



Emerald™ ICE Digital Key Telephone System

Installation & Maintenance Manual

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FEDERAL COMMUNICATIONS COMMISSION RULES
PART 68 COMPLIANCE STATEMENT

This equipment complies with Part 68 of the FCC rules. On the left side of the interior card frame (Coral I-S, Coral I, and Coral II systems); or inside the rear doors on the left side of the cabinet frame (Coral III cabinets) of this equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive REN's on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the REN's should not exceed five (5.0). To be certain of the number of devices that may be connected to the line, as determined by the total REN's contact the telephone company to determine the maximum REN for the calling area.

An FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68 compliant.

This equipment cannot be used on telephone company-provided coin service. Connection to Party Line Service is subject to state tariffs.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If trouble is experienced with this equipment, please Contact Tadiran Telecom at: (813) 523-0000 for repair and/or warranty information. If the trouble is causing harm to the telephone network, the telephone company may request you remove the equipment from the network until the problem is resolved.

The following repairs can be done by the customer: No repairs allowed.

This equipment is hearing-aid compatible.

It is recommended that the customer install an AC surge arrestor in the AC outlet to which this device is connected. This is to avoid damaging the equipment caused by local lightning strikes and other electrical surges.

This equipment is capable of providing user's access to interstate providers of operator services through the use of equal access codes. Modifications by aggregators to alter these capabilities may be a violation of the telephone operator consumer services improvement act of 1990 and part 68 of the FCC Rules.

**FEDERAL COMMUNICATIONS COMMISSION
RADIO FREQUENCY INTERFERENCE STATEMENT**

The Coral system generates, uses, and can radiate radio energy; and, if not installed in strict accordance with this installation manual, may cause harmful interference to radio communications.

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference when this equipment is operated in a commercial environment. Operation of this equipment in a residential area is likely to cause unacceptable interference to radio and TV reception, in which case the operator at his own expense will be required to take whatever measures may be necessary to correct the interference.

To ensure continued compliance with specified radio energy emissions limits of FCC Rules, the following precautions must be observed while installing and operating the equipment:

1. Install the equipment in strict accordance with the manufacturer's instructions.
2. Verify that the power supply and associated A.C. powered equipment are connected to a properly grounded electrical supply, and that power cords, if used, are unmodified.
3. Verify that the system grounding, including Master Ground, D.C. power system, and equipment cabinets, is in accordance with the manufacturer's instructions and connected to an approved earth ground source.
4. Always replace the factory-supplied cover or keep the cabinet doors closed when not servicing the equipment.
5. Make no modification to the equipment that would affect its compliance with the specified limits of FCC Rules.
6. Maintain the equipment in a satisfactory state of repair.
7. Verify that emissions limiting devices, such as ferrite blocks and radio frequency interference modules, are properly installed and functional.

If necessary the operator should consult their Supplier, Tadiran Telecom, Inc. or an experienced radio/television engineer for additional suggestions. The following booklet prepared by the Federal Communications Commission may be of assistance: "How to Identify and Resolve Radio-TV Interference Problems." This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402, Stock No. 004-000-00345-4.

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1 Introduction

The *Tadiran Emerald Integrated Communication Exchange, (ICE)* is a versatile, Digital Hybrid Key Telephone System that includes many advanced features. Its gateway presents several advanced VoIP (Voice Over Internet Protocol) features. It is designed to meet the telecommunications needs of small to medium business offices.

The *Emerald ICE* is a fully digital hybrid key telephone system. Utilizing “Loop Start” central office (Telephone Company) line interfaces in conjunction with analog and digital extension ports, it provides office communications and connectivity to the Public Switched Telephone Network (PSTN).

The *Emerald ICE* offers a plethora of office productivity features and telephone enhancing features that include Caller Identification (required Telephone Company subscription) in the standard package. Unlike most systems that support Caller ID, the *Emerald ICE* supports Caller ID to *Emerald ICE* proprietary digital extensions and to third-party, Caller ID capable analog devices (cordless telephones, etc.)

In addition to many standard features, several optional features are offered to further enhance office communications. These built-in voice processing integration packages are:

- Automated Attendant
- Both Flash and Hard Drive Based Voicemail/Auto Attendant

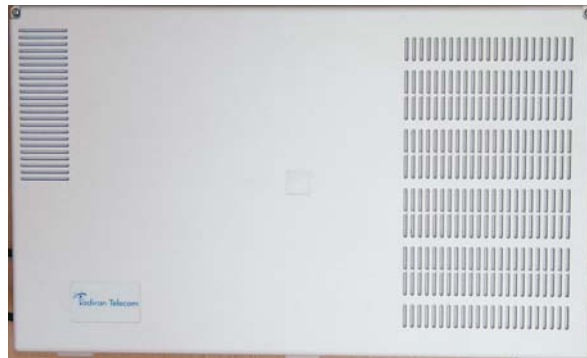
The *Emerald ICE* platform allows the application of these voice processing platforms without loss of valuable system port resources.

The *Emerald ICE* is comprised of an application-configured, expandable Key Service Unit or KSU platform. When used with the full-featured Deluxe Telephone and its display, it provides access to all system functions.

The *Emerald ICE* system architecture provides an expandable interface for digital port growth and analog port growth. The basic configuration supports both device types. (Analog ports might be used for plain old telephones, fax machines, modems, etc.)

An illustration of the ICE cabinet and 2 Key Telephone Sets are shown below in Figure 1.

Figure 1-1 ICE Digital Hybrid Key Telephone System



Emerald ICE KSU



Emerald ICE Deluxe Model Telephone



Emerald ICE Standard Model Telephone

The *Emerald ICE* incorporates state-of-the-art digital technology for voice switching and call processing utilizing **Pulse Code Modulation** and **Time Division Multiplexing** (PCM/TDM).

The *Emerald ICE* is a non-blocking switch featuring no degradation of voice signals. The system utilizes a 16-bit, 20 MHz main microprocessor and peripheral device (extensions and CO lines) processors in a distributed processing configuration. Memory consists of 640K bytes of ROM and 384K bytes of RAM.

The *Emerald ICE* is shipped as follows:

- 1-KSU with the following:
 - Ten (10) digital extension ports.
 - Two (2) analog device ports.
 - Six (6) CID ready CO Line ports.
 - Two music source enters (can be assigned as desired to CO lines for hold music/messages).
 - One power failure port (CO Line 1).
 - One control contact (LBC, Gate, External Page Control).
 - One external paging equipment interface.
 - Two serial ports.
 - PC-RMP Programming Interface.
 - SMDR (Station Message Detailed Recording).

About this Manual

The *Emerald ICE Installation, Programming & Maintenance* manual is divided into the following sections:


- Section 1 - **Introduction** - this section provides a general description of the *Emerald ICE* system as well as a description of the manual contents, associated documentation, and a listing of the document conventions.
- Section 2 - **System Design** - This section provides descriptions of the individual components of the *Emerald ICE* system.
- Section 3 - **Basic Programming** - This section provides basic instructions for accessing the *Emerald ICE* programming database using both a Deluxe Model Telephone and the RMP PC application.
- Section 4 - **Installation** - This section provides instructions for the installation of the KSU cabinets and pin out information.
- Section 5 - **Phone Extension Programming (01)** - This section provides Deluxe and RMP programming instructions for the *Emerald ICE* features such as *Auto-Record*, *Call Forwarding*, *Class of Service Programming*, *CO Line Assignments*, *Intrusion* and others.
- Section 6 - **Phone Trunk Programming (02)** - This section provides Deluxe and RMP programming instructions for the *Emerald ICE* features such as *Call Forwarding with Predefined CO Lines*, *CO Line Group Programming*, *CO Line Ring Assignments* and others.
- Section 7 - **Phone Call Handling Programming (03)** - This section provides Deluxe and RMP programming instructions for the *Emerald ICE* features such as *Alarm Clock-Extension*, *Alarm Clock-System*, *Answering Machine Emulation*, *Auto Attendant* and others.
- Section 8 - **Phone System Resource Handling (04)** - This section provides Deluxe and RMP programming instructions for the *Emerald ICE* features such as *Attendant Programming*, *DSS Console Programming*, *Call Operator-Attendant*, *Extension Passwords* and others.
- Section 9 - **Phone Restriction Programming (05)** - This section provides Deluxe and RMP programming instructions for the *Emerald ICE* features such as *Account Code - Voluntary/Forced/Verified*, *Toll Restriction-COS* and others.
- Section 10 - **Phone Trunk Application Programming (06)** - This section provides Deluxe and RMP programming instructions for the *Emerald ICE* features such as *Voice Mail-Digital Integration* and others.
- Section 11 - **Phone Extension Application Programming (07)** - This section provides Deluxe and RMP programming instructions for the *Emerald ICE* features such as *CO Line Alternate Route*, *Fax Tone Detection* and others.
- Section 12 - **Phone System Application Programming (08)** - This section provides Deluxe and RMP programming instructions for the *Emerald ICE* features such as *12/24-Hour Mode Selection*, *Automatic CO Line Ringing Modes*, *Call Pickup-Group* and others.

- Section 13 - **User Programming** - This section provides Deluxe Telephone programming instructions for User Features such as *Auto-Hold*, *Automatic CO Line/Intercom Selection*, *Feature/DSS Button Programming*, and others. Descriptions of these features and others can also be found in the *Emerald ICE Deluxe Telephone User Guide*.
- Section 14 - **Programming Quick-Reference Charts** - This section provides quick reference charts for all of the Deluxe Telephone programming instructions described in *Section 5* through *Section 12*.

Document Conventions

The following conventions are used throughout this manual.

Table 1-1 **Conventions**

CONVENTION	DESCRIPTION
Normal	Used in body text throughout this manual.
<i>Normal, Italic</i>	Used in referencing sections, telephone features and voice recordings or prompts.
<i>Bold, Italic</i>	Used in describing the fields in RMP screens and other form names or items.
Normal, Bold	Used to describe filenames, device names and specific areas of RMP menus.
Press	Means to press a specific key. (e.g. press ESC means to press and release the Escape key.)
Enter	Means to type or push a button on the telephone keypad.
 (Telephone Keys)	Indicates the keystrokes that are required to be entered on a telephone.
DISPLAY FONT	Indicates a display on a Deluxe Model Telephone.

Related Documents

The following documents should be used in conjunction with this manual:

- *Emerald ICE Deluxe Model Telephone User Guide (PN 72447010146)*
- *Emerald ICE Standard Model Telephone User Guide (PN 72447010147)*
- *Emerald ICE Flash Voicemail Installation & Maintenance Manual*
- *Emerald ICE HD Voicemail Installation & Maintenance Manual*

2 System Design

2.1 Key Service Unit (KSU)

The *Emerald ICE* Key Service Unit (KSU) is designed as a modularized, flat-pack. Two KSU's (KSU1 and KSU2) may be equipped to attain the total system capacity of 24 CO lines, 58 Extensions (46 digital and 18 analog) and 8 Voice Processing Channels. Each KSU is designed to be mounted on the wall and is shipped with a wall mounting template. The compact KSU weighs less than 20 pounds and is UL Listed.

If using 2 KSU's, the first KSU, or KSU1 is factory equipped with one 610+2 Board, one CCB (Common Control Board). The second KSU or KSU2 is factory equipped with one Base Board module. Each KSU is a self-contained cabinet containing an internal power supply for either 117vac or 230vac operation. At the time of shipping it is set for 117vac operation. From the exterior, with covers in place, KSU1 and KSU2 look identical, however, KSU1 contains the Common Control Board(CCB).

Figure 2-1 *Emerald ICE*
KSU



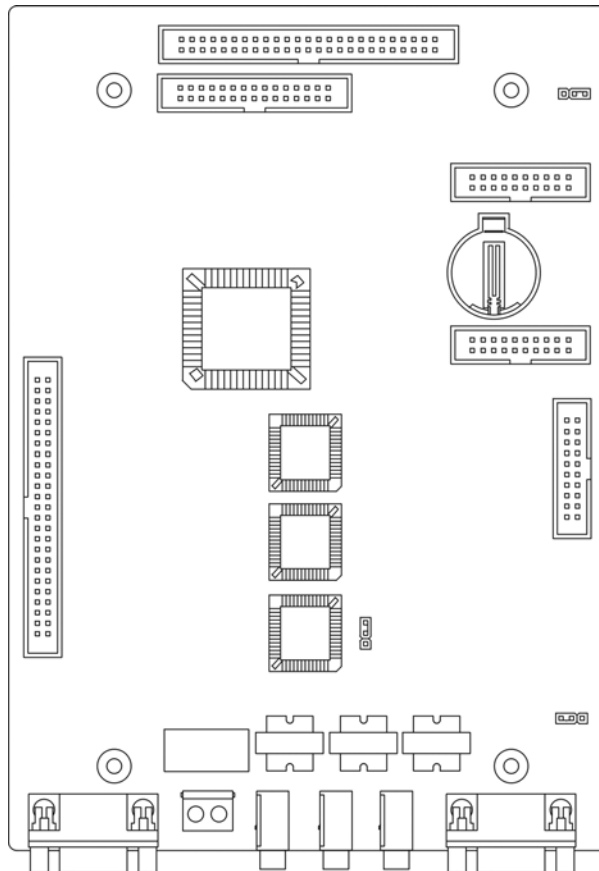
The power supply circuitry of the *Emerald ICE* incorporates a linear design AC transformer with a choice of enter voltage taps. The transformer primary windings are shipped wired for 117vac applications. A factory provided switch alternates between 230vac and 117vac applications. The output voltage is delivered to the 610+2 Board(in KSU1, Base Board in KSU2) for voltage regulation. All system operation and logic voltages are produced at these boards.

Two fuses are provided on the power supply board; one for ac enter over-voltage protection and one for DC output over-current protection. A main power switch is accessible on the side of each KSU. In the event battery backup operation is desired the KSU power cord can be connected with an external (ancillary) UPS (Uninterruptible Power Supply). It is the responsibility of the installer to match the battery requirements/UPS requirement to the specific needs of the equipment owner.

CCB (Common Control Board)

The CCB module is equipped standard in KSU1. This board contains all circuitry required to control the fully equipped *Emerald ICE*. All digital voice switching and call processing data switching is accomplished via the CCB.

The CCB has one ribbon cable connector for connection to the KSU1 610+2 board and five (5) connector sockets for connection of the system built-in modem, voice processor and 2nd Cabinet (KSU2). Since the CCB comes installed inside of KSU1 the CCB ribbon cable is already in place and connected to the KSU1-610+2. Assuming the orientation of the KSU1 cabinet is installed on the wall; the two horizontal connector sockets in the lower left corner of the CCB are for the Modem Module. The connector socket labeled "2nd Cabinet" is for connection to the KSU2-Base Board if that expansion is required. The remaining two connector sockets on the CCB, one at the left side, the other at the right side are for the voice processor solution. (The voice processor solution can be any of three possible choices; 4VAA, Flash Voicemail or HD Voicemail.)



The CCB also provides the following standard connectors:

- Music Channel 1 - On Hold/Background Music Interface
- Music Channel 2 - On Hold/Background Music Interface
- Control Contact (Loud Bell or External Page Relay)
- External Paging Equipment Interface
- RMP Serial Port - for on-site database programming
- SMDR Serial Port - for connection to ancillary SMDR/Call Accounting equipment

The CCB has two Option Strap jumpers one for database start-up (JP7) and one for Music Channel One source (internal/external) selection (JP81).

- **JP7 Cold Start/Normal** : JP7 is used to force load database default factory settings. This jumper will normally never require operation after the initial power up sequence is completed. However should the need arise to return the site database to the factory settings this jumper is used to accomplish the task.
- **JP81 Internal/External**: JP81 is used to select the Music Channel 1 source. The *Emerald ICE* provides a synthesized music source for music on hold in applications where no music source is available. The synthesized tune is repeated. JP7 is in the "External" position when it ships from the factory.

The CCB is equipped with a Heart-beat LED that indicates processing activity on the PCB. (The 610+2 peripheral processor is operating when the Heartbeat LED is flashing.) The KSU1 operation LED (located next to the power switch) is tied to the CCB Heartbeat LED. Therefore, when the LED next to the power switch is flashing, the CCB is active..

2.4 610+2 (KSU1 Component)

The 610+2 is the large circuit board that is packaged inside of KSU1. The 610+2 provides interface for up to 6 loop-start CO Lines, 10 Digital Extension Ports and 2 analog ports. Additionally the 610+2 regulates the 24 volt DC power from the source to produce all required logic voltages and operations voltages. There is also a Power Failure Port located on the 610+2 that is connected to the first CO Line circuit. Whenever power fails this port becomes active with dial tone from the CO line connected to the first CO line port.

Each CO line circuit on the 610+2 board incorporates over-voltage protection, ring detector, loop detector, loop/pulse-dial relay, current sink circuit, coupling/isolation transformer (impedance 600:600), hybrid circuit, CODEC & filter, polarity guard circuit and Radio Frequency noise filter.

The sixth CO Line port is equipped with CNG Fax Tone Detection circuitry. If FAX tone is detected, the call is routed to the analog port designated as the destination for fax calls.

Each digital port (connects to Deluxe & Standard Telephones and DSS Consoles) is comprised of a proprietary octal ASIC (Application Specific Integrated Circuit) transceiver. There are three data channels in operation at each digital port via the octal transceiver. One channel is used for call processing control of digital terminal functions/operations and two channels are used for the digital voice channel requirements.

Each digital station interface is protected against circuit wiring shorts by an over-current protection Polyswitch. The digital station circuit requires only one cable pair to operate and is not polarity sensitive.

Physical connection of digital extensions, power failure telephones and CO lines to the 610+2 board is made through a 25 pair amphenol connector to be terminated on the MDF. (Main Distribution Frame)

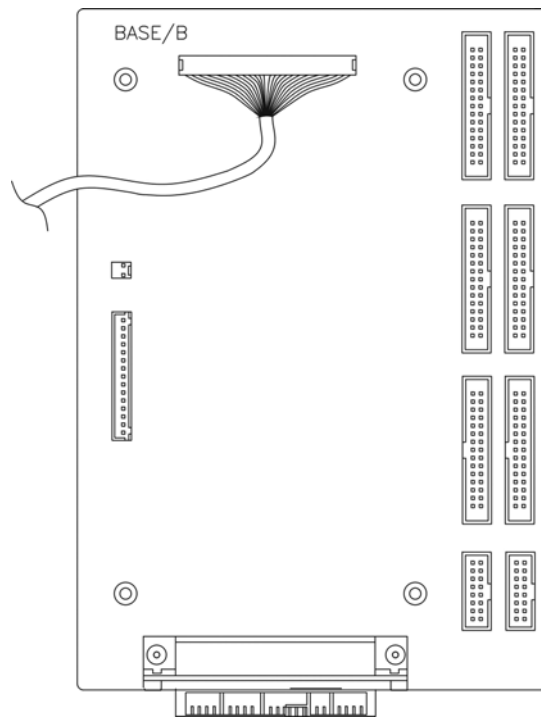
Base Board

The Base Board is unique to KSU2. It provides connectivity with peripheral boards. Additionally the Base Board regulates the 24 volt DC power from the source to produce all required logic voltages and operations voltages.

The KSU2 operation LED (located next to the power switch) is tied to the CCB (KSU1) LED. Therefore, when the LED next to the power switch is flashing, the CCB (KSU1) is active.

A long shielded cable is used to connect KSU2 to the CCCB inside of KSU1.

Each digital station interface is protected against circuit wiring shorts by an over-current protection Polyswitch. The digital station circuit requires only one cable pair to operate and is not polarity sensitive.



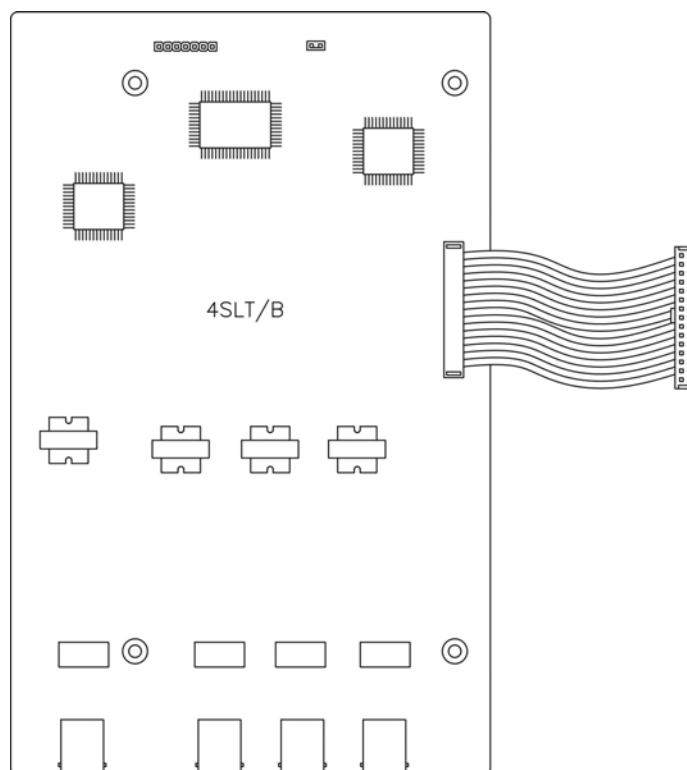
4SLT Board (Analog Port Module-4 Circuits)

The 4SLT Board provides four separate analog device ports. This allows the *Emerald ICE* to support auxiliary office equipment found on the business premises such as fax machines, PC/Mac modems and analog telephones (single line telephones). The 4SLT Board generates -30VDC and 20-25Hz, 50V square wave ringing for operation.

The 4SLT Board is equipped with a Heartbeat LED that indicates processing activity on the PCB. (The 4SLT Board peripheral processor is operating when the Heartbeat LED is flashing.)

The 4SLT Board provides DTMF receivers for each analog port. Ancillary analog devices connected to 4SLT analog ports must generate DTMF signaling. (Pulse dial (rotary-dial) telephones/equipment are not supported.) All connections are via RJ-11 connectors along the top edge of the module.

Up to 2- 4SLT Boards may be installed on 610+2 Board and up to 2 on the Base Board.



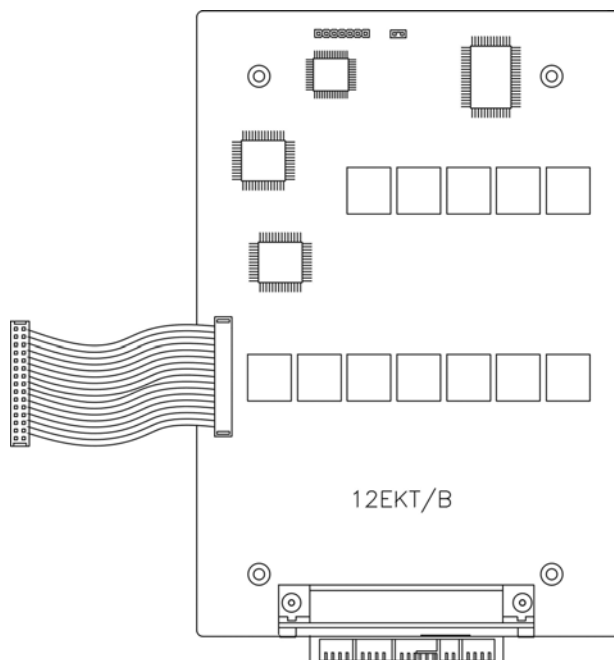
2.7 12EKT (Digital Port Module - 12 Circuits)

The 12EKT module expands the *Emerald ICE* system capacity of digital ports Deluxe & Standard Telephones and DSS Consoles. Each digital port is comprised of a proprietary octal ASIC (Application Specific Integrated Circuit) transceiver. There are three data channels in operation at each digital port via the octal transceiver. One channel is used for call processing control of digital terminal functions/operations and two channels are used for the digital voice channel requirements. The 12EKT is controlled directly from the 610+2 Board/Base Board.

Each digital station interface is protected against circuit wiring shorts by an over-current protection Polyswitch. The digital station circuit requires only one cable pair to operate and is not polarity sensitive.

Physical connection of digital port terminals (Deluxe & Standard Telephone and DSS) to the 12EKT module is made through a 25-pair amphenol connector along the top edge of the module.

1 Additional 12EKT module can be added to KSU1 and 2 in KSU2.



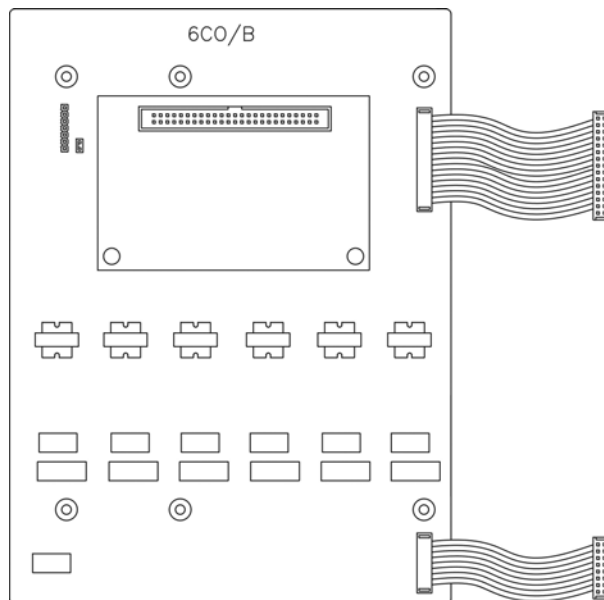
6CO Board (Central Office Module - 6 Circuits)

The 6CO Board is installed in the dedicated position of the 610+2 Board/Base Board. The 6CO interfaces 6 loopstart CO (Central Office [Telephone Company]) lines. One 6CO Board is installed in KSU1. An additional 6CO Board can be added for a total of 12 loopstart CO lines. Two 6CO Boards may be installed in KSU2. Therefore, the *Emerald ICE* system CO line capacity may be expanded to interface 24 total loopstart CO lines.

The 6CO module is shipped with four (4) mounting stand-offs used to install the board into the KSU1 or KSU2.

Each CO line circuit incorporates over-voltage protection, ring detector, loop detector, loop/pulse-dial relay, current sink circuit, coupling/isolation transformer (impedance 600:600), hybrid circuit, CODEC & filter, polarity guard circuit and Radio Frequency noise filter.

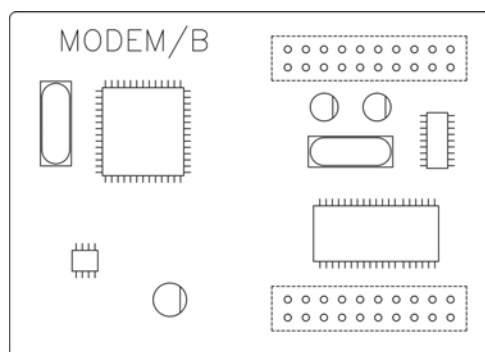
The sixth CO Line port is equipped with CNG Fax Tone Detection circuitry. When programmed as a "FAX" line, this circuit will automatically engage the FAX Tone detector. If FAX tone is detected, the call is routed to the analog port designated as the destination for fax calls.



2.9 Modem Module

The Modem Module is a self-contained integrated modem unit that is installed at J5 and J6 in the lower left corner of the CCB. The integrated Modem Module allows the servicing Telephone Company to access the telephone system programming and remote maintenance utilities from an off-site location (password verification required).

When installed, the servicing technician uses the RMP and a modem (in the PC) to place a call to the site where the *Emerald ICE* is installed. If one of the voice processing systems are installed, routing to the modem extension is automated. Otherwise the person who answered this data call must transfer the call to Extension 400 (Default). Once the modems have established the data connection, RMP may be used to perform all servicing operations.



4VAA Board (4-Port Voice Automated Attendant)

The Automated Attendant Module is a self contained integrated module that adds automatic answering of selected CO lines and a single-level menu for greeting callers and routing them to *Emerald ICE* system destinations. The 4VAA is a wonderful low cost voice processing system that can handle all call traffic or act as a backup to the primary answering system attendant.

The 4VAA is installed at J3 and J4 of the CCB.

The 4VAA provides 10 greetings for the various modes of system/action operation. They are: Day Greeting, Alt Greeting, Night Greeting, Waiting Message, Invalid Message, Busy Message, No Answer Message, Goodbye Message, Inquiry Message and Temporary Message.

Deluxe Model Telephone

The *Emerald ICE* has one model digital telephone. The Deluxe Telephone is equipped with a half-duplex speakerphone for hands-free conversations and has a two-row by sixteen column (32-character), dot-matrix, Super Twist, Liquid Crystal Display (LCD). Directly under the LCD are three Interactive Buttons to enhance system features operation. During the various features operations these Interactive Buttons take-on functions to aid in feature use.

The Super Twist LCD eliminates the need for contrast adjustment and enhances angled viewing position clarity of displayed data. Since the *Emerald ICE* includes Caller ID as a standard feature, the LCD also enables every designated ringing extension to receive Caller Identification* data for incoming CO line calls.



NOTE:

This feature requires a subscription from the servicing telephone company.

The display provides a visual reference to call progress and call duration, as well as time and date information. The display also enables the user to send and receive visual advisory and callback messages. Users may select from six “canned” messages (i.e., “IN A MEETING,” “OUT OF OFFICE”), or they may create a custom message. Calls from other *Emerald ICE* telephone users to an extension with a message active will receive the visual advisory message on their LCD display.

Each Deluxe Telephone has thirty (30) Programmable Feature Buttons to aid the user by providing direct access to system features and resources. There are also three (3) Interactive Buttons and 8+ fixed function buttons.



NOTE:

The Volume Button Bar represents two operations; volume up and volume down.

Each Deluxe Telephone is equipped with a 2.5 millimeter headset jack. The user may toggle his speakerphone operation into an out of a special “Headset Mode”. This mode allows the user to easily activate the headset jack via the ON/OFF button as an alternative to using the speakerphone.

Headset mode is easily enabled or disabled so that the user may quickly select between use of the headset or speakerphone operations. (Must be idle to change this setting.)

Each speakerphone is also equipped with a Status Lamp to aid in user operations. The lamp is dual color (red / green) and indicates various modes of operation. (Messages / Voice Messages Waiting, Incoming calls - distinctive for CO and intercom, in-use indication for speakerphone mode and headset mode, and others.)

Figure 2-9 **Deluxe Model Telephone**



2.12 Standard Model Telephone

The *Emerald ICE* Standard Model Telephone features 14 programmable Feature/DSS buttons (dual color LED), Headset Jack, 8 fixed feature keys (Mute, Speaker, Hold, Transfer, Conference, Feature, Volume Up, Volume Down), and one Status Bar type message waiting lamp.

Figure 2-10 *Emerald ICE* Standard Model Telephone



DSS (Direct Station Selection Terminal)

The DSS Console is a digitally interfaced component of the *Emerald ICE*. It connects to the system via any available digital port (610+2 Board/E or 12EKT digital port). The DSS is equipped with 60 Programmable Buttons. 12 of these buttons are intended for features code storage only and do not have LED indications associated with them. 48 buttons are equipped with dual color (red / green) LEDs and may be assigned any system Feature Code or Directory Number. (These buttons may be assigned for either system features operations or CO line access operations.)

The DSS Console may be mounted in two positions (Lower Profile Desk Position and Wall Mounted Position). DSS Consoles are programmed to operate with an associated speakerphone. Speakerphones may be assigned up to 4 DSS Consoles each if required. The maximum DSS Consoles supported by the *Emerald ICE* is 12. Each equipped DSS Console requires one digital port therefore the total number (system capacity) of speakerphones possible is reduced by one for each DSS console installed.

Expansion Boards

Integrated voicemail (IVM) Board - Includes 8 channels with up to 120 hours of voicemail recording time. It will be available as both Hard Disk and Flash-based.

T1 PRI Board - [Future Feature]

VoIP Gateway Board - [Future Feature]

Time Slots:

PCM - 32 time slots x 4 Highways (128 voice channels) TDM 64 Time Slots (data processing) Customer Database memory protection 300 hours via on-board lithium battery (no charging required)

Ports:

CO/PBX/Centrex Lines: - 24

Digital Stations: - 46

Standard Single Line Telephones: - 18

DTMF Receivers: One dedicated per single line telephone port.

DTMF Senders: Unlimited. (DTMF signal generation is derived from the core system tone resource. Tone combinations are available as needed.)

Contacts: 1 LBC can be programmed as associated to a CO line, Music on Hold, or Paging or dialed by an extension to actuate the contact.

Conference circuits: 8 - 4 party conference circuits.

DISA circuits: Any number of CO lines may be programmed for DISA operation. (4VAA required for operation.)

System Attendants: 1 Attendant + 1 Alternate per Tenant Group

Tenant Groups: 3

UCD/Hunt Groups: 24

Members per Group: 24

Group Types: UCD or Voice Announcer

Hunting Method: Linear, All Ring or Distributed

Voicemail Groups: 1 per Tenant (uses 1 UCD Group per VM system)

Members (ports): 24

Integration Method: Digital Integrated Voice Systems and In-band (for others)

VM Message Waiting: #    + station number to turn VM button LED on.

VM Control codes: # * 9 6 + station number to turn VM button LED off.

Disconnect Digit(s): 8 digits max.

Subscriber Calling via Intercom: 4 digits max.

Transfers to VM : 4 digits max.

Busy Forward: 4 digits max.

No Answer Forward: 4 digits max.

Direct Call Forward: 4 digits max.

CO Line Recall: 4 digits max.

CO Line Ringing: 4 digits max.

UCD Overflow: 4 digits max.

Record Digits for Voice Recorder function: 4 max.

Delete Digits: 4 digits max.

Suffix for transferred calls: 2 max.

CO Line Loop Current sensing: Interrupt programmable from 50ms to 2500ms.

Paging: 8 Internal Page Extension Groups; 1 External Page Port; 1 Internal All Call; 1 System (Internal/External) All Call;

Speed Dialing: 1000 total bins, dynamically allocated.

200 bins at default allocated for system-wide use.

20 bins at default allocated for extension use (extensions 401-446 only) (50 possible per extension)

16 digits maximum per bin.

Last Number Redial: 16 digits per station

Save Number Redial: 16 digits per station

User Saved Number (Memo Pad): 16 digits per station

Callback request per station: 1

Camp On by a busy station: 1

Stations Camped on to a station: 1

Stations Camped on to a busy line: 1

Message - Executive Notification: 6 preprogrammed;1 personal per station

Message - Executive Preprogrammed: 6 preprogrammed; 1 personal per station

Message Waiting: 40 simultaneous maximum per system (does not affect VM message indications)

Name in Display: 1 per station, 7 characters max.

Class Of Service (COS): 10 (0-9) per Day, 10 (0-9) per Night

Toll Restriction To/From Tables: 100 Tables per tenant, 10 digits per entry, Day and Evening COS assignable per entry per CO Line and Extension.

Forced Verified Account Codes: 600 codes, 2-8 digits max., each assigned a COS.

Call Pick Up Groups: 8 Extension Groups.

Station Lock Password: 4-8 digits per extension.

DB Programming Password: 8 digits (“_____” at default).

System Reminder Alarm: 8 time settings per Tenant Group.

Station Alarm: 1 per station repeating or one time.

Ring Schemes: 8

Distinctive Ring Tones: 8 per station.

External Call Forward: Via Extension Call Forward settings.

Electrical Specifications

AC Power Source: Dedicated 117/230vac + 15%, 47-63Hz single phase

Power consumption: 1.5A maximum @ 120vac (180 watts)

Power Supply Fuse:

AC enter: 2A 250v

DC output: 1A 125v

Idle Channel Noise: -74 dB

Cross Talk Attenuation: 75 dB (@ 1kHz)

Ringling Sensitivity: 40v RMS 25 Hz

Ringer Equivalence Number: 1.5

CO Line Signaling: DTMF amplitude (-5 dB,-7 dB) +- 2 dB, @ approx. 2 Vpp

Pulse Dialing ratio 60/40 @ 10 PPS

Music source / Background Music: 0 dBm at 600 ohm enter impedance; 1/8th inch phono jack

Contact rating (Option Module LBC): 1A @ 30VDC; 0.5A @ 90VAC 30Hz; 1/8th inch phono jack

External Page Port: 0 dBm at 600 ohms; 1/8th inch phono jack

Environmental Data

Operating Temperature: 0° to 40° C, 32° to 95° F

Recommended Operating Temperature: 70° to 78° F

Storage Temperature: 32° to 104° F

Operating Relative Humidity: 5% to 90% (non-condensing)

Heat Dissipation (BTU): 300

Wiring Data

Deluxe/Standard Model Telephones (Distance measures in linear feet of cable from KSU to phone):

26 AWG - 255m (850 ft.)

24 AWG - 425m (1416 ft.)

22 AWG - 700m (1983 ft.)

Standard Single Line Telephone (Distance measures in linear feet of cable from KSU to SLT):

26 AWG - 195m (650 ft.)

24 AWG - 340m (1133 ft.)

22 AWG - 476m (1586 ft.)

Signaling Data

DTMF Dialing mode:

Frequency deviation: + 1%

Rise time: 3ms

Duration of DTMF signal: programmable 50-150ms (70ms default)

Inter-digit time: programmable 50-150ms (70ms default)

VM Port DTMF duration: programmable 60-150ms (120ms default)

VM Port Inter-digit time: programmable 60-150ms (120ms default)

Pulse Dialing mode:

Pulse dial rate: 10 pulses per second

Pulse Make/Break ratio: 60/40

Internal Audible Signals

	<u>Frequency</u>	<u>Cadence</u>
<i>CO Line Ringing:</i>		
Scheme 0	N/A	300ms On, 400ms Off, 300ms On, 4 seconds Off
Scheme 1	N/A	1 second On, 3 seconds Off
Scheme 2	N/A	1 second On, 3 seconds Off
Scheme 3		follows ring cadence of Ring Scheme selected
Scheme 4		follows ring cadence of Ring Scheme selected
Scheme 5		follows ring cadence of Ring Scheme selected
Scheme 6		follows ring cadence of Ring Scheme selected
Scheme 7	SLT bell	follows ring cadence of Ring Scheme selected
Distinctive 1		
Distinctive 2		
Distinctive 3		
Distinctive 4		
SLT		

	<u>Frequency</u>	<u>Cadence</u>
<i>Intercom Ringing:</i>		
Scheme 0	N/A	1 second On, 3 seconds Off
Scheme 1	N/A	1 second On, 3 seconds Off
Scheme 2	N/A	300ms On, 400ms Off, 300ms On, 4 seconds Off
Scheme 3		follows ring cadence of Ring Scheme selected
Scheme 4		follows ring cadence of Ring Scheme selected
Scheme 5		follows ring cadence of Ring Scheme selected
Scheme 6		follows ring cadence of Ring Scheme selected
Scheme 7	-SLT bell-	follows ring cadence of Ring Scheme selected
Distinctive 1		
Distinctive 2		
Distinctive 3		
Distinctive 4		
SLT		
<i>Message Wait Callback:</i>		follows ring cadence of Ring Scheme selected

The *Emerald ICE* can be configured with single or dual cabinets.

- Minimum (612): 6 CO lines + 10 digital +2 analog stations (single cabinet)
- Maximum (1232): 12 CO lines + 22 stations + 10 SLT (single cabinet)
 - ...or (1628): 12 CO lines + 4VoIP channels + 22 stations + 6 SLT (single cabinet)
- Growth with second cabinet: can be expanded to (1840), including 18 CO lines + 22 stations + 18SLT...
 - ...or (2464), including 24 CO lines + 46 stations + 18SLT
 - ...or (2852), including 24 CO lines + 4 VoIP channels + 46 stations + 6 SLT
 - ...or (4052), including 12 CO lines + 24 T1/PRI channels + 4 VoIP channels + 46 stations + 6 SLT Only one VoIP gateway is allowed in cabinet 1.
- Only one 6CO board installation is allowed when T1/PRI is equipped in 2nd Cabinet.

The following combinations with different configurations can be generated:

1. First cabinet - Maximum: equipped with 7 boards (including VAA/IVM on CCB) CCB + (610+2)(6CO+10EKT+2SLT) + 6CO + 12EKT + 4SLT + 4SLT + VoIP gateway .

Possible configurations for cabinet-1 are shown below.

Table 2-1 Cabinet-1 Configurations

Configuration (CO/Extension)	MSU 612, i.e. 6CO, 10EKT, 2SLT)	6CO Board (6CO)	12EKT Board (12EKT)	4SLT Board (4SLT)	VoIP Gateway (4 Channels)
612 (Default)	1				
616	1			1	
620	1			2	
624	1		1		
628	1		1	1	
632	1		1	2	
1212	1	1			
1216	1	1		1	
1220	1	1		2	
1224	1	1	1		
1228	1	1	1	1	
1232	1	1	1	2	
1012	1				1
1016	1			1	1
1020	1			2	1
1024	1		1		1
1028	1		1	1	1
1032	1		1	2	1
1612	1	1			1
1616	1	1		1	1
1620	1	1		2	1
1624	1	1	1		1
1628	1	1	1	1	1
1632	1	1	1	2	1

**NOTE:**

The IVM board can be substituted for the VAA card on the CCB for more user-friendly call administration.

**NOTE:**

VoIP Gateway provides four more ports for the user to make VoIP calls through the Internet simultaneously.

2. Second Cabinet - Maximum: equipped to use 6 boards (base board is included by default for PCB interconnection).

Base + 6CO + 12EKT + 6CO + 12EKT

...or Base + 6CO + 12EKT + 6CO + 12 EKT + 4SLT + 4SLT

...or Base + T1/PRI + 12EKT + 12EKT

...or Base + T1/PRI + 6CO + 12EKT + 12EKT

...or Base + T1/PRI + 6CO + 12EKT + 12EKT+ 4SLT + 4SLT

Possible configurations for cabinet-2 are shown below.

Table 2-2 Cabinet-2 Configurations

Configuration (CO/Extension)	6CO Board (6CO)	12EKT Board (12EKT)	T1/PRI Board (24 Channels)	4SLT Board (4 Analog)
6CO	1			
12CO	2			
4SLT				1
8SLT				2
12EKT		1		
24EKT		2		
604	1			1
608	1			2
612	1	1		
616	1	1		1
620	1	1		2
624	1	2		
628	1	2		1
632	1	2		2
1204	2			1
1208	2			2
1212	2	1		
1216	2	1		1
1220	2	1		2
1224	2	2		
1228	2	2		1
1232	2	2		2
24-Channels			1	
2404			1	1
2408			1	2

Configuration (CO/Extension)	6CO Board (6CO)	12EKT Board (12EKT)	TI/PRI Board (24 Channels)	4SLT Board (4 Analog)
2412		1	1	
2416		1	1	1
2420		1	1	2
2424		2	1	
2428		2		1
2432		2		2
3004	1			1
3008	1			2
3012	1	1		
3016	1	1		1
3020	1	1		2
3024	1	2		
3028	1	2		1
3032	1	2		2

3 Basic Programming

3.1 General

Programming the *Emerald ICE* for the various features is executed using a Deluxe Model Telephone or the *RMP* (Remote & Maintenance Programming) application on a PC. Programming with a Deluxe Model Telephone is accomplished using a specifically applied series of key entries used in conjunction with the digital telephone display. Programming using the *RMP* is accomplished using the Microsoft Windows based application to program with check boxes, drop down selection lists and fill in entries.

Deluxe Telephone Programming Access

Emerald ICE programming using the Deluxe Telephone set begins by accessing the programming database. Follow the procedures outlined in the illustration below to access the *Emerald ICE* Deluxe telephone programming features. Once the password has been authenticated, you can begin programming.

Figure 3-1 Deluxe Telephone Programming Access

Any Deluxe Model Telephone:

- Input Database Administration Feature access code:
PGM # *
- Input password: # # # # # # # # "#####" is the default (factory) password.
- Then press: **show**
- You're in!
bks* save chg ← This is the Code Sequence entry screen. Press **VOLUME A** any time to return here.
Enter the Code Sequence and then press **save** to advance directly to that data item and menu position.
Or, just press **save** to start the menu.

Enter the TKS programming mode at a Deluxe Telephone is as easy as 1, 2, 3... (left side).
Use the Code Sequence to jump to the database item you want to change. Code Sequences are listed along the left side on each page to allow you to navigate to that data item.
Or, just press **save** at the code input screen to advance into the menu tree. Use **back**, **next**, and **show [item]** to navigate the menu.

Menu Hierarchy

Programming menus on the Deluxe Telephone are organized using specific sequences of key entries that are discussed throughout the chapters in this manual. Specific index numbers, represented by the first two digits of the sequence represent different types of programming. For example, a programming sequence **03-31-01** would indicate Call Handling Programming - Calls - Outgoing. This would represent outgoing call programming. The following table indicates the types of programming indicated by the first 2 digits in any given programming sequence.

Table 3-1 **Index Number and Programming Type**

INDEX NUMBER	TYPE OF PROGRAMMING
01	Extension Programming
02	Trunkline Programming
03	Call Handling Programming
04	System Resource Programming
05	Restriction Programming
06	Extension Application Programming
07	CO Line Application Programming
08	System Application Programming

Programming menus are organized similarly to those of the **RMP** which is discussed herein.

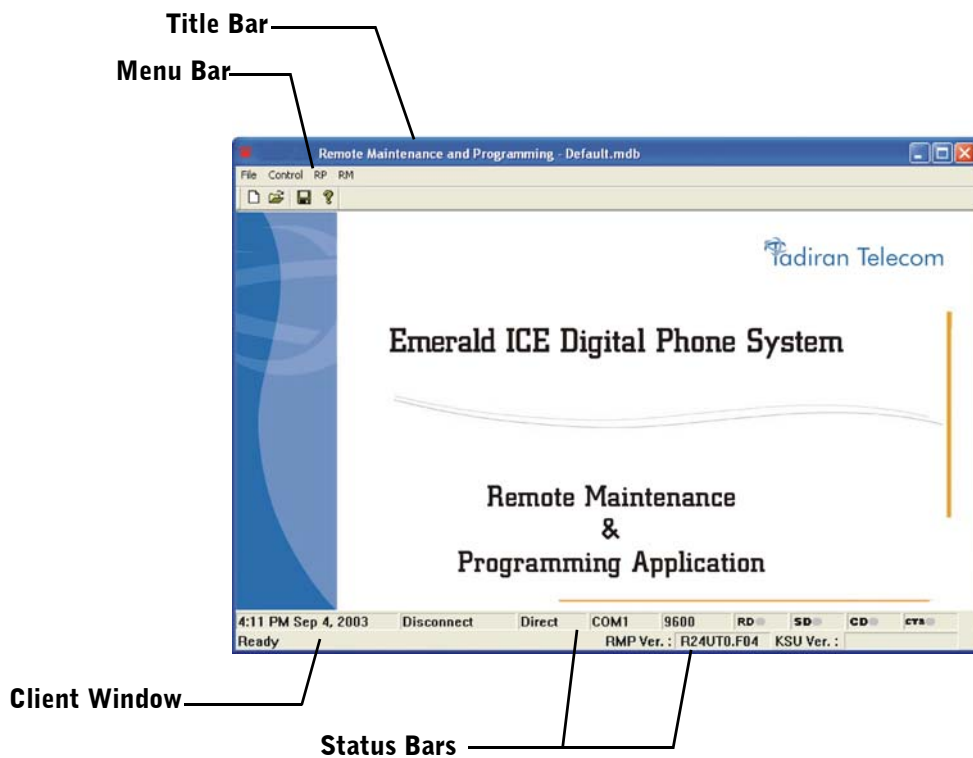
About the RMP

The **RMP** or **Remote & Maintenance Programming** application is a Windows-based application used to program a database with specific, programmable *Emerald ICE* features, loaded onto the system and executed in conjunction with the system software.

The application features easy-to-use submenus featuring check boxes, drop down lists, radio buttons and convenient text fields used to program the various *Emerald ICE* screens resident on the application. These screens are described briefly within the following subsections with specific programming instructions provided in the following chapters of this manual.

All programming screen are accessed from the *RMP Main Menu* as shown below in *Figure 3-2*.

Figure 3-2 RMP Main Menu



RMP Layout

To make the *RMP* clear and easy to operate, the *RMP* provides a Windows-based, Graphic User Interface (GUI) which can be run using Windows 98/NT/XP.

RMP's Main Window contains five areas:

- Title bar
- Menu bar
- Client Window
- Status Bars

A brief description of the functionality of each component is provided below, whereas the detailed specification of the functions of the *RMP* will be described in the chapters herein.

Title Bar

The Main Window's Title Bar displays "*Remote Maintenance & Programming - Untitled*" if the *RMP* is invoked without a file name. The active file name will replace "*Untitled*" once it has been saved and given a new name. When the application is run, it opens a new document, therefore "*Untitled*" is displayed. If the user opens an existing database, the database name will replace "*Untitled*" in the title bar.

Menu Bar

This is where users perform most of the functions provided by the *RMP*. Clicking on a menu item will pull down a menu list. In several cases the menu selection could have sub-menus.

Client Window

The only purpose of the Client Window is to display the logo and the version information.

Status Bars

Two Status Bars are provided to present the real-time status of *RMP*. The upper part is Communication Port Status Bar, and the other is Message Status Bar.

RMP Menu Hierarchy

All programming screens are accessed from the *RMP Main Menu* and the subgroups that are accessed from the toolbar.

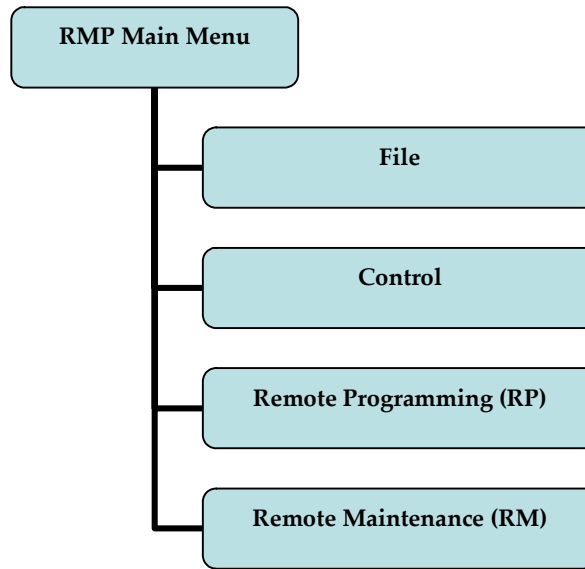


NOTE:

The top of each of the programming screen windows that are accessed from the *RMP Main Menu* display the route and title of each of the submenus.

The *RMP Main Menu* tree with the main submenus is shown below in *Figure 3-3*.

Figure 3-3 RMP Menu Hierarchy



The main programming submenus are accessed from either the *Remote Programming (RP)* group or the *Remote Maintenance (RM)* group.

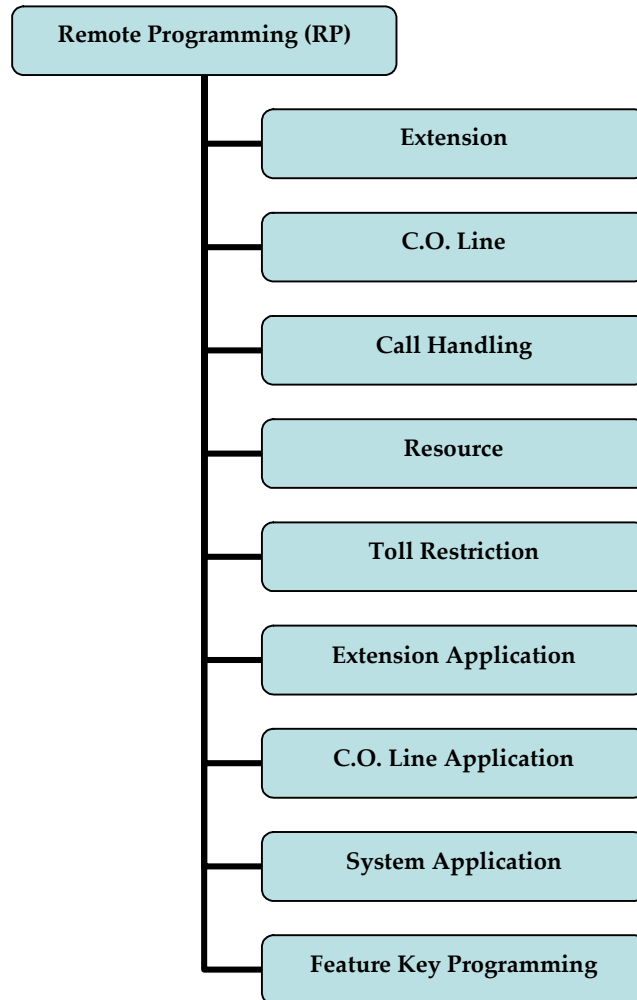
The *File* and *Control* groups are used mainly for administrative purposes including saving or opening databases, converting databases, connecting with the *Emerald ICE System* from a PC and setting the system time.

Remote Programming Screens Subgroup (RP)

The **Remote Programming** subgroup of programming screens features access to all of the non-Maintenance related programming. These programming screens are shown below in *Figure 3-4*.

Basic descriptions and general usage for each of the subscreens shown below are provided in the subsections herein. The specific programming instructions are provided within each of the following chapters.

Figure 3-4 Remote Programming Subgroup of Programming Screens

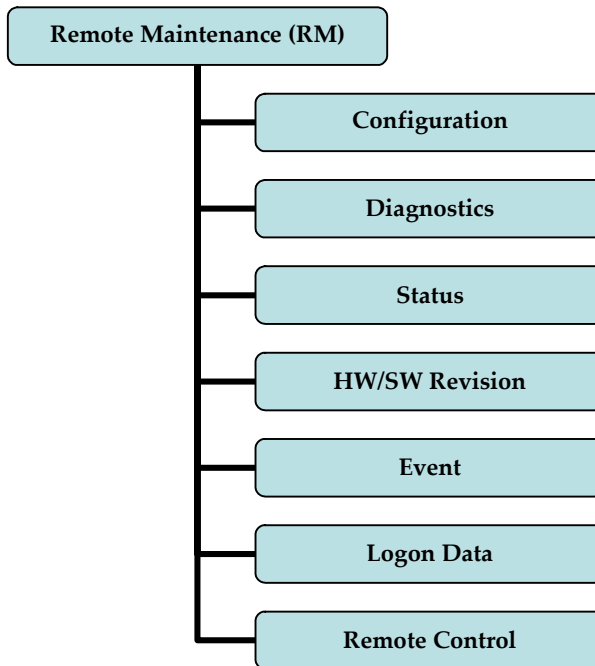


Remote Maintenance Programming Screens (RM) Subgroup

The *Remote Maintenance Programming Screens (RM)* subgroup. This features programming screens used in programming all of the maintenance features of the *Emerald ICE*. These programming screens are shown below in *Figure 3-5*.

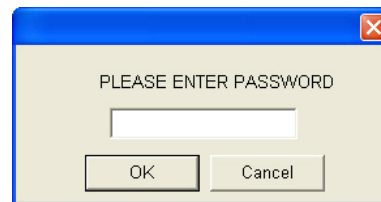
Basic descriptions and general usage for each of the subscreens shown below are provided in the separate subsections herein. The specific programming instructions are provided within each of the following chapters.

Figure 3-5 Remote Maintenance Programming Screens (RM)

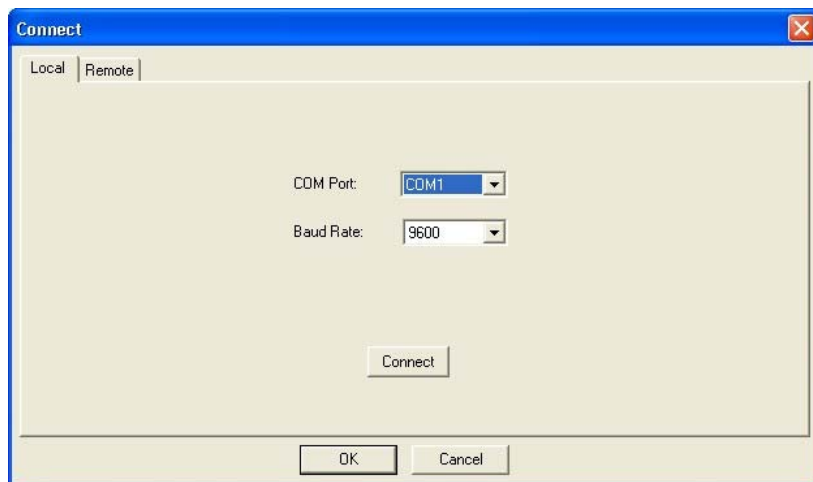


Accessing the RMP

1. Enter the database by clicking on the *ICE* icon on your Windows desktop or by selecting *ICE* from the Windows Start Menu. The *RMP Main Menu* will be displayed as shown in *Figure 3-2*.
2. Select *Connect* on the *RMP Menu Bar*. A Password entry screen will appear as shown below:



3. Enter a password in the dialog box and click the *OK* button. (The default password is 8 spaces.) The following will be displayed:

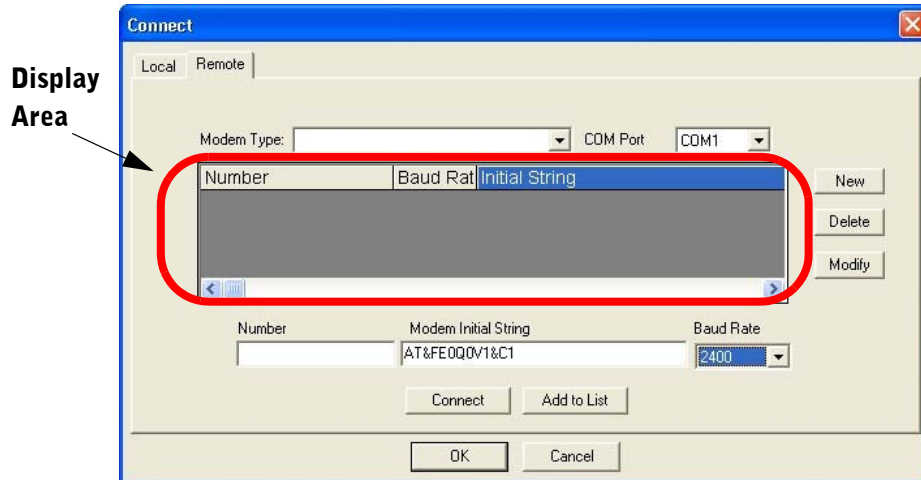


Local Connection

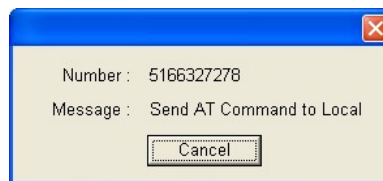
4. With the *Local* tab selected, connection with a local pc via serial cable is possible. Verify the *COM Port* and use the dropdown list to select. Verify the *Baud Rate*: of the connection and use the dropdown list to select. Click on the *OK* button to connect to the *Emerald ICE*.

Remote Connection

5. With the **Remote** tab selected, connection with the *Emerald ICE* using a modem connection is possible. Click on the **Remote** tab to display the following:



6. In the **Modem Type** field, select the modem to use. The corresponding modem **COM Port** will appear in the **Com Port** field. Further, the **Modem Initial String** will appear in the **Modem Initial String** field.
7. Select a **Baud Rate** for communications using the **Baud Rate** drop-down list.
8. Enter a 10-digit Modem Telephone Number in the **Number** field.
9. Click on the **Add to List** button and the modem information will be displayed in the **Display Area** of the window.
10. Repeat steps 6 through 8 to add additional modems.
11. To connect with the **RMP**, click on the **Connect** button. A connect-progress window will be displayed as shown below. The connect process will time-out in 10 seconds if a connection is not established. If a connection cannot be made after a second attempt, repeat these procedures from step 5, verifying **Modem Type**, **Modem Initial String** and **Baud Rate**.



Sending Modifications to the Database

1. After clicking on *Exit*, the *RMP* will prompt you to save your changes to the Database. Press *N* to abort changes and leave all data unchanged or *Y* to save changes. If you selected *Y* for yes, you will then be prompted "*File Exists, Override?*" If you select *N* for no, you will abort the changes and leave all of the existing data unchanged.
2. Continue making other programming changes or exit the *RMP*.

4 Installation

4.1 Installation Outline

Optimum system operation and the best overall experience for the users of the *Emerald ICE* telephone system is assured when the following installation guidelines are followed. Doing so will streamline the process and reduce or eliminate the potential of experiencing problems while bringing the *Emerald ICE* on-line.

1. Plan the installation, including the Key Service Unit (KSU1 & KSU2) and Main Distribution Frame (MDF) location, MDF, Electronic Key Telephone (EKT) station locations, Direct Station Selection (DSS) console locations, station cable runs, and optional equipment.
2. Prepare the correct tools and supplies. (UTP telephony grade cable/wiring. Miscellaneous telephony hardware; 66M1-50 blocks, modular jacks, etc.)
3. Run *Emerald ICE* extension cable/wiring for EKT, DSS consoles and analog devices (FAX machines, modems, etc.) from the MDF to each location. (Wiring topology is referred to as “star-wiring” or “home-run” configuration; no cable should loop from one telephone location to another.)
4. Run cable/wiring to any optional equipment, such as external paging equipment, loud bell signaling devices, music sources, etc.
5. Mount the MDF backboard and attach the “punch-down” (66) terminal block(s) on the backboard. This documentation adheres to traditional installation practices of telephony equipment using a dedicated MDF with 66 block wiring field to promote full serviceability of the system and connections using proven techniques.
6. Terminate extension cables on modular jack assemblies at the terminal locations.
7. Mount the KSU(S) on the MDF backboard. Mounting template provided.
8. Ground KSU1 (and KSU2 if equipped) to a known “good” earth ground.

9. Install optional expansion boards; 6CO Board(s), 12EKT Board, 4SLT Board(s), inside the KSU as required.
10. Install optional feature boards (4VAA or Voicemail Board) inside KSU1 as required.
11. Route 25-pair, Unshielded Twisted Pair (UTP) telephone grade cable through the appropriate KSU opening for EKT and CO line port interface connections.
12. Route ancillary device cabling through the appropriate KSUL opening and terminate as required (music source, printer/computer for Remote Maintenance and Programming (RMP), Station Message Detailed Recording (SMDR), external paging equipment, analog devices, door phones etc.).
13. Using single-pair Cross-Connect (jumper wire); connect the various port terminations of the KSU(s) from the *Emerald ICE* 66M1-50 blocks to the USOC termination point for CO lines to be connected to the system and station cables for extensions to be connected to the system.

 **NOTE:**

Whenever possible use of Bridging Clips are recommended for the connection of CO Lines. This allows the individual Central Office (CO) circuits to be disconnected for servicing while not affecting the other CO resources of the system. We recommend ordering an RJ21-X for USOC termination of CO Lines. This provides a convenient point of interface and location for bridging clips.

 **NOTE:**

Using Bridging Clips on station port wiring is not recommended since this introduces a connection point that is not required. Service for any one extension can be actuated via the jumper wire of that extension without affecting any other station/extension ports/EKTs.

14. Install the terminal instruments (EKTs and DSSs) and any optional terminal equipment, such as Door Phones or analog devices.

 **NOTE:**

*The following steps are referred to as Initialization. This process must be completed to assure that the *Emerald ICE* system “boots up” properly with factory settings and to set the baseline of operation for system memory.*

15. Locate the Cold Start/Normal option strap on the CCB Board inside KSU1. Move the Cold-Start/Normal (RAM memory battery backup) strap from the factory set "Cold Start" position to the "Normal" position. This critical step is detailed again in the "Power Up Initialization" topic at the end of this chapter.

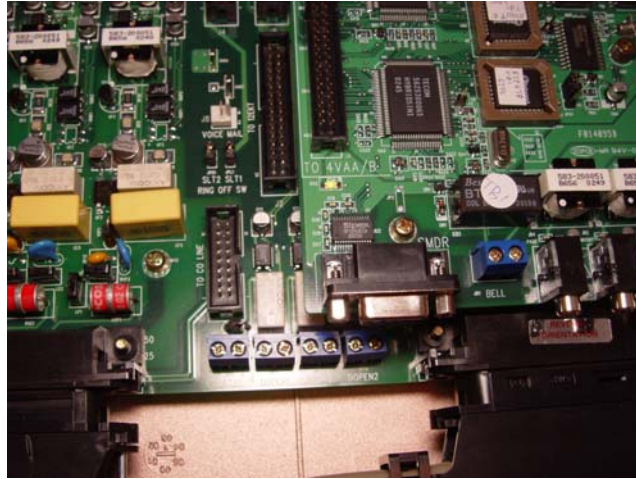


16. Plug the AC power cord into the dedicated AC outlet and power up the *Emerald ICE* system by operating the AC power switch to the "ON" position.

 **NOTE:**

When KSU1 and KSU2 are both installed, it is important to power both KSUs simultaneously. When power is changed - ON or OFF - operate the power switch on both KSUs together.

17. Observe the System Status LED on each KSU next to the power switch. This LED follows LED DA2 on the CCB (Central Control Board) and indicates the status of the main system processor. During the first power-up sequence (Cold-Start strap moved to "Normal" position), default data (factory program) is loaded. A series of flash rates occur during this process. When default is successfully loaded or whenever the system becomes functional following a power failure, the CCB Heart-beat LED and System Status LED maintains a consistent fast flash rate.



The terminal equipment (EKTs and DSSs) should be functional at this time.

Establishing Suitable Environmental Conditions for the System

Place KSU1 (and KSU2 if applicable) within 5 feet (1.5 meters) of an isolated, dedicated, 105-225VAC, 57-63Hz, 15A, single-phase commercial power source.

**NOTE:**

This must be an isolated, dedicated AC circuit for proper operation. All three wires (power, neutral, and ground) must be run separately from the outlet to the breaker panel without being bonded to any other wire or circuit. Do not plug any other equipment into this outlet. To maintain the protection provided by the isolated, dedicated circuit, the length of the AC power cord limits the distance between the KSU and the outlet. Do not use an extension cord.

To protect the system from lightning damage or other AC power line disturbances, a surge protector should be installed.

Select the KSU location to minimize cable run length. Terminal Equipment connected to the system must not exceed specified limits (see Specifications).

The location selected should not expose the KSU to direct sunlight, high humidity, heat, dust, or strong magnetic fields (such as those generated by heavy motors, copy machines and some kitchen appliances).

**NOTE:**

The Emerald ICE system must be installed in a climate controlled environment. When equipped with optional voice processing equipment, the system takes on the characteristics of a mechanically driven computing storage device. (A computer with a hard disk drive.)

**NOTE:**

This equipment cannot function in environments above 95 degrees Fahrenheit ambient temperature.

The MDF should consist of a 3/4-inch plywood TMB (Telephone Mounting Board) large enough to mount all hardware and equipment allowing all components ample space for adequate ventilation and servicing. Allow additional room for external apparatus, if used.

For cooling purposes, ample air space of 10cm (4") at the top, bottom, left and right sides should be provided for each KSU.

SMDR/SMDA output device(s) must be placed within 50 feet (15 meters) of the KSU (limited by RS-232C standard wiring practices).

The computing equipment should be located in a climate-controlled room adhering to the Environmental Specifications (see: "Specifications").



NOTE:

When installing the KSU and station instruments, allow a sufficient margin for error in case of air conditioning failure, routine maintenance, plant shutdown, etc. As a general rule, if conditions are suitable for office personnel, they are also suitable for the KSU computing device and terminal equipment operation. A properly controlled environment will help to extend the operating life of the equipment.

Product Safety Specification Governing Telephone Equipment - UL 1459

- Never install telephone wiring during a lightning storm.
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch non-insulated telephone wires or terminals unless the telephone line has been disconnected at the network's interface.
- Use caution when installing or modifying telephone lines.

Tools and Supplies

- Assemble the correct supplies and tools to install the *Emerald ICE* as it is intended.
- Use UTP (Unshielded, Twisted-Pair) three or four pair cable to run from the MDF (Main Distribution Frame) to all station terminals (EKT, DSS Consoles and analog devices).
- Digital terminals only need one twisted pair to operate. (Additional pairs are always recommended to allow for future potential uses e.g. Facsimile machines and modems.)
- Six conductor modular jack assemblies for all station terminals.
- Standard punch-down terminal block(s) (66Ml-50 type) as required.
- Twenty-five (25) pair UTP cable fitted with male gender AMP-type connectors at one end (typically referred to as "pig-tails"). The quantity of these cables is determined by the equipment installed. The basic configuration requires two 25-pair cables.
- AC voltage surge/spike protector.
- Standard telephone hand tools and mounting hardware for the KSU(s), MDF backboard, punch-down terminal block(s), modular jack assemblies, etc.

Preparing the Main Distribution Frame

The Main Distribution Frame (MDF) is the point at which the KSU, terminal equipment, CO lines, and miscellaneous equipment are connected to one another. It is extremely important that the connections be made carefully and accurately. The MDF is where the KSU is located.

Assembling the MDF

Follow these steps to assemble the MDF.

1. Mount a sufficiently sized 3/4-inch plywood TMB (Telephone Mounting Board) at the proper location for use as the MDF termination and equipment mounting board.
2. Plan the layout of all required MDF components allowing for expansion. This may include: KSU1, KSU2, 66MI-50 termination blocks, cable fastening hardware, and miscellaneous third-party communications equipment (paging equipment, etc.).
3. Locate the Telco provided CO/Centrex lines at the DEMARC (Demarcation) and extend them to the MDF location.
4. Locate a suitable, known-good earth ground preferably within 10 feet of the MDF and route a #10 AWG grounding wiring from the point of grounding to the MDF for connection to the KSU. (See photo example.)

Install all terminal device wiring (telephone cabling) and route to the MDF location for termination.

5. Mount all equipment and termination hardware as required to complete interconnection of terminal devices and KSU ports.

KSU Components and Installation

The Key Service Units (KSU) are shipped in their own protective master carton and contain the following components:

KSU1

- 1 Mounting Template
- 1 System Installation & Maintenance Manual (this book)
- 1 Quick Start-up Guide
- 1 Pocket Guide
- Standard 612 Board equipped with 6 CO Line ports 10 digital extension ports, Two Analog Device ports/Door Phone ports and 1 CO Line PF (Power Failure) port.
- Standard CCB (Central Control Board)
- 1 hardware packet

KSU2

- 1 mounting template
- 1 Expansion Cabinet equipped with Base Board
- 1 hardware packet

Open the carton(s) and verify that all items are complete and undamaged. Remove all packing material and store for future use in the event that return shipment is required.

Mounting the KSU

Follow these instructions to mount the KSU.

1. Select a suitable location for the KSU1 considering that the expansion (KSU2) may be installed at the same time or sometime in the future. KSU1 and KSU2 may be mounted such that they are side-by-side or mounted one above the other. The ventilation and mounting provisions of each KSU allow them to be mounted horizontally or vertically. Refer to the pictures for examples of how the KSU(s) may be mounted.





2. Using the mounting template as a guide, mark the two (2) mounting screws locations on the TMB for the mounting position preferred.
3. Pre-drill two (2) screw holes and install the two, pan-head No. 10 screws (supplied) into the backboard with a screwdriver. The screw heads should protrude about 2cm from the backboard plywood surface.

4. Lift the KSU over the two screws allowing the screws to extend into the



KSU slotted mounting holes. As the KSU is allowed to rest in place on the mounting screws it will slip over the screw shanks until the top of the slot is reached. Properly installed, the KSU cover will swing open to the bottom or to the right side depending on horizontal or vertical mounting. Appropriate spacing should be considered for the swing of the cover such that it can be opened sufficiently to perform work inside the cabinet.

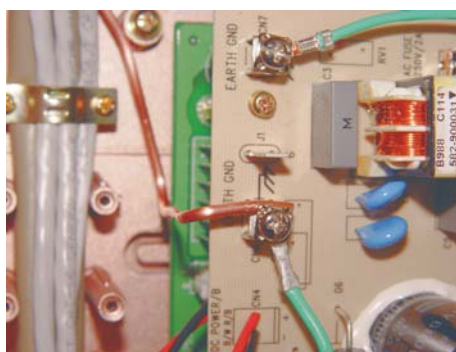


NOTE:

It is very important that the KSU be correctly mounted to allow proper power supply heat dissipation. KSU1 and KSU2 are intended to be wall mounted only. Mount each KSU using the slotted mounting holes as they were intended to assure compliance with this important heat-dissipation requirement.

Ground the KSU.

Extend Earth Ground into the KSU(s) using #10AWG wire. Terminate the grounding wire onto the ground lug provided there. A “known good” earth ground must be connected. Examples of good earth grounds are:



- Cold water pipe - where the pipe is known not to have plastic or PVC insulators in-line.



- Ground Rod - where the grounding rod is known to meet local electrical specifications for grounding rod installation. The grounding rod in the photo is 2.5m (10ft) long.



Battery Connections (System Battery Back Up)

Connection of an external battery back up source is optional. Use the chart of Power Consumption of Components Installed in the Specifications section to determine the required battery supply necessary to maintain system functionality for the duration desired at this site. Use the following to install System Back-Up Batteries:

The battery charging board is mounted at the Power Supply voltage regulator

CAUTION !

Danger of explosion if battery is incorrectly replaced!

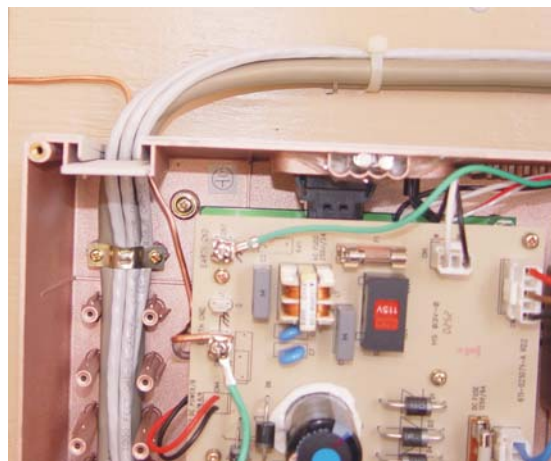
Replace only with the equivalent type recommended by the manufacture. Dispose of used batteries according to the battery manufacturer's instructions.

MDF (Main Distribution Frame)

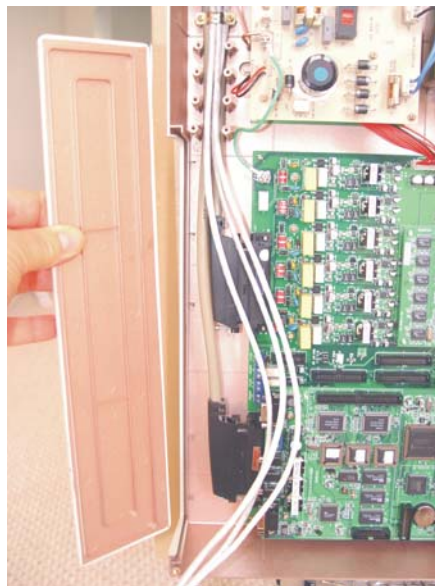
The various ports of the *Emerald ICE* are extended to the MDF using industry standard 4, 12, and 25 pair UTP (Unshielded Twisted Pair) cable. Inside the KSU pairs are terminated using screw terminal posts, modular ended crimping connectors and AMP-type Male gender connectors. These cables are then routed out of the KSU to the 66M1-50 blocks for termination and jumper-wiring there. The installer has choices when completing these connections and it is left to the installer's discretion to use the most suitable industry standard wiring practice for the particular installation. In the examples of this manual, standard 66M1-50 connectors are used. The following example illustrates a two-cabinet installation with the KSUs mounted vertically and side by side.



MDF cables are routed out of the KSU through the opening in the corner of the KSU housing. A cable restraint clamp is provided and may be used to secure cables at that point.



When routing cables to the appropriate connector in the KSU the Removable Access Panel can be temporarily removed to allow easy access to the various KSU connections.



NOTE:

Important! Replace the Removable Access Panel after all connections have been made. The panel is required to be in position to comply with FCC regulations.

The 66M1-50 is split into a left half and right half for wiring terminations.

Each row is conductive between the left two columns and the right two columns. This is the source of the term “Split 50.”

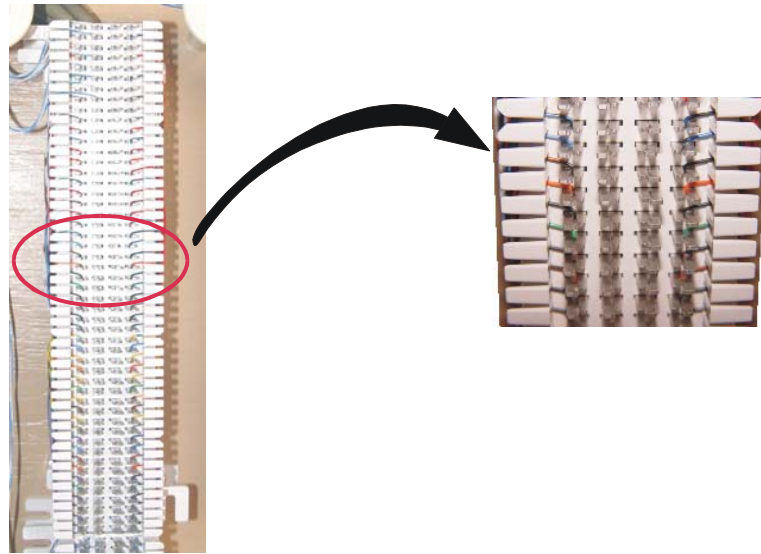
Terminate cable pairs from the KSU and from telephone locations on outer column pins, one lead only per pin. NEVER terminate two wires on one pin! This is referred to as “double-punching” and causes poor connection of wires on the terminal.

66M1-50 Pinouts

Emerald ICE boards equipped with 25 pair AMP-type cable connectors are:

- KSU1 612 Board
- 12EKT
- KSU2 Base Board

Refer to the chart on pages 12 and 13 for pinout designations per cable pair for each board type and associated connector.



