer* feature allows you to place a call on hold and retrieve calls from hold by pressing the **HOLD** button. When multiple calls are holding at an extension, *Holding Call Answer* will access the outside line that has been holding the longest while placing the current call on hold.

*Holding Call Answer* works for all outside lines. It is possible to handle calls that do not appear (no button) at an extension via *Holding Call Answer*.

1. When one or multiple calls are holding at your extension, press **HOLD**. The oldest holding call is connected.
2. Press **HOLD** again to place this call on hold.
3. Press **HOLD** again to answer the next oldest holding call.
4. Repeat as required for any calls on hold. (From your extension)

---

### Operational Notes

- *Holding Call Answer* will also operate for intercom calls placed on hold.
- If the person on hold hangs up, the system will automatically release the held CO line.



---

*Description*

The *Intrusion* feature allows the initiator to enter into an existing conversation when the initiator has been given the privilege to do so via Extension programming (“Intrusion Active” = Y). Intrusion can be invoked both on a busy outside line and to a busy extension.

1. Press the busy outside line button or dial a busy extension number.
  - a. If calling to a busy extension, the display shows:

```
EXT XXX BUSY
cbck ms9 next
```

- b. Press the softkey beneath `next`].

```
cAMP voic intru
```

- c. If accessing a busy outside line, the display shows:

```
CO LN BUSY XXX
cbck intru
```

2. Press the softkey beneath `intru`]. You are joined into the existing conversation.
3. Hang up to disconnect.

---

*Operational Notes*

- An Intrusion Tone will be presented to all parties when *Intrusion* is invoked (extensions and CO Lines).

## 4.17 Meet Me Page

---

Feature Code: PGM  , 

### Description

Any internal or external page announcement can be answered using a *Meet Me Page* code. After hearing a page announcement, you can dial the *Meet Me Page* code from any telephone and be connected to the person paging you.

1. While a page is currently in progress, the telephone displays:



STA xx PAGE

2. Press  or PGM  . The display shows:






EXT xxx TALK

### Operational Notes

- A page may be answered at any telephone using the *Meet Me Page* code, even if the page announcement is not heard over the telephone speaker.
- The page may be any zone page or all page.
- The *Meet Me Page* code may be programmed on any Feature/DSS Button.



## 4.18 Note Pad


---

Feature Code: PGM   

### Description

The *Note Pad* feature enables you to enter a telephone number while on a call and dial it later on.





1. While connected to an outside line, press the pre-programmed Feature/DSS Button designated as NOTE PAD or press PGM  .





bksp save ch9

2. Using the dial-pad, enter the number to be stored and then press the softkey beneath **save**. You hear a confirmation tone and the display returns to the outside line connected status.



### Dialing the Number Stored in Your Note Pad

1. While the telephone is idle, press PGM   or press a programmed outside line button to place this call and then press PGM  .
2. Hang up to end the call.

### Operational Notes

- The feature code PGM   can be programmed in a Feature/DSS Button.
- Only 1 number can be stored using the *Note Pad* feature.

## Messaging-Call Me (Text or Voice)

Feature Code: PGM  

### Description

A busy or unattended Deluxe Telephone can be notified of a call attempt via the *Emerald ICE* Messaging feature.

A message may be sent and received in several forms:

- A Call Me Message
- A customized text message
- A pre programmed text message (can messages)
- A Voice Mail Message

### Sending a Call Me Message Waiting

1. You place a call to an extension and without an answer or busy...

```
CALLING STA xxx
cbck ms9
```

```
STAxxx BUSY
cbck ms9 next
```

2. Press the softkey beneath **ms9**. The following is displayed.

```
MESSAGE TYPE
call me preprog
```

3. Press the softkey beneath **call me**. You will hear a confirmation tone. Your extension returns to idle after displaying:

```
MSG TO EXT XXX
```

### *Sending a Text Message*

1. You place a call to an extension without an answer or busy...

```
CALLING STA xxx  
cbck ms9
```

```
STAxxx BUSY  
cbck ms9 next
```

2. Press the softkey beneath **ms9**].

```
MESSAGE TYPE  
call me Preprog
```

3. Press the softkey beneath **Preprog**]. You are prompted to select the message:

```
EMPTY  
send next ch9
```

4. Select the text message to send:
  - a. Press the softkey beneath **next**] until the appropriate message is displayed to select from the pre programmed list of text messages.

