Feature code list for Partner ACS

➢ **System Date (#101)** sets the date on the the system.

Changing time & date on Partner ACS Phone System	

System Time (#101)
 	
Use this feature to set the time that appears on system display telephones. Enter the time in 24-hour notation. In this scheme, the hours of the day are 0000 (12 midnight) to 2359 (11:59 p.m.). Since each time must have four digits, use leading zeros when necessary. The time appears on system display phones as a.m. or p.m. (not in 24-hour notation).
To change the System Time:
  1. Press feature +(00)+(left intercom)+(left intercom)+#103 at extension 10 or 11.
  2. Enter a new time in 24-hour notation. For example, to set the time to 2:15 p.m., press 1415.
    A display similar to the following appears:
    System Time
    Data 1415
    This time appears on system display phones as 2:15 p.
  3. Select another procedure, or exit programming mode.
	System Date (#101)
	
	Use this feature to set the month, day, and year. The system displays only the month and day on display telephones when the telephone is idle; the month, day, and year print on SMDR call reports.The System Date date-stamps the backup files when you use Backup Programming.
	To change the System Date:
	  1. Press feature +(00)+(left intercom)+(left intercom)+#101 at extension 10 or 11.
	  2. Enter today's date in the form "mmddyy" (month, day, and year), including leading zeros for single-digit months or days. For example, to enter April 26, 2008, press 042608. A display similar to the following appears:
	    System Date
	    Data 042601
	  3. Select another procedure, or exit programming mode.

➢ **System Time (#103)** changes the time on the the system.

Changing time & date on Partner ACS Phone System	
System Time (#103) Use this feature to set the time that appears on system display telephones. Enter the time in 24-hour notation. In this scheme, the hours of the day are 0000 (12 midnight) to 2359 (11:59 p.m.). Since each time must have four digits, use leading zeros when necessary. The time appears on system display phones as a.m. or p.m. (not in 24-hour notation). To change the System Time:	**System Date (#101)** Use this feature to set the month, day, and year. The system displays only the month and day on display telephones when the telephone is idle; the month, day, and year print on SMDR call reports.The System Date date-stamps the backup files when you use Backup Programming. To change the System Date: 1. Press feature +(00)+(left intercom)+(left intercom)+#101 at extension 10

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Data 1415	Data 042601
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➢ **Assigning Lines- Number of Lines (#104)** determines the number of outside lines assigned to all system extensions

Use the feature Number of Lines (#104) to determine in Key mode the number of outside lines that are automatically assigned to all system extensions, or to determine in Hybrid mode the number of lines assigned to the main pool. After you use the Number of Lines feature, you can use other features to refine the assignment of lines.

Line assignment is also based upon whether an extension is a Key or Pooled extension. Refine the line assignment accordingly after you use the Number of Lines feature.

Use this feature to determine in Key mode the number of outside lines that are automatically assigned to all system extensions. In Hybrid mode, use this feature to determine the number of lines assigned to the main pool. (This number does not have to match the actual number of lines connected at the control unit.) This feature should be used only for initial system setup.

CAUTION:

Do not use Number of Lines (#104) after initial setup.

- You can use this feature to tell the system how many lines are actually connected at thecontrol unit. If you do not use this feature, the line numbers associated with empty jacks are assigned to telephones as though there were actually lines connected.
- You can use this procedure to limit the number of lines that are automatically assigned to all extensions. For example, if there are ten lines connected to the control unit, you can use this procedure to set the number of lines to eight, so that only the first eight lines are assigned to all system extensions. You can then use Line Assignment (#301) to assign lines 9 and 10 to specific extensions.
- To change pool assignments without affecting other settings, use Pool Line Assignment (#207) and Pool Extension Assignment (#314).
- In Hybrid mode, do not use this feature to add lines to the system after initial setup, because it changes the following features for existing pools back to factory settings:
  — Pool Line Assignment
  — Pool Extension Assignment
  — Pool Access Restriction
  — Automatic Line Selection
  — Line Ringing

- In Hybrid and Key mode, do not use this feature to add lines to the system after initial setup, because it changes the following features for individual lines back to factory settings:
  — Line Assignment
  — Line Access Restriction
  — Automatic Line Selection
  — Line Ringing
- To change line assignments without affecting other settings, use Line Assignment (#301).
- If your system has a 1600 DSL module, the module is automatically assigned 16 lines. If you have less than 16 lines actually equipped for service, you may remove the unequipped line appearances from the extension telephones by using Line Assignment (#301).

➢ **Transfer Return Rings (#105)** programs the number of times a transferred call rings before it returns to an extension

By the factory setting, transferred calls return to the originating extension if they are not answered. However, you can program the transferred call to return to another extension. And you also can program the number of times a transferred call rings before it returns to an extension.

- Use this feature, which applies to all system extensions, to define the number of times a transferred call rings before it goes to the transfer return extension.
- If you have a fax machine or an answering machine connected to the system, set Transfer Return Rings to a number greater than the number of rings at which these devices answer.
- The system does not start counting the number of rings for a transferred call (to determine when it goes to the transfer return extension if it is not answered) until the transfer originator hangs up.
- If you program Hunt Group Extensions (#505), make sure this setting is four or more rings. This setting allows the call to continue hunting to other group extensions if it is not answered by the first group extension where it rings.

To change the number of times a transferred call rings before returning to the transfer return extension:

1. Press feature +(00)+(system program)+(system program)+#105 at extension 10 or 11.
2. Enter a setting (0—9; 4 is the factory setting), or press (Next Data) until a display with the desired amount of rings appears, similar to the following:
   Transfer Return
   5 Rings
3. Select another procedure, or exit programming mode.

➢ **Recall Timer Duration (#107)** changes the length of the timed signal, or switchhook flash

Use this feature to change the length of the timed signal, or switchhook flash, generated by the system Recall feature (as well as by the Recall option used in Auto Dial and Speed Dial numbers). Recall sends this timed signal over the telephone line to the local telephone company or PBX to which the system is connected. Typically, you use the Recall feature to access a PBX, central office, or Centrex feature, such as Call Waiting. Your local telephone company can tell you the correct

setting–for most Centrex systems, the correct setting is 800 msec. (or 32).

You should change the factory setting only under two conditions:
1. If using the system Recall feature has no effect, lengthen the time.
2. If the system is connected to a PBX or Centrex system and Recall drops calls, shorten the time.

To change the duration of the Recall Timer signal:
1. Press feature +(00)+(system program)+(system program)+#107 at extension 10 or11.   A display similar to the following appears:

   Recall Timer Duration

   18 450-msec

2. Enter a different Recall Timer setting by pressing (Next Data) or (Prev. Data).   For example, to increase the Recall Timer

setting to 750 msec., press (prev. Data) until a display similar to the following appears:

   Recall Timer Duration

   30 750-msec

   You also can enter the setting number directly. For example, to set the Recall Timer to 750 msec., press 30.

   Recall Timer settings run from 01 to 80 (25 to 2000 msec. in 25 msec. increments); 18 (450 msec.) is the factory setting.

3. Select another procedure, or exit programming mode.

➢ **Rotary Dialing Timeout (#108)** changes the length of the Rotary Dialing Timeout

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Use this feature to change the length of the Rotary Dialing Timeout. You may need to change the length of the timeout if you have any rotary lines and you are having trouble calling out on tip/ring touch-tone telephones. For example, if users dial slowly and calls are not completed or are connected to wrong numbers, lengthen the timeout.

- Do not change this setting unless the system is experiencing problems.
- Use this feature only if the Dial Mode (#201) for at least one outside line in the system is set to rotary.

To change the length of the Rotary Dialing Timeout:

1. Press feature +(00)+(system program)+(system program)+#108 at extension 10 or 11.
2. Press (Next Data) until the appropriate value appears:
   1 = 4 seconds
   2 = 8 seconds (the factory setting)
   3 = 12 seconds
3. Select another procedure, or exit programming mode.

➢ **Outside Conference Denial (#109)** determines if users can include more than one outside party in a conference call

Use this feature to determine if users can include more than one outside party in a conference call.

- This feature setting applies to all system users.
- A conference call connects up to five parties (including the conference originator). If outside conference is allowed, you can have up to two outside parties and up to three inside parties. If outside conference is disallowed, you can have one outside party and up to four inside parties.

To allow or disallow conferences with two outside parties:

1. Press feature +(00)+(system program)+(system program)+#109 at extension 10 or 11.
2. Press (Next Data) until the appropriate value appears:
   1 = Allow conference calls with up to two outside parties (the factory setting)
   2 = Disallow conference calls with two outside parties
3. Select another procedure, or exit programming mode.

➢ **Automatic System Answer Delay (#110)** specifies the number of times an incoming call should ring before it is answered

Use this feature to specify the number of times (0–9) an incoming call should ring before it is answered by Automatic System Answer.