25 Pair Cable			KSU1 - 612 - JCP1			KSU1 - 612 - JCP2			KSU1 - 12EKT ⁽¹⁾ - JCP1			
Pair	Pin	Color Code	Port ID		Default DIR #	Port ID		Default DIR #	Port ID		Designation	
			KSU	Slot	Port	KSU	Slot	Port	KSU	Slot	Port	
1	26	WH/BL	1	1	700	1	1	1	401	1	2	EKT 1 DIR
1	1	BL/WH	1	1	700	1	1	1	401	1	1	EKT 1 DIR
2	27	WH/OR	1	1	701	1	2	2	402	1	2	EKT 2 DIR
2	2	OR/WH	1	1	701	1	1	1	402	1	1	EKT 2 DIR
3	28	WH/GR	1	1	702	1	3	3	403	1	3	EKT 3 DIR
3	3	GR/WH	1	1	702	1	1	1	403	1	2	EKT 3 DIR
4	29	WH/BN	1	1	703	1	4	4	404	1	4	EKT 4 DIR
4	4	BN/WH	1	1	703	1	1	1	404	1	3	EKT 4 DIR
5	30	WH/SL	1	1	704	1	5	5	405	1	5	EKT 5 DIR
5	5	SL/WH	1	1	704	1	1	1	405	1	4	EKT 5 DIR
6	31	RV/BL	1	1	705	1	6	6	406	1	6	EKT 6 DIR
6	6	BL/RV	1	1	705	1	1	1	406	1	7	EKT 6 DIR
7	32	RV/OR	1	6	706	1	7	7	407	1	8	EKT 7 DIR
7	7	OR/RV	1	6	706	1	1	1	407	1	7	EKT 7 DIR
8	33	RV/GR	1	6	707	1	8	8	408	1	9	EKT 8 DIR
8	8	GR/RV	1	6	707	1	1	1	408	1	8	EKT 8 DIR
9	34	RV/BN	1	6	708	1	9	9	409	1	10	EKT 9 DIR
9	9	BN/RV	1	6	708	1	1	1	409	1	9	EKT 9 DIR
10	35	RV/SL	1	6	709	1	10	10	410	1	11	EKT 10 DIR
10	10	SL/RV	1	6	709	1	1	1	410	1	10	EKT 10 DIR
11	36	BL/BL	1	6	710	1	11	11	423	1	11	EKT 11 DIR
11	11	BL/BL	1	6	710	1	1	1	423	1	12	EKT 11 DIR
12	37	BL/GR	1	6	711	1	12	12	424	1	12	EKT 12 DIR
12	12	GR/BL	1	6	711	1	1	1	424	1	11	EKT 12 DIR
13	38	BL/BN	1	6	711	1	1	1	424	1	10	EKT 12 DIR
13	13	BN/BL	1	6	711	1	1	1	424	1	9	EKT 12 DIR
14	39	BL/BN	1	6	711	1	1	1	424	1	8	EKT 12 DIR
14	14	BN/BL	1	6	711	1	1	1	424	1	7	EKT 12 DIR
15	40	BL/SL	1	6	711	1	1	1	424	1	6	EKT 12 DIR
15	15	SL/BL	1	6	711	1	1	1	424	1	5	EKT 12 DIR
16	41	YL/BL	1	6	711	1	1	1	424	1	4	EKT 12 DIR
16	16	BL/YL	1	6	711	1	1	1	424	1	3	EKT 12 DIR
17	42	YL/OR	1	6	711	1	1	1	424	1	2	EKT 12 DIR
17	17	OR/YL	1	6	711	1	1	1	424	1	1	EKT 12 DIR
18	43	YL/GR	1	6	711	1	1	1	424	1	1	EKT 12 DIR
18	18	GR/YL	1	6	711	1	1	1	424	1	1	EKT 12 DIR
19	44	YL/BN	1	6	711	1	1	1	424	1	1	EKT 12 DIR
19	19	BN/YL	1	6	711	1	1	1	424	1	1	EKT 12 DIR
20	45	YL/SL	1	6	711	1	1	1	424	1	1	EKT 12 DIR
20	20	SL/YL	1	6	711	1	1	1	424	1	1	EKT 12 DIR
21	46	WL/BL	1	6	711	1	1	1	424	1	1	EKT 12 DIR
21	21	BL/WL	1	6	711	1	1	1	424	1	1	EKT 12 DIR
22	47	WL/OR	1	6	711	1	1	1	424	1	1	EKT 12 DIR
22	22	OR/WL	1	6	711	1	1	1	424	1	1	EKT 12 DIR
23	48	WL/GR	1	6	711	1	1	1	424	1	1	EKT 12 DIR
23	23	GR/WL	1	6	711	1	1	1	424	1	1	EKT 12 DIR
24	49	WL/BN	1	6	711	1	1	1	424	1	1	EKT 12 DIR
24	24	BN/WL	1	6	711	1	1	1	424	1	1	EKT 12 DIR
25	50	WL/SL	1	6	711	1	1	1	424	1	1	EKT 12 DIR
25	25	SL/WL	1	6	711	1	1	1	424	1	1	EKT 12 DIR

KSU1 - 612 - JCP1			KSU1 - 612 - JCP2			KSU1 - 12EKT ⁽¹⁾ - JCP1			
Equipment	Port ID		Default DIR #	Designation	Equipment	Port ID		Default DIR #	Designation
	KSU	Slot	Port			KSU	Slot	Port	
612	1	1	1	CO 1 T	612	1	1	1	EKT 1 DIR
612	1	1	2	CO 1 R	612	1	2	2	EKT 1 DIR
612	1	1	3	CO 2 T	612	1	3	3	EKT 2 DIR
612	1	1	4	CO 2 R	612	1	4	4	EKT 2 DIR
612	1	1	5	CO 3 T	612	1	5	5	EKT 3 DIR
612	1	1	6	CO 3 R	612	1	6	6	EKT 3 DIR
612	1	1	7	CO 4 T	612	1	7	7	EKT 4 DIR
612	1	1	8	CO 4 R	612	1	8	8	EKT 4 DIR
612	1	1	9	CO 5 T	612	1	9	9	EKT 5 DIR
612	1	1	10	CO 5 R	612	1	10	10	EKT 5 DIR
612	1	1	11	CO 6 T (Fax)	612	1	11	11	EKT 6 DIR
612	1	1	12	CO 6 R (Fax)	612	1	12	12	EKT 6 DIR
612	1	6	1	CO 7 T	612	1	6	1	EKT 7 DIR
612	1	6	2	CO 7 R	612	1	6	2	EKT 7 DIR
612	1	6	3	CO 8 T	612	1	6	3	EKT 8 DIR
612	1	6	4	CO 8 R	612	1	6	4	EKT 8 DIR
612	1	6	5	CO 9 T	612	1	6	5	EKT 9 DIR
612	1	6	6	CO 9 R	612	1	6	6	EKT 9 DIR
612	1	6	7	CO 10 T	612	1	6	7	EKT 10 DIR
612	1	6	8	CO 10 R	612	1	6	8	EKT 10 DIR
612	1	6	9	CO 11 T	612	1	6	9	EKT 11 DIR
612	1	6	10	CO 11 R	612	1	6	10	EKT 11 DIR
612	1	6	11	CO 12 T (Fax)	612	1	6	11	EKT 12 DIR
612	1	6	12	CO 12 R (Fax)	612	1	6	12	EKT 12 DIR
612	1	6	13	PF CO 1 T	612	1	6	13	SLT1/DP1 T
612	1	6	14	PF CO 1 R	612	1	6	14	SLT1/DP1 R
612	1	6	15	PF CO 7 T	612	1	6	15	SLT2/DP2 T
612	1	6	16	PF CO 7 R	612	1	6	16	SLT2/DP2 R

Page 1

spare pairs

spare pairs

spare pairs

12EKT⁽¹⁾

612

612

600⁽¹⁾

612

600⁽¹⁾ required

spare pairs

612

SLT1/DP1 T
SLT1/DP1 R
SLT2/DP2 T
SLT2/DP2 R

Pair #	Pin #	Color Code
1	26	WH/BL
1	1	BL/WH
2	27	WH/OR
2	2	OR/WH
3	28	OR/WH
3	3	WH/OR
4	29	WH/BN
4	4	BN/WH
5	30	WH/BL
5	5	BL/WH
6	31	BR/BL
6	6	BL/BR
7	32	BR/OR
7	7	OR/BR
8	33	OR/BN
8	8	BN/OR
9	34	OR/BN
9	9	BN/OR
10	35	BL/BL
10	10	BL/BL
11	36	BL/BL
11	11	BL/BL
12	37	BL/BL
12	12	BL/BL
13	38	BL/BN
13	13	BN/BL
14	39	BL/BN
14	14	BN/BL
15	40	BL/BL
15	15	BL/BL
16	41	YL/BL
16	16	BL/YL
17	42	YL/OR
17	17	OR/YL
18	43	YL/BL
18	18	BL/YL
19	44	YL/BN
19	19	BN/YL
20	45	YL/BL
20	20	BL/YL
21	46	YL/BL
21	21	BL/YL
22	47	YL/BL
22	22	BL/YL
23	48	YL/BL
23	23	BL/YL
24	49	YL/BL
24	24	BL/YL
25	50	YL/BL
25	25	BL/YL

KSU2 - Base Board - JCP1		Port ID	Default DIR #	Designation
Equipment	KSU	Slot	Port	

6CO (2)					2	5	1	712	CO 13 T
					2	5	2	713	CO 14 T
6CO (3)					2	5	3	714	CO 15 T
					2	5	4	715	CO 16 T
Base Board					2	5	5	716	CO 17 T
					2	5	6	717	CO 18 T (req)
6CO (3)					2	6	1	718	CO 19 T
					2	6	2	719	CO 20 T
Base Board					2	6	3	720	CO 21 T
					2	6	4	721	CO 22 T
6CO (3)					2	6	5	722	CO 23 T
					2	6	6	723	CO 24 T (req)

spare pairs

6CO (2) required

6CO (3) required

PF CO 13 R

PF CO 19 T

PF CO 19 R

spare pairs

KSU2 - 12EKT(2) - JCP1		Port ID	Default DIR #	Designation
Equipment	KSU	Slot	Port	

12EKT (2)					2	1	1	425	ERT 1 D1c
					2	1	2	426	ERT 2 D1c
12EKT (3)					2	1	3	427	ERT 3 D1c
					2	1	4	428	ERT 4 D1c
12EKT (2)					2	1	5	429	ERT 5 D1c
					2	1	6	430	ERT 6 D1c
12EKT (3)					2	1	7	431	ERT 7 D1c
					2	1	8	432	ERT 8 D1c
12EKT (2)					2	1	9	433	ERT 9 D1c
					2	1	10	434	ERT 10 D1c
12EKT (3)					2	1	11	435	ERT 11 D1c
					2	1	12	436	ERT 12 D1c

spare pairs

spare pairs

KSU2 - 12EKT(3) - JCP1		Port ID	Default DIR #	Designation
Equipment	KSU	Slot	Port	


12EKT (3)					2	2	1	437	ERT 1 D1c
					2	2	2	438	ERT 2 D1c
12EKT (2)					2	2	3	439	ERT 3 D1c
					2	2	4	440	ERT 4 D1c
12EKT (3)					2	2	5	441	ERT 5 D1c
					2	2	6	442	ERT 6 D1c
12EKT (2)					2	2	7	443	ERT 7 D1c
					2	2	8	444	ERT 8 D1c
12EKT (3)					2	2	9	445	ERT 9 D1c
					2	2	10	446	ERT 10 D1c
12EKT (2)					2	2	11	447	ERT 11 D1c
					2	2	12	448	ERT 12 D1c

spare pairs

5 Phone Extension Programming (01)

5.1 Auto-Record

Description


The system permits eight extensions to have the *Auto-Record* capability. When this feature is enabled for an extension, the system will record all conversations at that extension automatically whenever the user is on an internal/external call. The recording will be deleted automatically after the call is released or placed on hold unless the user presses Voice Recorder button (PGM ) to save the recorded conversation before ending or holding the call. When saved, the conversation is stored in the extension user's mailbox.



NOTE:

The Feature Code PGM  must be programmed under a Feature/DSS button on the Deluxe Telephone to be used with the Auto Record feature.

Outgoing call recording begins after the Call Duration Timer has expired.

Placing a call on hold constitutes completing a call and ends the recording function. If the recorded conversation prior to pressing hold is to be kept, the Voice Record Feature/DSS button must be pressed prior to pressing Hold (.

Auto Record and Voice Record occupy one voice channel on the *Emerald ICE* system during the record operation. This resource consuming function should be deployed with careful consideration of the total available voice mail channels and the overall impact on other voice mail/auto attendant related functions.

Only eight (8) Deluxe Telephones may be assigned for use with the *Auto Record* feature.

Default Settings:

Auto Record is disabled at default for all extensions.

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in Section 3.2.
2. Enter **01-Extension No.-20** (401-456) and then the softkey beneath **save** to advance to the **RECORD ALLOW** programming screen for the selected extension. The display will show the current setting for Record Allow for this extension.
3. Press the softkey beneath **chg** to select **Y/N** (Yes/No). **Y** will set this extension as a Record Allow extension.
4. Press the Volume button (**VOLUME**) to return the **DB Item Select Screen**.
5. Repeat steps 2 through 4 for other extensions.

RMP Programming

1. Access the **RMP** using the procedures described in Section 3.3.
2. Select **RP, Extension** from the toolbar to display the following window.

RP: Extension

Extension: 1:401

CH: B1

DSS Unit: [] DSS Unit: []

DSS Unit: [] DSS Unit: []

Receive Assignment	Line Access Assignment
700:Y	700:Y
701:Y	701:Y
702:Y	702:Y
703:Y	703:Y
704:Y	704:Y
705:Y	705:Y
706:Y	706:Y
707:Y	707:Y
708:Y	708:Y
709:Y	709:Y
710:Y	710:Y
711:Y	711:Y
712:Y	712:Y
713:Y	713:Y
714:Y	714:Y
715:Y	715:Y
716:Y	716:Y
717:Y	717:Y
718:Y	718:Y

Double Clicking Listed Item to change State

Warning Tone

Drop Call Out

Drop Call In

ECF Operation

SMDR Output

Intrusion Active

Intrusion Accept

Intrusion Tone

Feature button Disable

Paging All

Record Allow

OHVA Active

OHVA Accept

*Predefine FWD

Wrong: []

Busy: []

No Ans: []

*Boss-Secretary-Boss

First: [] Second: []

Initialize(FB) Update Close Help

Program the extension(s) for Record Allow:

3. Using the drop-down list in the *Extension* field, select an extension to program.
4. Enable or Disable the *Record Allow* feature by checking or unchecking the *Record Allow* checkbox.
5. Continue other programming or click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

5.2

Call Forward– Extension

.....

Description

There are several *Extension Call Forward* choices:

- *All* – 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, associates office, etc.)
- *Follow Preset* – Invoke call forward at your extension so that it can be changed from another extension.
- *No Answer* – Forward your calls in no answer conditions.
- *External* – Forward your calls to another location or different telephone number. (This feature must be enabled for your extension in database administration.)


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

- Intercom calls only
- Intercom and CO Line (including transferred CO Lines) calls
- CO Line calls only


Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in Section 3.2.

Program an extension for External Call Forward (Index 01-Extension No.-18):

2. Enter **01-Extension No.-18** (for the extension number to program) and press the softkey beneath **save**. This advances to the selected extension **ECF OPERATION** database item.
4. Toggle the softkey beneath **chg** for **Y/N**. Y will allow *External Call Forward* for the extension.
5. Press the Volume button () to return to the *DB Item Select Screen*.

Program the various system External Call Forward parameters:

6. Enter **03-33-01** and press the softkey beneath **save** to advance to the **SERVICE** programming screen for use with *External Call Forward*.
7. Press the softkey beneath **chg** to select the the service mode for when you would like the *External Call Forwarding* programming to be active. Selections can be **ALWAYS, NEVER, DAY, or NIGHT**.
8. Press the softkey beneath **next** to advance to the **TALK TIME** programming screen.
9. Press the softkey beneath **chg** until the desired value displays. Available talk times can be **1-5, 10 or 15** minutes.
10. Press the Volume button () to return to the *DB Item Select Screen*.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, Extension** from the toolbar to display the following window.

The screenshot shows the 'RP: Extension' configuration window. At the top left, the 'Extension' dropdown menu is set to '1:401' and is circled in red. Below it are two columns of lists: 'Receive Assignment' and 'Line Access Assignment', both containing a list of extensions from 700:Y to 718:Y. To the right of these lists are several checkboxes: 'Warning Tone', 'Drop Call Out', 'Drop Call In', 'ECF Operation' (circled in red), 'SMDR Output', 'Intrusion Active', 'Intrusion Accept', 'Intrusion Tone', 'Feature button Disable', 'Paging Allow', 'Record Allow', 'OHVA Active', and 'OHVA Accept'. Further right are several dropdown menus for 'Day Class', 'Evening Class', 'Monitor Class', 'Tenant Group', 'Pickup Group', 'Paging Group', and 'Port Type'. At the bottom, there are buttons for 'Initialize(FB)', 'Update', 'Close', and 'Help'.

Program the extension with the ability to use External Call Forward:

1. Using the drop-down list in the **Extension** field select an extension to program.
2. Click on the **ECF Operation** checkbox to to enable or disable the **External Call Forward** features for the extension selected.
3. Click on the **Update** button, follow the prompts and repeat steps 1 through 3 for other extensions, as necessary.
4. Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Program the various system External Call Forward parameters:

1. Access the *RMP* using the procedures described in *Section 3.3*.
2. Select *RP, Call Handling, Timing* from the toolbar to display the *Call Handling, Timing (Part 1)* window. Click on the *More* button to display the following:

The screenshot shows a window titled "RP: Call Handling - Timing (Part 2)". The "External Call FWD" section is highlighted with a red circle. It contains the following settings:

- Service: Always
- Talk Time: 5 Min.

Other sections in the window include:

- Automatic Redial:** Attempts: 2 Times, Interval: 60 Sec., Waiting Time: 15 Sec.
- SLT Hook Flash:** Start: 200 Ms., End: 1000 Ms.
- VM Dialing Ratio:** Tone Time: 90 Ms., Inter-Digit Tone: 90 Ms.
- Warning Tone:** Outgoing Call: 5 Min., Incoming Call: 5 Min.
- Hold Recall:** Hold Recall SLT: 1.0 Min., Hold Recall EXT: 1.0 Min.
- Dialing Ratio:** Inter-Digit: 800 Ms., Tone Time: 70 Ms., Break Time: 60 Ms.

Buttons at the bottom: Update, Initialize(F8), Close, Help.

3. Using the drop-down lists for *Service:* and *Talk Time:* in the *External Call FWD* section of the programming window, select the service mode for when you would like the *External Call Forwarding* programming to be active. Selections can be *Always, Never, Day, or Night*.
4. Select the allowable *External Call Forwarding* talk times using the drop-down list in the *Talk Time* field. Available selections can be *1-5, 10* or *15* minutes.
5. Continue other programming or click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

Class of Service – Extension

Description

The system provides eight (8), Classes of Service (COS) for assignment of outside line dialing-privileges. Each extension may be assigned one Day-COS and one Night-COS. The Extension COS is primarily used for restriction and control of long distance dialing. Toll restriction tables allow customized dialing privileges to be assigned to any or all COS.

System Speed Dial is specially linked with an extension's COS such that all speed dial numbers may override toll restriction programming if designated to do so in Call Handling programming.

Default Settings:

Class of Service – Day = 0 for all Extensions. (Range is 0-7.)

Class of Service – Night = 0 for all Extensions. (Range is 0-7.)

Restriction – Toll Restriction – Interval 001 is set for all calls allowed and all COS (0-7). (See Toll Restriction for specific programming of the toll tables.)



NOTE:


“Night” in Deluxe telephone programming is the same as “Evening” in RMP programming

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in Section 3.2
2. Enter **01-Extension No.-05** and press the softkey beneath **save** to advance to the **DAY CLASS** programming screen to program the extension's Day COS. (0-7.)

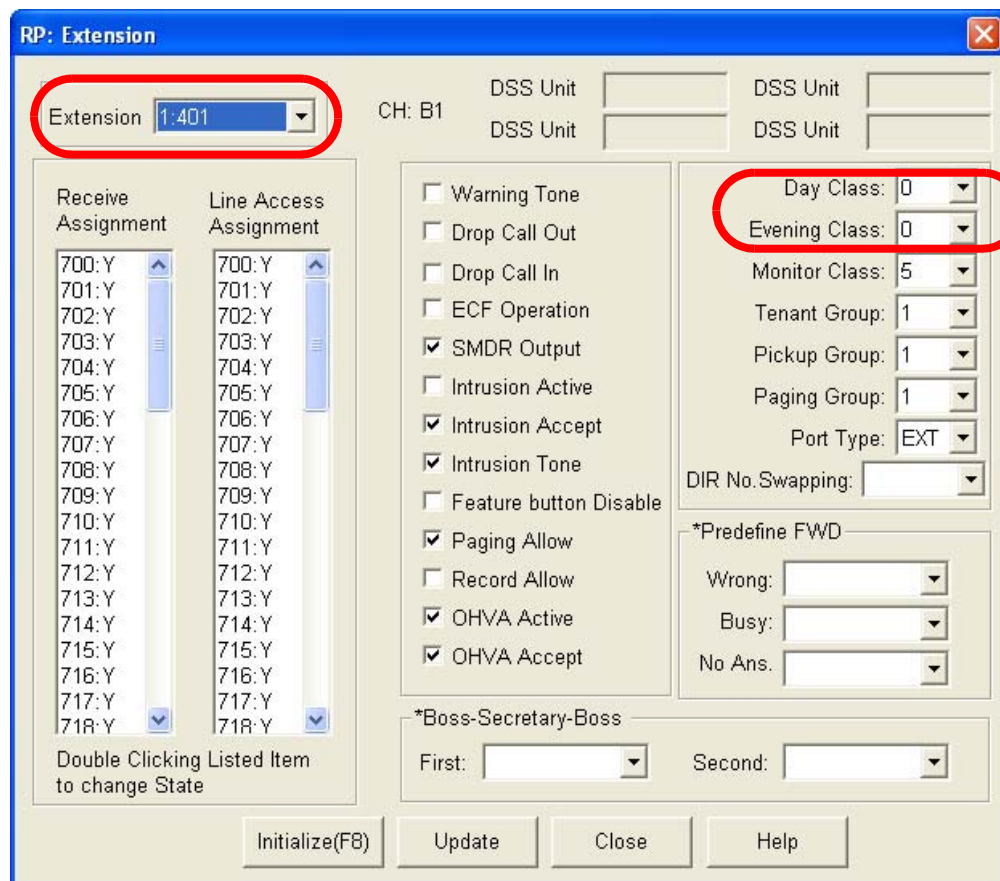
Or...

3. Enter **01-Extension No.-05** and press the softkey beneath **save** to advance to the **NIGHT CLASS** programming screen to program the extension's Night COS. (0-7.)
4. Press the softkey beneath **chg** to change either the **DAY** or **NIGHT** COS until the desired COS displays.

- When all changes are complete, press the Volume button () to return to the *DB Item Select Screen* or exit programming.

RMP Programming

- Access the *RMP* using the procedures described in *Section 3.3*.
- Select *RP, Extension* from the toolbar to display the following window.



- Using the drop-down list in the *Extension* field, select an extension to program.
- Using the drop-down lists in the *Day Class* and *Evening Class* fields, select a *Day Class: COS* and/or an *Evening Class: COS* for the *Extension* selected using the drop down lists in the respective fields.
- Click on the *Update* button, follow the prompts and repeat steps 3 through 5 for other extensions, as necessary.
- Continue other programming or click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

5.4 CO Line Assignment


Description

CO Line Assignment is the *Emerald ICE* system utility used to assign CO Lines to extensions for out-calling access. The *Emerald ICE* system allows the assignment of CO Lines to extensions in a matrix fashion such that complete flexibility is possible. Each CO Line may be assigned individually as accessible or not accessible by each extension.


Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in Section 3.2.

Program extensions for CO Line Access. (01-Extension No.-23-01-16):

2. Enter **01-Extension No.-23-CO Line** and press the softkey beneath **save**. This advances to the **LINE ASSIGNMENT** programming screen for the extension and CO line selected.
3. Toggle the softkey beneath **chg** for **Y/N**. Selecting **Y** will allow access on the CO line.
4. Press the Volume button () to return to the *DB Item Select screen* and enter another extension and CO Line.

Or...

6. Press the softkey beneath **back** or the softkey beneath **next** to select the previous or next sequential CO Line for the selected extension.
7. Press the softkey beneath **chg** until the desired values are displayed.
8. When finished programming CO Line Access, press the Volume button () to return to the *DB Item Select Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, Extension** from the toolbar to display the following window.

RP: Extension

Extension: 1:401

CH: B1

DSS Unit: [] DSS Unit: []

DSS Unit: [] DSS Unit: []

Receive Assignment	Line Access Assignment
700:Y	700:Y
701:Y	701:Y
702:Y	702:Y
703:Y	703:Y
704:Y	704:Y
705:Y	705:Y
706:Y	706:Y
707:Y	707:Y
708:Y	708:Y
709:Y	709:Y
710:Y	710:Y
711:Y	711:Y
712:Y	712:Y
713:Y	713:Y
714:Y	714:Y
715:Y	715:Y
716:Y	716:Y
717:Y	717:Y
718:Y	718:Y

Double Clicking Listed Item to change State

Warning Tone

Drop Call Out

Drop Call In

ECF Operation

SMDR Output

Intrusion Active

Intrusion Accept

Intrusion Tone

Feature button Disable

Paging Allow

Record Allow

OHVA Active

OHVA Accept

Day Class: 0

Evening Class: 0

Monitor Class: 5

Tenant Group: 1

Pickup Group: 1

Paging Group: 1

Port Type: EXT

DIR No. Swapping: []

*Predefine FWD

Wrong: []

Busy: []

No Ans.: []

*Boss-Secretary-Boss

First: [] Second: []

Initialize(F8) Update Close Help

Program CO Line Access:

3. Using the drop-down list in the **Extension** field, select an extension to program.
4. In the **Line Access Assignment** field, double-click the CO line extensions so that a **Y** is visible next to the line number for each line required for the extension selected.
5. Click on the **Update** button, follow the prompts and repeat steps 3 through 5 for other extensions, as necessary.
6. Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

CO Line Receive Assignment

Description

CO Line Receive Assignment is the *Emerald ICE* system utility used to allow an extension to answer ringing CO Lines. The *Emerald ICE* system allows the Receive Assignment of CO Lines to extensions in a matrix fashion such that complete flexibility is possible. Each CO Line may be assigned individually as a Receive Assigned – Yes or No.

When ringing occurs on a CO Line that is Receive Assigned – No; the LED for the CO Line lights busy while the line is ringing.



Default Settings:

All *Emerald ICE* extensions are Receive Assigned – Yes to all CO Lines.

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in Section 3.2.

Program extensions for the ability to Receive (answer) CO Lines while ringing. (01-Extension No.-24-Co Line):

2. Enter **01-Extension No.-24-CO Line** (CO Line number {01-16}) and press the softkey beneath **save**. This advances to the **RECEIVE ASSIGN - TRK CO TNT** programming screens for the extension and CO Line selected.
 4. Toggle the softkey beneath **chg** for **Y/N.Y** will allow the specified extension to answer CO lines when ringing.
 5. Press the softkey beneath **back** or the softkey beneath **next** to go to the previous or advance to the next CO Line to program for this extension.
- Or...
6. Press the Volume button () to return to the *DB Item Select Screen* and enter the next extension/CO Line to program.
 7. When all changes are complete, press the Volume button () to return to the *DB Item Select screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, Extension** from the toolbar to display the following window.

RP: Extension

Extension: 1:401

CH: B1

DSS Unit: [] DSS Unit: []

DSS Unit: [] DSS Unit: []

Receive Assignment	Line Access Assignment
700:Y	700:Y
701:Y	701:Y
702:Y	702:Y
703:Y	703:Y
704:Y	704:Y
705:Y	705:Y
706:Y	706:Y
707:Y	707:Y
708:Y	708:Y
709:Y	709:Y
710:Y	710:Y
711:Y	711:Y
712:Y	712:Y
713:Y	713:Y
714:Y	714:Y
715:Y	715:Y
716:Y	716:Y
717:Y	717:Y
718:Y	718:Y

Double Clicking Listed Item to change State

Warning Tone

Drop Call Out

Drop Call In

ECF Operation

SMDR Output

Intrusion Active

Intrusion Accept

Intrusion Tone

Feature button Disable

Paging Allow

Record Allow

OHVA Active

OHVA Accept

Day Class: 0

Evening Class: 0

Monitor Class: 5

Tenant Group: 1

Pickup Group: 1

Paging Group: 1

Port Type: EXT

DIR No. Swapping: []

*Predefine FWD

Wrong: []

Busy: []

No Ans.: []

*Boss-Secretary-Boss

First: [] Second: []

Initialize(F8) Update Close Help

3. Using the drop-down list in the **Extension** field, select an extension to program.
4. In the **Receive Assignment** field, double-click the CO line extensions that will be available for pickup by the extension selected so that a **Y** is visible next to the line number for each line selected.
5. Click on the **Update** button, follow the prompts and repeat steps 3 through 5 for other extensions, as necessary.
6. Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Extension Paging Groups

Description

The *Emerald ICE* system provides eight (8) *Extension Paging Groups* per Tenant Group for partitioning the system into separate departments for page announcements.

As an *Extension Paging Group* member, you receive Internal Zone Pages directed to your *Extension Paging Group*.

Default Settings:

Extension – Paging Group 1. (Range is 1-8.)

System Application – Numbering Plan – EXT Page Group = 400-408

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in Section 3.2
2. enter **01-Extension No.-04**, then press the softkey beneath **save** to advance to the **PAGING GROUP** programming screen.
4. Press the softkey beneath **chg** until the Paging Group for the selected extension displays.
5. Press the **HOLD** button to return to the previous menu level or press the Volume button (**VOLUME**) to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, Extension** from the toolbar to display the following window.

RP: Extension

Extension: 1:401

CH: B1

DSS Unit

DSS Unit

DSS Unit

DSS Unit

Receive Assignment	Line Access Assignment
700:Y	700:Y
701:Y	701:Y
702:Y	702:Y
703:Y	703:Y
704:Y	704:Y
705:Y	705:Y
706:Y	706:Y
707:Y	707:Y
708:Y	708:Y
709:Y	709:Y
710:Y	710:Y
711:Y	711:Y
712:Y	712:Y
713:Y	713:Y
714:Y	714:Y
715:Y	715:Y
716:Y	716:Y
717:Y	717:Y
718:Y	718:Y

Double Clicking Listed Item to change State

Warning Tone

Drop Call Out

Drop Call In

ECF Operation

SMDR Output

Intrusion Active

Intrusion Accept

Intrusion Tone

Feature button Disable

Paging Allow

Record Allow

OHVA Active

OHVA Accept

Day Class: 0

Evening Class: 0

Monitor Class: 5

Tenant Group: 1

Pickup Group: 1

Paging Group: 1

Port Type: EXT

DIR No. Swapping:

*Predefine FWD

Wrong:

Busy:

No Ans.:

*Boss-Secretary-Boss

First:

Second:

Initialize(F8) Update Close Help

3. Using the drop-down list in the **Extension** field select an extension to program.
4. Using the drop-down list in the **Paging Group:** field, select a paging group for which you would like the selected extension to be a part of.
5. Click on the **Update** button, follow the prompts and repeat steps 3 through 5 for other extensions, as necessary.
6. Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Extension Pick Up Groups

Description

The system provides eight (8) *Extension Pick Up Groups* per Tenant Group for partitioning the system into separate departments for organized call answering within the department.

As an *Extension of a Pick Up Group*, you may retrieve calls ringing at another extension within the same Pick Up Group. Extension Pick Up Groups are assigned in the Database Programming.

Default Settings:

Extension – Category 1 – Pick Up Group is set to “1.” (Range is: 0-8.)

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in Section 3.2
2. Enter **01-Extension No.-03**, then press the softkey beneath **save**. This advances to the **PICKUP GROUP** programming screen for the selected extension.
3. Press the softkey beneath **chg** until the desired pickup group displays.

To continue programming Pick Up Groups for other extensions:

4. Press the Hold (**HOLD**) button to exit programming for this extension and enter a new extension.
5. Press the softkey beneath **show**.
6. Press the softkey beneath **next** until the database item Pick Up Group displays for this extension.

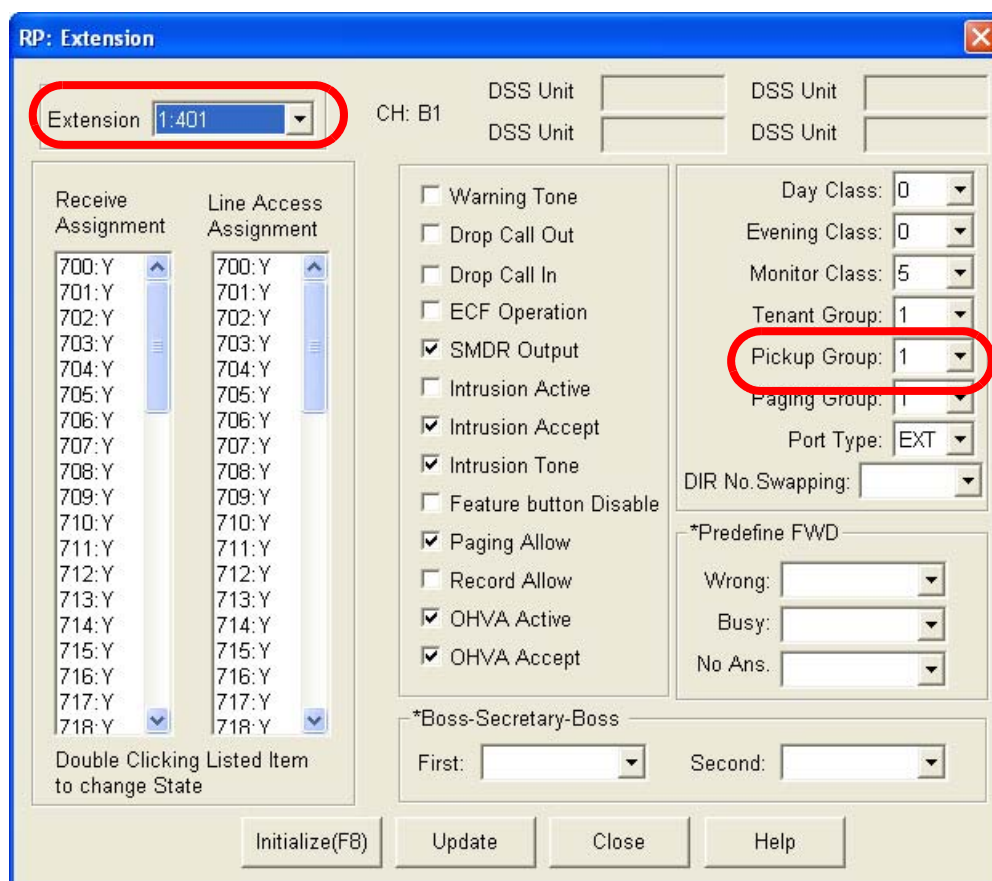
Or...

7. Press the Volume button (**VOLUME**) to return to the *DB Item Select Screen* and enter the extension number and the Pick Up Group item number (**03**).
8. Continue making other programming changes or exit the programming mode.

9. Press the Hold (HOLD) button to return to the previous menu level or press the Volume button (VOLUME) to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the *RMP* using the procedures described in *Section 3.3*.
2. Select *RP, Extension* from the toolbar to display the following window.



3. Using the drop-down list in the *Extension* field, select an extension to program.
4. Using the drop-down list in the *Pickup Group:* field, select a Pick Up Group for which you would like the selected extension to be a part of.
5. Click on the *Update* button, follow the prompts and repeat steps 3 through 5 for other extensions, as necessary.
6. Continue other programming or click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.



Description

As part of the Numbering Plan in the *Emerald ICE* system, extension directory numbers (as defined in the database programming) can be exchanged (swapped) from one port to another. This feature can be used to simplify moves and changes of extensions at any specific location. When extension directory numbers are swapped from one port to another, the associated programming is moved with the extension number.

Default Settings:

N/A

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in Section 3.2
2. enter **01-Extension No.-22**, then press the softkey beneath **save**. This advances to the **DIR NO. SWAPPING** programming screen.
3. Press the softkey beneath **show**.
4. Enter the extension directory number that is to be assigned to this port, then press the softkey beneath **save**. The new directory number is now in operation on this port. The old directory number is now moved to the port where the new number came from.
5. Press the Hold button () to return to the previous menu level or press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, Extension** from the toolbar to display the following window.

The screenshot shows the 'RP: Extension' configuration window. The 'Extension' field is set to '1:401'. The 'DIR No. Swapping' field is highlighted with a red circle. The window includes various settings for call handling, such as Warming Tone, Drop Call Out, and SMDR Output. The 'Receive Assignment' and 'Line Access Assignment' lists show a range of extensions from 700:Y to 718:Y. The 'Boss-Secretary-Boss' section has 'First' and 'Second' dropdown menus. The 'Predefine FWD' section has 'Wrong:', 'Busy:', and 'No Ans.' dropdown menus. The 'Port Type' is set to 'EXT'.

3. Using the drop-down list in the **Extension** field, select an extension to program.
4. Using the drop-down list in the **DIR No. Swapping** field, select a new directory number for this extension. If this directory number was in use at another extension port, that port is immediately reassigned the directory number previously assigned to the port where the swap was invoked.



NOTE:

The directory number must be a valid Extension Directory Number as allocated in System Applications – Numbering Plan 2.

5. Click on the **Update** button, follow the prompts and repeat steps 3 through 5 for other extensions, as necessary.

6. Continue other programming or click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

5.9

Feature Button Disable



Description

This extension option will disable use of the feature button at that extension. This option can be helpful when the telephone is located in an environment where it can easily be tampered with, or where user changes are not desirable.

Default Settings:

Extension – **ftb btn** Disable is set to **N**. (Range is: **Y/N**.)

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in Section 3.2
2. Enter **01-Extension No.-16**, then press the softkey beneath **show** to advance to the **FEATURE BTN** programming screen.
3. Press the softkey beneath **chg** until the appropriate value displays for the selected extension (401-476).
4. Press the Hold button () to return to the previous menu level or press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, Extension** from the toolbar to display the following window.

RP: Extension

Extension: 1:401

CH: B1

DSS Unit

DSS Unit

DSS Unit

DSS Unit

Receive Assignment	Line Access Assignment
700:Y	700:Y
701:Y	701:Y
702:Y	702:Y
703:Y	703:Y
704:Y	704:Y
705:Y	705:Y
706:Y	706:Y
707:Y	707:Y
708:Y	708:Y
709:Y	709:Y
710:Y	710:Y
711:Y	711:Y
712:Y	712:Y
713:Y	713:Y
714:Y	714:Y
715:Y	715:Y
716:Y	716:Y
717:Y	717:Y
718:Y	718:Y

Double Clicking Listed Item to change State

Warning Tone

Drop Call Out

Drop Call In

ECF Operation

SMDR Output

Intrusion Active

Intrusion Accept

Intrusion Tone

Feature button Disable

Paging Allow

Record Allow

OHVA Active

OHVA Accept

Day Class: 0

Evening Class: 0

Monitor Class: 5

Tenant Group: 1

Pickup Group: 1

Paging Group: 1

Port Type: EXT

DIR No. Swapping:

*Predefine FWD

Wrong:

Busy:

No Ans.:

*Boss-Secretary-Boss

First:

Second:

Initialize(F8) Update Close Help

3. Using the drop-down list in the **Extension** field, select an Extension .
4. Enable or disable feature button usage by clicking the checkbox in the **Feature Button Disable:** field.
5. Click on the **Update** button, follow the prompts and repeat steps 3 through 5 for other extensions, as necessary.
6. Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Intrusion - Extension/CO Line

Description

The Intrusion feature allows an initial caller to enter into an existing conversation when the initiator has been programmed to do so.




This feature can be effective for service observing and any time that forcedly entering into a conversation on a CO Line or at another extension may be required.

The Intrusion feature can be initiated on either a busy CO Line or to a busy extension.

Default Settings:

N/A

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in Section 3.2.
2. Enter **01-Extension No.-11** to advance to the **INTRUS. ACTIVE** programming screen.
3. Toggle the softkey beneath **chg** to select **Y/N**. **Y** will allow an initial caller to enter into an existing conversation.
4. Press the  to return to the *Data Base Item Selection Screen*.
5. Repeat steps 2 through 4 for other extensions.
6. Press the  button to return to the previous menu level or press the  to return to the *Data Base Item Selection Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, Extension** from the toolbar to display the following window.

RP: Extension

Extension: 1:401

CH: B1

DSS Unit

DSS Unit

DSS Unit

DSS Unit

Receive Assignment	Line Access Assignment
700:Y	700:Y
701:Y	701:Y
702:Y	702:Y
703:Y	703:Y
704:Y	704:Y
705:Y	705:Y
706:Y	706:Y
707:Y	707:Y
708:Y	708:Y
709:Y	709:Y
710:Y	710:Y
711:Y	711:Y
712:Y	712:Y
713:Y	713:Y
714:Y	714:Y
715:Y	715:Y
716:Y	716:Y
717:Y	717:Y
718:Y	718:Y

Double Clicking Listed Item to change State

Warning Tone

Drop Call Out

Drop Call In

ECF Operation

SMDR Output

Intrusion Active

Intrusion Accept

Intrusion Tone

Feature button Disable

Paging Allow

Record Allow

OHVA Active

OHVA Accept

Day Class: 0

Evening Class: 0

Monitor Class: 5

Tenant Group: 1

Pickup Group: 1

Paging Group: 1

Port Type: EXT

DIR No. Swapping:

*Predefine FWD

Wrong:

Busy:

No Ans.:

*Boss-Secretary-Boss

First:

Second:

Initialize(FB) Update Close Help

3. Click on the **Intrusion Active** check box for the extension to be changed.
4. Click on the **Intrusion Accept** checkbox for the Extension to be changed.
5. Click on the **Intrusion Tone** checkbox for the Extension to be changed.
6. Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Description




The *Emerald ICE* allows users to monitor conversations at other extensions for the purposes of service observance. Monitoring of busy Extensions and CO Lines is possible only at extensions programmed with a Monitor Class of Service that has priority over the Monitor Class of Service of the extension to be monitored.

Since this feature is very similar to Intrusion, it is possible to “shift” between these two features when Monitor has been invoked.

Default Settings:

N/A

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.
2. Enter **01-Extension No.-07**, then press the softkey beneath **save** to advance to the **MONITOR CLASS** programming screen for the extension selected.
3. Press the softkey beneath **chg** until the appropriate **MONITOR CLASS** for this extension displays. **MONITOR CLASS** specifies who can Monitor this extension and who can this extension Monitor. **0** = Most Privileged, **9** = Least Privileged. To Monitor another extension this extension must be more Privileged.
4. Press the  to return to the *Data Base Item Selection Screen*
5. Repeat steps 2 through 4 for other extensions.
6. Press the  button to return to the previous menu level or press the  to return to the *Data Base Item Selection Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, Extension** from the toolbar to display the following window.

The screenshot shows the 'RP: Extension' configuration window. The 'Extension' field is highlighted with a red circle and contains '1:401'. The 'Monitor Class' dropdown is also highlighted with a red circle and is set to '5'. The window includes two columns for 'Receive Assignment' and 'Line Access Assignment' with a list of extensions from 700:Y to 718:Y. A central area contains a list of checkboxes for features like 'Warning Tone', 'Drop Call Out', 'Drop Call In', 'ECF Operation', 'SMDR Output', 'Intrusion Active', 'Intrusion Accept', 'Intrusion Tone', 'Feature button Disable', 'Paging Allow', 'Record Allow', 'OHVA Active', and 'OHVA Accept'. To the right, there are dropdown menus for 'Day Class', 'Evening Class', 'Tenant Group', 'Pickup Group', 'Paging Group', and 'Port Type'. Below these are fields for 'DIR No. Swapping', '*Predefine FWD' (Wrong, Busy, No Ans.), and '*Boss-Secretary-Boss' (First, Second). At the bottom are buttons for 'Initialize(F8)', 'Update', 'Close', and 'Help'.

3. Using the drop-down list in the **Extension** field, select an extension to program.
4. Select the **Monitor Class** from the drop down list. **Monitor Class** specifies who can Monitor this extension and who can this extension Monitor. **0** = Most Privileged, **9** = Least Privileged. To Monitor another extension this extension must be more Privileged.
5. Click on the **Update** button, follow the prompts and repeat steps 3 through 5 for other extensions.
6. Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

5.12 Paging

Description

There are three types of page announcements that can be used.

- **Internal Paging** - to page a group or place a system-wide internal page.
- **External Paging** - to access external ancillary paging equipment. The *Emerald ICE* system is equipped with one external paging port. (That hardware interface which allows the connection of ancillary Public Address (Paging) equipment.) This paging port may be assigned for simultaneous operation with the various system paging resources. That is, when an extension user accesses All Call Page for their Tenant Group, the External Paging Port may be programmed to actuate for that page as well. In addition to this assignment the External Paging Port can also be assigned to actuate with any of the system's 8 Paging Groups.
- **All Call Paging** - to access all paging zones (internal and external).

Paging is one-way only. The Page Allow/Deny setting does not interfere with an extension's ability to make a page or to establish a Meet Me page.



NOTE:

In a Paging Group, extensions may receive announcements to particular Internal Paging Zones based in this setting.

Default Settings:

Extension – Paging Group = 1 for all extensions. (Range is 1-8.)

Extension – Paging Allow = Y for all extensions. (Range is Y/N.)

System Resource – External Pager – Tenant Group = 1. (Range is 1-3.)

System Resource – External Pager – Paging Group 1 = Y. (Range is Y/N.)


System Application – Ext Page Group assigns codes 400-408.

System Application – Ext Pager assigns code 777.



Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in Section 3.2.

Program extensions into Paging Groups:

2. Enter **01-Extension No.-04** and then press the softkey beneath **save** to advance to the **PAGING GROUP** programming screen for the extension selected.
3. Press the softkey beneath **chg** until the desired **PAGING GROUP** number displays.
4. Press the  to return to the *Data Base Item Selection Screen*
5. Repeat steps 2 through 5 for other extensions.

Program External Pager to a Tenant Group and Paging Groups:

6. Enter **04-12-1-01** then press the softkey beneath **save** to advance to the **TENANT GROUP** programming screen .
7. Press the softkey beneath **chg** until the desired **TENANT GROUP** displays. This is the tenant group to which the external pager will be associated.
8. Press the softkey beneath **next** until the **PAGING_GP** to be programmed displays.
9. Toggle the softkey beneath **chg** for **Y/N** for each of the Paging Groups. **Y** will allow the External Pager to be connected for page announcements whenever the selected Page Group is dialed.
10. Press the  button to return to the previous menu level or press the  to return to the *Data Base Item Selection Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3* on *page 3-6*.
2. Select **RP, Extension** from the toolbar to display the following window.

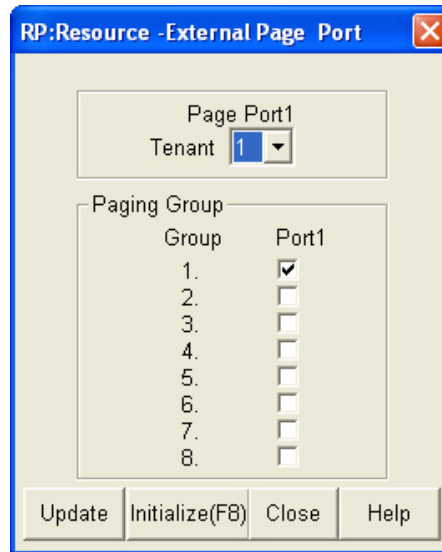
The screenshot shows the 'RP: Extension' configuration window. At the top left, the 'Extension' dropdown menu is set to '1:401' and is circled in red. To its right, 'CH: B1' is displayed. Below the extension dropdown are two columns of lists: 'Receive Assignment' and 'Line Access Assignment', both containing a list of extensions from 700:Y to 718:Y. To the right of these lists are several checkboxes for call handling options: Warning Tone, Drop Call Out, Drop Call In, ECF Operation, SMDR Output (checked), Intrusion Active, Intrusion Accept (checked), Intrusion Tone (checked), Feature button Disable, Paging Allow (checked), Record Allow, OHVA Active (checked), and OHVA Accept (checked). Further right are dropdown menus for Day Class (0), Evening Class (0), Monitor Class (5), Tenant Group (1), Pickup Group (1), and Paging Group (1), with the last one circled in red. Below these are Port Type (EXT) and DIR No. Swapping. At the bottom right, there are sections for *Predefine FWD (Wrong, Busy, No Ans.) and *Boss-Secretary-Boss (First, Second). At the bottom of the window are buttons for Initialize(F8), Update, Close, and Help.

Program extensions into Paging Groups:

3. Select an **Extension** from the drop down list and assign a **Paging Group** from the drop down list.
4. Click on the **Update** button, follow the prompts and repeat step 3 for other extensions.

Program External Pager to a Tenant Group and Paging Groups:

5. Select *RP, Resource, External Page Port* from the toolbar to display the following window. This window is used to assign the page ports to a tenant group and to include them in one or more paging groups.



6. Selecting the *Tenant* from the drop down list to set the values of the *Paging Groups* below.
7. Continue other programming or click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

Description

Recorded Announcement Devices (RADs) are third-party ancillary analog message devices connected to specially programmed analog ports for the purpose of playing announcements while callers wait for their call to be answered.

This call scenario is part of the Unified Call Distribution (UCD) Group call distribution process.

A typical RAD message is, *“Please continue to hold. Your call will be handled in the order in which it was received.”*

The significant advantage of these announcements is the software control of callers waiting in queue for a UCD Agent to become available. A caller can be played messages to assure them that they are still in queue and not forgotten while the system maintains the queue priority.

The *Emerald ICE* enhances this function significantly through the use of integrated RAD messages as part of the voice mail implementation. Whenever the optional *Emerald ICE HD Voice Mail* is installed into the system platform, RAD announcement space is allocated for each of the UCD Group Overflow and Re-route Destinations. This significantly reduces the cost and complexity of applying this function to UCD operation.

When analog RAD devices are used, multiple queued callers will stack in queue for message playback.

When the analog port is available to handle another call the next call in RAD queue hears the recorded message.

When multiple analog RAD devices are required to handle high call traffic, these RAD devices (with the same recording) can be placed into a UCD Group set for Attribute “V.A.” When this is done, the Overflow Destinations and Reroute Destinations are programmed for that UCD Group number, (not the individual analog port numbers connected to the RAD devices).


UCD queued callers who are routed to Overflow Destination – RAD devices remain in UCD queue. When a UCD Agent answers the queued – ringing call, the call is removed from UCD queue and connected to the UCD Agent.

If a UCD queued caller is listening to a RAD message when the Agent answers the UCD call, that call is diverted immediately to the UCD Agent and the RAD device port is released.




Default Settings:

Port Type = EXT (standard extension)

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in Section 3.2.
2. Enter **01-Extension No.-21**, then press the softkey beneath **save**. This advances to the **PORT TYPE** programming screen for the extension selected.
3. Press the softkey beneath **chg** until **PORT TYPE** is displayed.
4. Press the Hold button () to go to the select another extension screen.
5. Enter the extension number to change then press the softkey beneath **show**.
6. Press the softkey beneath **next** until the **PORT TYPE** screen displays.
7. Press the softkey beneath **chg** until the appropriate **PORT TYPE** displays.

Or...

8. Press the Volume button () to return to the *DB Item Select Screen*.
9. Repeat steps 2 through 9 for all extensions to be programmed as Port Type **VA**.
10. Press the Hold button () to return to the previous menu level or press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, Extension** from the toolbar to display the following window.

The screenshot shows the 'RP: Extension' configuration window. The 'Extension' field is set to '1:401' and the 'Port Type' field is set to 'VA'. Both fields are circled in red. The window contains various configuration options for the extension, including checkboxes for features like 'Warning Tone', 'Drop Call Out', 'Drop Call In', 'ECF Operation', 'SMDR Output', 'Intrusion Active', 'Intrusion Accept', 'Intrusion Tone', 'Feature button Disable', 'Paging Allow', 'Record Allow', 'OHVA Active', and 'OHVA Accept'. There are also dropdown menus for 'Day Class', 'Evening Class', 'Monitor Class', 'Tenant Group', 'Pickup Group', 'Paging Group', 'DIR No. Swapping', '*Predefine FWD' (Wrong, Busy, No Ans.), and '*Boss-Secretary-Boss' (First, Second). Buttons for 'Initialize(F8)', 'Update', 'Close', and 'Help' are located at the bottom of the window.

3. Using the drop-down list in the **Extension** field, select an extension to program.
4. Using the drop-down list in the **Port Type:** field, select **VA** as the Port Type for the Extension selected.
5. Click on the **Update** button, follow the prompts and repeat steps 3 through 5 for other extensions.
6. Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Description

This feature allows the system administration to track all incoming and outgoing CO line traffic, chronologically by extension number. Account code data is output for each call record when entered to place a call. SMDR is output from the standard "SMDR" RS232 serial port located on the CCB board. An external serial printer or call accounting device may be connected for permanent record keeping or call cost accounting. Each data record is output within the standard 80-character frame. Data communications is one direction only through the SMDR port and is programmable for data rate (baud rate) in database programming.

Default Settings:

Extension – SMDR Output is set to "Y" (yes). (Range is Y/N.)

Call Handling – SMDR Call Output – Outgoing Call is set to "Y." (Range is Y/N.)

Call Handling – SMDR Call Output – Incoming Call is set to "N." (Range is Y/N.)


Call Handling – SMDR Call Output – Account Code is set to "Y." (Range is Y/N.)

System Resource – Modem & Serial Port – CIL X_Rate is set to "9600." (Range is 1200/2400...19200.)

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in Section 3.2.

Program an extension for SMDR Output:

2. Enter **01-Extension No.-19**, then press the softkey beneath **save**. This advances to the **SMDR OUTPUT** programming screen for the extension selected.
3. Toggle the softkey beneath **chg** for **Y/N**. **Y** will enable SMDR output for the selected extension.
4. Press the Volume button () and repeat steps 2 through 4 for other extensions.

To program the SMDR Call Output – Outgoing Call:

5. Enter **03-31-01**, then press the softkey beneath **save**. This advances to the **OUTGOING CALLS** programming screens for SMDR Output selection

6. Toggle the softkey beneath **chg** for **Y/N**. **Y** enables SMDR output for the extension selected.
7. Press the Hold button (**HOLD**) to exit this programming and return to the previous menu level or press the Volume button (**VOLUME**) to return to the *Database Item Select Screen*.

Program the SMDR Call Output – Incoming Call:

8. Enter **03-31-02**, then press the softkey beneath **save**. This advances to the **INCOMING CALL** programming screen for SMDR selection for Incoming Calls.
9. Toggle the softkey beneath **chg** for **Y/N**. **Y** will enable SMDR for incoming calls on the extension selected.
10. Press the Hold button (**HOLD**) to exit this programming and return to the previous menu level or press the Volume button (**VOLUME**) to return to the *Database Item Select Screen*.

Program the SMDR Call Output – Account Code:

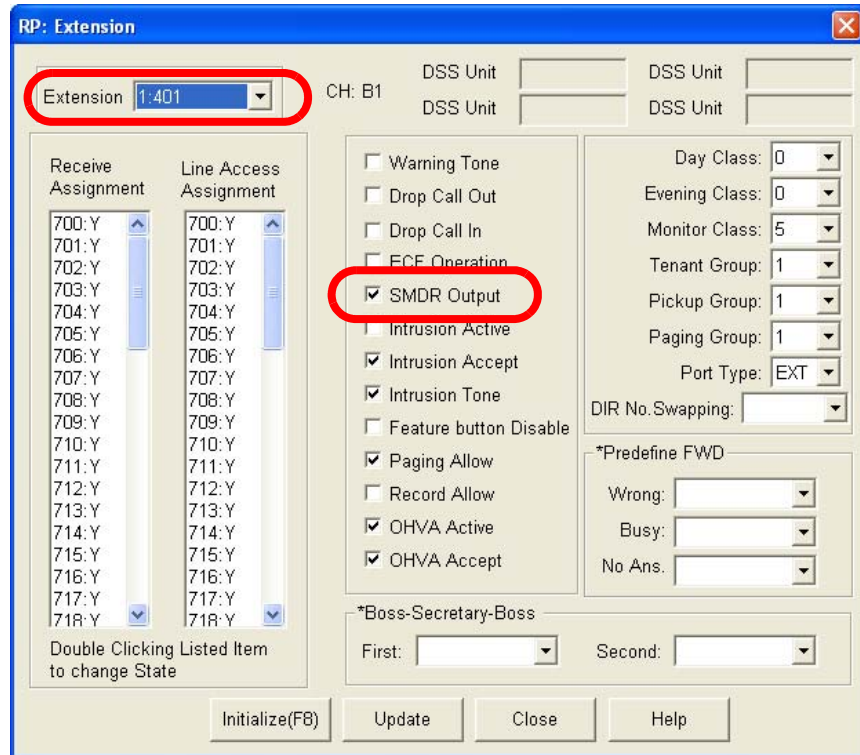
11. Enter **03-31-03**, then press the softkey beneath **save**. This advances to the **ACCOUNT CODE** programming screen for SMDR for Account Codes.
12. Toggle the softkey beneath **chg** for **Y/N**. **Y** will allow output of Account Code data in the SMDR data.
13. Press the Hold button (**HOLD**) to exit this programming and return to the previous menu level or press the Volume button (**VOLUME**) to return to the Database Item Select screen.

Program the (CIL) Call Information Log serial port baud rate (CIL X_RATE):

14. Enter **04-15**, then press the softkey beneath **save**. This advances to the **CIL X_RATE** port transmission rate setting.
15. Press the softkey beneath **chg** to select a transmission rate of **1200/2400-19200**.
16. Press the Hold button (**HOLD**) to exit this programming and return to the previous menu level or press the Volume button (**VOLUME**) to return to the Database Item Select screen.
17. Continue making other programming changes or exit the programming mode.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, Extension** from the toolbar to display the following window.

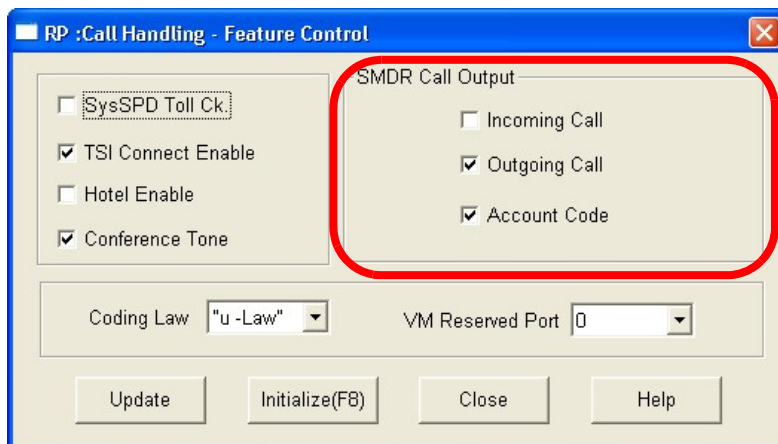


To program an extension for SMDR Output:

3. Using the drop-down list in the **Extension** field, select an extension to program.
4. Clicking on the checkbox in the **SMDR Output** field for the extension enables SMDR output for the extension.
5. Click on the **Update** button, follow the prompts and repeat steps 3 through 5 for other extensions.

Program call logging conditions (Outgoing/Incoming/Account Code):

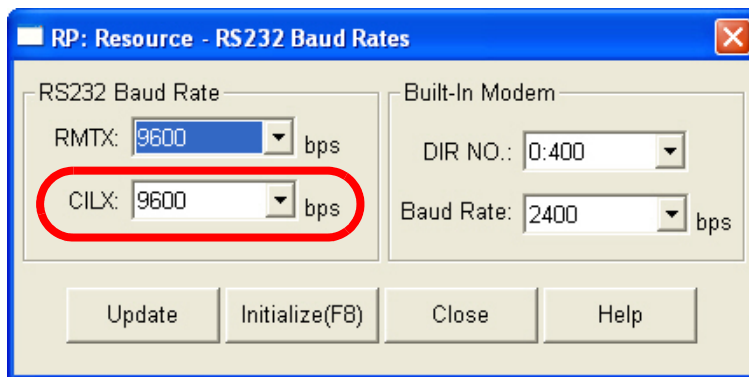
6. Select **RP, Call Handling-Feature Control** from the toolbar to display the following window.



7. To enable call logging for **Incoming/Outgoing/Account Codes**, click on the checkboxes next to the appropriate fields.
8. Click on the **Update** button and follow the prompts to update the database changes.

Program the (CIL) Call Information Log serial port baud rate (CIL X_RATE):

9. Select **RP, Resource, Modem & Serial Port** from the toolbar to display the following window.



8. In the **CILX:** field, use the drop-down list to select the CILX baud rate. The default setting is **9600**. (Range is **1200/2400...19200**.)
9. Click on the **Update** button and follow the prompts to save the database changes.

9. Continue other programming or click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

5.15

Tenant Groups

Description

Tenant Groups allow for separation of system resources such that the *Emerald ICE* system can operate as though two or three separate systems are deployed at one site.

Tenant Group Assignments can facilitate complete isolation of extension functions. When extensions are assigned to their respective *Tenant Group*, calling characteristics between these groups can be customized to prohibit calling from one group to another. Often, full tenanting separations are not required (or desired) to allow isolated functionality of system resources (see CO Line Assignment, CO Line Ring Assignment, CO Line Receive Assignment for ideas on how to isolate system resources without invoking full isolated tenant operations).

Tenant Grouping allows for independent allocation of resource directory numbers. Designated directory numbers for all system resources interact only with the resources allocated to the specific tenant group. An example of this separation is Attendant designations. Attendant extensions are designated for each tenant group and act independently for the assigned tenant group. The designated Attendant Directory Number (usually "0") is used regardless of tenant group assignment. When a tenant group 2 extension dials the Attendant Directory Number, the attendant designated extension for the same tenant group (2) is called.

Default Settings:

Extension – Tenant Group, all extensions are set to Tenant Group 1. (Range is 1-3.)

CO Line – Tenant Group, all CO Lines are assigned to Tenant Group 1. (Range is 1-3.)

Call Handling – Tenant Calling, All Tenant Groups are allowed to dial intercom directory numbers of extensions in all other tenant groups. (Range is Y/N for each calling direction between tenant groups.)

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in Section 3.2.

Program extensions into the tenant group:

2. Enter **01-Extension No.-02**. Then press the softkey beneath **save**. This advances to the **TENANT GROUP** programming screen.
3. Press the softkey beneath **chg** until the desired tenant group for this extension displays.
4. Press the Hold button (**HOLD**) to enter a new extension to program and repeat from step 3 or press the Volume button (**VOLUME**) to return to the **DB Item Select screen**.

Program CO Lines into the tenant group:

5. Enter **02-CO Line No.-02**. Then press the softkey beneath **save**. This advances to the **TENANT GROUP** selection for the CO Line selected.
6. Press the softkey beneath **chg** until the desired tenant group for this CO Line displays.
7. Press the Hold button (**HOLD**) to enter a new CO Line to program and repeat from step 6 or press the Volume button (**VOLUME**) to return to the **DB Item Select Screen**.

Program Tenant Group Calling:

8. Enter **03-30** and then press the softkey beneath **save**. This advances to the **TENANT CALLING** programming screen.
9. Press the softkey beneath **show**.
10. Enter the Tenant Group for which changes are to be made and then press the softkey beneath **show**. The display shows the status of calling allowed settings from this tenant group to the tenant group displayed.
11. Toggle the softkey beneath **chg** for **Y/N**. Select **N** if calling to the tenant group is to be denied.

Or...

12. Press the softkey beneath **next** to skip to the tenant group to program.
13. Press the Hold button (**HOLD**) to return to the previous menu level or press the Volume button (**VOLUME**) to return to the **DB Item Selection Screen** or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, Extension** from the toolbar to display the following window.

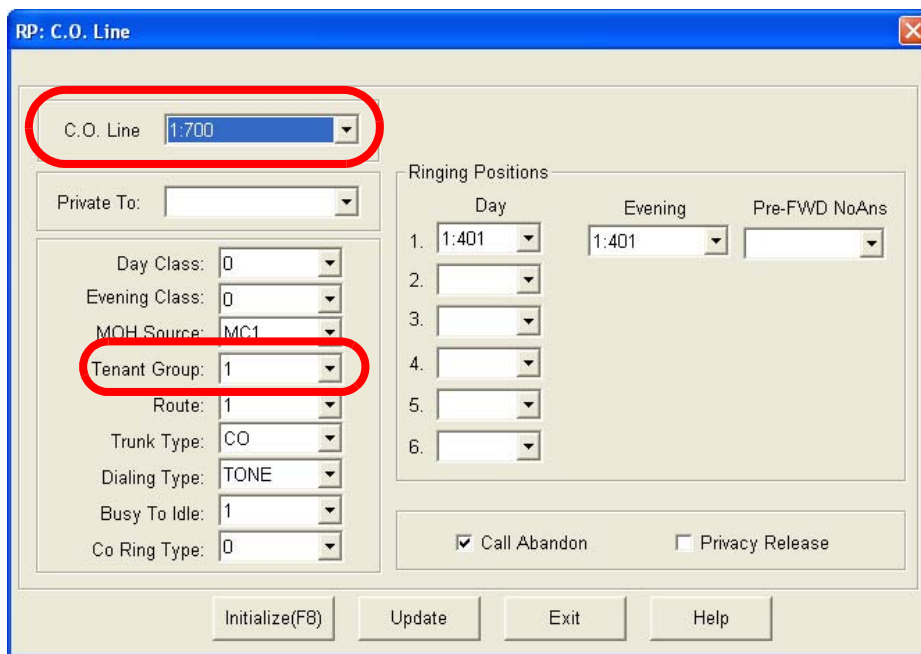
The screenshot shows the 'RP: Extension' configuration window. At the top left, the 'Extension' dropdown menu is set to '1:401' and is circled in red. To its right, 'CH: B1' is displayed. Below the extension field are two columns of lists: 'Receive Assignment' and 'Line Access Assignment', both containing a list of extensions from 700:Y to 718:Y. To the right of these lists are several checkboxes for call handling features, including 'Warning Tone', 'Drop Call Out', 'Drop Call In', 'ECF Operation', 'SMDR Output', 'Intrusion Active', 'Intrusion Accept', 'Intrusion Tone', 'Feature button Disable', 'Paging Allow', 'Record Allow', 'OHVA Active', and 'OHVA Accept'. Further right are dropdown menus for 'Day Class', 'Evening Class', 'Monitor Class', 'Tenant Group', 'Pickup Group', 'Paging Group', and 'Port Type'. The 'Tenant Group' dropdown is also circled in red and set to '1'. Below these are 'DIR No. Swapping' and '*Predefine FWD' sections with dropdown menus for 'Wrong', 'Busy', and 'No Ans.'. At the bottom, there is a '*Boss-Secretary-Boss' section with 'First' and 'Second' dropdown menus. At the very bottom are buttons for 'Initialize(F8)', 'Update', 'Close', and 'Help'.

Program extensions into the tenant group:

3. Using the drop-down list in the **Extension** field, select an extension to program.
4. Using the drop-down list in the **Tenant Group** field, select the Tenant Group in which you'd like the extension to be placed.
5. Click on the **Update** button, follow the prompts and repeat steps 3 through 5 for other extensions.
6. Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Program CO Lines into the tenant group:

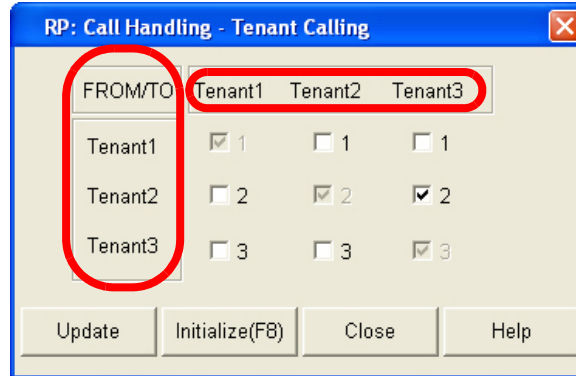
7. Select **RP, CO Line** from the toolbar to display the following window.



8. Using the drop-down list in the **CO Line:** field, select a CO Line to program.
9. Using the drop-down list in the **Tenant Group:** field, select the Tenant Group in which you'd like the CO line to be placed.
10. Click on the **Update** button, follow the prompts and repeat steps 8 and 9 for other CO lines.
11. Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Program Tenant Group Calling:

12. Select **Call Handling, Tenant Calling** from the toolbar to display the following window.



13. Using the appropriate checkboxes, click on each checkbox for which you'd like allowable intercom calling between the Tenant Groups in the **FROM/TO** column with the Tenant Groups to the right.



NOTE:

Checkboxes will be shaded and unavailable in those checkboxes that allow intercom calling within the same Tenant Groups.

14. Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Description

The *Emerald ICE* system allows for the use of UCD Groups as a means of handling high traffic into third-party ancillary RAD devices. Whenever the Overflow destinations of a UCD Group require the use of multiple ancillary devices to handle the call traffic of announcements while callers are in UCD queue, these devices can be “pooled” in a group (available UCD Group) for access. Doing so allows any of the available devices to handle waiting calls with the same announcement.

Default Settings:

Extension Application – Uniform Call Distribution – Attribute = UCD (Range is UCD/V.A.)





Extension Application – Uniform Call Distribution – Members = NULL

Extension – Port Type = “EXT” (Range is EXT/V.A./VM)



Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.

Program Analog Extension port as Type VA:

2. Enter **01-Analog Port Extension No.-21**, then press the softkey beneath **save**. This advances to the **PORT TYPE** programming screen of the extension selected.
3. Press the softkey beneath **chg** to until **VA** is displayed.
4. Press the Hold button () to return to continue programming analog extensions as port type **VA** as required or press the Volume button () to return to the *DB Item Selection Screen* or exit programming.
5. Press the Hold button () to return to the previous menu level or press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

Program the Voice Announcer UCD Group:

7. Enter **06-01-UCD Group-02**, then press the softkey beneath **save** . This advances to the selected UCD Group (01-24) **UCD ATTRIB** programming screen.
8. Press the softkey beneath **chg** until **VA** is displayed.
9. Press the softkey beneath **next**. This advances to the **MEMBER** programming screen for the selected UCD Group.
10. Press the softkey beneath **show**. This advances to the first (of twenty-four) members of this UCD Group.
11. Use the softkey beneath **back** and the softkey beneath **next** to select the UCD Group Member for programming.
12. Press the softkey beneath **chg**.
13. Enter the extension directory number of the analog extension to assign as this VA UCD Group Member.
14. Press the softkey beneath **save**.
15. Repeat from the softkey beneath **next**, the softkey beneath **back** for additional Members.
16. Press the Hold button () when finished entering members or press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, Extension Application**, from the toolbar to display the following window.

The screenshot shows the 'RP: Extension' configuration window. The 'Extension' field is set to '1:401' and the 'Port Type' is set to 'VA'. Both fields are circled in red. The window includes various checkboxes for features like Warning Tone, Drop Call Out, and SMDR Output, as well as dropdown menus for Day Class, Evening Class, Monitor Class, Tenant Group, Pickup Group, and Paging Group. There are also buttons for Initialize(F8), Update, Close, and Help.

Program analog extensions as port type VA:

3. Using the drop-down list in the **Extension** field, select an analog extension to program.
4. Select a port type of **VA** in the **Port Type:** field.
5. Click on the **Update** button, follow the prompts and repeat steps 3 through 5 for other extensions.
6. Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Program the Voice Announcer UCD Group:

7. Select **RP, Extension Application, Uniform Call Distribution** from the **RMP** toolbar to display the following window.

RP: Extension Application - UCD: Parameters

Hunt Group: 1:230

Attribute: UCD Overflow 1 Timer: 0 Sec.

Tenant Group: 1 Overflow 1 Dest.: []

Name: [] Overflow 2 Timer: 0 Sec.

Members: [] Overflow 2 Dest.: []

Hunting Method: Linear Overflow Count: 1 (1-128)

No Answer: 10 Sec. Re-Route Dest.: []

Update Initialize(F8) Close Help

8. Select the Hunt Group number from the **Hunt Group** drop down list to be used as the VA Group. Click on the **Members** button. This will display the **UCD: Members** window as shown below.

RP: Extension Application - UCD: Members

Hunt Group 1:230

UCD Members

1	[]	7	[]	13	[]	19	[]
2	[]	8	[]	14	[]	20	[]
3	[]	9	[]	15	[]	21	[]
4	[]	10	[]	16	[]	22	[]
5	[]	11	[]	17	[]	23	[]
6	[]	12	[]	18	[]	24	[]

Update Initialize(F8) Close Help

9. Using the drop-down lists for any of the 24 possible **UCD Members**, select the extension directory number of the analog extension to be programmed as a member of this UCD Group. Click on the **Close** button on the **UCD: Members** window and follow the prompts to return to the **UCD: Parameters** window.
10. Click on the **Close** button on the **UCD: Parameters** window and on the **Update** button and follow the prompts to save the database changes.

Voice Call Recorder (via voicemail System)


Description

The *Voice Call Recorder* function is directly related to the integrated *Emerald ICE Voice Flash Voicemail* system. This feature allows you to record external (CO Line) conversations. When the Voice Recorder is activated, a connection is established between your extension and the *Emerald ICE Flash Voicemail* system. The conversation is recorded in your extension voice mailbox.

Default Settings:

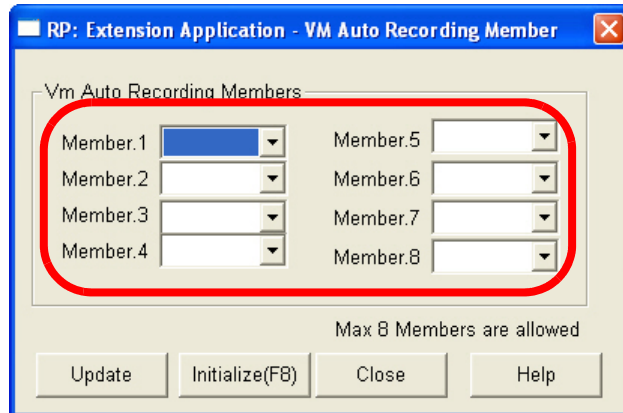
N/A

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*
2. Enter **01-Extension No.-20** and press the softkey beneath **save**. This advances to the **RECORD ALLOW** programming screen for the extension selected.
3. Toggle the softkey beneath **chg** for **Y/N**. **Y** will enable voice recording for the extension selected.
4. Press the Volume button () to return the index entry to program another extension or exit the programming mode.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, Extension Application, VM Auto Recording Member**, from the toolbar to display the following window.



3. Using the drop-down lists for each **Member** field, select an extension to enable recording for that extension number. A maximum of 8 members are allowed.
4. Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Description

The *Emerald Ice* system may be interfaced to a third-party voicemail system via spare analog ports. Doing so occupies these ports and therefore reduces the number of system ports that can be used for the telephones, FAX machines, modems, etc.



Using voicemail greatly enhances the use of the *Emerald ICE* system. Features accessible when voicemail is installed vary depending upon the third-party product connected. Features that the *Emerald ICE* system will accommodate include:







- Automated Attendant
- Extension unique voicemailboxes
- Call Forward to extension voicemailboxes







Default Settings:

N/A







Deluxe Telephone Programming








1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.
2. Enter the code to advance to the specific database programming as described:
 - a. **01-Extension No.-21** (Extension “Port Type” where 401-456 is the analog port) and press the softkey beneath **save**.
 - i. Press the softkey beneath **chg** until the port type **VM** displays for this extension.
 - ii. Press the Hold button () to return to the previous menu level or press the Volume button () to return to the *DB Item Selection Screen* or exit programming.
 - b. **06-01-UCD Group No.-03-01** and press the softkey beneath **save** . This advances to Member #1 of the UCD Group selected.
 - i. Press the softkey beneath **chg**.

- ii. Enter the extension directory of the analog port to program into this Member and press the softkey beneath **save**.
 - iii. Press the softkey beneath **next**.
 - iv. Continue from the softkey beneath **chg** above to program all voicemail ports as members of this UCD Group.
 - v. Press the Hold button () to return to the previous menu level or press the Volume button () to return to the *DB Item Selection Screen* or exit programming.
- c. Enter **06-02-Tenant Group-01** (Voicemail Hunt Group, where 1-3 is the Tenant Group {usually "1"}) and press the softkey beneath **save**. This advances to voicemail Table for Tenant 1 – Hunt Group.
- i. Press the softkey beneath **chg** until the UCD Group to be used as the VM Hunt Group displays. (UCD Group where all of the VM type analog ports are programmed as Members.)
 - ii. Press the softkey beneath **next** to continue programming the various call handling digits (Prefix/Suffix).
 - iii. Press the Hold button () to return to the previous menu level or press the Volume button () to return to the *DB Item Selection Screen* or exit programming.
- d. Enter **6-02-Tenant Group-02-01** (VM Table – Prefix Table – ICM/VM, where 1-3 = Tenant Group) and press the softkey beneath **save**.
- i. Press the softkey beneath **chg**.
 - ii. Enter the required digits to identify this call as originated at the subscriber phone.
 - iii. Press the softkey beneath **save**.
 - iv. Press the softkey beneath **next** to continue programming the various call handling digits (Prefix/Suffix).
 - v. Press the Hold button () to return to the previous menu level or press the Volume button () to return to the *DB Item Selection Screen* or exit programming.
- e. Enter **06-02-Tenant Group-02-02** (VM Table – Prefix Table – Transfer, where 1-3 = Tenant Group) and press the softkey beneath **save**.
- i. Press the softkey beneath **chg**.
 - ii. Enter the required digits to identify this call as transferred to this subscriber MB.

- iii. Press the softkey beneath **save**.
 - iv. Press the softkey beneath **next** to continue programming the various call handling digits (Prefix/Suffix).
 - v. Press the Hold button () to return to the previous menu level or press the Volume button () to return to the *DB Item Selection Screen* or exit programming.
- f. Enter **06-02-Tenant Group-02-02** (VM Table – Prefix Table – Busy FWD, where 1-3 = Tenant Group) and press the softkey beneath **save**.
- i. Press the softkey beneath **chg**.
 - ii. Enter the required digits to identify this call as forwarded from this busy subscriber.
 - iii. Press the softkey beneath **save**.
 - iv. Press the softkey beneath **next** to continue programming the various call handling digits (Prefix/Suffix).
 - v. Press the Hold button () to return to the previous menu level or press the Volume button () to return to the *DB Item Selection Screen* or exit programming.
- g. Enter **06-02-Tenant Group-02-02** (VM Table – Prefix Table – No Answer, where 1-3 = Tenant Group) and press the softkey beneath **save**.
- i. Press the softkey beneath **chg**.
 - ii. Enter the required digits to identify this call as forwarded from this subscriber-no answer.
 - iii. Press the softkey beneath **save**.
 - iv. Press the softkey beneath **next** to continue programming the various call handling digits (Prefix/Suffix).
 - v. Press the Hold button () to return to the previous menu level or press the Volume button () to return to the *DB Item Selection Screen* or exit programming.
- h. Enter **06-02-Tenant Group-02-02** (VM Table – Prefix Table – Direct, where 1-3 = Tenant Group) and press the softkey beneath **save**.
- i. Press the softkey beneath **chg**.
 - ii. Enter the required digits to identify this call as immediately from this subscriber.
 - iii. Press the softkey beneath **save**.

- iv. Press the softkey beneath **next** to continue programming the various call handling digits (Prefix/Suffix).
- iv. Press the Hold button (**HOLD**) to return to the previous menu level or press the Volume button (**VOLUME**) to return to the *DB Item Selection Screen* or exit programming.
- i. Enter **06-02-Tenant Group-02-02** (VM Table – Prefix Table – CO Greeting, where 1-3 = Tenant Group) and press the softkey beneath **save**.
 - i. Press the softkey beneath **chg**.
 - ii. Enter the required digits to identify this call to a specific CO Line.
 - iii. Press the softkey beneath **save**.
 - iv. Press the softkey beneath **next** to continue programming the various call handling digits (Prefix/Suffix).
 - v. Press the Hold button (**HOLD**) to return to the previous menu level or press the Volume button (**VOLUME**) to return to the *DB Item Selection Screen* or exit programming.
- j. Enter **06-02-Tenant Group-02-02** (VM Table – Prefix Table – CO Recall, where 1-3 = Tenant Group) and press the softkey beneath **save**.
 - i. Press the softkey beneath **chg**.
 - ii. Enter the required digits to identify this call as a specific CO Line recalling.
 - iii. Press the softkey beneath **save**.
 - iv. Press the softkey beneath **next** to continue programming the various call handling digits (Prefix/Suffix).
 - v. Press the Hold button (**HOLD**) to return to the previous menu level or press the Volume button (**VOLUME**) to return to the *DB Item Selection Screen* or exit programming.
- k. Enter **06-02-Tenant Group-02-02** (VM Table – Prefix Table – UCD Overflow, where 1-3 = Tenant Group) and press the softkey beneath **save**.
 - i. Press the softkey beneath **chg**.
 - ii. Enter the required digits to identify this call as a UCD Overflow Announcement.
 - iii. Press the softkey beneath **save**.

- iv. Press the softkey beneath **next** to continue programming the various call handling digits (Prefix/Suffix).
 - v. Press the Hold button () to return to the previous menu level or press the Volume button () to return to the *DB Item Selection Screen* or exit programming.
- l. Enter **06-02-Tenant Group-03** (VM Table – Suffix Digit, where 1-3 = Tenant Group) and press the softkey beneath **save**.
- i. Press the softkey beneath **chg**.
 - ii. Enter the suffix digits if required to identify this call as the mailbox owner.
 - iii. Press the softkey beneath **save**.
 - iv. Press the softkey beneath **next** to continue programming the various call handling digits (Prefix/Suffix).
 - v. Press the Hold button () to return to the previous menu level or press the Volume button () to return to the *DB Item Selection Screen* or exit programming.
- m. Enter **06-02-Tenant Group-03** (VM Table – Record Digit, where 1-3 = Tenant Group) and press the softkey beneath **save**.
- i. Press the softkey beneath **chg**.
 - ii. Enter the digits required to active recording in this mailbox.
 - iii. Press the softkey beneath **save**.
 - iv. Press the softkey beneath **next** to continue programming the various call handling digits (Prefix/Suffix).
 - v. Press the Hold button () to return to the previous menu level or press the Volume button () to return to the *DB Item Selection Screen* or exit programming.
- n. Enter **06-02-Tenant Group-03** (VM Table – Delete Digit, where 1-3 = Tenant Group) and press the softkey beneath **save**.
- i. Press the softkey beneath **chg**.
 - ii. Enter the digits required to delete the current recording in this mailbox.
 - iii. Press the softkey beneath **save**.
 - iv. Press the softkey beneath **next** to continue programming the various call handling digits (Prefix/Suffix).

- vi. Press the Hold button () to return to the previous menu level or press the Volume button () to return to the *DB Item Selection Screen* or exit programming.
- o. Enter **06-02-Tenant Group-03** (VM Table – Disconnect Digit, where 1-3 = Tenant Group) and press the softkey beneath **save**.
 - i. Press the softkey beneath **chg**.
 - ii. Enter the digits required to force disconnect of the active port.
 - iii. Press the softkey beneath **save**.
 - iv. Press the softkey beneath **next** to continue programming the various call handling digits (Prefix/Suffix).
 - v. Press the Hold button () to return to the previous menu level or press the Volume button to return to the *DB Item Selection Screen* or exit programming.
- p. Enter **03-34-01** (VM Dialing Ratio – Tone Time) and press the softkey beneath **save**. This advances to **VM DIALING RATIO – TONE TIME** programming screen.
 - i. Press the softkey beneath **chg** until the appropriate Tone Time displays. Times can be **60, 90, 120** or **150** milliseconds. Tone time is the minimum duration of DTMF tones delivered to the voicemail analog port for voice processor call processing.
 - ii. Press the softkey beneath **next** to program Inter-Digit Time. Or...
 - iii. Press the Hold button () to return to the previous menu level or press the Volume button () to return to the *DB Item Selection Screen* or exit programming.
- q. Enter **03-34-02** (VM Dialing Ratio – Inter-Digit Time) and press the softkey beneath **save**. This advances to **VM DIALING RATIO – INTER-DIGIT TIME** programming screen.
 - i. Press the softkey beneath **chg** until the appropriate Inter-Digit Time displays. Times can be **60, 90, 120** or **150** milliseconds. Inter-Digit Time is the minimum duration of time between tones delivered to the voicemail analog port for voice processor call processing.
 - ii. Press the Hold button () to return to the previous menu level or press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, Extension**, from the toolbar to display the following window.

The screenshot shows the 'RP: Extension' configuration window. The 'Extension' field is set to '1:401' and the 'Port Type' is set to 'EXT'. Both fields are circled in red. The window includes various checkboxes for features like Warning Tone, Drop Call Out, SMDR Output, and Intrusion Accept. It also has dropdown menus for Day Class, Evening Class, Monitor Class, Tenant Group, Pickup Group, and Paging Group. At the bottom, there are buttons for Initialize(FB), Update, Close, and Help.

Program Extension Port Type:

3. Using the drop-down list in the **Extension** field, select the analog extension that you would like to be connected with voicemail.
4. Using the drop-down list in the **Port Type:** field, select **VM** for voicemail.
5. Click on the **Update** button, follow the prompts and repeat steps 3 through 5 for other extensions.
6. Click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Program UCD Group Members:

7. Select *Extension Application, Uniform Call Distribution*, from the toolbar to display the following window.

8. Using the drop-down list in the *Hunt Group* field, select the UCD Group to program as the *Hunt Group* (usually 24).
9. Click on the *Members* button to display the following:

10. Using the drop-down lists provided, select the extension number of the analog port to program as this member of the VM UCD Group. Repeat until all analog extensions connected to VM are programmed.
11. Click on the *Update* button and follow the prompts to save the database changes.

- Click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Program voicemail Hunt Group and Call Handling digits:

- Select **Extension Application, VM Table** from the toolbar to display the following window.

RP: Extension Application - UCD: VM Table

Prefix Table

VM Hunt Group: 0

Direct Forward: #5

ICM/VM Button: #2

CO Greeting: #6

Transfer: #1

CO Recall: #9

Busy Forward: #3

UCD Overflow: 300

No_Ans Forward: #4

Disconnect Digit

Suffix Digit:

Record Digit: #7

Delete Digit:

Disconnect Digit: *****

Update

Initialize(F8)

Close

Help

- Using the drop-down list in the **VM Hunt Group** field, select a Voicemail Hunt Group to program (usually "1").
- Enter the digit strings for the selected call type.
- Click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Program Voicemail Dialing Ratio:

15. Select **Call Handling, Timing**, from the toolbar to display the **Call Handling: Timing** window.
16. Click on the **More** button to display the following:

17. Using the drop-down lists in the **Tone Time:** and **Inter-Digit Tone:** fields, select a Tone Time and an Inter-Digit dialing time, in milliseconds. Times can be 60, 90, 120 or 150 milliseconds. **Tone Time** is the minimum duration of DTMF tones delivered to the voicemail analog port for voice processor call processing. **Inter-Digit Time** is the minimum duration of time between tones delivered to the voicemail analog port for voice processor call processing.
18. Click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Warning Tone / CO Line Call Limiter

Description

An extension can be limited to calls that are within a specific programmed time. The *Emerald ICE* can be set to warn an extension that the time has expired thereby advising the user to disconnect. In this mode, a system *Warning Tone* is heard repeatedly when the timer has expired. This feature is useful in a lobby or retail environment where lengthy calls are to be discouraged.