Or...

- b. Press the softkey beneath **ch9**] to enter a custom message.

```
bksp save ch9
```

### *Sending a Voice Message (Voice Mail System Required)*

1. You place a call to an extension without an answer or busy...

```
CALLING STA xxx  
cbck ms9
```

```
STAxxx BUSY  
cbck ms9 next
```

2. Press the softkey beneath **MSG]**. When the *Emerald ICE* Voice Mail system is active, the options in the display change to add this option.

```
MESSAGE TYPE  
callme vmsg prep
```

3. Press the softkey beneath **vmsg]**. The connection is diverted immediately to the *Emerald ICE* Voice Mail system.

### *Answering a Message*

1. Your telephone display indicates the Message Waiting:

```
MW FROM EXT XXX  
more reply del
```

If a Text Message was sent:

```
MW FROM EXT XXX  
more show del
```

2. If the softkey beneath **more]** is displayed, press it to review other messages left at your extension.
3. Press the softkey beneath **show]** to display Text Messages.
4. Press the softkey beneath **reply]** to call back the extension that left a *Call Me* message.
5. Press the softkey beneath **del]** to delete the displayed.

### Canceling a Sent Text Message or a Sent Call Me Message

1. Press PGM   .

```
DEL MW_TO :XXX
bksp save ch9
```

2. Enter the extension number where the message was left. Then press the softkey beneath **save**]. The message is deleted.




```
DEL MW_TO XXX
```

4. Press the softkey beneath **msg**].

```
MESSAGE YPE
call me preprog
```

---

### Operational Notes

- Dial Pad Key  is used to select special characters.
- Dial  before any dial pad key to insert the numeral on the dial pad key instead of a letter in this character position.
- When  is pressed after a letter has been selected for this character it is forced to lower case.
- Use # to insert a space.
- Use # to advance to the next character position.
- Custom Text Messages can be 16 letters/symbols maximum.
- When a custom message has been entered, that message is stored for future use.
- The system will allow a total of forty-eight (48) message waiting indications in the system at any one time.
- At Deluxe Telephones, the message waiting indication will not be removed until the softkey beneath **reply**] or the softkey beneath **delete**] is pressed.
- When a message wait indication has been left at an extension, the Status Bar Lamp at that extension will slow-flash green.
- Multiple messages are retrieved in the order that they were left.
- Each extension can leave only one message waiting at any one extension.

## Monitor (Extension/Outside Line)

---

### *Description*

The *Emerald ICE* system allows users to monitor conversations at other extensions. Monitoring of busy extensions and outside lines is possible only at extensions with an authorized *Monitor* Class of Service.

1. Place a call to a busy extension or press a busy outside line button.

```
CO LN BUSY 742
cbck monit
```

2. Press the softkey beneath **monit**]. The audio connection at the busy outside line is connected to your extension. Also, at this time, the *Mute* function at your telephone is automatically activated. The display indicates the internal extension that is being monitored.

```
MONITOR EXT XXX
intru
```

3. You may press the softkey beneath **intru**] or *Mute* to intrude on the conversation.


### *Operational Notes*

- The highest level of priority in Monitor Class is 0. 9 is the least priority level.
- *Monitor* will not be allowed if the called extension's Monitor COS matches the calling extension Monitor COS.




## 4.21 Mute


---

Feature Code: 

---


### Description

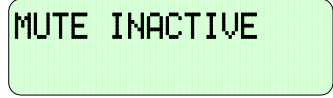
Press the  button during a conversation to disconnect the microphone whenever it is necessary. *Mute* can be invoked to prohibit the telephone-connected party from listening in.

1. While connected to any call, press the  button. The display momentarily shows:



MUTE ACTIVE

2. Press  again to cancel. The display momentarily shows:



MUTE INACTIVE

---

### Operational Notes

- When *Mute* is active the red status bar flashes slowly.