- Automatic System Answer Delay works independently of Line Ringing, which determines how an outside call rings at an extension—immediately, after a 20 second delay, or not at all. Automatic System Answer Delay specifies the number of rings a caller hears before the system answers the call.
- If you use Caller ID, make sure Automatic System Answer Delay is set to 2 rings or more to ensure that Caller ID information is captured.
- If you use T1 lines with Direct Inward Dialing (DID) that are not administered for Direct Inward Dialing (DID) in PARTNER ACS R7.0 PC Administration, set the number of rings to 1 ring or more.

To change the number of times an incoming call rings at extension 10 before the system answers it:

1. Press feature +(00)+(system program)+(system program)+#110
2. To change the number of rings, press (Next Data) until the appropriate value appears. The number of rings can be from 0 to 9, with 0 meaning immediate answering of the call. The factory setting is 2 rings.
3. Select another procedure, or exit programming mode.

➢ **Automatic System Answer Button (#111)** helps the operator answer calls during busy periods

Use this feature to program a button to turn Automatic System Answer (ASA) on and off. This feature helps the operator answer calls during busy periods.

- This feature is available only on the system telephone at extension 10.
- Program an Automatic System Answer Button on a button with lights on the system display telephone at extension 10. (This feature is not supported on a button without lights.)
- The Automatic System Answer Button returns to the status (on/off) it was in before a power failure occurred or System Reset (#728) was used.
- Direct Extension Dial is an alternative system answering feature that lets outside callers dial an extension or Hunt Group number directly, without the aid of the operator.

Using the Automatic System Answer Button

Use the Automatic System Answer Button as a toggle button to turn ASA on or off. When ASA is on, the green light next to the button is on steady. When ASA is off, the green light goes off.

If you turn Automatic System Answer on when calls are ringing, the calls are answered immediately by the system. If you turn ASA off when calls are in the process of being answered, the callers continue to hear the recorded message and are placed on hold.

➢ **Direct Extension Dial Delay (#112)** specifies the number of times an incoming call should ring before it is answered

Use this feature to specify the number of times (0–9) an incoming call should ring before it is answered by the Direct Extension Dial feature.

- This feature works independently of Line Ringing, which determines how an outside call rings at the extension: immediately, after a 20 second delay, or not at all. Direct Extension Dial Delay specifies the number of rings a caller hears before the system answers the call.
- If you use Caller ID, make sure Direct Extension Dial Delay is set to 2 rings or more to ensure that Caller ID information is captured.
- If you use T1 lines with Direct Inward Dialing (DID) that are not administered for DirectInward Dialing (DID) in PARTNER ACS R7.0 PC Administration, set the number of rings to 1 ring or more.

To change the number of times an incoming call rings at extension 10 before the system answers it:

1. Press feature +(00)+(system program)+(system program)+#112 at extension 10 or 11.
2. To change the number of rings, press (Next Data) until the appropriate value appears. Values range from 0 to 9, where 0 means the call is answered immediately. The factory setting is 2.
3. Select another procedure, or exit programming mode.

➤ **Direct Extension Dial Button (#113)** permits an outside caller to dial an extension or Hunt Group directly

Use this feature to program a button to turn Direct Extension Dial (DXD) on and off. DirectExtension Dial permits an outside caller to dial an extension or Hunt Group directly, without the aid of the operator. DXD calls also can be transferred directly into a Calling Group.

It is ideal for outside callers who frequently talk with specific employees or service groups and know the extension number they are trying to reach. When an outside call rings on a line programmed with Direct Extension Dial, the system picks it up after a specified number of rings and plays a short message prompting the caller to dial the digits of the designated extension, Hunt Group, or Calling Group.

- This feature is available only on the system telephone at extension 10.
- Use only one automated answering option for incoming calls (either this feature, the Automated Attendant Service of the voice messaging system, or a PARTNER Attendant).
- This feature can handle three outside calls simultaneously.
- If you have lines programmed for Direct Extension Dial and Automatic System Answer,Direct Extension Dial answers the call first.
- A Direct Extension Dial Button must be programmed on a button with lights on the system display telephone at extension 10. (This feature is not supported on a button without lights.)
- Do not use Direct Extension Dial in places where Hold Disconnect Time (#203) is not recognized, because if a caller hangs up after Direct Extension Dial answers, the line appears to be busy.
- The Direct Extension Dial Button returns to the status (on/off) it was in before a powerfailure occurred or System Reset (#728) was used.
- Direct Extension Dial affects incoming calls only on lines identified using Direct Extension Dial Lines (#205).
- If Direct Extension Dial is on, callers hear ringing when the call is transferred regardless of the Music-on-Hold (#602) or Ring on Transfer (#119) setting.
- By default, unanswered calls return to extension 10. You can use Transfer Return Extension (#306) to specify a different Transfer Return Extension for extension 10. In this case, all unanswered Direct Extension Dial calls return to the specified extension as do unanswered calls manually transferred by extension 10.
- If Do Not Disturb (F01) is active at a directly dialed extension, the call returns to extension 10 (or its transfer return extension), unless Call Forwarding (F11), Call Coverage Rings, or VMS Cover Rings is used or on.

➤ **Outgoing Call Restriction Button (#114)** changes the current Outgoing Call Restriction setting for an extension

Use this feature to program a button on the system telephone at extension 10 to change the current Outgoing Call Restriction setting for an extension. For example, after a guest's departure, a hotel manager can change the Outgoing Call Restriction setting of the room telephone from No Restriction to Inside Only so outside calls cannot be made from the telephone after the guest checks out. Conversely, an operator can change the Outgoing Call Restriction setting of a conference room telephone from Local Only (which prevents users from making long distance calls) to No Restriction so a client can dial long distance.

- You must program an Outgoing Call Restriction Button on the system telephone at extension 10.
- You must program Outgoing Call Restriction (#114) on a button with lights. This feature is not supported on a button without lights.
- The system considers extension 10 busy while you are using the Outgoing Call Restriction Button, and the telephone acts as if it is in System Programming mode. You cannot use other features or handle calls at extension 10 until you are through using the feature.

- You cannot use the Outgoing Call Restriction Button to change an extension's setting while extension 11 is in System Programming mode.
- Rather than using an Outgoing Call Restriction Button, you can use Outgoing CallRestriction (#401) to change an extension's Outgoing Call Restriction setting through System Programming if you prefer.
- You must use an Auto Dial button with lights to designate the extension you want to change after you press the Outgoing Call Restriction Button. You should use an Auto Dial button on the PARTNER-CA48 Intercom Autodialer. However, you can use an intercom Auto Dial button on the system telephone at extension 10, provided the button has lights.

➢ **Wake Up Service Button (#115)** makes an intercom call to the target extension at the scheduled time

Use this feature to program a button on the system telephone at extension 10 to schedule wake up (or reminder) calls for system extensions. When a wake up call is scheduled, the system makes an intercom call to the target extension at the scheduled time. If the first call is not answered or the called extension is busy, the system makes a second attempt five minutes later.

1. Dial #115
2. 1=Assigned, 2=Not assigned
3. Select button

- You must program a Wake Up Service Button on the system display telephone at extension 10.
- You must program Wake Up Service on a button with lights. This feature is not supported on a button without lights.
- A scheduled wake up call occurs once in a 24-hour period. If you want to send a wake up call at the same time on the next day, you must reschedule the call.
- Wake up calls ring the target extension for approximately 30 seconds (or six rings).
- Wake up calls are not placed to extensions assigned as doorphones.
- Wake up time is based on System Time (#103).
- If users answer a wake up call, they hear Music-On-Hold (#602) if it is Active. If Music-On- Hold is Not Active, users hear silence.
- Wake up calls ring at target extensions even if Do Not Disturb is active at the extension.
- Wake up calls to a target extension that has Call Forwarding active ring at the extension—the calls are not forwarded.
- Wake up calls that are not answered do not go to voice mail coverage, even if VMS Cover is active at the target extension.

➢ **Ring on Transfer (#119)** specifies what callers hear while they are being transferred, music on hold or ringing

Use this feature to specify what callers hear while they are being transferred. If Ring on Transfer is set to Active, callers hear ringing as they are being transferred; if it is set to Not Active, callers hear silence unless Music-On-Hold is activated and an audio source is connected to the system.

If this is the case, callers hear music while the call is being transferred to the destination extension. Once there, callers hear ringing until the call is answered or is sent to the voice messaging system.

- If you have an audio source connected to the system, set Music-On-Hold (#602) to Active and Ring on Transfer to Not Active so callers hear music as they are being transferred to the destination extension.
- This feature has no effect on Direct Extension Dial or Call Park.

To change Ring on Transfer:

1. Press feature +(00)+(system program)+(system program)+#119 at extension 10 or 11.
2. Press (Next Data) until the appropriate value appears:
   1 = Active (the factory setting)
   2 = Not Active
3. Select another procedure, or exit programming mode.