The Call Limiter can also be deployed with greater call control. In this mode, moments after the warning tone is heard the call is disconnected automatically by the system.

The CO Line Call Limiter can be set for extensions on a per extension basis and according to call type (outgoing or incoming or both).

Default Settings:

Extension – Warning Tone = N (Range is Y/N.)

Extension – Drop Call In = N (Range is Y/N for each extension.)

Extension – Drop Call Out = N (Range is Y/N for each extension.)

Call Handling – Warning Time – Outgoing Call = 5 (Range is 1-30 minutes.)


Call Handling – Warning Time – Incoming Call = 5 (Range is 1-30 minutes.)

Deluxe Telephone Programming



1. Access the Deluxe Telephone Programming Features as described in Section 3.2.

Program the extension for the appropriate mode:

2. Enter **01-Extension No.-08** and press the softkey beneath **save** to advance to the **WARNING TONE** programming screen.
3. Toggle the softkey beneath **chg** for **Y/N**. **Y** will enable **WARNING TONE** for the extension selected.
4. Enter **01-Extension No.-09** and press the softkey beneath **save** to advance to the **DROP CALL OUT** programming screen.
5. Toggle the softkey beneath **chg** for **Y/N**. **Y** will enable **DROP CALL OUT** for the extension selected.

6. Enter **01-Extension No.-10** and press the softkey beneath **save** to advance to the **DROP CALL IN** programming screen.
7. Toggle the softkey beneath **chg** for **Y/N.Y** will enable **DROP CALL IN** for the extension selected.
8. Press the Volume button () to return to the *DB Item Select screen* or exit programming.

Program Warning Time:

9. Enter **03-10-01** and press the softkey beneath **save** to advance to the **OUTGOING CALL** programming screen.
10. Press the softkey beneath **chg** to select the timer that governs how long the selected extension may be connected on an outgoing call before hearing a warning tone. Available selections can be between **1** and **30** minutes.
11. Enter **03-10-02** and press the softkey beneath **save** to advance to the **INCOMING CALL** programming screen.
12. Press the softkey beneath **chg** to select the timer that governs how long the selected extension may be connected on an incoming call before hearing a warning tone. Available selections can be between **1** and **30** minutes.
13. Press the Hold button () to return to the previous menu level or press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, Extension**, from the toolbar to display the following window.

RP: Extension

Extension: 1:401

CH: B1

DSS Unit

DSS Unit

DSS Unit

DSS Unit

Receive Assignment	Line Access Assignment
700:Y	700:Y
701:Y	701:Y
702:Y	702:Y
703:Y	703:Y
704:Y	704:Y
705:Y	705:Y
706:Y	706:Y
707:Y	707:Y
708:Y	708:Y
709:Y	709:Y
710:Y	710:Y
711:Y	711:Y
712:Y	712:Y
713:Y	713:Y
714:Y	714:Y
715:Y	715:Y
716:Y	716:Y
717:Y	717:Y
718:Y	718:Y

Double Clicking Listed Item to change State

Warning Tone

Drop Call Out

Drop Call In

ECF Operation

SMDR Output

Intrusion Active

Intrusion Accept

Intrusion Tone

Feature button Disable

Paging Allow

Record Allow

OHVA Active

OHVA Accept

Day Class: 0

Evening Class: 0

Monitor Class: 5

Tenant Group: 1

Pickup Group: 1

Paging Group: 1

Port Type: EXT

DIR No. Swapping:

*Predefine FWD

Wrong:

Busy:

No Ans.:

*Boss-Secretary-Boss

First:

Second:

Initialize(FB) Update Close Help

Program extensions for the appropriate Call Limiter:

3. Using the drop-down list in the **Extension** field, select an extension on which to limit calls.
4. Using the checkboxes in the **Warning Tone**, **Drop Call Out** or **Drop Call In** fields make check the desired programming for the extension selected.
5. Click on the **Update** button, follow the prompts and repeat steps 3 through 5 for other extensions.
6. Click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Program Warning Time Incoming/Outgoing:

7. Select **Call Handling, Timing**, from the toolbar to display the **Call Handling: Timing** window.
8. Click on the **More** button to display the following:

RP:Call Handling - Timing (Part2)

Automatic Redial
 Attempts: 2 Times
 Interval: 60 Sec.
 Waiting Time: 15 Sec.

SLT Hook Flash
 Start: 200 Ms.
 End: 1000 Ms.

External Call FWD
 Service: Always
 Talk Time: 5 Min.

Dialing Ratio:
 Inter-Digit: 800 Ms.
 Tone Time: 70 Ms.
 Break Time: 60 Ms.

VM Dialing Ratio
 Tone Time: 90 Ms.
 Inter-Digit Tone: 90 Ms.

Warning Tone
 Outgoing Call: 5 Min.
 Incoming Call: 5 Min.

Hold Recall
 Hold Recall SLT: 1.0 Min.
 Hold Recall EXT: 1.0 Min.

Update Initialize(F8) Close Help

9. Using the drop-down lists for the **Outgoing Call:** and **Incoming Call:** fields, select warning tone times, in minutes in which a Warning Tone will be heard. The extension with expired time advises the user to disconnect. Times frames can be between 1 and 30 minutes.
10. Click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

6 Phone Trunk Programming (02)

6.1 Call Forward – CO Line Predefined (No Answer Condition)

Description

Incoming CO Lines can be designated to forward via a system timed setting to a predefined system resource. The predefined forward destination can be an extension, UCD Group (includes voicemail and Hunt Groups), or Virtual Number. One predefined location is available per CO Line regardless of status of ringing mode - Day, Evening, Alternate or Timed. The line will forward to the predefined destination after the programmed CO Line Preset FWD timer has expired.

Call Forward – CO Line Predefined is a No Answer condition forward.

Default Settings:



Call Handling – Predefined Forward Time = 10 seconds. (Range is 6-30 seconds in 2 sec. Increments.)

CO Line – Answering Position – Pre-CFW NoAns = “NULL” (no destination) for all CO lines. (Range is any Extension, UCD, or Virtual directory number.)

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in Section 3.2.
2. Enter **02-CO Line-13- 03** and press the softkey beneath **save** to advance to the **P-FWD NOANS** programming screen to program the Predefined No Answer destination for each CO Line to be forwarded.

CO Line 1 = 700	CO Line 13 = 712
CO Line 2 = 701	CO Line 14 = 713
CO Line 3 = 702	CO Line 15 = 714
CO Line 4 = 703	CO Line 16 = 715
CO Line 5 = 704	CO Line 17 = 716
CO Line 6 = 705	CO Line 18 = 717
CO Line 7 = 706	CO Line 19 = 718
CO Line 8 = 707	CO Line 20 = 719
CO Line 9 = 708	CO Line 21 = 720
CO Line 10 = 709	CO Line 22 = 721
CO Line 11 = 710	CO Line 23 = 722
CO Line 12 = 711	CO Line 24 = 723

3. Press the softkey beneath **chg** to change the value of this data item.
4. Enter the appropriate destination. Valid entries are extension directory number (401-456), UCD/Hunt Group Directory Numbers (230-253), or Virtual Directory Numbers (830-859).
5. Press the softkey beneath **save** to store this new data.
6. Press the Hold button () to return to the previous menu level or press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

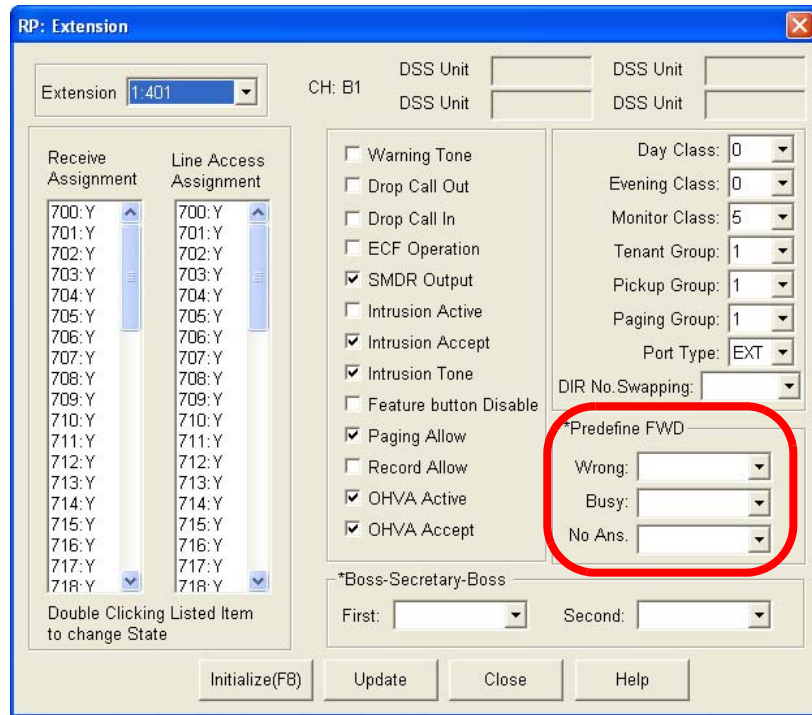
1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, CO Line** from the menu bar to display the following window.

Ringing Positions	
Day	Evening
1. 1:401	1:401
2.	
3.	
4.	
5.	
6.	

Preprogram Call Forward a CO Line:

3. Using the drop-down list in the **CO Line:** field, select a CO line to forward automatically.
4. Using the drop-down list in the **Pre-FWD NoAns:** field, select a destination extension. The line will forward to the predefined destination after the programmed CO Line Preset FWD timer has expired.
5. Click on the **Update** button, follow the prompts and repeat steps 3 and 4 for other CO lines, as necessary.

Predefine Call Forward an Extension:



6. From the drop-down list in the *Extension:* field, select an extension to preprogram call forward.
7. Using the drop-down lists in the *Predefine FWD:* field for either *Wrong Number, Busy, or No Ans*, select a destination extension to forward calls to. The line will forward to the predefined destination after the predefined Extension FWD timer has expired.
8. Click on the *Update* button, follow the prompts and repeat steps 6 and 7 for other extensions.

Predefine Call Forward a UCD/Hunt Group:

9. If you wish to predefine a Hunt Group's call forwarding, select *RP, Extension Application, Uniform Call Distribution* from the *RMP* to display the following.

The screenshot shows a dialog box titled "RP: Extension Application - UCD: Parameters". The " Hunt Group:" dropdown menu is set to "1:230" and is circled in red. The " Re-Route Dest.:" dropdown menu is empty and also circled in red. Other fields include "Attribute:" set to "UCD", "Tenant Group:" set to "1", "Hunting Method:" set to "Linear", "No Answer:" set to "10 Sec.", "Overflow 1 Timer:" set to "0 Sec.", "Overflow 1 Dest.:", "Overflow 2 Timer:" set to "0 Sec.", "Overflow 2 Dest.:", and "Overflow Count:" set to "1 (1-128)". At the bottom of the dialog are buttons for "Update", "Initialize(F8)", "Close", and "Help".

10. From the drop-down list in the *Hunt Group:* field, select a Hunt Group to predefine for call forward, or in this case, Re-Route.
11. Using the drop-down list in the *Re-Route Dest.:* field, select a Re-Route Destination that calls to the Hunt Group will be re-routed to.
12. Continue other programming or click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

Description

The system provides eight (8), Classes of Service (COS) for assignment of outside line dialing-privileges. Each system Extension may be assigned one Day COS and one Evening COS. The Extension COS is primarily used for restriction and control of long distance dialing. Toll restriction tables allow customized dialing privileges to be assigned to any or all COS.

System Speed Dial is specially linked with an Extension's COS such that all speed dial numbers may override toll restriction programming if designated to do so in Call Handling programming.

Default Settings:

Extension – Class of Service – Day = 0 for all Extensions. (Range is 0-7.)

Extension – Class of Service – Eve = 0 for all Extensions. (Range is 0-7.)

Restriction – Toll Restriction – Interval 001 is set for all calls allowed and all COS (0-7). (See Toll Restriction for specific programming of the toll tables.)

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.

Program Extension COS per Extension and system operating mode (Day/Evening) (Index 01-401-456, where 401-456 = the Extension directory number):

2. Enter **01-Extension No.-05** and press the softkey beneath **save** to advance to the **DAY CLASS** programming screen.
3. Press the softkey beneath **chg** to select a **DAY CLASS** COS. (0-7.)
4. Press the softkey beneath **next** to advance to the **NIGHT CLASS** programming screen or enter **02-Extension No.-06** and press the softkey beneath **save** at the *DB Item Selection Screen*.
5. Press the softkey beneath **chg** to select a **NIGHT CLASS** (Evening) COS. (0-7)
6. Press the Hold button (**HOLD**) to return to the previous menu level or press the Volume button (**VOLUME**) to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, Extension** from the menu bar to display the following window.

The screenshot shows the 'RP: Extension' configuration window. The 'Extension' field is highlighted with a red circle and contains the value '1.401'. The 'Day Class' and 'Evening Class' fields are also highlighted with red circles and both contain the value '0'. The window includes various checkboxes for features like 'Warning Tone', 'Drop Call Out', 'Drop Call In', 'ECF Operation', 'SMDR Output', 'Intrusion Active', 'Intrusion Accept', 'Intrusion Tone', 'Feature button Disable', 'Paging Allow', 'Record Allow', 'OHVA Active', and 'OHVA Accept'. There are also dropdown menus for 'Tenant Group', 'Pickup Group', and 'Paging Group'. At the bottom, there are buttons for 'Initialize(FB)', 'Update', 'Close', and 'Help'.

Program Extension COS as required:

3. Using the drop-down list in the **Extension:** field, select an Extension to program a COS for.
4. Using the drop-down lists in the **Day Class:** and **Evening Class:** fields, select a COS for Day and Evening for the Extension selected. (Class of Service – Day -Range is 0-7. Class of Service – Evening -Range is 0-7.)
5. Click on the **Update** button, follow the prompts and repeat steps 3 and 4 for other extensions.
6. Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

6.3 CO Line Group

The system provides eight (8) CO Line Groups for assignment of specific CO lines. The CO Line Group assignment is used for CO Line Pool access.

The CO Line Groups are (default) designated by three-digit notation when programmed on Digital extension programmable feature buttons, with the exception of CO Line Group 1, which is default designated a one-digit "9." CO Line Groups 2 through 8 are programmed by dialing 800 through 806.

Default Settings

CO Line – CO Group = 1 for all CO Lines. (Range is 1-8.)

System Application – CO Group – Length 1 = 1 (Range is 1-4.)

System Application – CO Group – Leading 1 = 9 (Range is any available, non-conflicting Directory Number.)

System Application – CO Group – Length 2 = 3 (Range is 1-4.)

System Application – CO Group – Leading 2 = 80 (yields 800-806) (Range is any available, non-conflicting Directory Number.)

System Application – CO Group – Length 3~5 = 3 (Range is 1-4.)

System Application – CO Group – Leading 3~5 = NULL (Range is any available, non-conflicting Directory Number.)

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in Section 3.2.

Program extensions for CO Line Access. (Index 02-CO Line Directory Number-03, 740-755):

2. Enter **02-CO Line-03** and press the softkey beneath **save**. This advances to **ROUTE** programming screen (CO Line Group) for the CO Line.
4. Press the softkey beneath **chg** until the appropriate **ROUTE** displays for this CO Line. The Co line being programmed is assigned 1 of 8 CO Lines or Trunk groups.

5. Press the Hold button (**HOLD**) to select another CO Line to be programmed or press the Volume button (**VOLUME**) to return to the *DB Item Select screen* and enter another CO Line.
6. Press the softkey beneath **show**.
7. Press the softkey beneath **next** twice to advance to the CO Line Group programming for the CO Line selected.
8. When finished programming CO Line Groups, press the Volume button (**VOLUME**) to return to the *DB Item Select screen* or exit programming.

RMP Programming

1. Access the *RMP* using the procedures described in Section 3.3.
2. Select *RP, CO Line* from the menu bar to display the following window.

Program extensions for CO Line Access.

3. Using the drop-down list in the *CO Line* field, select a CO line to program.
4. Using the drop-down list in the *Route:* field, select a CO line group to associate with the selected CO line. The CO line being programmed is assigned 1 of 8 CO Lines or Trunk groups.
5. Click on the Update button, follow the prompts and repeat steps 3 and 4 for other CO lines, as necessary.

CO Line Loop Supervision (Talk/Hold Abandon)

Description

CO Line Loop Supervision is a Central Office (Telephone Company) feature. This feature allows for advanced handling of call connections when the distant end party disconnects. This function is especially useful when calls that have been placed on hold go unattended and the distant end party hangs up, or when the caller is connected to voicemail leaving a message and hangs up. The *Emerald ICE* receives the disconnect signal from the telephone company and forces the CO line on-hook to release the system resource for other uses.

Default Settings

CO Line – Call Abandon set to Y (yes) for all CO Lines. (Range: Y/N)




Call Handling – Talk Abandon Time set at 600ms. (Range: 50-1000ms)

Call Handling – Hold Abandon Time set at 600ms. (Range: 50-1000ms)


Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.

Program CO Lines for Call Abandon. (700-723):

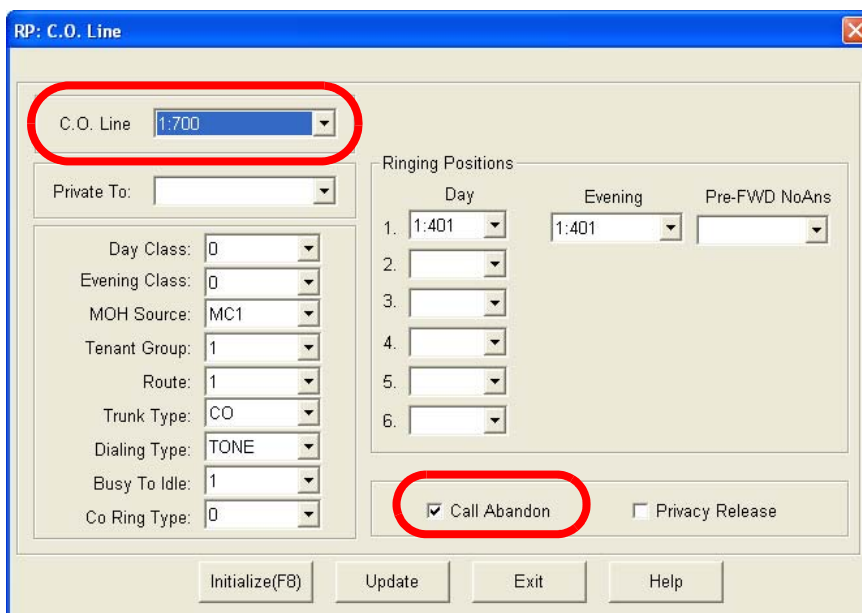
2. Enter **02-CO Line-09** and press the softkey beneath **save**. This advances to the selected CO Line **CALL ABANDON** programming screen.
3. Toggle the softkey beneath **chg** for **Y/N**. **Y** will allow the selected CO Line to disconnect where a loop current interruption or polarity reversal is detected during a call.
4. Press the Volume button () to return to the *DB Item Select screen* and repeat steps 2 through 4 for other CO Lines or press the Hold button () and follow the prompts to select another CO Line to be programmed.
5. When finished programming CO Line Call Abandon, press the Volume button () to return to the *DB Item Select screen*.

Program Call Abandon Timers as required, to match CO operation. (03-41 and 03-42):

6. At the *DB Item Select Screen* enter **03-42** and press the softkey beneath **save** for **Talk ABANDON** (Call Abandon during conversation “talk” mode.) or **03-43** and press the softkey beneath **save** for **HOLD ABANDON** (Call Abandon during on hold mode.)
7. Press the softkey beneath **chg** to select the desired values. Available selections are **50-1000**, in increments of 50 milliseconds.
8. Press the Volume button () to return to the *DB Item Select screen* or exit programming.

RMP Programming

1. Access the *RMP* using the procedures described in *Section 3.3*.
2. Select *RP, CO Line* from the menu bar to display the following window.



Program CO Lines for Call Abandon:

3. Using the drop-down list in the *CO Line:* field, select a CO Line to program for Call Abandon.
4. Click on the check box in the *Call Abandon* field to allow or disallow the Call Abandon feature for the CO Line.
5. Click on the Update button, follow the prompts and repeat steps 3 and 4 for other CO lines, as necessary.

6. Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Program Call Abandon Timers as required to match the CO operation:

7. Select **RP, Call Handling, Timing** from the menu bar to display the following window.

Field	Value	Unit
CO Line Conf.	3Lines	
CO Flash Time	0.8	Sec.
PBX Flash Time	0.6	sec.
Pause Time	2.0	Sec.
PR Time	100	Ms.
Ring Abandon	6	Sec.
Hold Reminder	30	Sec.
Ex_Hold Time	3	Min.
XFR Idle Recall	30	Sec.
XFR Busy Recall	60	Sec.
PBX Auto Pause	1.0	Sec.
Dial Delay Time	100	Ms.
Dial Wait Time	0	Sec.
Loop Break Time	250	Ms.
Ring Recognition Time	100	Ms.
Talk Abandon	600	Ms.
Hold Abandon	600	Ms.
Unsupervise Conf. Talk	0	Min.
SLT Hf To Hold Time	0	Sec.
Meet Me Conf. Talk Time	0	Min.
Predefined FWD Time	10	Sec.
Ext. Alarm play Time	30	Sec.
Camp On Interval	20	Sec.
Call Duration Start Time	10	Sec.
VM Monitor Time	10	Sec.
FAX Ring Time	10	Sec.
CID Delay Time	4	Sec.

8. Using the drop-downlists in the **Talk Abandon:** and **Hold Abandon:** fields, select the times in which you'd like the **Emerald ICE** to disconnect after it receives a disconnect signal from the telephone company. Accepted entries are 50-1000 milliseconds, in increments of 50.
9. Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

CO Line Ring Assignment (Answer Position)

Description

CO Line Ring Assignments determine the extensions and other system resources that will be designated to ring on each CO Line. Ringing assignments may be to UCD Groups, Virtual Numbers or to Extensions. Each CO Line has six assignments for ringing in the Day mode, one assignment for ringing in the Evening mode and one assignment for No Answer – Predefined Call Forward.

Ringing more than six extensions is accomplished by assigning ringing to a UCD Group, then assigning the appropriate extensions into that UCD Group and setting the UCD Group Hunting Method at All Ring.

Default Settings

All CO Lines are assigned to ring at extension 401 (default attendant position) in the Day and Evening modes of operation.

No Predefined Call Forward destination is assigned for any CO Line (see Call Forward – CO Line Predefined.)

Deluxe Telephone Programming


1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.

Program CO Lines for Day Ringing Assignment:


2. Enter **02-CO Line-14-01-01** (700-723) and press the softkey beneath **save**. This advances to the **MEMBER** programming screen where the first of six Members (ringing destinations) display.
3. Press the softkey beneath **save**.
4. Press the softkey beneath **chg** to change this member.

Or...

5. Press the softkey beneath **next** to select the next programmable member for ringing assignment.
6. When the **MEMBER** for change displays, press the softkey beneath **chg**.
7. Enter the directory number where Day mode ringing for this CO line is necessary. (Extensions: 401-456; Hunt Groups: 230-253; Virtual Numbers 830-859.) and press the softkey beneath **save**. The data is stored.

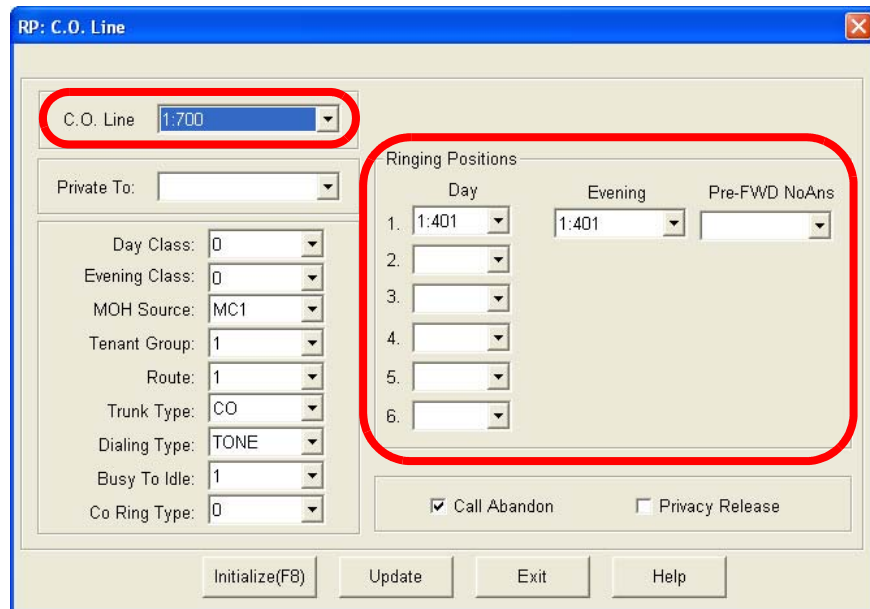
8. To program other Members press the softkey beneath **next** or the softkey beneath **back** to select the Member to change and repeat the process.
9. Press the Volume button () to return to the *DB Item Select screen*.

Program CO Lines for the Night Ring Assignment :

10. Enter **02-CO Line-14-02** and press the softkey beneath **save**. This advances to the **NIGHT** programming screen where the first of six possible Members (destinations) display.
11. Press the softkey beneath **chg** to change the Evening assignment.
12. Enter the directory number where Evening mode ringing for this CO line is necessary (Extensions: 401-456; Hunt Groups: 230-253; Virtual Numbers 830-859.) and press the softkey beneath **save**. The data is stored.
13. Press the Volume button () to return to the *DB Item Select Screen*.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, CO Line** from the menu bar to display the following window.



3. Using the drop-down list in the **CO Line:** field, select a CO Line to program.

4. Using the drop-down lists in the *Day* and *Evening* fields, select the CO Line, Hunt Group or Virtual Number directory number where ringing for this CO Line is to be assigned.
5. Click on the Update button, follow the prompts and repeat steps 3 and 4 for other CO lines, as necessary.
6. Continue other programming or click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

6.6 CO Line Ring Type Assignment

Description


The *Emerald ICE* system provides eight types of ringing for indication of specific CO Line ringing. Any CO Line may be allocated one of the available Ring Types. When this feature is used, the specific ring type assigned to the CO Line is the ring type heard when that CO Line rings. This feature is helpful when CO Lines are arranged into groups for specific call handling. The Ring Type indication helps to identify the CO Line and the group to which it belongs.

Eight Ring Types (1-7) can be assigned to this trunk to provide an audible indication of ringing for this specific trunk. Also, 0 is non-specific Ring Type; which means that the Ring Type selected at the extension will be followed. If a Ring Type is selected here for the trunk - the trunk Ring Type supersedes the Extension Ring Type.

Default Settings:

All CO Lines are assigned Ring Type 0. (Range is 0-8.)

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.
2. Enter **02-CO Line Directory No.-11** (700-723) and press the softkey beneath **save** to advance to the **CO RING TYPE** programming screen. Press the softkey beneath **chg** until the desired Ring Type displays. The specific ring type assigned to the CO Line is the ring type heard when that CO Line rings.
3. Press the Volume button () to return to the *DB Item Select Screen*.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, CO Line** from the menu bar to display the following window.

The screenshot shows the 'RP: C.O. Line' configuration window. The 'C.O. Line' dropdown menu is highlighted with a red circle and contains the value '1:700'. The 'Co Ring Type' dropdown menu is also highlighted with a red circle and contains the value '0'. The 'Ringing Positions' section has a table with columns for Day, Evening, and Pre-FWD NoAns, and rows 1 through 6. Row 1 has '1:401' in the Day and Evening columns. The 'Call Abandon' checkbox is checked, and the 'Privacy Release' checkbox is unchecked. The buttons at the bottom are 'Initialize(F8)', 'Update', 'Exit', and 'Help'.

3. Using the drop-down list in the **CO Line:** field, select a CO Line to program.
4. Using the drop-down list in the **CO Ring Type:** field, select a CO Ring Type. The specific ring type assigned to the CO Line is the ring type heard when that CO Line rings.
5. Click on the **Update** button, follow the prompts and repeat steps 3 and 4 for other CO lines, as necessary.
6. Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

CO Line Ringing Modes

Description

The *Emerald ICE* system has several ringing modes to allow flexible ringing patterns depending office conditions. The ringing modes available are: DAY, EVEning, ALTErnate, and TIME. The DAY and EVE modes can be programmed for ringing assignments as required in these two operational conditions. Details for each mode are listed below.

DAY: This is the ringing pattern for CO Line ringing assignments while the system is in DAY mode.

EVE: This is the ringing pattern for CO Line ringing assignments while the system is in EVE (evening) mode.

TIME: This is a scheduled time clock that automatically adjusts the mode of system operation from DAY mode to EVE mode based upon preprogrammed settings.

ALT: The Alternate mode is specific to use with the optional AAM (Automated Attendant Module). This mode redirects callers who have dialed 0 (zero) at the auto-attendant prompt to a temporary (alternate) destination. This is typically used for primary attendant break periods, etc.

- a) This function can only be operated at the attendant's extension.
- b) The feature access code can be assigned to an available Feature/DSS Button at the attendant extension with the Attendant Extension Password to allow one button operation.
- c) The display of all digital telephones will indicate the current Ringing Mode of operation. The prompts EVE and ALT above the center LCD Interactive button indicate these active modes. The DAY mode is indicated by the absence of the other indicators.

Default Settings

CO Line – Answering Position – Day and Eve = 401. (Range is 401-456, 230-253, 830-859.)

System Application – Time Switching (See Automatic CO Line Ringing Modes.)


Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.


Program Day Mode Answering Positions:

2. Enter **02-CO Line Directory No.-14-01-01** then press the softkey beneath **save**. This advances to the Day mode **MEMBER 1** Answering Position display.
3. Press the softkey beneath **chg** to select the desired extension.

Or...

4. Press the softkey beneath **next** to advance to the next member.
5. Press the softkey beneath **chg** to change the stored member (ringing/answering position).
6. Enter the directory number for the ringing position (extension, 401-456; UCD, 230-253; or Virtual number, 830-859.)
7. Press the softkey beneath **save** to store this data.
8. Press the Volume button () to return to the *DB Item Select Screen*.

Program Eve Mode Answering Position (02-700-723-13-02):

9. Enter **02-CO Line Directory No.-14-02** and press the softkey beneath **save**. This advances to the **NIGHT** mode Answering Position display.
10. Press the softkey beneath **chg** to select the stored answering position (ringing/answering position).
11. Enter the directory number for the ringing position (extension, 401-456; UCD, 230-253; or Virtual number, 830-859.) and press the softkey beneath **save** to store this data.
12. Press the Volume button () to return to the *DB Item Select Screen*.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, CO Line** from the menu bar to display the following window.

3. Using the drop-down list in the **CO Line:** field, select a CO Line to program.
4. Using the drop-down lists in the **Day** and **Evening** fields, enter the directory number for the ringing position (extension, 401-456; UCD, 410-433; or Virtual number, 700-730.)
5. Click on the **Update** button, follow the prompts and repeat steps 3 and 4 for other CO lines, as necessary.
6. Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

6.8 CO Line Signaling / Dialing Type (Tone/Pulse)

Description


CO Lines may be designated as Pulse Dial or DTMF (Touch Tone®) Dial types. This setting will determine how telephone number dialing is delivered to the telephone company

A CO Line that is marked as Dialing Type “Pulse” can be temporarily forced to Tone mode for use with automated answering devices etc. using the Pulse to DTMF Conversion feature .

Default Settings

All CO Lines are assigned to signal in DTMF (Tone) mode.

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.
2. Enter **02-CO Line Directory No.-07** and press the softkey beneath **save**. This advances to the **DIALING** programming screen.
3. Toggle the softkey beneath **chg** to select **TONE** or **PULSE** dialing mode.
4. Press the Volume button () to return to the *DB Item Select Screen* to enter a new CO Line number.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, CO Line** from the menu bar to display the following window.

	Day	Evening	Pre-FWD NoAns
1.	1:401	1:401	
2.			
3.			
4.			
5.			
6.			

3. Using the drop-down list in the **CO Line:** field, select a CO Line to program.
4. Using the drop-down list in the **Dialing Type:** field, select **TONE** or **PULSE** as desired.
5. Click on the **Update** button, follow the prompts and repeat steps 3 and 4 for other CO lines, as necessary.
6. Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

CO Line Type Assignment (Trunk Type)

Each CO line can be assigned as "PBX," "CO Line," "EMPTY," "CO DEV," or "PAGE." These designations provide for the following possible CO Line circuit connections:

CO - CO type line circuits are standard interface lines that require no special handling for advanced system features.

PBX - PBX Line type invokes system automatic operations for handling of PBX ports. When a programmed PBX Trunk access code is dialed, the system is alerted that the user is accessing a telephone company facility to make a network call. When this occurs, the system monitors digits dialed after the PBX access code and compares them against the Allowed Digit Interval table in that station's Class of Service. The programmed PBX Trunk access code also notifies the system that a pause should be inserted when re-dialing telephone numbers dialed on that CO line beginning with the PBX access code. This operation applies for Speed Dial, Last Number Redial, Saved Number Redial, Memo Pad, and Automatic Redial.

EMPTY - Assignment reserved for CO lines equipped on the system, but not connected to telephone company, network facilities. The EMPTY type eliminates the CO Line from access by system features that automatically access CO Line resources.


CO DEV - CO DEV type is provided to mark a CO Line circuit as being connected to special apparatus. This type effectively removes the CO Line circuit from automatic access by system features while maintaining its direct accessibility for the specific purpose of its connection. (Typical use would include connection of ancillary analog intercom calling device.)

PAGE - PAGE type is provided to mark a CO Line circuit as being connected to special apparatus. This type effectively removes the CO Line circuit from automatic access by system features while maintaining its direct accessibility for the specific purpose of its connection. (Typical use would include connection of ancillary paging equipment.)

Default Settings

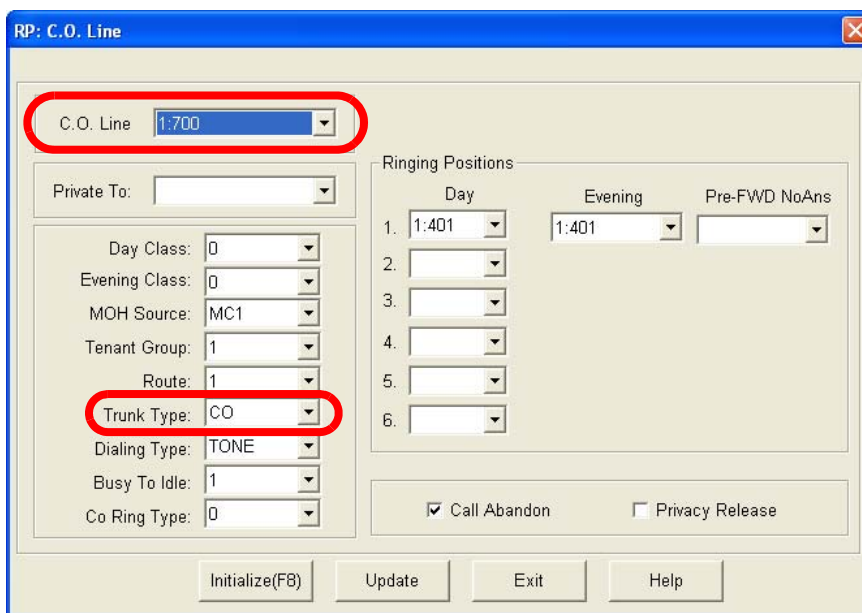
At default CO Line Type is set to *CO* for all CO Lines.

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.
2. Enter **02-CO Line No.-08** then press the softkey beneath **save**. This advances to the The CO Line **TYPE** display for the CO Line selected.
3. Press the softkey beneath **chg** to select between **PBX, CO, EMPTY, HOTLN,** or **PAGE**. (See descriptions of each on *Page 6-22*)
4. Press the Volume button () to return to the **DB Item Select Screen** and another CO Line number for programming or exit the program mode.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, CO Line** from the menu bar to display the following window.



3. Using the drop-down list in the **CO Line:** field, select a CO Line to assign a Trunk Type to.
4. Using the drop-down list in the **Trunk Type:** field, select the Trunk Type as either; **CO, PBX, EMPTY, CO DEV,** or **PAGE**.
5. Click on the **Update** button, follow the prompts and repeat steps 3 and 4 for other CO lines, as necessary.
6. Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Distinctive Ringing – CO Line

Description

Distinctive Ringing – CO Line provides a means for denoting one CO Line from another while ringing. The distinction provided is a tone allocation used to denote one CO Line from another. Eight (8) choices are available for CO Line ringing.



CO Line – Distinctive Ringing overrides an extensions setting of Distinctive Ringing.

CO Line set as Ring Type “0” has no specific ring type and follows Distinctive Ringing – Extension settings.

Default Settings

CO Line – Ring Type = 0. (Range is 0-9)

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.
2. Enter **02-CO Line No.-11**, then press the softkey beneath **save**. This advances to the **TRK RING TYPE** programming screen for the CO Line selected.
3. Press the softkey beneath **chg** to select the desired ring type.
4. Press the Hold button () to return to the previous menu level and enter data for another CO Line or press the Volume button () to return to the *DB Item Selection Screen*.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, CO Line** from the menu bar to display the following window.

The screenshot shows the 'RP: C.O. Line' configuration window. The 'C.O. Line' dropdown menu is highlighted with a red circle and contains the value '1:700'. The 'Co Ring Type' dropdown menu is also highlighted with a red circle and contains the value '0'. The 'Ringing Positions' section shows a table with columns for Day, Evening, and Pre-FWD NoAns. The first row has '1:401' in the Day column and '1:401' in the Evening column. The 'Call Abandon' checkbox is checked, and the 'Privacy Release' checkbox is unchecked. The window has buttons for 'Initialize(F8)', 'Update', 'Exit', and 'Help' at the bottom.


3. Using the drop-down list in the **CO Line:** field, select a CO Line to program.
4. Using the drop-down list in the **CO-Ring Type:** field, select a Ring Type to distinguish the ring type of the CO Line selected.
5. Click on the **Update** button, follow the prompts and repeat steps 3 and 4 for other CO lines, as necessary.
6. Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Music On Hold (Two Source)

CO lines that are placed on Hold are connected to one of two External Music Sources. The Emerald ICE provides two sources of Music On Hold since the system may be installed in a location that serves two separate businesses and music on hold requirements.

Alternately a tone can be provided on hold as well. If neither of the two music channels is connected to a music source, or if the music sources are not intended for the music on hold function, the Beep Tone can provide confirmation to callers on hold that their call is still holding. The Tone is a one-second tone repeated every 4 seconds.

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.
2. Enter **02-CO Line No.-06**, then press the softkey beneath **save**. This advances to the **MOH SOURCE** programming screen.
3. Press the softkey beneath **chg** to select the desired MOH source displays. **MOH SOURCE** values to select are **MC1**, **MC2**, or **TONE**. **MC1** can be either the Internal synthesized music or the External Music Channel source connected to "JB2-Music1" on the CCB. **MC2** is an external music source connected to "JB3-Music2" on the CCB. **TONE** is a short tone (beep) generated by the system and heard by outside callers.
4. Press the () to return to the *Data Base Item Selection Screen* and repeat steps 2 through 4 for other CO lines or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, CO Line** from the menu bar to display the following:

The screenshot shows the 'RP: C.O. Line' configuration window. The 'C.O. Line' dropdown is highlighted with a red circle. The 'MOH Source' dropdown is also highlighted with a red circle. The 'Ringing Positions' section shows a table with columns for Day, Evening, and Pre-FWD NoAns. The 'Call Abandon' checkbox is checked, and the 'Privacy Release' checkbox is unchecked. The 'Update' button is visible at the bottom.

3. Using the drop-down list in the **CO Line** field, select a CO Line to program.
4. Select the **MOH Source** from the drop down list. **MOH SOURCE** values to select are **MC1**, **MC2**, or **TONE**. **MC1** can be either the Internal synthesized music (Green-Sleeves) or the External Music Channel source connected to "JB2-Music1" on the CCB. **MC2** is an external music source connected to "JB3-Music2" on the CCB. **TONE** is a short tone (beep) generated by the system and heard by outside callers.
5. Click on the **Update** button, follow the prompts and repeat steps 3 and 4 for other CO lines, as necessary.
6. Click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Description

Privacy Release simplifies call processing by removing one of the safeguards. Privacy is typically required in most business applications, but in some environments, privacy encumbers the necessary operation. CO Line access privileges can be “freely” accessible without regard to the conversation under way. To implement this operation, the *Privacy* feature can be programmed as “Released” on the CO Line(s) that are intended to function in this way. This setting is often desirable when the system is installed in a home or home office.

The *Privacy Release* setting is applied on a CO Line basis. That is, one CO Line may be Privacy Released while another is still marked for *Privacy* thereby ensuring uninterrupted, private conversations on those CO Lines.


Three extensions maximum may join a CO line conversation in progress.

Privacy Release utilizes the system Conference Circuitry, therefore while up to three extensions can join a CO Line connection, the maximum *Privacy Release*, multi-party conversations is limited to 8 (eight). (Eight, four-party conferences.)

Default Settings:

Privacy Release is set to N (NO) for all CO Lines. (Range is Y/N.)

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.
2. Enter **02-CO Line No.-12** then press the softkey beneath **save** to advance to the **PRIVACY RLS** programming screen for the CO Line selected.
3. Toggle the softkey beneath **chg** for **Y/N**. **Y** releases to Privacy feature for this CO Line.
4. Press the Volume button () and repeat steps 2 and 3 for other CO lines or return to the *DB Item Selection Screen*.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, CO Line** from the menu bar to display the following:

The screenshot shows the 'RP: C.O. Line' configuration window. The 'C.O. Line' dropdown menu is highlighted with a red circle and displays '1:700'. Below it, the 'Private To' dropdown is empty. The main configuration area contains several dropdown menus: 'Day Class' (0), 'Evening Class' (0), 'MOH Source' (MC1), 'Tenant Group' (1), 'Route' (1), 'Trunk Type' (CO), 'Dialing Type' (TONE), 'Busy To Idle' (1), and 'Co Ring Type' (0). To the right, the 'Ringing Positions' section has three columns: 'Day', 'Evening', and 'Pre-FWD NoAns'. Row 1 shows '1:401' in the Day and Evening columns. Below these fields, there are two checkboxes: 'Call Abandon' (checked) and 'Privacy Release' (unchecked), with the latter highlighted by a red circle. At the bottom, there are four buttons: 'Initialize(F8)', 'Update', 'Exit', and 'Help'.

3. Using the drop-down list in the **CO Line** field, select a CO Line to program.
4. Enable or Disable the **Privacy Release** for the selected CO Line by clicking the checkbox in the **Privacy Release** field.
5. Click on the **Update** button, follow the prompts and repeat steps 3 and 4 for other CO lines, as necessary.
6. Click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Description

The *Private Line* assignment provides a quick and secure method of programming one or more CO Lines for access by only one extension. If the associated Private CO Line appears (on a Feature/DSS button) at other extensions, the button will light when busy but the line cannot be accessed from *Hold*, answered on incoming calls, or used for outgoing access. The *Private Line* is used exclusively by the extension that is assigned the "Private To" extension in Database Programming.


Incoming calls signaling on a private CO line will ring its associated extension regardless of whether the CO line ring assignment is allowed in programming. *Private Line* programming will override CO Line – Answer Position and CO Line Receive Assignments for that extension.

CO Lines designated as Private To, will follow call forward modes as set by the Private To extension.

Default Settings:

CO Line – Private To is set to NULL (none) for all CO lines. (Range is Null/Any extension number.)

Deluxe Telephone Programming

1. Access the Database Item Selection Screen using the procedures in *Section 3.2*.
2. Enter **02-CO Lines-10** then press the softkey beneath **save** to advance to the **PRIVATE TO** programming for the CO Line selected and press the softkey beneath **chg**.
3. Enter the extension number where this CO Line is to be assigned as *Private*.
4. Press the Volume button () to repeat steps 2 and 3 for other CO lines or return to the *DB Item Selection Screen*.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, CO Line** from the menu bar to display the following:

	Day	Evening	Pre-FWD NoAns
1.	1:401	1:401	
2.			
3.			
4.			
5.			
6.			



3. Using the drop-down list in the **CO Line** field, select a CO Line to program.
4. Using the drop-down list in the **Private To:** field, select a Private To extension that the selected CO Lines can access. If the associated Private CO Line appears (on a Feature/DSS button) at other extensions, the button will light when busy but the line cannot be accessed from *Hold*, answered on incoming calls, or used for outgoing access.
5. Click on the **Update** button, follow the prompts and repeat steps 3 and 4 for other CO lines, as necessary.
6. Click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

7 Phone Call Handling Programming (03)

7.1 Alarm Clock – Extension

You may 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 for a programmable period from 10 - 600 seconds. After the programmable period the alarm is automatically canceled. You may program the alarm for one time or always. When programmed for always, the alarm will sound at the same time everyday.

The Alarm Clock feature code (PGM  ) may be programmed under any programmable Feature/DSS button. Refer to the *Emerald ICE Deluxe Telephone User Guide*.

The alarm clock will be automatically canceled after the programmed Alarm Play Time is reached.


The display will be unchanged until the softkey beneath **ack** is pressed or when the telephone is used for another call.

Default Settings:

No Extension Alarm times are set.

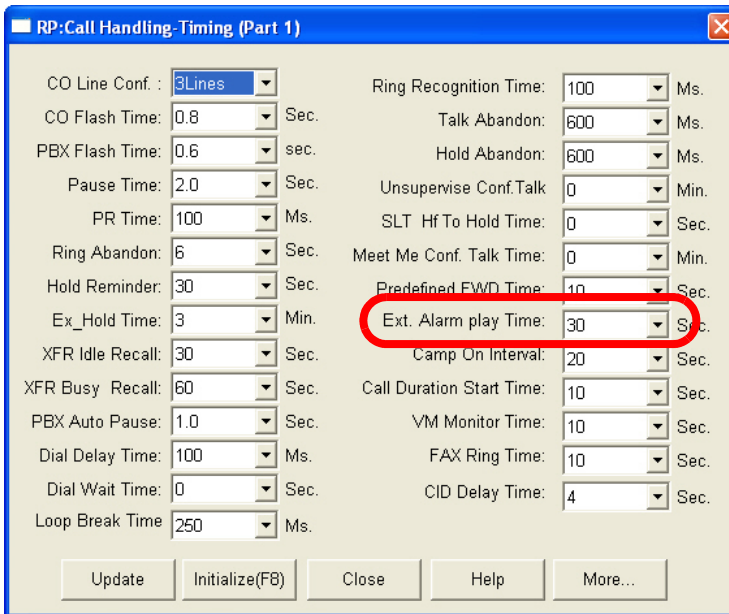
Alarm Play Time is set at 30 seconds.

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.
2. Enter **03-20** and press the softkey beneath **save**. This advances to the **ALARM PLAY** programming screen.
4. Press the softkey beneath **chg** to select an Alarm Play Time displays (in seconds). Available selections are **10, 30-600** seconds (30 second increments).
5. Press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the *RMP* using the procedures described in *Section 3.3*.
2. Select *RP, Call Handling, Timing* from the menu bar to display the following window.



RP:Call Handling-Timing (Part 1)	
CO Line Conf. :	3Lines
CO Flash Time:	0.8 Sec.
PBX Flash Time:	0.6 sec.
Pause Time:	2.0 Sec.
PR Time:	100 Ms.
Ring Abandon:	6 Sec.
Hold Reminder:	30 Sec.
Ex_Hold Time:	3 Min.
XFR Idle Recall:	30 Sec.
XFR Busy Recall:	60 Sec.
PBX Auto Pause:	1.0 Sec.
Dial Delay Time:	100 Ms.
Dial Wait Time:	0 Sec.
Loop Break Time	250 Ms.
Ring Recognition Time:	100 Ms.
Talk Abandon:	600 Ms.
Hold Abandon:	600 Ms.
Unsupervise Conf.Talk	0 Min.
SLT Hf To Hold Time:	0 Sec.
Meet Me Conf. Talk Time:	0 Min.
Predefined FWD Time:	10 Sec.
Ext. Alarm play Time:	30 Sec.
Camp On Interval:	20 Sec.
Call Duration Start Time:	10 Sec.
VM Monitor Time:	10 Sec.
FAX Ring Time:	10 Sec.
CID Delay Time:	4 Sec.

Update Initialize(FB) Close Help More...

3. Using the drop-down list in the *Ext. Alarm Play Time:* field, select an alarm duration of **10, 30, 60, 120, 180, 240, 300, 360, 420, 480, 540, or 600** seconds. When the alarm activates you will hear tone ringing for the programmed duration. After the programmable period the alarm is automatically canceled.

4. Continue other programming or click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

Alarm Clock – System (System Reminder)

Description

The *Emerald ICE* system may be set to alert all extensions at predetermined intervals during the day. Eight (8) intervals are available for predetermined operation. The “Play Time” is also predetermined and set in the system programming.

Play Time dictates how long the music source will be played (the time period is adjustable from 1 to 10 minutes). The music source connected to the MC1 music connector is used for the System Reminder.

A System Reminder in progress is canceled at an extension when another function is invoked.

The music source connected to MC1 is used for the *System Reminder*.

Extensions monitoring *Background Music* channel MC1 will not recognize the *System Reminder*.


The music alarm will not play at an extension that is busy on a call (handset or speakerphone), or in *Do Not Disturb (DND)* mode.

Default Settings:

No System Reminder times are set for any system Tenant Group.

Alarm Play Time is set at one (1) minute.

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.
2. Enter **03-20** and press the softkey beneath **save**. This advances to the **ALARM PLAY** programming screen.
4. Press the softkey beneath **chg** until the appropriate Alarm Play Time displays (in seconds). This is how long the music source will be played (the time period is adjustable from 1 to 10 minutes)
5. Press the softkey beneath **back** or the softkey beneath **next** to continue programming.
6. Press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, Resource, System Reminder** from the menu bar to display the following window.

	Tenant 1	Tenant 2	Tenant 3
	(HH:MM)	(HH:MM)	(HH:MM)
Reminder 1			
Reminder 2			
Reminder 3			
Reminder 4			
Reminder 5			
Reminder 6			
Reminder 7			
Reminder 8			
Play Time	1	1	1

Update Initialize(F8) Close Help

3. Enter a time for this alert interval to start in (HH:MM - 24 hr) format.
4. Using the drop-down lists in the **Play Time:** field, select a Play Time of up to 10 minutes. Play Time dictates how long the music source will be played over each extension in the Tenant Group. There are 8 reminders with Playtime available for each Tenant Group.
5. Repeat steps 3 and 4 for additional reminders, as necessary.
6. Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Answering Machine Emulation

Description

Answering Machine Emulation requires the *Emerald ICE HD Voicemail* (in-skin voice mail). This feature ‘mimics’ the call screening feature of a simple analog answering machine. Within a specified time after a call is answered by an extension user’s Voice Mail Box, that user can monitor/screen callers as they leave a message.



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

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.)

For Answering Machine Emulation to operate the extension must be forwarded to a Voicemail Module (voice mail). (Predefined Call Forward or Extension Call Forward can be used for this purpose.)


Default Settings:

Voicemail Monitor Time is set at 10 seconds. (Range is 10, 20... 60.)

Feature Key Programming – Button 12 is programmed as a Voice Mail button (PGM  .

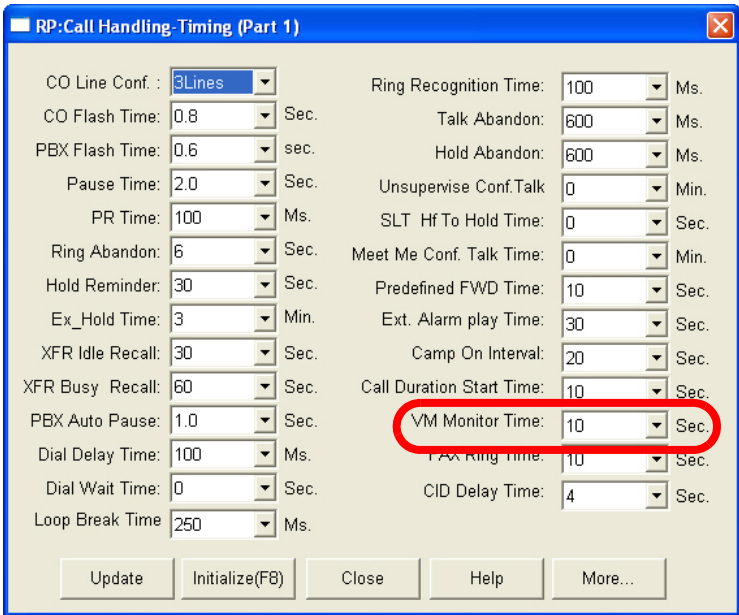
Voice Mail is set to UCD Group 24 (directory number 433).

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.
2. Enter **03-35** and press the softkey beneath **save**. This advances to the **VM MONITOR_T** programming screen.
3. Press the softkey beneath **chg** until the appropriate **VM MONITOR_T** displays (in seconds.) Voicemail Monitor Time is set at 10 seconds with a range of **10, 20 -60** seconds. Monitor Time starts at the time the caller is connected to the user's voice mail box.
4. Press the softkey beneath **back** or the softkey beneath **next** for other programming or exit programming.
5. Press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the *RMP* using the procedures described in *Section 3.3*.
2. Select *RP, Call Handling, Timing* from the menu bar to display the following window.



Parameter	Value	Unit
CO Line Conf :	3Lines	
CO Flash Time:	0.8	Sec.
PBX Flash Time:	0.6	sec.
Pause Time:	2.0	Sec.
PR Time:	100	Ms.
Ring Abandon:	6	Sec.
Hold Reminder:	30	Sec.
Ex_Hold Time:	3	Min.
XFR Idle Recall:	30	Sec.
XFR Busy Recall:	60	Sec.
PBX Auto Pause:	1.0	Sec.
Dial Delay Time:	100	Ms.
Dial Wait Time:	0	Sec.
Loop Break Time	250	Ms.
Ring Recognition Time:	100	Ms.
Talk Abandon:	600	Ms.
Hold Abandon:	600	Ms.
Unsupervise Conf.Talk	0	Min.
SLT Hf To Hold Time:	0	Sec.
Meet Me Conf. Talk Time:	0	Min.
Predefined FWD Time:	10	Sec.
Ext. Alarm play Time:	30	Sec.
Camp On Interval:	20	Sec.
Call Duration Start Time:	10	Sec.
VM Monitor Time:	10	Sec.
FAX Ring Time:	10	Sec.
CID Delay Time:	4	Sec.

Buttons: Update, Initialize(F8), Close, Help, More...

3. Using the drop-down list in the *VM Monitor Time:* field, select a Voicemail Monitor Time of **10, 20... 60** seconds. Monitor Time starts at the time the caller is connected to the user's voice mail box.

4. Continue other programming or click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

7.4

Automated Attendant



NOTE:

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

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.



NOTE:

Refer to Section 13.2, Attendant Administration for instructions on changing the Auto Attendant Greetings.

Default Settings:

No CO Lines are set for automated attendant operation.

The Answer Position is set to Extension "401" for DAY, ALT and EVE modes.

Ring Time to Answer is set at "0" seconds.

No Answer Time is set at "20" seconds.

Drop No digits Dialed is set to "No."

XFR Mode set to RBT (Ring Back Tone).

Waiting Code set to "#."

Inquiry Code set to "*."

DISA Code set to "9."

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.
2. Enter **03-48** and press the softkey beneath **save**. This advances to the **AUTO ATTENDANT** programming screen.
3. Press the softkey beneath **save** and then press the softkey beneath **show**. **RING_T TO ANS** displays.
4. Press the softkey beneath **chg** to change the **RING_T TO ANS**. This timer sets the amount of time that a caller will hear ring-back before the line is answered by the auto attendant. The new answer delay time can be from 0-20 seconds
5. Press the softkey beneath **save**.
6. Press the softkey beneath **next**. **RING NO ANS** displays.
7. To change the **RING NO ANS** timer press the softkey beneath **chg**. This timer sets the amount of time that a call rings the auto attendant before being routed to the designated Answer Position in the event that all Auto Attendant ports are in use and unavailable to handle the call. Each time the the softkey beneath **chg** is pressed the value is updated to the next valid time interval. Valid times are 10-90 seconds in 10 second increments.
8. Press the softkey beneath **next**. **DROP NO EX #** displays.
9. To change the **DROP NO EXT #** operation toggle the softkey beneath **chg** for **Y/N**. When set to **Y**, the caller will be automatically dropped by the system if they do not make a selection or dial a valid extension

directory number. When set to **N**, if a caller does nothing he is routed to the designated Answering Position.

10. Press the softkey beneath **next**. **XFR MODE** displays.
11. To change the **XFR Mode** press the softkey beneath **chg**. Each time that the the softkey beneath **chg** button is pressed the value changes between the two available settings, **RBT** (Ring Back Tone) and **MOH** (Music On Hold). This is the call processing that is provided to the caller after they have made a selection and are being routed in the system.
12. Press the softkey beneath **next**. **WAITING COD** displays.
13. To change the **WAITING COD** press the softkey beneath **chg**. The **Waiting Code** is assigned to provide a caller the option to wait for a busy extension and try that extension again after 10 seconds. The code may be any dial pad single-digit from **0**, **9**, *****, or **#**.



NOTE:

The system will not allow any digit to be assigned to more than one function. Therefore the Inquiry Code and DISA Codes must be considered when changing the Waiting Code.

14. Enter the new **WAITING COD** digit and press the softkey beneath **save** to store.
15. Press the softkey beneath **next**. **INQUIRY COD** displays.
16. To change the **INQUIRY COD** press the softkey beneath **chg**. The Inquiry Code is assigned to provide a caller the option to hear a general announcement (company hours, directions to the office, etc.). The code may be any dial pad single-digit from **0**, **9**, *****, or **#**.



NOTE:


The system will not allow any digit to be assigned to more than one function. Therefore the Waiting Code and DISA Codes must be considered when changing the Inquiry Code.

17. Enter the new **INQUIRY COD** digit and press the softkey beneath **save** to store.
18. Press the softkey beneath **next**. **DISA CODE** displays.
19. To change the **DISA CODE** press the softkey beneath **chg**. The **DISA CODE** is assigned to provide a caller access to any *Emerald ICE* system resource (e.g., extensions, CO lines, etc.). The code may be any dial pad single-digit from **0**, **9**, *****, or **#**. Therefore the **WAITING COD** and **INQUIRY COD** must be considered when changing the **DISA CODE**.

**NOTE:**

The system will not allow any digit to be assigned to more than one function.

20. Enter the new **DISA COD** digit and press the softkey beneath **save** to store.
21. Press the softkey beneath **next**. **ANSWER POSITION** displays.
22. To change the **ANSWER POSITION** press the softkey beneath **show**. Since Answering Positions may be assigned as unique destinations per Tenant Group, the system requires this entry now.
23. Enter the tenant group for which programming changes are to be made (1-3) (usually **1**) then press the softkey beneath **show**. The current **ANSWER POSITION** for the selected tenant group displays.
24. Press the softkey beneath **chg** to enter a new destination for the Day Mode for this tenant group.
25. Enter the desired *Emerald ICE* system directory number (extension, UCD group, Virtual Number) where callers should be routed when they cannot be routed automatically and press the softkey beneath **save**.
26. Press the softkey beneath **next**. The current **ANSWER POSITION** for the selected tenant group displays.
27. Press the softkey beneath **chg** to enter a new destination for the ALT Mode for this tenant group.
28. Enter the appropriate *Emerald ICE* system directory number (extension, UCD group, Virtual Number) where callers should be routed when they cannot be routed automatically and press the softkey beneath **save**.
29. Press the softkey beneath **next**. The current EVE (Evening) Mode - **ANSWER POSITION** for the selected tenant group displays.
30. Press the softkey beneath **chg** to enter a new destination for the EVE Mode for this tenant group.
31. Enter the appropriate *Emerald ICE* system directory number (extension, UCD group, Virtual Number) where callers should be routed when they cannot be routed automatically and press the softkey beneath **save**.
32. Press the softkey beneath **next**. The *Emerald ICE* system prompts for changes to another tenant group if necessary. If so, enter that group number and follow the previous steps to complete programming for the selected tenant group. Otherwise press Hold (**HOLD**) to return to the previous programming level (Answer Position).
33. Press the softkey beneath **next**. The next database item (Auto Attendant Line) displays. Notice that the display prompts you for the CO line directory number (740-755).

34. Enter the CO line directory number (740-755) to be programmed for use with the automated attendant.
35. Press the softkey beneath **show**. The next database item for Automated Attendant operation of this CO line (**AUTO_A LINE**) displays.
36. Toggle the softkey beneath **chg** for **Y/N**. **Y** indicates that this CO line will be answered by the automated attendant. **N** indicates that it will not.
37. Press the softkey beneath **next**. The next database item (Service) and the current setting displays.
38. Press the softkey beneath **chg** to select the appropriate operation mode for automated attendant for this CO line. (Available options are: **ALWAYS**, **NEVER**, **DAY**, and **EVE**.)
39. Press the softkey beneath **next**. The system prompts for the next CO line to be programmed automated attendant answering.
40. Press the Volume button () to return to the *DB Item Selection Screen* to program additional CO Lines, as necessary or to exit programming.

Descriptions of the Telephone setups and operation of the Automated Attendant Feature can be found in the *Emerald ICE Deluxe Telephone User Guide*.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, Call Handling, Auto Attendant** from the menu bar to display the following window.

The screenshot shows a software window titled "RP: Call Handling- Auto Attendant". It contains several configuration sections:

- Category 1:** Ring Time To Answer: 0 Sec. No Answer Time: 20 Sec. Drop No Dial. XFR Mode: RBT. Waiting Code: #. Inquiry Code: *. Disa Code: 9.
- Category 2:** CO Line No: 1:700. Auto Attendant Line. Auto Attendant Service: Never.
- Answer Position:** Tenant No: 1. Day Answer Position: 1:401. Alt Answer Position: 1:401. Night Answer: 1:401.

Buttons on the right include Update, Initialize(FB), Close, and Help.

3. Using the drop-down list in the **Ring Time To Answer:** field, set the amount of time, in seconds that a caller will hear ring-back before the line is answered by the *Auto Attendant*.
4. Using the drop down list in the **No Answer Time:** field, set the amount of time that a call rings the auto attendant before being routed to the designated Answer Position in the event that all Auto Attendant ports are in use and unavailable to handle the call. Valid times are 10-90 seconds in 10 second increments.
5. Click on the checkbox in the **Drop No Dial** field to specify that the caller will be automatically dropped by the system if they do not make a selection or dial a valid extension directory number. If the checkbox is unchecked and a caller does nothing, they are routed to the designated Answering Position.
6. Using the drop-down list in the **XFR Mode:** select between *Ring-Back Tone (RBT)* or *Music On Hold (MOH)*. This is the call processing that is provided to the caller after they have made a selection and are being routed in the system.
7. Using the drop-down list in the **Waiting Code:** field, assign a *Waiting Code* to provide a caller the option to wait for a busy extension and try that extension again after 10 seconds. Available selections are *None, 1-9, * and #*.

**NOTE:**

The system will not allow any digit to be assigned to more than one function. Therefore the *Inquiry Code* and *DISA Codes* must be considered when changing the *Waiting Code*.

8. Using the drop-down list in the *Inquiry Code:* field, select an *Inquiry Code* to provide a caller the option to hear a general announcement (company hours, directions to the office, etc.). Available selections are *None*, *0-9*, ***, or *#*.

**NOTE:**

The system will not allow any digit to be assigned to more than one function. Therefore the *Waiting Code* and *DISA Codes* must be considered when changing the *Inquiry Code*.

9. Using the drop-down list in the *DISA Code:* field, select a *DISA Code* to provide a caller access to any *Emerald ICE* system resource (e.g., extensions, CO lines, etc.). Available selections are *None*, *0-9*, ***, or *#*. Therefore the *Waiting Code* and *Inquiry Codes* must be considered when changing the *DISA Code*.

Change the Answering Position settings.

10. Since Answering Positions may be assigned as unique destinations per Tenant Group, the system requires this entry now. Using the drop-down list in the *Tenant No:* field, select a tenant group for which programming changes are to be made (1-3). The current *Day Answer Position*, *Alt Answer Position*, and *Night Answer* selections for the selected tenant group will be displayed.
11. Using the drop-down list in the *Day Answer Position:* field, select a destination for the Day Mode for this Tenant Group.
12. Using the drop-down list in the *Alt Answer Position:* field, select a new destination for the ALT Mode for this Tenant Group.
13. Using the drop-down list in the *Night Answer:* field, select a new destination for the EVE Mode for this Tenant Group.

Change the CO Line settings.

14. Using the drop-down list in the *CO Line No.:* field, select the CO Line directory number (740-755) to be programmed for use with the *Auto Attendant*.
15. Using the checkbox in the *Auto Attendant Line* field, click on the check box to allow the CO line to be answered by the automated attendant. Leave the checkbox unchecked so that it is not.


16. Using the drop-down list in the *Auto Attendant Service:* field, select the appropriate operation mode for automated attendant for this CO line. Available selections are *Always, Never, Day,* and *Eve.*
17. Continue other programming or click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

7.5

Auto Redial

.....

Auto Redial may be used to dial the last number dialed. The system will automatically dial the number and then wait for a predetermined time period. Following this predetermined time period if no action is taken the system will then hang up and the redial cycle will continue until the number of attempts designated in programming is reached.

The Feature Code PGM  can be programmed under a Feature/DSS button on the Deluxe Telephone to be used with the *Auto Redial* feature.

If a Feature/DSS button has been programmed for use with Automatic Redial, the button may be used to invoke the feature. While the feature is active the LED of that button will be lit steady red. During dialing attempts the LED of that button will flash red.

The system will continue redial attempts until:

- Call rings through and caller picks up,
- The maximum number of attempts is reached,
- 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 extension level.

If all extension accessible CO Lines or the CO Line group are busy at the time of an Automatic Redial attempt, that attempt will count as a valid attempt and reduce the remaining number of attempts.

Default Settings:

Attempts is set at 8 seconds

Interval is set at 60 seconds

Waiting Time is set at 15 seconds


Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.
2. Enter **03-32** and press the softkey beneath **save**. This advances to the **AUTOMATIC REDIAL** programming screen.
3. Press the softkey beneath **show** to enter into these data items.
4. Use the the softkey beneath **back** and the softkey beneath **next** interactive buttons to select the appropriate data item to be changed. Available data items in Auto Redial are: **ATTEMPTS**, **INTERVAL**, and **WAITING TIME**.
5. When the item for change displays press the softkey beneath **chg**.
6. **ATTEMPTS** will allow any number to be entered from **0-2**.



NOTE:

0 disables Auto Redial.

7. When the number has been entered, press the softkey beneath **save**
8. **INTERVAL** may be selected from the following choices: **30, 60, 90, 120** seconds. Each time that the softkey beneath **chg** is pressed the selection is incremented through the available choices.
9. **WAITING TIME** may be selected from the following choices: **10, 15, 20, 25, 30** seconds. Each time that the softkey beneath **chg** is pressed the selection is incremented through the available choices.
10. Press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, Call Handling, Timing** from the menu bar. When the **RP:Call Handling-Timing (Part 1)** window displays, click on the **More** button to display the **RP:Call Handling-Timing (Part 2)** window as follows.

The screenshot shows the 'RP:Call Handling - Timing (Part2)' window with the following settings:

- Automatic Redial:** Attempts: 2, Interval: 60 Sec., Waiting Time: 15 Sec.
- SLT Hook Flash:** Start: 200 Ms., End: 1000 Ms.
- External Call FWD:** Service: Always, Talk Time: 5 Min.
- Dialing Ratio:** Inter-Digit: 800 Ms., Tone Time: 70 Ms., Break Time: 60 Ms.
- VM Dialing Ratio:** Tone Time: 90 Ms., Inter-Digit Tone: 90 Ms.
- Warning Tone:** Outgoing Call: 5 Min., Incoming Call: 5 Min.
- Hold Recall:** Hold Recall SLT: 1.0 Min., Hold Recall EXT: 1.0 Min.

Buttons at the bottom: Update, Initialize(F8), Close, Help.

3. Using the drop-down list in the **Attempts:** field select the number of times to redial. Selections can be from 0-2 attempts.



NOTE:

"0" disables Auto Redial.

4. Using the drop-down list in the **Interval:** field select an interval in seconds of time between redials. Selections can be **30, 60, 90,** or **120** seconds.
5. Using the drop-down list in the **Waiting Time:** field, select a waiting time, in seconds, that the system should wait before attempting a redial. Selections can be **10, 15, 20, 25,** or **30** seconds.
6. Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Call Forward – Extension

There are many *Call Forward-Extension* choices:

- **All** – 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, associates office, etc.)
- **Follow Preset** – Invoke call forward at your extension so that it can be changed from another extension.
- **No Answer** – Forward your calls in no answer conditions.
- **External** – Forward your calls to another location or different telephone number. (This feature must be enabled for your extension in database administration.)

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

- Intercom calls only
- Intercom and CO Line (including transferred CO Lines) calls
- CO Line calls only

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 Auxiliary Lamp will not light green in call forward mode if that function has been disabled via the attendant in Attendant Administration.

If a Feature/DSS button has been programmed for Call Forward mode, the LED associated to that button will light red indicating the telephone is in call forward mode.

External Call Forward will forward only transferred CO Line calls.

Extension invoked call forwarding overrides any applicable Predefined Call Forward database programming while in effect. When the extension forward mode has been released the Predefined Call Forward programming is active again.

Default Settings:

Extension – ECF Operation = N. (Range is Y/N.)


Call Handling – External CFW – Service = Always. (Range is Never, Day, Night, Always).

Call Handling – External CFW – Talk Time = 5 (Range is 1,2,3,5,10,15 minutes).


Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.

Program an extension for External Call Forward:

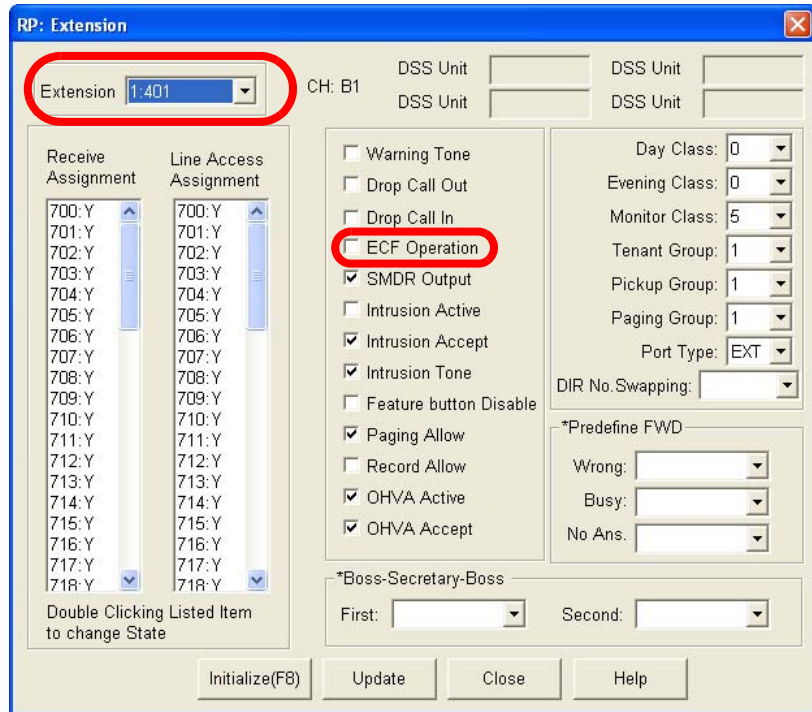
2. Enter **01-Extension No.-18** and press the softkey beneath **save**. This advances to the selected extension **ECF OPERATION** programming screen.
3. Toggle the softkey beneath **chg** for **Y/N**. **Y** will allow external call forwarding for the extension selected.
4. Press the Volume button () to return to the *DB Item Select screen*.

Program the various system External Call Forward parameters:

5. Enter **03-33-01** and press the softkey beneath **save**. This advances to the External Call Forward **SERVICE** programming screen.
6. Press the softkey beneath the softkey beneath **chg** to select **ALWAY**, **NEVER**, **DAY**, or **NIGHT**.
7. Press the softkey beneath **next** to advance to the **TALK TIME** programming screen.
8. Press the softkey beneath **chg** to select the allowable External Call Forward Talk Time, in minutes. The selections available are **1, 2, 3, 5, 10, or 15** minutes.
9. Press the Volume button () to return to the *DB Item Select Screen* or exit the programming mode.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, Extension** from the menu bar to display the following window.

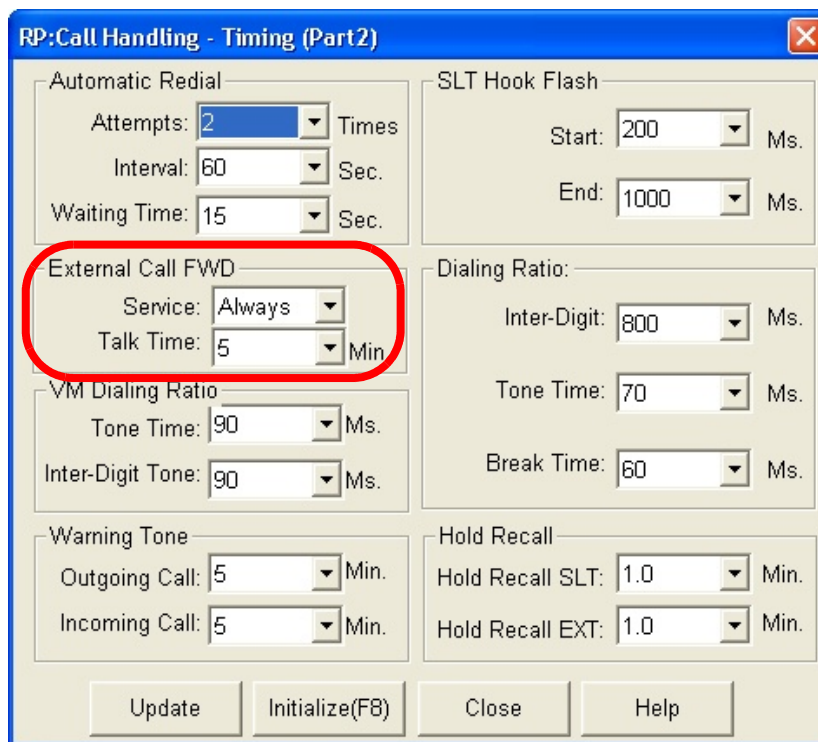


Program the extension for the ability to use External Call Forward:

3. Using the drop-down list in the **Extension:** field, select an extension to program for **External Call Forward**.
4. Click on the checkbox in the **ECF Operation:** field to allow **External Call Forward** for the extension selected.
5. Click on the **Update** button, follow the prompts and repeat steps 3 and 4 for other extensions, as necessary.

Program the various system External Call Forward parameters:

6. Select *RP, Call Handling, Timing* from the menu bar. When the *RP:Call Handling-Timing (Part 1)* window displays, click on the *More* button to display the *RP:Call Handling-Timing (Part 2)* window as follows.



7. Using the drop-down list in the *Service:* field, select a *Service* mode in which to allow *External Call Forward*. Selections can be *Never, Day, Eve, or Always*.
8. Using the drop-down list in the *Talk Time:* field, select the allowable *External Call Forward Talk Time*, in minutes. The selections available are *1,2,3,5,10, or 15* minutes.
9. Continue other programming or click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

Call Forward – Extension Predefined

Description

Call Forwarding-Extension Predefined will forward calls directly to the associated directory number for the programmed condition. Extension Predefined Call Forward affects ringing intercom calls and transferred calls. The programmed Extension Predefined Forward is a single step only forward destination. (No secondary or tertiary steps can be assigned.) Two destinations may be assigned based on station status, Busy and No Answer. That is, the first step destination may be different for busy calls and calls that go unanswered.

The condition “Wrong Number Destination” is provided for routing of calls to directory numbers that are unequipped. That is, the programmed destination is where calls will be routed when the associated directory number is dialed.

Calls that are forwarded to the *Emerald ICE* voicemail system via any extension call forward include special handling. The extension directory number is sent to the VM system with the call to identify the mailbox where this call should be routed.

Call Forward – Extension settings (user invoked call forward) supersede *Call Forward – Extension Predefined* settings.

Default Settings:

Wrong # = Null for all extensions. (Range: any extension or directory number.)

Busy = Null for all extensions. (Range: any extension or directory number.)

No Answer is set at Null for all extensions. (Range: any extension or directory number.)

Time is set at 10 seconds (Range is 6-30 seconds in 2 second increments).

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in Section 3.2.


Program the appropriate extension(s) for Predefined Call Forward:

2. Enter **01-Extension No.-29** and press the softkey beneath **save**. This advances to the **WRONG DEST.** programming screen.


Or...

3. Enter **01-Extension No. -30** and press the softkey beneath **save**. This advances to the **P-FWD BUSY** programming screen.

Or...

4. Enter **01-Extension No.-31** and press the softkey beneath **save**. This advances to the **P-FWD NOANS** destination programming screen.
5. Press the softkey beneath **chg** to enter destinations for these items. Enter the appropriate destination (this may be an extension number or UCD/Hunt Group number) and press the softkey beneath **save**.
6. Press the Volume button () to return to the *DB Item Select screen*.

Program the Predefined Forward Time as required:

7. Enter **03-40** and press the softkey beneath **save**. This advances to the **PRESET FWD_T** programming screen.
8. Press the softkey beneath **chg** to select the desired values. Select a time, in seconds, before a call is forwarded to the predefined extension or voicemail. Available selections are **6-30** seconds in 2 second increments.
9. Press the Volume button () to return to the *DB Item Select Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, Extension** from the menu bar to display the following window.

The screenshot shows the 'RP: Extension' configuration window. At the top left, the 'Extension' dropdown menu is highlighted with a red circle and contains the value '1:401'. Below this are two columns of extension numbers: 'Receive Assignment' and 'Line Access Assignment', each with a list of numbers from 700:Y to 718:Y. To the right of these lists are several checkboxes for features like 'Warning Tone', 'Drop Call Out', 'ECF Operation', 'SMDR Output', 'Intrusion Active', 'Intrusion Accept', 'Intrusion Tone', 'Feature button Disable', 'Paging Allow', 'Record Allow', 'OHVA Active', and 'OHVA Accept'. Further right are dropdown menus for 'Day Class', 'Evening Class', 'Monitor Class', 'Tenant Group', 'Pickup Group', 'Paging Group', and 'Port Type'. Below these is a section titled 'Predefine FWD' with three dropdown menus: 'Wrong:', 'Busy:', and 'No Ans.', all of which are highlighted with a red circle. At the bottom, there are buttons for 'Initialize(F8)', 'Update', 'Close', and 'Help', and a section for '*Boss-Secretary-Boss' with 'First:' and 'Second:' dropdowns.

Program the appropriate extension for the Predetermined Call Forward modes required:

3. Using the drop-down list in the **Extension** field, select an extension to program for *Call Forward-Extension Predefined*.
4. Using the drop-down list in the **Wrong:** field, select a destination extension for routing of calls when the user dials invalid extension directory numbers.
5. Using the drop-down list in the **Busy:** field, select a destination extension to automatically dial when a busy condition exists.
6. Using the drop-down list in the **No Ans:** field, select a destination extension to automatically dial when a No Answer condition exists.



NOTE:

Frequently the destination for a predefined forward – no answer condition will be to the VM UCD/Hunt Group, that directory number is 433.

7. Click on the **Update** button, follow the prompts and repeat steps 3 through 6 for other extensions, as necessary.

Program the Predefined Forward Time as required:

8. Select **RP, Call Handling, Timing** from the menu bar to display the following window.

The screenshot shows a configuration window titled "RP:Call Handling-Timing (Part 1)". It contains various settings for call handling, including CO Line Conf., CO Flash Time, PBX Flash Time, Pause Time, PR Time, Ring Abandon, Hold Reminder, Ex_Hold Time, XFR Idle Recall, XFR Busy Recall, PBX Auto Pause, Dial Delay Time, Dial Wait Time, Loop Break Time, Ring Recognition Time, Talk Abandon, Hold Abandon, Unsupervise Conf.Talk, SLT Hf To Hold Time, Meet Me Conf. Talk Time, Predefined FWD Time, Ext. Alarm Play Time, Camp On Interval, Call Duration Start Time, VM Monitor Time, FAX Ring Time, and CID Delay Time. The "Predefined FWD Time" field is highlighted with a red circle and is set to 10 seconds. At the bottom of the window, there are buttons for "Update", "Initialize(F8)", "Close", "Help", and "More..."

9. Using the drop-down list in the **Predefined FWD Time:** field, select a time, in seconds, before a call is forwarded to the predefined extension or voicemail. Available selections are **6-30** seconds in 2 second increments.
10. Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Caller Identification Table – Callback

Description

Caller Identification information for one hundred (100) calls is stored in a Call Table. While reviewing the calls, you will have the option to dial the number, obtain more information for the particular call, and delete the call.

You can at any time exit the Caller ID Call Table mode.

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.

If no name is delivered from the telephone company, the number only will be displayed.

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.

Default Settings:

Call Handling – CID Programming Code – International Prefix = Null. (Range is – any 4 digits.)

Call Handling – CID Programming Code – Country Code = Null. (Range is – any four digits.)

Call Handling – CID Programming Code – Long Distance Prefix = Null. (Empty.)

Call Handling – CID Programming Code – Local Area Code – Area Code eight tables are set at Null. (Empty.)

Call Handling – CID Programming Code – Local Area Code – Area Prefix eight tables are set at Null. (Empty.)

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in Section 3.2.

Program CID codes required for seamless CID callback operations in the Emerald ICE:

2. Enter **03-26** to program the **INTER.PREFIX**.


Or...

3. Enter **03-27** to program the **COUNTRY CODE**.

Or...

4. Enter **03-28** to program the **LONG DIST PREFIX**.

Or...

