



# Emerald™ ICE Digital Key Telephone System

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## **Standard Telephone User Guide**

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

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# 1 Introduction

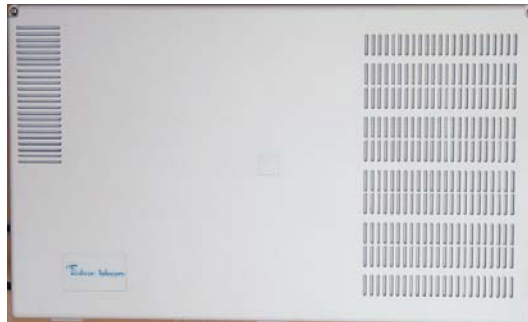
## 1.1 About Emerald ICE

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

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

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



**KSU Main Service Unit**



**Deluxe Model Telephone**



**Standard Model Telephone**

## Emerald ICE 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 1-2 below shows the keys necessary for use with this manual.

Figure 1-2 **Emerald ICE Standard Model Telephone**





This document is a User Guide who's target audience is a skilled or unskilled user. The purpose of this manual is to provide operational instructions on the use of the main features of the *Emerald ICE* Standard Telephone keyset. It is divided in to several sections, designed to clearly and quickly provide information to the user. The sections are:

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

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

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

**Section 4 - Calling Features**- this section provides operational descriptions of some of the in-progress call features such as Hold, Intrusion, Monitor, and Saved Number Redial among other topics.

## Applicable Documents

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*Emerald ICE Hardware Installation Manual*

*Emerald ICE Programming Manual*

# 2 Telephone Setup

## 2.1 Reminder-Extension



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Feature Code: PGM 

### Description

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


### Activate Reminder-Extension

1. Press PGM  + the new time in HHMM (24-hour format) + 1 (one time only). If you would like a continuous alarm press PGM  + the new time in HHMM (24-hour format) + 2 (continuous).


### Deactivate Alarm Clock-Extension

1. Press PGM .

### Operational Notes

- The *Alarm Clock* feature code PGM  can be programmed on any programmable Feature/DSS Button.
- *Alarm Clock* will be automatically canceled after the programmed Alarm Play Time is reached for a one-time alarm.


## Auto Hold

Feature Code: PGM 

### Description

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


### Setup Auto Hold

1. Press PGM . You hear confirmation tone.
2. The extension returns to an idle state.


### Enable Automatic 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.
2. The extension returns to an idle state.

### Operational Notes


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

## 2.3 Preference




---

Feature Code: PGM 

### Description

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


### Setup

1. Press PGM .
2. Enter the outside line Directory Number (.
3. Enter the valid outside line Group Directory Number  for outside line Group 1.
4. Lift the handset to access the line you selected.

### Cancel

1. Press PGM .
2. The extension returns to an idle state.

### Operational Notes

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

## 2.4 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 that you want to monitor:

 for Music Channel 1 (Enter the same number again to cancel.)


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

### Operational Notes

- One Feature/DSS Button is already setup for *Background Music* operation at the factory.
- The Feature/DSS Button LED will not light when *Background Music* is activated.
- *Background Music* automatically turns off when you receive or make a call.
- *Background Music* turns on again when the telephone return to idle status.

## 2.5 Call Forward

---

Feature Code: PGM 

### Description

There are several choices for forwarding your calls:


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

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



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

### Setup



#### Direct Call Forward

1. Press PGM  or the Feature/DSS Button designated as CALL FWD (if programmed).
2. Enter the extension number to which calls are to be forwarded.
3. Select the type of calls to forward.
  - a. 1 = outside line incoming or transferred calls
  - b. 2 = both intercom and outside line calls
  - c. 3 = intercom calls only.
4. You hear a confirmation tone and the extension returns to idle. The Status Bar Lamp is lit green.

### Busy Call Forward



1. Press PGM   or the Feature/DSS Button designated as CALL FWD (if programmed).
2. Enter the extension number to which calls are to be forwarded.
3. Select the type of calls to forward.
  - a. 1 = outside line incoming or transferred calls
  - b. 2 = both intercom and outside line calls
  - c. 3 = intercom calls only.
4. You hear a confirmation tone and the extension returns to idle. The Status Bar is lit green.