➢ **Automatic System Answer Mode (#121)** determines how the system handles ASA calls after the greeting plays

Use this feature to determine how the system handles Automatic System Answer calls after the greeting plays. There are three available modes:

1. Hold—places the call on hold at extension 10 (the light next to the line button winks green at extension 10 and winks red at all other extensions that have the line). The outside caller hears Music-On-Hold, if it is available.
2. Ring—continues to ring and the green light next to the line button continues to flash at all extensions that have access to the line. The outside caller hears Music-On-Hold, if it is available.
3. Disconnect—ends the call immediately after the Automatic System Answer greeting plays.

To identify the lines on which outside calls should be answered by the system:

- If Automatic System Answer Mode is set to Hold, calls are placed on hold at extension 10; however, any extension with access to the line on which the call is held can retrieve the call.
- If Automatic System Answer Mode is set to Hold and a call is placed on hold for longer than the interval specified by Hold Reminder Tone (#127), the system generates a short Hold Reminder Tone at extension 10. This tone sounds at the interval specified by Hold Reminder Tone (#127) until the held call is retrieved, or until the caller hangs up.
- If Automatic System Answer Mode is set to Hold or Disconnect, you can intercept a call while the message is playing—the light for the call is steady red. To intercept the call, press the line button and lift the handset. The message stops playing when the call is retrieved.
- If Automatic System Answer Mode is set to Ring, the line button on which an outside call rings flashes green continuously, even while the system answers the call and plays the Automatic System Answer greeting. To answer the call, lift the handset. If the message was playing, it stops automatically.

Automatic System Answer Mode should not be set to Hold or Ring if the disconnect signal from the local telephone company is not recognized by Hold Disconnect Time (#203).

➢ **Caller ID Type (#122)** Set this feature for Singapore or USA operation

Set this feature for Singapore or USA operation.

In the USA, Caller ID normally displays the number from which the incoming call is coming, replacing the system date and time display on system telephones for the duration of the call. An out-of-area message (- - - - - - - - - - - -) displays if a call is being dialed from a region that does not support Caller ID. A privacy message (Priv.) displays if the caller has blocked transmission of Caller ID information.

In Sing Caller ID normally displays the number from which the incoming call is coming. When there is no incoming number, the system detects a "P" or an "O" in the "reason for DN (Directory Number) absence" field, and substitutes the information sent by the local telephone company central office in the Name parameter field:

- If the name is supplied, the system displays it.
- If the name is not supplied, either Priv. or - - - - - - - - - - - - is displayed.

1. The Caller ID Type you set applies to the entire system.
2. A change to the Caller ID Type setting takes effect when the next Caller ID call comes into the system.

➢ **Backup Programming Automatic(#123) Backup Manual (#124)** when active, the system backs up at 02:00 on the first of the month

Use this feature to set up the automatic backup of all programming (except the system date, day, and time). When Backup Programming–Automatic is set to Active, the information is backed up at 2:00 a.m. on the first day of each month (determined by the system date and time settings) to a Backup/Restore PC Card.

If Backup Programming–Automatic is Active and an automatic backup fails, a Backup-FailureAlarm message appears (instead of the system date and time) on the top line of the telephonedisplay at idle Extensions 10 and 11. The message is one of the following:

- Backup Failed:Write Prot
- Backup Failed:Check Card
- Backup Failed:SystemBusy
- Backup Failed:InsertCard

Backup Programming–Manual (#124)

Use this feature to manually back up all the programming (except the system date, day, and time) to a Backup/Restore PC Card.

➢ **Restore Programming (#125)** reinstate system and telephone programming to the settings saved at the last system backup

Use this feature to reinstate your system and telephone programming (except the System Day, System Date, and System Time) to the settings saved on a PC Card

at the last system backup (manual or automatic). You should restore the system settings if your system settings becomecorrupted, if you make changes and decide you would rather use the former settings, or if youreplace your processor module and want to retain the system settings you had on the previous processor module. A successful restore takes about five seconds.

When a restore completes successfully, the Restore Complete message appears for two seconds at idle extensions 10 and 11. Then a System Reset–Programming Saved (#728) occurs, disconnecting any calls in progress. You should warn users before beginning a restore, or do the restore during non-business hours.

- Make sure that you have saved the most recent system settings before you begin the Restore procedure.
- If the restore is not successful, the display shows Restore Failed or Restore Failed- Try Again for two seconds. All calls in progress are disconnected, and all of the system and telephone programming settings revert to the factory settings.
- The configuration of the 1600 DSL module is not saved on the PC card; it is retained in the flash memory of the 1600 DSL module. To restore this configuration, you must perform a coldstart by using Restore Programming or System Reset–Programming Saved (#728).

➢ **Automatic Daylight/Standard Times (#126)** automatically updates the system clock for annual Daylight Savings Time

This feature automatically updates the system clock for annual Daylight Savings Time and Standard Time changes. Turn this feature off if you live in an area without daylight savings time.

This feature needs to be deactivated due to the Energy Policy Act of 2005 which changed the dates for Daylight Savings Time.

 To change the status of Automatic Daylight/Standard Time:
Press feature +(00)+(system program)+(system program)+#126 at extension 10 or 11.
Press (Next Data) until the appropriate value appears:
1 = Active (the factory setting)
2 = Not Active
Select another procedure, or exit programming mode.
Changing Clock for Automatic Daylight/Standard Times (#126)

Note:

On August 8, 2005, President George W. Bush signed the Energy Policy Act of 2005. This Act changed the time change dates for Daylight Saving Time in the U.S. Beginning in 2007, DST will begin on the second Sunday in March and end the first Sunday in November.

How do I deactivate the Automatic Daylight Savings Time feature?
1. Log in to the PARTNER ACS system in the System Administration mode
a. From extension 10 or 11, press [FEATURE] [0] [0]
b. Press the LEFT intercom button twice
2. Dial [#] [1] [2] [6]
3. The default setting is 1 (active). To deactivate, dial 2
4. Exit from System Administration [FEATURE] [0] [0]

➢ **Hold Reminder Tone (#127)** sets the time interval at which the system will provide a reminder tone for a call on hold

Use this feature to set the time interval at which the PARNTER system will provide a reminder tone for a call on hold at a system telephone. When you place a call on hold, the PARTNER system will provide the Hold Reminder Tone at your extension if the call remains on hold for the time interval specified. You can disable the Hold Reminder Tone. (If you disable the Hold Reminder Tone, the PARTNER system will not provide a reminder tone when a call is on hold.)

- When you program this feature via Set administration, the setting you specify will apply to all analog lines. It will not apply to T1 lines. You must use the PARTNER ACS R7.0 PC Administration software to program the Hold Reminder Tone for T1 lines.

To change the hold reminder tone time:

1. Press feature +(00)+(system program)+(system program)+#127 at extension 10 or 11. A display similar to the following appears, showing the current Hold Reminder Tone setting:
   Hold Timer
   5 60 seconds
2. Press (Next Data) until the appropriate value appears:
   0 = Not Active
   1 = 10 seconds
   2 = 20 seconds
   3 = 30 seconds
   4 = 45 seconds
   5 = 60 seconds (the factory setting)
   6 = 90 seconds
   7 = 120 seconds
   8 = 150 seconds
   9 = 180 seconds
3. Select another procedure, or exit programming mode.

➢ **Dial Mode (#201)** identifies individual phone lines as touch-tone or rotary

Use this feature to identify individual lines as touch-tone or rotary. Check with your local telephone company if you are not sure which type of line is being provided to you.

- If you are having difficulty using touch-tone telephones on rotary lines, you may need to adjust the Rotary Dialing Timeout (#108).
- If the system has rotary lines, you can use Touch-Tone Enable (F08) to send touch-tone signals over a rotary line (for example, to access bank-by-telephone services).

- If Dial Mode is set to Rotary, star codes are entered by dialing 11 instead of *. If you have users at extensions with Outgoing Call Restriction (#401) set to Local Only who are calling out on lines with the Dial Mode set to Rotary, you should add "11" to an Allowed Phone Numbers List (#407) and assign the list to these extensions. Otherwise, when the users at the restricted extensions dial 1 to begin a star code, the system interprets this as an attempt to place a long-distance call, the call is blocked, and the user hears the reorder tone.
- The 1600 DSL module (Release 4.0 and later systems) supports only touch-tone signaling.

➢ **Hold Disconnect Time (#203)** changes the hold disconnect time for an outside line

Use this feature to change the hold disconnect time for an outside line (this feature is not available for the Hong Kong Release 3.0 version). When a caller on hold hangs up, the local telephone company may send a special signal to the system to free the line. Different telephone companies use different length signals. The length of the signal is called the hold disconnect time. If you place a call on hold and the caller hangs up, but the call does not disconnect within a minute after the caller hangs up, the hold disconnect time is probably set too high, or set at No Detection.