5. Enter **03-29** to program the **LOCAL AREA CODE**.
6. Press the softkey beneath **save** after each entry. This advances to the selected database item.
7. Press the softkey beneath **show** to view the contents of this database item.
8. Press the softkey beneath **chg** to change the contents of this database item.
9. Enter the actual code required for the selected function. (For example, "011" for international code.)
10. Press the softkey beneath **save**.
11. Press the Volume button () to return to the *DB Item Select Screen*.


Local Area Code programming:

12. Local Area Code Programming requires two entries; first the local area code, then the code required (usually the same code) as a prefix when this telephone number is dialed from CID memory.
13. Enter **03-28** then press the softkey beneath **save**.
14. Press the softkey beneath **show**, Area Code table 1 displays.
15. Press the softkey beneath **chg** to change the contents of this database item.
16. Enter the actual local area code that will be received with CID from the local calling area and press the softkey beneath **save**.
17. Press the softkey beneath **next**. This area code prefix displays.
18. If the area code must be dialed to complete local calls within that area code, press the softkey beneath **chg**.
19. Enter the prefix code here (usually the same digits as the area code) so that local calls dialed from redial/callback operations to telephone numbers received via CID include this code and press the softkey beneath **save**.



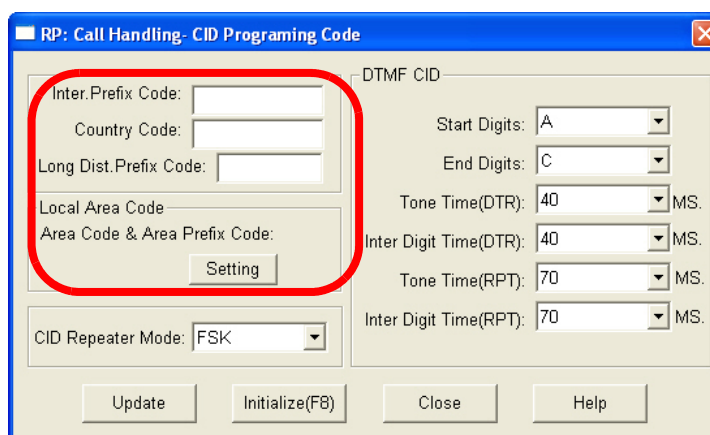
NOTE:

The Area Prefix may be left empty (Null) for callbacks to a local area code – that do not require the area code to be dialed.

20. Press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the *RMP* using the procedures described in *Section 3.3*.
2. Select *RP, Call Handling, CID Proramming Code* from the menu bar to display the following window.



3. In the *Inter. Prefix Code*: field, enter an International Prefix code of any 4 digits.
4. In the *Country Code*: field, enter a Country Code of any 4 digits.
5. In the *Long Distance Prefix Code*: field, enter a long distance prefix of any 1 digit.

Local Area Code programming:

Local Area Code Programming requires two entries:

- The local area code
- The same code if it is required for dialing back calls from that area code.

For example, for local calls from area code 480 that must be dialed with that area code whenever this number is called back:

- "480" must be programmed as a Local Area code so that the callback operation will not preface the number with the long distance code (typically "1").
- "480" must be programmed as the Area Prefix for Local Area Code "480" so that the digits "480" are dialed whenever this local number is called back.

- Click on the **Setting** button to display the following:

RP: Call Handling- CID Programing Area Code

	Area Code	Area Prefix Code	
NO 1:	<input type="text"/>	<input type="text"/>	Update
NO 2:	<input type="text"/>	<input type="text"/>	
NO 3:	<input type="text"/>	<input type="text"/>	Initialize(FB)
NO 4:	<input type="text"/>	<input type="text"/>	
NO 5:	<input type="text"/>	<input type="text"/>	Close
NO 6:	<input type="text"/>	<input type="text"/>	
NO 7:	<input type="text"/>	<input type="text"/>	Help
NO 8:	<input type="text"/>	<input type="text"/>	

(Max 5 digits){0,1,2,3,4,5,6,7,8,9,*,#,NULL}

- To dial outside of the local **Area Code**, assign an **Area Prefix Code** to use when dialing. The **Area Prefix Code** can be up to 5 digits.
- Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

7.9 CO Line Loop Supervision (Talk/Hold Abandon)

Description

CO Line Supervision is a Central Office (Telephone Company) feature. This feature allows for advanced handling of call connections when the distant end party disconnects. This function is especially useful when calls that have been placed on hold go unattended and the distant end party hangs up, or when the caller is connected to voicemail leaving a message and hangs up. The *Emerald ICE* receives the disconnect signal from the telephone company and forces the CO line on-hook to release the system resource for other uses.

Default Settings:

CO Line – Call Abandon set to Y (yes) for all CO Lines. (Range: Y/N)


Call Handling – Talk Abandon Time set at 600ms. (Range: 50-1000ms)

Call Handling – Hold Abandon Time set at 600ms. (Range: 50-1000ms)



Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.

Program CO Lines for Call Abandon:

2. Enter **02-CO Line No.-09** and press the softkey beneath **save**. This advances to the selected CO Line **CALL ABANDON** programming screen.
3. Toggle the softkey beneath **chg** for **Y/N**. **Y** will enable *Call Abandon* on the selected CO line.
4. Press the Volume button () to return to the *DB Item Select Screen* and enter another CO line.

Or...

5. Press the Hold button () to select another CO Line to be programmed.
6. Enter the CO Line number then press the softkey beneath **show**.
7. Press the softkey beneath **next** to advance through database items until the *Call Abandon* database item displays.
8. When finished programming CO Line Call Abandon, press the Volume button () to return to the *DB Item Select Screen*.

Program Call Abandon Timers as required, to match CO operation:

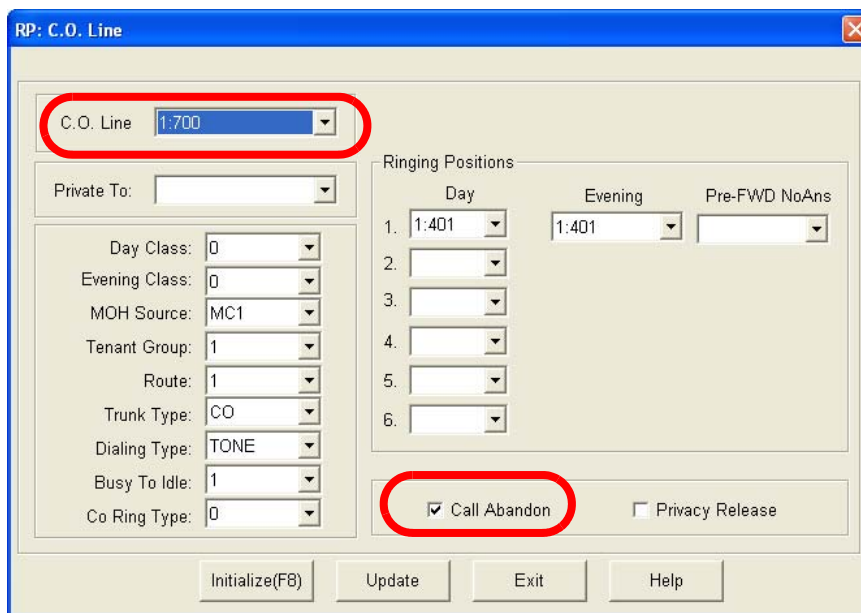
9. Enter **03-42** and press the softkey beneath **save**. This advances to the **TALK ABANDN** programmings screen.(*Call Abandon* during conversation “talk” mode.)

Or...

10. Enter **03-43** for Hold Abandon (*Call Abandon* during on hold mode.)
11. Press the softkey beneath **chg**.
12. Enter **50-1000** in increments of 50 milliseconds and press the softkey beneath **save**.
13. When finished programming *Call Abandon* database items, press the Volume button (**VOLUME**) to return to the *DB Item Select Screen* or exit programming.

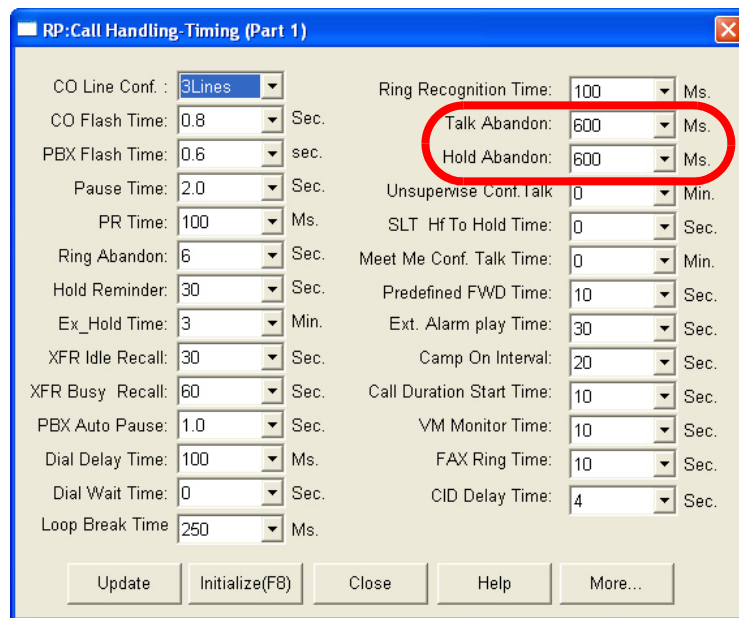
RMP Programming

1. Access the *RMP* using the procedures described in *Section 3.3*.
2. Select *RP, CO Line* from the menu bar to display the following window.



Program CO Lines for Call Abandon:

3. Using the drop-down list in the **CO Line:** field, select a CO Line to program.
4. Using the checkbox in the **Call Abandon** field, click on the checkbox to program the selected CO Line with **Call Abandon**.
5. Click on the **Update** button, follow the prompts and repeat steps 3 and 4 for other CO lines, as necessary. Program Call Abandon Timers as required to match the CO operation.
6. Select **RP, Call Handling, Timers** from the menu bar to display the following window.



Parameter	Value	Unit
CO Line Conf :	3Lines	
CO Flash Time:	0.8	Sec.
PBX Flash Time:	0.6	sec.
Pause Time:	2.0	Sec.
PR Time:	100	Ms.
Ring Abandon:	6	Sec.
Hold Reminder:	30	Sec.
Ex_Hold Time:	3	Min.
XFR Idle Recall:	30	Sec.
XFR Busy Recall:	60	Sec.
PBX Auto Pause:	1.0	Sec.
Dial Delay Time:	100	Ms.
Dial Wait Time:	0	Sec.
Loop Break Time	250	Ms.
Ring Recognition Time:	100	Ms.
Talk Abandon:	600	Ms.
Hold Abandon:	600	Ms.
Unsupervise Conf. Talk	0	Min.
SLT_Hf To Hold Time:	0	Sec.
Meet Me Conf. Talk Time:	0	Min.
Predefined FWD Time:	10	Sec.
Ext. Alarm play Time:	30	Sec.
Camp On Interval:	20	Sec.
Call Duration Start Time:	10	Sec.
VM Monitor Time:	10	Sec.
FAX Ring Time:	10	Sec.
CID Delay Time:	4	Sec.

7. Using the drop-down lists in the **Talk Abandon:** and **Hold Abandon:** fields, select a Talk or Hold Abandon time, in microseconds, of between 50-1000, in increments of 50.
8. Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

7.10 Meet Me Conference

Description

Meet Me Conference is used join telephone connections together. It simplifies the setup process by assigning designated system resources as conference destinations. The result is eight separate conference locations that are joined by dialing the location number. Callers can easily be transferred to these locations. Users may simply dial the location number. Outside parties can join the conference via the automated attendant simply by dialing the location number at the auto attendant greeting.

A programmable Conference Tone may be enabled or disabled so that entry into a conference is indicated with an alert tone or entered into without an alert tone.

It is highly recommended that all CO lines be set at the factory default for Call Abandon (Y) to optimize *Meet Me Conference* functionality.

When Call Abandon is set to N for any CO line, you must set the Meet Me Conference Talk Time to some value other than 0. This is the only facility that will allow the CO line to be disconnected if Call Abandon is No.

Up to four simultaneous connections may join any one conference.

Up to eight simultaneous conferences may be established at any one time.

Default Settings:

Call Handling – Meet Me Conference Talk Time is set at 0 (unlimited). (Range is: 0-120 minutes, in 10-minute increments.)


Call Handling – Conference Tone is set to Y (Yes). (Range is: Y/N.)

Call Handling – CO Line Conference = 3 Lines. (Range is None/2/3.)


Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.

Program the Meet Me Conference Time:

2. Enter **03-38** and press the softkey beneath **save**. This advances to the **CONF. TALK_T** programming screen.
3. Press the softkey beneath **chg** to select the desire *Meet Me Conference* time. This is a time, in minutes, that will allow the CO Line to be disconnected if *Call Abandon* is set to **NO**. Available selections are **0-120** minutes, in 10-minute increments.
4. Press the Volume button () to return to the *DB Item Select Screen*.

Program the Conference Tone Operation:

5. Enter **03-24** and then press the softkey beneath **save**. This advances to the **CONF TONE** programming screen.
6. Toggle the softkey beneath **chg** for **Y/N**. **Y** will enable the Conference Tone so that entry into a conference is indicated with an alert tone or entered into without an alert tone.
7. Press the Volume button () to return to the *DB Item Select Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, Call Handling** from the menu bar to display the following window.

The screenshot shows the 'RP:Call Handling-Timing (Part 1)' window. It contains various configuration fields for call handling parameters. The 'Meet Me Conf. Talk Time' field is highlighted with a red circle. The window has a blue title bar and a close button in the top right corner. At the bottom, there are buttons for 'Update', 'Initialize(F8)', 'Close', 'Help', and 'More...'. The fields are arranged in two columns. The left column includes: CO Line Conf. (3Lines), CO Flash Time (0.8 Sec), PBX Flash Time (0.6 sec), Pause Time (2.0 Sec), PR Time (100 Ms), Ring Abandon (6 Sec), Hold Reminder (30 Sec), Ex_Hold Time (3 Min), XFR Idle Recall (30 Sec), XFR Busy Recall (60 Sec), PBX Auto Pause (1.0 Sec), Dial Delay Time (100 Ms), Dial Wait Time (0 Sec), and Loop Break Time (250 Ms). The right column includes: Ring Recognition Time (100 Ms), Talk Abandon (600 Ms), Hold Abandon (600 Ms), Unsupervise Conf.Talk (0 Min), SLT_Hf To Hold Time (0 Sec), Predefined FWD Time (10 Sec), Ext. Alarm play Time (30 Sec), Camp On Interval (20 Sec), Call Duration Start Time (10 Sec), VM Monitor Time (10 Sec), FAX Ring Time (10 Sec), and CID Delay Time (4 Sec).

Program the Meet Me Conference Talk Time:

3. Using the drop-down list in the **Meet Me Conf. Talk Time:** field, select a time, in minutes, that will allow the CO Line to be disconnected if *Call Abandon* is *N*. Available selections are 0-120 minutes, in 10-minute increments.

Program the Conference Tone Operation:

4. Select **RP, Call Handling, Feature Control** from the menu bar to display the following window.

The screenshot shows the 'RP :Call Handling - Feature Control' window. It contains several checkboxes and a section for SMDR Call Output. The checkboxes are: SysSPD Toll Ck. (unchecked), TSI Connect Enable (checked), Hotel Enable (unchecked), and Conference Tone (checked). The SMDR Call Output section includes: Incoming Call (unchecked), Outgoing Call (checked), and Account Code (checked). Below these are two dropdown menus: Coding Law (set to 'u -Law') and VM Reserved Port (set to 0). At the bottom, there are buttons for 'Update', 'Initialize(F8)', 'Close', and 'Help'. The window has a blue title bar and a close button in the top right corner.

5. By clicking the checkbox in the *Conference Tone:* field, select whether to enabled or disable the Conference Tone so that entry into a conference is indicated with an alert tone or entered into without an alert tone.
6. Continue other programming or click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.



Conference, Supervised/Unsupervised

Description

The system can accommodate eight (8), 4 member (party) conferences, simultaneously. Conference combinations may consist of 3 CO lines maximum and any number of extensions to a maximum of 4 parties (members). One inside key telephone station is the controller of the conference and constitutes one conference member. Before a conference can be established with a maximum of 4 members, a 3-member conference must first be established.

Supervised/Unsupervised

A Supervised Conference is a conference in which at least one member is an extension of the *Emerald ICE* system. The Emerald ICE extension that establishes a conference is the conference controller and may add and/or delete members of the conference at any time. The conference controller also has the privilege of establishing an Unsupervised Conference.

An Unsupervised Conference is a conference in which only CO lines are members. All members are therefore outside of the premises and connected together using the *Emerald ICE* conference resource. An unsupervised conference may be re-joined by the initiating *Emerald ICE* extension however, since that extension maintains control of the conference even though it is unsupervised.

The extension that establishes a conference is called the controlling party.

Only the conference controller can add a new conference connection (party).



Only the controlling party is allowed to invite or forcibly release any attending internal or external party, or to setup a "private talk" with any one 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*.

Each of the calls involved in a holding conference will be placed on Exclusive Hold.

When the controlling party exits a conference, the most recently invited internal party will be designated as the new controlling party.

When a conference is established, each party will hear a burst of conference tone when the Conference Tone is enabled.

The Unsupervised Conference feature code PGM   may be programmed on any available programmable Feature/DSS button.

Only the Controller of an Unsupervised Conference may rejoin an Unsupervised Conference.

Conference can only be established at a Deluxe Telephone.

Default Settings

Call Handling – CO Line Conference = 3 CO Lines. (Range is None/2/3.)

Call Handling – Unsupervised Talk Time = 0 (unlimited). (Range is 0-120 in 10-minute increments.)


Call Handling – Conference Tone = Y. (Range is Y/N.)

CO Line – Call Abandon = Y. (Range is Y/N.)


Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.


Program the maximum number of CO Lines that may be in a conference:

2. Enter **03-01** and press the softkey beneath **save**. This advances to the **TRUNK CONF.** programming screen.
3. Press the softkey beneath **chg** until the appropriate value displays (**NO/2LNS/3LNS**). These are the number of CO lines that will be allowed in a conference.
4. Press the Volume button () to return to the *DB Item Select Screen*.

Program the Unsupervised Conference Time:

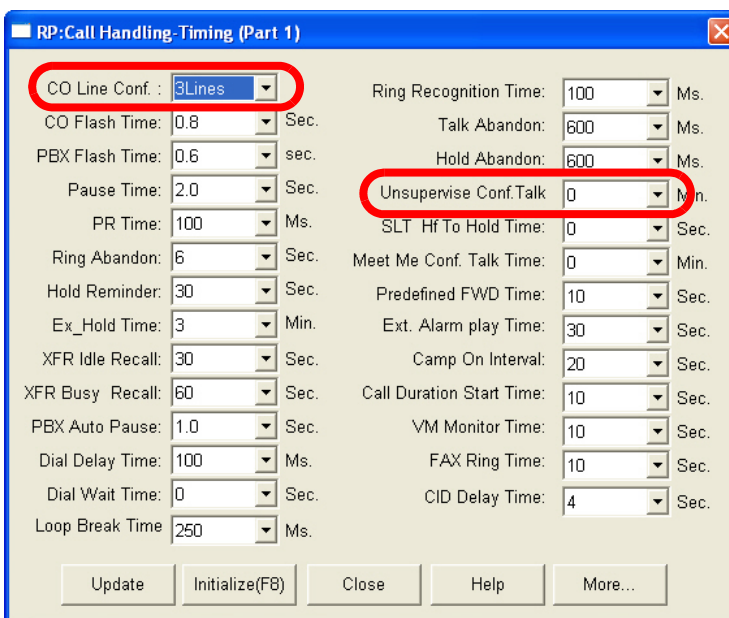
5. Enter **03-38** and press the softkey beneath **save**. This advances to the **CONF. TALK_T** programming screen.
6. Press the softkey beneath **chg** to select the Unsupervised Conference Time. Available selections are **0-120** minutes in increments of 10 minutes.
7. Press the Volume button () to return to the *DB Item Select Screen*.

Program the Conference Tone Operation:

8. Enter **03-24** and then the softkey beneath **save**. This advances to the **CONF TONE** programming screen.
9. Toggle the softkey beneath **chg** for **Y/N**. **Y** will enable a tone to be heard when members are added or removed from a conference.
10. Press the Volume button () to return to the **DB Item Select Screen** or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, Call Handling, Timing** from the menu bar to display the following window.



Field	Value	Unit
CO Line Conf.	3Lines	
CO Flash Time	0.8	Sec.
PBX Flash Time	0.6	sec.
Pause Time	2.0	Sec.
PR Time	100	Ms.
Ring Abandon	6	Sec.
Hold Reminder	30	Sec.
Ex_Hold Time	3	Min.
XFR Idle Recall	30	Sec.
XFR Busy Recall	60	Sec.
PBX Auto Pause	1.0	Sec.
Dial Delay Time	100	Ms.
Dial Wait Time	0	Sec.
Loop Break Time	250	Ms.
Ring Recognition Time	100	Ms.
Talk Abandon	600	Ms.
Hold Abandon	600	Ms.
Unsupervise Conf. Talk	0	Min.
SLT Hf To Hold Time	0	Sec.
Meet Me Conf. Talk Time	0	Min.
Predefined FWD Time	10	Sec.
Ext. Alarm play Time	30	Sec.
Camp On Interval	20	Sec.
Call Duration Start Time	10	Sec.
VM Monitor Time	10	Sec.
FAX Ring Time	10	Sec.
CID Delay Time	4	Sec.

Program the maximum number of CO Lines that may be in a Conference:

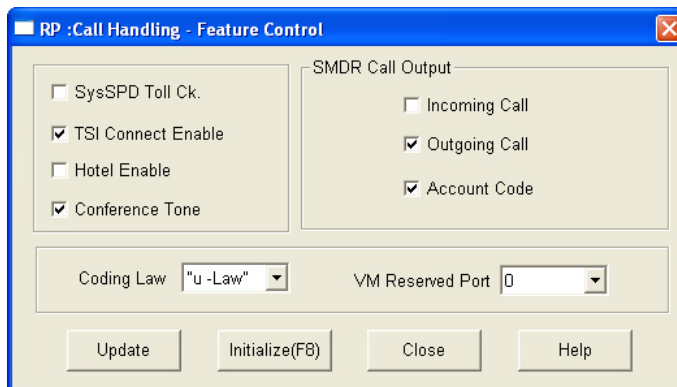
3. Using the drop-down list in the **CO Line Conf:** field, select the maximum number or CO Lines that may be in a Conference. Available selections are **NO, 2Lines, 3Lines**.

Unsupervised Conference Time:

4. Using the drop-down list in the **Unsupervise Conf. Talk:** field, select an Unsupervised Talk Time, in minutes. Available selections are **0-120** minutes in increments of 10 minutes.

Program the Conference Tone Operation:

5. Select ***RP, Call Handling, Feature Control*** from the menu bar to display the following window.



6. Click on the checkbox in the ***Conference Tone*** field to enable or disable the Conference Tone. Enabling the tone will allow a tone to be heard when members are added or removed from a conference.
7. Continue other programming or click on the ***Close*** button to close the window without making changes or click on the ***Update*** button and follow the prompts to save the database changes.



NOTE:

DISA is available only with the the installation of a 4VAA Automated Attendant Card in the KSU.

Description

This feature allows you to remotely access system resources such as System Speed Dial, CO Line Access, and Intercom dialing.

Any number of DISA lines may be assigned as incoming DISA access based on the system service mode (Day, Evening).

DISA can be accessed via the Automated Attendant as well as by dedicated DISA lines.

Access to Emerald ICE system resources for out-calling is secured by means of verified passwords against the assigned extension number. Use of system resources is accomplished only when a valid extension number has been entered and when the password entered matches that stored for the extension number entered.

Four DISA CO lines may be used simultaneously. If more than four DISA CO lines are signaling for answer, the subsequent calls will receive an internal busy tone.

While DISA-to-CO calls are in use, DTMF receivers on the 4VAA card are dedicated to the function. Therefore the quantity of DTMF resources (four), are reduced (by one) for each DISA-to-CO call in progress. This affects the Automated Attendant operation since DTMF receivers are required to collect digits from outside callers.

The default Class of Service (COS) of day and night for DISA CO lines is 0. Each DISA CO line has its own COS for dialing privileges.

DISA CO line COS assignment coincides with Toll Restriction COS Tables.

The activation time for a DISA CO line is programmable for "Never," "Day," "Night" or "Always."

If you dial an extension number, which is non-existent, your call will be directly transferred to the attendant.

The DISA Talk Time is programmable for 1, 2, 3, 5, 10, and 15 minutes (default is 1 minute). The DISA Talk Time is set to automatically drop the connected outside parties upon expiration of the preprogrammed time.

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 0+*. (This restarts the DISA Talk Timer.)

To disconnect a call originated via DISA (before the Talk Time expires), dial 0+/-.

Default Settings:

Ring Time to Answer is set to 0. (Range is: 0-99 seconds.)

Allowed Extension: COS 0 is set to Yes, COS 1-7 are set to No. (Range is: Y/N.)

DISA Line is set to No for all CO Lines. (Range is: Y/N.)

Day COS is set to follow 0. (Range is: 0-7.)


Evening COS is set to follow 0. (Range is: 0-7.)

Service is set to: Always for all CO Lines. (Range is: ALWAYS/NEVER/DAY/EVE.)

Talk Time is set to 5 minutes. (Range is: 1/2/3/5/10/15.)

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.
2. Enter **03-49** and then press the softkey beneath **save**. This advances to the **DISA** programming screen.
3. Press the softkey beneath **show**. This advances to the **RING_T TO AMS** screen.
4. Press the softkey beneath **chg** to select the Ring Time to Answer. The Ring Time to Answer value is after ringing has been detected on a CO line, how long should ring-bank tone be provided to the calling party before the CO line is connected to the DISA processor.
5. Enter the ring time (**0-20**) and then press the softkey beneath **save**.
6. Press the softkey beneath **next** to advance to the **ALLOWED EXT COS** programming screen.
7. Press the softkey beneath **show** to select the Extension Classes of Service that will be allowed to use the DISA feature to make system CO Line calls. Extension COS 0 displays.)

8. Toggle the softkey beneath **chg** for **Y/N**. **Y** will enable DISA for the COS 0.
9. Press the softkey beneath **next** to advance to the next Extension COS for programming.
10. Repeat step 8 for all other necessary Extension COS.
11. Press the softkey beneath **next** to advance to CO Line specific DISA programming. The CO Line enter screen displays **SHOW CO LN**.
12. Enter the CO Line directory number (740-755).
13. Press the softkey beneath **show**. This advances to the **DISA CO LINE (Y/N)** screen.
14. Press the softkey beneath **chg** to change this data item value.
15. Press the softkey beneath **next** to advance to **DISA DAY COS**.
16. Press the softkey beneath **chg** until the desired COS displays. This data item will determine which extension COS model to follow for DISA calls made into the system while the system is in DAY mode
17. Press the softkey beneath **next** to advance to **DISA EVE COS**.
18. Press the softkey beneath **chg** until the desired COS displays. (This data item will determine which extension COS model to follow for DISA calls made into the system while the system is in Evening mode.)
19. Press the softkey beneath **next** to advance to **SERVICE** mode.
20. Press the softkey beneath **chg** until the appropriate value displays. This data item will determine when the DISA feature will be active for the selected CO Line. **NEVER/DAY/EVE/ALWAYS**.
21. Press the softkey beneath **next** to advance to **TALK TIME**.
22. Press the softkey beneath **chg** until the appropriate value for this data item displays. The Talk Time will determine the duration of outgoing CO Line calls made via the DISA feature on this CO Line.
23. Press the softkey beneath **next**. This advances to the enter CO Line directory number screen so that another CO line may be programmed for DISA if necessary.
24. Enter the CO Line directory number to program for DISA operation and then press the softkey beneath **show** and set the necessary data item values as above.
25. Press the Volume button () to return to the *DB Item Select Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, Call Handling, DISA** from the menu bar to display the following window.

The screenshot shows a window titled "RP: Call Handling- DISA" with a blue title bar and a close button. The window is divided into two main sections: "General DISA Settings" and "Individual DISA Settings".

General DISA Settings:

- "Ring Time To Answer:" is a dropdown menu set to "0" with "Sec." to its right. This field is circled in red.
- "Allowed Ext.'s Class of Service:" contains eight checkboxes: COS-0 (checked), COS-1, COS-2, COS-3, COS-4, COS-5, COS-6, and COS-7. This group of checkboxes is also circled in red.

Individual DISA Settings:

- "Disa Line No.:" is a dropdown menu set to "1:700".
- "Day Class:" is a dropdown menu set to "0".
- "Even Class:" is a dropdown menu set to "0".
- "Disa Line:" is an unchecked checkbox.
- "Trunk DISA Service:" is a dropdown menu set to "Always".
- "DISA Talk Time:" is a dropdown menu set to "5" with "Min." to its right.

At the bottom of the window are four buttons: "Update", "Initialize(F8)", "Close", and "Help".

Program Ring Time to Answer and/or Allowed Extension COS:

3. Using the drop-down list in the **Ring Time to Answer:** field, select a ring time, in seconds. The Ring Time to Answer value is after ringing has been detected on a CO line, how long should ring-back tone be provided to the calling party before the CO line is connected to the DISA processor. Available selections are **0-99**.
4. Select an Allowed Extension's COS by clicking on the checkboxes in the **Allowed Ext.'s Class of Service:** field.

Program Individual DISA settings:

5. Using the drop-down lists in the **DISA Line No.** field, select a CO line that is to be a DISA-processed trunk. Click on the checkbox in the **DISA Line** field as well.
6. Using the drop-down list in the **Trunk DISA Service:** field, select the Service Mode this trunk is to be an active DISA trunk. Available selections are **Never, Day, Night, Always**.
7. Using the drop-down list in the **Day Class** field, select the Day Class of Service. This is the extension COS that will be assigned to the DISA caller during the Day service mode. Since the DISA trunk has answered a caller, that caller is processed as an extension in terms of COS assigned to calls out-bound which the caller makes. Available selections are **0-7**.

8. Using the drop-down list in the *Even Class* field, select the Evening Class of Service. This is the extension COS that will be assigned to the DISA caller during the Evening service mode. Since the DISA trunk has answered a caller, that caller is processed as an extension in terms of COS assigned to calls out-bound which the caller makes. Available selections are *0-7*.
9. Using the drop-down list in the *DISA Talk Time* field, select a Talk Time between *1, 2, 3, 5, 10, or 15* minutes. Talk Time determines the duration of outgoing CO Line calls made via the DISA feature on this CO Line.
10. Continue other programming or click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

End-To-End Signaling/Voicemail Dialing Ratio

Description


This feature allows Deluxe and Standard Model Telephone extensions to generate in-band DTMF tones while connected on ICM calls to an on-site voicemail system and to ancillary devices connected to the External Page Port.

Default Settings:

Tone Time = 120. (Range is 60-150.)

Inter Digit Time = 120. (Range is 60-150.)

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.
2. Enter **03-34-01**, then press the softkey beneath **save**. This advances to the **tone time** programming screen.
3. Press the softkey beneath **chg** to select a desired Tone Time. This timer is relevant only for analog interface voice processing systems connected to the *Emerald ICE* analog ports. It is the minimum duration of DTMF tones delivered to the voicemail analog port for voice processor call processing. Available selections are **60, 90, 120, and 150** milliseconds.
4. Press the softkey beneath **next** to advance to the **int_dgt time** programming screen.
5. Press the softkey beneath **chg** to select an Inter-Digit Time. This timer is relevant only for analog interface voice processing systems connected to the *Emerald ICE* analog ports. It is the minimum duration of time between DTMF tones delivered to the voicemail analog port for voice processor call processing. Available selections are **60, 90, 120, and 150** milliseconds.
6. Press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, Call Handling, Dialing** from the menu bar. When the **RP: Call Handling-Dialing (Part 1)** window appears, click on the **More** button to display the following window.

The screenshot shows the 'RP: Call Handling - Timing (Part2)' window with the following settings:

- Automatic Redial:** Attempts: 2 Times, Interval: 60 Sec., Waiting Time: 15 Sec.
- External Call FWD:** Service: Always, Talk Time: 5 Min.
- VM Dialing Ratio:** Tone Time: 90 Ms., Inter-Digit Tone: 90 Ms. (highlighted with a red circle)
- Warning Tone:** Outgoing Call: 5 Min., Incoming Call: 5 Min.
- SLT Hook Flash:** Start: 200 Ms., End: 1000 Ms.
- Dialing Ratio:** Inter-Digit: 800 Ms., Tone Time: 70 Ms., Break Time: 60 Ms.
- Hold Recall:** Hold Recall SLT: 1.0 Min., Hold Recall EXT: 1.0 Min.

Buttons at the bottom: Update, Initialize(F8), Close, Help.

3. Using the drop-down list in the **Tone Time:** field, select the tone length, in microseconds. This timer is relevant only for analog interface voice processing systems connected to the *Emerald ICE* analog ports. It is the minimum duration of DTMF tones delivered to the voicemail analog port for voice processor call processing. Available selections are **60, 90, 120, and 150**.
4. Using the drop-down list in the **Inter-Digit Tone:** field, enter the time between tones, in microseconds. This timer is relevant only for analog interface voice processing systems connected to the *Emerald ICE* analog ports. It is the minimum duration of time between DTMF tones delivered to the voicemail analog port for voice processor call processing. Available selections are **60, 90, 120, and 150**.
5. Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Flash – Analog Port (SLT) Flash Recognition

Description

Flash refers to the command issued at an analog device to invoke system features. *Flash* is the momentary operation of the hook-switch at an analog device. Conversely, the on-hook command at an analog device signifies an on-hook (disconnect/hang-up) request.

The momentary operation of the hook-switch at the analog device is deciphered by the *Emerald ICE* system in such a way that the previous call in progress is held, or placed in a status of transfer awaiting further instructions from the user.

Flash Recognition is the specific timing associated to a user flash request. The *Emerald ICE* must be setup to decipher a flash command from an on-hook command where the user may go on-hook then immediately off-hook again to place a call.

There are two settings in the flash recognition timing: the Start Time and the End Time.

The Start Time can be set very low to detect very fast operation of the hook-switch but care should be taken when using low Start settings since the timing may allow line noise to trigger a flash command.

The End Time can be set very high to detect very slow hook-flash operations but care should be taken when using high End settings since the timing may not allow the triggering of On-Hook commands in an acceptable period for the user.


Use the default Start and End timing wherever possible.

Default Settings:

SLT Hook Flash Start is set to 200. (Range is: 60, 100-1400 milliseconds.)

SLT Hook Flash End is set to 1000, COS 1-7 are set to NO. (Range is: 100-1500 milliseconds.)

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.
2. Enter **03-15**, then press the softkey beneath **save**. This advances to the **SLT HOOK_FLASH** programming screen.
3. Press the softkey beneath **show**. This advances to the **START** screen.
4. Press the softkey beneath **chg** to select the Start Time to detect SLT hook-flash. Available selections are **60, 100-1400** milliseconds in 100 millisecond increments.
5. Press the softkey beneath **next** to advance to the **END** screen.
6. Press the softkey beneath **chg** to change the End Time to stop detection of SLT hook-flash. Available selections are **200-1500** milliseconds in 100 millisecond increments.
7. Press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, Call Handling, Timing** from the menu bar. When the **RP: Call Handling-Dialing (Part 1)** window appears, click on the **More** button to display the following window.

The screenshot shows the 'RP: Call Handling - Timing (Part 2)' window. The 'SLT Hook Flash' section is highlighted with a red circle. It contains two dropdown menus: 'Start' set to 200 Ms. and 'End' set to 1000 Ms. Other sections include 'Automatic Redial' (Attempts: 2, Interval: 60, Waiting Time: 15), 'External Call FWD' (Service: Always, Talk Time: 5), 'VM Dialing Ratio' (Tone Time: 90, Inter-Digit Tone: 90), 'Warning Tone' (Outgoing Call: 5, Incoming Call: 5), 'Dialing Ratio' (Inter-Digit: 800, Tone Time: 70, Break Time: 60), and 'Hold Recall' (Hold Recall SLT: 1.0, Hold Recall EXT: 1.0). Buttons at the bottom are 'Update', 'Initialize(F8)', 'Close', and 'Help'.

3. Using the drop-down list in the **Start:** field, select an **SLT Hook Flash** start time, in microseconds. Available selections are **60**, and **100 - 1400** microseconds in 100 microsecond increments. The Start Time can be set very low to detect very fast operation of the hook-switch but care should be taken when using low Start settings since the timing may allow line noise to trigger a flash command.
4. Using the drop-down list in the **End:** field, select an **SLT Hook Flash** end time, in microseconds. Available selections are **100 - 1500** microseconds in 100 microsecond increments. The End Time can be set very high to detect very slow hook-flash operations but care should be taken when using high End settings since the timing may not allow the triggering of On-Hook commands in an acceptable period for the user.
5. Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Flash – CO Line

Description

Flash – CO Line is a programmed setting that will determine what flash timing will be presented to the telephone company central office when the user issues a Hook-Flash command while connected to a CO Line. This feature is a requirement when the *Emerald ICE* is installed “behind” Centrex® or a PBX system. In these two cases, the Flash feature code should be programmed onto a Feature/DSS Button for easy access.


If Call Waiting service is provided you can use the Flash feature to answer a second incoming call while connected to another outside party.

The Flash code may be stored in any speed dial location.

The Flash code may be stored in the Last Number Redial buffer. When you activate redial, a Deluxe Telephone display will show a “/” to indicate the Flash code.

The Flash time is programmable from 100ms to 1500ms in increments of 100ms (1/10th of a second).

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


Single line extensions must generate a hook-flash on the analog port and then dial /  to generate a hook-flash on a CO Line.

Default Settings:

CO Flash Time is set to 0.8 seconds. (Range is: 0.1 – 3.0 seconds.)

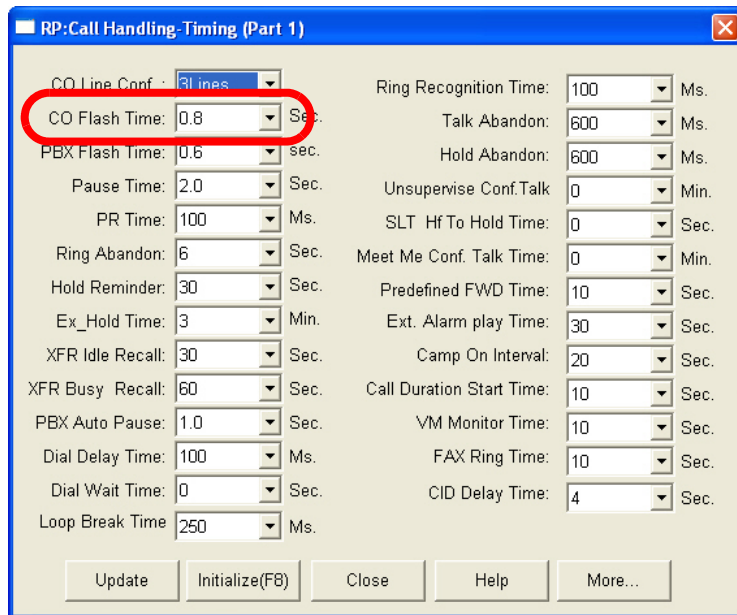
Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.
2. Enter **03-02**, then press the softkey beneath **save**. This advances to **CO FLASH** programming screen.
3. Press the softkey beneath **chg** to select the CO Line hook-flash timing displays. A CO Flash Time value determines what flash timing will be presented to the telephone company central office when the user issues a Hook-Flash command while connected to a CO Line. Available selections are from **100-500** in increments of 100 milliseconds.

4. Press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the *RMP* using the procedures described in *Section 3.3*.
2. Select *RP, Call Handling, Timing* from the menu bar to display the following window.



3. Using the drop-down list in the *CO Flash Time*: field, select a CO Flash Time value. This determines what flash timing will be presented to the telephone company central office when the user issues a Hook-Flash command while connected to a CO Line. Available selections are from **100-1500** in increments of 100 milliseconds.
4. Continue other programming or click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

Description

Flash – PBX Line is a programmed setting that will determine what flash timing will be presented to the host telephone system when the *Emerald ICE* is installed as a subordinate system. This feature is critical to perform accurate host-system functions like PBX call transfer. When used “behind” a PBX, the *Emerald ICE* system extensions should have the Flash feature code programmed onto a Feature/DSS Button for easy access.

The Flash code may be stored in any speed dial location.

The Flash code may be stored in the Last Number Redial buffer. When you activate redial, a Deluxe Telephone display will show a “/” to indicate the Flash code.

The Flash time is programmable from 100ms to 1500ms in increments of 100ms (1/10th of a second).

At a Deluxe Telephone, when the flash code is dialed **PBX Flash** will be displayed temporarily.

Single line extensions must generate a hook-flash on the analog port, then dial **3** to generate a hookflash on a PBX Line.

Default Settings:

PBX Flash Time is set at 0.6. (Range is: 0.1-3.0 seconds.)

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.
2. Enter **03-03**, then press the softkey beneath **save**. This advances to the **PBX Flash** programming screen.
3. Press the softkey beneath **chg** to select a PBX Flash Time value that determines what flash timing will be presented to the host telephone system when the *Emerald ICE* is installed as a subordinate system. Available selections are **100-1500** in increments of 100 milliseconds.
3. Press the Volume button (**VOLUME**) to return to the *DB Item Selection Screen* or exit programming.

RMP Programming


1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, Call Handling, Timing** from the menu bar to display the following window.

The screenshot shows a window titled "RP:Call Handling-Timing (Part 1)". It contains various configuration fields for call handling timing. The "PBX Flash Time" field is highlighted with a red circle and is set to "0.6" seconds. Other fields include "CO Line Conf." (3 Lines), "CO Flash Time" (0.8 Sec), "Pause Time" (2.0 Sec), "PR Time" (100 Ms), "Ring Abandon" (6 Sec), "Hold Reminder" (30 Sec), "Ex_Hold Time" (3 Min), "XFR Idle Recall" (30 Sec), "XFR Busy Recall" (60 Sec), "PBX Auto Pause" (1.0 Sec), "Dial Delay Time" (100 Ms), "Dial Wait Time" (0 Sec), "Loop Break Time" (250 Ms), "Ring Recognition Time" (100 Ms), "Talk Abandon" (600 Ms), "Hold Abandon" (600 Ms), "Unsupervise Conf.Talk" (0 Min), "SLT_Hf To Hold Time" (0 Sec), "Meet Me Conf. Talk Time" (0 Min), "Predefined FWD Time" (10 Sec), "Ext. Alarm play Time" (30 Sec), "Camp On Interval" (20 Sec), "Call Duration Start Time" (10 Sec), "VM Monitor Time" (10 Sec), "FAX Ring Time" (10 Sec), and "CID Delay Time" (4 Sec). At the bottom, there are buttons for "Update", "Initialize(F8)", "Close", "Help", and "More...".


3. Using the drop-down list in the **PBX Flash Time** field, select a PBX Flash Time value that determines what flash timing will be presented to the host telephone system when the *Emerald ICE* is installed as a subordinate system. Available selections are **100-1500** in increments of 100 milliseconds.
4. Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Hold – Hold Reminder, Common (System), I-Hold Indication

Description

You may place any CO line on *System Hold* by pressing the Hold () button. When you place a line on *System Hold*, the green lamp for that line will flash at the *I-Hold* rate. This system-hold line will flash the red lamp at all other extensions.

I-Hold indication allows you to easily distinguish between a call you placed on hold at your telephone and calls placed on hold at other telephones. When you place a call on *System Hold*, the associated line lamp will flash at the *System Hold* rate using the green lamp to indicate that this is your holding line. The same held CO line at other extensions will flash at the *System Hold* rate using the red lamp.

Pressing Hold () will place a conference on *Exclusive Hold* if you are the controlling party and you temporarily exit to add another party.

When a conference call is placed on Hold, the steady lamp indication at the other extension(s) remains steady (follows *Exclusive Hold* functions).

Any party who is placed on Hold will hear music only if available through the external music source connection.

Calls placed on *Exclusive (private) Hold*, which have exceeded the *Exclusive Hold* programmed time, and calls recalling from a CO line transfer, will be placed on *System Hold* automatically.

There is a distinctive flash rate for a CO line that is on *System Hold*.

Default Settings:

Hold Reminder is set at 60 seconds. (Range is: 0-90 seconds, 0 disables the Hold Reminder function.)


SLT Hold Recall is set at 0.5 minutes. (Range is 0-5.0 minutes.)

EKT Hold Recall is set at 0.5 minutes. (Range is 0-5.0 minutes.)


Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.


Program Hold Reminder:

2. Enter **03-08**, then press the softkey beneath **save**. This advances to **HOLD REMINDER TIME** programming screen.
3. Press the softkey beneath **chg** until the desired **HOLD REMINDER TIME** displays. This feature is *in addition to Hold Recall*. An extension that has placed a call on hold will be reminded of this holding call by a ring burst at their extension while the call remains on hold at intervals determined by this timer. Available selections are : **0-90** seconds, **0** disables the Hold Reminder function.
4. Press the Volume button () to return to the *DB Item Selection Screen*.

Program SLT Hold Recall:

5. Enter **03-13**, then press the softkey beneath **save**. This advances to **SLT H_RECALL** programming screen.
6. Press the softkey beneath **chg** until the desired **SLT H_RECALL** time displays. This timer determines how long a call on *Common (System) Hold* remains on hold when the extension that placed the call on hold is an SLT phone. Available selections are **0-5.0** minutes.
7. Press the Volume button () to return to the *DB Select Item Selection Screen*.

Program Deluxe Telephone Hold Recall:

8. Enter **03-14**, then press the softkey beneath **save**. This advances to the **EKT H_RECALL** programming screen.
9. Press the softkey beneath **chg** until the desired Deluxe Telephone **EKT H_RECALL** time displays. This timer determines how long a call on *Common (System) Hold* remains on hold when the extension that placed the call on hold is a Deluxe Model Telephone. Available selections are **0-5.0** minutes.
10. Press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, Call Handling, Timing** from the menu bar to display the following window.

The screenshot shows a window titled "RP:Call Handling-Timing (Part 1)". It contains various configuration fields for call handling timing. The "Hold Reminder" field is highlighted with a red circle. The fields are arranged in two columns:

Field	Value	Unit
CO Line Conf. :	3Lines	
CO Flash Time:	0.8	Sec.
PBX Flash Time:	0.6	sec.
Pause Time:	2.0	Sec.
PR Time:	100	Ms.
Ring Abandon:	6	Sec.
Hold Reminder:	30	Sec.
Ex_Hold Time:	3	Min.
XFR Idle Recall:	30	Sec.
XFR Busy Recall:	60	Sec.
PBX Auto Pause:	1.0	Sec.
Dial Delay Time:	100	Ms.
Dial Wait Time:	0	Sec.
Loop Break Time:	250	Ms.
Ring Recognition Time:	100	Ms.
Talk Abandon:	600	Ms.
Hold Abandon:	600	Ms.
Unsupervise Conf.Talk:	0	Min.
SLT Hf To Hold Time:	0	Sec.
Meet Me Conf. Talk Time:	0	Min.
Predefined FWD Time:	10	Sec.
Ext. Alarm play Time:	30	Sec.
Camp On Interval:	20	Sec.
Call Duration Start Time:	10	Sec.
VM Monitor Time:	10	Sec.
FAX Ring Time:	10	Sec.
CID Delay Time:	4	Sec.

Buttons at the bottom: Update, Initialize(F8), Close, Help, More...

3. Using the drop-down list in the **Hold Reminder:** field, select a timer, in seconds to change the interval of this tone reminder. This feature is *in addition to Hold Recall*. An extension that has placed a call on hold will be reminded of this holding call by a ring burst at their extension while the call remains on hold at intervals determined by this timer. Available selections are : **0-90** seconds, **0** disables the Hold Reminder function.

- Click on the *More* button to display the following window:

RP: Call Handling - Timing (Part2)

Automatic Redial
Attempts: 2 Times
Interval: 60 Sec.
Waiting Time: 15 Sec.

SLT Hook Flash
Start: 200 Ms.
End: 1000 Ms.

External Call FWD
Service: Always
Talk Time: 5 Min.

Dialing Ratio:
Inter-Digit: 800 Ms.
Tone Time: 70 Ms.
Break Time: 60 Ms.

VM Dialing Ratio
Tone Time: 90 Ms.
Inter-Digit Tone: 90 Ms.

Warning Tone
Outgoing Call: 5 Min.
Incoming Call: 5 Min.

Hold Recall
Hold Recall SLT: 1.0 Min.
Hold Recall EXT: 1.0 Min.

Update Initialize(F8) Close Help

- Using the drop-down list in the *Hold Recall SLT:* field, select a timer, in seconds, to change the time that calls placed on hold at analog devices remain on hold before ringing-back to the extension that placed them on hold. Available selections are *0-5.0* minutes.
- Using the drop-down list in the *Hold Recall EXT:* field, select a timer, in seconds, to change the time that calls placed on hold at Deluxe Telephones remain on hold before ringing-back to the extension that placed them on hold. Available selections are *0-5.0* minutes.
- Continue other programming or click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

Exclusive Hold

Description

When using the feature button and the hold button together, you may place an outside call on Private or *Exclusive Hold*. The held line will appear in use at other extensions.

When you place a CO line call on *Exclusive Hold*, the green lamp for that line at your telephone will flash fast and the red lamp will light steady at other extensions for that CO line.

A CO line call will be placed on *System Hold* 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 lamp at your telephone will flash slowly and the red lamp at other extensions will begin to flash slowly.

Exclusive Hold is used only for CO line calls.


The *Exclusive Hold* duration is programmable from 1-8 minutes in the Database Programming.

Default Settings:

Call Handling – Hold Reminder is set at 60 seconds. (Range is: 0-90 seconds, 0 disables the reminder Function.)

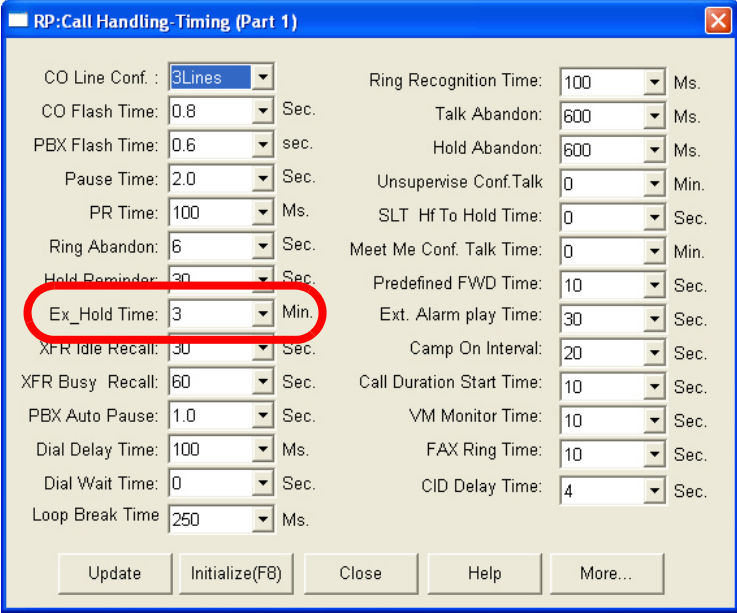
Call Handling – Exclusive Hold Time is set at 3 minutes. (Range is 0-8 minutes. 0 disables Exclusive Hold Recall.)

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in Section 3.2.
2. Enter **03-09**, then press the softkey beneath **save**. This advances to the **EX_HOLD TIME** programming screen.
3. Press the softkey beneath **chg** until the appropriate **EX_HOLD TIME** displays. The duration is programmable from 1-8 minutes. The green lamp for that line at your telephone will flash fast and the red lamp will light steady at other extensions for that CO line. Calls placed on Exclusive Hold will recall (ring) to the extension that placed them on hold when this timer expires.
4. Press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the *RMP* using the procedures described in Section 3.3.
2. Select *RP, Call Handling, Timing* from the menu bar to display the following window.



The screenshot shows a window titled "RP: Call Handling - Timing (Part 1)". It contains various configuration fields for call handling parameters. The "Ex_Hold Time" field is highlighted with a red circle and is set to 3 Min. Other fields include CO Line Conf (3 Lines), CO Flash Time (0.8 Sec), PBX Flash Time (0.6 sec), Pause Time (2.0 Sec), PR Time (100 Ms), Ring Abandon (6 Sec), Hold Reminder (30 Sec), XFR Idle Recall (30 Sec), XFR Busy Recall (60 Sec), PBX Auto Pause (1.0 Sec), Dial Delay Time (100 Ms), Dial Wait Time (0 Sec), Loop Break Time (250 Ms), Ring Recognition Time (100 Ms), Talk Abandon (600 Ms), Hold Abandon (600 Ms), Unsupervise Conf. Talk (0 Min), SLT Hf To Hold Time (0 Sec), Meet Me Conf. Talk Time (0 Min), Predefined FWD Time (10 Sec), Ext. Alarm play Time (30 Sec), Camp On Interval (20 Sec), Call Duration Start Time (10 Sec), VM Monitor Time (10 Sec), FAX Ring Time (10 Sec), and CID Delay Time (4 Sec). At the bottom, there are buttons for Update, Initialize(F8), Close, Help, and More...

3. Using the drop-down list in the *Ex_Hold Time:* field, select an Exclusive Hold time, in minutes of between 1 and 8 minutes. The green lamp for that line at your telephone will flash fast and the red lamp will light steady at other extensions for that CO line. Calls placed on Exclusive Hold will recall (ring) to the extension that placed them on hold when this timer expires.
4. Continue other programming or click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.



Hold Abandon

Description

Each CO line has a programming option that directs the system to monitor distant party disconnect. This is a useful network feature in busy office environments where the inside party accidentally presses the Hold, ICM or Feature/DSS button while expecting the outside line conversation to be concluded. Anytime the system detects a disconnect signal from the Central Office, an existing Hold condition will be released, freeing that line for future inbound/outbound traffic.

All types of Hold (e.g., System Hold, Exclusive Hold, and Conference Hold) are subject to the Hold Abandon feature.

Certain Central Offices do not provide loop supervision, these lines should be marked Call Abandon = "N."

At default Call abandon is enabled for all CO lines.


If the outside (held party) disconnects, the system will automatically release the held CO line.

The CO line must have the loop supervision interrupt signal from the local carrier for Hold Abandon to function.

Default Settings:

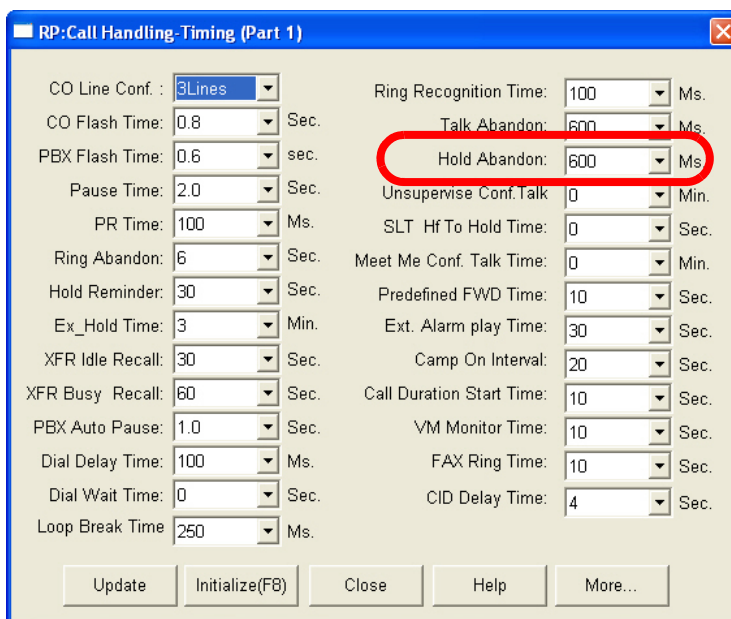
Hold Abandon Time is set to 600. (Range is: 50-1000 milliseconds.)

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.
2. Enter **03-43**, then press the softkey beneath **save**. This advances to **HOLD ABANDON** programming screen.
3. Press the softkey beneath **chg** to select the **Hold Abandon Time** to detect (**50-1000** ms) and then press the softkey beneath **save**. This value detects a time to determine when to release CO Lines.
4. Press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the *RMP* using the procedures described in *Section 3.3*.
2. Select *RP, Call Handling, Timing* from the menu bar to display the following window.



Parameter	Value	Unit
CO Line Conf	3Lines	
CO Flash Time	0.8	Sec.
PBX Flash Time	0.6	sec.
Pause Time	2.0	Sec.
PR Time	100	Ms.
Ring Abandon	6	Sec.
Hold Reminder	30	Sec.
Ex_Hold Time	3	Min.
XFR Idle Recall	30	Sec.
XFR Busy Recall	60	Sec.
PBX Auto Pause	1.0	Sec.
Dial Delay Time	100	Ms.
Dial Wait Time	0	Sec.
Loop Break Time	250	Ms.
Ring Recognition Time	100	Ms.
Talk Abandon	600	Ms.
Hold Abandon	600	Ms.
Unsupervise Conf. Talk	0	Min.
SLT_Hf To Hold Time	0	Sec.
Meet Me Conf. Talk Time	0	Min.
Predefined FWD Time	10	Sec.
Ext. Alarm play Time	30	Sec.
Camp On Interval	20	Sec.
Call Duration Start Time	10	Sec.
VM Monitor Time	10	Sec.
FAX Ring Time	10	Sec.
CID Delay Time	4	Sec.

3. Using the drop-down list in the *Hold Abandon:* field, select a timer value to detect a time to determine when to release CO Lines. Available selections are **50-1000** milliseconds.
4. Continue other programming or click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

Hotel Mode – Alarm Clock Extension

Description

Hotel Mode can be enabled in the system programming. This feature allows the system attendant to administer certain system extension features to emulate hotel operations.

The system attendant can:

- Set extension wakeup calls via the Alarm Clock-Extension feature.
- Set extension status to Checked IN, Checked OUT and Clean such that the associated LED of Feature/DSS buttons for the extension indicate the current status. In “Checked Out” and “Clean” modes, dialing at the extension is restricted to intercom calls only.


If a Release Key is programmed this key can be used to clear any active condition (Extension Alarm Clock mode, etc. with one touch.)

Hotel Enable must be set to Y for Yes for these features to operate.

Default Settings:

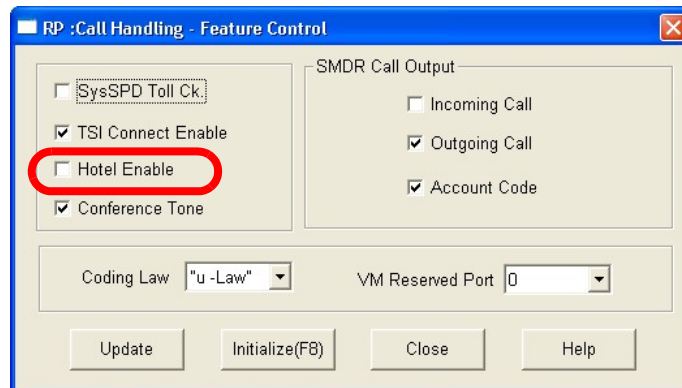
Hotel Enable is set to N for NO. (Range is Y/N.)

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.
2. Enter **03-21**, then press the softkey beneath **save**. This advances to the **HOTEL ENABLE** programming screen.
3. Toggle the softkey beneath **chg** for **Y/N**. Y will activate the hotel features of the *Emerald ICE* system. This allows the attendant extension to set the *Room Status*, *Extension COS*, and *Reminder* for all extensions in the same tenant group.
4. Press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, Call Handling, Feature Control** from the menu bar to display the following window.



3. Using the checkbox in the **Hotel Enable** field, click on the checkbox to enable or disable the Hotel Enable feature.
4. Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Pause / Pause Insertion

Pause Insertion is used to generate an intentional delay in dialing on outgoing CO line calls. A pause or a combination of pauses may be stored 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 a Deluxe Telephone display.

The system also supports Automatic Pause Insertion. This function monitors digits dialed on "PBX" Type CO Lines for PBX Codes entered. When a PBX Code is recognized, the system automatically inserts a pause between that digit and the remaining digits for *Last Number Redial* system features.

An *SLT Hook-Switch Flash* is a compensation timer that allows the programmer to adjust signaling characteristics of SLT users such that they are properly deciphered by the *Emerald ICE* system. Entries are in milliseconds.

Hook-switch operation	Result
< "START" time	Ignored
<"START" and <"END"	Hook-switch Flash signal on port (feature operation)
>"END" time	Disconnect current connection

A *PBX Auto Pause* is when a PBX Line port is connected to an ICE Trunk port, specific digit(s) (e.g.. "9") are required to access a PBX Trunk. The ICE system will automatically insert a pause between the these digit(s) when redial features are invoked.


Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.

Program Auto Pause Insertion Time (used with PBX Type CO Line ports):

2. Enter **03-16**, then press the softkey beneath **save** . This advances to the **PBX_A PAUSE** programming screen.
3. Press the softkey beneath **chg** to select the desired PBX Auto Pause Time. When a PBX Line port is connected to an *Emerald ICE* Trunk port, specific digit(s) (e.g.. "9") are required to access the PBX Trunk. The *Emerald ICE* system will automatically insert a pause between these digit(s) when redial features are invoked.

Program Pause Time (used with speed dial).

4. Enter **03-04**, then press the softkey beneath **save** . This advances to the **PAUSE TIME** programming screen.
5. Press the softkey beneath **chg** to select the desired Pause Time. When a Pause is inserted into a Speed Dial number, this is the duration of the pause. Available selections are **0.1-3.0** seconds(100-3000 milliseconds).
6. Press the Volume button () to return to the *Data Base Item Selection Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. From the toolbar select **RP, Call Handling, Timing** to display the following:

The screenshot shows a configuration window titled "RP: Call Handling-Timing (Part 1)". It contains various settings for call handling, including CO Line Conf., CO Flash Time, PBX Flash Time, Pause Time (highlighted with a red circle), PR Time, Ring Abandon, Hold Reminder, Ex_Hold Time, XFR Idle Recall, XFR Busy Recall, PBX Auto Pause, Dial Delay Time, Dial Wait Time, Loop Break Time, Ring Recognition Time, Talk Abandon, Hold Abandon, Unsupervise Conf. Talk, SLT Hf To Hold Time, Meet Me Conf. Talk Time, Predefined FWD Time, Ext. Alarm play Time, Camp On Interval, Call Duration Start Time, VM Monitor Time, FAX Ring Time, and CID Delay Time. The Pause Time is set to 2.0 seconds.

3. Program the **Pause Time**, in seconds (used with PBX Type CO Line ports) using the drop-down list. When a PBX Line port is connected to an ICE Trunk port, specific digit(s) (e.g.. "9") are required to access a PBX Trunk. The *Emerald ICE* system will automatically insert a pause between these digit(s) when redial features are invoked.
4. Click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Single Line Telephone-Flash

Description

Single Line Telephones and similar analog devices connected to analog ports of the *Emerald ICE* system must use unsophisticated signaling to administer call-processing operations (like transfer and hold). This fundamental call control is handled in the form of specific hook-switch operations. These are known as Hook-switch Flash (or just Flash) commands.

Whenever a system feature is to be invoked at a single line telephone, the user must operate the hook-switch in a fashion that is distinguishable from an on-hook (hang up) request. This becomes essential for proper handling of calls considering the single line telephone user may operate the hook-switch quickly – desiring to hang up and place a new call. Yet this fast operation of the hook-switch might be interpreted as a Hook-switch Flash operation.

Considering these factors the *Emerald ICE* system provides for customization of the hook-switch command monitoring in system software. The database configuration may be adjusted to ignore hook-switch operations that are considered too short to be any valid request and to limit the time allotted conditions.

If the analog device/SLT does not have a Hook-Flash operation button, operation of the hook-switch must be fall within the time periods “Start” and “End” in order to be processed as a valid hook-flash operation.

Hook-switch operations that are shorter than the “Start” time are ignored.


Hook-switch operations that are longer than the “End” time are considered to be On-Hook (hang up) commands.

Default Settings:

SLT Hook Flash – Start is set at 200 milliseconds. (Range is 60-1400)

SLT Hook Flash – End is set at 1000 milliseconds. (Range is 100-1500)

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in Section 3.2.
2. Enter **03-15**, then press the softkey beneath **save** . This advances to the **SLT HOOK_FLASH** programming screen.
3. Press the softkey beneath **show**. This advances to the **START** screen. Press the softkey beneath **chg** to change the Start range setting. This timer indicates the minimum time that an analog/SLT must flash the hook-switch to be considered a valid flash-hook request. A hook-flash that is shorter than this timer is considered a mistake; no action is taken.
4. Press the softkey beneath **next**. This advances to the **END** screen. Press the softkey beneath **chg** to change the End range setting. This timer indicates the Maximum time that an analog/SLT must flash the hook-switch to be considered a valid flash-hook request. A hook-flash that is longer than this timer is considered an On-Hook {hang up} request.
5. Continue making other programming changes or exit the programming mode.
6. Press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. From the toolbar select **RP, Call Handling, Timing** to display the **RP: Calling Handling: Timing (Part 1)** window. Click on the **More** button to display the following:

The screenshot shows the 'RP: Call Handling - Timing (Part 2)' window. The 'SLT Hook Flash' section is highlighted with a red circle. It contains two dropdown menus: 'Start' set to 200 Ms. and 'End' set to 1000 Ms. Other sections include 'Automatic Redial' (Attempts: 2, Interval: 60, Waiting Time: 15), 'External Call FWD' (Service: Always, Talk Time: 5), 'VM Dialing Ratio' (Tone Time: 90, Inter-Digit Tone: 90), 'Warning Tone' (Outgoing Call: 5, Incoming Call: 5), 'Dialing Ratio' (Inter-Digit: 800, Tone Time: 70, Break Time: 60), and 'Hold Recall' (Hold Recall SLT: 1.0, Hold Recall EXT: 1.0). Buttons at the bottom are 'Update', 'Initialize(F8)', 'Close', and 'Help'.

3. Using the drop-down list in the **SLT Hook Flash-Start:** field, select a Start range setting, in milliseconds. This timer indicates the minimum time that an analog/SLT must flash the hook-switch to be considered a valid flash-hook request. A hook-flash that is shorter than this timer is considered a mistake; no action is taken. Available selections are **60, 100-1400** milliseconds.
4. Using the drop-down list in the **STL Hook Flash-End:** field, select an End range setting, in milliseconds. This timer indicates the Maximum time that an analog/SLT must flash the hook-switch to be considered a valid flash-hook request. A hook-flash that is longer than this timer is considered an On-Hook {hang up} request. Available selections are **100-1400** milliseconds.
5. Click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Tone/Pulse/Inter-Digit Duration Selection

Description

Depending on the outside plant environment, type of Central Office, and customer's specialized dialing requirements, the DTMF ON time (Tone) and Pulse Dialing – Pulse Time and Pulse Dialing – Inter-Digit Time for manually dialed or system automatically dialed digits may be modified. Typically, no modification is required however, in some installation environments where outside plant equipment is becoming antiquated or line conditions are poor, tone duration and/or inter-digit duration timing may be increased to offset these poor conditions.

A longer tone duration or inter-digit duration time will cause a slower output of manual or automatic system-dialed numbers.

A longer DTMF ON time and/or inter-digit tone time can be used to ensure more reliable interaction with remote voice mail and similar remote DTMF dial pad actuated devices.

At default DTMF duration is set to 70 milliseconds.

Default Settings:

Dialing Ratio – Break Time = 60 ms (Range is: 60/67.)

Dialing Ratio –Inter-Digit Time = 800 ms (Range is: 400-800ms.)


Dialing Ratio –Tone Time = 70ms (Range is 70/90/120 ms.)

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in Section 3.2.

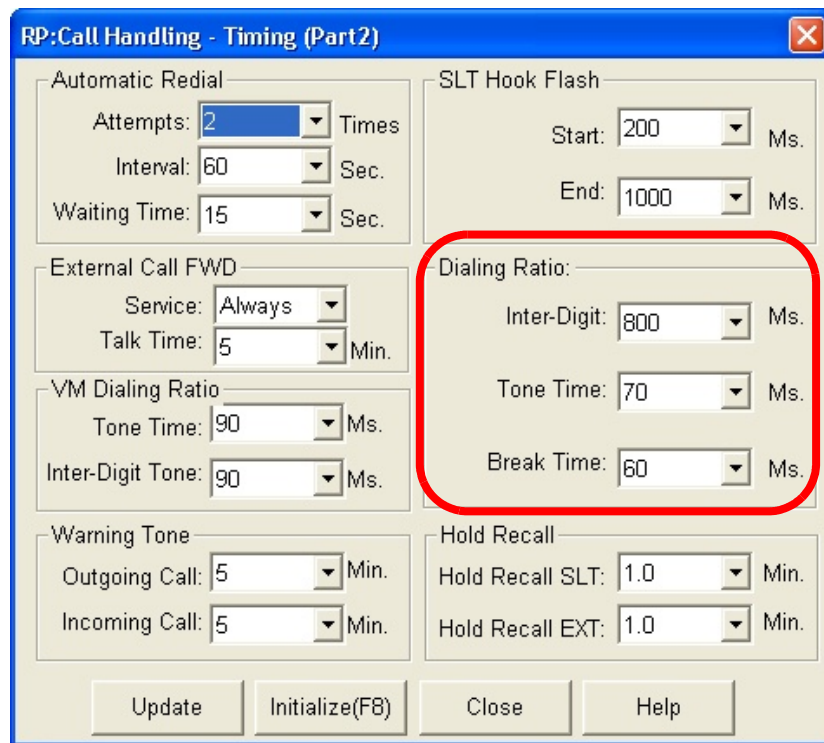
Program Pulse Dialing Break Time:

2. Enter **03-05** and then press the softkey beneath **save** . This advances to **DIALING RATIO** programming screen.
3. Press the softkey beneath **show**. This advances to **BREAK TIME** screen.
4. Press the softkey beneath **chg** to select the appropriate break time ratio (60/67). This value should be consistent with Service Provider requirements. Break time is the system timing in milliseconds of Pulses (loop current interruption) generated by the *Emerald ICE* system to signal the CO for Pulse dialing requirements.

5. Press the softkey beneath **next** to advance to pulse dialing **INTER_DGT TIME** . This is the system timing, in milliseconds of the time between digit dialing signals. (Dial Pulse and DTMF modes use this timer) Press the softkey beneath **chg** to select the **INTER_DGT TIME**.
6. Press the softkey beneath **next** to advance to **TONE TIME**.
7. Press the softkey beneath **chg** to select the appropriate **TONE TIME** (this time is also used for DTMF inter-digit timing). This is the system timing, in milliseconds of duration of Tone (DTMF) signal generated by the system for each DTMF digit.
8. Press the Volume button () to return to the **DB Item Selection Screen** or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. From the toolbar select **RP, Call Handling, Timing** to display the **RP: Call Handling -Timing (Part 1)** window. Press the **More** button to display following:



The screenshot shows the 'RP: Call Handling - Timing (Part 2)' window with the following settings:

- Automatic Redial:** Attempts: 2 Times, Interval: 60 Sec., Waiting Time: 15 Sec.
- External Call FWD:** Service: Always, Talk Time: 5 Min.
- VM Dialing Ratio:** Tone Time: 90 Ms., Inter-Digit Tone: 90 Ms.
- Warning Tone:** Outgoing Call: 5 Min., Incoming Call: 5 Min.
- SLT Hook Flash:** Start: 200 Ms., End: 1000 Ms.
- Dialing Ratio (highlighted):** Inter-Digit: 800 Ms., Tone Time: 70 Ms., Break Time: 60 Ms.
- Hold Recall:** Hold Recall SLT: 1.0 Min., Hold Recall EXT: 1.0 Min.

Buttons at the bottom: Update, Initialize(F8), Close, Help.

- Using the drop-down lists in the *Inter-Digit*, *Tone Time*, and *Break Time* fields, select values, in milliseconds for the following:

Inter-Digit: This is the system timing, in milliseconds of the time between digit dialing signals. (Dial Pulse and DTMF modes use this timer)

Tone Time: This is the system timing, in milliseconds of duration of Tone (DTMF) signal generated by the system for each DTMF digit.

Break Time: Break time is the system timing in milliseconds of Pulses (loop current interruption) generated by the *Emerald ICE* system to signal the CO for Pulse dialing requirements.

- Click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

Description

Transfer is used to deliver calls at your extension to another extension while maintaining the privacy of the connection. This means that calls can be routed to *Emerald ICE* system destinations (Extensions, UCD Groups, Virtual Numbers, etc.) in such a way that the wrong party cannot easily intercept them.

There are two (2) types of *Transfer* you may use: *Screened/Supervised Transfer* and *Unscreened/Unsupervised Transfer*. *Supervised Transfer* means that before the transfer is completed, the call is announced to the destination extension. This transfer method provides the transferring party with the option to reroute the call being transferred if the selected destination is determined not appropriate. *Unsupervised Transfer* simply delivers the call to the destination selected regardless of the destination readiness to accept the call.

When you complete a transfer the outside line is placed on *Exclusive Hold* and can be retrieved only at your telephone or the telephone where you transferred the call.

Calls that are transferred are subject to a unique transfer recall time. Transferred calls that go unanswered at the destination will recall (ring) to the transferring party when this timer expires. There are two recall timers that affect transferred calls: *Transfer-Busy Recall Time* and *Transfer-Idle Recall Time*. Idle and Busy represent the status of an extension for unsupervised transfer scenarios. (If the extension destination is busy, the Transfer-Busy Timer is used.)

If the extension destination is idle, the *Transfer-Idle Timer* is used.

Transferred CO Lines that are recalled 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 a ring-back tone while the call is transferred ringing.

CO Line calls and intercom calls may be transferred.

In screened transfer, if the destination extension answers your intercom call in *Voice Announce Hands-Free* 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.

Default Settings:


Call Handling – XFR_I Recall (Transfer – Idle Recall) is set to 30 seconds. (Range is 16/30/60/90/120 seconds.)

Call Handling – XFR_B Recall (Transfer – Busy Recall) is set to 60 seconds. (Range is 16/30/60/90/120 seconds.)

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.
2. Enter **03-11**, then press the softkey beneath **save**. This advances to the **XFR_I RECALL** programming screen.
3. Press the softkey beneath **chg** until the appropriate value for this data item displays. Available settings are **16, 30, 60, 90, and 120** seconds. This value determines how long a call will stay on *Exclusive Hold* at an extension that has transferred the call to a destination that was idle at the time of the transfer. Prior to the expiration of this timer the call is transfer ringing at the destination. If the destination does not answer the ringing call, the call will begin ringing at the extension that initially transferred the call. Ringing at the transfer destination continues as well. If the timer expires a second time, recall ringing begins at the programmed attendant extension as well. Ringing continues until the call is answered.
4. Press the softkey beneath **next** to advance to the next data item or exit programming.

Or...

5. enter **03-12**, then press the softkey beneath **save**. This advances to the **XFR_B RECALL** programming screen.
6. Press the softkey beneath **chg** until the appropriate value for this data item displays. Available settings are **16, 30, 60, 90, and 120** seconds. The conditions are the same as **XFR_I RECALL**. This timer is applied when the transfer destination is busy at the time of the transfer.
7. Press the Volume button () to return to the **DB Item Selection Screen** or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. From the toolbar select **RP, Call Handling, Timing** to display the following:

The screenshot shows a window titled "RP:Call Handling-Timing (Part 1)". It contains a grid of settings for call handling. The "XFR Idle Recall" and "XFR Busy Recall" fields are circled in red. The "XFR Idle Recall" is set to 30 seconds, and the "XFR Busy Recall" is set to 60 seconds. Other settings include CO Line Conf. (3 Lines), CO Flash Time (0.8 Sec), PBX Flash Time (0.6 sec), Pause Time (2.0 Sec), PR Time (100 Ms), Ring Abandon (6 Sec), Hold Reminder (30 Sec), Ex Hold Time (3 Min), Ring Recognition Time (100 Ms), Talk Abandon (600 Ms), Hold Abandon (600 Ms), Unsupervise Conf.Talk (0 Min), SLT Hf To Hold Time (0 Sec), Meet Me Conf. Talk Time (0 Min), Predefined FWD Time (10 Sec), Ext. Alarm play Time (30 Sec), Camp On Interval (20 Sec), Call Duration Start Time (10 Sec), VM Monitor Time (10 Sec), FAX Ring Time (10 Sec), CID Delay Time (4 Sec), PBX Auto Pause (1.0 Sec), Dial Delay Time (100 Ms), Dial Wait Time (0 Sec), and Loop Break Time (250 Ms). Buttons at the bottom include Update, Initialize(F8), Close, Help, and More...

3. Using the drop-down lists in the **XFR Idle Recall:** and **XFR Busy Recall:** fields, select the Idle and Busy Recall values as necessary. Available settings are **16, 30, 60, 90,** and **120** seconds for both fields. **XFR Idle Recall:** is how long a call will stay on *Exclusive Hold* at an extension that has transferred the call to a destination that was idle at the time of the transfer. Prior to the expiration of this timer the call is transfer ringing at the destination. If the destination does not answer the ringing call, the call will begin ringing at the extension that initially transferred the call. Ringing at the transfer destination continues as well. If the timer expires a second time, recall ringing begins at the programmed attendant extension as well. Ringing continues until the call is answered. **XFR Busy Recall:** is the same as **XFR Idle Recall**. This timer is applied when the transfer destination is busy at the time of the transfer.
4. Click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Warning Tone / CO Line Call Limiter

Description

An extension can be limited to calls that are within a specific programmed time. The *Emerald ICE* can be set to warn an extension that the time has expired thereby advising the user to disconnect. In this mode, a system Warning Tone is heard repeatedly when the timer has expired. This feature is useful in a lobby or retail environment where lengthy calls are to be discouraged.

The Call Limiter can also be deployed with greater call control. In this mode, moments after the warning tone is heard the call is disconnected automatically by the system.

The *CO Line Call Limiter* can be set for extensions on a per extension basis and according to call type (outgoing or incoming or both).

This feature is not recommended as a Toll Saver option and should be used only for specific applications.

Additional calls can be made at the extension following the expiration of the *Warning Tone/Drop Call* operation.

Default Settings:

Extension – Warning Tone = N (Range is Y/N.)

Extension – Drop Call In = N (Range is Y/N for each extension.)

Extension – Drop Call Out = N (Range is Y/N for each extension.)


Call Handling – Warning Time – Outgoing Call = 5 (Range is 1-30 minutes.)

Call Handling – Warning Time – Incoming Call = 5 (Range is 1-30 minutes.)


Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in Section 3.2.

Program the extension for the appropriate mode:

2. Enter **01-Extension No.-08** for **WARNING TONE**.
3. Enter **01-Extension No.-09** for **DROP CALL OUT**.
4. Enter **01-Extension No.-10** for **DROP CALL IN**.
5. For each programming item (Steps 1,2 and 3), toggle the softkey beneath **chg** for **Y/N**. **Y** will enable **WARNING TONE**, **DROP CALL OUT**, or **DROP CALL IN** for the extension selected.
6. Press the Volume button () to return to the *DB Item Select Screen* and repeat steps 1 through 6 for other extensions or exit programming.

Program Warning Time:

7. Enter **03-10-01** for **WARNING TIME > OUTGOING CALLS**.
8. Enter **03-10-02** for **WARNING TIME > INCOMING CALLS**.
9. Press the softkey beneath **chg** to select the timers. The timers govern the how long an extension programmed for either of these features may be connected on an Outgoing CO call before hearing the Warning Tone/being disconnected.
10. Press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. From the toolbar select **RP, Extension** to display the following:

The screenshot shows the 'RP: Extension' configuration window. The 'Extension' dropdown menu is highlighted with a red circle and contains the value '1-401'. Below it, there are two columns of dropdown menus for 'Receive Assignment' and 'Line Access Assignment', both showing a list of extensions from 700:Y to 718:Y. To the right of these columns are several checkboxes: 'Warning Tone', 'Drop Call Out', 'Drop Call In', 'ECF Operation', 'SMDR Output', 'Intrusion Active', 'Intrusion Accept', 'Intrusion Tone', 'Feature button Disable', 'Paging Allow', 'Record Allow', 'OHVA Active', and 'OHVA Accept'. The 'Drop Call Out' and 'Drop Call In' checkboxes are checked and highlighted with a red circle. Further right are several dropdown menus for 'Day Class', 'Evening Class', 'Monitor Class', 'Tenant Group', 'Pickup Group', 'Paging Group', and 'Port Type'. Below these are fields for 'DIR No. Swapping', '*Predefine FWD' (Wrong, Busy, No Ans.), and '*Boss-Secretary-Boss' (First, Second). At the bottom of the window are buttons for 'Initialize(F8)', 'Update', 'Close', and 'Help'.

Program extensions for the appropriate Call Limiter:

3. Using the drop-down list in the **Extension:** field, select an extension to program.
4. Using the checkboxes in the **Drop Call Out** and **Drop Call In** fields, click on the checkboxes to enable or disable Drop Call Out and Drop Call In.
5. Click on the **Update** button and follow the prompts to save the database changes and repeat steps 3 and 4 for other extension, as necessary.
6. Click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Program Warning Time Incoming/Outgoing:

7. From the toolbar select *RP, Call Handling, Timing*. Then click on the *More* button to display the following:

The screenshot shows a dialog box titled "RP: Call Handling - Timing (Part2)". It contains several sections with configuration options:

- Automatic Redial:** Attempts: 2 Times, Interval: 60 Sec., Waiting Time: 15 Sec.
- SLT Hook Flash:** Start: 200 Ms., End: 1000 Ms.
- External Call FWD:** Service: Always, Talk Time: 5 Min.
- VM Dialing Ratio:** Tone Time: 90 Ms., Inter-Digit Tone: 90 Ms.
- Dialing Ratio:** Inter-Digit: 800 Ms., Tone Time: 70 Ms., Break Time: 60 Ms.
- Warning Tone (highlighted with a red circle):** Outgoing Call: 5 Min., Incoming Call: 5 Min.
- Hold Recall:** Hold Recall SLT: 1.0 Min., Hold Recall EXT: 1.0 Min.

At the bottom, there are buttons for "Update", "Initialize(F8)", "Close", and "Help".