### No Answer Call Forward



1. Press PGM   or the Feature/DSS Button designated as CALL FWD (if programmed).
2. Enter the extension number to which calls are to be forwarded.
3. Select the type of calls to forward.
  - a. 1 = outside line incoming or transferred calls
  - b. 2 = both intercom and outside line calls
  - c. 3 = intercom calls only.
4. Enter a No Answer Time #1 between 10 and 50 (seconds). This is the time period setting that will alert the system that if there is no answer, the call is to be forwarded.
5. Enter a No Answer Time #2 between 10 and 50 (seconds). This is the second time period setting that will alert the system that if there is no answer, the call is to be forwarded.
6. You hear a confirmation tone and the extension returns to idle. The Status Bar is lit green.





### External Call Forward

1. Press PGM   or the Feature/DSS Button designated as CALL FWD (if programmed).
2. Enter the telephone number (cell phone, other office, etc.) where calls are to be forwarded.
3. You hear a confirmation tone.


### Follow Call Forward

1. Press PGM   or the Feature/DSS Button designated as CALL FWD (if programmed).
2. Enter the extension number to which calls are to be forwarded.
3. Select the type of calls to forward.
  - a. 1 = outside line incoming or transferred calls
  - b. 2 = both intercom and outside line calls
  - c. 3 = intercom calls only.
4. You hear a confirmation tone and the extension returns to idle. The Status Bar is lit green.

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

1. Press PGM   or the Feature/DSS Button designated as CALL FWD (if programmed).
2. Enter the extension number where calls are to be forwarded from (originator).
3. Select the type of calls to forward.
  - a. 1 = outside line incoming or transferred calls
  - b. 2 = both intercom and outside line calls
  - c. 3 = intercom calls only.
4. Enter the password of the extension from which the calls will be forwarded.


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

1. Press PGM  or the Feature/DSS Button designated as CALL FWD (if programmed).
2. Enter the extension number from which calls will be forwarded.
3. Select the type of calls to forward.
  - a. 1 = outside line incoming or transferred calls
  - b. 2 = both intercom and outside line calls
  - c. 3 = intercom calls only.
4. You hear a confirmation tone and the extension returns to idle.

### Delete Forward (Own Extension)

1. Press PGM  +(Number of Forwarding Type) at own extension.

### Delete Forward (Other Extension)

1. Press PGM  +(Extension Number of Originator) a+ Password of originating Extension.

### Delete All Forwarding



1. Press PGM 

### Operational Notes

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

## Default Extension

---

Feature Code: PGM  .

---

### Description

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

1. Press PGM  .
2. A confirmation tone will be played.

---

### Operational Notes

The following extension parameters are reset to the value shown:

**LNR** = empty

**SNR** = No Saved Number

**Memo** = No Saved Number

**Telephone Lock** = No

**Auto Hold** = No




**Page Receive** = Yes

**Busy Ring** = Yes

**Hotline** = NULL (none)

## 2.7 Touch Tone (On/Off)

---

Feature Code: PGM   

---

### *Description*

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

While the telephone is idle, press PGM   . You hear a confirmation tone.




---

### *Operational Notes*

N/A








## 2.8 Extension Ring Adjustment

---

Feature Code: PGM  #  7 

### Description

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


1. Press the ringing code PGM  #  7  + (  1  -  8  )
2. You hear the selected tone.

### Operational Notes

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

## 2.9 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 Standard Telephone specifically for *Do Not Disturb*, that button will light whenever you activate the feature.

### *Set Do Not Disturb*

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

### *Cancel Do Not Disturb*



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

### Operational Notes

- *Do Not Disturb* is not enabled if you have activated *Call Forward*.
- At any time while your Standard 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.

## 2.10 Extension Password

---

Feature Code: PGM  

---

### *Description*

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

### *Change Your Password*

1. Press PGM   + Current Password + New Password




---

### *Operational Notes*

N/A

## 2.11 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    + (Extension Password)+ .

---



### *Operational Notes*

N/A



## 2.12 Feature/DSS Button Programming



---

Feature Code: PGM  # 

### Description

*Emerald ICE* Standard Telephones have 14 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.

1. While the phone is idle, press PGM  # .
2. Press the Feature/DSS Button that you want to program. When programming, the red LED of the feature key being programmed will flash slowly until programming is completed.



### **NOTE:**



*To program the button you must know the code number of the feature.*

---

3. For a Directory Number press  + Directory Number + .
4. For a Feature press  + PGM  + Feature Code + .

### Operational Notes

- 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.
- 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.
- Programmable Feature/DSS Buttons cannot be programmed for CO Line Group operation when the system is configured for “Key” system operation.