- If the telephone company does not send a signal, keep the hold disconnect time set to 450 msec, the factory setting. The user must disconnect a held call manually by retrieving the call and then hanging it up.
- Shorten the hold disconnect time only if abandoned calls on hold do not disconnect.
- Lengthen the hold disconnect time only if calls are being disconnected prematurely.

To change the hold disconnect time:

1. Press feature +(00)+(system program)+(system program)+#203 at extension 10 or 11.
2. At the Line: prompt, enter the two-digit number of the line for which you are adjusting the hold disconnect time.
   The current hold disconnect time for the line number you specified is displayed. For example, if line 1 is set to the factory setting, 09-450 msec appears on the display.
3. Press (Next Data) until the appropriate value appears:
   00 = No Detection
   01 = 50 msec
   02 = 100 msec
   03 = 150 msec
   04 = 200 msec
   05 = 250 msec
   06 = 300 msec
   07 = 350 msec
   08 = 400 msec
   09 = 450 msec (the factory setting)
   10 = 500 msec
   11 = 550 msec
   12 = 600 msec
4. To program the next line, press (next item) then repeat Step 3.
5. Repeat Step 4 for each line in the system.

6. Select another procedure, or exit programming mode.

➢ **Automatic System Answer Lines (#204)** identifies the lines on which should be answered by Automatic System Answer

Use this feature to identify the lines on which incoming calls should be answered by Automatic System Answer.

- All lines programmed with Automatic System Answer should be assigned to extension 10.
- Only outside calls on Automatic System Answer lines are answered automatically. Intercom, transferred, and transfer-return calls are not answered automatically.
- You can set Caller ID Log Answered Calls (#317) to Active to log calls on lines answered by Automatic System Answer.

To identify the lines on which outside calls should be answered by the system:

1. Press feature +(00)+(system program)+(system program)+#204
2. Enter the two-digit system line number of the desired line.
3. To assign or unassign the line, press (Next Data) until the appropriate value appears.
   1 = Assigned
   2 = Not Assigned (the factory setting)
4. To identify another line, press (next item)or (prev. item) until the line number appears on the display. Then repeat Step 3.
5. Repeat Steps 3 and 4 for all the lines that you want to identify.
6. Select another procedure, or exit programming mode.

➢ **Direct Extension Dial Lines (#205)** identifies the lines on which incoming calls are to be answered for direct extension dial

Use this feature to identify the lines on which incoming calls are to be answered for Direct Extension Dial.

- Assign all lines programmed with Direct Extension Dial to extension 10 or its transfer return extension.
- If a caller enters an invalid extension number or does not enter one at all, the call is transferred to the operator at extension 10 (or to the designated transfer return extension for extension 10).
- To intercept a call while the message is playing—the red light next to the line button is on steady—press the line button and lift the handset. The message stops playing when the call is retrieved.
- You must program a button on the system display telephone at extension 10 to turn Direct Extension Dial on and off. Use Direct Extension Dial Button (#113) to program the button.
- Calls that ring on lines programmed with Direct Extension Dial are picked up after two rings, as a factory setting. To change the number of rings, use Direct Extension Dial Delay (#112).
- You can set SMDR Talk Time (#611) to Active to include the Talk field on call reports. For an incoming outside call answered by Direct Extension Dial, this

field shows the call duration minus the time the greeting played and the caller waited for someone to answer the call.

To identify the lines on which outside calls should be answered for Direct Extension Dial:

1. Press feature +(00)+(system program)+(system program)+#205
2. Enter the desired two-digit system line number.
3. To assign or unassign Direct Extension Dial, press D until the appropriate valueappears:
   1 = Assigned
   2 = Not Assigned (the factory setting)
4. To specify another line, press (next item) or (prev item) until the line number appears on the display, then repeat Step3
5. Repeat Steps 3 and 4 for all desired lines.
6. Select another procedure, or exit programming mode.

➢ **Group Call Distribution (#206)** allows calls to ring directly into a Hunt Group instead of being answered by the receptionist

Use this feature to assign outside lines to Hunt Groups. Doing so allows outside calls to ringdirectly into a Hunt Group instead of being answered and transferred by the receptionist. You can assign lines to Hunt Groups 1—7. (Hunt Group 7 is used exclusively for the voice messaging system, and Hunt Group 8 is used for fax transfer and detection.)

- Each outside line can be assigned to only one Hunt Group.
- Incoming calls hunt for an available extension in a circular manner.
- If a Hunt Group that has outside lines assigned receives an outside call and all members of that Hunt Group are busy (or have Do Not Disturb on), the caller hears ringing, which continues until the call is answered.
- Use Hunt Group Extensions (#505) to assign extensions to Hunt Groups.
- If you assign lines to Hunt Group 7 for the voice messaging system's Automated Attendant Service, you may want to adjust when the lines should ring in the group.
- If you are using a voice messaging system, you have two Group Call Distribution options: Automated Attendant Service or calls routed directly to the voice mailbox of a specific user.

Here are some useful applications for Group Call Distribution and Hunt Groups:

- Place the extensions of employees who work in a department in a Hunt Group and assign one or more outside lines to the group. This lets outside callers ring the group directly without being transferred by the receptionist. For example, a mail-order company assigns the extensions of its sales representatives to a Hunt Group and assigns a line to the group. The company then publishes the number as its customer service number so that a caller can reach a sales representative directly to place an order.
- If you install a voice messaging system, assign the system extensions associated with the
  voice messaging system to Hunt Group 7. Then assign outside lines to Hunt Group 7 for
  Automated Attendant Service. Callers hear a greeting and are prompted to enter digits to transfer to a specific extension or group without the assistance of the receptionist.

➢ **Pool Line Assignment (#207)** assigns or removes lines from the main and auxiliary pools supported for Hybrid mode

Use this feature to assign lines to or remove lines from the main and auxiliary pools supported for Hybrid mode. You can change line assignments in the main pool (880) or in any of three auxiliary pools (881, 882, or 883).

- You can assign some or all outside lines to a specific pool, but you cannot assign a specific outside line to more than one pool.
- Because users cannot control which line they get when they access a pool, you should group lines with similar purposes (WATS lines, FX lines, lines designated for a particular set of users) together in a unique pool.
- If you have individual lines assigned to a pooled extension and you use this feature to change pool line assignment, do not press (Next Data) or (Prev. Data) to specify a pool assignment. If you do, the system removes that line from all extensions that have the line assigned.
- You can use Pool Extension Assignment (#314) to assign pools created with this feature to specific extensions.
- If you want to prevent a user at an extension from accessing all lines in a specific pool, you must restrict the extension by using Pool Access Restriction (#315).

➢ **Line Coverage Extension (#208)** identifies an extension with a specific line, enabling Call Coverage or VMS Cover

Use this feature to identify an extension as the "owner" of a specific outside line, so the extension can activate Call Coverage or VMS Cover for that line.

- This feature applies only if you have a voice messaging system.
- Only one owner can be assigned to a specific line. However, multiple lines can be owned by the same extension.
- This feature provides an alternative method of routing outside calls to the voice messaging system for Call Answer Service.
- This feature has no effect on the CO Line Ownership procedure in PARTNER MAIL, PARTNER MAIL VS or the PARTNER Voice Messaging PC Card.
- An extension's "owned" line is eligible for coverage only if Line Ringing is set to Immediate Ring or Delayed Ring and Line Access Restriction (#302) or Pool Access Restriction (#315) is set to No Restriction or In Only.
- Use Call Coverage to redirect an extension's calls on owned lines to the covering extension.
- Use Call Coverage Rings (#116) or (#320) to specify the number of times a call rings at the owner's extension before it is sent to the covering extension.
- Use VMS Cover or Automatic VMS Cover (#310) to redirect the extension's calls on owned lines to the voice messaging system.
- Use VMS Cover Rings (#117) or (#321) to specify the number of times a call rings at the owner's extension before it is sent to the voice messaging system.
- To use Call Screening (F25), the station must be the Line Coverage Extension for that line.

➢ **Unique Line Ringing (#209)** assigns a ringing pattern to differentiate, by sound, which line is ringing

Use this feature to assign a ringing pattern (maximum of eight) to a line for users to differentiate, by sound, which line is ringing. Once a ring pattern is assigned to a line, incoming calls on that line ring with the assigned ring pattern. Incoming calls that are transferred to another station ring with the assigned ring pattern followed

by two "transfer beeps." Transfer returned calls also ring with the two "transfer beeps."

Unique Line Ringing is supported only in systems of Release 3.0 or later.