8. Using the drop-down lists in the *Outgoing Call:* and *Incoming Call:* fields, select the time in minutes in which a warning tone will be heard for incoming and outgoing calls. Available selections are **1-30** minutes for both fields.
9. Click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

7

Phone Call Handling Programming (03)

8 Phone System Resource Handling (04)

8.1 Attendant

Description

One primary attendant may be assigned in each of the *Emerald ICE* system's three (3) Tenant Groups. The Deluxe Telephone will serve as the attendant telephone. When assigned as attendant, this extension supports general system functions like *Line Recall*, *Forced Incoming ICM Call Forward* and manual evening or alternate service mode operation. The attendant will receive all intercom calls directed to the Attendant Directory Number, ("0" at default).

The attendant extension has an internal call queue that allows multiple intercom calls to be directed to the attendant at the same time.

A second (alternate) attendant position may be designated in each tenant group for common sharing of incoming CO line calls or load sharing during peak traffic periods.

The attendant's extension password allows for control of the system service mode (Day/Evening/Alternate/Time), time of day settings, System Speed Dial number programming, and recording of the optional Auto Attendant greetings. The attendant extension may be connected to any system station port and be assigned any intercom extension number in the numbering plan.

The Extension User Password programmed for the Attendant extension is required for entry into Attendant Administration, Caller ID Table and Ring Mode. The default password is 9999.

Only the designated Attendant extension can manually change the system Ring Mode.

Only the designated Attendant extension can manually change the extension Room Status (Hotel Mode).

The Attendant extension receives all calls via any extension that invokes Forced Intercom Call Forward.

Default Settings:

Extension 401 is the system programmed Attendant.

Extension 401 Attendant Password is **9999**.

Deluxe Telephone Programming


1. Access the *Database Item Selection Screen* using the procedures in *Section 3.2*.

Program Attendant Extension:

2. Enter **04-02-1-01** to program the attendant extension for Tenant Group 1. (**04-02-2-01** for Tenant 2 Group, **04-02-3-01** for Tenant Group 3.) and press the softkey beneath **save**. This advances to the
3. To change the designated attendant extension press the softkey beneath **chg** and enter the extension number to be assigned as the Attendant Extension.

**NOTE:**

Only valid extension directory numbers can be assigned as tenant group attendants. Extensions that are programmed as Attendant for another Tenant Group or Alternate Attendant cannot be programmed as the attendant.

4. Press the softkey beneath **save**.
5. Return to the Database Item Select screen by pressing the Volume button ()

Program Alternate Attendant Extension:

6. Enter **04-02-1-06** to program the attendant extension for Tenant Group 1. (**04-02-2-06** for Tenant 2 Group; **04-02-3-06** for Tenant Group 3.) and press the softkey beneath **save**.
7. To change the designated attendant extension press the softkey beneath **chg** and enter the extension number to be assigned as the Attendant Extension.

**NOTE:**

Only valid extension directory numbers can be assigned as tenant group attendants. Extensions that are programmed as Attendant for another Tenant Group or Alternate Attendant cannot be programmed as the attendant.

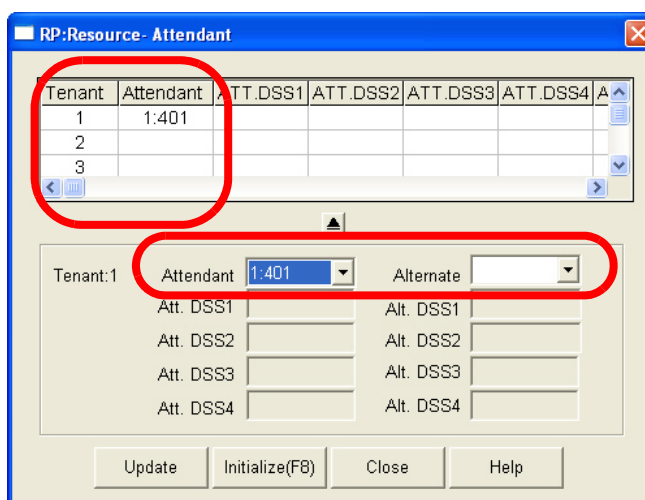
8. Press the softkey beneath **save**.

Program Attendant Extension Password:

9. Refer to *Attendant Extension* in Section 8.2 for programming instructions of this feature. The default password is **9999**.

RMP Programming

1. Access the **RMP** using the procedures described in Section 3.3.
2. From the toolbar select **RP, Resource, Attendant** to display the following:



Program Attendant Extension:

3. Click on one of the *Tenant* Group numbers in the *Tenant* field to assign the *Attendant* and *Alternate* to the *Tenant* Group.
4. Using the drop-down lists in the *Attendant* and *Alternate* fields, select an extension number to assign as the *Attendant* for the *Tenant* Group selected.
5. Repeat steps 3 and 4 for the other *Tenant* groups, as necessary. There are 3 *Tenant* groups available.
6. Click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

8.2 Attendant / Extension DSS Console

Description

The *Attendant/Extension DSS Console* is a self contained digital terminal that interacts with a predetermined Deluxe Telephone. The console has 60 programmable buttons that can be used for easy access to the *Emerald ICE* systems many CO lines, extensions and features. The first forty-eight buttons have dual colored LED's that allow status monitoring of system resources such as CO Lines and Extensions. The remaining twelve buttons on the Attendant/Extension Console may be used for any system feature or resource but are not equipped with LED's.

Although usually considered to be an attendant feature benefit, the DSS Console can be assigned to any *Emerald ICE* Deluxe Telephone. A maximum of twelve (12) sixty-button Attendant/Extension Consoles may be added to the system. Each requires its own dedicated digital port and therefore reduces the number of Deluxe Telephones that can be connected to the system on a one-to-one basis. Any digital extension may be assigned four *Attendant/Extension DSS Consoles* maximum.

Each DSS Console has 48 dual-color LED buttons and 12 buttons without LEDs.

Each DSS Console required its own dedicated cable pair from the KSU.

12 maximum DSS Consoles can be assigned in the *Emerald ICE* system.

4 maximum DSS Consoles can be assigned to any one Deluxe Telephone (extension/attendant).

Default Setting:

No *Attendant/Extension Consoles* are assigned in default.


Deluxe Telephone Programming

1. Access the *Database Item Selection Screen* using the procedures in *Section 3.2*.
2. Enter **04-14-01-01** and press the softkey beneath **save**. This advances to the **DSS OWNER** programming of DSS Console #1.
3. To change the designated DSS Console Owner press the softkey beneath **chg** and enter the extension number to be assigned as the DSS Console Owner.



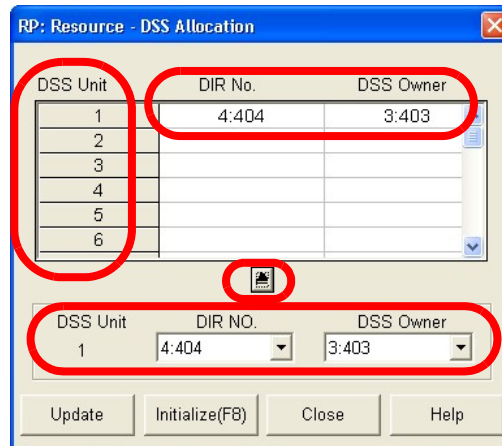
NOTE:

Only valid (equipment installed) extension directory numbers can be assigned as DSS Console Owners.

4. Press the softkey beneath **save**.
5. Press the softkey beneath **next**. The current directory of the DSS Console is displayed (**NULL** if empty).
6. Press the softkey beneath **chg** to enter the new DSS Console directory number (the extension number of the digital port to which the DSS Console is connected).
7. Press the softkey beneath **save**.
8. Press the softkey beneath **next**. The display prompts you for the next DSS Console # to program. Valid entries are **1-12**.
9. Pressing the Volume button () to return to the *Database Item Select Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. From the toolbar select **RP, Resource, DSS Allocation** to display the following:




DSS Unit	DIR No.	DSS Owner
1	4:404	3:403
2		
3		
4		
5		
6		

DSS Unit	DIR NO.	DSS Owner
1	4:404	3:403

Update Initialize(F8) Close Help

Program DSS Console Owner/Port:

3. Click on the **DSS Unit** that you want to program a Directory Number and DSS Owner to.
4. Using the drop-down lists in the **DIR NO.** and **DSS Owner** fields, select a **DIR NO.** and **DSS Owner** that you would like to assign to the DSS Unit being programmed.
5. Click on the  button to apply the assignment. The **DIR NO.** and **DSS Owner** values will appear as shown above.

Program Attendant Extension User Password:

The default password is **9999**. Refer to *Extension User Password* in *Section 8.7* for programming instructions of this feature.

6. Click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

8.3

Attendant / Extension DSS Console Button Programming***Description***

The Attendant/Extension DSS Console has 60 buttons that may be programmed for any of the available *Emerald ICE* system directory numbers. Forty-eight of the sixty buttons have dual colored LED's and are user and/or system programmable for any system directory number; System Speed Dial, CO Lines and DSS/BLF extensions. The remaining twelve buttons on the Attendant/Extension DSS Console are not equipped with an LED and are better suited for directory numbers of features that don't require status indication (like Background Music).

Only directory numbers can be programmed on DSS Console buttons.

The Attendant/Extension DSS Console must be assigned to operate with your extension in order to program buttons.

Default Settings:

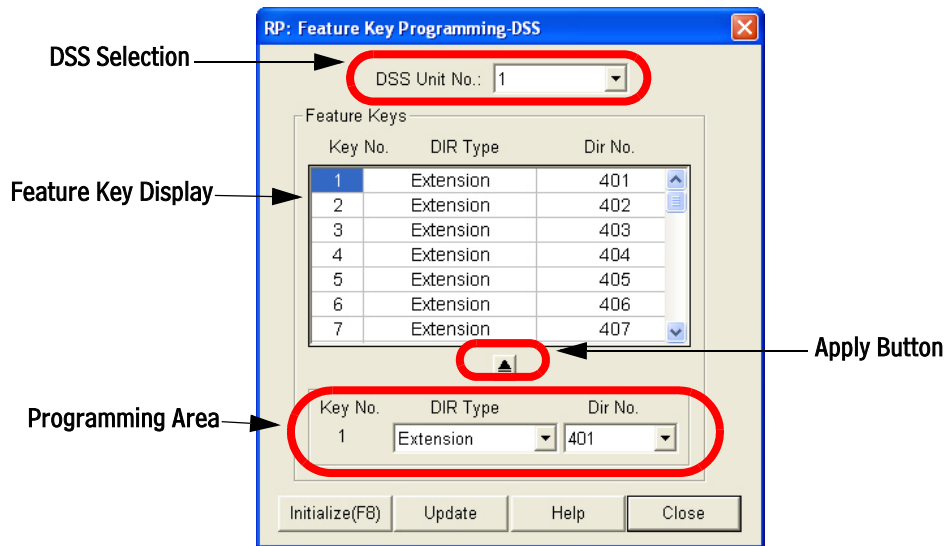
The button map of each DSS Console is defaulted for extensions 401-448, Auto Dial (System Speed Dial) 500-507, All Page, Page Zones 1 and 2, External Page, Music Channels 1 and 2, and Pick Up Groups 1 and 2.


Deluxe Telephone Programming

N/A

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. From the toolbar select **RP, Feature Key Programming, DSS** to display the following:



3. Using the drop-down list in the **DSS Unit No.** field in the **DSS Selection** area of the window, select a DSS Unit Number. Up to 12 DSS Units can be programmed.
4. In the **Feature Key Display** area of the window, click on a DSS Key number in the **Key No.** column. The **Directory Type** and **Dir No.** are displayed to the right for the **Key No.** selected.
5. In the **Programming Area** of the window, the **Key No.**, **Dir Type** and **Dir No.** will be displayed after clicking on a **Key No.** in the table above. Select either **Extension**, **CO Line**, or **Conference Room** in the **Dir Type** drop down list.
6. Also in the **Programming Area** of the window, select a **Dir No.** from **400 - 472** in the **Dir No.** drop-down list.
7. Click on the  button to apply the assignment. It will be displayed in the **Feature Key Display** area of the window.

8. Click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

8.4

Call Operator / Attendant

Description

The extension that is programmed as the Attendant may receive multiple internal calls via the programmed Operator Code. The Operator Code is 0 at default.

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 assigned to any feature button.

Default Settings:

Numbering Plan – Operator Code – Length is set to 1 (one).

Numbering Plan – Operator Code – Leading is set to 0 (zero).

Attendant – Tenant Group 1 is set to extension 401.

Attendant – Tenant Group 2, and 3 is set to Null (none).

Attendant – Alternate - Tenant Group 1, 2, and 3 is set to Null (none).

Deluxe Telephone Programming


1. Access the *Database Item Selection Screen* using the procedures in *Section 3.2*.

Program Operator Code:

2. Enter **08-09-14-01** and press the softkey beneath **save**. This advances to the Operator Code-**LENGTH** (the length of this code may be 1-4 digits) programming screen or enter **08-09-14-02** and press the softkey beneath **save**. This advances to the Operator Code-**LEADING** programming screen.
3. Press the softkey beneath **chg** to change values for either **LENGTH** or **LEADING**. For **LENGTH** you are selecting the appropriate number of digits to dial for the operator code displays. For **LEADING** you are entering the actual code necessary for the attendant. For example, if Length is set to 1, the entire code is the "Leading Digit" (typically "0.") If the Length is 2, the resulting code will be two digits. The Leading Digit may

be enter as a single digit or both digits. See the table below for some examples:

Length	Leading	Resulting Code	Comments
1	0	0	Usual assignment. Users dial "0" to reach the system attendant.
2	0	00	System assigns the second digit beginning with 0 since no digit was input for the second digit. Users dial "00" to reach the system attendant.
4	0123	0123	All digits for the four digit long code are input. Therefore the code is fixed to the input digits. Users dial "0123" to reach the system attendant.

4. Press the softkey beneath **save**.
5. Press the Volume button () to return to the *DB Item Select Screen*.


Program Operator Extension :

6. Enter **04-02-1-01** then press the softkey beneath **save**. This advances to the **ATTENDANT** programming screen for Tenant Group 1.
7. Press the softkey beneath **chg** to enter the appropriate extension number that will serve as the Attendant for this tenant group.
8. Press the softkey beneath **save**.
9. Press the softkey beneath **next** to display the DSS console(s) assigned to operate with the extension.




NOTE:


This is display information only and cannot be changed in this programming parameter.

10. Continue to press the softkey beneath **next** until **ALTERNATE** displays.
- Or...
11. Press the Volume button () to return to the *DB Item Select Screen*.
 12. Enter **04-02-1-06** and press the softkey beneath **save**. This advances to the **ALTERNATE** programming screen for this tenant group.
 13. Press the softkey beneath **chg** to change the contents of this database item and enter the appropriate extension number that will serve as the Alternate Attendant for this tenant group.
 14. Press the softkey beneath **save**.
 15. Press the softkey beneath **next** to view DSS Console(s) assignments for this extension and to advance and select the next tenant group to program an Attendant and Alternate Attendant.

Or...

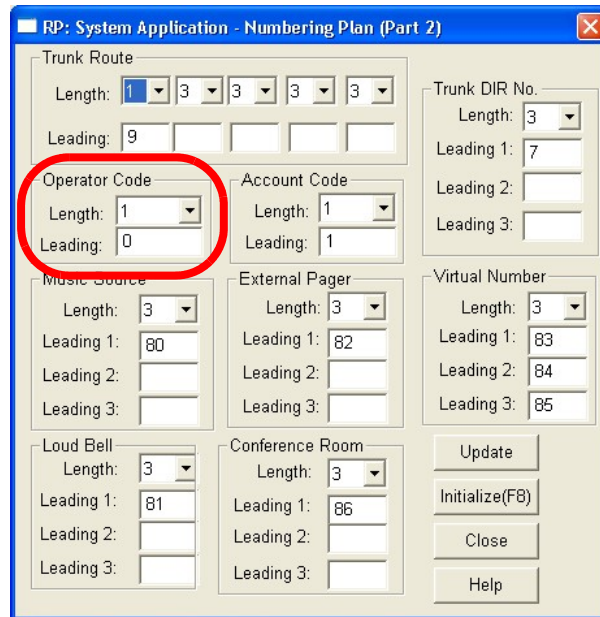
16. Press the Volume button () to return to the *DB Item Select Screen* and enter the Index for the appropriate database item for the appropriate tenant group. Use the following table for Index information:

Index	Database Item Selected
04-02-1-01	Tenant Group 1 Attendant
04-02-1-06	Tenant Group 1 Alternate Attendant
04-02-2-01	Tenant Group 2 Attendant
04-02-2-06	Tenant Group 2 Alternate Attendant
04-02-3-01	Tenant Group 3 Attendant
04-02-3-06	Tenant Group 3 Alternate Attendant

17. Press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming:

1. Access the *RMP* using the procedures described in *Section 3.3*.
2. From the toolbar select *RP, System Application, Numbering Plan* to display the *Numbering Plan* window. Click on the *More* button to display the following:



The screenshot shows a software window titled "RP: System Application - Numbering Plan (Part 2)". It contains several configuration sections:

- Trunk Route:** Length: 1 3 3 3 3; Leading: 9
- Trunk DIR No.:** Length: 3; Leading 1: 7; Leading 2: ; Leading 3:
- Operator Code (circled in red):** Length: 1; Leading: 0
- Account Code:** Length: 1; Leading: 1
- Music Source:** Length: 3; Leading 1: 80; Leading 2: ; Leading 3:
- External Pager:** Length: 3; Leading 1: 82; Leading 2: ; Leading 3:
- Virtual Number:** Length: 3; Leading 1: 83; Leading 2: 84; Leading 3: 85
- Loud Bell:** Length: 3; Leading 1: 81; Leading 2: ; Leading 3:
- Conference Room:** Length: 3; Leading 1: 86; Leading 2: ; Leading 3:

Buttons at the bottom right include Update, Initialize(F8), Close, and Help.

3. Using the drop down list in the *Operator Code-Length* field, select the length between 1 and 4 digits.
4. Enter the a value in the *Operator Code-Leading* field. For *Leading*, you are entering the actual code necessary for the attendant. For example, if *Length* is set to 1, the entire code is the Leading Digit (typically "0.") If the *Length* is 2, the resulting code will be two digits. The Leading Digit may be enter as a single digit or both digits.
5. Click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

8.5 CO Line Name / Label Programming

Description

Naming (or labeling) of CO Lines is provided to customize the appearance of the line identifier in the telephone display when the CO Line is in use. This labeling can assist users when handling CO Line calls by orienting the line to its intended purpose.

Default Settings:


System Resource – CO Line Names; CO Lines are named LINE 1 through LINE 16 for CO Line directory numbers 740-755 sequentially.

Deluxe Telephone Programming


1. Access the *Database Item Selection Screen* using the procedures in *Section 3.2*.

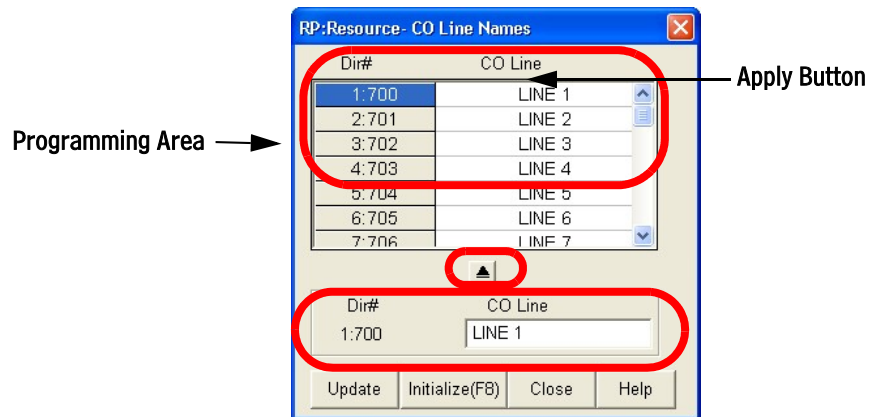
Program CO Lines for Customized names:


2. Enter **04-06-CO line** and press the softkey beneath **save**. This advances to the selected CO Line Name/Label and shows the current name/label programmed. Default will be **LINE #**.
3. Press the softkey beneath **chg** to enter a new name/label.
4. Press the softkey beneath **save** to save the new name/label programming.
5. Press the softkey beneath **next** to enter another CO Line directory number for programming.

- When finished programming CO Line Name/Labels, press the Volume button () to return to the *DB Item Select screen* or exit programming.

RMP Programming

- Access the *RMP* using the procedures described in *Section 3.3*.
- From the toolbar select *RP, Feature Key Programming, DSS* to display the following:  →



- Click on a Directory Number in the *Dir#* field. The *Dir#* will appear in the **Programming Area** of the window with the default *CO Line* name beside it.
- Enter a new *CO Line* name in the *CO Line* field in the **Programming Area**.
- Click on the  *Apply Button* to apply the assignment. The new *CO Line* name will appear in the **DIR #** area beside the line number.
- Click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

Direct Station Selection Console (DSS)

The *Direct Station Selection Console* or *DSS* is a self-contained digital device that connects to an available *Emerald ICE* digital port. The console provides one-button access to system resources for the extension to which it is programmed to operate. The console has 48, dual-color LED buttons that can be programmed for system resources that require visual interaction to properly administer the associated resource. There are also 12 buttons with no LED for fast access to system resources that require no visual interaction.

The DSS Console occupies one *Emerald ICE* system digital port and therefore reduces the maximum system digital extension capacity on a one-to-one basis for each DSS Console installed. The *Emerald ICE* system supports 12 maximum DSS Consoles.

12 maximum DSS Consoles can be assigned in the *Emerald ICE* system.

DSS Consoles can be programmed with numbering plan directory numbers only. (No Feature access codes can be programmed on DSS Console buttons.)

Default Settings:


DSS Allocation – No ports assigned as DSS Consoles, no ports assigned as DSS Console Owner extensions. (Range: any valid extension port Directory Number.)

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.

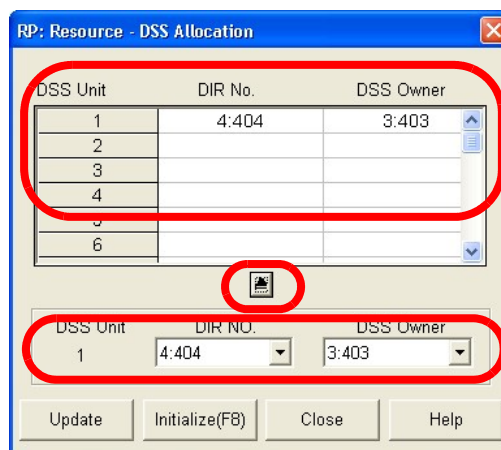
Program DSS Owner:

2. Enter **04-14-1-DSS Console**, then press the softkey beneath **save**. This advances to the **DSS ALLOCATION** programming screen for the DSS Console selected (1-12).
3. Press the softkey beneath **save**. This advances to the **DSS OWNER** screen and displays the current contents.
4. Press the softkey beneath **chg** to change the DSS Owner (the extension for which this DSS is to operate).
5. Enter the extension and then press the softkey beneath **save**.
6. Press the softkey beneath **next** to advance to the next data item, **DIR NUMBER**.

7. Press the softkey beneath **chg** to change/enter the digital port directory number where the DSS is connected.
8. Enter the directory number of the digital port where the DSS Console is connected, then press the softkey beneath **save**.
9. Press the softkey beneath **next** to enter more DSS Console data.
10. Enter the next DSS Unit number (1-12) to program and press the softkey beneath **show**.
11. Press the Volume button () to return to the *DB Item Select Screen*

RMP Programming

1. Access the *RMP* using the procedures described in *Section 3.3*.
2. Select *RP, System Resource, DSS Allocation* from the menu bar to display the following window.



3. Click on the DSS Unit Number in the **Display Area**. The *Dir No.* and *DSS Owner* information will appear below in the programming area. If the *Dir No.* and *DSS Owner* fields are empty in the **Display Area**, nothing will be displayed in the **Programming Area**.
4. Using the drop-down list in the *Dir No.* field, select a DSS to allocate (up to 12 DSS Consoles may be added to the system). When allocating DSS Consoles, two directory numbers are required, the actual digital extension port directory number where the DSS Console is connected (*DIR No.*) and the Digital Extension Directory Number of the extension to which this DSS Console is to be associated (*DSS Owner*).
5. Using the drop-down list in the *DSS Owner* field, select the directory number of the extension to be associated to this DSS Console.

6. Continue other programming or click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

Extension Password

Description

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

Default Settings:


User Password: Extension 401 is set to 9999. All other extensions are set to 0000. The range is any alphanumeric characters up to the allocated User Password Length.)

User Password – Length is set to 4. The range is 4-8.

Deluxe Telephone Programming

1. Access the *Database Item Selection Screen* using the procedures in *Section 3.2*.

Program User Password Length:

2. Enter **04-04-01** and press the softkey beneath **save** to enter the **LENGTH** programming screen. The current User Password Length displays.
3. Press the softkey beneath **chg** until the desired **LENGTH** displays (valid lengths 4-8).
4. Press the softkey beneath **next** to advance to the **SHOW EXT** screen and then the softkey beneath **show** to display the **PSWD** screen.
5. Enter the extension number to change and press the softkey beneath **save**. The Password for the extension entered displays.
6. Press the softkey beneath **back** or the softkey beneath **next** to return to the extension number enter screen and repeat the above operations to view other extension passwords.
7. Press the Volume button () to return to the *DB Item Selection Screen* or exit programming.




NOTE:

Extension Passwords are changed at the extension only via the Phone Lock

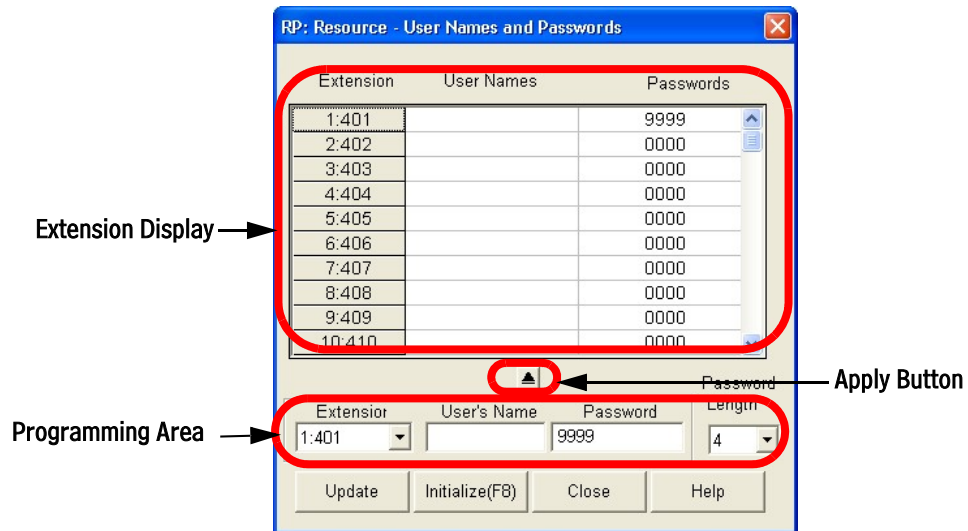
feature.

To view Extension Passwords:

8. Enter **04-04-02-401-456** and then press the softkey beneath **save**. The selected extension password displays.
9. Press the softkey beneath **back** or the softkey beneath **next** to enter another extension number and repeat the above operations to view other extension passwords.
10. Press the Volume button () to return to the *DB Item Selection Screen* or exit programming.


RMP Programming

1. Access the *RMP* using the procedures described in *Section 3.3*.
2. From the toolbar select *RP, Resource, User Names and Passwords* to display the following:



Program User Password Length:

3. Click on an *Extension* in the **Extension Display** area. The extension information will be displayed in the **Programming Area** of the window.
4. Enter a password in the *Password* field. Verify that the length of the password matches the value selected in the *Password Length* drop-down list. The range is between 4 and 8 digits.

5. Click on the  **Apply Button** to apply the assignment. The *Extension/User Name/Passwords* will appear in the **Extension Display** area.
6. Click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

8.8

Extension User Name

Description

An alphanumeric, seven-character title may be assigned to each extension in the system. This title will be displayed on the Deluxe Telephone in place of the standard "EXT" message.

User names are programmed in the customer database programming. The names may consist of upper and lower case letters and numbers and various "special" characters as provided by the Enhanced Lettering Scheme feature selection.

The programmed Extension User Name will be displayed at called extensions whenever intercom calls are made from one extension to another.

Whenever there is no Extension User Name programmed, the characters "EXT" are displayed.

When a User Name is programmed for extensions the "EXT" normally displayed at that idle extension will be replaced with the programmed name.

Extension Display →

Names may be seven (7) or fewer characters.


Default Settings:

User Names: all User Names for all extensions are set to "Null" (Apply Button programmed). The range is any alphanumeric character set up to 7 characters in length.

Programming Area →

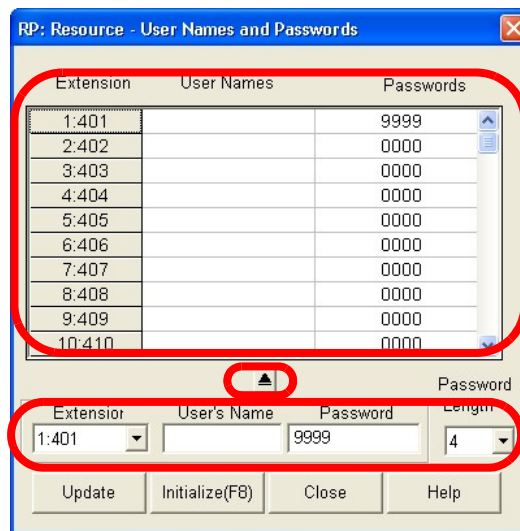
Deluxe Telephone Programming

1. Access the *Database Item Selection Screen* using the procedures in *Section 3.2*.
2. Enter **04-05-Extension No.** then press the softkey beneath **save**. This advances to the **USER NAMES** programming screen for the extension selected.
3. Press the softkey beneath **chg** and then enter the new **USER NAMES** for this port using the Dial Pad:

(/0123456789* are used to enter alphanumeric labels for extension ports. Example: Press the 5 key twice for the letter K.)
4. Press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming:

1. Access the *RMP* using the procedures described in *Section 3.3*.
2. From the toolbar select *RP, Resource, User Names and Passwords* to display the following:




Extension	User Names	Passwords
1:401		9999
2:402		0000
3:403		0000
4:404		0000
5:405		0000
6:406		0000
7:407		0000
8:408		0000
9:409		0000
10:410		0000

Extensor: 1:401, User's Name: , Password: 9999, Password Length: 4

Buttons: Update, Initialize(F8), Close, Help

3. Click on an *Extension* in the **Extension Display** area. The extension information will be displayed in the **Programming Area** of the window.
4. Enter a User's Name in the *User's Name* field. The range is between 4 and 8 digits. Names may be up to seven (7) characters in length.

5. Click on the  **Apply Button** to apply the assignment. The **Extension/User Name/Passwords** will appear in the **Extension Display** area.
6. Click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

8.9

Loud Bell / External Page / Music Source – Control

Description

At some point there may be a need to control other devices using the telephone system. The *Emerald ICE* system provides one dry contact closure (standard) for interface of these devices. The contact closure is rated at 24VDC, 1Amp. The Contact Closure can be assigned to operate in three different ways:

Loud Bell: If the system is installed in a high noise environment, there may be a need to use a loud or high-gain ringing device. This allows control of an optional, collateral loud-ringing device. The device is connected to the contact as a trigger. When the ringing occurs on CO Lines or in CO Line Groups designated as Loud Bell CO Line Groups, the contact closure operates and controls the connected collateral device.

External Page: The contact may also be programmed to control External Paging equipment. When programmed in this way, the contact closure operates whenever the External Paging Port is activated.


Music Source: The contact may also be programmed to control Message-On-Hold devices. In this way, the contact closes whenever CO lines are placed on Hold. This function can reduce wear on electromechanical devices that provide the message on hold function.

Default Settings:

Loud Bell = L.B. (Loud Bell). (Range is: L.B., MS1, MS2, EP.)

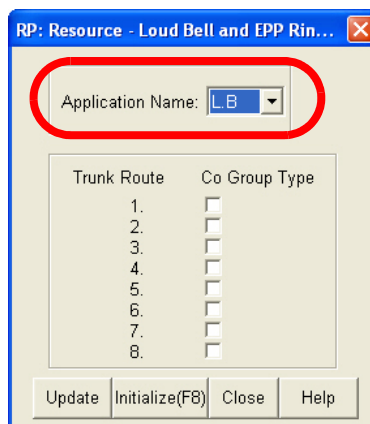
Loud Bell – CO Line Group – 1-8 = N. (Range is Y/N.)

Deluxe Telephone Programming

1. Access the *Database Item Selection Screen* using the procedures in *Section 3.2*.
2. Enter **04-11** and then press the softkey beneath **save**. This advances to the **LOUD BELL** programming screen.
3. Press the softkey beneath **chg** until the appropriate application displays (**L.B.**, **MS1**, **MS2**, **E.P.**). Select [**L.B.**] and then the softkey beneath **change**.
4. If the contact is to be used as LBC, press the softkey beneath **next** to the CO Line Group(s) that will cause the contact to operate.
5. Press the softkey beneath **chg** to activate/deactivate the LBC for each CO Line Group.
6. Press the Volume button () to return to the *Data Base Item Selection Screen* or exit programming.

RMP Programming

1. Access the *RMP* using the procedures described in *Section 3.3*.
2. From the toolbar select *RP, Resource, Loud Bell/EPP Ringing* to display the following:



3. Select *LB* from the *Application Name* drop down list.
4. Check the desired *CO Group Type* check box to associate the control contact to the with the selected CO Group. (Loud Bell application only.)

5. Repeat steps 3 and 4 for selecting *M.S.1*, *M.S.2* or *E. P* from the *Application Name* drop down list.

L.B. (Loud Bell) for signaling system users that a trunk call is ringing. This can be especially useful in noisy environments.

M.S.1 (Music Source 1) - control contact. (Can be used to activate message on hold.

M.S.2 (Music Source 2) - control contact. (Can be used to activate message on hold devices connected to Music Source 2.)

E.P (External Pager control). -Can be used to activate external paging equipment when that resource has been selected by a user.

6. Click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

Description

A busy or unattended Deluxe Telephone may be notified of a call attempt via one of the *Emerald ICE* system Messaging features. At a Deluxe Telephone, the display will show messages waiting and provide prompts to assist the user in responding to the messages.

A message may be sent and received in several forms:

- A Call Me message
- A customized text message
- A preprogrammed text message (six total available)
- A voicemail message

Default Settings:

Default Setting

Preprogrammed Message – Outgoing Message 1 = Call Operator

Preprogrammed Message – Outgoing Message 2 = Call Home

Preprogrammed Message – Outgoing Message 3 = Call School


Preprogrammed Message – Outgoing Message 4 = Visitor Waiting

Preprogrammed Message – Outgoing Message 5 = Urgent

Preprogrammed Message – Outgoing Message 6 = Come See Me

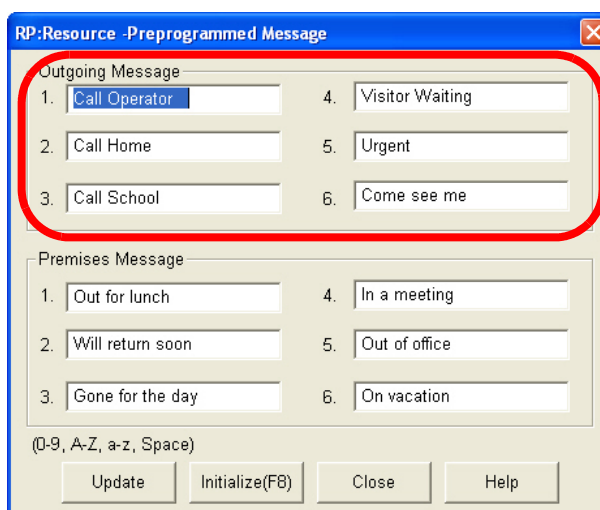
Deluxe Telephone Programming

1. Access the *Database Item Selection Screen* using the procedures in *Section 3.2*.
2. Enter **04-07-01-01**, then press the softkey beneath **save**. This advances to the **OUTGOING MESSAGE** programming screen.
3. Press the softkey beneath **next** or the softkey beneath **back** to advance to the next preprogrammed message to change.
4. Press the softkey beneath **chg** to enter a new message for the selected preprogrammed message.

5. Use the the dial pad keys to enter the new message. When finished press the softkey beneath **SAVE**.
6. Press the Volume button () to return to the *Data Base Item Selection Screen* or exit programming.

RMP Programming

1. Access the *RMP* using the procedures described in *Section 3.3*.
2. From the toolbar select *RP, Resource, Preprogrammed Message* to display the following:



3. Change the appropriate *Outgoing Message* . 0-9, A-Z, a-z, or Space can be used as characters.
4. Click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

Messaging – Status Text

Description

Each Deluxe Telephone can display an extension status display message that informs other users of the current status of their extension. Six programmed messages can be used with one message available that can be customized. Whenever another Deluxe Telephone calls the extension with this Status Message active, the message displays at the calling extension.

Default Settings:

Preprogrammed Message – Premises Message 1 = Out to lunch

Preprogrammed Message – Premises Message 2 = Will return soon


Preprogrammed Message – Premises Message 3 = Gone for the day

Preprogrammed Message – Premises Message 4 = In a meeting

Preprogrammed Message – Premises Message 5 = Out of office

Preprogrammed Message – Premises Message 6 = On vacation

Deluxe Telephone Programming

1. Access the *Database Item Selection Screen* using the procedures in *Section 3.2*.
2. Enter **04-07-02**, then press the softkey beneath **save**. This advances to **PREMISES MESSAGE** programming.
3. Press the softkey beneath **next** or the softkey beneath **back** to navigate to the next preprogrammed message to change.
4. Press the softkey beneath **chg** to enter a new message for the selected preprogrammed message.
5. Use the dial pad keys to enter the new message. When finished press the softkey beneath **save**.
6. Press the Volume button () to return to the *Data Base Item Selection Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. From the toolbar select **RP, Resource, Preprogrammed Message** to display the following:

The screenshot shows a dialog box titled "RP:Resource -Preprogrammed Message". It contains two sections of text input fields:

- Outgoing Message:**
 - 1. Call Operator
 - 2. Call Home
 - 3. Call School
 - 4. Visitor Waiting
 - 5. Urgent
 - 6. Come see me
- Premises Message:** (highlighted with a red oval)
 - 1. Out for lunch
 - 2. Will return soon
 - 3. Gone for the day
 - 4. In a meeting
 - 5. Out of office
 - 6. On vacation

Below the input fields is the text "(0-9, A-Z, a-z, Space)" and four buttons: "Update", "Initialize(F8)", "Close", and "Help".

3. Change the appropriate **Premises Message** . 0-9, A-Z, a-z, or Space can be used as characters.
4. Click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Description

The *Emerald ICE* system has an optionally available internal modem for Remote RMP Programming support. When equipped, the modem allows dedicated communications between the system processor and the RMP.

**NOTE:**

This communication method does not utilize analog port system resources.

One (optional) modem is available via which the system can be programmed and maintenance performed remotely.

Modem speeds are 1200 bps/ 2400 bps.

Default Settings:

Built-in Modem – DIR. No. (directory number) is set to 400.

Built-in Modem – Baud Rate is set to 2400.

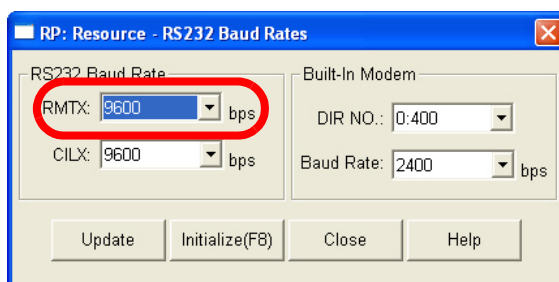
Deluxe Telephone Programming

1. Access the *Database Item Selection Screen* using the procedures in *Section 3.2*.
2. Enter **04-13**. Then press the softkey beneath **save**. This advances to **BUILT_IN MODEM** programming.
3. Press the softkey beneath **show**. This advances to the **DIRECTORY** screen.
4. Press the softkey beneath **chg** to change the modem directory number.
5. Enter the new directory number that is to be assigned to the modem resource and press the softkey beneath **save**. The directory number must be from those designated for Extension Directory Numbers.
6. Press the softkey beneath **next**. This advances to the **BAUD RATE** programming screen.
7. Press the softkey beneath **chg** until the appropriate baud rate displays.

8. Press the Volume button () to return to the *Data Base Item Selection Screen* or exit programming.

RMP Programming

1. Access the *RMP* using the procedures described in *Section 3.3*.
2. From the toolbar select *RP, Resource, Modem and Serial Port* to display the following:



3. Select the values for *RMTX* and *SMDR* from the drop-down lists. *RS232 Baud Rate* and deployed functions of the RS232 ports are configured here.
4. Select the *Built-in Modem - DIR NO* from the drop down list. This is the directory number used to access the modem. E.g. calling into the *Emerald ICE* system from a remote local and connecting to the modem is accomplished by transferring the inbound modem call to this *Emerald ICE* modem directory number. (Range: *400-499*; Default: *400*)
5. Select the *Built-in Modem - Baud Rate*. The data rate at which the built-in modem will operate is determined here. Available selections are *1200/2400*.
6. Click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

Remote RMP Programming Setup Parameters

Description

Programming the *Emerald ICE* system database is possible in three ways.

- By Deluxe Telephone.
- On site via PC.
- Remotely via modem.

Refer to *Section 3.2* for instructions on accessing the *Database Item Selection Screen* via Deluxe Telephone.

Refer to *Section 3.3* for instructions on accessing the RMP on site via the RMP.

The various setup parameters of the *Emerald ICE system* for remote use with a modem are described herein. The *Emerald ICE system* remote access parameters “Built-in Modem” (DIR No. and Baud Rate) must be set to allow access to the *Emerald ICE*.

Built-in Modem – Baud Rate is a data link speed setting requirement. This setting is defaulted at 2400 bps but can be changed to 1200 bps if necessary. The Directory Number setting is defaulted at extension 199. This also may be changed if necessary. Regardless of the modem extension (directory number), this number is used to connect the external PC-DBA calling modem to the internal *Emerald ICE* modem.

Auto Log Off is set to determine how long an *Emerald ICE* connection will stay connected before automatically being terminated.

Log On Again is set determine how long the *Emerald ICE* system will wait before accepting a valid password for programming whenever the wrong password has been entered three times. That is, if an attempt to access the *Emerald ICE* database is unsuccessful because the entered password is incorrect, and this failure occurs three times. The system will reject any attempt for access even if the entered password is correct. The Log On Again time can be set to lengthen or shorten the time interval that determines when the system will begin to accept valid password connection attempts.

Database Administration can be entered into by one programming facility simultaneously. Therefore if someone is programming the system via Deluxe Telephone and via on-site RMP, remote access to Database Administration will not be possible.

If there is no Automated Attendant or Voice Processor equipped at the site to be remotely accessed, the modem connection must be manually administered on site. (The attendant/user must transfer the call to the modem directory number {400 at default}.)

Default Settings:

RMP Connection – Auto Log Off = 20 minutes. (Range is 10/20...60.)

RMP Connection – Log On Again = 30 minutes. (Range is 0/10...60.)

Built-in Modem – DIR No. is set to 400. (Range is any extension number.)

Built-in Modem – Baud Rate is set to 2400. (Range is 1200/2400.)

Deluxe Telephone Programming


1. Access the *Database Item Selection Screen* using the procedures in *Section 3.2*.

Program Auto Log-Off and/or Log-On Again timers:

2. Enter **08-04**, then press the softkey beneath **save**. This advances to the **AUTO LOG-OFF** programming screen.
3. Press the softkey beneath **chg** to change the **AUTO LOG-OFF** timer until the desired time displays. When the programmer has forgotten to exit the database programming mode (exit programming) **AUTO LOG-OFF** will perform this function automatically. Available selections are **10, 20, ...60**.
4. Press the softkey beneath **next** to advance to the **LOG-ON AGAIN** screen.
5. Press the softkey beneath **chg** to change the **LOG-ON AGAIN** timer until the desired time displays. This security data item prohibits access to database administration (programming) when there have been three unsuccessful attempts to enter database programming. When the wrong password is entered three times, this is the amount of time that will lapse before the *Emerald ICE* system will allow successful access. An entry of **0** disables this function. Available selections are **0, 10, 20, ...60**.

Program settings for the built-in modem:

6. Enter **04-13**, then press the softkey beneath **save**. This advances to the **BUILT-IN MODEM** programming screen.
7. Press the softkey beneath **show**. This advances to the **DIRECTORY #** screen. To change to the built-in modem directory number, press the softkey beneath **chg**.
8. Enter the appropriate directory number (must be a valid extension directory number as allocated in System Application – Numbering Plan – Extension Directory Numbers).
9. Press the softkey beneath **next** to advance to the modem **BAUD RATE** screen.

10. Press the softkey beneath **chs** until the appropriate baud rate displays. Selections are **1200** and **2400**.
11. Press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

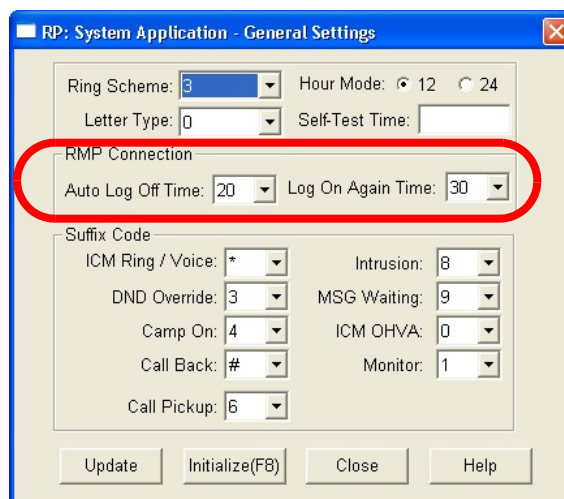
RMP Programming



NOTE:

Remote Programming setup must be accomplished via local RMP.

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. From the toolbar select **RP, System Application, General Settings** to display the following:

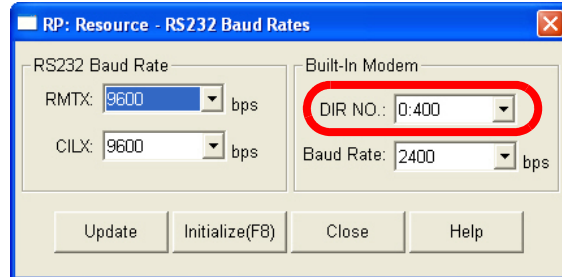


To program Auto Log-Off and/or Log-On Again:

3. Using the drop-down lists in the **Auto Log Off Time:** and **Log On Again Time:** fields, select a value for each field. **Auto Log Off Time:** is set to determine how long an *Emerald ICE* connection will stay connected before automatically being terminated. **Log On Again Time:** is set to determine how long the *Emerald ICE* system will wait before accepting a valid password for programming whenever the wrong password has been entered three times.
4. Click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

To program the built-in Modem Directory Number and/or Modem Baud Rate:

5. From the toolbar select *RP, Resource, Modem and Serial Port* to display the following:



6. Using the drop-down list in the *DIR NO:* field, select an extension number that will be used as a direct extension with the Modem.
7. Using the drop-down list in the *Baud Rate:* field, select a baud rate that will be used to communicate with the *Emerald ICE* system from a remote modem. Available selections are **1200** and **2400**.
8. Click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

8.14 Speed Dialing – Extension/System

Description

Speed Dialing allows you to store frequently dialed numbers. These numbers are accessed for dialing by the associated speed dial directory number (Speed Number Location). The directory number may be stored on any feature button for instant one-button operation.

Extensions may store up to fifty (50) personal (extension) speed numbers in memory. (At default 20 personal locations – numbered 500-519 are available for extensions 401-472). There are also one hundred (100) Speed Dial bins allocated for system-wide use (locations 600-699). System Speed Dial is programmed via Attendant Administration or via customer database programming.

You may choose to first press an idle CO line or you may let the system automatically select the line. The *Emerald ICE* system can be programmed to allow System Speed Dial Numbers to override Toll Restriction settings (both CO Line and Extension COS).

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. Chaining, Pauses and Flashes each occupy one character position.

If you access an empty bin the display will show **SPEED NO. EMPTY.**

Default Settings:

SPD No. Assignment – System List is set to 200. The range is 0 to 1000.

SPD No. Assignment – Individual List is set to 20 for extensions 401-472. All others are set to 0. The range is 0 to 50.

SPD No. Programming – System List; all bins are empty NULL.

SPD No. Programming – Individual List; all bins are empty NULL.



NOTE:

Individual Speed Dial Numbers can be programmed at the extension or via RMP.

Individual SPD No. – Length is 3. The range is 1-4.

Individual SPD No. – 500-519 assigned. The range is any number per Numbering Plan.

System SPD No. – Length is 3. The range is 1-4.

System SPD No. – 600-699 assigned. The range is any number per Numbering Plan.


Deluxe Telephone Programming

1. Access the *Database Item Selection Screen* using the procedures in *Section 3.2*.

To program SPD No. Assignment:

2. Enter **04-08**, then press the softkey beneath **save**. This advances to the **SPD. NO. ASSIGN.** screen.
3. Press the softkey beneath **show**, this advances to the assignment for **INDIVIDUAL** Speed Dial numbers screen.
4. Press the softkey beneath **show** to change an extension's speed numbers assignment.
5. Enter the extension number at the **SHOW EXT** screen to change assignments.
6. Press the softkey beneath **show**, this advances to the **TO INCREASE** screen for this extension.
7. Press the softkey beneath **chg** to increase the assigned speed dial numbers for this extension.


Or...

8. Press the softkey beneath **next** to advance to the **TO DECREASE** screen for this extension.
9. Press the softkey beneath **chg** to decrease the assigned speed dial numbers for this extension.
10. Press the softkey beneath **next** to advance and enter another extension number.
11. Repeat steps 5 through 10 to program other extension numbers or continue to step 12.
12. Press the Hold button () to return to the previous menu level.

Or...

13. Press the softkey beneath **next**, this advances to the **SYSTEM LIST** Assignment screen for System Speed Dial numbers.
14. Press the softkey beneath **show**. This advances to the **SHOW TENANT** screen.
15. Enter the Tenant Group for which changes are to be made. (Usually Tenant Group 1.)
16. Press the softkey beneath **show**, this advances to the **TO INCREASE** screen for this Tenant Group System Speed List.
17. Press the softkey beneath **chg** to increase the number of allocated speed dial numbers (in increments of 50).

Or...

18. Press the softkey beneath **next** to advance to the **TO DECREASE** screen for this Tenant Group System Speed List.
19. Press the softkey beneath **chg** to decrease the number of allocated speed dial numbers (in increments of 50).
20. Press the softkey beneath **next** to advance to the **SHOW TENANT** screen.
21. Enter the Tenant Group for which changes are to be made. (Usually Tenant Group 1.)
22. Press the Volume button () to return to the *DB Item Select Screen*.

To program System Speed Numbers:

23. Enter **04-09-Tenant Group**, then press the softkey beneath **save**. This advances to the **SYSTEM SPD. NO.** entry point for the Tenant Group selected.
24. Enter the speed dial number to program (600-699), then press the softkey beneath **show**. The current stored number displays.
27. Press the softkey beneath **chg** to change this stored number.
25. Enter the new telephone number with special characters as required.

Pause = P

Flash = /

Speed Numbering Chaining =@ + next speed number (600-699).

26. Press the softkey beneath **save**. The speed dial number and the new contents are displayed.

27. Press the softkey beneath **next**] and enter the next speed dial number to change and follow the conventions above.

Or...

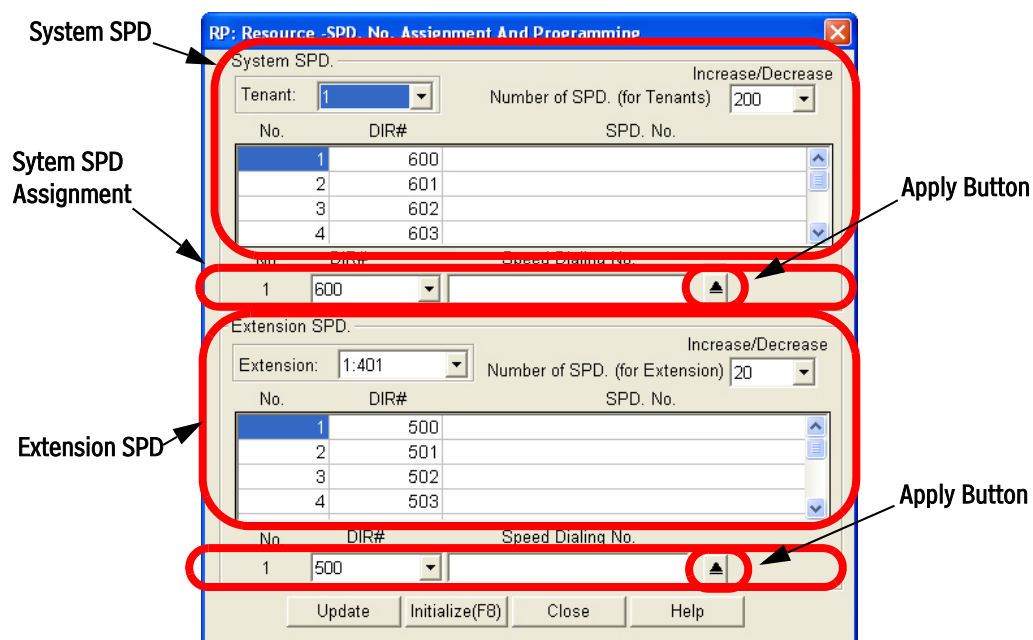
28. Press the Hold button (**HOLD**) to exit this programming and return to the previous menu level.

Then...

29. Press the Volume button (**VOLUME**) to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the *RMP* using the procedures described in *Section 3.3*.
2. From the toolbar select *RP, SPD. No. Assignment and Programming* to display the following:



Program SPD No. Assignment (allocation):

3. Using the drop-down list in the *Extension:* field, select an extension to assign individual speed dial numbers.
4. Using the drop-down list in the *Extension SPD. -Increase/Decrease* field, select the assigned speed dial numbers for this extension.

5. Repeat steps 2 and 3 to program other extension numbers or continue to step 5.
6. Using the drop-down list in the *Tenant:* field, select the Tenant Group to program (1-3).

9 Phone Restriction Programming (05)

9.1

Account Code – Voluntary / Forced / Verified

Description

Account Codes can be entered at any extension voluntarily to record an association of the call in progress in detailed records output from the *Emerald ICE* system (SMDR). Alternatively, an extension may be forced to enter an account code to make certain LINE calls or before any LINE calls can be made. The account code length is predetermined and programmed to be from 2 to 8 digits. When Forced to use an account code, the extension is restricted to certain call criteria via that extension's programmed Class of Service. This initial Class of Service is bypassed by entering an Account Code that is assigned a new Class of Service. This Class is in effect for the duration of consecutive use at this extension. This new Class may itself have some level of restriction.

Six Hundred Entries are possible in the Account Code Table per Tenant. When an Account Code is entered by a user it is verified against this table. If no match is found, the call attempt is denied. This simple rule, allows for Forced Account Code entry when the extension has been assigned a COS that does not have outdialing privileges. When an Account Code is verified, the specific call attempt is allocated a new COS associated to the code entered. This COS may be the same as that of the extension or a temporary new assignment for this call whereby the number being dialed is allowed.

Default Settings:

Account Code length - 2 digits (Range is 2-8.)

Account Codes - None programmed (Range is 0-9, maximum of 8 digits.)

Account Code Class of Service - 0

Account Code Disabled - N

Extension Classes of service - all calls allowed

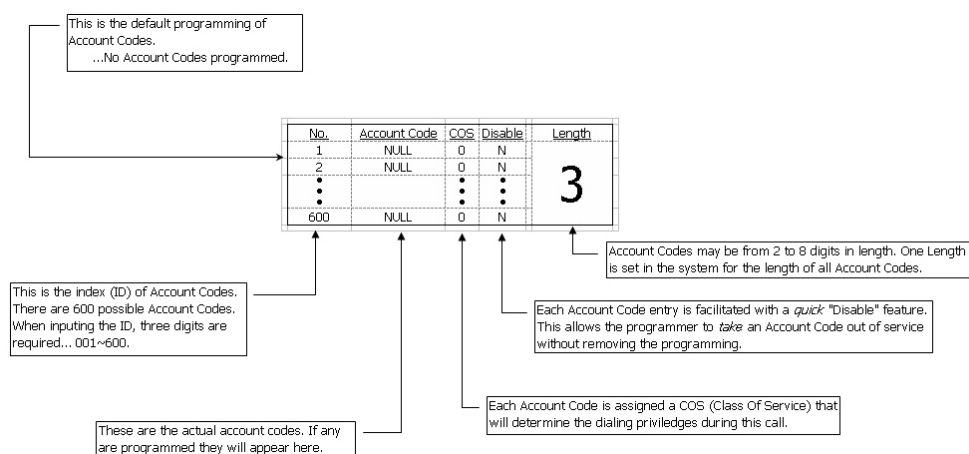
Account Code Access Code - 89

Deluxe Telephone Programming

1. Access the **Database Item Selection Screen** using the procedures in *Section 3.2*.
2. Enter **05-02** and press the softkey beneath **save** to advance to the **ACCOUNT CODE** programming screen.

Figure 9-1 below can be used as a visual aid in programming Account Codes using the *Emerald ICE Deluxe Telephone*.

Figure 9-1 **Account Code Programming**

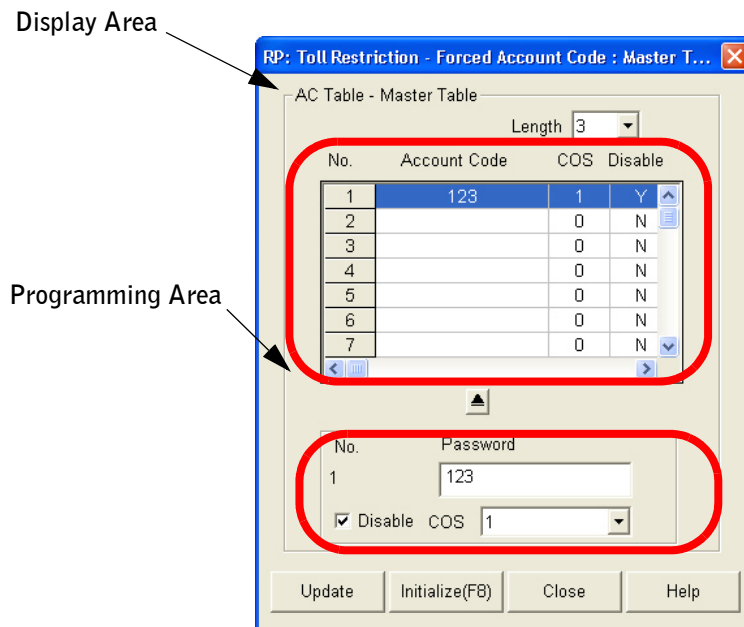


3. Press the softkey beneath **show** to display the Account Code **LENGTH**.
4. Press the softkey beneath **chg** until the appropriate account code length displays. The Account Code **LENGTH** can be from 2 to 8 digits. Press the softkey beneath **save** after entering a new **LENGTH**.
5. Press the softkey beneath **next** to advance to the account code **PSWD** programming screen.
6. Press the softkey beneath **show** to advance to the **ID NUMBER** of the account code to be changed.
7. Enter the Account Code number **001-600** to change/display.
8. Press the softkey beneath **show**. The existing programming will be displayed. (**NULL** = empty.)
9. Press the softkey beneath **chg** and enter the account code using the digits **0-9**. When the correct number of digits are entered (according to the length programmed in steps 3 and 4), press the softkey beneath **save**. This database item is then updated.
10. Press the softkey beneath **next** to advance to the **COS** display for this Account Code.


11. Press the softkey beneath **chg** until the appropriate **COS** displays for this Account Code **PSWD**.
12. Press the softkey beneath **next** and **DISABLED** is displayed. This setting is used temporarily to disable the use of a particular Account Code without removing its programming. **DISABLED** means that this account code is active.
13. Toggle the softkey beneath **chg** to select **Y** or **N** to disable this Account Code password.
14. Press the softkey beneath **next** to continue programming other account codes or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. From the toolbar select **RP, Toll Restriction, Account Code Table** to display the following:



3. Using the drop-down list in the **Length:** field, select an appropriate account code **Length**. The Account Code **Length** can be from 2 to 8 digits.
4. Click on an ID Number in the **No.** field. The programmed information for that Account Code will be displayed below and can be edited. If programming Account Code information for an ID Number with no previous information displayed in the **Display Area**, the fields in the the **Programming Area** will be empty.

5. Enter a new *Account Code (Password)* in the *Password* field. The *Password* should be no more than the number of digits programmed in step 3.
6. Using the drop-down list in the *COS* field, select a Class of Service to associated with the Account Code being programmed. Available Classes of Service are from 1 to 7.
7. Click on the *Disable* checkbox to temporarily disable the use of a particular Account Code without removing its programming. When *Disable* is checked, the *Emerald ICE* will either enable or disable this Account Code password.
8. Click on the Apply Button  to apply the programming.
9. Click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

9.2

Toll Restriction – Class of Service

Description

The *Emerald ICE* provides sophisticated monitoring of digits dialed on CO lines. The assignment of COS (Class Of Service) may be used for a broader range of call control than simple “Toll Restriction” implies. If a digit or range of digits dialed on a CO line is inconsistent with the dialing extension’s COS or CO Line COS, the call is denied. This calling COS criteria can be applied to local calls, long distance calls, and specific numbers that are considered allowed in areas where other numbers may be restricted.

The *Emerald ICE* provides a Toll Restriction table of 100 entries. Each entry may contain 10 digits in the “From” column and 10 digits in the “To” column. The From and To columns exist to apply a range of digits in a truth-table fashion known as digit Intervals. Extension COS and CO Line COS is then designated per table entry as Y/N. (E.g., does this table entry apply to this COS? Yes or No.) Extension and CO Line COS assignments for each table entry are provided under the two conditions, Day and Evening mode. This allows each table entry to be assigned to each COS for CO Lines and extensions differently for these modes of system operation.

A table entry may be as simple as “From 0,” “To 0.” The result of this truth table is that calls associated to this COS are monitored for only the first digit dialed. If that digit is “0,” the call is allowed and no further restriction monitoring takes place.

A table entry of From “1813412,” To “1813450” will cause calls with this associated COS to be monitored for the first seven digits dialed or until the first digit

inconsistent with this entry is dialed. A call dialed as 1813410 is denied when the digit "0" is dialed. A call dialed as 1813419+any digits, is allowed.

Digit Interval 001 is programmed as: From "0," To "#." (This allows all digits to be dialed.)

There are one hundred (100) Interval Table entries available for programming.

System Speed can be set to Override toll restriction.

Default Settings:

Restriction – Toll Restriction – Digit Interval 001 – From = 0. (Range is any digits, max. 10 in length.)

Restriction – Toll Restriction – Digit Interval 001 – To = #. (Range is any digits, max. 10 in length.)

Restriction – Toll Restriction – Digit Interval 002-100 – From/To = NULL (none).

Restriction – Toll Restriction – Digit Interval – Extension/CO Line Day/Eve COS 0 = Y. (Range is Y/N.)

Restriction – Toll Restriction – Digit Interval 002-100 – Extension/CO Line Day/Eve COS 1-7 = N.

Extension - Day/Eve Class Of Service = 0. (Range is 0-7.)

CO Line Day/Eve Class Of Service = 0. (Range is 0-7.)

Deluxe Telephone Programming


1. Access the *Database Item Selection Screen* using the procedures in *Section 3.2*.

Program Digit Interval(s) and assign Extension/CO Line COS to Digit Intervals:


2. Enter **05-01-Tenant Group-001-100** and then press the softkey beneath **save**. This advances to the **FROM** column of the tenant group and interval selected.
3. Press the softkey beneath **chg** to change the start of this interval range (beginning FROM...).
4. Enter the new starting digit sequence, then press the softkey beneath **save**.
5. Press the softkey beneath **next** to advance to the **TO** column of the tenant group and interval selected.
6. Press the softkey beneath **chg** to change the end of this interval range (up ...TO).

7. Enter the new ending digit sequence and then press the softkey beneath **save**.
8. Press the softkey beneath **next** to advance to **Extension** or **CO LINE COS** as required for change.
9. Press the softkey beneath **show**. The **DAY** Allowed parameter displays for the Extension or CO Line COS.
10. Press the softkey beneath **next** to advance to the **EVE ALLOWED COS** for the Extension or CO Line COS.


Or...

11. Press the softkey beneath **show** to program **CLASS** allowed settings for this Digit Interval. **CLASS 0** is displayed.
12. Press the softkey beneath **next** and the softkey beneath **back** until the appropriate **CLASS** to change displays.
13. Toggle the softkey beneath **chg** until the appropriate setting (Y/N) displays.
14. Press the Volume button () to return to the *DB Item Select Screen*.

Program Extensions for the COS to follow:

15. Enter **01-401-456-05-06** (where 401-456 is the Extension and **05** is **DAY** Class Of Service and **06** is **EVE** Class Of Service.)
16. Press the softkey beneath **chg** until the appropriate **CLASS** displays for the selected service mode.
17. Press the Volume button () to return to the *DB Item Select Screen*.

Program CO Lines for the COS to follow:

18. Enter **02-740-755-04-05** (where 740-755 is the **CO LINE** and 04 is **DAY** Class Of Service and 05 is **EVE** Class Of Service.)
19. Press the softkey beneath **chg** until the appropriate COS displays for the selected service mode.
20. Press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. From the toolbar select **RP, Toll Restriction, Call Discrimination Table** to display the following:

RP: Toll Restriction - Allow Table

Tenant: 1

Allowed	Extension COS							C.O. Line																		
	Day							Night																		
NO.	From	To	0	1	2	3	4	5	6	7	0	1	2	3	4	5	6	7	0	1	2	3	4	5	6	7
1	0	#	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	0	67	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N	N	N	N	N	N	N
3			N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
4			N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
5			N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
6			N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
7			N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
8			N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
9			N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N

No. 2 Allowed Intervals From: 0 To: 67

Extension COS		C.O. Line	
COS	Day	COS	Day
0 1 2 3 4 5 6 7	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	0 1 2 3 4 5 6 7	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Day	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	Day	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Night	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	Night	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Update Initialize(F8) Close Help

3. Using the drop-down list in the **Tenant:** field, select a Tenant Group to program.

Program Digit Interval(s) and assign Extension/CO Line COS to Digit Intervals:



Under Construction




Program Extensions for the COS to follow:

Under Construction

Program CO Lines for the COS to follow:



Under Construction

- X. Click on the Apply Button  to apply the programming.
- X. Click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

10 Phone Trunk Application Programming (06)

10.1 UCD / Hunt Groups

Description

UCD (Uniform Call Distribution) is a flexible function of the *Emerald ICE* system. Simply stated, UCD Grouping allows system resources (primarily extensions) to be linked for call handling. The *Emerald ICE* has 24 UCD Groups. Each group has a lead (or pilot) number. This is the access point of the UCD Group. Extensions may call a group of extensions by dialing the associated UCD Group number. Calls may also be transferred to UCD Groups for handling by one of the UCD Group Members. UCD Group Members are often referred to as "Agents." The use of Agent and

Member in this material is synonymous. The *Emerald ICE* allows each UCD Group to be configured in one of three ways:

- Linear
- Distributed
- All Ring

When configured as "Linear" the UCD Group functions such that calls to the group or calls transferred to the group are routed to the group members beginning with the first member every time. That is, the first Member of a Linear UCD Group will be the primary answering point for all calls received by this group. Each subsequent Member receives calls only when the previous Member(s) are unavailable to take a call. (Unavailable is determined by the following status' Busy, DND active, Agent Log Off active, or when calls to the member go unanswered.)

When configured as "Distributed" the UCD Group functions such that calls to the group or calls transferred to the group are routed to group members in a uniformly distributed fashion. That is, each new call is routed to the **next** available UCD Member such that previous call routing is retained. If the third UCD Group Member handled the last call into the UCD Group, the **next** call to this UCD Group will be routed to UCD Group Member 4 regardless of the status of other UCD Group Members. (Assuming Member 4 is available.) (Unavailable is determined by the following

status' Busy, DND active, Agent Log Off active, or when calls to the member go unanswered.)

When configured as "All Ring" the UCD Group functions such that calls to the group or calls transferred to the group are routed to all group members simultaneously. That is, for each call into the UCD Group, all available members ring. (Unavailable is determined by the following status' Busy, DND active, Agent Log Off active, or when calls to the member go unanswered.)

UCD Group call handling is greatly enhanced by waiting call provisioning. While a caller waits for a UCD Group Member to answer (in queue), several queued call operations are possible. These are:

No Answer – Member advancement

Overflow 1 Destination programming

Overflow 2 Destination programming

Overflow Count programming

Reroute Destination programming

No Answer Member Advancement: each UCD Group has a No Answer Timer. This timer can be set to advance a call from one UCD Group Member to the **next** when the ringing member does not answer the call within the time allotted.

Overflow 1 Destination: each UCD Group has an Overflow 1 Timer and Destination. This timer can be set to determine how long the queued call will remain in queue before being routed to the Overflow 1 Destination. The Destination can be an extension responsible for handling calls that remain in queue too long or a voice announcement device. Recorded Announcement devices can be used to play recorded messages to callers waiting in queue. (Typically, "all agents are still busy - please continue to hold.") Overflow 1 Destination can be played one time only. (For high traffic scenarios a recorded Voice Announcement UCD Group can be used to play the same message to multiple callers.)

Overflow 2 Destination: each UCD Group has an Overflow 2 Timer and Destination. This timer can be set to determine how long the queued call will remain in queue following the Overflow 1 Timer before being routed to the Overflow 2 Destination. (Overflow 1 Timer plus Overflow 1 Destination recorded message time plus Overflow 2 Timer.) The Destination can be an extension responsible for handling calls that remain in queue too long or a voice announcement device. Recorded Announcement devices can be used to play recorded messages to callers waiting in queue. (Typically, "please continue to hold to reserve your place in queue.") (For high traffic scenarios a recorded Voice Announcement UCD Group can be used to play the same message to multiple callers.)

Overflow Count: Each UCD Group has an Overflow Count that is associated to the Overflow 2 Timer. This counter can be set to allow a specific number of times that the Overflow 2 Timer may repeat. For each cycle of the Overflow 2 Timer the Overflow 2 Destination recording is played. If a call remains in queue so long that the Overflow Count counter expires, this call is routed to the programmed Reroute Destination.

Reroute Destination: Each UCD Group has a Reroute Destination. This can be programmed with an extension number and is used to remove this call from UCD Group queue and route the call for immediate handling.

CO Lines may be assigned to ring directly into UCD Groups (see CO Line Ring Assignment).

When the *Emerald ICE* voicemail system is installed, it uses UCD Group 24. Therefore this UCD Group is not available for any other purpose when the ICD voicemail system is equipped.

Default Settings:

CO Line – Answering Position = no UCD Groups are assigned for CO Line ringing.

System Application – Numbering Plan - Ext Hunt Group

Extension Application – UCD – Attribute = UCD. The range is: UCD/V.A.

Extension Application – UCD – Tenant Group = 1. The range is: 1-3.

Extension Application – UCD – Name = NULL. The range is 7 characters.

Extension Application – UCD – Member 1-24 = NULL. The range is any extension number.

Extension Application – UCD – Hunting Method = Linear. The range is Linear/All Ring/Distributed.

Extension Application – UCD – No Answer Timer = 10. The range is 5-60 seconds.

Extension Application – UCD – Overflow 1 Timer = 0. The range is 0-255.

Extension Application – UCD – Overflow 1 Destination = NULL. The range is UCD Group or extension directory number.


Extension Application – UCD – Overflow 2 Timer = 0. The range is 0-255.

Extension Application – UCD – Overflow 2 Destination = NULL. The range is UCD Group or extension directory number.


Extension Application – UCD – Overflow Count = 1. The range is 1-128.

Extension Application – UCD – Reroute Destination = NULL. The range is UCD Group or extension directory number.

Deluxe Telephone Programming

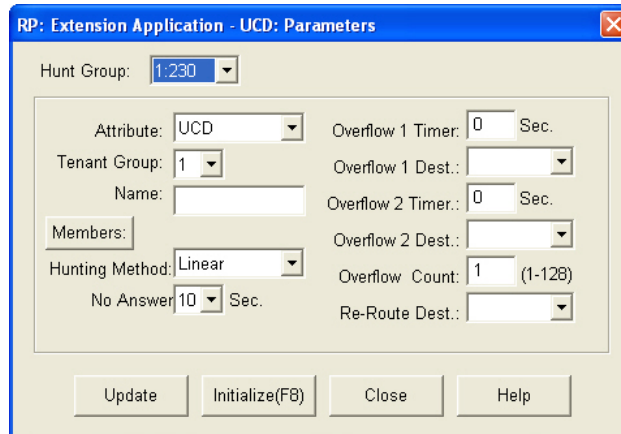
1. Access the *Database Item Selection Screen* using the procedures in *Section 3.2*.
2. Enter **06-01** and then the softkey beneath **save** to advance to the **UCD PROGRAMMING** screen.
3. Press the softkey beneath **show** to advance to the **UCD GROUP** programming screen.
4. Enter a **UCD GROUP** number (1-24) and press the softkey beneath **show**. This advances to the **TENANT** programming screen.
5. Press the softkey beneath **chg** to select the Tenant number to which this UCD Group is to be associated.
6. Press the softkey beneath **next**. This advances to the **USD GP. MEMBER** programming screen.
7. Press the softkey beneath **chg** to select the Attribute for this UCD Group.
9. Press the softkey beneath **next**.
10. Enter **06-01-01-24-03** (UCD Group select Member(s)).
11. Press the softkey beneath **show**.
12. Press the softkey beneath **next**, the softkey beneath **back** to choose the Member to program.
13. Press the softkey beneath **chg**.
14. Enter the extension directory number of the extension to assign as a Member.
15. Press the softkey beneath **save**.
16. Repeat from the softkey beneath **next**, the softkey beneath **back** for additional Members.
17. Press the Hold button () when you have finished entering members.
18. Press the softkey beneath **next**.

19. Enter **06-01-01-24-03-01-24** (UCD Group select specific Member).
20. Press the softkey beneath **chg**.
21. Enter the extension directory number of the extension to assign as a Member.
22. Press the softkey beneath **save**.
23. Press the softkey beneath **next**, the softkey beneath **back** for additional Members.
24. Repeat steps 20-23 to add additional Members.
25. Press the Hold button (**HOLD**) when you have finished entering members.
26. Press the softkey beneath **next**.
27. Enter **06-01-01-24-04** (UCD Group select Hunting Method).
28. Press the softkey beneath **chg** to select the Hunting Method for this UCD Group.
29. Press the softkey beneath **next**.
30. Enter **06-01-01-24-05** (UCD Group enter No Answer Time).
31. Press the softkey beneath **chg**.
32. Enter an appropriate **No Answer Time**.
33. Press the softkey beneath **save**.
34. Press the softkey beneath **next**.
35. Enter **06-01-01-24-06** (UCD Group select Overflow 1 Timer).
36. Press the softkey beneath **chg**.
37. Enter an appropriate Overflow 1 Timer.
38. Press the softkey beneath **save**.
39. Press the softkey beneath **next**.
40. Enter **06-01-01-24-07** (UCD Group enter Overflow 1 Destination).
41. Press the softkey beneath **chg**.
42. Enter an appropriate Overflow 1 Destination.
43. Press the softkey beneath **save**.
44. Press the softkey beneath **next**.

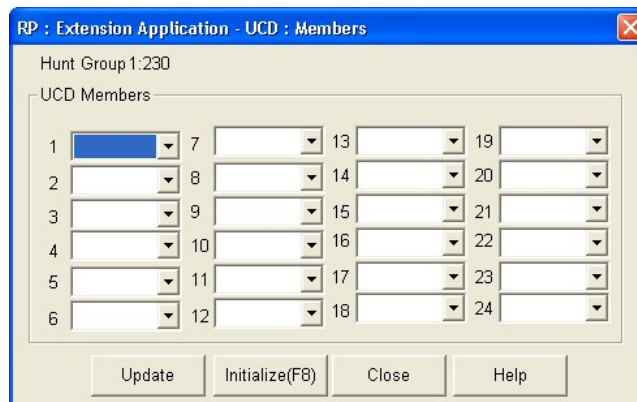
45. Enter **06-01-01-24-08** (UCD Group select Overflow 2 Timer).
46. Press the softkey beneath **chg**.
47. Enter an appropriate Overflow 2 Timer.
48. Press the softkey beneath **save**.
49. Press the softkey beneath **next**.
50. Enter **06-01-01-24-09** (UCD Group enter Overflow 2 Destination).
51. Press the softkey beneath **chg**.
52. Enter an appropriate Overflow 2 Destination.
53. Press the softkey beneath **save**.
54. Press the softkey beneath **next**.
55. Enter **06-01-01-24-10** (UCD Group select Overflow Count).
56. Press the softkey beneath **chg**.
57. Enter an appropriate Overflow Count.
58. Press the softkey beneath **save**.
59. Press the softkey beneath **next**.
60. Enter **06-01-01-24-11** (UCD Group enter Reroute Destination).
62. Press the softkey beneath **chg**.
63. Enter an appropriate Reroute Destination.
64. Press the softkey beneath **save**.
65. Press the softkey beneath **next**.
66. Press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. From the toolbar select **RP, Extension Application, Uniform Call Distribution** to display the following:



3. Using the drop-down list in the **Hunt Group:** field, select a UCD/Hunt Group to program. Available selections are 1-24.
4. Using the drop-down list in the **Attribute:** field, select an attribute. Available selections are **VA** (Voice Announce) and **UCD**.
5. Using the drop-down list in the **Tenant Group:** field, select a Tenant Group which will be associated with this UCD/Hunt Group. Available selections are 1-3.
6. Enter a name of up to 7 characters to identify the UCD/Hunt Group in the **Name** field.
7. Click on the **Members:** button to display the following:



8. Using the drop-down lists in the *UCD Members 1-24* fields, select members to program to the Hunt Group being programmed.
9. Click on the *Close* button when you have finished adding members to return to the *Extension Application-UCD: Parameters* window.
10. Using the drop-down list in the *Hunting Method* field, select the type of Hunt method desired:

Linear: When configured as *Linear* the UCD Group functions such that calls to the group or calls transferred to the group are routed to the group members beginning with the first member every time. That is, the first Member of a Linear UCD Group will be the primary answering point for all calls received by this group.

Distributed: When configured as *Distributed* the UCD Group functions such that calls to the group or calls transferred to the group are routed to group members in a uniformly distributed fashion. That is, each new call is routed to the **next** available UCD Member such that previous call routing is retained.

All Ring: When configured as *All Ring* the UCD Group functions such that calls to the group or calls transferred to the group are routed to all group members simultaneously. That is, for each call into the UCD Group, all available members ring.

11. Using the drop-down list in the *No Answer Timer:* field, select the time to advance a call from one UCD Group Member to the **next** when the ringing member does not answer the call within the time allotted. Available selections are 5-60 seconds.
12. Enter a time, in seconds in the *Overflow 1 Timer:* field. This timer is set to determine how long the queued call will remain in queue before being routed to the Overflow 1 Destination.
13. Using the drop-down list in the *Overflow 1 Dest:* field, select an extension responsible for handling calls that remain in queue too long or a voice announcement device. Recorded Announcement devices can be used to play recorded messages to callers waiting in queue. (Typically, "All agents are still busy - please continue to hold.") The Overflow 1 Destination can be played one time only. (For high traffic scenarios a recorded Voice Announcement UCD Group can be used to play the same message to multiple callers.).
14. Enter a time, in seconds in the *Overflow 2 Timer:* field. This timer can be set to determine how long the queued call will remain in queue following the Overflow 1 Timer before being routed to the Overflow 2 Destination. (Overflow 1 Timer plus Overflow 1 Destination recorded message time plus Overflow 2 Timer.)
15. Using the drop-down list in the *Overflow 2 Dest:* select an Overflow 2 Destination for this UCD Group. The Destination can be an extension responsible for handling calls that remain in queue too long or a voice

announcement device. Recorded Announcement devices can be used to play recorded messages to callers waiting in queue. (Typically, “please continue to hold to reserve your place in queue.”) (For high traffic scenarios a recorded Voice Announcement UCD Group can be used to play the same message to multiple callers.)

16. Enter a value between 1 and 128 in the **Overflow Count:** field. Each UCD Group has an Overflow Count that is associated to the Overflow 2 Timer. This counter can be set to allow a specific number of times that the Overflow 2 Timer may repeat. For each cycle of the Overflow 2 Timer the Overflow 2 Destination recording is played. If a call remains in queue so long that the Overflow Count counter expires, this call is routed to the programmed Reroute Destination.
17. Using the drop down list in the **Re-Route Dest:** field, enter the number of times that Overflow 2 Destination should be played (RAD) for this UCD Group.



NOTE:

Overflow Destinations and Reroute Destinations may be programmed for use with the integrated voicemail system. When doing so, program UCD Group 433 as the Destination for each of these entries. This routes the associated, queued caller to the Emerald ICE Voicemail System where recorded announcements can be stored replayed to UCD callers waiting in UCD Queue. (Refer to the Emerald ICE Flash voicemail Installation & Maintenance Manual or the Emerald ICE HD voicemail Installation & Maintenance Manual)

18. Repeat steps 3 through 17 to program additional Hunt Groups, as necessary.
19. Click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Description

The *Emerald ICE* system may be interfaced to a third-party voicemail system via spare analog ports. Doing so occupies these ports and therefore reduces the number of system ports that can be used for the telephones, FAX machines, modems, etc. Refer to the *Emerald ICE Flash Voicemail Installation & Maintenance Manual* or *Emerald ICE HD Voicemail Installation & Maintenance Manual* for specific details.