Feature Code: PGM  

---

### Description

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

### Storing a Code

1. While the telephone is idle, access Feature/DSS Button Programming (Refer to *Feature/DSS Button Programming* in Section 2.12) and program a Feature/DSS Button to be stored with your Access Code.
2. Press PGM   + {the four-digit code to store}.

### Using the Access Code

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




---

### Operational Notes


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

## 2.14 Hot Key Enable/Disable




---

Feature Code: PGM   




### Description

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

### *Disable*


While the telephone is idle, press PGM   .

### *Enable*

While the telephone is idle, press PGM   .

### Operational Notes


N/A

Feature Code: PGM 


### Description

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

### Setup

1. While the telephone is idle, press PGM .
3. Enter the speed dial directory number or extension number to which this extension is to be connected when the phone goes off hook.
4. Enter 0-9 for the delay (seconds) immediate or delayed. You hear a confirmation tone and the function is invoked.

### Invoke Hotline

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


### Cancel

1. While the telephone is idle, press PGM . You hear a confirmation tone and the function is cancelled.

### Operational Notes

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

## 2.16 Voice Announce

Feature Code: PGM 

### Description



#### NOTE:

*In order to use the Voice Announce features described below, a Feature/DSS button must be programmed First.*

A Standard 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 LED will illuminate as shown in *Table 2-1* below.

**Table 2-1 Voice Announce Mode LED Indications**

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


### Setup

1. Program a Feature/DSS button for *Voice Announce* as described in *Section 2.12* if you have not programmed it already. Use PGM  as the applicable Feature Code.
2. While your extension is idle, press PGM . You hear a confirmation tone.
3. Press PGM  again to advance through each of the available modes. The LED for the *Voice Announce* Feature/DSS button will illuminate as described in *Table 2-1*.


### 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. The LED associated to that *Voice Announce* button will indicate the current mode selection as shown in *Table 2-1*.

## 2.17 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.

### Change Service Mode

1. At the attendant extension press the Feature/DSS button programmed with the Service Mode feature code or enter the feature code PGM .
2. Enter the attendant extension password. The Service Mode is advanced to the next mode.

### Operational Notes



N/A

## Pause Insertion

---

Feature Code: PGM   Description

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

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

---

### *Operational Notes*

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



## 2.19 Speakerphone



---

Feature Code: 




### *Description*

The *Emerald ICE* Standard Telephones are all equipped with a high-quality, half-duplex speakerphone. This feature makes it possible to place hands-free calls.


### *Placing a Call*

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

### *Answering a Call*

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

### *Operational Notes*

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

*Description*

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

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

*Operational Notes*

N/A

## 2.21 Volume Control

---


### *Description*

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

- Background Music
- Ringing
- Handset
- Speaker
- Headset

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

You can adjust ringer volume while the telephone is idle.

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

### *Operational Notes*

N/A



# 3 Making Calls














## 3.1 Making an Outgoing Call

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Feature Code: 

### Description

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

- Dialing the specific outside line (lines    -   ) or outside line group (    -   )
- Pressing a programmed outside line button. Refer to *Section 2.12* for DSS key programming instructions.




### NOTE:

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

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To dial an outside line;

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

### Operational Notes

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

## Making an Intercom Call

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Feature Code:      

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### 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 2.12* 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 Intercom by default, therefore, intercom dial tone is heard automatically when lifting the handset or when pressing the  button.
- When calling an extension that is in *Voice Announce* mode you can *Force Tone Ring* by  after the extension number.

## Making a Call Using Account Code



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Feature Code:  

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### *Description*

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

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


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### *Operational Notes*

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

## Auto Redial

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Feature Code: PGM 

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### Description

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




### NOTE:

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*Default is 2 attempts*

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

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### Operational Notes

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



## Calling the Operator/Attendant


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Feature Code: 

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### *Description*

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

To call the attendant/operator, press .

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### *Operational Notes*

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



## Meet-Me Conference

Feature Code: 


### Description

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


### Transfer a Caller to a Meet Me Conference

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

### Join a Meet-Me Conference

1. Dial the *Meet-Me Conference* destination to join (.
2. Hang up when finished.

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



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

### Operational Notes

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

## 3.7 Supervised/Unsupervised Conference

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Feature Code: PGM  



### Description

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



### *Supervised/Unsupervised*

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


### *Establish a Three-party Conference*

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


### *Establish a Four-party Conference*

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

### *Establish an Unsupervised Conference*

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

### *Rejoin an Unsupervised Conference*

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

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### *Operational Notes*

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

## Direct Inward System Access (DISA)

### *Description*

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

1. Call into the *Emerald ICE*.
2. Press **9** or dial the DISA line number directly.

Or...