- This feature applies only to MLS, PARTNER, and TransTalk telephones.
- You can program single-line telephones for any ring pattern, but they ring with Pattern 1 only.
- You must program MLC 6 telephones with Pattern 1. If they are programmed with another pattern, they do not ring.
- Since only one audible alert can be heard at a station at one time, the ringing pattern present at that extension that has multiple lines alerting is for the line that rang first. Once the call is answered, the extension begins ringing by using the pattern associated with the next alerting line for that extension.
- Incoming calls that are ringing at a pool button ring with the pattern assigned to the line. Lines within a pool may be assigned individual ring patterns.

➢ **Line Assignment (#301)** assigns the outside lines that are available at an extension

Use this feature to assign the outside lines that are available at an extension. The default order of line assignment to the buttons on a system telephone is from left to right, starting in the bottom left corner. To put the lines in a different order, first use this procedure to remove all assigned lines; then assign lines in the desired order. This procedure applies to key extensions or to individual lines on pooled extensions.

- You cannot assign a line that belongs to a pool as an individual line on that pooled extension.
- A line must be assigned to a button with lights. If a line is assigned to a button without lights, you cannot access that line, nor can you program anything else on the button.
- You can assign multiple lines (up to 31) to a standard telephone, but a single-line telephone can handle only one call at a time. To make a call, you lift the handset and dial 9 at the intercom dial tone; the system selects the first available line based on the Automatic Line Selection programmed for the extension. (Alternatively, you can use Direct Line Pickup to access a specific line.)
- Use Number of Lines (#104) only during initial system setup to assign a subset of lines to all extensions. Use Line Assignment to assign additional lines to specific extensions. For example, if five lines were assigned to all extensions using Number of Lines (#104) and there are eight lines in the system, use Line Assignment (#301) to assign lines 6, 7, and 8 to specific extensions.
- After you finish Line Assignment, use Line Ringing to identify when each outside line assigned to an extension should start ringing. If you add a line to the system, its factory setting is Immediate Ring.
- Use Automatic Line Selection to determine the order in which the system selects a line for an extension when the user at that extension lifts the handset or turns on the speaker to make a call. If you add a line to the system, it becomes the last line in the selection sequence.

➢ **Line Access Restriction (#302)** blocks an extension from receiving and/or making outside calls on a specific line

Use this feature to restrict an extension from receiving and/or making outside calls on a specific line. For example, you may want a secretary to answer calls on a manager's line, but not to make any outgoing calls on the line; in this case you can assign the manager's line to the secretary's extension and restrict it to In Only.

This procedure is the most extreme way to restrict dialing. For example, an extension with a line set to In Only or No Access cannot select the line to dial out–even

for numbers on the
Emergency Phone Number List (#406).

- For pooled extensions, use Pool Access Restriction (#315) to assign restrictions to all the lines assigned to a specific pool. (Pool Access Restriction overrides Line Access
  Restriction.) For individual lines on pooled extensions, use Line Access Restriction.
- To prevent an extension from using a line, restrict the line even if it is not assigned to the
  extension, so the line cannot be accessed by Direct Line Pickup.
- If an extension's access to a line is set to No Access or In Only, the extension cannot place calls on that line, neither by pressing the line button, nor by using Direct Line Pickup–Idle Line.
- If an extension's access to a line is set to No Access or Out Only, the extension cannot receive calls on that line that are ringing at other extensions, neither by pressing the line button, nor by using Direct Line Pickup–Active Line.
- Caller ID information does not appear for ringing calls on lines programmed for Out Only or No Access.
- If a line is assigned to a telephone but is restricted to No Access, the line button LEDs show calling activity; but the line cannot be used to place or receive calls.

➢ **Display Language English/Spanish/French (#303)** changes the language in which display messages appear

Use this feature to change the language in which display messages appear if the extension has a system display telephone. The language is set for each extension, so telephones in the same system can display different languages.

If SMDR is used, the call report header is printed in the language specified for extension 10.

To change the Display Language setting for an extension:

1. Press feature +(00)+(system program)+(system program)+(#303) at extension 10 or 11. The current Display Language displays.
2. Enter the number of the extension to be programmed.
3. To change the Display Language, press (Next Data) until the appropriate value appears.(English-Spanish-French)
4. To program another extension, press (next item)or (prev item) until the extension number appears on the display. Then repeat step 3.
5. Select another procedure, or exit programming mode.

➤ **Automatic Extension Privacy (#304)** prevents a user from joining an active call at an extension

Use this feature to prevent a user from joining an active call at an extension. When Automatic Extension Privacy is Assigned for an extension, other users cannot join active calls at that extension. This feature is typically used for single-line telephones and extensions connected to fax machines, modems, and credit card scanners, which make and receive data calls that should not be interrupted. This feature can provide the Privacy (F07) function for single-line telephones.

- If you want to be able to intercept calls routed to an auxiliary device–such as an answering machine, a voice messaging system, or an auto attendant– make sure Automatic Extension Privacy is Not Assigned for the auxiliary equipment extension.
- Single-line telephones and system telephones without a programmed Privacy button cannot override this feature once it is assigned to an extension.
- If Automatic Extension Privacy is Assigned at an extension, the green light is lit automatically after programming the Privacy button to indicate that Privacy is currently active.
- Automatic Extension Privacy applies only to active calls. Any user can retrieve a held call unless Exclusive Hold is used.
- If the voice messaging system extension does not have Automatic Extension Privacy turned on, other users can bridge onto the call. If a user bridges onto the call, a forward disconnect signal is sent to the voice messaging system, causing it to disconnect from the call. This causes the screening extension to be dropped from the call, and the person who bridged onto the call is now talking to the calling party.

➤ **Abbreviated Ringing (#305)** prevents incoming calls from distracting you when you are busy on another call

Use this feature to activate or deactivate Abbreviated Ringing at the system telephone at a specific extension. When you are on a call and Abbreviated Ringing is Active, any incoming call rings only once. The green light next to the line or pool button flashes until the call is answered or the caller hangs up (or for a transferred call, until the call returns to the transfer return extension).

This feature prevents incoming calls from distracting you when you are busy on another call.

To allow calls to ring repeatedly, set Abbreviated Ringing to Not Active.

- Abbreviated Ringing applies only to system telephones.
- Abbreviated Ringing is typically set to Not Active for operators and others who handle many calls quickly so they have an audible reminder of incoming calls.
- Abbreviated Ringing applies to outside, transferred, and intercom calls.
- The volume of an abbreviated ring is lower than a normal ring.
- Calls to a busy extension ring at a lower volume than normal even if Abbreviated Ringing is set to Not Active.

> **Transfer Return Extension (#306)** identifies a different return extension for an unanswered call

By the factory setting, transferred calls return to the originating extension if they are not answered. However, you can program the transferred call to return to another extension. And you also can program the number of times a transferred call rings before it returns to an extension.

Use this feature to identify a different return extension for the extension that transfers a call.

- An unanswered transferred call returns to the transfer return extension identified for the extension transferring the call, not the extension receiving the call.
- Do not designate an extension associated with auto attendant or voice messaging system hardware as the transfer return extension for any user extension.
- The transfer return extension for any extensions associated with auto attendant or voice messaging system hardware should be extension 10 (or another extension with a person who can assist the caller).
- AA Extensions (#607) is used to identify the extensions associated with auto attendant hardware and Hunt Group Extensions (#505) is used to identify the extensions associated with voice messaging system hardware.
- Transfer return calls do not receive call coverage or voice mail coverage.
- If an extension has VMS Cover active, unanswered calls to that extension are routed to the voice messaging system rather than to the Transfer Return Extension.
- For transferred calls that are sent to a covering extension with Call Coverage: if the covering extension does not answer within the specified number of Call Coverage Rings (#116) or (#320), the call rings the specified number of Transfer Return Rings (#105) before it transfer returns. If the covering extension has Do Not Disturb active, the call rings one more time after the specified number of Call Coverage Rings (#116) or (#320) before it transfer returns.

> **Forced Account Code Entry (#307)** identifies extensions where users must enter an account code before making outside calls

Forced Account Code Entry identifies extensions at which users must enter an account code before making outside calls. The account code can be used to charge telephone calls to a department or client.

This feature applies only to system telephones.

- You can dial numbers on the Emergency Phone Number List (#406) without entering an account code at a Forced Account Code Entry extension. You can make 911 calls from the Forced Account Code extensions without entering the account code as long as 911 has been entered into the Emergency Phone Number List.
- You can enter account codes manually or by using System Speed Dial numbers, Personal Speed Dial numbers, or Auto Dialing (but not Marked System Speed Dial numbers).
- Automatic Line Selection does not apply for an extension programmed with ForcedAccount Code Entry; you must manually select a line or pool after entering an account code.
- Do not assign Forced Account Code Entry to an External Hotline (#311) extension.
- If a System Password (#403) is required to override dialing restrictions for an extension, you must enter it before entering the account code.
- If SMDR is used, the account code assigned to incoming or outgoing calls prints on callreports. If a Forced Account Code List exists, only valid account codes are printed on the call report.