Using voicemail greatly enhances the use of the *Emerald ICE* system. Features accessible when voicemail is installed vary depending upon the third-party product connected. Features that the *Emerald ICE* system will accommodate include:





- Automated Attendant
- Extension unique voicemailboxes
- Call Forward to extension voicemailboxes
- Answering Machine Emulation
- UCD Queue Announcements
- Menu Routing
- Voice Record
- Automatic Voice Record
- Specific CO Line Greetings on Automated Attendant





Default Settings:




N/A



Deluxe Telephone Programming

1. Access the *Database Item Selection Screen* using the procedures in *Section 3.2*.
2. Enter **01-Extension No.-21** and press the softkey beneath **save**. This advances to the **PORT TYPE** programming screen.
3. Press the softkey beneath **chg** until the port type **VM** displays for this extension.
4. Press the Volume button () to return to the *DB Item Selection Screen*.
5. Enter **06-01-01-24-03-01** (**MEMBER** where 01-24 is the group number.) and press the softkey beneath **save**. This advances to Member #1 of the UCD Group selected.
6. Press the softkey beneath **chg** to enter the extension directory of the analog port to program into this Member.
7. Press the softkey beneath **save**.
8. Press the softkey beneath **next**.
9. Repeat steps 2 through 8 to program all voicemail ports as member of this UCD Group.
10. Press the Volume button () to return to the *DB Item Selection Screen* .
11. Enter **06-02-Tenant Group-01** and press the softkey beneath **save**. This advances to the **VM HUNT GROUP** programming screen for Tenant (1) – Hunt Group.
12. Press the softkey beneath **chg** until the UCD Group to be used as the **VM HUNT GROUP** displays. (UCD Group where all of the VM type analog ports are programmed as Members.)
17. Press the softkey beneath **next** to continue programming the various call handling digits (Prefix/Suffix).
18. Press the Volume button () to return to the *DB Item Selection Screen*.
19. Enter **06-02-1-3-02-01** and press the softkey beneath **save**. This advances to the **PREFIX TABLE – ICM/VM**, programming screen for the selected tenant group.
20. Press the softkey beneath **chg** to enter the required digits to identify this call as originated at the subscriber phone.
21. Press the softkey beneath **save**.

22. Press the softkey beneath **next** to continue programming the various call handling digits (Prefix/Suffix).
23. Press the Volume button () to return to the *DB Item Selection Screen* or exit programming.
24. Enter **06-02-Tenant Group-02-02** and press the softkey beneath **save**. This advances to the **PREFIX TABLE** programming screen for the selected tenant group.
25. Press the softkey beneath **chg** to enter the required digits to identify this call as transferred to this subscriber.
26. Press the softkey beneath **save**.
27. Press the softkey beneath **next** to continue programming the various call handling digits (Prefix/Suffix).
28. Press the Volume button () to return to the *DB Item Selection Screen*.
29. Enter **06-02-Tenant Group-02-02** and press the softkey beneath **save**. This advances to the **PREFIX TABLE – BUSY FWD** programming screen for the selected Tenant Group.
30. Press the softkey beneath **chg** to enter the required digits to identify this call as forwarded from this busy subscriber.
31. Press the softkey beneath **save**.
32. Press the softkey beneath **next** to continue programming the various call handling digits (Prefix/Suffix).
33. Press the Volume button () to return to the *DB Item Selection Screen*.
34. Enter **06-02-1-3-02-02** and press the softkey beneath **save**. This advances to the **PREFIX TABLE – NO ANSWER** programming screen for the selected tenant group.
35. Press the softkey beneath **chg** to enter the required digits to identify this call as forwarded from this subscriber-no answer.
36. Press the softkey beneath **save**.
37. Press the softkey beneath **next** to continue programming the various call handling digits (Prefix/Suffix).
38. Press the Volume button () to return to the *DB Item Selection Screen*.
39. Enter **06-02-Tenant Group-02-02** and press the softkey beneath **save**. This advances to the **PREFIX TABLE – DIRECT FWD** programming screen for the selected tenant group.

40. Press the softkey beneath **chg** to enter the required digits to identify this call as immediately from this subscriber.
41. Press the softkey beneath **save**.
42. Press the softkey beneath **next** to continue programming the various call handling digits (Prefix/Suffix).
43. Press Volume button () to return to the *DB Item Selection Screen* .
44. Enter **06-02-Tenant Group-02-02** and press the softkey beneath **save**. This advances to the **PREFIX TABLE – CO GREETING** programming screen for the selected tenant group.
45. Press the softkey beneath **chg** and enter the required digits to identify this call to a specific CO Line.
46. Press the softkey beneath **save**.
47. Press the softkey beneath **next** to continue programming the various call handling digits (Prefix/Suffix).
48. Press the Volume button () to return to the *DB Item Selection Screen*.
49. Enter **06-02-1-3-02-02** and press the softkey beneath **save**. This advances to the **PREFIX TABLE – CO RECALL** programming screen for the selected tenant group.
50. Press the softkey beneath **chg** and enter the required digits to identify this call as a specific CO Line recalling.
51. Press the softkey beneath **save**.
52. Press the softkey beneath **next** to continue programming the various call handling digits (Prefix/Suffix).
53. Press the Volume button () to return to the *DB Item Selection Screen*.
54. Enter **06-02-1-3-02-02** and press the softkey beneath **save**. This advances to the **PREFIX TABLE – UCD OVERFLOW** programming screen for the selected tenant group.
55. Press the softkey beneath **chg** and enter the required digits to identify this call as a UCD Overflow Announcement.
56. Press the softkey beneath **save**.
57. Press the softkey beneath **next** to continue programming the various call handling digits (Prefix/Suffix).
58. Press the Volume button () to return to the *DB Item Selection Screen*.

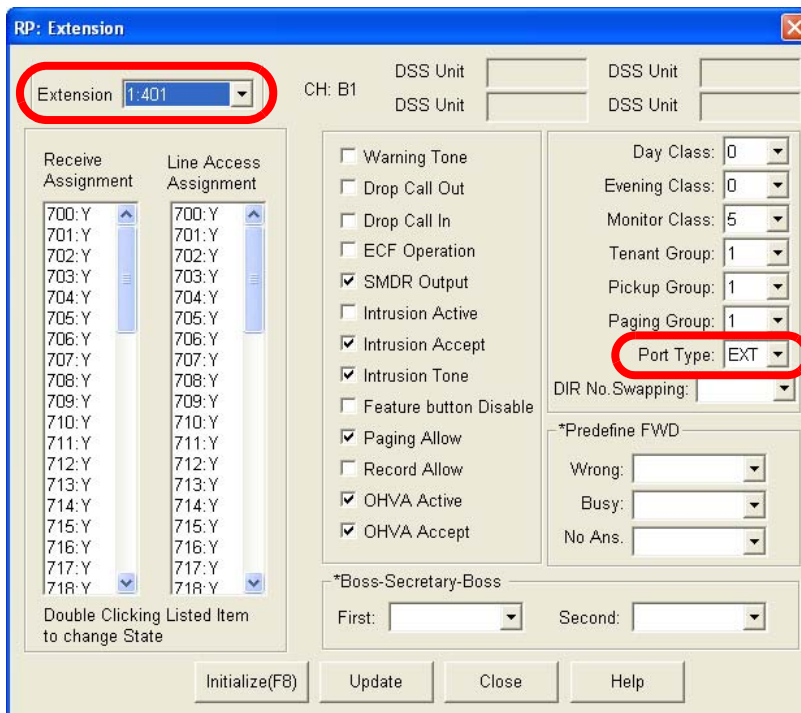
59. Enter **06-02-Tenant Group-03** and press the softkey beneath **save**. This advances to the **SUFFIX DIGIT** programming screen for the selected tenant group.
60. Press the softkey beneath **chg** and enter the suffix digits if required to identify this call as the mailbox subscriber.
61. Press the softkey beneath **save**.
62. Press the softkey beneath **next** to continue programming the various call handling digits (Prefix/Suffix).
63. Press the Volume button () to return to the *DB Item Selection Screen*.
64. Enter **06-02-Tenant Group-03** and press the softkey beneath **save**. This advances to the **RECORD DIGIT** programming screen for the selected tenant group.
65. Press the softkey beneath **chg** and enter the digits required to active recording in this subscriber mailbox.
66. Press the softkey beneath **save**.
67. Press the softkey beneath **next** to continue programming the various call handling digits (Prefix/Suffix).
68. Press the Volume button () to return to the *DB Item Selection Screen*.
69. Enter **06-02-Tenant Group-03** and press the softkey beneath **save**. This advances to the **DELETE DGT** programming screen for the selected tenant group.
70. Press the softkey beneath **chg** and enter the digits required to delete the current recording in this subscriber mailbox.
71. Press the softkey beneath **save**.
72. Press the softkey beneath **next** to continue programming the various call handling digits (Prefix/Suffix).
73. Press the Volume button () to return to the *DB Item Selection Screen*.
74. Enter **06-02-Tenant Group-03** and press the softkey beneath **save**. This advances to the **DISCONNECT DIGIT** programming screen for the selected tenant group.
75. Press the softkey beneath **chg** and enter the digits required to force disconnect of the active port.
76. Press the softkey beneath **save**.

77. Press the softkey beneath **next** to continue programming the various call handling digits (Prefix/Suffix).
78. Press the Volume button () to return to the *DB Item Selection Screen*.
79. Enter **03-33-01** and press the softkey beneath **save**. This advances to the **VM DIALING RATIO – TONE TIME** programming screen.
80. Press the softkey beneath **chg** until the appropriate Tone Time displays. This timer is relevant only for analog interface voice processing systems connected to *Emerald ICE* system analog ports. The Tone Time is the minimum duration of DTMF tone delivered to the voicemail analog port for voice processor - call processing. Available selections are **60, 90, 120, 150** milliseconds.
81. Press the softkey beneath **next** to program Inter-Digit Time.
82. Press the softkey beneath **chg** until the appropriate Inter-Digit Time displays. This timer is relevant only for analog interface voice processing systems connected to *Emerald ICE* system analog ports. The **INT_DGT TIME** is the minimum duration of time between DTMF tones delivered to the voicemail analog port for voice processor - call processing. Available selections are **60, 90, 120, 150** milliseconds.
83. Press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the *RMP* using the procedures described in *Section 3.3*.

- From the toolbar select *RP, Extension* to display the following:

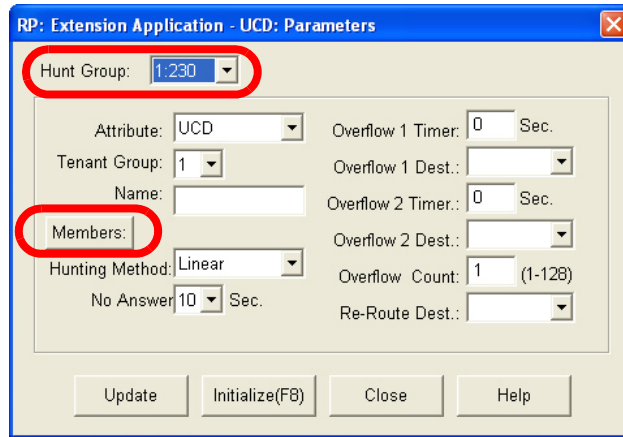


Program Extension Port Type:

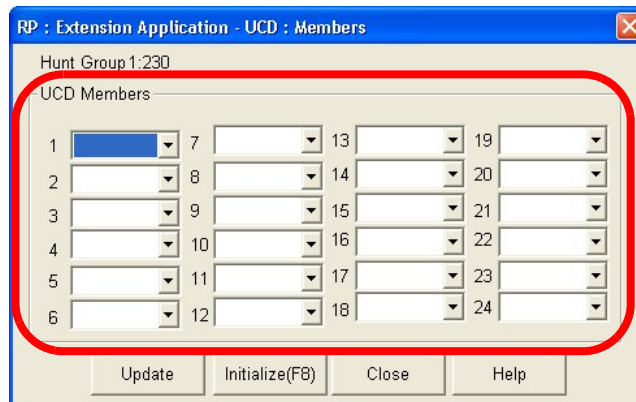
- Using the drop-down list in the *Extension:* field, select an extension to program.
- Using the drop-down list in the *Port Type:* field, select *VM* as the port type.
- Repeat steps 3 and 4 to program other extensions for voicemail, as necessary.

Program UCD Group Members:

- From the toolbar select *RP, Extension Application, Uniform Call Distribution* to display the following:



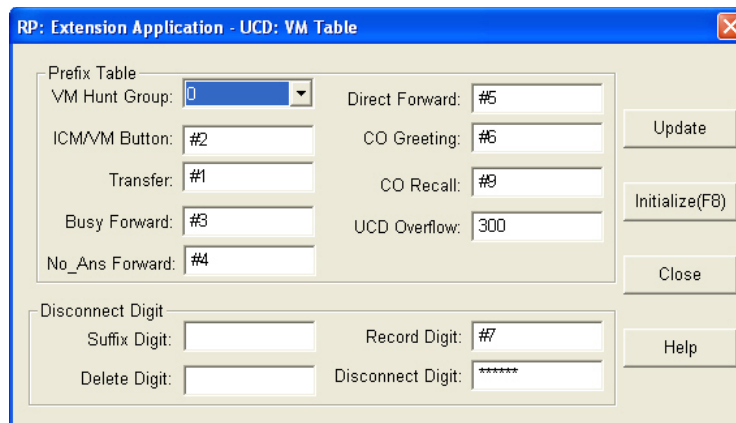
- Using the drop-down list in the *Hunt Group*: field, select the UCD/Hunt Group to program as the VM Hunt Group (usually 24).
- Click on the *Members*: button to display the following:



- Using the drop-down lists in the *UCD Members* area, select up to 24 members to include in the VM Hunt/UCD group.
- Click on the *Close* button and follow the prompts to return to the *Extension Application-UCD: Parameters* window.

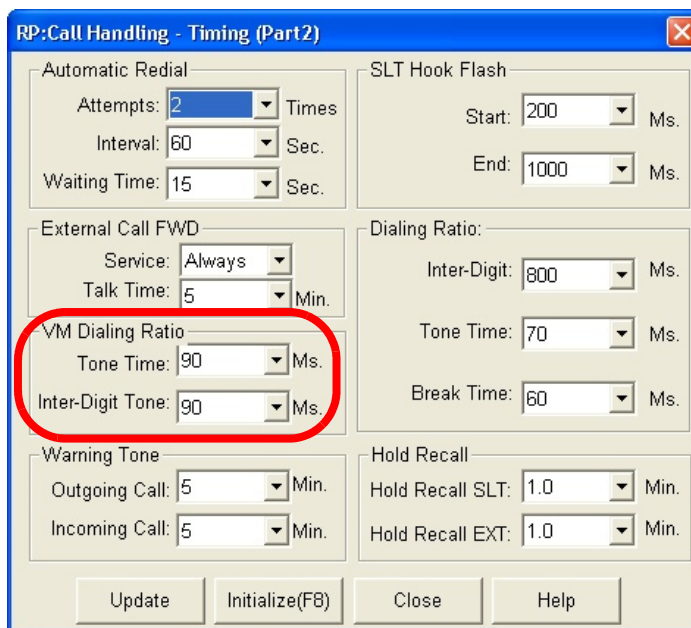
Program voicemail Hunt Group and Call Handling digits:

11. From the toolbar select *RP, Extension Application, VM Table* to display the following:



Program voicemail Dialing Ratio:

12. From the toolbar select *RP, Call Handling, Timing* to display *Page 1* of the Timing window. Click on the *More* button to display the following:



13. Using the drop-down list in the *Tone Time:* field, select a time, in milliseconds that is the minimum duration of a DTMF tone delivered to the VM analog port for voice processor - call processing. Available selections are **60, 90, 120,** and **150** milliseconds.
14. Using the drop-down list in the *Inter-Digit Time:* field, select a time, in milliseconds, that is the minimum duration of time between DTMF tones delivered to the VM analog port for voice processor - call processing. Available selections are **60, 90, 120,** and **150** milliseconds.
15. Click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

10.3

VoiceMail – Digital Integration

Description

The *Emerald ICE* system may be equipped with the optional *Emerald ICE Flash Based Voicemail System* . This voice processing solution is available with the use of *Emerald ICE Flash Based Voicemail System* card. The Performance of the digitally integrated flash based voicemail system is notably superior to that of a regular analog integration. When the flash based voicemail card is added to the *Emerald ICE* system, the digital interface has the advantage of adding up to eight ports of voicemail while maintaining a maximum system configuration of 16 CO Line ports, 48 Digital Telephone ports, and 8 Analog device ports. With *Emerald ICE Voice* there is no port loss.


The flash based voicemail digital integration also eases installation effort by automating setup of the three primary functions users wish to deploy in a voice processing system; Voice Messaging, Automated Attendant, and Menu Routing.

When transferring a call to voicemail, you can choose to enter no mailbox number. Doing so, will route the caller to the voicemail main greeting (e.g., Auto Attendant greeting.)

If no voicemail channels are available at the time you place your call into voicemail, you will hear ring-back tone until a port is available.

Heavy voice channel use can impact message indication updates.

When VM messages are waiting, the Status Light will flash green.


The voicemail code PGM  can be programmed on any available Feature Button. When the voicemail code is programmed on a Feature/DSS Button, the associated LED will flash red when VM messages are waiting.


The voicemail UCD Group directory number (usually 253) can be programmed on any available Feature/DSS button.

Default Settings:

N/A

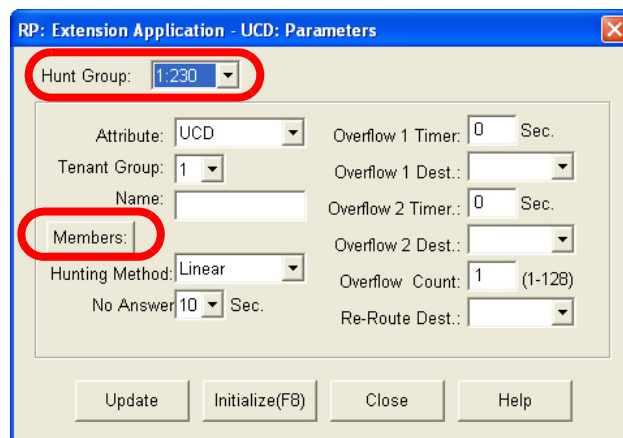
Deluxe Telephone Programming

1. Access the *Database Item Selection Screen* using the procedures in *Section 3.2*.
2. Enter **06-01-UCD Group-03-01** and press the softkey beneath **save**. This advances to the **UCD GP. MEMBER** screen where 01-24 is the group number.
3. Press the softkey beneath **chg** and enter the extension directory of the digital channel to program into this Member and press the softkey beneath **save**. (At default the digital channels of flash based voicemail are **465, 466, 467, 468, 469, 4670, 471, 472**.)
4. Press the softkey beneath **next**.
5. Repeat steps 2 and 3 to program all voicemail channels as members of this UCD Group, as necessary.
6. Press the Volume button () to return to the *DB Item Selection Screen*.
7. Enter **06-02-Tenant Group-01** and press the softkey beneath **save**. This advances to the **VOICE MAIL** programming screen for the selected tenant group (usually "1").
8. Press the softkey beneath **chg**. This advances to voicemail Hunt Group.
9. Press the softkey beneath **chg**, enter a UCD Group to be used as the VM Hunt Group and then press the softkey beneath **save**. (New UCD Group selected and programmed with digital channel Members.)
10. Press the softkey beneath **next** to continue to the **PREFIX TABLE** programming screen to program the various call handling digits (Prefix/Suffix). Refer to *Section 15* and the information below to program the **PREFIX TABLE** which are DTMF digit codes that are sent to VM ports to identify call types and how the voicemail system should process the call. (Range: DTMF digits 0-9, *, #, four max.)
 - a. **ICM/VM**: You may change the code sent before the extension number to ID this call as the mailbox user.
 - b. **TRANSFER**: You may change the code sent prior to the extension number to ID this call as having been transferred to voicemail... to leave a message in this user's mailbox.

- c. **BUSY FWD:** The code to identify this call as being forwarded to voicemail from the extension due to a busy condition.
 - d. **NOLANS FWD:** The code that identifies this call as being forwarded to voicemail from an extension that did not answer.
 - e. **DIRECT FWD:** The code that identifies this call as being forwarded from the extension directly (immediately).
 - f. **CO GREETING:** The code that identifies this call as a direct ringing CO Line into the voicemail system. (Preceeds trunk number.)
 - g. **CO RECALL:** The code that identifies this call as a CO Line Recall. (Preceeds trunk number.)
 - h. **UCD OVERFLOW:** The code that identifies this connection as a UCD Group Overflow Destination or Reroute Destination call so that this call is handled with UCD call processing.
14. Press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

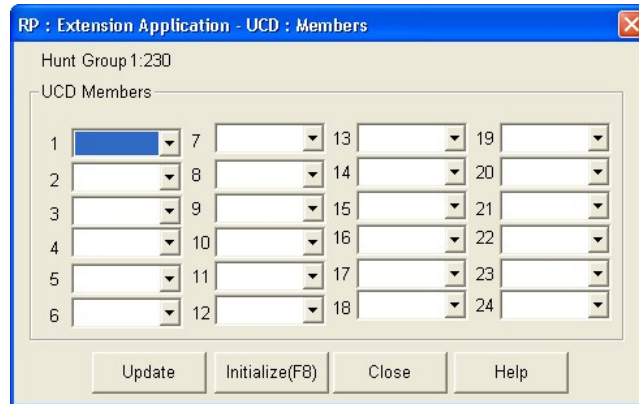
RMP Programming

1. Access the *RMP* using the procedures described in *Section 3.3*.
2. From the toolbar select *RP, Extension Application, Uniform Call Distribution* to display the following:



Program UCD Group and Members:

3. Using the drop-down list in the **Hunt Group:** field, select the UCD/Hunt Group to program as the Voicemail Hunt Group (usually 24).
4. Click on the **Members:** button to display the following:



5. Using the drop-down lists in the **UCD Members** area, select up to 24 members to include in the Voicemail Hunt/UCD Group.
6. Click on the **Close** button and follow the prompts to return to the **Extension Application-UCD:Parameters** window.

Program Voicemail Hunt Groups:

7. Using the drop-down list in the **Tenant Group:** field, select a Tenant Group to program. (usually 1)
8. Using the drop-down list in the **Hunt Group:** field, select a UCD Group number. (usually 24)
9. Click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

11 Phone Extension Application Programming (07)

11.1 CO Line Alternate Route

Description

CO Line Alternate Route works with the *Emerald ICE* system CO Line Groups. When this feature is invoked users may be routed over CO Line groups that they did not necessarily access. This feature is useful in high traffic environments when the use of secondary and tertiary CO Line selections may periodically be required.

When a user accesses a CO Line Group and all of the CO Lines in this group are in use, the user is automatically ported-over to the defined secondary and then to the defined tertiary CO Line group. Special handling of calling is accommodated with Delete Digits and Insert Digits to actuate any CO Line specific call handling required on the secondary and tertiary CO Lines if used with the telephone number dialed.

When CO Lines in all groups are busy, busy tone will be heard and a busy message will be displayed in the LCD.

A user may invoke callback to the first selected CO Line group by pressing the the softkey beneath **cbck**.

Default Settings:

All CO Line Groups are set as follows for Alternate assignments:

Alternate CO Line Group 1 is set to 0 (no alternate).

Alternate CO Line Group 2 is set to 0 (no alternate).


Alternate CO Line Group 1 and 2 – Delete Digits is set to 0 (delete nothing).

Alternate CO Line Group 1 and 2 – Inserted Digits” is set to Empty (insert nothing).

Deluxe Telephone Programming

1. Access the *Database Item Selection Screen* using the procedures in *Section 3.2*.

Program CO Line Groups for Alternate CO Line Groups:

2. Enter **07-01-CO Line Group-03** and press the softkey beneath **save**. This advances to the **ALTER. ROUTE** programming screen.
3. Press the softkey beneath **show**. The display shows **ALTER. CO GP**
:_.
4. Enter the Alternate Route to program (1 for first alternate, or 2 for second alternate) for this CO Line Group.
5. Press the softkey beneath **show**. The display shows **CO GP NUMBER :**
X. (Where x is the current programming, 0 means no alternate route. To change this Alternate Route selection, press the softkey beneath **chg**).
6. Enter the CO Line Group that is to be used as the (1st or 2nd) Alternate Route for this CO Line Group and press the softkey beneath **save**.
7. Press the softkey beneath **next** to advance to the **DELETE DIGITS** screen for this Alternate Route selection. If it is necessary to delete digits from the dialed digits when calls are routed to this alternate, put in the number of digits to delete here.
8. Press the softkey beneath **chg** and enter the quantity of digits to delete from the beginning of the number dialed. (0-9)
9. Press the softkey beneath **save**.
10. Press the softkey beneath **next** to advance to the **INSERTED DIGITS** screen for this Alternate Route selection. If it is necessary to insert digits before sending the dialed digits when calls are routed to this alternate, enter the actual digits required here.
11. Press the softkey beneath **chg** and enter the required digits. (Up to 16 digits may be inserted.)
12. Press the softkey beneath **save**.
13. Press the softkey beneath **next**. The display shows **ALTER. CO GP**
:_. The next Alternate Route may now be programmed for this CO Line Group (if required).
14. Enter the Alternate Route to program (1 for first alternate, or 2 for second alternate) for this CO Line Group, press the softkey beneath **show** and continue programming as per the first alternate programming.
15. Press the Volume button () to return to the *DB Item Select Screen*.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, C.O. Line Application, Trunk Route Settings** from the toolbar to display the following window.

RP: C. O. Line Application - Trunk Route Settings

CO Route: 1 DIR No.: 9

PBX Code: 9 Search Order: SEQL SEQF RAN

Alternate Route for Outgoing

	Route No.	Delete Digits	Insert Digits:
Alt. Route 1:	0	0	
Alt. Route 2:	0	0	

DIR No. Swapping

Swap for: 9

Update Initialize(FB) Close Help

3. Using the drop-down list in the **CO Route:** field, select a CO Route to program.
4. Using the drop-down lists in the **Alt. Route 1:** and **Alt. Route 2:** fields, select alternate route numbers as necessary. A Trunk Route can be assigned an Alternate Trunk Route for use if all trunks in this route are busy when a user places a call. This selection programs the number of the Trunk Route that should be used if this trunk route is busy. Available selections are 00-08.
5. Using the drop-down lists in the **Delete Digits** fields for **Alt. Route 1:** and **Alt. Route 2:**, select leading digits to be deleted to modify the number dialed for the appropriate digits necessary to place this call on a trunk in the Alternate Trunk Route. E.g. If the local (1FB) trunks in the selected trunk route are all busy when a call is placed that required the digit 1 as the first dialed digit, you might allow this call to overflow to the VoIP trunk route where 1 is not needed. In this case enter 1 in this data item. Available selections are 00-08.



NOTE:

1 indicates that ONE digit - starting with the first digit should be deleted. If "2" were entered into this data item, the first two digits of those the user dialed would be deleted/removed.

Program Digits

6. When the Alternate Trunk Route is accessed via this function, digits may need to be added to the user dialed digits for this call to be placed on the Alternate Trunk Route trunks. Enter digits in the **Enter Digits:** fields as those digits that will be required as a prefix to those digits dialed by the user. Digits should be 0,1, ...9, 16 digits max.



NOTE:

Note that the Delete Digit function is performed first - that is, after the first x number of digits are deleted as specified in Delete Digits, the Inserted Digits function is applied. E.g. In this case the digit "1" must be deleted as above in Delete Digits. Then the 1+area code must be added ie. "1516". Therefore if the user had dialed 1+555-1212, the net result of these modifications to the digits dialed would be: 1-516-555-1212.

7. Click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.


Description

The *Emerald ICE* system has a standard *FAX Tone Detection* capability on the sixth (6th) port of each CO Line board. That is, CO Line ports 6, 12, 18 and 24 have the circuitry required to detect “CNG” FAX tone. When the system is programmed to receive a facsimile transmission on one of these CO line circuits, it automatically answers the ringing line and waits for FAX tone. If the FAX CNG tone is detected the call is connected to the specified (programmed) facsimile extension.

Default Settings:

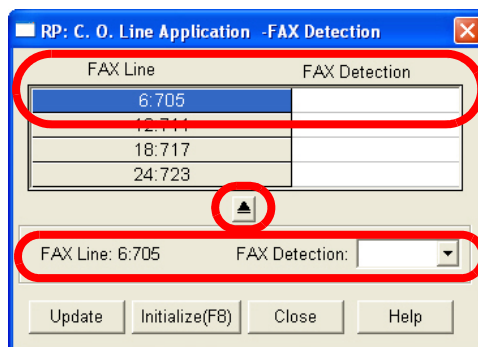
CO Line Application – Fax Detection – Fax Destination set to “None” for CO Line directory numbers 743, 747, 751, and 755. (Range is: any analog extension port directory number.)


Deluxe Telephone Programming

1. Access the *Database Item Selection Screen* using the procedures in *Section 3.2*.
2. Enter **07-02-1**, then press the softkey beneath **save**. This advances to the first **FAX DETECTION** programming screen.
3. Press the softkey beneath **chg** and enter the CO line number of the analog port that is connected to the fax machine that will answer fax calls answered on this line.
4. Press the softkey beneath **save**.
5. Press the softkey beneath **next** to program the second fax circuit... through to the fourth fax circuit, or press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the *RMP* using the procedures described in *Section 3.3*.
2. Select *RP, C.O. Line Application, Fax Detection* from the toolbar to display the following window.



3. Click on a line item from the *Fax Line* (Trunk) field. This item will appear below in the *Fax Line:* field.
4. Using the drop down list in the *Fax Detection* (Single Line Port) field, select a Single Line Port to use to route an incoming fax transmission to when the fax tone is detected.
5. Click on the Apply Button  and the *Fax Detection* selection will appear beneath the *Fax Detection* column with the matched *Fax Line* (Trunk) field.
6. Click on the *Update* button and follow the prompts to save the changes to the database. Repeat steps 3 through 5 for other Fax Destinations, as necessary.

Program Fax Tone Timing:

7. Select *RP, Call Handling, Timing* from the toolbar to display the following window.

Parameter	Value	Unit
CO Line Conf.	3	Lines
CO Flash Time	0.8	Sec.
PBX Flash Time	0.6	sec.
Pause Time	2.0	Sec.
PR Time	100	Ms.
Ring Abandon	6	Sec.
Hold Reminder	30	Sec.
Ex_Hold Time	3	Min.
XFR Idle Recall	30	Sec.
XFR Busy Recall	60	Sec.
PBX Auto Pause	1.0	Sec.
Dial Delay Time	100	Ms.
Dial Wait Time	0	Sec.
Loop Break Time	250	Ms.
Ring Recognition Time	100	Ms.
Talk Abandon	600	Ms.
Hold Abandon	600	Ms.
Unsupervise Conf. Talk	0	Min.
SLT_Hf To Hold Time	0	Sec.
Meet Me Conf. Talk Time	0	Min.
Predefined FWD Time	10	Sec.
Ext. Alarm play Time	30	Sec.
Camp On Interval	20	Sec.
Call Duration Start Time	10	Sec.
VM Monitor Time	10	Sec.
FAX Ring Time	10	Sec.
CID Delay Time	4	Sec.

Buttons: Update, Initialize(F8), Close, Help, More...

8. Using the drop-down list in the *Fax Ring Time:* field, select a ring time, in seconds, within which the system will wait for a fax tone to be received. If the fax tone is not received within this programmed time, the call will be rerouted back to the trunk line selected in step 3, above.
7. Click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

Description

The *Emerald ICE* system may be installed as a subordinate of a host PBX. In this connection arrangement users access PBX facilities via an ICE CO line button. To make a PBX call, (PBX extension numbers and trunks) the user accesses the PBX port via line button and dials the appropriate PBX code. The PBX Code determines what a user dials on this trunk "type" to gain access to outside dialtone provided from the host PBX.


The Hunting Method determines the order that the trunks in a trunk route will be selected for outgoing calls. Typically this order will be from the last trunkline to the first trunkline, hence SEQL (Sequential - Last). (Range:SEQL, SEQLF, RAN (Random); Default: SEQL)


Default Settings:

PBX Code = 9. (Range is any number up to four digits.)

Search Order = SEQL. (Range is SEQF/SEQL/RAN.)

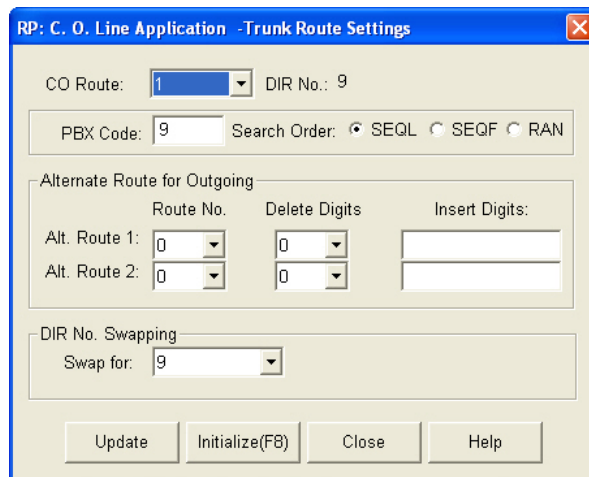
Deluxe Telephone Programming

1. Access the *Database Item Selection Screen* using the procedures in *Section 3.2*.
2. Enter **07-01-01-08**, then press the softkey beneath **save** to advance to the **TRUNK ROUTE** programming screen.
3. Enter the **PBX CODE** and then press the softkey beneath **save**.
4. Press the Volume button () to return to the *Data Base Item Selection Screen*.

5. Program the Hunt Method (Search order) for the selected CO Line Group:
 - a. enter **07-01-01-08-02**, to then press the softkey beneath **save** . This advances to the **HUNTING METHOD** programming screen for the CO Line Group selected (1-8).
 - b. Press the softkey beneath **chg** until the appropriate order displays (**SEQL** = Sequential Last, **SEQF** = Sequential First, **RAN** = Random access).
6. Press the Volume button () to return to the *Data Base Item Selection Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, C.O. Line Application, Trunk Route Settings** from the toolbar to display the following window.



3. Enter the PBX Code in the **PBX Code** field for the CO Group to be changed. The PBX Code determines what a user dials on this trunk type to gain access to outside dialtone provided from the host PBX. Typically this number is 9. Any code up to 4 digits in length can be entered as the PBX Code. The PBX Code programmed here notifies the ICE system that a user has dial accessed a host PBX trunk, toll restriction is then applied to digits dialed after the code and redial operations on trunks in this trunk route are flagged to insert a pause automatically after the PBX Code is dialed. (Range: 0-9, 4 digits max.)
4. Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

CO Line Group Directory Number Swapping

Description

CO Line Group Number Directory Swapping is provided to further customize directory numbers to specific system resources within resource categories. In this case, the Directory Numbers assigned to CO Line Groups in Flexible Numbering Plans can be adjusted (if required) to meet the individual resource structure needs for the application.

For instance: the Directory Number for CO Line Group 1 is defaulted to 9 and the Directory Number for CO Line Group 2 is defaulted to 800. These two Directory Numbers can be swapped using the Directory Number Swapping utility if the operation is to access CO Line Group 2 using the directory number 9.

Default Settings:

N/A

Deluxe Telephone Programming

1. Access the *Database Item Selection Screen* using the procedures in *Section 3.2*.

Enter CO Line Group Directory Swapping (07-01-(01-08)-04):


2. Enter **07-01-09-04** (where "g" = the CO Line Group number, 1-8) and press the softkey beneath **show**. The current directory number assigned to this **CO LINE GROUP** displays.
3. Press the softkey beneath **show** to swap this directory number with another CO Line group directory number. (9, 800-809).
4. Enter the directory number that is to be used to access this CO Line Group.



NOTE:

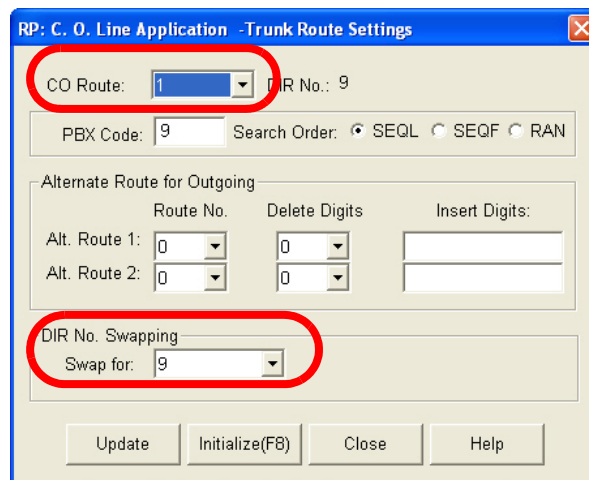
The selected number must be assigned to this system resource in Numbering Plan.

5. Press the softkey beneath **save** to store the data.

6. Press the Volume button () to return to the *Database Item Select Screen* or press the softkey beneath **next** to enter another CO Line Group number for which the directory number is to be swapped.
7. Continue making other programming changes or exit the programming mode.

RMP Programming

1. Access the *RMP* using the procedures described in *Section 3.3*.
2. Select *RP, C.O. Line Application, CO Line Group Setting* from the toolbar to display the following window.



3. Using the drop-down list in the *CO Route* field, select a CO Line Group Number (1-8).
4. Using the drop-down list in the select another *CO Line Group Number* to swap this directory number with (9, 800-809).
5. Click on the **Update** button and follow the prompts to save the changes to the database. Repeat steps 3 and 4 to swap other CO Line Groups, as necessary.
6. Continue other programming or click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

12 Phone System Application Programming (08)

12.1

12/24-Hour Mode Selection

Description

The Deluxe Model Telephone displays can use either 12 or 24-hour time modes.




NOTE:

No "AM" or "PM" is displayed in 24-hour mode.

Default Settings:

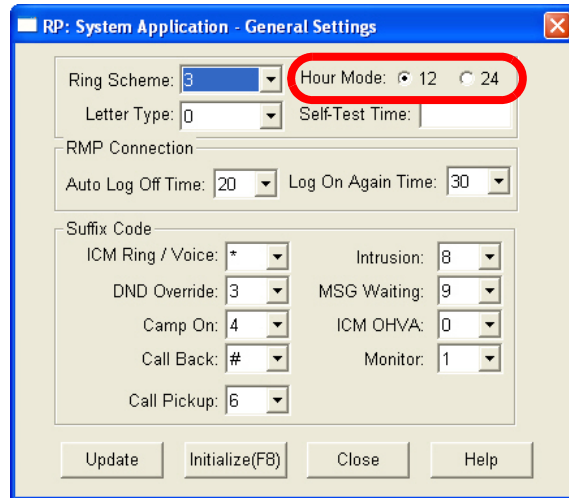
The default setting is 12 hour mode.

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.
2. Enter **08-03**, then press the softkey beneath **save**. This advances to **hour mode** programming screen.
3. Press the softkey beneath **chg** until the appropriate hour format displays.
4. Press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the *RMP* using the procedures described in *Section 3.3*.
2. Select *RP, System Application, General Settings* from the toolbar to display the following window.



3. Click on the radio button for the Hour Mode desired.
4. Click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

12.2 System Time and Date

Description

The *Emerald ICE* system provides a built-in time clock to track System Time for reference in certain features such as System Night Service Mode Change, SMDR, Alarm Clock – System, Extension, and Time and Date display at Executive Speakerphones. This clock is battery protected from power failure. System Time can be changed at any Deluxe Telephone using the attendant password.

System Time and Date must be set in the database for proper display at the Deluxe Telephones and all other time-sensitive feature operations.

Default Settings:

Hour Mode set at 12 (Range is 12/24)

System Time – Year 99 (Range is 0-99)

System Time – Month JAN (Range is JAN-DEC)


System Time – Day 1 (Range is 1-31)

System Time – Weekday FRI (Range is SUN-SAT)

System Time – Hour 00 (Range is 0-23)


System Time – Minute 00 (Range is 0-59)

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.
2. Enter **08-03**, then press the softkey beneath **save**. This advances to the **HOUR MODE** programming screen.
3. Press the softkey beneath **chg** to change to select **12/24** Hour Mode.
4. Press the Volume button () to return to the *DB Item Selection Screen*.
5. Enter **08-14**, then press the softkey beneath **save**. This advances to the **SYSTEM TIME** programming screen.
6. Press the softkey beneath **show**. The **YEAR** database item displays.

7. Press the softkey beneath **chg** to change the year for the system clock.

Or...

8. Press the softkey beneath **next** to advance to the next system clock item that requires changes. The next system clocks will be **MONTH, DAY, WEEKDAY, HOUR,** and **MINUTE.**
9. Press the softkey beneath **chg** and enter data for each system clock described in step 7, as required.
10. Press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

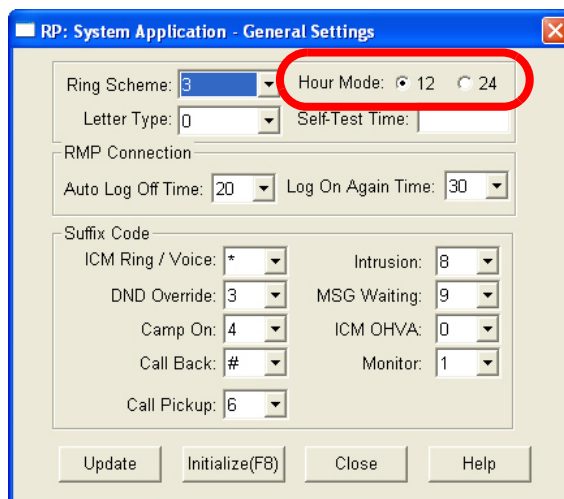
RMP Programming



NOTE:

The only System Timer function that can be set using the RMP is the Hour Mode Feature. All other System Timers are programmed using a Deluxe Telephone as described above.

1. Access the **RMP** using the procedures described in Section 3.3.
2. From the toolbar select **RP, System Application, General Settings** to display the following:





The screenshot shows a dialog box titled "RP: System Application - General Settings". The "Hour Mode" field is highlighted with a red circle and contains two radio buttons, one for "12" and one for "24". Other fields include "Ring Scheme" (3), "Letter Type" (0), "Self-Test Time", "RMP Connection", "Auto Log Off Time" (20), "Log On Again Time" (30), and a "Suffix Code" section with various dropdown menus for "ICM Ring / Voice", "DND Override", "Camp On", "Call Back", "Call Pickup", "Intrusion", "MSG Waiting", "ICM OHVA", and "Monitor". Buttons for "Update", "Initialize(F8)", "Close", and "Help" are at the bottom.

3. Using the radio buttons in the **Hour Mode** field, click on either the **12** or **24** radio button to enable 12 or 24 hour timers.
4. Click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Automatic CO Line Ringing Modes

Description

The system can be programmed to follow a seven day twenty-four hour time schedule that will automatically switch incoming CO lines to their programmed Day, Evening or Alternate ringing status and destinations. The programmed timed switching of ringing modes is flexible and can be broken down into individual tenant groups. For manual changing of ringing modes (Day, Evening, Alternate), see CO Line Ringing Modes (PGM  6  3) from the Attendant phone or Attendant Administration.

Automatic CO Line Ringing time settings must be programmed in Time Switching and set for seven day a week.

The system Ringing Mode must be set to Time Mode for Automatic CO Line Ringing.

When programming Time – Service Mode switching, the enter time represents the time of day that the service mode will change to the associated Service Mode.

Default Settings:

The system is set to Day Mode Operation.

The Time Switching programming is set to operate (when “Time” mode selected) in Day Mode from 8am to 5pm, Monday through Friday; Alternate Mode from 12noon to 1pm, Monday through Friday; and Evening Mode at all other times.

Deluxe Telephone Programming


1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.
2. Enter 08-15, then press the softkey beneath **save**. This advances to **TIME SWITCHING** programming screen.
3. Enter **1** for Tenant Group 1; **2** for Tenant Group 2; or **3** for Tenant Group 3 and press the softkey beneath **save**. The first day of the week (**SUNDAY**) displays.
4. If changes are necessary for this day press the softkey beneath **show**; otherwise, press the softkey beneath **next** until the day of the week for which changes must be made displays. Then press the softkey beneath **show**.

5. The first time period for which the Service Mode may switch displays for the day selected; **ALT START** (Alternate Start Time).
6. Press the softkey beneath **chg** to change this data.

Or...

7. Press the softkey beneath **next** to select the Service Mode for which a time schedule must be entered. (The data items that can be changed are **ALT START**, **ALT END**, **EVE START**, **EVE END**.)
8. When the Service Mode to be changed displays press the softkey beneath **chg** and enter the new value in 24-hour format (e.g., 1:00 PM is entered as **13:00**). Press the softkey beneath **save** to store this data.

Or...

9. Enter **08-15-1-02-01** to program **ALT START**.
10. Enter **08-15-1-02-02** to program **ALT END**.
11. Enter **08-15-1-02-03** to program **EVE START**.
12. Enter **08-15-1-02-04** to program **EVE END**.
13. Press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, System Application, Time Switching** from the toolbar to display the following window.

Follow Tenant1		Tenant1		Tenant2		Tenant3	
		Start	End	Start	End	Start	End
Monday	Noon	12:00	13:00	12:00	13:00	12:00	13:00
	Night	17:00	08:00	17:00	08:00	17:00	08:00
Tuesday	Noon	12:00	13:00	12:00	13:00	12:00	13:00
	Night	17:00	08:00	17:00	08:00	17:00	08:00
Wednesday	Noon	12:00	13:00	12:00	13:00	12:00	13:00
	Night	17:00	08:00	17:00	08:00	17:00	08:00
Thursday	Noon	12:00	13:00	12:00	13:00	12:00	13:00
	Night	17:00	08:00	17:00	08:00	17:00	08:00
Friday	Noon	12:00	13:00	12:00	13:00	12:00	13:00
	Night	17:00	08:00	17:00	08:00	17:00	08:00
Saturday	Noon	12:00	13:00	12:00	13:00	12:00	13:00
	Night	17:00	08:00	17:00	08:00	17:00	08:00
Sunday	Noon	12:00	13:00	12:00	13:00	12:00	13:00
	Night	17:00	08:00	17:00	08:00	17:00	08:00

3. Enter the time when this service mode should become active in the **Start** column and when it should stop being active in the **End** column-for each Tenant Group. The times should be entered in 24-hour format. The settings of the service switching are based on the days of a week. That is, on each day of a week, each tenant can has its particular time table for switching its day-night services. If the **Tenant 1** check box has been checked, the associated tenant will take the time table of **Tenant 1** to switch its service mode and ignore its own switching times.
4. Click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

12.4 Call Pickup-Group

Description

You may answer calls ringing at another extension using the Call Pick Up Group feature. This feature allows you to easily access calls ringing in your group via the single digit code *. Calls ringing at extensions in other pick up groups may also be answered using the code assigned to that pick up group. (Pick Up Group 1 is assigned 440, PU Group 8 is assigned 447.)

If the call at the dialed extension has stopped ringing, you will hear error tone and the display on a Deluxe Telephone will show **PICKUP FAILURE**.

A extension that doesn't have the outside line appearing on a button or doesn't have CO Line Receive programmed may still answer the ringing line by the Call Pick Up procedure.

The Call Pick Up feature code may be programmed on any programmable feature button.

If several calls of the same priority are ringing at the extension, the calls are answered in the order they are received.

Default Settings:

Numbering Plan – Ext. Pickup Group – Length is set to 3. (Range is 1-4.)

Numbering Plan – Ext. Pickup Group – Leading 1 is set to 44. (Range is any available, non-conflicting directory number.)

Numbering Plan – Ext. Pickup Group – Leading 2 and 3 are set to Null (none). (Range is any available, non-conflicting directory number.)

Deluxe Telephone Programming

Refer to *Numbering Plan* in Section 12.10

RMP Programming

Refer to *Numbering Plan* in Section 12.10

CO Line Programming Copy

Description

This is a programming aid feature. Once one CO Line has been programmed for the configuration settings, those setting can be copied to other CO Lines using this utility.


Default Settings:

N/A


Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.

Copy CO Line(s) Individually (One At A Time):

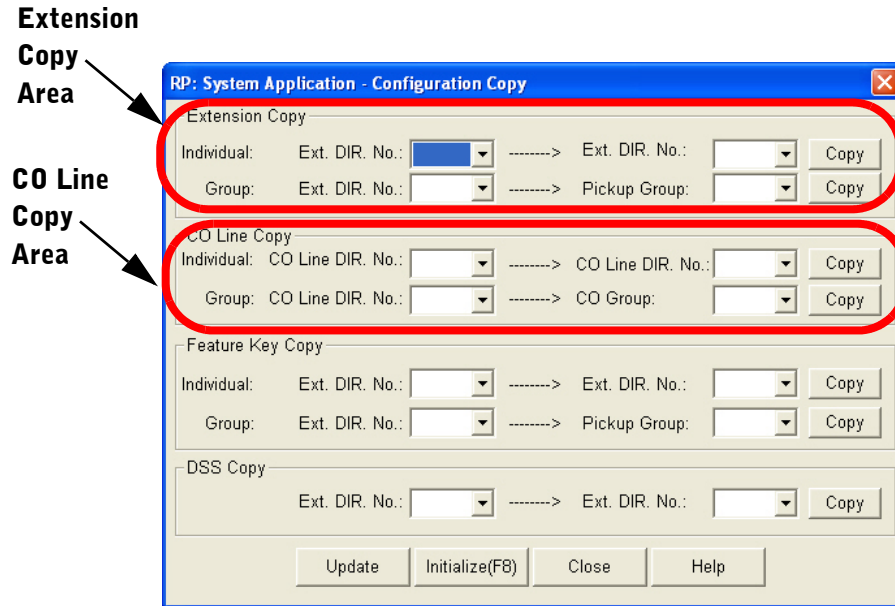
2. Enter **08-11-01** and press the softkey beneath **save**. This advances to the **TRUNK COPY** programming screen.
3. Press the softkey beneath **show**. The system prompts for the CO Line that should be copied- **COPY FROM**.
4. Enter the CO Line directory number of the CO Line that has been programmed for copying to other CO Lines and press the softkey beneath **save**. The system prompts for the first CO Line directory number where the source data is to be copied- **COPY TO**.
5. Enter the CO Line directory number (740-755) where the copy data should be stored and press the softkey beneath **save**. The system prompts for the next directory number where the source data is to be copied - **COPY TO**.
6. Continue entering CO Line directory numbers for those CO Lines where the copy data should be stored and press the softkey beneath **save** for each entered directory number.
7. When finished programming CO Lines via the Individual Copy function, press the Volume button () to return to the *DB Item Select Screen*.

Copy multiple CO Line(s) via Group:

8. Enter **08-11-02** and press the softkey beneath **save**. This advances to the **GROUP COPY** programming screen.
9. Press the softkey beneath **show**. The system prompts for the CO Line that should be copied **-COPY FROM**.
10. Enter the CO Line directory number of the CO Line that has been programmed for copying to other CO Lines and press the softkey beneath **save**. The system prompts for the CO Line Group directory number where the source data is to be copied **-COPY TO**.
11. Enter the CO Line Group directory number (9, 800-806) where the copy data should be stored and press the softkey beneath **save**. The copy data is stored in all CO Lines that are part of that CO Line Group. At this time the system prompts for the next CO Line Group directory number where the source data is to be copied **-COPY TO**.
12. Continue entering CO Line Group directory numbers where the copy data should be stored and press the softkey beneath **save** for each entered directory number.
13. When finished programming CO Lines via the Group Copy function, press the Volume button () to return to the *DB Item Select Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, System Application, Configuration Copy** from the toolbar to display the following window.



3. Using the drop-down lists in the **CO Line Copy Area** of the window above, Select **CO Line DIR No.** to copy for both **Individual:** and **Group:**. (Individual CO Line directory numbers 700-756; Group CO Line directory numbers 748-755). These are performed using the **Individual** (one at a time) programming method. Thus, the **Copy** button must be clicked after each **Individual:** or **Group:** CO Line directory number of the CO Line has been programmed for copying to a destination **CO Line DIR. No.** or **CO Group:**.
4. Repeat step 3 to copy **CO Line DIR. No.:** as necessary.
5. Click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

Extension Programming Copy

Description

This database feature is used to copy the various extension programming settings quickly from one extension to other extensions. There are two methods to copy extension data to other extensions:

- **Individual** - is used to copy from the source extension to other extensions, one at a time.
- **Group** - is used to copy from the source extension to other extensions, using the Pick Up Group to identify the extensions that will receive the copy as a group.

The source extension must have all programming changes completed prior to invoking a copy.

When using Group Copy, all extensions to receive the copy must be programmed for the correct Pick Up Group to associate them with other extensions to receive this copy.


Default Settings:

N/A


Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.

Individual Copy Mode:

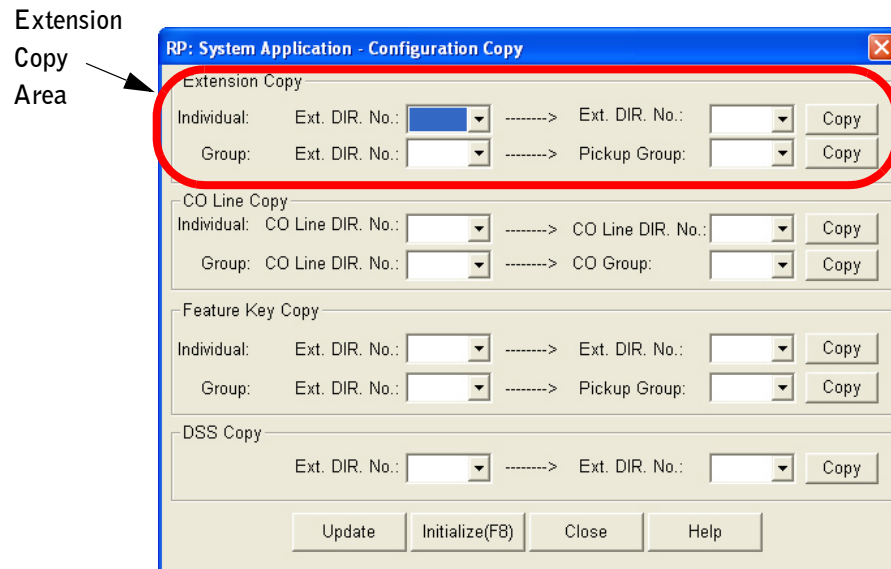
2. Enter **08-12-01** and then press the softkey beneath **save**. This advances to the **INDIVIDUAL COPY** programming screen.
3. Press the softkey beneath **show**. This advances to the **COPY FROM** screen.
4. Enter the "source" extension directory number and press the softkey beneath **save**. This advances to the **COPY TO** screen.
5. Enter an extension directory number where this data is to be copied, then press the softkey beneath **save**. The **COPY TO** screen is immediately prompted again and the data may be copied again to other extensions. Repeat the process for all extensions to be copied with this data.
6. Press the Volume button () to return to the **DB Item Select Screen** or exit programming.

Group Copy Mode:

7. Enter **08-12-02** and then press the softkey beneath **save**. This advances to the **GROUP COPY** programming screen.
8. Press the softkey beneath **show**. This advances to the **COPY FROM** screen.
9. Enter the "source" extension directory number and press the softkey beneath **save**. This advances to the **COPY TO** screen.
10. Enter a Pickup Group directory number associated to the extensions where this data is to be copied, then press **[save]**. The **COPY TO** screen is immediately prompted again and the data may be copied again to another group of extensions via another Pickup Group directory number. Repeat the process for all extension Pickup Groups to be copied with this data.
11. Press the Volume button () to return to the **DB Item Selection Screen** or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, System Application, Configuration Copy** from the toolbar to display the following window.



3. Using the drop-down lists in the **Extension Copy Area** of the window above, Select **Ext. DIR No.** to copy for both **Individual:** and **Group:**. (Individual Extension numbers 401-472; Pickup Group numbers 260-267). These are performed using the Individual (one at a time) programming method. Thus, the **Copy** button must be clicked after each **Individual:** or **Group:** number of the source has been programmed for copying to a destination **Ext. DIR. No.** or **Pickup Group:**.
4. Repeat step 3 to copy **Ext. DIR. No.:** as necessary.
5. Click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

12.7 Ring Scheme

Description

Ring Scheme is provided to denote ringing patterns specific to system resources. Ringing at an extension for intercom calls is different than ringing for CO Line calls. This difference is referred to as *Ring Scheme*.

There are 10 choices of ring schemes that can be selected.


Default Settings:

Ring Scheme = 3. (Range is 0-9.)

Deluxe Telephone Programming

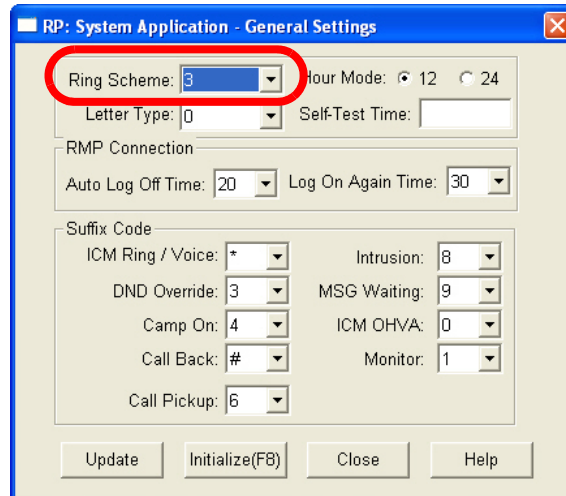
1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.
2. Enter **08-01** to program Ring Scheme and press the softkey beneath **save**. This advances to the **RING SCHEME** programming screen.
3. Press the softkey beneath **chg** until the appropriate value displays.

Scheme		Ringing signal				Description		Ringing signal				Description
		on	off	on	between			on	off	on	between	
0	CO Ringing	0.33	0.33	0.33	5	Double burst repeated every 6 seconds	Intercom Ringing	1.2		4.8	One 1.5 second ring repeated every 6 seconds	
1		0.33	0.33	0.33	5	Double burst repeated every 6 seconds		1.2		5.8	One 1.5 second ring repeated every 7 seconds	
2		1.8			3.8	One 2 second ring repeated every 6 seconds		0.33	0.33	0.33	5	Double burst repeated every 6 seconds
3		2			2	1 long burst repeated every 4 seconds		0.5	0.5	0.5	3.5	Double burst repeated every 5 seconds
4		2			4	One 2 second ring repeated every 6 seconds		2			2	1 long burst repeated every 4 seconds
5		1.2			4.8	One 1.5 second ring repeated every 6 seconds		1			1	1 long burst repeated every 2 two seconds
6		2			4	One 2 second ring repeated every 6 seconds		1.5	0.5	0.5	4	One 1 second ring followed by a 0.5 second burst repeated
7		0.5	0.5	0.5	4	Double burst repeated every 5 seconds		2			4	One 2 second ring repeated every 6 seconds
8		2			4	One 2 second ring repeated every 6 seconds		2			4	One 2 second ring repeated every 6 seconds
9		1			4	One ring repeated every 5 seconds		0.33	0.33	0.33	5	Double burst repeated every 6 seconds

4. Press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, System Application, General Settings** from the toolbar to display the following window.



3. Using the drop-down list in the **Ring Scheme**: field, select the desired Ring Scheme. Available selections are 0-9.
4. Click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database changes.

External Music Source (Two Standard)

Description

The system provides two (2) dedicated 3.5 Millimeter phono-jack type enters to connect two external music sources.

These music sources can be monitored at Deluxe Telephone extensions using the Background Music codes (800/801). The Background Music codes can be used to listen to either Background Music channel depending on Database Programming.

These music sources are programmable for Music-On-Hold on a per CO Line basis. Any CO line party placed on Hold will hear the music source programmed for that CO Line. (See *Music On Hold*)

The external music source may be a radio tuner, tape deck, CD player, Message on Hold or other source for the system Music-On-Hold and Background Music option. (Note: It is the users responsibility to adhere to all applicable copyright laws and any other music source restrictions.)

An external music source must be connected to the KSU1-CPM MC1 or MC2 port for this feature to operate.

Default Settings:

Numbering Plan 4 – Music Source directory numbers are set at 800 for music channel 1 and 801 for music channel 2. (Range is: any available, non-conflicting directory number.)


Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in Section 3.2.

Program Music Directory Number Length:

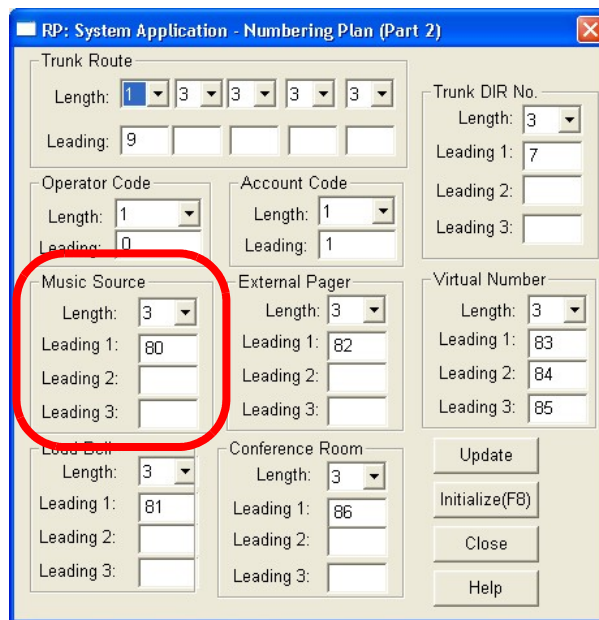
2. Enter **08-09-09-01** and then press the softkey beneath save to advance to the **LENGTH** programming screen.
3. Press the softkey beneath **chg** until the appropriate length displays.
4. Press the softkey beneath **next** to program Leading 1.

Program Music Directory Number Leading 1, 2 or 3:

5. Enter **08-09-09-02** and then press the softkey beneath **save** to advance to the **LEADING** programming screen.
6. Press the softkey beneath **chg** and enter the new directory number leading digit(s) (see *Numbering Plan* in Section 12.10 for rules of Directory Numbers). Then press the softkey beneath **save**.
7. Press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the *RMP* using the procedures described in Section 3.3.
2. Select *RP, System Application, Numbering Plan* from the toolbar. When the *RP: System Application-Numbering Plan (Part 1)* window is displayed, click on the *More* button to display the following window.



The screenshot shows a window titled "RP: System Application - Numbering Plan (Part 2)". It contains several sections for configuring directory numbers:

- Trunk Route:** Length: 1, 3, 3, 3, 3; Leading: 9
- Operator Code:** Length: 1; Leading: 0
- Account Code:** Length: 1; Leading: 1
- Music Source:** Length: 3; Leading 1: 80; Leading 2: ; Leading 3: (This section is circled in red)
- External Pager:** Length: 3; Leading 1: 82; Leading 2: ; Leading 3:
- Virtual Number:** Length: 3; Leading 1: 83; Leading 2: 84; Leading 3: 85
- Load Bell:** Length: 3; Leading 1: 81; Leading 2: ; Leading 3:
- Conference Room:** Length: 3; Leading 1: 86; Leading 2: ; Leading 3:

Buttons at the bottom include Update, Initialize(F8), Close, and Help.

3. Using the drop-downlist in the *Music Source-Length:* field, select a new length if the length of this code is to be changed. Available selections are 1-4. (see *Flexible Numbering Plan* in Section 11.8 for rules of Directory Numbers).
4. Enter a value in the *Leading 1;* *Leading 2;* or *Leading 3* fields for the Music Source 1, 2 or 3. (See *Flexible Numbering Plan* in Section 11.8 for rules of directory number application.)

5. Click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database changes.

12.9

External Paging

Description

The system provides external one-way, dedicated paging access to a paging amplifier or multi-zone one-way page controller. The External Paging Zone may be accessed individually or with all eight (8) Internal Paging Zones as an *All Call Page*.

The External Page access code may be programmed on any feature button.


Default Settings:

Numbering Plan 4 – External Pager is set to 830. (Range is: any available, nonconflicting directory number.)


Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in Section 3.2.

Program External Page Directory Number Length:

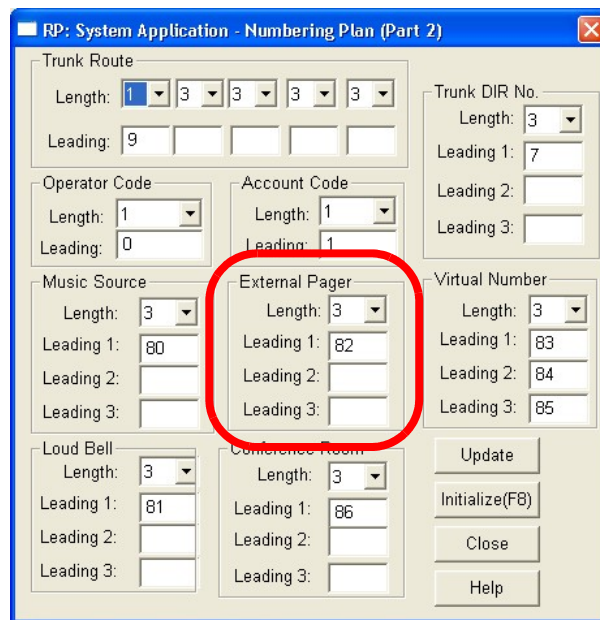
2. Enter **08-09-11-01** and then press the softkey beneath **save** to advance to the **LENGTH** programming screen.
3. Press the softkey beneath **chg** until the appropriate length displays.
4. Press the softkey beneath **next** to advance to the **LEADING 1:** programming screen.
5. Press the Volume button () to return to the *DB Item Selection Screen*.

Program External Page Directory Number Leading 1, 2 or 3:

5. Enter **08-09-11-02** and then press the softkey beneath **save** to advance to the **LEADING 1:** programming screen.
6. Press the softkey beneath **chg** and enter the new directory number leading digit(s). (see *Numbering Plan* in Section 12.10 for rules of Directory Numbers). Then press the softkey beneath **save**.
7. Press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the *RMP* using the procedures described in Section 3.3.
2. Select *RP, System Application, Numbering Plan* from the toolbar. When the *RP: System Application-Numbering Plan (Part 1)* window is displayed, click on the *More* button to display the following window.



The screenshot shows a software window titled "RP: System Application - Numbering Plan (Part 2)". It contains several sections for configuring directory numbers:

- Trunk Route:** Length: 1 3 3 3 3; Leading: 9
- Trunk DIR No.:** Length: 3; Leading 1: 7; Leading 2: ; Leading 3:
- Operator Code:** Length: 1; Leading: 0
- Account Code:** Length: 1; Leading: 1
- Music Source:** Length: 3; Leading 1: 80; Leading 2: ; Leading 3:
- External Pager (highlighted with a red circle):** Length: 3; Leading 1: 82; Leading 2: ; Leading 3:
- Virtual Number:** Length: 3; Leading 1: 83; Leading 2: 84; Leading 3: 85
- Loud Bell:** Length: 3; Leading 1: 81; Leading 2: ; Leading 3:
- Conference Room:** Length: 3; Leading 1: 86; Leading 2: ; Leading 3:

Buttons at the bottom right include Update, Initialize(F8), Close, and Help.

3. Using the drop-downlist in the *External Pager-Length:* field, select a new length if the length of this code is to be changed. Available selections are 1-4. (see *Flexible Numbering Plan* in Section 11.8 for rules of Directory Numbers).
4. Enter a value in the *Leading 1;* *Leading 2;* or *Leading 3* fields for the External Pager code. (See *Flexible Numbering Plan* in Section 11.8 for rules of directory number application.)
5. Click on the *Close* button to close the window without making changes or click on the *Update* button and follow the prompts to save the database.

12.10 Numbering Plan

Description

The *Emerald ICE Numbering Plan* refers to the structure of dialed access to the various resources that are part of the system. A primary example is the extension numbers of the system. When one extension calls another, the numbering plan is the mechanism that facilitates this call. For this reason the Numbering Plan is often referred to as the system Directory Numbers.

The *Emerald ICE* allows for a very flexible configuration of numbering for the various system resources. Resources are defined primarily as “port” oriented components of the system. A numbering structure specific to the application can be accommodated. The system resources listed under “Related Features” can be assigned directory numbers that are customized for the installation.

Although the directory number structure flexibility is provided primarily for system port resources, some feature access also can be customized. (E.g., Account Code, Paging Groups, and Speed Dial.) Flexibility in numbering includes: Length of codes (to access the associated resource) and Leading Digit/Digits assigned to each resource.

As codes are assigned, the system checks for conflicts and protects against improper programming of resource Directory Numbers. To successfully implement changes to the default (factory programmed) Directory Number Plan, a new code cannot be enter if it is in use elsewhere until it has been deleted from use in the previous assignment.

Default Settings:

Note 1: Range for “Length” for all items is 1-4.

Note 2: Range for all “Leading” items is any available, non-conflicting directory number.

Numbering Plan – CO Line Group Defaults										
Length	Leading	Length	Leading	Length	Leading	Length	Leading	Length	Leading	Resulting Code
1	1	2	2	3	3	4	4	5	5	
1	9	3	80	Null	Null	Null	Null	Null	Null	9,800-806

Flexible Numbering Plan – Directory Number Defaults											
	Length	Leading Digit(s)								Resulting Code	
		1	2	3	4	5	6	7	8		
Operator Code	1	0	na								0
Account Code	2	89	na								89
Extension	3	4	Null	Null	Null	Null	Null	Null	Null	400-499	
Ext. Page Group	3	20	Null	Null	na					200-208	
Hunt/UCD Groups	3	23	24	25	na					230-253	
Pickup Groups	3	26	Null	Null	na					260-267	
Individual Speed Dial	3	5	Null	Null	na					500-519	
CO Line DIR No.	3	7	Null	Null	na					700-723	
Music Source	3	801	802	Null	na					801,802	
Loud Bell Control	3	81	Null	Null	na					810	
External Pager	3	82	Null	Null	na					820	
Virtual Number	3	83	84	85	na					830-859	
Meet Me Conference	3	86	Null	Null	na					860-867	

Deluxe Telephone Programming

1. Access the Deluxe Telephone Programming Features as described in *Section 3.2*.
2. Enter **08-09-01** and then press the softkey beneath **save** to advance to the **TRUNK ROUTE** programming screen.
3. Press the softkey beneath **show** to enter into *Numbering Plan* programming.

Or...

4. Press the softkey beneath **next** to advance to the next *Numbering Plan* item.
5. When the *Numbering Plan* program to change displays, press the softkey beneath **show**.
6. The first parameter is **LENGTH**. If this is to be changed press the softkey beneath **chg** until the appropriate length for this code displays.

Or...

7. Press the softkey beneath **next** until the **LEADING** digit to be programmed displays.
8. Press the softkey beneath **chg** to allow an entry into this item.
9. Enter the **LEADING** digit(s) to be assigned to this system resource and press the softkey beneath **save**.
10. Press the softkey beneath **next** to advance to the next Leading Digit to program or until the next *Numbering Plan* item to be changed displays.


- Repeat the steps 6-10 above for all *Numbering Plan* items to be changed. Refer to *Tables 11-1* and *11-2* below for information on *Numbering Plan* capabilities.

Table 12-1 Numbering Plan Pickup Group Directory Number Examples

Pickup Group Directory Number Examples						
	Length	Leading Digit(s)			Resulting Code	Comments
		1	2	3		
A	2	4	Null	Null	40-47	1. Users dial 40-47 for Group Pickup. 2. The digit "4" is unavailable as the first digit for any other directory number use.
B	2	44	45	Null	44,45	1. Users dial 44 or 45 for Group Pickup. 2. There are only two Group Pickup groups. 3. Digits 40-43, 46-49 are available as the first two digits for other numbering plan requirements.
C	3	44	Null	Null	440-447	1. Users dial 440-447 for Group Pickup. 2. Digits 40-43, 45-49 are available as the first two digits for other numbering plan requirements.

Table 12-2 Extension Directory Number Examples

Extension Directory Number Examples											
	Length	Leading Digit(s)								Resulting Code	Comments
		1	2	3	4	5	6	7	8		
A	4	1	Null	Null	Null	Null	Null	Null	Null	1000-1999	1. Users dial 1000-1999 when dialing other extensions. 2. The digit "1" is unavailable as the first digit for any other directory number use.
B	3	1	Null	Null	Null	Null	Null	Null	Null	100-199	1. Users dial 100-199 when dialing other extensions. 2. The digit "1" is unavailable as the first digit for any other directory number use.
C	2	1	2	3	Null	Null	Null	Null	Null	10-39	1. Users dial 10-39 when dialing other extensions. 2. Digits 1, 2 & 3 are unavailable as the first digit for any other directory number use.
D	2	10	11	12	13	14	15	16	17	11-17	1. Users dial 11-17 when dialing other extensions. 2. The digit "1" is unavailable as the first digit for any other numbering plan requirements. 3. Only eight extensions will have intercom numbers.

- Press the Volume button () to return to the *DB Item Selection Screen* or exit programming.

RMP Programming

1. Access the **RMP** using the procedures described in *Section 3.3*.
2. Select **RP, System Application, Numbering Plan** from the toolbar to display the following window.

The screenshot shows a software window titled "RP: System Application. - Numbering Plan (Part1)". It contains several configuration panels. The "Ext. Pickup Group" panel is circled in red. The panels are as follows:

- Extension:** Length: 3, Leading 1: 4, Leading 2: , Leading 3: , Leading 4: , Leading 5: , Leading 6: , Leading 7: , Leading 8: .
- Ext. Page Group:** Length: 3, Leading 1: 20, Leading 2: , Leading 3: .
- Ext. Hunt Group:** Length: 3, Leading 1: 23, Leading 2: 24, Leading 3: 25.
- Indiv. ABBR. No.:** Length: 3, Leading 1: 5, Leading 2: , Leading 3: .
- Common ABBR. No.:** Length: 3, Leading 1: 6, Leading 2: , Leading 3: .
- Ext. Pickup Group:** Length: 3, Leading 1: 26, Leading 2: , Leading 3: .

Buttons at the bottom: Update, Initialize(F8), Close, Help, More ...

Program EXAMPLE: Group Pickup Directory numbers:

3. Using the drop-down list in the **Ext. Pickup Group-Length:** field, select a length for the the Extension Pickup Group number. The length can be 1-4 digits.
4. Enter a Leading value for the Extension Pickup Group number in the **Leading 1, 2, and 3:** fields. For example, if you selected a length of 3, and a Leading1 value of 26, a Extension Pickup Group number could be 264. If you selected a **Leading 2:** value of 27, with a length of 3, an Extension Pickup Group number could be 274.
5. Click on the **Close** button to close the window without making changes or click on the **Update** button and follow the prompts to save the database.

13 User Programming



NOTE:

The Emerald ICE Features described herein are System Database Features that can be programmed by Users on a Deluxe Telephone and generally involve the use of Feature Codes.

13.1

Alphanumeric Display (Super Twist)

Feature Code: N/A

Description

The Deluxe Telephone provides a two line, sixteen column Super Twist LCD that supports thirty-two (32) alphanumeric characters. Super Twist technology provides greatly enhanced viewing from most viewing angles and eliminates the need for contrast adjustment. The LCD is very useful for sending and receiving preprogrammed messages. Since Caller ID is a standard Emerald ICE feature this valuable identification feature (if subscribed from the local telephone company) will greatly enhance the way outside callers are handled. The LCD enhances many system features as well; since User and CO Line names may be programmed in the system, the display will help identify these callers. When programming is required, any Digital extension may be used for System Database Programming.

The LCD is interactive and will prompt the user with various choices concerning call set-up, handling and completion.

The LCD provides help screens for feature button programming, password and security control, and status of incoming calls. All messages, call status, operation prompts and related indications will be displayed in a logical, preset order and priority.

Default Settings:

See Extension User Name and CO Line Name.

Operation


Since the alphanumeric display enhances most feature operation, its use is discussed in the text of the related features.

Operational Notes

- Display messages each have their own display priority depending on various call/feature operations.
- The message with the highest priority will be displayed on the LCD at any time.
- In reference to the time and date message display, the extension number or extension name will be displayed as well as the active system service mode (Day, Eve, Alt.).

13.2

Attendant Administration (Administration)

Feature Code: 


Description

Attendant Administration (Administration) is used to set or modify the features; Service Mode (Day/Alt/Eve/Time), Auto Attendant Messages (optional Auto Attendant Module required), Temporary Mode, System Speed Dial and FWD AUXI LAMP. Attendant Administration (Admin.) can be performed at any user extension, but the assigned Attendant Extension user password is required.

Default Settings:

N/A

Operation

1. At any digital extension enter the Administrative Code .
2. Enter the Tenant Group number to be Administered. (Typically Tenant Group 1.)
3. Press the softkey beneath **save**.

4. Enter the password for this Tenant Group Attendant (default for the Tenant Group 1 Attendant is **9999**).
5. Press the softkey beneath **show**. The first Administrative item (**SVC MODE CHANGE**) displays.

```
SVC MODE CHANGE
back next show
```

6. Press the softkey beneath **next** to move to the next Administrative item or press the softkey beneath **show** to show the current service mode (**DAY/ALT/EVE/TIME**).

To change Service Mode:

1. Press the softkey beneath **show**
2. Press the softkey beneath **chg** to toggle and set the service mode. Options are Day, Evening, Alternate, or Time ("Time" mode follows programming of Time Switching).
3. Press the Hold button (**HOLD**) to exit **SVC MODE CHANGE** and return to the previous menu.
4. Press the softkey beneath **next**. The Administrative item **AUTO_A MESSAGE** displays.

```
AUTO_A MESSAGE
back next show
```

To change Auto Attendant Messages:

1. Press the softkey beneath **show**.
2. Press the softkey beneath **back** or the softkey beneath **next** to toggle the ten (10) programmable greetings and messages. These are: 1. **DAY GREETING**, 2. **ALT GREETING**, 3. **EVE GREETING**, 4. **WAITING MSG.**, 5. **INVALID MSG.**, 6. **BUSY MSG.**, 7. **NO_ANS. MSG.**, 8. **BYE MSG.**, 9. **INQUIRY MSG.**, 10. **TEMP MSG.**
3. Press the softkey beneath **back** or the softkey beneath **next** until the appropriate greeting/message displays.
4. Press the softkey beneath **show** for selected greeting/message to record a new greeting/message, play the current greeting/message, or change the maximum record time for that greeting/message. The current record time for the selected message displays.
5. Press the softkey beneath **chg** to set or change the record time of the greeting/message.

6. Dial **1** - **9** - **9** to set the maximum seconds allowed to record the specific greeting/message. (Keep in mind that the maximum length of auto-attendant greeting/messages is 120 seconds.)
7. Press the softkey beneath **save**. The new maximum record time for this greeting/message is now stored.
8. Press the softkey beneath **Play** to hear the current greeting/message.
9. Press the Hold button (**HOLD**) to return to the previous Administrative level.
10. Press the softkey beneath **record** to record this greeting/message.
11. Press the softkey beneath **stop** to end recording.
12. Continue this process for each Automated Attendant greeting/message.
13. When finished recording greetings/messages, exit Administration by pressing the **SPKR** button twice. Or return to the previous Administrative level by pressing the Hold button (**HOLD**).
14. Press the softkey beneath **next**. The Administrative item **TEMPORARY MODE** displays.

To change Temporary Mode:



NOTE:

Temporary Mode is available for special circumstances that may arise such as holidays and bad weather days so that callers can be informed of unusual business hours adjustments. While active, Temporary Mode “Y” plays the Temporary Greeting in place of the “DAY,” “ALT” and “EVE” Greeting.

15. Press the softkey beneath **chg**. Temporary Mode is toggled **SPKR** each time the softkey beneath **chg** is pressed.
16. Press the softkey beneath **next**. The Administrative item **SYSTEM SPEED NUMBER** displays.

To change System Speed Numbers:

17. Press the softkey beneath **show**
18. Dial a valid System Speed Dial directory number (**5** - **0** - **0** - **6** - **9** - **9**).
19. Press the softkey beneath **show** to view the current System Speed Dial number. Display will read **EMPTY** if no number is currently programmed.
20. Press the softkey beneath **chg** to change the current number.
21. Dial the telephone number to store in this speed dial directory number.
22. Press the softkey beneath **save**
23. Press the softkey beneath **next** or the softkey beneath **back** to return to additional System Speed Number programming.

24. When finished making changes, exit Administration by pressing the **SPKR** button twice. Or return to the previous Administrative level by pressing the Hold button (**HOLD**).
25. Press the softkey beneath **NEXT**. The Administrative item **FORWARD AUXILIARY LAMP** displays.

To enable/disable the Call Forward indication of the Auxiliary Lamp for a particular extension:



NOTE:

Extensions that use Call Forward frequently may not wish to have their Auxiliary Lamp indicate the status of Call Forward "Active." Therefore the attendant has the ability to disable this function of the Auxiliary lamp.

26. Press the softkey beneath **show**.
27. Dial the directory number for the extension to be programmed.
28. Press the softkey beneath **show**.
29. Toggle the softkey beneath **chg** to turn on and off the Auxiliary Lamp/Status bar functionality for Call Forward status of that extension. **Y**= yes, **N** = no.
30. Press the softkey beneath **back** or the softkey beneath **next** to program another extension.
31. When finished making changes, exit Administration by pressing the **SPKR** button twice. Or return to the previous Administrative level by pressing the Hold button (**HOLD**).

Operational Notes

Speed Dial:

- To enter a CO Line Flash ("hook-flash") in a System Speed number, press **DEF 3**. A stored "hook-flash" is indicated by a "/" character. For example to enter FLASH-1389 in a system speed number the entry would be: "!+ 3 + 1389 + the softkey beneath save." The displayed system speed number would be "/1389".
- To enter a Pause in a System Speed Dial, press **PGM** **POBS 7** **OPER 0**. A stored pause is indicated by a P character. For example to enter "9pause18008778000" into a system speed number the entry would be **WXYZ 9** + **PGM** + **POBS 7** **OPER 0** + **1** **TUV 8** **OPER 0** **OPER 0** **TUV 8** **POBS 7** **POBS 7** **TUV 8** **OPER 0** **OPER 0** **OPER 0** + the softkey beneath **SAVE**. The displayed system speed number would be "9P18008778000."
- To chain one speed dial number to another, press **PGM** **1** + the speed dial number location to dial. For example; if a very long telephone number will not fit into one speed number location, split the number into two locations. To store the number "123-456-7890-123-456-7890-123-456-7890" into

locations 500 and 501, enter into location 500:


1 2 3 4 5 6 7 8 9 0 + PGM+ 1 + 5 0 1 + the soft-key beneath **SAVE** (where 5 0 1 is the second speed number location).

Enter into 501:

1 2 3 4 5 6 7 8 9 0 - 1 2 3 4 5 6 7 8 9 0.

- To dial this number access only location “500.”

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*.

Default Settings:

Auto Hold Disabled

Operation

Setup Auto Hold

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



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:



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.

13.4

Automatic Selection (CO/Intercom)

Feature Code: PGM 

Description


This feature allows you to access a specific outside line or intercom (ICM) automatically when you lift the handset or press the On/Off speakerphone button on a Deluxe Telephone.














A line will not be accessed automatically when your telephone is receiving an incoming call (outside or intercom) or a line is recalling at your telephone. However, you may override this incoming call priority operation by pre-selecting an outgoing line before lifting the handset.