## Pulse to DTMF Conversion


---

Feature Code: 

---

### *Description*

When the system is connected to Dial Pulse (Rotary) outside lines, you may manually force the system to send DTMF tones to access DTMF driven services.

1. Access an outside line (Pulse Dialing) and dial any number.
2. In a connected state press .
3. All digits dialed after this code will be sent in DTMF.

---

### *Operational Notes*

- The dialing conversion can only be from pulse mode to DTMF mode.

## Release Key

---

Feature Code: PGM

---

### *Description*

The *Release Key* feature can be used to cancel or complete any current action without hanging up the handset.

---

### *Operational Notes*


- *Release Key* must be programmed on a Feature/DSS Button to operate.
- *Release Key* will disconnect calls in progress.

---

### *Description*


The *Transfer* feature is used to change calls from your extension to another extension.

### *Unsupervised*

1. While connected to a call from either an outside line or an intercom extension press .
2. Dial the destination directory number where this call is to be transferred or press the appropriate extension button if programmed.
3. Hang up to complete the transfer.

---

### *Supervised*

1. While connected to a call either from an outside line or an intercom extension, press the  button.
2. Dial the extension destination directory number where this call is to be transferred. Press the appropriate extension button if programmed.
3. Wait for the called extension to answer the intercom call.
4. Hang up to complete the transfer.

---


### *Operational Notes*

- Transferred CO Lines that recall are placed on system hold at the time the recall occurs.
- When a transferred CO line recalls, the line number and extension number where the call was transferred will be displayed.
- The transferred connection party will hear ring-back tone while the call is transfer ringing.
- CO Line calls and intercom calls may be transferred.
- In screened transfer, if the destination extension answers your intercom call in *Voice Announce* mode and does not go off hook, the transferred connection will transfer ring at that extension.

- In screened transfer, if the destination extension answers your intercom call by lifting the handset, the transferred connection is connected to the destination extension immediately when the transfer operation is complete.

## Transfer and Answer

---

Feature Code: PGM 

---

### Description

The *Transfer and Answer* feature is a feature that speeds the process of completing a transfer and answering a ringing call by pressing one button.


This feature must be used from a Feature/DSS Button that has been designated for the purpose.

If you are the process of transferring a call and another call rings in, you can press the Transfer/Answer button to complete the transfer and answer the ringing call at the same time.

### Setup

1. Program an available Feature/DSS Button for the Transfer/Answer code operation. (Refer to *Section 2.17*)

### Use

1. While on an outside line call and another call is ringing, initiate the transfer process. Press the  button.
2. Dial the destination intercom extension number or press the appropriate extension button if programmed.
2. Press the Transfer/Answer button. The transfer is completed and the ringing call is answered.



---

### Operational Notes

- Ringing calls must be ringing at your extension for feature to operate.



## 4.26 Silent Record

---

Feature Code: PGM  

### *Description*

The *Silent Record* feature, when invoked, will record a conversation. An *Emerald ICE* Voicemail module must be installed and operating for the *Silent Record* feature to operate.

1. Dial an extension.
2. After the dialed extension picks up the call, enter PGM   or press the Feature/DSS Button that has been programmed for this feature. The display will show:




RECORDING

3. Hang up to stop recording.


### *Operational Notes*

- The extension must be programmed in the database by the Administrator to allow *Silent Record*.
- An *Emerald ICE* Voicemail system must be installed and active for *Silent Record* to operate.

Feature Code: PGM 

### Description

The *Help Mode* feature is available to assist you with operating instructions for all *Emerald ICE* features. A Voicemail module must be installed and operating for this feature to operate.

1. Press the factory programmed HELP Feature/DSS button on the Deluxe Telephone or enter PGM . You will be prompted to press a programmed Features/DSS button for help with the feature that you need help with. The display will show:



HELP MODE

2. Press the Feature/DSS button for the feature that you need help with. Adjust the volume with the  button if necessary.

### Operational Notes

- An *Emerald ICE* Voicemail module must be installed on the KSU and operating for *Help Mode* to operate.
- If a CO line button is pressed or an extension button is pressed, the *Help Mode* will recite the line or extension number that was pressed.





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**Emerald ICE Deluxe Telephone User Guide**