- You do not need a forced account code to answer incoming calls.

➢ **Distinctive Ring (#308)** determines whether calls should ring at a phone using a distinctive ringing pattern

Use this feature to determine whether calls should ring at a tip/ring device using the system's distinctive ringing patterns–different patterns for outside, intercom, and transferred calls–or whether all calls to the tip/ring device should ring like outside calls.

- Change the setting to Not Active if a tip/ring device such as a modem or answering machine does not pick up intercom or transferred calls.
- If distinctive ring is set to Not Active for an extension with both a system telephone and a tip/ ring device, the system telephone continues to use the system's distinctive ringing patterns, but all calls ring at the tip/ring device using a single ring burst.
- The system does not pass distinctive ringing patterns generated by a PBX or central office through to extensions (regardless of the setting for this feature).

To change the Distinctive Ring setting:

1. Press feature +(00)+(system program)+(system program)+#308 at extension 10 or 11.
2. At the Extension: prompt, enter the number of the extension to be programmed.
3. Press (Next Data) until the appropriate value appears.
   1 = Active (outside, intercom, and transferred calls ring differently, using the system's
   distinctive ringing patterns; the factory setting)
   2 = Not Active (outside, intercom, and transferred calls all ring using a single ring burst)
4. To program another extension, press (next item)or (prev item)until the extension number appears on the display. Repeat Step 3.
5. Select another procedure, or exit programming mode.

➢ **Intercom Dial Tone (#309)** determines the type of dial tone that the system provides at an extension

Use this feature to determine the type of dial tone that the system provides at an extension. It may be necessary to change this setting to Machine (outside line) dial tone for an autodialing device, such as a fax or modem, that has trouble making calls. For example, if you have a modem that checks for outside line dial tone before dialing, use this procedure to change from Regular to Machine dial tone.

Use this procedure only if an autodialing device has trouble making calls.

To change the Intercom Dial Tone setting for an extension:

1. Press feature +(00)+(system program)+(system program)+ #309 at extension 10 or 11.
2. At the Extension: prompt, enter the number of the extension to be programmed.
3. Press (Next Data) until the appropriate value appears.
   1 = Regular dial tone (the factory setting)
   2 = Machine (outside line) dial tone

4. To program another extension, press (next item)or (prev item) until the extension number appears on the display. Then repeat Step 3.
5. Select another procedure, or exit programming mode.

➢ **Automatic VMS Cover- direct to voice mail (#310)** automatically routes an extension's calls to the Call Answer Service

Use this feature to automatically route an extension's unanswered intercom and transferred calls to the Call Answer Service of the voice messaging system after a specified number of rings (factory setting for all system extensions is three rings), so callers can leave a message.

-
- Single-line telephones and system telephones without a programmed VMS Cover button cannot override this feature once it is assigned to an extension.
- To manually change an extension's VMS Cover state, program the VMS Cover feature on a button with lights.
- Automatic VMS Cover also applies to outside calls on lines assigned ownership with Line Coverage Extension (#208).
- Users with Automatic VMS Cover turned on can activate Do Not Disturb to Send All Calls immediately to their voice mailbox.
- If an extension has Automatic VMS Cover and Call Coverage active, calls ring at the covering extension after the specified number of Call Coverage Rings (#320). If the covering extension does not answer, the call is routed to the voice mailbox of the extension that activated Call Coverage after the specified amount of VMS Cover Rings.
- If an extension has Automatic VMS Cover and Call Forwarding active, calls ring at the forwarding destination; they are not covered by the voice messaging system.

To change the Automatic VMS Cover setting for an extension:

1. Press feature +(00)+(system program)+(system program)+#310 at extension 10 or 11.
2. Enter the number of the extension to be covered by the voice messaging system.
3. To assign or unassign Automatic VMS Cover, press D until the appropriate valueappears.
   1 = Assigned
   2 = Not Assigned (the factory setting)
4. To program another extension, press (next item)or (prev item) until the extension number appears on the display. Then repeat Step 3.
5. Select another procedure, or exit programming mode.

➢ **External Hotline (#311)** When the handset of an external hotline is lifted, a predetermined outside number is dialed

Use this feature to identify an external hotline extension. When a user lifts the handset of an external hotline, a predetermined outside number is dialed automatically. The external number might be, for example, a frequently called service bureau. The external hotline must be a single line telephone, not a system telephone, and should not have a dialpad.

After you identify an external hotline extension, you must store the external telephone number for the hotline extension as Personal Speed Dial code 80.

- Under certain conditions of heavy telephone usage, the external hotline may be unable to dial the programmed number immediately (for example, if many

of the tip/ring devices connected to your system dial out at the same time).

- You can identify several extensions as external hotlines.
- Do not assign an external hotline to extension 10, 11, or to the first two extensions of any 206 or 308EC module, which are reserved as power-failure extensions.
- Use Hotline (#603) to identify an internal hotline extension.
- Use Line Assignment (#301) to assign outside lines to the external hotline extension, Pool Extension Assignment (#314) to assign pools to the external hotline extension, and Automatic Line Selection to set the extension to select outside lines or pools first.
- If your use of the external hotline requires immediate dialing of the programmed number, assign a line for use only by this extension.
- Set Line Ringing to No Ring for all lines or pools assigned to the external hotline to prevent incoming calls from ringing at the extension.
- Make sure there are no call, line, or pool restrictions assigned to an external hotline.
- Do not use Station Lock at an external hotline because it will prevent the outside number from being dialed.
- Remove external hotlines from Night Service Group Extensions (#504), Calling Group Extensions (#502), and Hunt Group Extensions (#505).
- Do not assign Forced Account Code Entry (#307) to the external hotline.

➢ **Voice Interrupt On Busy (#312)** identifies extensions that can receive Voice Interrupt On Busy calls

Use this feature to identify extensions that can receive Voice Interrupt On Busy calls. A Voice Interrupt On Busy call is a special intercom call that lets a user (the originator) interrupt and speak to another user (the recipient) who is busy on an intercom or outside call. When Voice Interrupt On Busy is initiated, the recipient hears two beeps before hearing the originator's voice. The third party to whom the recipient is speaking probably can hear both the beeps and the faint sound of the originator's voice. This feature typically is used by the receptionist to alert the boss to an important incoming call or event when the boss is already on a call.

Voice Interrupt On Busy is available only on system telephones.

- The Voice Interrupt On Busy tone (two beeps) is unique to distinguish it from a voicesignaled intercom call tone (one beep).
- If a Voice Interrupt On Busy call is made to an idle extension, the originator and the recipient hear a voice-signaled intercom call tone (one beep) instead.
- If you receive a Voice Interrupt On Busy call and press (HOLD), the third party is put on hold and the originator hears two beeps that indicate you have ended the Voice Interrupt On Busy call. Do one of the following:
  – To talk to the originator, if the green light next to the (INTERCOM) button is flashing, press (INTERCOM). (You cannot use the Voice Interrupt On Busy Talk-Back button once a Voice Interrupt On Busy call has ended.)
  – To resume your conversation with the third party, press the line or pool button next to the winking green light.
- Any party involved in a Voice Interrupt On Busy call cannot be involved in a second Voice Interrupt On Busy call until the first is finished.
- Voice Interrupt On Busy cannot be performed on Record-a-Call.
- The recipient can use a Voice Interrupt on Busy Talk-Back button to respond to the originator of the Voice Interrupt On Busy call. The recipient's response is not heard by the third party.
- Users cannot receive Voice Interrupt On Busy calls if:
  – Do Not Disturb is active at their extension.
  – They are part of a joined call (Joining Calls).
  – They are part of a Conference Call.
  – They are recording a call by using Record-a-Call (F24).

– They are screening a call by using Call Screening (F25).

➢ **Line Access Mode (#313)** designates extensions for key mode even though the system is configured for Hybrid mode

Use this feature to identify individual extensions that are to operate as key extensions even though the system is configured for Hybrid mode. If an extension's Line Access Mode is changed to Key, individual lines can be assigned to specific buttons on that extension's telephone regardless of whether they are part of a pool.

This feature applies only to systems of Release 2.0 or later that are configured for Hybrid mode.

- Extension 10 operates as a key extension regardless of how the system is configured. The Line Access Mode for extension 10 cannot be changed.
- Users at extensions programmed as key extensions cannot access pools either by pressing pool buttons or by dialing pool access codes.
- When an extension is changed from Pooled to Key, any previously assigned pool buttons are removed from the extension and Pool Access Restriction (#315) is set to No Access. Additionally, the extension is programmed with factory settings for Line Assignment (#301), Line Access Restriction (#302), Automatic Line Selection, and Line Ringing.
- When an extension is changed from Key to Pooled, any previously assigned line buttons are removed from the extension and Pool Access Restriction (#315) is set to No Restriction. Additionally, the extension is programmed with factory settings for Pool Line Assignment (#314), Pool Extension Assignment (#314), Automatic Line Selection, and Line Ringing.