Default Settings:



Default Setting: ICM

Operation

1. Press PGM . The display will show the current selection. (ICM = Intercom).
2. Press the softkey beneath **icm** to select Intercom dial tone as the appropriate operation when the handset is lifted.
3. Press the softkey beneath **CO** to select a specific CO Line number to access when the handset is lifted. The system will prompt you for the CO line directory number to select.

4. enter the valid CO line Directory Number (e.g.,    for CO Line 1,    for CO line 16).
5. Press the softkey beneath **SAVE**.
6. Press the softkey beneath **CO GP** to select a specific CO line group number to access when the handset is lifted. The system will prompt you for the CO Line Group directory number to select.
7. enter the valid CO Line Group Directory Number (e.g.,  for CO Line Group 1,    for CO Line Group 2,    for CO Line Group 8).
8. Press the softkey beneath **SAVE**.
9. You hear the confirmation tone when the selection is made after the softkey beneath **SAVE** is pressed.
10. Lift the handset to access the selection.

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 for Automatic Selection that CO line or group must be programmed as available for access by the extension in the system programming.
- The feature code (PGM  ) may be programmed under a flexible button on a Deluxe Telephone.

Auxiliary Lamp / LED Status Bar

Feature Code: N/A

Description

Each Deluxe Telephone is equipped with a dual colored LED Auxiliary Lamp/LED Status Bar to assist users in recognizing the extensions' status. The LED will operate and indicate active CO line ringing, Intercom ringing, Mute, Message Waiting, Speakerphone/Headset Mode and Call Forward conditions.

Default Settings:

All LED indications active.

Operation

The Auxiliary Lamp/LED Status Bar will operate and give visual indications as follows:

Flash Rate Priority Red Lamp Green Lamp -

Fast 1 - Incoming CO Line Ringing Incoming Intercom Ringing

Slow 2 - Mute Message Waiting

Steady 3 - Speakerphone/Headset in use Call Forward

Operational Notes

- The lamp may have more than one indication flashing or steady at one time as features are utilized in the system. Both colors of LED (green and red) may be lit at the same time to indicate more than one feature or function is active.
- The Call Forward, steady green indication may be turned off via Attendant Administration programming. This is helpful if a permanent call forward option such as Voice Mail forwarding is required at an extension and the user chooses not to have the lamp constantly lit.

13.6 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.

Feature Code: N/A

Description

The *Emerald ICE* system is equipped with a Lithium Ion battery for maintaining volatile system database programming and extension programming during commercial AC power interruption. The memory back-up will maintain the database programming, time and date displays, personal speed dial numbers, feature button programming, etc., for up to seven (120) days of continuous AC power loss. When system AC power is restored, the system will resume normal operation.

During AC power interruption, the system will not operate unless System Battery Back-Up via a UPS is equipped.

When the “Cold Start/Normal” option strap on the CPM Module is operated to the “Cold Start” position, with the KSU AC power turned off, the memory back-up battery is removed from the volatile memory circuit. This option strap condition is used only to initialize the system database and restore all programmable data to the factory configured default program.

New *Emerald ICE* systems are shipped with the “Cold Start/Normal” option strap in the “Cold Start” position. When a new *Emerald ICE* system is received this strap **MUST** be moved to the “Normal” position to allow system operation.



NOTE:

We recommend that the system power be restored in a timely manner since the Lithium Ion battery is not recharged. Continued discharging of the Lithium Ion battery will render the battery inoperable for the intended purpose. Considering normal system use and periodic loss of commercial AC power, the Lithium Ion battery life expectancy is 5 years. When necessary, replace with a like battery.

Default Settings:

N/A

Operation

N/A

Operational Notes

N/A

13.8

Battery Back-Up (System)

Feature Code: N/A

Description

An external UPS (Uninterruptible Power Supply) (Optional) may be installed to connect between the KSU and a dedicated 110VAC outlet. The approximate time, in back-up hours, will be determined by size (amp/hour rating) of UPS installed. In the event of a commercial power outage, the UPS will provide the necessary system voltage to allow full system operation until AC power is restored or the UPS battery voltage reaches minimum voltage thresholds and is automatically disconnected to avoid battery damage.

The UPS system battery operation time is dependent on several factors:

- Number of Digital key telephones installed
- System traffic load
- Age of external batteries
- Equipment Room Temperature
- UPS Amp/hour rating
- Recovery time since last AC power interruption

For further information, see Specifications and Installation sections for more details about how to calculate the power consumption of your *Emerald ICE* system application and apply this to the UPS requirement.

Default Settings:

N/A

Operational Notes

N/A

Feature Code: N/A

Description



Depending on user requirements, any Feature/DSS Button can be programmed as a BLF button to monitor an extension's status. When an extension is off hook the programmed BLF button LED for that extension lights red.

When that extension is in Do-Not-Disturb, the LED will flash red. This same button is used as a one-button Direct Station Selection (DSS) call button for quick transfer of calls or intercom calling.

Default Settings:

N/A

Operation

1. Press PGM .
2. Press the Feature/DSS button that is to be programmed. The current function displays.
3. Press the softkey beneath **chg** to change the function.
4. Select the softkey beneath **dir** via the LCD interactive button.
5. Enter the directory number of the extension that is to be programmed on this feature button and press the softkey beneath **save**.
6. Press the  button twice to exit programming and return to idle condition.


To use:

7. Press the button programmed for the extension to be called.
8. Lift the handset to talk privately.
9. Hang up when the conversation is completed.

Operational Notes

- BLF/DSS buttons may be assigned to any of the 30 User Programmable Feature Keys.
- Extensions in *Do Not Disturb* mode will cause the LED associated to that extension to flash red.
- Extensions that are busy will cause the LED associated to that extension to light steady red.
- The DSS function can be used to transfer calls to other extensions.
- Each Deluxe Telephone has a default feature button mapping, refer to the Description and Installation sections for additional default mapping information.

13.10 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.

Default Settings:

N/A

Operation

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.

13.11

Call Back – Cancel All

Feature Code: PGM  #  #

Description

This feature allows you to cancel all Call Backs on an extension or CO Line with one command.

Default Settings:

N/A

Operation

Prior to receiving Call Back Alert Ringing, 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 LCD will display: **CBCK DELETE XXX**. Your extension will return to an idle status.
- To invoke a *Call Back* at an extension that is in the *Voice Announce* mode, you must first Force Tone Ringing .
- 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 an idle, onhook mode.

13.12 Call Back (CO Line)

Feature Code: N/A








Description

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

Default Settings:


N/A

Operation

1. Press a busy, programmed outside line button (steady red LED) or outside line group button, or dial an outside line access group number (, , ,  - , , ). 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.

13.13 Call Back (Extension)

Feature Code: N/A

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.

Default Settings:

N/A

Operation

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 rectangular display box with a light green background and a thin black border. It contains two lines of text in a monospaced font. The first line reads "CALL BACK TO XXX" and the second line reads "reply del".

CALL BACK TO XXX
reply del

- 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:

A rectangular display box with a light green background and a thin black border. It contains one line of text in a monospaced font: "CBCK DELETE XXX".

CBCK DELETE XXX

- 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.

Call Duration Timer

Feature Code: N/A

Description

This feature is enabled in the Database Programming on a per extension basis. When enabled, any outgoing CO line will be automatically timed and then dropped after the system "Warning Tone" time is exceeded. This feature is normally used to control outgoing call traffic.

Default Settings:

N/A


Operation

N/A


Operational Notes

- The Call Timer begins after the Call Duration Time has expired.

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.


Default Settings:

N/A

Operation

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. 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.

13.16

Caller ID

Feature Code: N/A

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.

Default Settings:

N/A

Operation

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.

13.17 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.


Default Settings:

N/A

Operation

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 = ) , but the table can be reviewed by only one telephone at a time.

13.18 Camp On (Extension)

Feature Code: N/A

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.

Default Settings:

N/A

Operation

1. Call a busy extension. The display shows:

```
EXT 402 BUSY
cbck ms9 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.

CO Line Calling & I-Use Indication

Feature Code: N/A

Description

CO Line calling is the placement of a telephone call on the Public Switched Telephone Network. CO Line calling includes: dialing local telephone numbers, dialing national long distance telephone numbers and dialing international long distance telephone numbers.

Placing a CO Line call can be done in several ways:

- CO Line Button
- CO Line Group Access Code
- CO Line Group Button
- Speed Dial

When you are using an intercom or CO line the associated lamp will light green and flash at a double wink rate at your telephone. This lamping condition is referred to as I-Use Indication (the indication that you are using this CO Line.) Lamps for the same CO Line that you are using will light steady red at all other Emerald ICE digital telephones.








Calls placed on CO Lines are checked against the extension COS (Class of Service). The conditions that can be applied to the associated COS govern the call connection. If the dialed number is denied in the COS check, the call is disconnected. If the Call passes the COS check, the call connection is allowed.

Default Settings:

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

All extensions are allowed to dial all telephone numbers.

Operation

1. Access a CO Line.
2. Press an idle CO Line button.
3. Dial a CO Line Group Access Code (, , , , , , ).
4. Press a CO Line Group Button
5. Dial a Speed Dial location that has a stored telephone number.

Operational Notes

- If a CO Line is busy when the access attempt is made, busy tone is heard and momentarily the telephone returns to an idle status.
- Busy CO Lines may be queued for use. (See *CO Line Queuing* in Section 11.20)

13.20

CO Line Queuing / Callback

Feature Code: N/A

Description







CO Line Queuing allows a user to request use of a busy CO line. When the CO Line goes idle (current user hangs up), that CO Line rings the user that queued the line. While the line is ringing at the extension, it is unavailable for access by other users. If the extension that queued the CO Line does not respond to the queue callback within 8 seconds, the queue is cancelled and the line becomes available for other users.

Default Settings:

N/A

Operation

Queue

1. Press a CO Line that is busy or dial access to a CO Line Group (   -   ). The display shows:



```
CO LN BUSY XXX
cbck
```


2. Press the softkey beneath **cbck**. The display shows: **CBCK TO LINE XX** momentarily and then goes idle.

Queue Callback Answer

3. When the CO Line queued becomes idle, it will Callback ring the extension. The display shows:




```
CBCK TO LINE XX
reply del
```

4. The user may lift the handset, press the  button to activate speakerphone or press the softkey beneath **reply** to answer the *Queue Callback*.

Operational Notes

- An extension must have access to a CO Line via Line Assignment to Queue a CO Line.

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.)

Default Settings:

N/A

Operation

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



DEFAULT SET
90

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)

13.22 Dial Pad Confirmation / Touch Tone

Feature Code: PGM   

Description




Dial Pad Confirmation, or *Touch Tone* is a tactile response tone that confirms dial pad button operations. Whenever a dial pad button is pressed while this feature is enabled (default) a low-volume tone is emitted through the telephone speaker indicating that this dial pad button has been pressed. This tactile response feature is either very desirable or disliked.

This feature code allows the function to be disabled if necessary.

Default Settings:

Tone-ON

Operation

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



TOUCH TONE ON






TOUCH TONE OFF

2. Momentarily the display returns to idle.

Operational Notes

N/A

Distinctive Ringing – Extension

Feature Code: PGM   

Description




Distinctive Ringing – Extension provides a means for denoting one ringing extension from another. There are eight (8) choices available for an extension to choose.

Default Settings:

Distinctive Ringing is set to 1. (Range is 1-8.)

CO Ring Type is set to 0 for all CO Lines. (Range is: 0-8.)

Operation

1. Press the Distinctive Ringing Tone code PGM   . The current Tone is heard and the setting displays:



```


RING TYPE :1
ch9
  
```

3. Press the softkey beneath **ch9** until the appropriate tone is heard and displayed.

Operational Notes

- CO Line – Distinctive Ringing overrides an extensions setting of Distinctive Ringing.
- The Distinctive Ringing code may be programmed on any available Feature button.

13.24 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.


Default Settings:

Do Not Disturb - Not Active

Operation

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.

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.

Default Settings:

N/A

Operation

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.

13.26 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.

Default Settings:

N/A

Operation

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*.
- The *Do Not Disturb* feature code may be programmed on a programmable Feature/DSS Button.

13.27 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

Default Settings:

N/A



Operation

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.









13.28 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.

Default Settings:

User Password: Extension 401 is set to    . All other extensions are set to    . (Range is: any alphanumeric characters up to the allocated User Password Length.)

User Password – Length is set to 4. (Range is: 4-8.)

Operation

Change Your Password

1. Press PGM  .

```
PSWD :_  
bksp show ch9
```

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

```
LOCK PHONE  
Pswd yes no
```

3. Press [Pswd].


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

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

Operational Notes

N/A

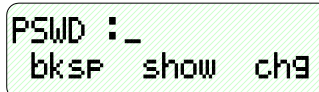
13.29 Feature/DSS Button Reset

Feature Code: PGM 

Description

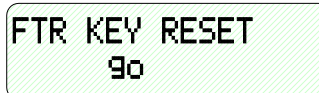
This feature is used to reset all Feature/DSS Buttons to factory settings.

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



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

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

13.30 Directory/Feature/Suffix Code Lookup

Feature Code: PGM  # 



Description

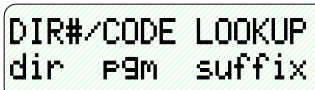
The *Directory/Suffix Code Lookup* feature to find the directory number, Feature Codes, and Suffix Codes required to operate system features.

Default Settings:



N/A

Operation

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

13.31 Feature/DSS button Inquiry

Feature Code: PGM  # 

Description

You may review the programming for Feature/DSS buttons at an idle Deluxe Telephone. In order to review the programming, you must dial the Feature Button Programming mode.

Default Settings:

N/A

Operation

1. Press PGM  # . The display will show:



```
PRESS FTR KEY
```

2. Press the Feature/DSS Button to view its contents (code). For example, press button 1 (lower left).



```
740  
show ch9
```

3. Press the softkey beneath **show**. The name/designation of the feature/directory number displays.




```
CO LN :740
```

4. Continue checking other buttons for their programmed content or lift/replace handset to exit Feature/DSS Button Inquiry.

Conditions

- Buttons without feature programming will display **AVAILABLE KEY**.
- Refer to the Deluxe Telephone button maps in the Overview – Configuration section of this manual for default button assignments.

13.32 Feature/DSS Button Programming

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/BLF*, 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*.

Default Settings:

N/A

Operation

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 chg

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

```
SELECT FUNCTION
dir PGM
```

4. To program the button, you must know the code type. Use *Feature/Directory/Suffix Code Lookup* (Refer to *Section 13.30*) to locate the feature and code you want to program.
 - a. To program a directory number, press **[dir]**.

```
DIR NUMBER :_
bksp save chg
```

- b. Enter the appropriate directory number and then press **[save]**. If you make a mistake, use **[bksp]** and **[chg]** to re-enter the number.
 - c. To program a feature code, press **[PGM]**.


```
PGM CODE:_
bksp save chg
```

- d. Press the **PGM** button.
 - e. Enter the feature code for example, enter **#** 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.

13.33 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.

Default Settings:

N/A


Operation

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.

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*.

Default Settings:

N/A

Operation

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*.

Headset Jack

Feature Code: N/A

Description

All Deluxe Telephones have a standard 2.5 millimeter headset jack. This headset jack facilitates industry-standard headset equipped with this jack type. Headset jack adapters are often available from headset manufacturers to adapt your headset to the 2.5 mm jack.

A headset connected to the headset jack can be operated as an integral component of the *Emerald ICE* Deluxe Telephone.

Default Settings:

N/A


Operation

Refer to *Headset Mode* in *Section 13.36* for operation.


Operational Settings

N/A

13.36 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.

Default Settings:

Headset Disabled

Operation




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  button.
- 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.

13.37 Hidden Codes

Feature Code: PGM   

Description




A four-digit code may be stored for dialing by one-button operation. The Hidden Code feature is reserved to use with a Feature/DSS button. (It must be stored on a Feature/DSS button to operate.) This feature is typically used with voice mail systems (both internal and external). When the voice mail mailbox is reached, the Hidden Code button can be pressed to dial the stored code.

Default Settings:

N/A

Operation

Storing the Code

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



```
AVAILABLE KEY
ch9
```

2. Press the softkey beneath **ch9**.






```
SELECT FUNCTION
dir feat
```

3. Press the softkey beneath **feat**.