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

### *Accessing an Emerald ICE Outside Line*


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

### *Operational Notes*

- Up to 4 DISA CO lines may be used simultaneously.
- The activation time for a DISA CO line is programmable for “Never,” Day,” “Night” or “Always.”
- If you dial an invalid number your call will be directly transferred to the attendant.
- The DISA Talk Time is programmable for 1, 2, 3, 5, 10, and 15 minutes (default is 1 minute). The DISA Talk Time is set to automatically 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 **OPER 0 TONE \***. (This restarts the DISA Talk Timer.)
- To disconnect a call originated via DISA before the Talk Time expires, dial **OPER 0 #**.

## Last Number Redial

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Feature Code: PGM 

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### Description

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

### Choose an Outside Line First

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

### Automatically Select an Outside Line

1. Press PGM .

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### 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.
- If the Last Number Redial memory is empty you will hear error tone.

## 3.10 On-Hook Dialing


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### Description

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

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

Or...

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

### Operational Notes

N/A

Feature Code: Feature Code: Feature Code:

### Description

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

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


### Operational Notes

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



## 3.12 Saved Number Redial


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Feature Code: PGM 


### Description

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

### *SDN*

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

### *SNR*

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

### Operational Notes

- SDN can store up to sixteen (16) digits.
- The *Save Dialed Number/Saved Number Redial* feature code can be programmed on any Feature/DSS Button.

## Speed Dial













Extension    -   ,

System    -   

### Description

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














### Setup

1. Press PGM .
2. Dial the Speed Dial location number (    -    ).
3. Enter the number that you want to store, including Pauses (PGM   ), Flash (PGM  ) and Pulse-To-Tone Conversion (  ) codes.
4. Repeat from step 2 to continue programming *Speed Dial* locations from step 2 above or hang-up (press  twice) to exit.

### System Selects the Outside Line Automatically

Dial the Speed Dial location number (    -    ,    )  
-    ).

### You Select the Outside Line to Use

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


### Operational Notes

- Only a Standard Telephone can program System *Speed Dial* bins using Attendant Administration.
- Speed bins may be chained.
- Pauses and Flashes may be stored in *Speed Dial*.

# 4 Calling Features


## 4.1 Answering Machine Emulation

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Feature Code: PGM 

### Description

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

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

### Operational Notes

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

## 4.2 Call Back (CO Line)

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### *Description*

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

1. Press a busy, programmed outside line button (steady red LED) or outside line group button, or dial an outside line access group number (9, 7 0 0 – 7 5 6). You will hear busy tone.
2. Dial # on the dial pad. You will hear a confirmation tone.
3. 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.

### *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.

## Call Back (Extension)






---

### *Description*

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

1. Dial the intercom extension number of the busy extension or the busy trunk to be seize + #.



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

1. Press PGM   #  to delete all call backs.
2. Press PGM   # + Extension number or Trunk number to delete individual call backs.



### *Operational Notes*



- The call back process begins when both your extension and the called party's extension are in idle.
- “#” is the default Callback suffix code.

## Call Park/Call Park Answer



Feature Code: PGM  

### Description

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

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

### Call Park Answer

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

### Operational Notes

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

## 4.5 Call Pick Up (Group)

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Feature Code: \*<sup>TO</sup>

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### Description

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

When you hear another extension in your pickup group ringing, press \*<sup>TO</sup>.

Or...

When you hear an extension in a different pickup group ringing, dial that *Call Pick Up Group* number (\*<sup>2</sup><sup>6</sup><sup>0</sup>-\*<sup>2</sup><sup>6</sup><sup>7</sup>).

---

### Operational Notes

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

---

### *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* by entering [4] or the suffix code, the user at the busy extension hears a *Camp On* alert tone.

---


### *Operational Notes*

- “4” is the default *Camp On* suffix code.
- Each extension can have only one *Camp On* at the same time.
- While waiting for a busy extension the caller hears music.



## 4.6 Do Not Disturb (One Time)


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Feature Code: PGM 

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### *Description*

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

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

---

### *Operational Notes*

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

## Do Not Disturb (Override)

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### *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 4.14) is active on the calling extension.

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

1. Place intercom call to the extension in *Do Not Disturb*. You will hear the *Do Not Disturb* tone.
2. Press the suffix code [3].
3. The called extension begins to ring.


---

### *Operational Notes*

- The default *Do Not Disturb-Override* suffix code is 3.
- The *Do Not Disturb* feature code may be programmed on a programmable Feature/DSS Button.