➢ **Pool Extension Assignment (#314)** identifies the pools that are assigned to buttons at a pooled extension

Use this feature to identify the pools that are assigned to buttons at a pooled extension. The
system uses two buttons to represent the main pool (880) and one for each auxiliary pool (881, 882, 883). You can assign up to five pool buttons per extension.

- You cannot assign pool buttons to extension 10 or to any key extension.
- The main pool buttons are always assigned to the two leftmost buttons on the bottom row of a system telephone. You cannot use Select Button (Setting 3) for the main pool (880).
- If you select Not Assigned (Setting 2) for the main pool (880) during Pool Extension Assignment programming, the main pool is removed from the two leftmost buttons on the bottom row of the system telephone at that extension. The buttons are then available for programming lines, auxiliary pools, or system features. If the main pool is ever reassigned to that extension, previous programming is erased.
- Auxiliary pool buttons are located next to the main pool buttons unless you select Setting 3 to choose a button location when programming.
- You can assign up to four pools to a single-line telephone, but a single-line telephone can make only one call at a time. To make a call, the user lifts the handset and dials 9; the system selects the first available pool based on the Automatic Line Selection programmed for that extension. Alternately, the user can dial a pool access code to make a call by using a specific pool.
- You should use Pool Line Assignment (#207) prior to this procedure to assign lines to or remove lines from pools.
- You can use Line Assignment (#301) to assign individual outside lines to buttons on a pooled extension.
- Users must have access to an outside line or pool in order to dial numbers on the Emergency Phone Number List (#406).

- You can use Line Ringing to identify when each pool and individual line assigned to an extension should start ringing (the factory setting for pools is No Ring and for lines is Immediate Ring).
- If you want to prevent a user at an extension from accessing all the lines in a pool, you must restrict the extension using Pool Access Restriction (#315).
- Remove pools from Hotline (#603) and Doorphone (#604/#605) extensions to prevent calls from being made or received on them.
- You can use Line Access Mode (#313) to change an extension from a pooled extension to a key extension.
- When you use Unique Line Ringing (#209), incoming calls that ring at a pool button ring with the pattern assigned to that line. You can assign individual ring patterns to lines within a pool.

➢ **Pool Access Restriction (#315)** restricts a pooled extension from all lines belonging to a specific pool

Use this feature to restrict a pooled extension from receiving and/or making outside calls on all lines belonging to a specific pool. For example, you may want customer service representatives to make calls using the WATS lines that belong to auxiliary pool 881, but not receive incoming calls on the lines in that pool; in this case, you assign pool 881 to the customer service representative's telephones and restrict the pool to Out Only.

This procedure is the most extreme way to restrict dialing. For example, an extension set to In Only or No Access for a particular pool cannot select that pool to dial out–even for numbers on the Emergency Phone Number List (#406).

- For extension 10 and any extensions for which Line Access Mode (#313) is set to Key, this feature is automatically set to No Access.
- When a user has access to a pool for outgoing calls, you can customize dialing restrictions for the user's extension by using Outgoing Call Restriction (#401) and Disallowed Phone Number Lists (#404).
- To restrict a pooled extension from receiving and/or making calls on individual lines, you must use Line Access Restriction (#302).
- Caller ID information does not appear for ringing calls on lines belonging to a poolprogrammed for Out Only or for No Access.

➢ **Call Waiting (#316)** is distinct from the local telephone company's call waiting feature.

Use this feature to activate Call Waiting. When you are on a call and a second intercom,transferred, or outside call comes in, you hear two beeps to indicate you have a second call waiting to be answered. Press the switchhook (or Recall or Flash button, if available) to put the current call on hold and retrieve the second call. To return to the first call, press the switchhook again.

- This feature is distinct from the local telephone company's Call Waiting feature. If you use this system feature, do not use your local telephone company's Call Waiting feature.
- The Call Waiting tone (two beeps) is not repeated.
- Use Call Waiting only for single-line telephone extensions. Do not assign Call Waiting to extensions that have fax machines, credit card scanners, modems, or auto attendants because the call-waiting tone interrupts the data connection.
- You cannot transfer either party connected by Call Waiting, conference in additional parties, or use feature codes while both calls are active.
- Transfer-return, group call distribution, hunt group, and wake-up calls are not considered incoming calls for this feature.

- Call Waiting does not apply to parked calls.

➢ **Caller ID Log Answered Calls (#317)** helps to track callers' telephone numbers

Use this feature to program extensions to log answered Caller ID calls so that calls answered at an individual extension can be viewed in the Caller ID Call Log. Once the feature is activated for an extension, when a user activates the Caller ID Call Logging and Dialing (F23), all Caller ID calls that are answered by that extension are logged. A telephone symbol (a vertical handset) appears in the Call Status Display to indicate that the call being viewed has been answered.

Caller ID Log Answered Calls is available on 24-character PARTNER-18D and -34D display telephones. It is not available for MLS, MLC, Transtalk 9000-Series, or tip/ring telephones.

Caller ID Log Answered Calls helps to track callers' telephone numbers. For example, a sales representative who takes telephone orders could find a number in the log for a caller whose credit card information was later determined to be invalid.

Transfer Return calls that are answered at the return extension are not logged even if Caller ID Log Answered Calls is set to active.

➢ **Caller ID Call Log Line Association (#318)** associates lines with extensions for logging unanswered Caller ID calls

Use this feature to associate lines with extensions for the purpose of logging unanswered Caller ID calls. You can associate multiple lines with an extension and multiple extensions with the same line. Caller ID calls can be logged only if they ring on an extension that is associated with a line that has been programmed for Call Logging.

- Caller ID Call Log Line Association is available on 24-character PARTNER-18D and - 34D display telephones. It is not available for MLS, MLC, Transtalk 9000-Series, or tip/ ring telephones.
- Use Caller ID Call Log Line Association to associate lines with the one extension that will log all calls. Then use Caller ID Log All Calls (#319) to allow the extension to log all Caller ID calls on the associated lines.
- It is not necessary to associate lines and extensions to log unanswered transferred calls.
  Unanswered transferred calls are logged automatically.

➢ **Caller ID Log All Calls (#319)** programs one extension to log all calls received at any extension on specific lines

Use this feature to program a maximum of one extension to log all answered Caller ID calls and all unanswered Caller ID calls received at any extension on specific lines. You must use the Caller ID Call Log Line Association (#318) programming procedure to associate lines with the extension that will log all calls. Then use the

Caller ID Log All Calls feature to allow the extension to log all Caller ID calls on the associated lines.

Once the features are activated for an extension, when the user activates the Caller ID Call Logging and Dialing (F23), all Caller ID calls that are answered or unanswered by any extension on the associated lines are logged. A telephone symbol (a vertical handset) appears in the Call Status Display to indicate that the call being viewed has been answered.

- Caller ID Log All Calls is available on 24-character PARTNER-18D and -34D display telephones. It is not available for MLS, MLC, Transtalk 9000-series, or tip/ring telephones.

The Caller ID Log All Calls feature is useful when a user needs information for all calls received in the system. For example, a supervisor could use the log for quality assurance by contacting callers and inquiring about the customer's satisfaction with the results of the call.

- To view the Caller ID Call Log, a Caller ID Call Logging and Dialing button must be programmed on a button with lights on a system display telephone. (This feature is not supported on a button without lights.)
- Transfer Return calls that are answered at the return extension are not logged even if Caller ID Log All Calls is set to active.

➢ **Call Coverage Rings (#116 or #320)** defines the number of times call ring before they are sent to the covering extension

Use this feature to define the number of times intercom, transferred, and outside calls on lines assigned ownership ring at an extension before they are sent to the covering extension. In Release 2.0 of the system, when you program Call Coverage Rings (#116), it applies to all system extensions programmed for Call Coverage. In systems of Release 3.0 or later, you can program Call Coverage Rings (#320) on an individual extension basis.

- If an extension has Call Coverage and VMS Cover active, covered calls ring at the covering extension for the specified number of Call Coverage Rings:
- If the covering extension does not answer, the call is routed to the voice mailbox of the extension that activated Call Coverage after the specified number of VMS Cover Rings (#117) or (#321).
- If the covering extension has Do Not Disturb active, the call is routed immediately to the voice mailbox of the extension that activated Call Coverage.

➢ **VMS Cover Rings (#321)** defines the number of times a call rings before it is sent to a user's voice mailbox

Use this feature to define the number of times a call rings before it is sent to a user's voice mailbox. This feature programs the number of rings on a per-extension basis.

- VMS Cover Rings also applies to lines that have been designated an owner with Line Coverage Extension (#208).
- If an extension has VMS Cover (F15) or Automatic VMS Cover (#310) active, unanswered calls to that extension are routed to the voice messaging system

after the specified number of VMS Cover Rings.