```
FTR CODE: _
bksp save ch9
```

4. Press PGM    + {the four-digit code to store}.
5. Press the softkey beneath **save**.
6. Exit Feature/DSS button Programming.

Using the Hidden Code

1. Access the voice mail system (either the Emerald ICE Voice or an external voice mail system).
2. When you hear the prompt to enter your password, press the Hidden Code button.

Operational Notes

- The Hidden Code feature can only be used when stored on a Feature/DSS button.

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*.

Default Settings:

N/A



Operation

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.

13.39 Hot Key Enable/Disable

Feature Code: PGM  # 

Description

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


Default Settings:

Hot Key-Disabled

Operation

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

13.40 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.

Default Settings:

Hotline is disabled.

Operation

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 **[chg]** until the appropriate delay time (in seconds) displays.

Invoke Hotline

1. While the telephone is idle, lift the handset or press the **SPKR** 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** **9** ***** can be programmed on an available Feature/DSS Button.

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 13.32* 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.

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 LED
Voice Announce – Private	Red LED	VA-PRIVACYMODE	single burst tone	Slow Flashing Red LED
Tone Ring Mode	No LED lit	TONE RING MODE	single burst tone	Fast Flashing Green LED

Default Settings:

All Deluxe Telephones are set to Voice Announce – Hands-free Reply mode.

Operation



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

13.43

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.

Default Settings:

N/A

Operation

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

13.44 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.

Default Settings:

N/A

Operation

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.

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.

Default Settings:

NA

Operation





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.

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.

Default Settings:


Mute Inactive

Operation

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.

13.47 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.

Default Settings:

Night Mode OFF

Operation

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.

Making Off-Hook Voice Announcements

Feature Code: N/A

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.

Default Settings:

N/A

Operation

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.

On-Hook Dialing

Feature Code: 

Description

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


Default Settings:

N/A

Operation

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

13.50 Voice Page (Allow/Deny)

Feature Code: PGM  # 

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.

Default Settings:

Paging group = =1= for all extensions. (Range is 1-8.)

Page Deny/Accept is set to ACCEPT for all Deluxe Telephones.



Operation

1. When the extension is idle, press PGM  # . 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  #  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.

13.51

Phantom Lines / Virtual Numbers

Feature Code: N/A

Description

Phantom Lines are software resources that act as placement mechanisms for call processing. CO Line and intercom calls can be routed to *Phantom Line* (or Virtual Number) where they can be accessed by any extension that has an appearance (button) for that *Phantom Line*. In the event that internal call routing requires a connection (CO Line or intercom) to be placed in a general access location, *Phantom Lines* can be a good solution.

Phantom Lines do not audibly signal (ring), call indication at a *Phantom Line* is accomplished by fast flashing indication on the associated LED only. Calls that are connected to *Phantom Lines* are usually announced using the Page feature for proper pickup.

Default Settings:

See *Flexible Numbering Plan* in Section 11.8.

Operation

Placing a Call Using Phantom Line

1. While idle, dial the Phantom Line number (lift the handset if you want a private conversation.)
2. The Phantom Line called will begin to fast flash at the extensions where this Phantom Line appears.

Transferring a Call to a Phantom Line



3. While connected (intercom or CO Line), press the Transfer button.
4. Dial the Phantom Line number.
5. Hang up to complete the transfer.

6. The Phantom Line called will begin to fast flash at the extensions where this Phantom Line appears.

Operational Notes

- Phantom Lines must be programmed onto Feature/DSS buttons to operate.
- If no appearance of the Phantom Line exists in the system, the user attempting to call the Phantom Line or transfer a call to the Phantom Line will receive error tone and see the message OUT OF SERVICE in the display.

13.52 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.



NOTE:

The four-digit extension password will block 9-1-1 calls.

Default Settings:

All phones are unlocked at default.

Operation

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.

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.

Default Settings:

All CO Lines are set to Tone Signaling mode.

Operation

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.

Recall

Feature Code: N/A

Description

Recall is a means of assuring proper call handling. There are several types of recall that can be invoked in the *Emerald ICE* system. *Recall* affects Holding calls and Transferred calls. It is the intention of recall to assure that callers on hold or in transfer condition do not go unattended.

When a CO Line has been transferred to an extension it will recall the originating extension if the transfer destination extension does not answer within the recall time period programmed. Similarly, calls placed on hold recall to the extension placing them on hold if the associated hold timer expires.

Default Settings:

Call Handling – Hold Reminder (See *Hold Reminder*)

Call Handling – Ex_Hold Time (See *Hold – Exclusive*)

Call Handling – XFR_I Recall (See *Transfer*)

Call Handling – XFR_B Recall (See *Transfer*)

Call Handling – Hold Recall – SLT (See *Hold – Common*)

Call Handling – Hold Recall – DEKT (See *Hold – Common*)

Operation



1. Operation of recall is associated to feature invoked (transfer, Hold, etc.)
2. While a CO line recalls the initiator, the initiator or any extension (with normal access of that CO Line) may answer the recall ringing line.

Operational Notes

- Recalling CO Lines will follow Call Forward destination settings.
- Recalls are not directed to the programmed Alternate Attendant extension.
- When a holding or transferred call begins to recall, the outside party will hear transfer ring-back tone.
- During recall, the CO line returns to System Hold allowing any extension with normal CO line receive privileges to retrieve the recalling line.

13.55

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.

Default Settings:

No Release Key is programmed on the telephone Feature/DSS Buttons.

Operation

N/A

Operational Notes

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

Reminder Tones

Feature Code: N/A

Description

A specific interruption in intercom dial tone is provided to remind a user that a call processing affecting feature has been invoked. Whenever *Do Not Disturb* or *Call Forward* is enabled at your extension will hear this reminder tone when you access intercom dial tone. The distinction of *Reminder Tone* is a fast repeated interruption of intercom dial tone. This tone is frequently referred to as “stutter” dial tone.

When you lift the handset or press the  button to active speakerphone or headset mode. Stutter dial tone indicates that *Call Forward* or *Do Not Disturb* is active.

Default Settings:

N/A

Operation

Intercom dial tone will be appended with “Stutter Dial Tone” whenever the extension is used to place intercom calls.

Operational Notes

- Once you dial a digit the reminder tone is removed until the next time you access intercom.

Feature Code: N/A

Description

Ringing Level - Ringing volume can be adjusted at each Deluxe Telephone. There are four levels of ringing available. Ringing Tone can be adjusted per the user's required setting using the *Distinctive Ringing – Extension* feature.

Muted Ringing - When an extension is busy on a call – incoming intercom and CO line calls will automatically ring at the lowest ring volume setting regardless of the level set by the extension. When the extension is idle, incoming calls ring at the loudness level set by the user.

Default Settings:

Ringer volume is set at level 2.

Operation

1. While the extension is idle, press the Volume button () to set the ringing level.

Operational Notes

- Ringing levels can be adjusted from the lowest level (0) to the highest level (3).
- Distinctive Ringing – CO Line settings, overrides Extension settings.
- The highest setting and lowest setting ringing levels are heard as an indication that this volume mode cannot be adjusted further.
- As ringing levels are adjusted the current setting displays on the LCD.

Ringling Line Priority

Feature Code: N/A

Description

Ringling Line Priority is a system-wide feature that automatically connects incoming calls based on a predetermined priority. The ringing extension is automatically connected to the priority ringing facility, upon lifting the handset or pressing the ringing button.

Ringling Line Priority can be overridden at the extension by first pressing a direct appearing line, CO Line Group, feature button or by dialing an intercom number on hook.

Ringling Line Priority is:

Callback – Extension Highest

Callback – CO Line

Recalling CO Line call

Transferred CO Line call

Incoming CO Line call

Incoming ICM call Lowest

Default Settings:

N/A

Operation

N/A

Operational Notes

N/A

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).

Default Settings:


N/A

Operation

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.

Single Line Telephone – CO Line Flash

Feature Code: PGM 

Description


Reference the feature: *Flash – CO Line*. When a Single Line Telephone must generate a Flash command to the connected CO Line (typically applicable to PBX circuits and Centrex® features of CO Lines) the SLT – CO Line Flash command must be used.

Default Settings:

N/A

Operation

Sending a Flash to a Connected CO Line from an SLT:

1. While connected on a CO Line and conversation, operate the single-line telephone hook-switch flash.
2. Dial the code PGM . The *Emerald ICE* sends the hook-switch flash command to the connected CO Line.
3. Dial whatever code is required to complete the hook-flash initiated PBX/Centrex® feature.

Operational Notes

- The successful operation of the connected device features (PBX/Centrex®) is dependant upon proper operation of that product's features. Refer to the information provided with the connected equipment for more information.

*Feature Code:*N/A

Description

The *Emerald ICE* system basic configuration has four (4) standard analog extension ports available. As the system expands, additional APM4's (Analog Port Module-4 port) can be installed in place of Digital Port Module-8's (DPM8).

Analog extension ports are provided for connection of standard, two-wire, analog telephone equipment to the digital network of the *Emerald ICE*. Common uses of the analog extension ports are facsimile machines, modems, wireless and wired single line analog telephones.

Each APM4 provides four dedicated DTMF receivers for decoding the dialed digits from the connected device. (Each analog port has a dedicated DTMF receiver.) To place calls, the analog device must provide DTMF tone signaling, which is decoded by the APM4 for call processing instructions. Each analog port provides twenty-five (25) – cycle, (frequency) ringing for the attached analog device.

Since each APM4 provides dedicated DTMF receivers and ringing generators, and because the system has a nonblocking digital ICM bus, the Single Line Telephones/Analog Devices are not traffic sensitive and do not require special traffic balancing.

Default Settings:

N/A

Operation

N/A

Operational Notes

- Any single line (2500 type) telephone equipment can be connected to the system using one of the standard analog ports available on the Analog Port Module (APM4).
- Analog ports are dedicated to the Extension Directory Numbers system resource. These directory numbers can be changed in Database Administration.
- The allocation of DTMF Receivers (required resource to receive dialed digits from analog devices) is one to
- one in the Emerald ICE system. That is, the system provides one (1) DTMF receiver per analog port for decoding
- DTMF signals dialed by analog devices/SLT users.

13.62 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.

Default Settings:




N/A

Operation


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

4. While your phone is ringing, press the  button.
5. The  button LED lights immediately and the speakerphone is active.
6. 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.

13.63 Transfer and Answer Call

Feature Code: PGM 

Description

Transfer and Answer Call is a convenience feature that speeds the process of completing a transfer and answering a ringing call by making the operation possible by one button. (This feature must be used from a feature button that has been designated for the purpose.)

When a busy extension user (secretary or attendant) is in the process of transferring a call and another call rings in, the Transfer/Answer button can be pressed to complete the transfer and answer the ringing call at the same time.

Default Settings:

N/A

Operation

Setup

Program an available Feature/DSS Button for the Transfer/Answer code operation. (Refer to *Feature/DSS button Programming* in Section 13.32)

1. While on a CO Line call and another call is ringing, initiate the transfer process.
 - a. Press the Transfer button.
 - b. Dial the destination intercom extension number.

Or...

- c. Press the Feature/DSS button of the destination extension number.
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.

13.64 UCD Agent Log Off/Log On

Feature Code: PGM 

Description

UCD Agent Log Off/Log On is a subset of Uniform Call Distribution. That is, it applies only to extensions that are programmed “Members” or Agents of predefined (programmed) UCD Groups. An extension that is a member of an UCD Group may temporarily invoke Agent Log Off to discontinue his extension relationship to the UCD Group. When Agent Log off is invoked UCD Group Queuing skips this extension for calls that are in the associated UCD Group Queue.

Agent Log Off/On can be invoked to remove an extension from participation in the UCD Group while at the same time allowing uninterrupted use of all other extension features. (Non-UCD Group ringing is unaffected by the Agent Log Off/On function.)








Agent Log Off/On is usually invoked at a UCD Group extension when that extension user is on break or not manned (employee “shift” cycles etc.)

UCD Group Agent Log Off is possible at any number of UCD Group extensions, however one Agent (Member) must be Logged On at all times. (The *Emerald ICE* will not allow all UCD Group Members to Log Off simultaneously.)

Default Settings:




N/A

Operation

1. While the extension is idle, the UCD Group Agent presses PGM     to log on or PGM    to log off.
2. The display will momentarily indicate the new Agent Status (Log On or Log Off).



NOTE:

A Feature/DSS button programmed with the code PGM    can be toggled for Agent Log Off / Log On.

Operational Notes

- If a Feature/DSS Button is programmed as the Agent Log Off/On button, the LED associated to the button will light steady red to indicate the Log Off condition is set.

13.65

UCD Overflow and Reroute

Feature Code: N/A

Description

UCD Overflow and UCD Reroute are directly related to Uniform Call Distribution. The *Emerald ICE* system allows for flexible handling of callers waiting in UCD queue (waiting to be answered by an UCD Group Agent). UCD Overflow can be applied in two ways. First it can be a simple UCD-external destination where callers in queue are routed following some predetermined time. The second (more comprehensive) application is to utilize Overflow Destinations in association with the optional built-in voice mail module or ancillary (third-party) recorded announcement device.

In the first (simplest) application callers waiting in queue are routed to another *Emerald ICE* extension. In this mode of operation, the caller is immediately removed from the UCD Agent Queue and delivered to the Overflow Destination for handling. Other callers in UCD Queue move-up in their respective UCD queue position to reduce the time-to-answer for their call.

The second (most comprehensive) application allows for a more sophisticated handling of callers in UCD Queue. The use of RAD (Recorded Announcement) devices provides a means to deliver information to the caller in queue without removing the caller from their respective position in queue. The most effective implementation of RAD use is to deploy the *Emerald ICE* built-in voice-processing module. Overflow in a RAD environment can utilize two announcements as part of the UCD Group queue announcements. To accomplish this, there are two "Overflow Destinations." Each has an associated timer that designates time-in-queue prior to the announcement.

Overflow Destination 1 can be played one time only. The Overflow Destination 2 can be repeated at the "time-in-queue" interval. It is possible to repeat the Overflow Destination 2 announcement 1~128 times. Careful consideration should be taken when invoking this function since the caller bears the burden of these decisions.

The final step in handling of callers in UCD Queue is the Reroute Destination. This is provided as an exit from the UCD Queue. Reroute is the least preferred final point of action for a caller in queue. (Most callers would prefer to speak with one of the UCD Group Agents.) Reroute is usually an UCD-external extension designated to handle callers who have waited for a longer than anticipated period of time in UCD Group Queue. When a caller is routed to the Reroute Destination they are removed from UCD Group Queue. Although a RAD can be used to handle these calls, the RAD is the final process. That is, when the RAD announcement is finished, the caller is disconnected. (This is why Reroute is usually a designated extension that can further process the call.)

Default Settings:

Uniform Call Distribution – Overflow 1 Timer = 0 (Range is 0-255 sec.)

Uniform Call Distribution – Overflow 1 Destination = NULL

Uniform Call Distribution – Overflow 2 Timer = 0 (Range is 0-255 sec.)

Uniform Call Distribution – Overflow 1 Destination = NULL

Uniform Call Distribution – Reroute = NULL

Uniform Call Distribution – Overflow Count = 1 (Range is 1-128.)

Extension – Port Type = EXT (Range is Ext/V.A.)

Uniform Call Distribution – Attribute = UCD (Range is UCD/V.A.)

Operation

N/A

Operational Notes

- In a RAD application, Overflow Destination 1 is usually recorded as; “All agents are busy assisting other callers. Please continue to hold.”
- In a RAD application, Overflow Destination 2 is usually recorded as; “All agents are still busy, please continue to hold. Calls will be handled in the order that they were received.”
- In a RAD application that uses the Emerald ICE VP (PN7243) the caller may be routed to a menu box for further routing. (Please refer to the instructions in the Emerald ICE VP manual.)
- In a RAD application the uses the Emerald ICE VP Overflow and Reroute destinations are the following voice mail boxes
- Overflow and Reroute Destination Announcement Boxes in Emerald ICE PC-8 (more may be created if required)

Table of UCD Group Overflow and Reroute Destination Announcement Boxes (more may be created if required)					
UCD Overflow	UCD Group 1	UCD Group 2	UCD Group 3	UCD Group 4	UCD Group 5
Overflow 1	3101	3102	3103	3104	3105
Overflow 2	3201	3202	3203	3204	3205
Overflow 3	3301	3302	3303	3304	3305

14 Programming Quick Reference Chart

14.1 Quick Reference Charts

Any Deluxe EKT:



Input Database
Administration
Feature
access code:



1.

- ↳ Entering the TKS programming mode at a Deluxe Telephone is as easy as 1, 2, 3... (left side).
- ↳ Use the Drill-Down Code to jump to the database item you want to change. Drill-Down-Codes are listed along the left side on each page to allow you to Drill Down to that data item.
- ↳ Or, just press **save** at the code input screen to advance into the menu tree. Use **back**, **next**, and **show** [item] to navigate the menu.



2.

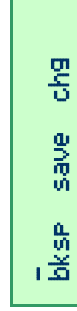
Input password:




"#####" is the default (factory) password.

3.

Then press: **show**



You're in!

← This is the Drill Down Code entry screen. Press  any time to return here.

4.

Enter Drill Down Code then press **save** to advance directly to that data item and menu position.
Or, just press **save** to start the menu.



Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

→ 01 - then press **save** ▶

1. EXTENSION
back next show

SHOW EXT : _
bksp show chg

Input ext number,
then press: **show**

→ 01 - ext - 01 {ext eg. "401"}, then press **save** ▶

→ 01 - ext - 02 {ext eg. "401"}, then press **save** ▶

→ 01 - ext - 03 {ext eg. "401"}, then press **save** ▶

→ 01 - ext - 04 {ext eg. "401"}, then press **save** ▶

→ 01 - ext - 05 {ext eg. "401"}, then press **save** ▶

→ 01 - ext - 06 {ext eg. "401"}, then press **save** ▶

→ 01 - ext - 07 {ext eg. "401"}, then press **save** ▶

→ 01 - ext - 08 {ext eg. "401"}, then press **save** ▶

menu tree

Use: **back** to return to the Drill Down Code entry screen

red circle to step back one menu level.

back - previous item this menu level

next - next item this menu level

show - show this menu item

▶ Show Ext or "ext" in DDC: enter the extension number that you wish to program.

▶ Position: display only item. C-SS-PP (Cabinet, Slot, Port)

▶ Tenant Group: The Trunk being programmed may be assigned to one of three Tenant Groups. Press chg (change) until the extension selected is in the Tenant Group desired.

▶ Pickup Group: There are eight Pickup Groups, extension may pickup ringing calls at other extensions in their group or press * to pickup any ringing call. Usually extensions in similar departments are in the same pickup group.

▶ Paging Group: Extensions may receive announcements to particular Internal Paging Zones based in this setting.

▶ Day Class: This Class Of Service associates the selected extension to specific dialing rules set up in Toll Restriction for the system Service Mode "DAY".

▶ Night Class: ditto, for the "NIGHT" Service Mode.

▶ Monitor Class: Who can Monitor this extension and who can this extension Monitor? 0 = Most Privileged, 9 = Least Privileged. To Monitor another extension this extension must be more Privileged.

▶ Warning Tone: Shall the ICE provide a Warning Tone when this extension has reached the maximum allowed call time? (Based on Warning Time - Outgoing/Incoming Calls.)

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

menu tree

Use:  to return to the Drill Down Code entry screen

 to step back one menu level.

back - previous item this menu level

next - next item this menu level

- 01 - ext - 09 {ext eg. "401"}, then press **save**
- 01 - ext - 10 {ext eg. "401"}, then press **save**
- 01 - ext - 11 {ext eg. "401"}, then press **save**
- 01 - ext - 12 {ext eg. "401"}, then press **save**
- 01 - ext - 13 {ext eg. "401"}, then press **save**
- 01 - ext - 14 {ext eg. "401"}, then press **save**
- 01 - ext - 15 {ext eg. "401"}, then press **save**
- 01 - ext - 16 {ext eg. "401"}, then press **save**
- 01 - ext - 17 {ext eg. "401"}, then press **save**
- 01 - ext - 18 {ext eg. "401"}, then press **save**
- 01 - ext - 19 {ext eg. "401"}, then press **save**
- 01 - ext - 20 {ext eg. "401"}, then press **save**

DROP CALL OUT :N
back next chg

DROP CALL IN :N
back next chg

INTRUS. ACTIVE:N
back next chg

INTRUS. ACCEPT:Y
back next chg

INTRUS. TONE :Y
back next chg

OHVA ACTIVE :Y
back next chg

OHVA ACCEPT :Y
back next chg

FEATURE BTN :N
back next chg

PAGING ALLOW :Y
back next chg

ECF OPERATION :N
back next chg

SMDR OUTPUT :Y
back next chg

RECORD ALLOW :N
back next chg

- ▶ Drop Call Out: Based on the Warning Time - Out programmed, shall the ICE disconnect outgoing calls made by this extension when the timer expires?
- ▶ Drop Call In: Based on the Warning Time - In programmed, shall the ICE disconnect incoming calls received at this extension when the timer expires?
- ▶ Intrusion Active: Can this extension intrude upon calls at other extensions set for Intrusion Accept = Yes?
- ▶ Intrusion Accept: Can this extension be intruded upon by other extensions set for Intrusion Active = Yes?
- ▶ Intrusion Tone: Shall the ICE provide a Tone at an extension being intruded upon?
- ▶ OHVA Active: Can this extension invoke the feature Off-Hook Voice Announce?
- ▶ OHVA Accept: Can extensions allowed to active OHVA, OHVA this extension?
- ▶ PGM Button: Shall the ICE allow this extension to use the PGM button?
- ▶ Paging Allow: Shall the ICE allow this extension to involve a paging announcement?
- ▶ ECF Operation: Shall the ICE allow this extension to activate External Call FWD?
- ▶ SMDR Output: Shall the ICE out Station Message Detailed Records for this extension?
- ▶ Record Allow: Shall the ICE allow this extension to activate the Record feature (IVM required)?

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

- 01 - ext - 21 {ext eg. "401"}, then press **save** ▲
- 01 - ext - 22 {ext eg. "401"}, then press **save** ▲
- 01 - ext - 23 {ext eg. "401"}, then press **save** ▲
- 01 - ext - 23 - 01 {ext eg. "401"}, then press **save** ▲
- 01 - ext - 23 - 02 {ext eg. "401"}, then press **save** ▲
-
-
-
- 01 - ext - 23 - 58 {ext eg. "401"}, then press **save** ▲
- 01 - ext - 24 - {ext eg. "401"}, then press **save** ▲
- 01 - ext - 24 - 01 {ext eg. "401"}, then press **save** ▲
- 01 - ext - 24 - 02 {ext eg. "401"}, then press **save** ▲
-
-
-
- 01 - ext - 24 - 58 {ext eg. "401"}, then press **save** ▲

menu tree

Use:  to return to the Drill Down Code entry screen

 to step back one menu level.

back - previous item this menu level

next - next item this menu level

PORT TYPE :EXT
back next chg

DIR NO. SWAPPING
back next show

SWAP WITH : _
bksp save chg

LINE ASSIGNMENT
back next show

TRK 700 TNT 1:Y
back next chg

TRK 701 TNT 1:Y
back next chg

•

•

•

TRK 757 TNT 1:Y
back next chg

RECEIVE ASSIGN
back next show

TRK 700 TNT 1:Y
back next chg

TRK 701 TNT 1:Y
back next chg

•

•

•

TRK 757 TNT 1:Y
back next chg

▲ Port Type: Select EXT (Digital or Analog Extension), VA (Voice Announcer), or VM (Voice Mail). VA Should on be assigned only to an Analog Port - an old-fashion RAN device can be used on this port to provide Voice Announcements for UCD Overflows etc.; VM should be assigned only to an Analog Port, an analog interface VM system can be connected to these ports.

▲ Directory Number Swapping: The extension number (Directory Number) can be exchanged with that of another extension number.

▲ Line Assignment: Outside Lines (CO/Trunk Lines) can be assigned in a matrix fashion (each Line/each extension) to the extension being programmed for access outbound (to make a call). (Trunks 700~757.)

▲ Receive Assignment: Outside Lines (CO/Trunk Lines) can be assigned in a matrix fashion (each line/each extension) to the extension being programmed for incoming (ringing) access. (Trunks 700~757.)

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

- 01 - ext - 25 {ext eg. "401"}, then press **save** ▶
- 01 - ext - 26 {ext eg. "401"}, then press **save** ▶
- 01 - ext - 27 {ext eg. "401"}, then press **save** ▶
- 01 - ext - 28 {ext eg. "401"}, then press **save** ▶
- 01 - ext - 29 {ext eg. "401"}, then press **save** ▶
- 01 - ext - 30 {ext eg. "401"}, then press **save** ▶
- 01 - ext - 31 {ext eg. "401"}, then press **save** ▶
- 01 - ext - 32 {ext eg. "401"}, then press **save** ▶
- 01 - ext - 33 {ext eg. "401"}, then press **save** ▶

menu tree

Use:  to return to the Drill Down Code entry screen

 to step back one menu level.

back - previous item this menu level

next - next item this menu level

DSS UNIT 1: NULL
back next

DSS UNIT 2: NULL
back next

DSS UNIT 3: NULL
back next

DSS UNIT 4: NULL
back next

WRONG DEST.: NONE
back next chg

P-FWD BUSY : NONE
back next chg

P-FWD NOANS: NONE
back next chg

BOSS 1ST : NONE
back next chg

BOSS 2ND : NONE
back next chg

- ▶ **DSS Unit (1~4):** This is a display parameter only. This will show any digital extension ports that are assigned to operate with the extension being programmed.
- ▶ **Wrong Number Destination:** This Pre-programmed Call Forward feature assigns where calls from this extension will be routed when the user dials invalid extension directory numbers. One such destination might be: VM (UCD Group 24, Directory Number 253).
- ▶ **Preprogrammed Call Forward - Busy destination:** This Pre-programmed Call Forward feature assigns where calls to this extension will be routed when this extension is Busy. One such destination might be: VM (UCD Group 24, Directory Number 253).
- ▶ **Pre-programmed Call Forward - No Answer destination:** This Pre-programmed Call Forward feature assigns where calls to this extension will be routed when this extension does not answer. One such destination might be: VM (UCD Group 24, Directory Number 253).
- ▶ **Boss 1st./2nd:** Two extensions can be assigned as Boss extensions for the extension being programmed. When the Boss extensions activate the Do Not Disturb feature, calls to the Boss extension will be routed to this extension (being programmed).

Drill Down Codes
(listed at the left side of every page/data item).

bksp save chg

→ 02 then press **save** ▶

2. TRUNKLINE
back next show

SHOW TRUNK : _
bksp show chg

→ 02 - trk - 01 {trk eg. 700}, then press **save** ▶

→ 02 - trk - 02 {trk eg. 700}, then press **save** ▶

→ 02 - trk - 03 {trk eg. 700}, then press **save** ▶

→ 02 - trk - 04 {trk eg. 700}, then press **save** ▶

→ 02 - trk - 05 {trk eg. 700}, then press **save** ▶

→ 02 - trk - 06 {trk eg. 700}, then press **save** ▶

→ 02 - trk - 07 {trk eg. 700}, then press **save** ▶

→ 02 - trk - 08 {trk eg. 700}, then press **save** ▶

menu tree

Use: to return to the Drill Down Code entry screen

to step back one menu level.

back - previous item this menu level

next - next item this menu level

show - show this menu item

▶ Position: This is a display only item: C-SS-PP (Cabinet, Slot, Port)

▶ Tenant Group: The Trunk being programmed may be assigned to one of three Tenant Groups. Press chg (change) until the Trunk selected is in the Tenant Group desired.

▶ Route: The Trunk being programmed may be assigned in one of 8 Routes (Trunk Groups).

▶ Day Class: This Class Of Service associates the selected Trunk to specific dialing rules set up in Toll Restriction for the system Service Mode "DAY".

▶ Night Class: ditto, for the "NIGHT" Service Mode.

▶ MOH Source: Select MC1, MC2, or TONE. MC1 can be either the Internal synthesized music (Green-Sleeves) or the External Music Channel source connected to "JB2-Music1" on the CCB. MC2 is an external music source connected to "JB3-Music2" on the CCB. TONE is a short tone (beep) generated by the system and heard by outside callers.

▶ Dialing: This is the dialing mode for Trunk Lines (CO). It can be Tone (DTMF) or Pulse (Rotary).

▶ Trunk Type: Select from the following: CO, PBX, EMPTY, PAGE, HOTLN.

"CO": is a standard Trunk (CO).

"PBX": identifies the Trunk as a station line from a host PBX; special automatic dialing rules are then applied... Automatic Pause, Redial (all types).

"EMPTY": is an easy way to identify a Trunk position that is equipped but not used. (Vacant port.) This is a quick way to mark it to be overlooked for automatic access features.

"PAGE": Marks this Trunk port as being connected to ancillary devices (like paging equipment). DTMF signaling is supported and two-way communications are established for this port when accessed. This Trunk Type is identified as not accessible to automatic access features.

"HOTLN": Hotline; Marks this Trunk port as being connected to an outside CO service (like Hotlines). DTMF signaling is supported and two-way communications are established for this port when accessed. This Trunk Type is identified as not accessible to automatic access features.

POSITION: 1-01-01
back next

TENANT GROUP : 1
back next chg

ROUTE : 1
back next chg

DAY CLASS : 0
back next chg

NIGHT CLASS : 0
back next chg

MOH SOURCE : MC1
back next chg

DIALING : TONE
back next chg

TRUNK TYPE: CO
back next chg

Drill Down Codes
(listed at the left side of every page/data item).

bksp save chg

- 02 - trk - 09 {trk eg. 700}, then press **save** ▶
- 02 - trk - 10 {trk eg. 700}, then press **save** ▶
- 02 - trk - 11 {trk eg. 700}, then press **save** ▶
- 02 - trk - 12 {trk eg. 700}, then press **save** ▶
- 02 - trk - 13 {trk eg. 700}, then press **save** ▶
- 02 - trk - 14 {trk eg. 700}, then press **save** ▶
- 02 - trk - 14 - 01 {trk eg. 700}, then press **save** ▶
- 02 - trk - 14 - 01 - 01 {trk eg. 700}, then press **save** ▶
- 02 - trk - 14 - 01 - 02 {trk eg. 700}, then press **save** ▶
- 02 - trk - 14 - 01 - 06 {trk eg. 700}, then press **save** ▶
- 02 - trk - 14 - 02 {trk eg. 700}, then press **save** ▶
- 02 - trk - 14 - 03 {trk eg. 700}, then press **save** ▶

menu tree

Use: to return to the Drill Down Code entry screen
 to step back one menu level.
 back - previous item this menu level
 next - next item this menu level

CALL ABANDON :Y
back next chg

PRIVATE TO :NULL
back next chg

TRK RING TYPE :0
back next chg

PRIVACY RLS. :N
back next chg

BUSY TO IDLE : 1
back next chg

ANSWER POSITION
back next show

DAY
back next show

MEMBER 1:401
back next chg

MEMBER 2:NULL
back next chg

•
•

MEMBER 6:NULL
back next chg

NIGHT :401
back next chg

P-FWD NOANS:NONE
back next chg

- ▶ Call Abandon: Will this Trunk invoke disconnect when a Loop Current interruption or Polarity Reversal is detected during a call (holding and connected)?
- ▶ Is this Trunk to be assigned as a Private Trunk? If so, to which extension?
- ▶ There are eight Ring Types (1~7) that can be assigned to this trunk to provide an audible indication of ringing for this specific trunk. Also, "0" is no specific Ring Type; which means that the Ring Type selected at the extension will be followed. If a Ring Type is selected here for the trunk - the trunk Ring Type supersedes the Extension Ring Type.
- ▶ Privacy Release: Privacy is assumed, therefore default for this release feature is "No". Remove Privacy to allow multiple extensions to join in on this trunk when calls are in progress.
- ▶ Busy To Idle: This service-provider compensation feature can assist when trouble exists on CO Line circuits. If network callers complain that they are being disconnected, change this timer to a higher number. It guards the line interface after a busy condition allowing the CO to reset before making the CO available to ICE users for out-bound calling.
- ▶ Answering Positions: Assign Members for Day Service Mode, Night Service Mode as a Preprogrammed Call Forward destination. Assignments may be Extensions or Hunt/UCD Groups for any of these programming items. One such destination might be: VM (UCD Group 24, Directory Number 253).

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

menu tree

Use: **HOME** to return to the Drill Down Code entry screen
RECALL to step back one menu level.
back - previous item this menu level
next - next item this menu level
show - show this menu item

3. CALL HANDLING
back next show

TRUNK CONF. : 3LNS
back next chg

CO FLASH : 0.8
back next chg

PBX FLASH : 0.6
back next chg

PAUSE TIME : 2.0
back next chg

DIALING RATIO
back next show

BREAK TIME : 60
back next chg

INTER_DGT : 800
back next chg

STONE TIME : 70
back next chg

- 03 then press **save** ▶
- 03 - 01 then press **save** ▶
- 03 - 02 then press **save** ▶
- 03 - 03 then press **save** ▶
- 03 - 04 then press **save** ▶
- 03 - 05 then press **save** ▶
- 03 - 05 - 01 then press **save** ▶
- 03 - 05 - 02 then press **save** ▶
- 03 - 05 - 03 then press **save** ▶

- ▶ Trunks [max] in any Conference: How many trunks (COs) are allowed at this installation? Select: NO, 2LNS, 3LNS for: No Lines, 2 Lines, or 3 Lines. This can help improve poor conference "connection" scenarios when conferencing is done using analog trunks that have poor audio characteristics. (Low Loop Current, Low off-hook Loop Voltage, or Low Loop decibels.)
- ▶ CO Flash: When a Hook-switch Flash is invoked by a user on a trunk marked as Trunk Type "CO". What is the duration of that Hook Flash? 0.1~3.0 seconds A.K.A. ...100ms~3000ms.
- ▶ PBX Flash: When a Hook-switch Flash is invoked by a user on a trunk marked as Trunk Type "PBX". What is the duration of that Hook Flash? 0.1~3.0 seconds A.K.A. ...100ms~3000ms.
- ▶ Pause Time: When a Pause is inserted into a Speed Dial number, what should the duration of that pause be? 0.1~3.0 seconds A.K.A. ...100ms~3000ms.
- ▶ Dialing Ratio, Break Time: This is a service provider compensation programming adjustment. Assign values that are consistent with the SP requirements. Break Time is the system timing in milliseconds of Pulses (loop current interruption) generated by the ICE system to signal the CO for Pulse dialing requirements.
- ▶ Dialing Ratio, Inter-Digit Time: As above, this is a SP Compensation programming item. Inter-Digit Time is the system timing in milliseconds of time between digit dialing signals (Dial Pulse and DTMF modes use this timer).
- ▶ Dialing Ratio, Tone Time: As above, this is a SP Compensation programming item. Tone Time is the system timing in milliseconds of duration of Tone (DTMF) signal generated by the system for each DTMF digit.

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

menu tree

Use: **exit** to return to the Drill Down Code entry screen
hold to step back one menu level.
back - previous item this menu level
next - next item this menu level

- 03 - 06 then press **save** ▲
- 03 - 07 then press **save** ▲
- 03 - 08 then press **save** ▲
- 03 - 09 then press **save** ▲
- 03 - 10 - then press **save** ▲
- 03 - 10 - 01 then press **save** ▲
- 03 - 10 - 02 then press **save** ▲

PR TIME :120
back next chg

RING ABANDON : 6
back next chg

HOLD REMINDER:30
back next chg

EX_HOLD TIME :3
back next chg

WARNING TIME
back next show

OUTGOING CALL: 5
back next chg

INCOMING CALL: 5
back next chg

- ▲ **Polarity Reversal Time:** This is the minimum duration that a polarity reversal condition must exist on a CO Line before the ICE system will report the condition to the central processor. This function impacts Call Abandon operations and voice mail disconnect scenarios. (Range 20-300ms, Default is 100ms.)
- ▲ **Ring Abandon:** This is a Service Provider Compensation timer. When the CO ringing cycle is not in range this timer can be adjusted to compensate. Ringing will continue at all ICE telephones until this timer expires following the last ring signal detected on the CO circuit. If your customer complains that ringing calls are not answered when they lift the handset... increase this timer. If your customer complains that ringing CO calls continue to ring after the caller has hung up... decrease this timer.
- ▲ **Hold Reminder:** This feature is IN ADDITION to Hold Recall. An extension that has placed a call on hold will be reminded of this holding call by a ring burst at their extension while the call remains on hold at intervals determined by this timer.
- ▲ **Exclusive Hold Time:** Calls placed on Exclusive Hold will recall (ring) to the extension that placed them on hold when this timer expires.
- ▲ **Warning Time, Outgoing Call:** This programming item is directly associated with the Drop Call - Out and Warning Tone items/features in Extension programming above. This timer governs the how long an extension programmed for either of these features may be connected on an Outgoing CO call before hearing the Warning Tone/being disconnected.
- ▲ **Warning Time, Incoming Call:** This programming item is directly associated with the Drop Call - In and Warning Tone items/features in Extension programming above. This timer governs the how long an extension programmed for either of these features may be connected on an Incoming CO call before hearing the Warning Tone/being disconnected.

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

menu tree

Use: **Return** to return to the Drill Down Code entry screen
Red to step back one menu level.
back - previous item this menu level
next - next item this menu level

- 03 - 11 then press **save** ▲
- 03 - 12 then press **save** ▲
- 03 - 13 then press **save** ▲
- 03 - 14 then press **save** ▲
- 03 - 15 then press **save** ▲
- 03 - 15 - 01 then press **save** ▲
- 03 - 15 - 01 then press **save** ▲
- 03 - 16 then press **save** ▲

XFR_I RECALL:30
back next chg

XFR_B RECALL:60
back next chg

SLT H_RECALL:1.0
back next chg

EKT H_RECALL:1.0
back next chg

SLT HOOK_FLASH
back next show

START :200
back next chg

END :1000
back next chg

PBX_A PAUSE :1.0
back next chg

- ▲ Transfer Recall - Idle: Determines how long a call will stay on exclusive hold at an extension that has transferred the call to a destination that was idle at the time of the transfer. Prior to the expiration of this timer the call is transfer ringing at the destination. If the destination does not answer the ringing call, the call will begin ringing at the extension that initially transferred the call. Ringing at the transfer destination continues as well. If the timer expires a second time, recall ringing begins at the programmed attendant extension as well. Ringing continues until the call is answered.
 - ▲ Transfer Recall - Busy: The conditions are the same as those above (Idle). This timer is applied when the transfer destination is busy at the time of the transfer.
 - ▲ Single Line Telephone - Hold Recall: This timer determines how long a call on Common (System) Hold remains on hold when the extension that placed the call on hold is a SLT.
 - ▲ Electronic Key Telephone - Hold Recall: This timer determines how long a call on Common (System) Hold remains on hold when the extension that placed the call on hold is an EKT.
 - ▲ Single Line Telephone Hook-switch Flash: This is a compensation timer that allows the programmer to adjust signaling characteristics of SLT users such that they are properly deciphered by the ICE system. Entries are in milliseconds.
- | Hook-switch operation | Result |
|-----------------------|--|
| <"START" time | Ignored |
| >"START" and <"END" | Hook-switch Flash signal on port (feature operation) |
| >"END" time | Disconnect current connection |
- ▲ PBX Auto Pause: When a PBX Line port is connected to an ICE Trunk port, specific digit(s) (e.g., "9") are required to access a PBX Trunk. The ICE system will automatically insert a pause between the these digit(s) when redial features are invoked.

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

menu tree

Use: **←** to return to the Drill Down Code entry screen

→ to step back one menu level.

back - previous item this menu level

next - next item this menu level

help - help about this menu item

- 03 - 17 then press **save** ▲
- 03 - 18 then press **save** ▲
- 03 - 19 then press **save** ▲
- 03 - 20 then press **save** ▲
- 03 - 21 then press **save** ▲
- 03 - 22 then press **save** ▲
- 03 - 23 then press **save** ▲
- 03 - 24 then press **save** ▲
- 03 - 25 then press **save** ▲

DIAL WAIT TIME:0
back next chg

DIAL DELAY : 100
back next chg

CAMP ON TIME :20
back next chg

ALARM PLAY : 30
back next chg

HOTEL ENABLE :N
back next chg

SYS SPD, CHECK:N
back next chg

TSI CONNECT :Y
back next chg

CONF TONE :Y
back next chg

CALL DURATION:10
back next chg

▲ Dial Wait Time: This is a Service Provider Compensation item. When older CO's are slow to place a DTMF receiver on the circuit the first digit(s) dialed may be missed. This timer determines how long the ICE will wait after a trunk is accessed before digits are output on the circuit. (Time is in seconds.)

▲ Dial Delay Time: This is a Service Provider Compensation item. When older CO's are slow to place a DTMF receiver on the circuit the first digit(s) dialed may be missed. This item is similar to the above except that it deploys a tone detector to *listen* for dial tone. When dial tone is detected the timer starts, digits are sent at the end of the timer and after dial tone is detected. (Time is in milliseconds.)

▲ Camp On Time: When an extension has called a busy extension and invokes the Camp On feature - Camp On Tone is heard at the called (busy) extension. This tone is repeated at the called extension at intervals associated to this timer. Time is in seconds.)

▲ Alarm Play: This timer is used with the Extension Alarm feature. When an extension has invoked Reminder (☎) at his extension, the alarm will sound at his extension for the duration of this timer. (Time in seconds.)

▲ Hotel Enable: This activates the hotel features of the ICE system. This allows the attendant extension to set the Room Status, Extension COS, and Reminder for all extensions in the same tenant group.

▲ System Speed Check: This is a Yes/No setting that can be used to bypass toll restriction for numbers stored in System Speed Dial. (Y=Yes, check the toll restriction.)

▲ TSI (Toll Service Interface) Connect: This is a Service Provider feature *handshake* function. When toll calls are placed, the destination CO sends a signal back to the originating CO to advise the connection is complete. The ICE can receive this signal and begin SMDR call logging for the call at that time.

▲ Will the ICE system provide a tone to alert all those in a conference that the conference is established? And when others join in onto the existing conference?

▲ Call Duration: A call must be of this minimum call duration before it is considered an actual call that will be logged in the SMDR output.

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

menu tree

Use: **left arrow** to return to the Drill Down Code entry screen
right arrow to step back one menu level.
back - previous item this menu level
next - next item this menu level

INTER. PREFIX
back next show

NULL
back next chg

COUNTRY CODE
back next show

NULL
back next chg

LONG DIST PREFIX
back next show

NULL
back next chg

LOCAL AREA CODE
back next show

AREA COD 1:NULL
back next chg

AREA PRE 1:NULL
back next chg

AREA COD 2:NULL
back next chg

AREA PRE 2:NULL
back next chg

•
•
•

AREA COD 8:NULL
back next chg

AREA PRE 8:NULL
back next chg

→ 03 - 26 then press **save**

→ 03 - 27 then press **save**

→ 03 - 28 then press **save**

→ 03 - 29 then press **save**

→ 03 - 29 - 01 then press **save**

→ 03 - 29 - 02 then press **save**

→ 03 - 29 - 03 then press **save**

→ 03 - 29 - 04 then press **save**

•
•
•

→ 03 - 29 - 15 then press **save**

→ 03 - 29 - 16 then press **save**

▶ International Prefix: This is a Caller ID feature requirement. To dial back a number that is received from outside the USA, the International Prefix must be dialed (usually "011").

▶ Country Code: This is a Caller ID feature requirement. This item is programmed with the country code where the ICE system will operate (usually "01" in the USA.)

▶ Long Distance Prefix: This is a Caller ID feature requirement. This item is programmed with the code required at the installed location to make long distance calls (usually "1".) When calls are received with Caller ID from a location that is long distance, this prefix is pre-inserted before the collected digits are dialed when the user has invoked CID Call Back.

▶ Local Area Code(s): This is a Caller ID feature requirement. This item is programmed with any Area Code(s) that can be dialed without a "1" as the first digit. These Area Code(s) identify numbers that will not be dialed with the Long Distance Prefix.

It is necessary to program the local Area Code and the code Prefix for each entry. Why?
... Caller ID digits received include the local Area Code, dialing the digits received MAY or MAY NOT require that the Area Code be output first to place the call. So...

→The local Area Code is programmed into Local Area Code "1".

→This causes the ICE system to ID this number as a local number (do not dial Long Distance Prefix).

→This also causes the ICE system to remove the Area Code from the digits received.

→If the local Area Code received must be dialed to place a CID Call Back, the local Area Code must be programmed into the Local Area Prefix "1" so that it is dialed.

Local Area Code entries are: Code/Prefix 1~8.

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

menu tree

Use: **return** to return to the Drill Down Code entry screen
redo to step back one menu level.
back - previous item this menu level
next - next item this menu level

- ▶ **TENANT CALLING**
back next show
- ▶ **SHOW TENANT**
back show chg
- ▶ **TO TENANT 1:Y**
back next chg
- ▶ **TO TENANT 2:Y**
back next chg
- ▶ **TO TENANT 3:Y**
back next chg
- ▶ **SMDR CALL OUTPUT**
back next show
- ▶ **OUTGOING CALL :Y**
back next chg
- ▶ **INCOMING CALL :N**
back next chg
- ▶ **ACCOUNT CODE :Y**
back next chg
- ▶ **AUTOMATIC REDIAL**
back next show
- ▶ **ATTEMPTS : 2**
back next chg
- ▶ **INTERVAL : 60**
back next chg
- ▶ **WAITING TIME :15**
back next chg

▶ **Tenant Calling:** To Tenant 1, 2, & 3: This feature matrix determines which if any Tenant Groups are allowed to place intercom calls and CO Line transfers to extensions that are members of a different Tenant Group. The Tenant to be programmed is input, then for that Tenant Group the calling allocation is programmed for each of the other Tenant Groups. (Yes, means the Tenant Group being programmed may make calls to the that Tenant Group programmed with a "Y".)

▶ **Station Message Detailed Recording:** This programming item is used to determine what call types (Incoming Calls and Outgoing Calls) will generate an output on the CCB - SMDR port. Also programmed here is the output of Account Code data in the SMDR data.

▶ **Automatic Redial; Attempts:** For the feature ABR, this programming item determines how many times the ICE system will automatically hang-up and then redial the last number dialed. (Range: 0-2; Default: 2)

▶ **Automatic Redial; Interval:** For the feature ABR, this programming item determines the time duration between call Attempts (above). (Range: 30, 60, 90, 120; Default: 60)

▶ **Automatic Redial; Waiting Time:** For the ABR feature, this programming item determines the time duration after the ABR number has been dialed before the system automatically hangs up. The "Interval" time above begins when the attempt Waiting Time has expired. (Range: 10, 15, 20, 25, 30; Default: 15)

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

menu tree

Use:  to return to the Drill Down Code entry screen

 to step back one menu level.

back - previous item this menu level

next - next item this menu level

show - show this menu item

EXTERNAL FWD
back next show

→ 03 - 33 - then press **save** ▶

SERVICE :ALWAYS
back next chg

→ 03 - 33 - 01 then press **save** ▶

TALK TIME : 5
back next chg

→ 03 - 33 - 02 then press **save** ▶

VM DIALING RATIO
back next show

→ 03 - 34 - then press **save** ▶

STONE TIME : 90
back next chg

→ 03 - 34 - 01 then press **save** ▶

INT_DGT TIME: 90
back next chg

→ 03 - 34 - 02 then press **save** ▶

VM MONITOR_T :10
back next chg

→ 03 - 35 then press **save** ▶

VM RESRV PORT: 0
back next chg

→ 03 - 36 then press **save** ▶

FAX RING TIME:10
back next chg

→ 03 - 37 then press **save** ▶

▶ External Call Forward; Service: This system-wide programming item determines when the External Calling feature will operate. (Range: Never, Day, Night, Always; Default: Always)

▶ External Call Forward; Talk Time: This system-wide programming item determines how long a user engaged in an External Forwarded connection will be able to talk on the circuit before the call is disconnected. The system user (ECF receiving party) may dial 0* to extend the call time ...the Talk Time is restarted. He may also dial 0# disconnect the call. (Range: 1, 2, 3, 5, 10, 15 minutes; Default: 5)

▶ Voice Mail Dialing Ratio; Tone Time: This timer is relevant only for analog interface voice processing systems connected to ICE system analog ports. The Tone Time is the minimum duration of DTMF tone delivered to the VM analog port for voice processor - call processing. (Range: 60, 90, 120, 150 milliseconds; Default: 90)

▶ Voice Mail Dialing Ratio; Int_Dgt Time: This timer is relevant only for analog interface voice processing systems connected to ICE system analog ports. The Int_Dgt Time is the minimum duration of time between DTMF tones delivered to the VM analog port for voice processor - call processing. (Range: 60, 90, 120, 150 milliseconds; Default: 90)

▶ Voice Mail Monitor Time: This system-wide timer determines how long it is possible for a user to select the option to monitor a call that has gone to their voice mail box. (Range: 10, 20, ...60 seconds; Default: 10)

▶ Voice Mail Reserved Port: One "VM" port may be allocated as reserved for the system functions. (Lighting and extinguishing message waiting lamps.) (Range: 0~8 {0 indicates none programmed}; Default: 0)

▶ FAX Ring Time: How long will a FAX Call (Fax Detection feature) ring to the designated FAX Answering Position before it forwards to the attendant extension.

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

menu tree

Use:  to return to the Drill Down Code entry screen

 to step back one menu level.

back - previous item this menu level

next - next item this menu level

above this menu level

- ▶ CONF. TALK_T: 0
back next chg
 - ▶ UNSPU CONF_T: 0
back next chg
 - ▶ PRESET FWD_T: 10
back next chg
 - ▶ RING RECOG.: 100
back next chg
 - ▶ TALK ABANDN: 600
back next chg
 - ▶ HOLD ABANDN: 600
back next chg
 - ▶ SLT HF TO HOLD: 0
back next chg
- ▶ Conference Talk Time: Determines the maximum conference call duration when an internal (ICE system) extension is involved in the conference. (Range: 0, 10, 20, ... 120 minutes {0 = indefinite time}; Default: 0)
- ▶ Unsupervised Conference Talk Time: Determines the maximum conference call duration when an internal (ICE system) extension is NOT involved in the conference. (Range: 0, 10, 20, ... 120 minutes {0 = indefinite time}; Default: 0)
- ▶ Preset Forward Time: his system-wide timer determines how long a call will ring before the call is routed to the Preprogrammed Call Forward Destination (Range: 6, 8, 10, ...30 seconds; Default: 10)
- ▶ Ring Recognition Time: This system-wide timer determines the minimum ring signal detection time for all analog trunks. This compensation timer allows the programmer to adjust this time when CO Line conditions are less than optimum and for certain CO Line features (Distinctive Ringing). (Range: 50~1500 milliseconds; Default: 100)
- ▶ Talk Abandon timer: This system-wide timer determines how long a Polarity Reversal signal or interruption in Loop Current must be present before the ICE system reports the condition to the Central Processor. This will cause a call in progress to disconnect. (Range: 50~1000 milliseconds; Default: 600)
- ▶ Hold Abandon timer: This system-wide timer determines how long a Polarity Reversal signal or interruption in Loop Current must be present before the ICE system reports the condition to the Central Processor. This will cause a call on HOLD to disconnect. (Range: 50~1000 milliseconds; Default: 600)
- ▶ Single Line Telephone - Hook-Flash to Hold timer: This system-wide timer determines the amount for time that a SLT must remain on-hook to be considered a disconnect. (Range: 0~5; Default: 0)

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

menu tree

Use:  to return to the Drill Down Code entry screen
 to step back one menu level.
 back - previous item this menu level
 next - next item this menu level

- 03 - 45 - then press **save** ▲
- 03 - 46 - then press **save** ▲
- 03 - 46 - 01 - then press **save** ▲
- 03 - 46 - 02 - then press **save** ▲
- 03 - 46 - 03 - then press **save** ▲
- 03 - 46 - 04 - then press **save** ▲
- 03 - 46 - 05 - then press **save** ▲
- 03 - 46 - 06 - then press **save** ▲

CID RPT MOD:FSK
back next chg

DTMF CID
back next show

START DGT: A
back next chg

END DGT: C
back next chg

DTR-TONE TIME:40
back next chg

DTR-INTER DGT:40
back next chg

RPT-TONE TIME:70
back next chg

RPT-INTER DGT:70
back next chg

- ▲ Caller ID Repeater Modulation: This system-wide programming item determines how CID data will be modulated (sent) on analog ports (SLT). (Range: FSK/DTMF; Default: FSK)
- ▲ DTMF CID - This programming item is directly related to the CID Repeater function. It allows the programmer to setup *handshaking rules* between the analog port that will repeat the CID signal and the CID receiving device. This is necessary primarily for voice processors connected to ICE system analog ports. This programming item is relevant only when the CID RPT MOD is set for DTMF operation.
- ▲ Start Digit: The Start Digit is that DTMF selection which will alert the connected device (voice processor) that CID data is coming. (Range: 0~9, *, #, A, B, C, D; Default: A)
- ▲ End Digit: The End Digit is that DTMF selection which will alert the connected device (voice processor) that CID data sending is complete. (Range: 0~9, *, #, A, B, C, D; Default: A)
- ▲ DTMF Tone Receiver - Tone Time: The minimum duration of DTMF Tone that must be detected by the DTMF receiver in FSK mode to be processed by the ICE system. (Range: 30, 35, ...90 milliseconds; Default 40 milliseconds)
- ▲ DTMF Tone Repeater - Inter-Digit time: The minimum time between DTMF digits received by the system DTMF receiver to be processed as no-tone-present (Range: 30, 35, ...90 milliseconds; Default 40 milliseconds)
- ▲ DTMF Repeater Tone - Tone Time: The minimum duration of DTMF Tone that will be sent by the DTMF sender in FSK mode. (Range: 30, 40, ...90 milliseconds; Default 80 milliseconds)
- ▲ DTMF Repeater Tone - Inter Digit time: The minimum duration of DTMF Tone that must be received by the DTMF receiver to be processed in FSK mode. (Range: 30, 40, ...90 milliseconds; Default 80 milliseconds)

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

→ 03 - 47 then press **save**

CID DELAY_T: 4
back next chg

menu tree

Use: **←** to return to the Drill Down Code entry screen

→ to step back one menu level.

back - previous item this menu level

next - next item this menu level

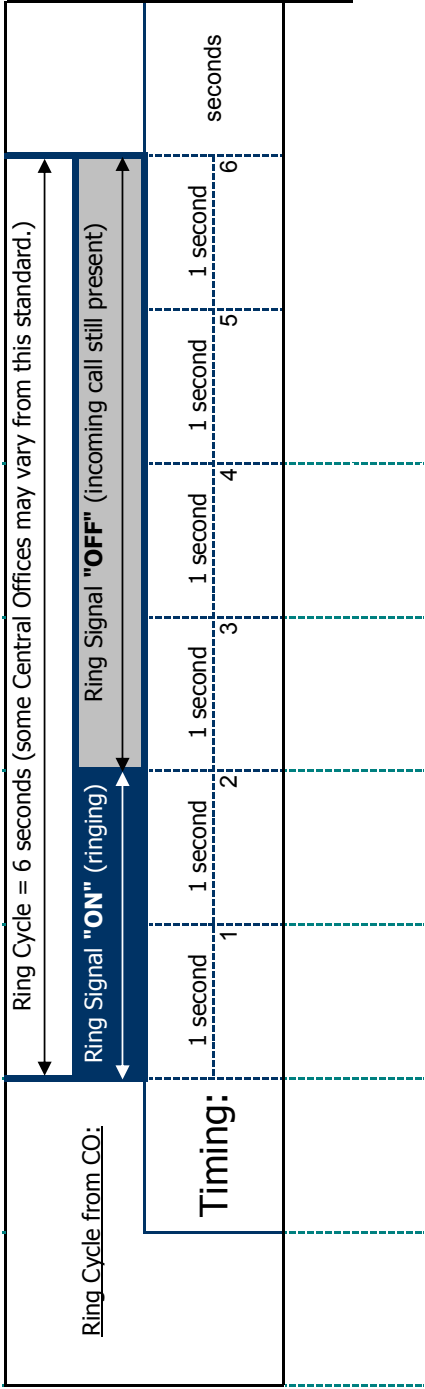
help - about this menu item

► Caller ID Delay Time: How long should the system wait for Caller ID data to be received on the CO Line before it begins to ring at assigned Answering Positions?

Since Caller ID data is collected on the CO Line between the first and second ring signals from the Central Office, ringing at the assigned telephones is delayed until this timer has expired (time enough to collect CID data).

Proper ringing signal cadence of an optimum condition CO Line is 2 seconds "ON" and 4 seconds "OFF". This optimum cadence setting is used as the default setting for this programming item. Default is 4 seconds. Therefore after the first ring signal is detected, CID data collection begins and ringing to the assigned telephones (Answering Positions) is delayed during this collection of data. Therefore one full cycle (6 seconds) is allowed to pass before the ringing line begins to ring at assigned telephones. This time period may allow two ring-back tones to be heard by the calling party. In this case, the calling may complain that ringing was excessive before his call was answered. To minimize the impact of this situation, this timer may be reduced. However, doing so may impact the accurate collection of CID data.

(Range: FSK/DTMF; Default: FSK)



Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

menu tree

Use: **exit** to return to the Drill Down Code entry screen

redo to step back one menu level.

back - previous item this menu level

next - next item this menu level

show - show this menu item

AUTO ATTENDANT
back next show

RING_T TO ANS: 0
back next chg

RING NO ANS. :20
back next chg

DROP NO EXT #: N
back next chg

XFR MODE :RBT
back next chg

WAITING COD:#
back next chg

INQUIRY COD:*
back next chg

DISA CODE :9
back next chg

▶ Automated Attendant: The following programming items are abbreviated "AA" and are part of the Call Handling - Automated Attendant programming group. NOTE: The VAA Board (Voice Automated Attendant Board) is required for this function.

- ▶ AA - Ring Time to Answer: After ringing signal has been detected on a CO Line, how long should ring-back tone be provided to the calling party before CO Line is connected to the AA for processing? (Range: 0~20 seconds; Default: 0 seconds, 0 indicates that it will be answered immediately.)
- ▶ AA - Ring No Answer: How long should a call that has been transferred from the AA to a destination ring before it returns to the AA for further processing? (Range: 10~90 seconds; Default: 20 seconds)
- ▶ AA - Drop No Ext# dialed: Should the ICE system drop (disconnect) a caller that does not dial any digits? (Range: Y/N; Default: N)
- ▶ AA - XFR (Transfer) Mode: What will the caller hear while waiting for her call to be answered when it has been transferred from the AA? (Range: RBT (Ring Back Tone)/MOH (Music On Hold); Default: RBT)
- ▶ AA - Waiting Code: A caller that has been processed by the AA and returned to the AA for further processing may select to wait for the person first attempted. This is the code that he may dial to go into this waiting period. (Range: DTMF digits 0~9, #, *; Default #)
- ▶ AA - Inquiry Code: A caller that has been answered by the AA may select an inquiry message (e.g., directions to office). This is the code that she may dial to hear the inquiry message. (Range: DTMF digits 0~9, #, *; Default #)
- ▶ AA - DISA (Direct Inward System Access) Code: This is the code that the caller must dial to activate the DISA feature. NOTE: DISA is possible only when the VAAAB is installed. (Range: DTMF digits 0~9, #, *; Default #)

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

menu tree

Use: **RETURN** to return to the Drill Down Code entry screen

BACK to step back one menu level.

back - previous item this menu level

next - next item this menu level

show - show this menu item

→ 03-48-08-08 - t - then press **save** ▶

→ 03-48-08-08 - t - {t = tenant# 1,2,3}, then press **save** ▶

→ 03-48-08-08 - t - 01 {t = tenant# 1,2,3}, then press **save** ▶

→ 03-48-08-08 - t - 02 {t = tenant# 1,2,3}, then press **save** ▶

→ 03-48-08-08 - t - 03 {t = tenant# 1,2,3}, then press **save** ▶

→ 03-48-09 - then press **save** ▶

→ 03-48-09 - trk - 01 {trk e.g., 700}, then press **save** ▶

→ 03-48-09 - trk - 02 {trk e.g., 700}, then press **save** ▶

ANSWER POSITION
back next show

SHOW TENANT :-
back show chg

DAY MODE :401
back next chg

NOON MODE :401
back next chg

NIGHT MODE :401
back next chg

SHOW TRUNK :-
bksp show chg

AUTO_A TRUNK :N
back next chg

SERVICE :NEVER
back next chg

▶ Automated Attendant: continued.

▶ **AA - Answering Position - Day Mode:** The entry for this programming item will act as a destination for ringing while the system is in Service Mode: Day Mode. This destination is active if the caller dials the operator code or dials nothing and the Drop No Extension [dialed] function has been programmed for "N" (No). This destination may be an extension directory number or a hunt group directory number. (Range: 401~472, 230~253; Default: 401)

▶ **AA - Answering Position - Noon Mode:** same as above for Service Mode: Noon Mode. (Range: 401~472, 230~253; Default: 401)

▶ **AA - Answering Position - Night Mode:** Same as above for Service Mode: Night Mode. (Range: 401~472, 230~253; Default: 401)

▶ **AA - Trunk - Auto Attendant Trunk:** This programming item is used to assign which trunks will be answered by the Automated Attendant (applies to VAA Board only). (Range: 700~757; Default: NULL)

▶ **AA - Trunk - Service:** This programming item is used to assign the modes of operation for the Automated Attendant will be active for the selected trunk. Range: NEVER, DAY, NIGHT, ALWAYS; Default: NEVER

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

menu tree

Use: to return to the Drill Down Code entry screen

to step back one menu level.

back - previous item this menu level

next - next item this menu level

show - show this menu item

▶ Direct Inward System Access: The following programming items are abbreviated "DISA" and are part of the Call Handling - DISA programming group. NOTE: The VAA Board (Voice Automated Attendant Board) is required for this function.

- ▶ DISA - Ring Time to Answer: After ringing signal has been detected on a CO Line, how long should ring-back tone be provided to the calling party before CO Line is connected to the DISA processor? (Range: 0~20 seconds; Default: 0 seconds, 0 indicates that it will be answered immediately.)
- ▶ DISA - Allowed Extension Class Of Service: After a caller has been answered by the DISA processor, she must enter her user extension number and extension password. Once this data is verified the system checks to assure that the DISA privilege is allowed for this caller based on the Extension Class Of Service assigned to the extension number and password entered. Each of the eight Classes Of Service may be allowed/disallowed to use DISA. (Range: Y/N; Default: Ext. COS 0 = "Y", all others are "N")
- ▶ DISA - Show Trunk - DISA Trunk: Is the trunk selected to be a DISA processed trunk? (Range: Y/N; Default: N)
- ▶ DISA - Show Trunk - DISA Day/Night COS: What EXTENSION COS will be assigned to the DISA caller during Service Mode - Day/Night? Since the DISA trunk has answered a caller, that caller is processed as an extension in terms of COS assigned to calls out-bound which the caller makes. (Range: 0~7; Default: 0)
- ▶ DISA - Show Trunk - Service: During what Service Modes will this trunk be an active DISA trunk? (Range: NEVER, DAY, NIGHT, ALWAYS; Default: NEVER)
- ▶ DISA - Show Trunk - Talk Time: When a DISA caller makes an outgoing call via another trunk, (Range: 0~7; Default: 0)

- 03 - 49 - then press **save** ▶
- 03 - 49 - 01 then press **save** ▶
- 03 - 49 - 02 - then press **save** ▶
- 03 - 49 - 02 - 01 then press **save** ▶
- 03 - 49 - 02 - 02 then press **save** ▶
-
-
-
- 03 - 49 - 02 - 08 then press **save** ▶
- 03 - 49 - 03 - then press **save** ▶
- 03 - 49 - 03 - 01 then press **save** ▶
- 03 - 49 - 03 - 02 then press **save** ▶
- 03 - 49 - 03 - 03 then press **save** ▶
- 03 - 49 - 03 - 04 then press **save** ▶
- 03 - 49 - 03 - 05 then press **save** ▶

DISA
back next show

RING_T TO ANS: 0
back next chg

ALLOWED EXT COS
back next show

EXT COS 0:Y
back next chg

EXT COS 1:N
back next chg

•

•

•

EXT COS 7:N
back next chg

SHOW TRUNK :-
bksp show chg

DISA TRUNK :N
back next chg

DISA DAY COS :0
back next chg

DISA NIGHT COS:0
back next chg

SERVICE :ALWAYS
back next chg

TALK TIME : 5
back next chg

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

→ **03 - 50** then press **save** ▶

→ **03 - 51** then press **save** ▶

CODING LAW: U_LAW
back next chg

LOOP BRK_T: 250
back next chg

menu tree

Use: **volume** to return to the Drill Down Code entry screen

hold to step back one menu level.

back - previous item this menu level

next - next item this menu level

▶ **Coding Law:** This system wide data programming item will rarely ever be changed. This setting matches the system interface port D/A and A/D converters. The wrong setting results in garbled audio. (Range: U_LAW/A_LAW; Default: U_LAW)

▶ **Loop Break Time:** For the features associated to Loop Current interruption on CO Line circuits (Disconnect to Voice processors, Call Abandon (Talk and Hold)), this programming item determines the minimum duration of Loop Current interruption that must be detected to alert the CCB that the condition exists on a CO Line. An interruption in Loop Current will result in that CO Line being disconnected automatically. (Range: 50~5000; Default: 250)

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

menu tree

Use:  to return to the Drill Down Code entry screen

 to step back one menu level.

back - previous item this menu level

next - next item this menu level

chng - change this menu item

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

- 04- then press **save** ▶
- 04- 01 then press **save** ▶
- 04- 02 then press **save** ▶
- 04- 02 - t - 01 {t = tenant# 1,2,3}, then press **save** ▶
- 04- 02 - t - 02 {t = tenant# 1,2,3}, then press **save** ▶
- 04- 02 - t - 03 {t = tenant# 1,2,3}, then press **save** ▶
- 04- 02 - t - 04 {t = tenant# 1,2,3}, then press **save** ▶
- 04- 02 - t - 05 {t = tenant# 1,2,3}, then press **save** ▶
- 04- 02 - t - 06 {t = tenant# 1,2,3}, then press **save** ▶
- 04- 02 - t - 07 {t = tenant# 1,2,3}, then press **save** ▶
- 04- 02 - t - 08 {t = tenant# 1,2,3}, then press **save** ▶
- 04- 02 - t - 09 {t = tenant# 1,2,3}, then press **save** ▶
- 04- 02 - t - 10 {t = tenant# 1,2,3}, then press **save** ▶

4. SYS RESOURCE
back next show

DB PSWD:
back next chg

ATTENDANT
back next show

ATTENDANT :401
back next chg

ATT. DSS 1:NULL
back next

ATT. DSS 2:NULL
back next

ATT. DSS 3:NULL
back next

ATT. DSS 4:NULL
back next

ALTERNATE :401
back next chg

ALT. DSS 1:NULL
back next

ALT. DSS 2:NULL
back next

ALT. DSS 3:NULL
back next

ALT. DSS 4:NULL
back next

menu tree

Use: **return** to return to the Drill Down Code entry screen
hold to step back one menu level.
back - previous item this menu level
next - next item this menu level
show - show this menu item

- ▶ Database Password: In this programming item the password used to access the customer database programming can be changed. (Range: DTMF digits 0~9, #, *; Default: #####)
- ▶ Attendant: Assign the system Attendant extension for the tenant group selected (Range: 401~464; Default: 401)
- ▶ Attendant DSS 1~4: The programming items are display items only. The DSS Consoles that are associated to the Attendant extension being viewed/changed can be viewed here.
- ▶ Alternate: Assign the system Alternate Attendant extension for the tenant group selected here. (Range: 401~464; Default: 401)
- ▶ Alternate DSS 1~4: The programming items are display items only. The DSS Consoles that are associated to the Alternate Attendant extension being viewed/changed can be viewed here.

Drill Down Codes
(listed at the left side of
every page/data item).

menu tree

bksp save chg

Use: **yellow** to return to the Drill Down Code entry screen

red to step back one menu level.

back - previous item this menu level

next - next item this menu level

show - show this menu item

→ 04-03 then press **save** ▶

SYSTEM REMINDER
back next show

SHOW TENANT
bksp show chg :-

→ 04-03 - t - 01 {t = tenant# 1,2,3}, then press **save** ▶

PLAY TIME : 1

back next chg

→ 04-03 - t - 02 {t = tenant# 1,2,3}, then press **save** ▶

REMINDER 1:NULL

back next chg

→ 04-03 - t - 03 {t = tenant# 1,2,3}, then press **save** ▶

REMINDER 2:NULL

back next chg

→ 04-03 - t - 04 {t = tenant# 1,2,3}, then press **save** ▶

REMINDER 3:NULL

back next chg

→ 04-03 - t - 05 {t = tenant# 1,2,3}, then press **save** ▶

REMINDER 4:NULL

back next chg

→ 04-03 - t - 06 {t = tenant# 1,2,3}, then press **save** ▶

REMINDER 5:NULL

back next chg

→ 04-03 - t - 07 {t = tenant# 1,2,3}, then press **save** ▶

REMINDER 6:NULL

back next chg

→ 04-03 - t - 08 {t = tenant# 1,2,3}, then press **save** ▶

REMINDER 7:NULL

back next chg

→ 04-03 - t - 09 {t = tenant# 1,2,3}, then press **save** ▶

REMINDER 8:NULL

back next chg

→ 04-04 - then press **save** ▶

USER PASSWORD
back next show

→ 04-04 - 01 then press **save** ▶

LENGTH : 4
back next chg

→ 04-04 - 02 - then press **save** ▶

SHOW EXT :-
back show chg

→ 04-04 - 02 - ext {ext e.g., "401"}, then press **save** ▶

PSWD : 9999
back next

- ▶ **System Reminder - Play Time:** This is the duration that the audio source (Internal/External MOH) will be played over all digital telephone speakers at programmed Reminder Times. (Range: 1~10; Default 1)
- ▶ **System Reminder - Reminder 1~8:** There are eight (8) times that can be programmed when the Reminder feature will activate. (Range: 00:00 (midnight) ~ 23:59 (11:59 PM); Default NULL)
- ▶ **User Password - Length:** Use this programming item to change the length of the individual extension passwords. (Range 4~8 alphanumeric characters; Default: 4)
- ▶ **User Password - Show Extension:** select any extension to view the currently programmed password for that extension. **NOTE:** extension passwords cannot be changed here. This is a display item only. (Defaults: Extension 401 "9999", all others "1111".)

Drill Down Codes
(listed at the left side of
every page/data item).

menu tree

`bksp save chg`

Use:  to return to the Drill Down Code entry screen

 to step back one menu level.

`back` - previous item this menu level

`next` - next item this menu level

`show` - show this menu item

→ 04-05 - then press `save` ▲

USER NAMES
back next show

→ 04-05 -ext then press `save` ▲

SHOW EXT : _
bksp show chg

→ 04-06 then press `save` ▲

TRUNK NAMES
back next show

NULL
back next chg

→ 04-06 - trk {trk e.g., 700}, then press `save` ▲

SHOW TRUNK : _
bksp show chg

→ 04-07 - then press `save` ▲

PREPROG. MESSAGE
back next show

LINE 1
back next chg

→ 04-07 -01 - then press `save` ▲

OUTGOING MESSAGE
back next show

→ 04-07 -01 -01 then press `save` ▲

Call Operator
back next chg

→ 04-07 -01 -02 then press `save` ▲

Call Home
back next chg

→ 04-07 -01 -03 then press `save` ▲

Call School
back next chg

→ 04-07 -01 -04 then press `save` ▲

Visitor Waiting
back next chg

→ 04-07 -01 -05 then press `save` ▲

Urgent
back next chg

→ 04-07 -01 -06 then press `save` ▲

Come see me
back next chg

- ▲ User Names - Show Ext: Input the extension number for which you wish to program a name in the display. Press `show` to reveal the current programming then press `chg` to program a new name. (Range: Alphanumeric; Default NULL)
- ▲ Trunk Names - Show Trunk: Input the trunk number for which you wish to program a name in the display. Press `show` to reveal the current programming then press `chg` to program a new name. (Range: Alphanumeric; Default NULL)
- ▲ Preprogrammed Messages - Outgoing Messages: When an ICE digital Deluxe extension user has called another ICE system digital Deluxe extension he may send a Text Message to the called extension. Six preprogrammed text messages are available for fast selection. Each may be programmed here. The factory defaults are shown. (Note: one customizable text message is also available at the time the user sends the text message.)

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

- 04-07-02 - then press **save** ▶
- 04-07-02-01 then press **save** ▶
- 04-07-02-02 then press **save** ▶
- 04-07-02-03 then press **save** ▶
- 04-07-02-04 then press **save** ▶
- 04-07-02-05 then press **save** ▶
- 04-07-02-06 then press **save** ▶
- 04-08 - then press **save** ▶
- 04-08-01 - then press **save** ▶
- 04-08-01-ext-01 then press **save** ▶
- 04-08-01-ext-02 then press **save** ▶
- 04-08-02 - then press **save** ▶
- 04-08-02-t {t = tenant# 1,2,3}, then press **save** ▶

menu tree

Use:  to return to the Drill Down Code entry screen

 to step back one menu level.

back - previous item this menu level

next - next item this menu level

show - show this menu item

PREMISES MESSAGE
back next show

Out for lunch
back next chg

Will return soon
back next chg

Gone for the day
back next chg

In a meeting
back next chg

Out of Office
back next chg

On vacation
back next chg

SPD. NO. ASSIGN.
back next show

INDIVIDUAL
back next show

SHOW EXT : -
bksp show chg

TO INCREASE:20
back next chg

TO DECREASE:20
back next chg

SYSTEM LIST
back next show

SHOW TENANT : -
bksp show chg

TO INCREASE:200
back next chg

▶ Preprogrammed Messages - Premises Messages: An ICE digital Deluxe extension user may invoke a status message that will display on her telephone and any ICE Deluxe telephone that calls her extension. Six preprogrammed status messages are available for fast selection. Each may be programmed here. The factory defaults are shown. (Note: one customizable status message is also available at the time the user activates the message.)

▶ Speed Number Assignment: There are 1000 Speed Dial Numbers that the ICE system will store - referred to as *bins*. From this quantity both System Speed Dial and Individual (extension) Speed Dial are derived. The allocation of *bins* is dynamic. Extensions may be assigned a maximum of 50 Individual Speed Dial *bins*. Any quantity of *bins* (1000 max.) may be assigned as System Speed Dial *bins*... keeping in mind that those allocated are not available for allocation elsewhere.

When allocating speed dial *bins*, the current quantity assigned is displayed. E.g., for Individual press **show**, then input the extension for which allocation changes are to be made and press **show**. The first screen to appear is the **INCREASE** screen. Pressing **chg** will increase the quantity of speed dial bin allocation to this extension.

Press **next** to the **DECREASE** screen. Press **chg** to decrease the quantity of speed dial bin allocation to the extension.

This programming technique is consistent for the allocation of System Speed Dial *bins*. System Speed Dial *bins* are allocated based on Tenant Groups.

NOTE: If when attempting to INCREASE an allocation and pressing **chg** no change occurs, the total allocation (1000 bins) is already maximized. You must first decrease allocation from some other

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

04-09 - then press **save** ▶

04-09 - t - (t = tenant# 1,2,3), then press **save** ▶

SYSTEM SPD. NO.
back next show

SHOW TENANT :-
bksp show chg

SPEED NO. :-
bksp show chg

EMPTY
back next chg

TO DECREASE:200
back next chg

menu tree

Use:  to return to the Drill Down Code entry screen

 to step back one menu level.



back - previous item this menu level

next - next item this menu level

show - show this menu item

▶ System Speed Number programming: Programming may be done here. It is also possible to program System Speed Dial *bins* via Attendant Administration.

When programming system speed dial *bins*, the tenant group for which to program is selected. Then the speed bin directory number is input. When programming speed dial bins, the current programming is displayed. If this data is to be changed, press **chg** and input the new number.

When programming a number into a speed dial bin it is often desirable to insert a pause or Hook-switch Flash command as part of the stored number. Use PGM  **0** to insert a pause and PGM  **3** to insert a Hook-switch Flash.

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

→ 04-10 - t - then press **save** ▲

→ 04-10 - t - 01 then press **save** ▲

→ 04-10 - t - 02 then press **save** ▲

→ 04-11 - then press **save** ▲

→ 04-11 - t - {t = tenant# 1,2,3}, then press **save** ▲

→ 04-11 - t - ent {t = tenant# 1,2,3; ent = entry number}, then press **save** ▲

ICLID NAME ASGN.
bksp show

SHOW TENANT :-
bksp show chg

TO INCREASE:100
back next chg

TO DECREASE:100
back next chg

ICLID NAME PROG.
back next show

SHOW TENANT :-
bksp show chg

ENTRY NUMBER: -
bksp show chg

NAME
back next show

NULL
back next chg

PHONE NUMBER
back next show

NULL
back next chg

menu tree

Use:  to return to the Drill Down Code entry screen

 to step back one menu level.

back - previous item this menu level

next - next item this menu level

show - show this menu item

▲ Incoming Caller ID Name Assignment:
The ICE system provides for a programmed name association for those infrequent incoming calls with Caller ID that are received with a CID telephone number but no CID name. 100 table entries are possible. In these tables are programmed the telephone number that is received from the telephone company for the caller being answered and the name that should be displayed at ICE Deluxe extensions for this caller.

Allocation of the 100 tables is done based on tenant groups. At default all 100 tables are associated to Tenant Group 1.

▲ Incoming Caller ID Name Programming:
The actual programming of the names to be displayed with a specific telephone number received is done here. When programming these names/numbers the tenant group must be selected and table number input. Table numbers are 001~100.

Name programming is possible using the dial pad alpha-numeric entry method.

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

→ 04-12 - 1 - then press **save**

→ 04-12 - 1 - 01 then press **save** ▶

→ 04-12 - 1 - 02 then press **save** ▶

→ 04-12 - 1 - 03 then press **save** ▶

→ 04-12 - 1 - 09 then press **save** ▶

menu tree

Use:  to return to the Drill Down Code entry screen

 to step back one menu level.

back - previous item this menu level

next - next item this menu level

show - show this menu item

EXTERNAL PAGER
back next show

PAGER ID :-
bksp show chg

TENANT GROUP : 1
back next chg

PAGING GP. 1:Y
back next chg

PAGING GP. 2:Y
back next chg

•
•

PAGING GP. 8:Y
back next chg

▶ External Pager: The ICE system is equipped with one external paging port. (That hardware interface which allows the connection of ancillary Public Address (Paging) equipment.) This paging port may be assigned for simultaneous operation with the various system paging resources. That is, when an extension user accesses All Call Page for their Tenant Group, the External Paging Port may be programmed to actuate for that page as well. In addition to this assignment the External Paging Port can also be assigned to actuate with any of the system's 8 Paging Groups.

- ▶ External Pager - Pager ID: Only 1 External Pager port is available in this system platform, therefore this entry is always "1".
- ▶ External Pager - Tenant Group: Assign the Tenant Group for which this External Paging Port will actuate. (Range: 1, 2, 3; Default: 1)
- ▶ External Pager - Paging Group [1~8]: Assign the External Paging Port to actuate when the selected Paging Group is actuated. (Range: Y/N; Default: [1~8] "Y")

Drill Down Codes

(listed at the left side of every page/data item).

bksp save chg

- 04-13 - then press **save** ▲
- 04-13 - 1 - 01 then press **save** ▲
- 04-13 - 1 - 02 then press **save** ▲
- 04-13 - 1 - 03 then press **save** ▲
- 04-13 - 1 - 09 then press **save** ▲
- 04-14 - then press **save** ▲
- 04-14 - ds - 01 {ds = DSS# 01~12}, then press **save** ▲
- 04-14 - ds - 02 {ds = DSS# 01~12}, then press **save** ▲

LOUD BELL
back next show

LOUDBELL ID :-
bksp show chg

APPLICATION:L.B.
back next chg

TRUNK ROUTE 1:N
back next chg

TRUNK ROUTE 2:N
back next chg

•

TRUNK ROUTE 8:N
back next chg

DSS ALLOCATION
back next show

DSS UNIT # :-
bksp show chg

DSS OWNER :NULL
back next chg

DIR NUMBER :NULL
back next chg

menu tree

Use: **←** to return to the Drill Down Code entry screen
⏪ to step back one menu level.
 back - previous item this menu level
 next - next item this menu level
 show - show this menu item

- ▶ Loud Bell Control: The ICE system provides one relay contact that is used to operate ancillary devices (typically a bell).
- ▶ Loud Bell Control - ID: Only 1 Loud Bell control contact is available in this system platform, therefore this entry is always "1".
- ▶ Loud Bell Control - Application: The application can be assigned as:
 - 🔔 L.B. (Loud Bell) for signaling system users that a trunk call is ringing. This can be especially useful in noisy environments.
 - 📠 Music Source 1 - control contact. (Can be used to activate message on hold devices connected to Music Source 1.)
 - 📠 Music Source 2 - control contact. (Can be used to activate message on hold devices connected to Music Source 2.)
 - 📞 External Pager control. (Can be used to activate external paging equipment when that resource has been selected by a user.)
- ▶ Loud Bell Control - Trunk Route: When the LBC contact is assigned for Loud Bell Control, the contact will open and close at ringing cadence for the Trunk Routes selected here. (Range: [1~8] Y/N; Default: [1~8] "N")
- ▶ DSS Allocation: Up to 12 DSS Consoles can be assigned for operation with any ICE digital extension.
- ▶ DSS Allocation - DSS Owner: This is the extension for which the DSS Console being programmed will operate. (Range: 401~464; Default: NULL)
- ▶ DSS Allocation - DSS Directory Number: This is the physical port address to which the DSS Console is connected. (Range: 401~464; Default: NULL)

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

- 04- 15 - then press **save** ▶
- 04- 15 - 01 then press **save** ▶
- 04- 15 - 02 then press **save** ▶
- 04- 16 then press **save** ▶
- 04- 17 then press **save** ▶
- 04- 18 then press **save** ▶

BUILT_IN MODEM
back next show

DIRECTORY # : 400
back next chg

BAUD RATE : 2400
back next chg

RMT X_RATE: 9600
back next chg

CIL X_RATE: 9600
back next chg

KSU REVISION
back next show

K24AUTO.VM2
back next

menu tree

Use:  to return to the Drill Down Code entry screen

 to step back one menu level.

back - previous item this menu level

next - next item this menu level

show - show this menu item

▶ Built-in Modem: One (optional) modem is available via which the system can be programmed and maintenance performed remotely.

▶ Built-in Modem - Directory Number: This is the directory number used to access the modem. E.g., calling into the ICE system from a remote local and connecting to the modem is accomplished by transferring the inbound modem call to this ICE modem directory number.
(Range: 400~499; Default: 400)

▶ Built-in Modem - Baud Rate: The data rate at which the built-in modem will operate is determined here. (Range: 1200/2400; Default: 2400)

▶ Remote Terminal Transmission Rate: This data rate setting applies to the CCB Port "RMP". This port can be used on site (or remotely with an external modem) with the PC-Windows (R) based software to program the ICE system. (Range: 1200, 2400, 4800, 9600, 19200; Default: 9600)

▶ Call Information Log port Transmission Rate: This data rate setting applies to the CCB Port "SMDR". This port can be used on site with a simple printer or complex call accounting system (optional) to record trunk call activity for ICE system extensions. (Range: 1200, 2400, 4800, 9600, 19200; Default: 9600)

▶ KSU Revision: This data item can be used to view the version of software in operation in the ICE system.

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

→ 05 - then press save ▶

menu tree

Use:  to return to the Drill Down Code entry screen

 to step back one menu level.

back - previous item this menu level

next - next item this menu level

5. RESTRICTION


back

next

show

Two thorough means of restriction are possible in the Tadiran Emerald ICE:


-  Toll Restriction
-  Account Codes

 Toll Restriction:

Toll Restriction (Call Discrimination) - provides 100 table entries per Tenant Group that are programmed with Digital Intervals. These Intervals are those digits that are Allowed for the selected Classes Of Service. Further, Classes Of Service that are given these Allowed - Digit Intervals are assigned for both Day and Night Service Modes of the Emerald ICE. Classes of Service are then associated both to Extensions (in Extension programming) and to Trunks (in Trunkline programming).


The result is a comprehensive matrix by which specific dialing privileges are allocated to Extensions and to Trunks (CO Lines). Therefore Emerald ICE extensions have a specific dialing plan that governs their dialing privileges in the Day Mode, in the Night Mode and for the selected Trunk in the Day and Night Modes on which they are attempting to place a call.

Some examples are given in the illustration that follows.

 Account Codes:

600 Entries are possible in the Account Code Table per Tenant. When an Account Code is entered by a user it is verified against this table. If no match is found, the call attempt is denied. This simple rule, allows for Forced Account Code entry when the extension has been assigned a COS that does not have outdialing privileges. When an Account Code is verified, the specific call attempt is allocated a new COS associated to the code entered. This COS may be the same as that of the extension or a temporary new assignment for this call whereby the number being dialed is allowed.

Allowed Intervals:

-  These are the PSTN numbers that a user (assigned "y" for their COS) will be able to dial.
-  When only one digit is entered... only the first digit dialed is significant. In the default

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

menu tree

Use: **←** **VIEW** **→** to return to the Drill Down Code entry screen

◀ to step back one menu level.

back - previous item this menu level

next - next item this menu level

This is the default programming of the Restriction - Digit Interval Table. Digital Interval 1 (001) is "From 0", "To #" which allows anything dialed.

☞ When only one digit is entered... only the first digit dialed is significant. In the default programming, Table Index 001 is "From": "0", "To": "#". This means that any number dialed where the first digit dialed is between "0" and "#" is allowed and that the table search is complete. This includes 0~9, * and #; so any number dialed is allowed.

☞ When four digits are entered... the first four digits dialed are significant. An example would be; From: 1516, To:1516. This example would allow extensions and CO lines with the associated COS ("Y") to dial any number beginning with "1516" only.

☞ 100 Table entries are possible with up to 10 digits in each Interval (both "From" and "To") to met the needs of the very simple to very complex monitor of digits dialed.

No.	Allowed Intervals		Extension										CO Line									
	From	To	0	1	2	3	4	5	6	7	8	9	0	1	2	3	4	5	6	7	8	9
001	0	#	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
002	-	-	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
003	-	-	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
004	-	-	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
005	-	-	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
			•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
100	-	-	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N

Extension COS for Day and Night Service Modes. "Y" means this Digit Interval applies to this COS in Day/Night Mode for extensions with this COS.

CO Line COS for Day and Night Service Modes. "Y" means this Digit Interval applies to this COS in Day/Night Mode on CO Lines with this COS.

TOLL RESTRICTION
back next show

05 - 01 - then press **save**

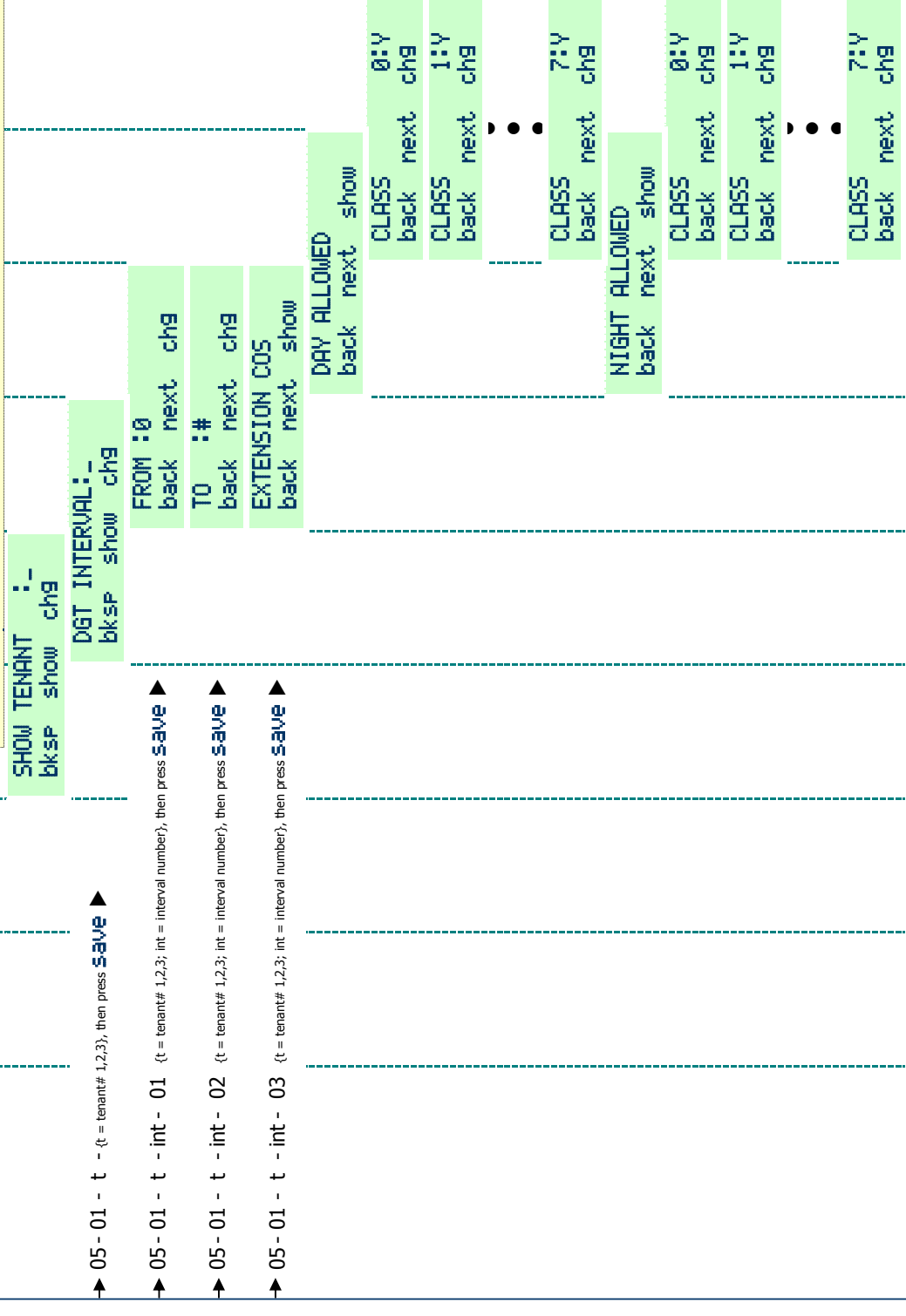
Drill Down Codes

(listed at the left side of every page/data item).

bksp save chg

menu tree

Use: **← VALUE →** to return to the Drill Down Code entry screen
◀ to step back one menu level.
back - previous item this menu level
next - next item this menu level



Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

05 - 01 - t - int - 04

then press

save

05 - 02 - then press

save

ACCOUNT CODE
back next show

menu tree

Use:  VALUE

to return to the Drill Down Code entry screen

 to step back one menu level.

back - previous item this menu level

next - next item this menu level

TRUNK COS
back next show

DAY ALLOWED
back next show

CLASS 0:Y
back next chg

CLASS 1:Y
back next chg

•

CLASS 7:Y
back next chg

NIGHT ALLOWED
back next show

CLASS 0:Y
back next chg

CLASS 1:Y
back next chg

•

CLASS 7:Y
back next chg

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

menu tree

Use: **←** VALUE **→** to return to the Drill Down Code entry screen

← to step back one menu level.
→ back - previous item this menu level
→ next - next item this menu level

This is the default programming of
Account Codes.
...No Account Codes programmed.

No.	Account Code	COS	Disable	Length
1	NULL	0	N	3
2	NULL	0	N	
•		•	•	
•		•	•	
600	NULL	0	N	

This is the index (ID) of Account Codes.
There are 600 possible Account Codes.
When inputting the ID, three digits are
required... 001~600.

Account Codes may be from 2 to 8 digits in length. One Length is
set in the system for the length of all Account Codes.

Each Account Code entry is facilitated with a *quick* "Disable" feature.
This allows the programmer to *take* an Account Code out of service
without removing the programming.

Each Account Code is assigned a COS (Class Of Service) that
will determine the dialing privileges during this call.

These are the actual account codes. If any
are programmed they will appear here.

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

→ 05 - 02 - 01 then press **save** ▶

→ 05 - 02 - 02 then press **save** ▶

→ 05 - 02 - 02 - acc - 01 {acc = account code ID number}, then press **save** ▶

→ 05 - 02 - 02 - acc - 02 {acc = account code ID number}, then press **save** ▶

→ 05 - 02 - 02 - acc - 03 {acc = account code ID number}, then press **save** ▶

menu tree

Use: VALUE to return to the Drill Down Code entry screen
 to step back one menu level.
 back - previous item this menu level
 next - next item this menu level

LENGTH :3
back next chg

PASSWORD
back next show

ID NUMBER :-
bksp show chg

PSWD :NULL
back next chg

COS :0
back next chg

DISABLED :N
back next chg

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

→ 06 - then press **save** ▶

→ 06 - 01 - then press **save** ▶

6. EXT APPLICAT.
back next show

UCD PROGRAMMING
back next show

menu tree

Use: to return to the Drill Down Code entry screen
 to step back one menu level.
 back - previous item this menu level
 next - next item this menu level
 show - show this menu item

UCD - Uniform Call Distribution (A.K.A. ACD - Automatic Call Distribution)

The Emerald ICE has a robust implementation of UCD/ACD.

- There are 24 UCD Groups available - each with 24 possible Members (A.K.A. "Agents").
- Each group may be set up for one of three possible Hunt Methods of distributing group calls to the group Members... "Linear", "Distributed", or "All Ring".
- Calls that enter a group set for "Linear" always ring the first programmed Member, if this member is busy or Logged Off calls bypass this member and ring the second member. If this member is busy or Logged off, calls bypass this member and continue to *step* through the group members until a member is found in a status that will allow the call to ring.
- Calls that enter a group set for "Distributed" are distributed among the UCD Group Members evenly. That is, the Emerald ICE remembers the last Member/Agent that received a call and sends the next call to the next agent. Agents that are busy or in Log Off are removed from queue.
- Calls that enter a group set for "All Ring" will ring at all idle and Logged On UCD Group Members simultaneously.
- Calls that enter a group; e.g. CO Lines directed to ring into the group, and Intercom calls to the group, are processed in the order in which they were received.
- Calls that enter a group are processed in a *Queued* fashion. That is, calls remain *flagged* for their respective order and are considered in Queue for the next available Member (Agent).
- While in the status of Queue, calls can be processed for secondary functions without losing their position in queue. Secondary functions include, Music On Hold, Messages On Hold, Overflow Destinations and Reroute.
- There are two Overflow Destinations that may be programmed. Overflow Destinations are often Recorded Announcements that apprise callers waiting for a Member. This is facilitated using a Recorded Announcement Device or the IVM Board.
- When the IVM Board is equipped, Overflow Destinations may be programmed to the IVM Board. The Emerald ICE then transfers calls to the IVM Board with instructions for which Voice Mailbox should be used to playback to this caller.
- Overflow Destinations do not affect the queued status of the caller being presented with the recorded announcement. However, the IVM Board can be programmed with special commands to remove a caller from the UCD Group if the caller responds to announcement information to do so.
- The Reroute Destination is used to remove a call from UCD Group Queue. This destination is often the attendant extension or IVM Board where the caller is given

UCD GROUP : -
bksp show chg

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

- 06 - 01 - gp - 01 {gp = ucd group number}, then press **save** ▶
- 06 - 01 - gp - 02 {gp = ucd group number}, then press **save** ▶
- 06 - 01 - gp - 03 - {gp = ucd group number}, then press **save** ▶
- 06 - 01 - gp - 03 - 01 {gp = ucd group number}, then press **save** ▶
- 06 - 01 - gp - 03 - 02 {gp = ucd group number}, then press **save** ▶
-
-
-
- 06 - 01 - gp - 03 - 24 {gp = ucd group number}, then press **save** ▶
- 06 - 01 - gp - 04 {gp = ucd group number}, then press **save** ▶
- 06 - 01 - gp - 05 {gp = ucd group number}, then press **save** ▶

menu tree

Use:  to return to the Drill Down Code entry screen

back - previous item this menu level

next - next item this menu level

TENANT :1
back next chg

UCD ATTRIB :UCD
back next chg

UCD GP. MEMBER
back next show

MEMBER 1:NULL
back next chg

MEMBER 2:NULL
back next chg

•

MEMBER 24:NULL
back next chg

HUNT METHOD:LINE
back next chg

NO ANS TIME :10
back next chg

▶ Tenant Group: To which tenant group (Range 1~3) shall this UCD Group be associated.

▶ UCD Group Attribute: This setting will likely not change. In the event that older technology (RAN) Recorded Announcement Devices are used for other UCD Group Overflow Announcements AND more than one RAN is required due to high traffic; A UCD Group may be used as a resource management tool where more than one RAN can be programmed as members of a UCD Group and that UCD Group Attribute is set as "VA" (Voice Announcer). (Range: UCD, V.A.; Default: UCD)

▶ UCD Group - UCD Group Member - Member 1~24: The extensions that are to be assigned into this UCD Group. (Range: 401~464; Default: NULL)

▶ Extensions may be assigned to more than one Member position to increase the number of queued call tries to that extension.

▶ UCD Group - Hunt Method: Shall calls into this UCD Group ring Members first then second then third, etc. (Linear). Or should they ring Members with smart Distribution such that each member receives an equal number of calls (Distributed). Or should all Members ring simultaneously (All Ring) (Range: Linear, Distributed, All Ring; Default: Linear)

▶ UCD Group - No Answer Time: How long shall a call ring at a Member and go unanswered before it advances to the next Member? (Range: 5~60 seconds; Default 10 seconds)

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

→ 06 - 01 - gp - 06 {gp = ucd group number}, then press **save** ▶

→ 06 - 01 - gp - 07 {gp = ucd group number}, then press **save** ▶

menu tree

Use:  to return to the Drill Down Code entry screen

back - previous item this menu level

next - next item this menu level

OVER 1 TIMER: 0

back next chg

OVER 1 DEST:NULL

back next chg

▶ UCD Group - Overflow 1 Timer: Determines how long a caller will remain in queue for an UCD Agent (Member) to become available/answer the call before it will be routed to the Overflow 1 Destination. (Range: 0~255; Default: NULL)

▶ UCD Group - Overflow 1 Destination: This is where a caller in queue for an UCD Agent (Member) to become available/answer will be routed when the Overflow 1 Timer has expired. (Range: 401~464, 230~253; Default: NULL)

▶ If the Overflow Destination is an extension (Port Type = "Ext") the queued UCD caller will remain in queue until the call is answered by the Overflow Destination extension.

▶ If the Overflow Destination is a RAN (Port Type = "V.A.") the queued UCD caller will remain in queue throughout the message playback of the RAN device.

▶ The caller in UCD queue does not lose their position in queue while hearing a RAN message.

▶ The IVM Board can be used to provide a RAN message.

▶ When the IVM Board is used to provide a RAN message the UCD Group directory number {230~253} that is designated as the VM - UCD Group (usually 253) is input as the Overflow Destination.

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

menu tree

Use: to return to the Drill Down Code entry screen

red to step back one menu level.

back - previous item this menu level

next - next item this menu level

OVER 2 TIMER: 0
back next chg

OVER 2 DEST: NULL
back next chg

OVER COUNT : 1
back next chg

REROUTE DST: NULL
back next chg

→ 06 - 01 - gp - 08 {gp = ucd group number}, then press **save**

→ 06 - 01 - gp - 09 {gp = ucd group number}, then press **save**

→ 06 - 01 - gp - 10 {gp = ucd group number}, then press **save**

→ 06 - 01 - gp - 11 {gp = ucd group number}, then press **save**

- ▶ UCD Group - Overflow 2 Timer: Determines how long a caller will remain in queue for an UCD Agent (Member) to become available/answer the call before it will be routed to the Overflow 2 Destination. This timer starts if no Overflow 1 Timer is programmed or when the Overflow 1 Destination goes on-hook. (Range: 0~255; Default: NULL)
- ▶ UCD Group - Overflow 2 Destination: This is where a caller in queue for an UCD Agent (Member) to become available/answer will be routed when the Overflow 2 Timer has expired. (Range: 401~464, 230~253; Default: NULL)
 - ▶ If the Overflow Destination is an extension (Port Type = "Ext") the queued UCD caller will remain in queue until the call is answered by that extension.
 - ▶ If the Overflow Destination is a RAN (Port Type = "V.A.") the queued UCD caller will remain in queue throughout the message playback of the RAN device.
 - ▶ The caller in UCD queue does not lose their position in queue while hearing a RAN message.
 - ▶ When only one message is to be heard by callers waiting in queue, use only the Overflow 2 Timer and Destination.
 - ▶ The IVM Board can be used to provide a RAN message.
 - ▶ When the IVM Board is used to provide a RAN message the UCD Group directory number {230~253} that is designated as the VM - UCD Group (usually 253) is input as the Overflow Destination.
- ▶ UCD Group - Overflow Count: Determines how many times callers in UCD Queue will be connected to the Overflow 2 Destination before the call is routed to the ReRoute Destination. (Range: 1~128; Default: 1)
- ▶ UCD Group - Reroute Destination: Where the caller in UCD Queue will be connected when the Overflow 2 Timer has expired following the last connection to the Overflow 2 Destination. (Range: 401~464, 230~253; Default: NULL)
 - ▶ Reroute removes a caller from the UCD Group queue.

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

menu tree

Use: to return to the Drill Down Code entry screen

to step back one menu level.

back - previous item this menu level

next - next item this menu level

Tadiran Emerald ICE Resource	ICE Dir# Input	ICE Processing Digits Sent to VM	ICE IVM Board Mailbox Destination	IVM Programming Notes
UCD Groups 1~24	Programming Data Item			
	253	301~324	9301~9324	Play Greeting Only Mailboxes "Type 18"
	253	325~348	9325~9348	Play Greeting Only Mailboxes "Type 18"
	253	349~372	9349~9372	Play Greeting Only Mailboxes "Type 18"
Trunks	253	#6 + 700~751	700~751	Voice Menu Mailbox "Type 40"
	253	#4 + trk (trunk number)	trk Voice Menu Mailbox	Voice Menu Mailbox "Type 40"
	253	#3 + ext (extension number)	Subscriber Mailbox Greeting for busy condition	Type 1
	253	#4 + ext (extension number)	Subscriber Mailbox Greeting for no answer condition	Type 1
Extensions	253	#2 + ext (extension number)	Subscriber Mailbox Greeting for subscriber password	Type 1
	User Settings			
	253	#5 + ext (extension number)	Subscriber Mailbox Greeting	Type 1
	253	#3 + ext (extension number)	Subscriber Mailbox Greeting for busy condition	Type 1
System	253	#4 + ext (extension number)	Subscriber Mailbox Greeting for no answer condition	Type 1
	Call Processing			
	-	#2 + ext (extension number)	ext	Type 1
	-	#1ext (extension number)	ext	Type 1
-	#7 + ext (extension number)	ext	Type 1	

When the IVM Board is used these are the destination MB's for the UCD Overflow and Reroute Destinations.

These UCD Group Data items must be programmed to use the connected VM system for the associated purpose. In this example we have used the last UCD Group (24) and programmed its directory number (253) for the destinations of Overflow and Reroute.

When an ancillary VM system is connected (via analog ports) these DTMF codes are passed to that system for processing.

Drill Down Codes
(listed at the left side of every page/data item).

bksp save chg

- 06-02 - t - 01 - then press **save** ▲
- 06-02 - t - 01 - {t = tenant# 1,2,3}, then press **save** ▲
- 06-02 - t - 02 - {t = tenant# 1,2,3}, then press **save** ▲
- 06-02 - t - 02 - 01 {t = tenant# 1,2,3}, then press **save** ▲
- 06-02 - t - 02 - 02 {t = tenant# 1,2,3}, then press **save** ▲
- 06-02 - t - 02 - 03 {t = tenant# 1,2,3}, then press **save** ▲
- 06-02 - t - 02 - 04 {t = tenant# 1,2,3}, then press **save** ▲
- 06-02 - t - 02 - 05 {t = tenant# 1,2,3}, then press **save** ▲
- 06-02 - t - 02 - 06 {t = tenant# 1,2,3}, then press **save** ▲
- 06-02 - t - 02 - 07 {t = tenant# 1,2,3}, then press **save** ▲
- 06-02 - t - 02 - 08 {t = tenant# 1,2,3}, then press **save** ▲

VOICE MAIL
back next show

TENANT GROUP :-
bksp show chg

VM HUNT GROUP: 0
back next chg

PREFIX TABLE
back next show

ICM/VM :#2
back next chg

TRANSFER :#1
back next chg

BUSY FWD :#3
back next chg

NO_ANS FWD :#4
back next chg

DIRECT FWD :#5
back next chg

CO GREETING:#6
back next chg

CO RECALL :#9
back next chg

UCD OVERFLW:300
back next chg

menu tree

Use: to return to the Drill Down Code entry screen
 to step back one menu level.
 back - previous item this menu level
 next - next item this menu level

- ▶ Tenant Group: To which tenant group (Range 1~3) shall this Voice Mail Group be associated.
- ▶ VM Hunt (UCD) Group: With which UCD Group shall this tenant VM Group be associated? (Range 0~24; Default: 0 [0 = None])
- ▶ VM Prefix Table: Use the preceding table to familiarize yourself with in-band, DTMF digit code that are *sent* to VM ports to identify call types and how the VM system should process the call. (Range: DTMF digits 0~9, *, #, four max.; Default: as shown)
 - ▶ Intercom / Voice Mail Button: You may change the code sent before the extension number to ID this call as the mailbox user.
 - ▶ Transfer: You may change the code sent prior to the extension number to ID this call as having been transferred to VM... to leave a message in this user's MB.
 - ▶ Busy Forward: The code to ID this call as being forwarded to VM from the extension due to a busy condition.
 - ▶ No Answer Forward: The code that ID's this call as being forwarded to VM from an extension that did not answer.
 - ▶ Direct Forward: The code that ID's this call as being forwarded from the extension directly (immediately).
 - ▶ CO Greeting: The code that ID's this call as a direct ringing CO Line into the VM system. (Preceeds trunk number.)
 - ▶ CO Recall: The code that ID's this call as a CO Line Recall. (Preceeds trunk number.)
 - ▶ UCD Overflow: The code that ID's this connection as a UCD Group Overflow Destination or Reroute Destination call so that this call is handled with UCD call processing

Drill Down Codes
(listed at the left side of
every page/data item).

menu tree

bksp save chg

- 06 - 02 - t - 03 {t = tenant# 1,2,3}, then press **save** ▶
- 06 - 02 - t - 04 {t = tenant# 1,2,3}, then press **save** ▶
- 06 - 02 - t - 05 {t = tenant# 1,2,3}, then press **save** ▶
- 06 - 02 - t - 06 {t = tenant# 1,2,3}, then press **save** ▶

→ 06 - 03 - then press **save** ▶

→ 06 - 03 - 01 then press **save** ▶

→ 06 - 03 - 02 then press **save** ▶

•
•
•

→ 06 - 03 - 08 then press **save** ▶

Use:  to return to the Drill Down Code entry screen

 to step back one menu level.

back - previous item this menu level

next - next item this menu level

SUFFIX DGT : NULL
back next chg

RECORD DGT : #7
back next chg

DELETE DGT : NULL
back next chg

DIS DGT: *****
back next chg

AUTO REC. MEMBER
back next show

MEMBER 1: NULL
back next chg

MEMBER 2: NULL
back next chg

•
•
•

MEMBER 8: NULL
back next chg

Use the preceding table to familiarize yourself with in-band, DTMF digit codes that are sent to VM ports to identify call types and how the VM system should process the call.

▶ **VM Suffix Digits:** The Suffix digits are sent to the VM system after the extension number for the call progression in Intercom / Voice Mail Button operation.

▶ **Record Digits:** Are sent to the VM system to begin recording a conversation in a user's VMB. These digits are sent after the extension number for the call progression in the Transfer sequence.

▶ **Delete Digits:** Are sent to the VM system during a Record operation when the message being recorded to cancelled by the user.

▶ **Disconnect Digits:** Are sent to the VM system to disconnect the port and force it to the idle condition.

▶ **Automatic Record:** Up to eight extensions can be assigned as Automatic Record extensions. The feature automatically begins the recording process for any CO Line call at the selected extensions. This feature is restricted to eight extensions to minimize the demand

Drill Down Codes
(listed at the left side of
every page/data item).

menu tree

bksp save chg

Use: to return to the Drill Down Code entry screen

red to step back one menu level.

back - previous item this menu level

next - next item this menu level

DOOR PHONE
back next show

→ 06 - 04 - 01 then press **save** ▶

RING POSITION
back next show

→ 06 - 04 - 02 then press **save** ▶

DOOR PHONE: -
bksp show chg

DAY
back next show

MEMBER 1: NULL
back next chg

MEMBER 2: NULL
back next chg

•

MEMBER 6: NULL
back next chg

NIGHT
back next chg

MAX. RING_T: 20
back next chg

→ 06 - 04 - 03 then press **save** ▶

UNLOCK CODE: #
back next chg

→ 06 - 04 - 04 then press **save** ▶

LOCK OPEN_T: 250
back next chg

→ 06 - 04 - 04 then press **save** ▶

▶ Door Phone - Ring Position - Day: When the ICE system is in the Day Service Mode up to 6 extensions/Hunt Groups (UCD) may be assigned to ring for the Door Phone. (Range: 401~464, 230~253; Default: NULL)

▶ Door Phone - Ring Position - Night: When the ICE system is in the Night Service Mode 1 extensions/Hunt Groups (UCD) may be assigned to ring for the Door Phone. (Range: 401~464, 230~253; Default: NULL)

▶ Door Phone - Maximum Ring Time: Since the Door Phone Call button can be pressed and then abandoned, a maximum ring time must be set. (Range: 10, 20, ...60; Default: 20)

▶ Door Phone - Unlock Code: While connected to the Door Phone and dial pad digit can be pressed to trigger the relay and operate a door opener (ancillary device). This code can be changed here. (Range: 0~9, *, #; Default: #)

▶ Door Phone - Lock Open Time: This timer determines how long the relay operates when the Unlock Code is dialed. (Range: 50~5000 milliseconds; Default: 250 milliseconds)

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

→ 07 - then press **save** ▶

→ 07 - 01 - then press **save** ▶

→ 07 - 01 - rt - 01 {rt = route# 01~08}, then press **save** ▶

→ 07 - 01 - rt - 02 {rt = route# 01~08}, then press **save** ▶

7. TRK APPLICAT
back next show

TRUNK ROUTE
back next show

TRUNK ROUTE :-
bksp show chg

PBX CODE :9
back next chg

HUNT METHOD:SEQL
back next chg

menu tree

Use: **ESC** to return to the Drill Down Code entry screen

RECALL to step back one menu level.

back - previous item this menu level

next - next item this menu level

show - show this menu item

▶ Trunk Applications - Trunk Route: Enter the Trunk Route index number to make changes to this trunk route. (Range: 01~08)

▶ Trunk Applications - Trunk Route - PBX Code: This code determines what a user dials on this trunk "type" to gain access to outside dialtone provided from the host PBX. Typically this number is "9". Any code up to 4 digits in length can be entered as the PBX Code. The PBX Code programmed here flags the ICE system that a user has dial accessed a host PBX trunk, toll restriction is then applied to digits dialed after the code and redial operations on trunks in this trunk route are flagged to insert a pause automatically after the PBX Code is dialed. (Range: 0~9, 4 digits max.; Default: 9)

▶ Trunk Applications - Trunk Route - Hunting Method: Use this data itm to determine in what order the trunks in this trunk route will be selected for outgoing calls. Typically this order will be from the last trunkline to the first trunkline, hence SEQL (Sequencial - Last). (Range:SEQL, SEQLF, RAN (Random); Default: SEQL)

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

→ 07 - 01 - rt - 03 - {rt = route# 01~08}, then press **save** ▶

→ 07 - 01 - rt - 03 - {rt = route# 01~08}, then press **save** ▶

→ 07 - 01 - rt - 03 - a {rt = route# 01~08; a = alt route# 1,2}, then press **save** ▶

menu tree

Use: **back** to return to the Drill Down Code entry screen

next to step back one menu level.

back - previous item this menu level

next - next item this menu level

ALTERNATE ROUTE
back next show

ALTER. ROUTE :-
bksp show chg

ROUTE NUMBER : 0
back next chg

DELETE DIGITS: 0
back next chg

INSERTED DIGITS
back next show

EMPTY
back next chg

▶ Trunk Applications - Trunk Route - Alternate Route: Input the Alternate Trunk Route number to program (there are two alternates possible). (Range: 1, 2)

▶ Trunk Applications - Trunk Route - Alternate Route - Route Number: A Trunk Route may be assigned an Alternate Trunk Route for use if all trunk in this route are busy when a user places a call. Input the number of the Trunk Route that should be used of this trunk route is busy. (Range: 00~08; Default: 0 {0=none})

▶ Trunk Applications - Trunk Route - Alternate Route - Delete Digits: When the Alternate Trunk Route is accessed via this function, leading digits may be deleted to modify the number dialed for the appropriate digits necessary to place this call on a trunk in the Alternate Trunk Route. E.g. If the local (1FB) trunks in the selected trunk route are all busy when a call is placed that required the digit "1" as the first dialed digit, you might allow this call to overflow to the VoIP trunk route where "1" is not needed. In this case input "1" in this data item. NOTE: "1" indicates that ONE digit - starting with the first digit should be deleted. If "2" were entered into this data item, the first two digits of those the user dialed would be deleted/removed. (Range: 00~08; Default: 0 {0=none})

▶ Trunk Applications - Trunk Route - Alternate Route - Inserted Digits: When the Alternate Trunk Route is accessed via this function, digits may need to be added to the user dialed digits for this call to be placed on the Alternate Trunk Route trunks. Use this data item to program those digits that will be required as a **prefix** to those digits dialed by the user. NOTE that the Delete Digit function is performed first - that is, after the first x number of digits are deleted as specified in Delete Digits, the Inserted Digits function is applied. E.g. In this case the digit "1" must be deleted as above in Delete Digits. Then the 1+area code must be added ie. "1516". Therefore if the user had dialed 1+555-1212, the net result of these modifications to the digits dialed would be: 1-516-555-1212. (Range: 0,1, ...,9, 16 digits max.; Default: EMPTY)

Drill Down Codes

(listed at the left side of every page/data item).

bksp save chg

07 - 01 - rt - 04 {rt = route# 01.-08}, then press **save** ▶

07 - 02 - then press **save** ▶

07 - 02 - 01 then press **save** ▶

07 - 02 - 02 then press **save** ▶

07 - 02 - 03 then press **save** ▶

07 - 02 - 04 then press **save** ▶

menu tree

Use: **back** to return to the Drill Down Code entry screen

next to step back one menu level.

back - previous item this menu level

next - next item this menu level

DIR # SWAP 9
back next show

SWAP WITH : -
bksp save chg

FAX DETECTION
back next show

TRUNK 705 : NONE
back next chg

TRUNK 711 : NONE
back next chg

TRUNK 717 : NONE
back next chg

TRUNK 723 : NONE
back next chg

- ▶ Trunk Applications - Trunk Route - Directory Swapping: This programming allows the directory number of the selected trunk route to be swapped with another.
- ▶ Trunk Applications - Trunk Route - Directory Swapping - Swap With: Enter the trunk directory number that this trunk route directory number should be swapped with (E.g. 87) NOTE: a trunk route with an existing (programmed) trunk route directory number must be programmed for swapping to occur.
- ▶ Trunk Applications - FAX Tone (CNG) Detection: The first circuit of each CO Line interface board has FAX Tone (CNG) detection circuitry equipped on the board. If this data item is programmed the ICE system will answer the call before ringing begins at extensions. During the FAX Tone Detection Timer (as programmed in Call Handling) the system will monitor the circuit for CNG Tone. If detected the call will be transferred to the destination programmed here (SLT/analog extension). If no tone is detected, the call will follow Answering Position ringing programming. (Range: 401~464; Default: NONE)

Drill Down Codes
(listed at the left side of every page/data item).

bksp save chg

08 - then press **save** ▶

08 - 01 then press **save** ▶

8. SYS APPLICAT.
Back next show

RING SCHEME : 3
back next chg

menu tree

Use: **return** to return to the Drill Down Code entry screen

hold to step back one menu level.

back - previous item this menu level

next - next item this menu level

show - show this menu item

▶ System Application - Ring Scheme: Ten Ring Schemes are available. Each has a unique applied ringing pattern to differentiate CO Line (Trunk) ringing from Intercom Ringing. Use the following Chart to select the Ringing Scheme desired. (Range: 0-9; Default: 3)

Scheme	Ringing signal			Description
	on	off	between	
0	0.33	0.33	0.33	5 Double burst repeated every 6 seconds
1	0.33	0.33	0.33	5 Double burst repeated every 6 seconds
2	1.8		3.8	1 One 2 second ring repeated every 6 seconds
3	2		2	1 long burst repeated every 4 seconds
4	2		4	One 2 second ring repeated every 6 seconds
5	1.2		4.8	One 1.5 second ring repeated every 6 seconds
6	2		4	One 2 second ring repeated every 6 seconds
7	0.5	0.5	0.5	4 Double burst repeated every 5 seconds
8	2		4	One 2 second ring repeated every 6 seconds
9	1		4	One ring repeated every 5 seconds

Intercom Ringing				
Ringing signal			Description	
on	off	between		
1.2		4.8	One 1.5 second ring repeated every 6 seconds	
1.2		5.8	One 1.5 second ring repeated every 7 seconds	
0.33	0.33	0.33	5 Double burst repeated every 6 seconds	
0.5	0.5	0.5	3.5 Double burst repeated every 5 seconds	
2		2	1 long burst repeated every 4 seconds	
1		1	1 long burst repeated every 2 seconds	
1.5	0.5	0.5	4 One 1 second ring followed by a 0.5 second burst repeated	
2		4	One 2 second ring repeated every 6 seconds	
2		4	One 2 second ring repeated every 6 seconds	
0.33	0.33	0.33	5 Double burst repeated every 6 seconds	

LETTER TYPE : 0
back next chg

08 - 02 then press **save** ▶

Letters - Capitals

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

menu tree

Use: **Volume** to return to the Drill Down Code entry screen

Hold to step back one menu level.

back - previous item this menu level

next - next item this menu level

► System Application - Letter Type: Eight Letter Types are available to display special characters entered using the **1** key for Names In Display, Trunk Names, and programmed Text Messages. Select the desired Letter Type here. Use the chart or displayed text to determine the appropriate Letter Type for this installation.

This programming item affects only the Capital Letter display for the digit "1". Notice the characters beyond the standard alpha-numeric characters possible in the chart... each selected with the dial pad key "1" for Types 0~7.

(Range: 0~7; Default: 3)

HOUR MODE :12
back next chg

Letter Schemes	1 Press	2 Presses	3 Presses	4 Presses	5 Presses	6 Presses	7 Presses	8 Presses
Type 0	A	B	C	D	E	F	G	H
Type 1	I	J	K	L	M	N	O	P
Type 2	Q	R	S	T	U	V	W	X
Type 3	Y	Z	0	1	2	3	4	5
Type 4	6	7	8	9	*	#	+	cap (lower case)
Type 5	all	all	all	all	all	all	all	all
Type 6	all	all	all	all	all	all	all	all
Type 7	all	all	all	all	all	all	all	all
	#	#	#	#	#	#	#	#
	Enter/Advance	space						

► 08 - 03 then press **save**

► System Application - Hour Mode: Select 12 or 24 hour mode.
Note: no "AM" or "PM" is displayed in 12 hour mode. (Range: 12, 24;
Default: 12)

Drill Down Codes

(listed at the left side of every page/data item).

bksp save chg

→ 08 - 04 then press **save** ▶

→ 08 - 05 then press **save** ▶

→ 08 - 06 then press **save** ▶

→ 08 - 07 then press **save** ▶

→ 08 - 07 - C - (c = cabinet# 1,2), then press **save** ▶

→ 08 - 07 - C - b - pp (c = cabinet# 1,2; b = board# 1~6; pp = port# 01~12), then press **save** ▶

→ 08 - 07 - C - b - pp (c = cabinet# 1,2; b = board# 1~6; pp = port# 01~12), then press **save** ▶

→ 08 - 07 - C - b - pp (c = cabinet# 1,2; b = board# 1~6; pp = port# 01~12), then press **save** ▶

→ 08 - 08 then press **save** ▶

→ 08 - 08 - dir (dir = directory# to view), then press **save** ▶

AUTO LOG-OFF :20
back next chg

LOG-ON AGAIN :30
back next chg

TEST TIME :NULL
back next chg

POSITION TO DIR
back next show

SHOW CABINET :-
bksp show chg

SHOW BOARD :-
bksp show chg

1-01-01 :401
bksp show chg

1-01-02 :402
bksp show chg

1-01-12 :412
bksp show chg

DIR TO POSITION
back next show

DIR NUMBER :-
bksp show chg

POSITION:1-01-01
back next

menu tree

Use: **HOME** to return to the Drill Down Code entry screen

RECALL to step back one menu level.

back - previous item this menu level

next - next item this menu level

Default: 12)

▶ System Application - Auto Log-off: When the programmer has forgotten to exit the database administration mode (exit programming) Auto Log-off will perform this function automatically. (Range: 10, 20, ...60; Default: 20)

▶ System Application - Log-on Again: This security data item prohibits access to database administration (programming) when there have been three unsuccessful attempts to enter database administration. The wrong password entered. When the wrong password is entered three times, this is the amount of time that will lapse before the ICE system will allow successful access. An entry of "0" disables this function. (Range: 0, 10, 20, ...60; Default: 30)

▶ System Application - Test Time: The ICE system performs diagnostic tests that can detect some system errors, these errors can then be retrieved remotely, sent automatically to a remote service center, and/or displayed at the system assigned attendant extension. The test time is entered in 24-hour format; hhmm (hh=00~23, mm=00~59) (Range: 00:00~23:59; Default: NULL (none))

▶ System Application - Position to Directory: This data item allows the programmer to change the directory number assigned to a system physical port. Select the cabinet, board and port to be changed and then change the directory number as required. Note: only directory numbers assigned in the Numbering Plan that match the port function can be used.

▶ System Application - Directory to Position: Use this data item to display (only) the physical location (equipment) of a directory number.

▶ System Application - Numbering Plan: refers to the Directory Number assignments of resources (physical and software).

⇒ All Numbering Plan Directory Numbers can be changed to meet the

Drill Down Codes
(listed at the left side of every page/data item).

bksp save chg

- 08-09 - then press **save** ▶
- 08-09 - 01 - then press **save** ▶
- 08-09 - 01 - 01 - then press **save** ▶
- 08-09 - 01 - 02 - then press **save** ▶
-
-
-
- 08-09 - 01 - 05 - then press **save** ▶
- 08-09 - 01 - 06 - then press **save** ▶
- 08-09 - 01 - 07 - then press **save** ▶
-
-
-
- 08-09 - 01 - 10 - then press **save** ▶

NUMBERING PLAN
back next show

TRUNK ROUTE
back next show

LENGTH 1:1
back next chg

LENGTH 2:1
back next chg

•

•

•

LENGTH 5:1
back next chg

LEADING 1:9
back next chg

LEADING 2:NULL
back next chg

•

•

•

LEADING 5:NULL
back next chg

Use: **HOME** to return to the Drill Down Code entry screen
BACK to step back one menu level.
back - previous item this menu level
next - next item this menu level

- ⇒ All Numbering Plan Directory Numbers can be changed to meet the needs of the application. When Assigning directory numbers
- ⇒ When assigning directory numbers each are assigned a "Length". The Length determines how long the code is. Like the code (Dir#) "9" for Line Group 1 is 1 digit in length.
- ⇒ "Leading Digits" are then assigned. These are the digit(s) that the ICE system will assign the resource. In the Dir# 9 case, the leading digit is "9". Since the Length is set at 1, this Dir# is one single digit "9" to access this CO Line (Trunk) Group.
- ⇒ CO Line (Trunk) Group programming is different than all other directory number programming in that there are five possible Length and Leading paired assignments. The first of the five is assigned Length = 1 and Leading = 9, since there are four more Length and Leading pairs additional CO Line (Trunk) Group Dir#'s can be assigned and can be a variety of lengths.
- ⇒ Use the tables follow to help in understanding what changes can be made in this very flexible numbering plan.

Flexible Numbering Plan - CO Line (Trunk) Group Defaults

	Length	Leading	Length	Leading	Length	Leading	Length	Leading	Resulting Directory Number(s)
Data Items:	1	1	2	3	4	5	5	5	
Data:	1	9	3	NULL	3	NULL	3	NULL	9

Flexible Numbering Plan - Directory Number Defaults


Leading Digits

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

menu tree

Use:  to return to the Drill Down Code entry screen

 to step back one menu level.
back - previous item this menu level
next - next item this menu level

LEXICON NUMBERING PLAN - DIRECTORY NUMBER DETAILS

	Length	Leading Digits								Resulting Directory Number(s)	
		1	2	3	4	5	6	7	8		
Extension Dir #	3	4	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	400 Built-in Modern 401~464 Extensions 465~472 Voice Mail
Extension Page Dir #	3	20	NULL	NULL	Not Applicable						200 Tenant Page All 201~208 Group Page 209 Extension Page All
UCD/Hunt Group Dir #	3	23	24	25							230~253
Pickup Group Dir #	3	26	NULL	NULL							260~267
Individual Speed Dial Dir #	3	5	NULL	NULL							500~549
Common (System) Speed Dir #	3	6	NULL	NULL							600~699
CO Line (Trunk) Dir #	3	7	NULL	NULL							700~723 Analog Trunks 724~727 VoIP 728~751 T1 or 728~757 E1
Music Code Dir #	3	80	NULL	NULL							800~801
Loud Bell Dir #	3	81	NULL	NULL							810
External Pager Dir #	3	82	NULL	NULL							820
Virtual Number Dir #	3	83	84	85							830~859
Conference Room Dir #	3	86	NULL	NULL	860~867						
Operator Dir #	1	0	Not Applicable								0
Account Code Dir #	1	1									1

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

menu tree

Use: **EXIT** to return to the Drill Down Code entry screen

BACK to step back one menu level.

PREV - previous item this menu level

NEXT - next item this menu level

Hypothetical examples (A, B, C, and D) using the programming of Extension Directory Numbers

Length	Leading Digit(s)								Resulting Dir#	Comments	
	1	2	3	4	5	6	7	8			
A	4	8	NULL	NULL	NULL	NULL	NULL	NULL	8000-8999	<ol style="list-style-type: none"> Users dial 8000-8999 to place intercom calls to other extensions. The digit "8" is unavailable as the first digit of any other ICE system resource directory number. 	
B	3	8	NULL	NULL	NULL	NULL	NULL	NULL	800-899	<ol style="list-style-type: none"> Users dial 800-899 to place intercom calls to other extensions. The digit "8" is unavailable as the first digit of any other ICE system resource directory number. 	
C	2	6	7	8	NULL	NULL	NULL	NULL	60-89	<ol style="list-style-type: none"> Users dial 60-89 to place intercom calls to other extensions. The digits "6", "7", and "8" are unavailable as the first digit of any other ICE system resource directory number. 	
D	2	10	11	12	13	14	15	16	17	11-17	<ol style="list-style-type: none"> Users dial 11-17 to place intercom calls to other extensions. The digit "1" is unavailable as the first digit of any other ICE system resource directory number. Only eight extensions will have intercom numbers.

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

- 08 - 09 - 02 then press **save** ▶
- 08 - 09 - 02 - 01 then press **save** ▶
- 08 - 09 - 02 - 02 then press **save** ▶
- 08 - 09 - 02 - 03 then press **save** ▶
-
-
-
- 08 - 09 - 02 - 09 then press **save** ▶
- 08 - 09 - 03 then press **save** ▶
- 08 - 09 - 03 - 01 then press **save** ▶
- 08 - 09 - 03 - 02 then press **save** ▶
- 08 - 09 - 03 - 03 then press **save** ▶
- 08 - 09 - 03 - 04 then press **save** ▶

menu tree

Use: **HOME** to return to the Drill Down Code entry screen
RED to step back one menu level.
 back - previous item this menu level
 next - next item this menu level

- EXT DIR NUMBER**
back next show
- LENGTH :3**
back next chg
- LEADING 1:4**
back next chg
- LEADING 2:NULL**
back next chg
-
-
-
- LEADING 8:NULL**
back next chg
- EXT PAGE GROUP**
back next show
- LENGTH :3**
back next chg
- LEADING 1:20**
back next chg
- LEADING 2:NULL**
back next chg
- LEADING 3:NULL**
back next chg

▶ System Application - Numbering Plan: refers to the Directory Number assignments of resources (physical and software).

The ICE system will check to assure that there are no numbering conflicts. If you have trouble entering a number as a leading digit, it is likely that this number is a portion of a number being used by another resource.

⇒ Extension Directory Numbers have a unique characteristic; that is, there can be up to eight leading digits assigned. Refer to the chart on the previous page for examples of how this directory numbering can be setup for operation.

⇒ Extension Page Group Directory Numbers: These are the codes dialed at any extension to place an announcement page over the speakers of digital telephones that are members of the page group dialed. When this directory numbering has been programmed, the ICE system allocates the numbering as follows:

- First code is, Tenant Group Page (to all digital telephones in the same tenant group as that of the telephone initiating the page.)
- Next 8 codes will be the individual extension page zones (digital telephone speakers only)
- The last code assignment is given to the All Call Page function. This will include all digital extensions in the same tenant group and the External Paging Port for announcement over ancillary paging equipment (if equipped).

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

- 08 - 09 - 04 - then press **save** ▶
- 08 - 09 - 04 - 01 then press **save** ▶
- 08 - 09 - 04 - 02 then press **save** ▶
- 08 - 09 - 04 - 03 then press **save** ▶
- 08 - 09 - 04 - 04 then press **save** ▶

→ 08 - 09 - 05 - then press **save** ▶

menu tree

Use: **HOME** to return to the Drill Down Code entry screen
HELP to step back one menu level.
back - previous item this menu level
next - next item this menu level

EXT HUNT GROUP
back next show

LENGTH :3
back next chg

LEADING 1:23
back next chg

LEADING 2:24
back next chg

LEADING 3:25
back next chg

EXT PICKUP GROUP
back next show

▶ System Application - Numbering Plan: refers to the Directory Number assignments of resources (physical and software).
 The ICE system will check to assure that there are no numbering conflicts. If you have trouble entering a number as a leading digit, it is likely that this number is a portion of a number being used by another resource.
 ⇨ Extension UCD/Hunt Group Directory Numbers are assigned here. At default the assigned numbers are 230~259, since there are 24 groups possible this means that the actual directory numbers for the UCD/Hunt Groups are 230~253.
 Refer to the Pickup Group example on the next page for possible programming changes to understand how this data item might be programmed.

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

→ 08 - 09 - 05 - 01 then press **save** ▶

→ 08 - 09 - 05 - 02 then press **save** ▶

→ 08 - 09 - 05 - 03 then press **save** ▶

→ 08 - 09 - 05 - 04 then press **save** ▶

menu tree

Use: **←** to return to the Drill Down Code entry screen

→ to step back one menu level.

back - previous item this menu level

next - next item this menu level

LENGTH :3

back next chg

LEADING 1:26

back next chg

LEADING 2:NULL

back next chg

LEADING 3:NULL

back next chg

Hypothetical examples (A, B, and C) using the programming of Pickup Group Directory Numbers

Length	Leading			Resulting Dir#	Comments
	1	2	3		
A 2	NULL	NULL		20~27	1. User's dial 20~27 for Group Pickup. 2. The digit "2" is unavailable as the first digit of any other directory number.
B 2	24	25	NULL	24, 25	1. User's dial 24 or 25 for Group Pickup. 2. There are only two Group Pickup groups. 3. Digits 20~23, and 26~29 are available as the first two digits for other numbering plan requirements.
C 3	24	NULL	NULL	240~247	1. User's dial 240~247 for Group Pickup. 2. Digits 20~23, and 25~29 are available as the first two digits for other numbering plan requirements.

→ 08 - 09 - 06 - then press **save** ▶

INDIV. SPD. NO.
back next show

▶ System Application - Numbering Plan: refers to the Directory Number assignments of resources (physical and software).

The ICE system will check to assure that there are no numbering conflicts. If you have trouble entering a number as a leading digit, it is likely that this number is a portion of a number being used by another resource.

⇒ Extension Pickup Group Directory Numbers are assigned here. At default the assigned numbers are 260~269, since there are 8 groups possible this means that the actual directory numbers are 260~267.

Use the example of possible programming changes (at left) to understand how this data item might be programmed.

This example (at left) can be applied to all of the directory number programming data items that have one allocation for Length and three possible allocations for Leading Digits.

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

- 08 - 09 - 06 - 01 then press **save** ▶
- 08 - 09 - 06 - 02 then press **save** ▶
- 08 - 09 - 06 - 03 then press **save** ▶
- 08 - 09 - 06 - 04 then press **save** ▶
- 08 - 09 - 07 - then press **save** ▶
- 08 - 09 - 07 - 01 then press **save** ▶
- 08 - 09 - 07 - 02 then press **save** ▶
- 08 - 09 - 07 - 03 then press **save** ▶
- 08 - 09 - 07 - 04 then press **save** ▶
- 08 - 09 - 08 - then press **save** ▶
- 08 - 09 - 08 - 01 then press **save** ▶
- 08 - 09 - 08 - 02 then press **save** ▶
- 08 - 09 - 08 - 03 then press **save** ▶
- 08 - 09 - 08 - 04 then press **save** ▶
- 08 - 09 - 09 - then press **save** ▶

menu tree

Use: **EXIT** to return to the Drill Down Code entry screen
HELP to step back one menu level.
 back - previous item this menu level
 next - next item this menu level

LENGTH :3 back next chg	LENGTH :3 back next chg
LEADING 1:5 back next chg	LEADING 1:6 back next chg
LEADING 2:NULL back next chg	LEADING 2:NULL back next chg
LEADING 3:NULL back next chg	LEADING 3:NULL back next chg
SYSTEM SPD. NO. back next show	TRUNK DIR NUMBER back next show
MUSIC SOURCE back next show	

▶ System Application - Numbering Plan: refers to the Directory Number assignments of resources (physical and software).

The ICE system will check to assure that there are no numbering conflicts. If you have trouble entering a number as a leading digit, it is likely that this number is a portion of a number being used by another resource.

⇒ Individual Speed Dial Directory Numbers: are programmed here. These are the numbers that an extension user will dial to access her own personal speed dial numbers at her phone.

⇒ System (Common) Speed Dial Directory Numbers: are programmed here. These are the numbers that an extension user will dial to access the common speed dial numbers (for all system users) at his phone.

⇒ Trunk Directory Numbers: are programmed here. These numbers are used to dial-access a specific trunk. (Rather than a group of trunks.) This code is also required when programming a trunk appearance on a digital telephone.

Drill Down Codes
(listed at the left side of
every page/data item).

bksp save chg

- 08-09-09-01 then press **save** ▶
- 08-09-09-02 then press **save** ▶
- 08-09-09-03 then press **save** ▶
- 08-09-09-04 then press **save** ▶
- 08-09-10- then press **save** ▶
- 08-09-10-01 then press **save** ▶
- 08-09-10-02 then press **save** ▶
- 08-09-10-03 then press **save** ▶
- 08-09-10-04 then press **save** ▶
- 08-09-11- then press **save** ▶
- 08-09-11-01 then press **save** ▶
- 08-09-11-02 then press **save** ▶
- 08-09-11-03 then press **save** ▶
- 08-09-11-04 then press **save** ▶
- 08-09-12- then press **save** ▶

menu tree

Use:  to return to the Drill Down Code entry screen

 to step back one menu level.

back - previous item this menu level

next - next item this menu level

LENGTH :3
back next chg

LEADING 1:80
back next chg

LEADING 2:NULL
back next chg

LEADING 3:NULL
back next chg

LOUD BELL
back next show

LENGTH :3
back next chg

LEADING 1:81
back next chg

LEADING 2:NULL
back next chg

LEADING 3:NULL
back next chg

EXTERNAL PAGER
back next show

LENGTH :3
back next chg

LEADING 1:82
back next chg

LEADING 2:NULL
back next chg

LEADING 3:NULL
back next chg

VIRTUAL NUMBER
back next show

▶ System Application - Numbering Plan: refers to the Directory Number assignments of resources (physical and software).

The ICE system will check to assure that there are no numbering conflicts. If you have trouble entering a number as a leading digit, it is likely that this number is a portion of a number being used by another resource.

⇒ Music Source Directory Numbers: are programmed here. These are the numbers that an extension user will dial to access one of the two music channels possible (music must be connected via an external source). At default the directory numbers are 801 and 802.

⇒ Loud Bell Control Directory Number: is programmed here. There is one LBC contact in the ICE system. At default the directory number is 830.

⇒ External Pager Port Directory Number: is programmed here. This number is used to dial-access the external paging equipment and make a broadcast announcement. (External Paging equipment is optional.)

▶ System Application - Numbering Plan: refers to the Directory Number assignments of resources (physical and software).

The ICE system will check to assure that there are no numbering

Drill Down Codes
(listed at the left side of every page/data item).

bksp save chg

- 08 - 09 - 12 - 01 then press **save** ▶
- 08 - 09 - 12 - 02 then press **save** ▶
- 08 - 09 - 12 - 03 then press **save** ▶
- 08 - 09 - 12 - 04 then press **save** ▶
- 08 - 09 - 13 - then press **save** ▶
- 08 - 09 - 13 - 01 then press **save** ▶
- 08 - 09 - 13 - 02 then press **save** ▶
- 08 - 09 - 13 - 03 then press **save** ▶
- 08 - 09 - 13 - 04 then press **save** ▶
- 08 - 09 - 14 - then press **save** ▶
- 08 - 09 - 14 - 01 then press **save** ▶
- 08 - 09 - 14 - 02 then press **save** ▶
- 08 - 09 - 15 - then press **save** ▶
- 08 - 09 - 15 - 01 then press **save** ▶
- 08 - 09 - 15 - 02 then press **save** ▶

menu tree

Use:  to return to the Drill Down Code entry screen

 to step back one menu level.

back - previous item this menu level

next - next item this menu level

LENGTH :3

back next chg

LEADING 1:83

back next chg

LEADING 2:84

back next chg

LEADING 3:85

back next chg

CONF. ROOMS

back next show

LENGTH :3

back next chg

LEADING 1:86

back next chg

LEADING 2:NULL

back next chg

LEADING 3:NULL

back next chg

OPERATOR CODE

back next show

LENGTH :1

back next chg

LEADING 1:0

back next chg

ACCOUNT CODE

back next show

LENGTH :1

back next chg

LEADING 1:1

back next chg

(NUMBER ASSIGNMENTS OF RESOURCES (PHYSICAL AND VIRTUAL)).

The ICE system will check to assure that there are no numbering conflicts. If you have trouble entering a number as a leading digit, it is likely that this number is a portion of a number being used by another resource.

⇒ Virtual Directory Numbers: are programmed here. These are the numbers to which an extension user may transfer a call. Virtual Numbers must *appear* on feature keys of digital telephones to function. Virtual Numbers provide a *physical* location and lamping indications. There are thirty Virtual Numbers, at default they are 830~859.

⇒ Conference Rooms Directory Number: are programmed here. Eight Conference Rooms are available. A user may join a conference, transfer a call to a conference and/or access a conference from outside of the system via an Automated Attendant via the Conference Room Directory Number. At default the directory numbers are 860~867.

⇒ Operator Code Directory Number: is programmed here. This number is used to dial-access the tenant group assigned Operator digital telephone. At default this number is assigned "0".

⇒ Account Code Directory Number: is programmed here. This number is used to dial-access the Account Code feature. At default this number is assigned "1". It is possible to force a user to use account code if that users Extension COS is set to restrict her calling.

▶ System Application - Suffix Codes: refers to the Code assignments of features operation where additional action is required during a call to invoke the desired feature. Suffix Codes are required at non-display (Economy model) digital and SLT/Analog telephones. The Suffix Code "Intercom Ring/Voice" is required at all

Drill Down Codes
(listed at the left side of
every page/data item).

menu tree

bksp save chg

- 08 - 10 - then press **save** ▶
- 08 - 10 - 01 then press **save** ▶
- 08 - 10 - 02 then press **save** ▶
- 08 - 10 - 03 then press **save** ▶
- 08 - 10 - 04 then press **save** ▶
- 08 - 10 - 05 then press **save** ▶
- 08 - 10 - 06 then press **save** ▶
- 08 - 10 - 07 then press **save** ▶
- 08 - 10 - 08 then press **save** ▶
- 08 - 10 - 09 then press **save** ▶

SUFFIX CODE
back next show

ICM RING/VOICE:*
back next chg

DND OVERRIDE :3
back next chg

CAMP ON :4
back next chg

CALL BACK :#
back next chg

CALL PICKUP :6
back next chg

INTRUSION :8
back next chg

MSG WAITING :9
back next chg

ICM OHVA :0
back next chg

MONITOR :1
back next chg

Use:

HOME to return to the Drill Down Code entry screen

BACK to step back one menu level.

PREV - previous item this menu level

NEXT - next item this menu level

feature. Suffix Codes are required at non-display (Economy model) digital and SLT/Analog telephones. The Suffix Code "Intercom Ring/Voice" is required at all telephone models to invoke this feature.

The ICE system will check for Suffix Code conflicts. If you want to assign a code that is already assigned elsewhere, you must first remove it from the previous allocation.

- ⇒ Intercom Ring/Voice Exchange: When a digital telephone has been called on the intercom and the called telephone is in the HF-VA mode, the initiator may dial "*" to switch the called telephone to Tone Ringing mode. This can be helpful if the called telephone is in a noisy area.
- ⇒ Do Not Disturb Override: The DND condition at a called telephone may be overridden with this code.
- ⇒ Camp On: Repeated signalling at a called busy station.
- ⇒ Call Back: Call me when you get back/go idle.
- ⇒ Call Pickup: Pick Up a call ringing at the phone you've called.
- ⇒ Intrusion: Intrude on the conversation at a busy telephone/trunk.
- ⇒ Message Waiting: Send a message waiting indication to a called telephone.
- ⇒ Intercom Off Hook Voice Announcement: Make a voice announcement at a busy digital telephone (called phone must be in handset mode).
- ⇒ Monitor Call: Monitor the call in progress at the called extension. (Must have programmed privileges to do so.) We are not legally responsible for

▶ System Application - Trunk Copy & Extension Copy: These are convenience functions that make programming operations much faster. These copy functions allow the programmer to use one trunk

Drill Down Codes
(listed at the left side of
every page/data item).

`bksp save chg`

→ 08 - 11 - then press `save` ▶

→ 08 - 11 - 01 then press `save` ▶

→ 08 - 11 - 02 then press `save` ▶

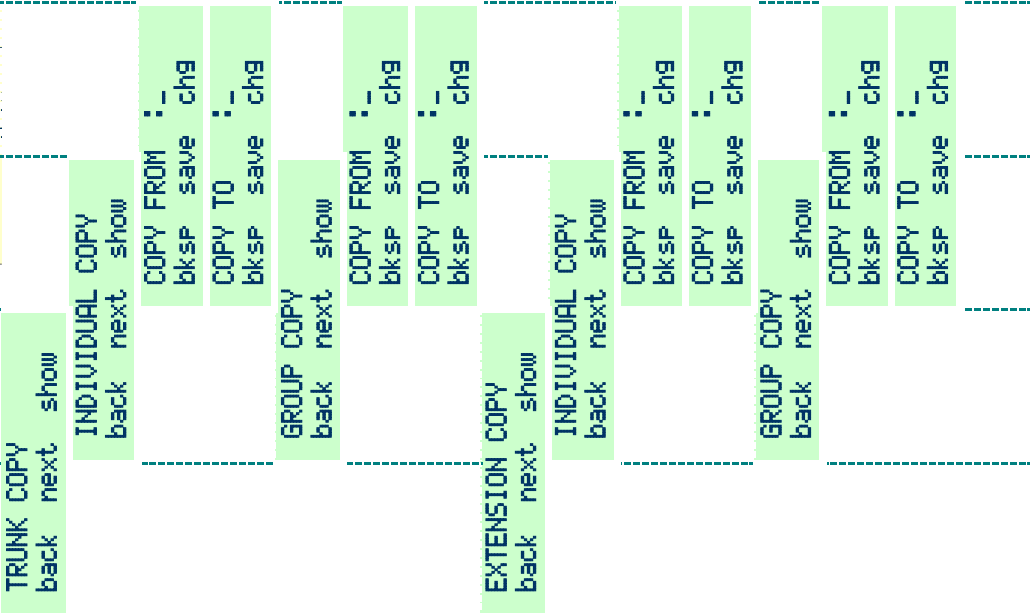
→ 08 - 12 - then press `save` ▶

→ 08 - 12 - 01 then press `save` ▶

→ 08 - 12 - 02 then press `save` ▶

menu tree

Use: `FUNCTION` to return to the Drill Down Code entry screen
`hold` to step back one menu level.
`back` - previous item this menu level
`next` - next item this menu level



convenience functions that make programming operations much faster. These copy functions allow the programmer to use one trunk or extension as a template and copy its programming to other trunks or extensions. Copy functions are possible one-by-one or by groups.

Note: In the Extension Copy function all data is copied from the template extension to the destination extension EXCEPT for Flexible Feature button data. This data can be copied using the Feature Key Copy function.

⇒ When copying either Trunks or Extensions data; you must select a source - this becomes the template. So all data must be programmed for that template first. When ready:

- When prompted to "Copy From", input the template (source) directory number. If its a trunk, the range is 700~757; if its an extension, the range is 401~472.
- When **Individual Copy** was selected and prompted to "Copy To", input the destination directory number. If its a trunk, the range is 700~757; if its an extension, the range is 401~472. When `save` is pressed, the "Copy To" prompt returns for the next destination to be input. Use `hold` to back out of this function.

- When **Group Copy** was selected and prompted to "Copy To", input the destination Group directory number. If its a trunk, the range is 9 (only one group at default); if its an extension, the range is 260~267. When `save` is pressed, the "Copy To" prompt returns for the next destination to be input. Use `hold`

Drill Down Codes
(listed at the left side of
every page/data item).

`bksp save chg`

08 - 13 - then press `save` ▶

08 - 13 - 01 then press `save` ▶

08 - 13 - 02 then press `save` ▶

menu tree

Use: `FEATURE` to return to the Drill Down Code entry screen
`back` - previous item this menu level
`next` - next item this menu level

`FEATURE KEY COPY`
`back` `next` `show`

`INDIVIDUAL COPY`
`back` `next` `show`

`COPY FROM` : `_` `chg`
`bksp` `save`

`COPY TO` : `_` `chg`
`bksp` `save`

`GROUP COPY`
`back` `next` `show`

`COPY FROM` : `_` `chg`
`bksp` `save`

`COPY TO` : `_` `chg`
`bksp` `save`

▶ System Application - Feature Key Copy: This convenience function makes programming many digital telephone feature keys much faster. This copy function is possible one-by-one or by groups.

⇒ When copying Feature Key data; you must select a source - this becomes the template. So all data must be programmed for that template first. When ready:

- When prompted to "Copy From", input the template (source) directory number. The range is 401~472.
- When **Individual Copy** was selected and prompted to "Copy To", input the destination directory number. The range is 401~472. When `save` is pressed, the "Copy To" prompt returns for the next destination to be input. Use `back` to back out of this function.
- When **Group Copy** was selected and prompted to "Copy To", input the destination Group directory number. The range is 260~267. When `save` is pressed, the "Copy To" prompt returns for the next destination to be input. Use `back` to back out of this function.

Drill Down Codes
(listed at the left side of
every page/data item).

menu tree

bksp save chg

→ 08 - 14 - then press **save** ▶

→ 08 - 14 - 01 then press **save** ▶

→ 08 - 14 - 02 then press **save** ▶

→ 08 - 14 - 03 then press **save** ▶

→ 08 - 14 - 04 then press **save** ▶

→ 08 - 14 - 05 then press **save** ▶

→ 08 - 14 - 06 then press **save** ▶

→ 08 - 15 - then press **save** ▶

SYSTEM TIME
back next show

YEAR :03
back next chg

MONTH :JAN
back next chg

DAY : 1
back next chg

WEEKDAY :WED
back next chg

HOUR :18
back next chg

MINUTE :22
back next chg

TIME SWITCHING
back next show

Use:  to return to the Drill Down Code entry screen

 to step back one menu level.

back - previous item this menu level

next - next item this menu level

▶ System Application - System Time: Used to set the clock of the ICE system.

⇨ Input all data for year, month, day, weekday, hour (in 24-hour format) and minute.

▶ System Application - Time Switching: Used to set the automatic Service Mode function of the ICE system. At preselected times during each day of the week, the ICE system can be set to switch the Service Mode whereby changes in ringing assignments/operations take effect.

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