## 4.8 Flash (CO Line)

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Feature Code: PGM 

### Description

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

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

### Operational Notes

N/A

## Forced Intercom Tone Ring



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Feature Code: 

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### Description

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

1. Establish an intercom call to an extension in *Voice Announce* mode.
2. Press  to change the alert signal at the called extension from *Voice Announce* to *Tone Ring*.
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

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


## 4.10 Hold


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Feature Code: 

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### Description

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

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

---

### Operational Notes

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

## 4.11 Exclusive Hold

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Feature Code: 

### Description

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

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

### Operational Codes

- When you place a CO line call on *Exclusive Hold*, the green LED for that line at your telephone will flash fast and the red LED will light steady at other extensions for that CO line.
- A CO line call will be placed on *System Hold* (Refer to *Section 4.10*) after the *Exclusive Hold* time expires. You will hear a tone alerting you that the timer has expired and the hold condition for that CO line changes to *System Hold*. The green LED at your telephone will flash slowly and the red LED at other extensions will begin to flash slowly.
- *Exclusive Hold* is used only for CO line calls.

## 4.12 Hold Reminder

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### *Description*

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

### *Operational Notes*

- *Hold Reminder* applies to both intercom and CO line calls.
- *Hold Reminder* applies to CO line calls that are on *System Hold* (Refer to *Section 4.10*) or *Exclusive Hold* (Refer to *Section 4.11*).

## Holding Call Answer

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Feature Code: **HOLD**

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### Description

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

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

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

---

### Operational Notes


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



---


### *Description*

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

1. Press the busy outside line button or dial a busy extension number.
2. Press .
3. Hang up to disconnect.

---

### *Operational Notes*

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

## 4.15 Meet Me Page

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Feature Code: PGM  , #

---

### *Description*

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

1. While a page is currently in progress press  or PGM  .



---

### *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.

## Messaging (Call Me -Voice)

---

Feature Code: PGM  



### Description

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



A message may be sent and received in several forms:

- A Call Me Message
- A Voice Mail Message

### Sending a Call Me Message

1. When there is no message waiting from the other extension press PGM   + [Extension Number].

### Deleting Call Me Messages

1. Press PGM   to delete one message at a time.

### Operational Notes

- When a custom message has been entered, that message is stored for future use.
- "9" is the default *Message Waiting* suffix.
- When there is a *Call-Me* message waiting, from the other extension the Message Waiting indicator shows a slow, red flash.
- The system will allow a total of forty-eight (48) message waiting indications in the system at any one time.
- Each extension may receive more than one message waiting from various extensions.
- Multiple messages are retrieved in the order that they were left.
- Each extension can leave only one message waiting at any one extension.

## Monitor (Internal Party)

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### *Description*

The *Emerald ICE* system allows users to monitor conversations at other extensions.



### **NOTE:**

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*Monitoring of busy extensions and outside lines is possible only at extensions with a an authorized Monitor Class of Service.*

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

---

### *Operational Notes*

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


## 4.18 Mute



---

Feature Code: 

---

### Description

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

1. While connected to any call, press the  button.
2. Press  again to cancel.

---

### Operational Notes

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

## 4.19 Pulse to DTMF Conversion


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Feature Code: 

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### *Description*

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

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



---

### *Operational Notes*

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

## Release Key

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Feature Code: PGM  

---

### *Description*

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

---

### *Operational Notes*

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

### *Description*

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

### *Unsupervised*

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

### *Supervised*


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

### *Operational Notes*

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



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

Feature Code: PGM 

---

### Description

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


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

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

### Setup

1. Program an available Feature/DSS Button for the Transfer/Answer code operation. (Refer to *Section 2.12*)

### Use

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



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### Operational Notes

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

## 4.23 Silent Record



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Feature Code: PGM  

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### *Description*


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

1. Dial an extension.
2. After the dialed extension picks up the call, enter PGM   or press the Feature/DSS Button that has been programmed for this feature.
3. Hang up to stop recording.

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### *Operational Notes*



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

Feature Code: PGM 

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### *Description*

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

1. Press the factory programmed HELP Feature/DSS button on the Standard Telephone or enter PGM . You will be prompted to press a programmed Features/DSS button for help with the feature that you need help with.
2. Press the Feature/DSS button for the feature that you need help with. Adjust the volume with the  button if necessary.

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### *Operational Notes*

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



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**Emerald ICE Standard Telephone  
User Guide  
Revision B**