To change the number of times calls ring before being sent to the voice messaging system:

1. Press feature +(00)+(system program)+(system program)+#321 at extension 10 or 11.
2. At the extension prompt, enter an extension number.
   The Cover Rings prompt appears:
   VMS Cover Rings XX
   3 Rings
3. Enter a setting (1–9; 3 is the factory setting), or press (Next Data) until the correct value appears:
4. To set VMS Cover Rings for another extension, press (next item) or (prev item) until the extension number appears on the display. Then repeat Step 3.
5. Select another procedure, or exit programming mode.

➢ **Remote Call Forwarding (#322)** allows all calls to be forwarded from your extension to an outside number

Use this feature to activate Remote Call Forwarding for an extension. When activated, you can forward all intercom, transferred, and outside calls from your extension to an outside telephone number via Remote Call Forwarding or Cell Phone Connect.

- Remote Call Forwarding must be enabled before you can forward calls via Cell Phone Connect and Remote Call Forwarding.
- For analog lines and T1 lines without DID, the extension must be the Line Coverage Extension (#208) for that line.
- You can forward outside, intercom, transferred, and voice-signaled calls.
- You cannot forward group calls, calls to doorphone alert extensions, Voice Interrupt On Busy calls, coverage calls, transfer-return calls, Wake Up Service calls, and Night Service calls.
- Remote Call Forwarding does not apply to parked calls.
- You cannot use Call Screening (F25) for calls that are forwarded.
- The PARTNER system will forward only calls on lines that have reliable disconnect. For these lines, Hold Disconnect Time (#203) must be set to a value other than 00 (No Detection).
- The extension must have an available line to forward the call to an outside number.
- The PARTNER system uses the extension's Automatic Line Selection to determine which line to use for the outgoing call.

➢ **Copy Settings (#399)**

➢ **Outgoing Call Restriction (#401)** specifies the types of outgoing calls that can be made on all lines at an extension

Use this feature to specify the types of outgoing calls that can be made on all lines at an extension.

- If the system is connected to a PBX or Centrex system and a dial-out code (usually 9) is needed to place calls outside the PBX or Centrex system, the control unit may not be able to prevent calls for extensions restricted to Local Only. If dialing restrictions are needed on Centrex lines, use Centrex restrictions instead.
- Outgoing Call Restriction also applies to lines that a user has access to with Direct LinePickup–Idle Line.
- To override this feature, users can dial Marked System Speed Dial numbers and numbers from an Allowed Phone Number List (#407) and the Emergency Phone Number List (#406). Also, if a System Password (#403) is defined, MLS system telephone users can enter it to override restrictions.
- You can program a button on the system telephone at extension 10 to be used to quickly change an extension's Outgoing Call Restriction setting.
- If Star Code Dial Delay (#410) is active, the system checks for allowed and disallowed telephone numbers again, beginning with the first digit after the star code.
- If you want to restrict the use of star codes, include them in the Disallowed Phone Number Lists.

➢ **Toll Call Prefix (#402)** indicates whether users must dial a 0 or 1 before the area code to make a long distance call

Use this feature to indicate whether users must dial a 0 or 1 before the area code to make a long distance call, or just the area code and number (this feature is not available for the Hong Kong Release 3.0 version). Set Toll Call Prefix to reflect the dialing patterns of your local telephone company.

- **This feature affects the operation of dialing restrictions and permissions.**

To change the Toll Call Prefix setting:

1. Press feature +(00)+(system program)+(system program)+#402 at extension 10 or 11.
2. Press (Next Data) until the appropriate value appears:
   1 = 0 or 1 required before Area Code and Number (the factory setting) ?
   2 = Area Code and Number Only
3. Select another procedure, or exit programming mode.

➢ **System Password (#403)** defines a four-digit password to override dialing restrictions

Use this feature to define a four-digit password that users can enter from PARTNER and MLS telephones to override dialing restrictions (if the extension has access to an outside line).

- This feature is available only on PARTNER and MLS telephones.
- The password overrides all dialing restrictions except Line Access Restriction (#302) and Pool Access Restriction (#315).

Once a password is programmed, you must enter it to turn Night Service on and off.

Additionally, if Night Service is on, users in the Night Service Group must enter thepassword to make any outgoing calls (except calls to numbers on the Emergency Phone Number List (#406) and Marked System Speed Dial numbers).

Dialing restrictions for extensions not in the Night Service Group remain the same as during normal daytime
operation.

➢ **Disallowed Phone Number Lists (#404)** specify telephone numbers that users cannot dial

Use this feature to specify telephone numbers that users cannot dial. For example, you may want to prevent calls to a specific telephone number or to categories of numbers, such as international numbers.

You can create up to eight Disallowed Phone Number Lists of up to 10 telephone numbers each. A Disallowed Phone Number can be up to 12 digits long and may include 0—9, #, *, and (hold)- (the wildcard character, displayed as "!").

- After completing this procedure, you must use Disallowed List Assignments (#405) toassign the Disallowed Phone Number Lists to specific extensions.
- To restrict dialing specific telephone numbers, enter the telephone number exactly as you would dial it. For example, to prevent calls to the local number 555-5678, press5555678.
- To restrict dialing numbers in an entire area code, enter that area code exactly as you would dial it (for example, "900," "1900," or "0900," depending on the Toll Call Prefix required). This setting tells the system whether a "0" (for operator-assisted calls) or a "1" (for direct-dial calls) is required when you make toll calls.

Preventing Dialing of Numbers in One Exchange When Toll Prefix Required

- (976) Prevents local calls
- (1!!!976) Prevents direct-dial calls to all area codes
- (0!!!976) Prevents operator-assisted calls to all area codes

- (1976) Prevents direct-dial toll calls in the same area code (needed only when 0or 1 is required for toll calls in the same area code)
- (0976) Prevents operator-assisted toll calls in the same area code (needed onlywhen 0 or 1 is required for toll calls in the same area code)

Preventing Dialing of Numbers in One Exchange When No Toll Prefix Required

- (976) Prevents local calls
- (!0!976) Prevents calls to area codes with "0" as the second digit, such as 203
- (!1!976) Prevents calls to area codes with "1" as the second digit, such as 212

To prevent international calls, enter the international prefix number, 011.

To prevent the use of all star codes, enter * (for touch-tone telephones) and 11 (equivalent to a * on rotary telephones).

To prevent the use of a specific star code (for example, *67 to block Caller IDinformation), enter the * plus the 2- or 3-digit code (for touch-tone telephones) or 11 (equivalent to a * on rotary telephones) plus the 2- or 3-digit code.

For touch-tone telephones, entering *67 prevents the use of *67 to block Caller ID information.

For rotary telephones, entering 1167 prevents the use of 1167 to block Caller ID information.

Allowed Phone Numbers, Emergency Phone Numbers, and Marked System Speed Dial numbers override the Disallowed List.

When a user dials a number that is on a Disallowed List for the user's extension, the user hears a reorder tone (fast busy signal) after dialing the part of the number that is stored in the list (for example, an area code).

The entries you must make to permit or restrict toll calls differ depending on the setting for Toll Call Prefix (#402).

If Star Code Dial Delay (#410) is active, after a valid star code is dialed, the system resets the dialing restrictions to check the number beginning with the first digit after the star code.

➢ **Disallowed List Assignments (#405)** assigns up to eight disallowed phone number lists to specific extensions

Use this feature to assign up to eight Disallowed Phone Number Lists to specific extensions.

- You must use Disallowed Phone Number Lists (#404) to create the lists of disallowedtelephone numbers before you use this procedure.
- When a Disallowed Phone Number List is assigned to an extension, the list applies to alllines to which the extension has access.
- You can create up to eight Disallowed Phone Number Lists of up to 10 telephone numbers each.

- A Disallowed Phone Number can be up to 12 digits long and may include 0—9, #, *, and (hold)- (the wildcard character, displayed as "!").

➢ **Emergency Phone Number List (#406)** up to 10 telephone numbers that all users can dial regardless of dialing restrictions

Use this feature to create a list of up to 10 telephone numbers that all users can dial regardless of dialing restrictions, provided they have access to an outside line. Typical list entries include fire, police, and emergency services numbers.

You can use Emergency List entries to override numbers that would otherwise be disallowed. For example, if you created Disallowed List entries to prevent calls to area code 201, but you want to allow calls to a specific number in that area code (such as the number of a manager who is on call after hours), put the number in the Emergency List.

- Each telephone number can include up to 12 digits.
- Enter the telephone number exactly as you would dial it, including any toll prefixes.
- When programming emergency numbers and/or making test calls to emergency numbers, you should:
  — Remain on the line and briefly explain to the dispatcher the reason for the call beforehanging up.
  — Perform such activities in the off-peak hours, such as early morning or late evening.
- Users at Forced Account Code extensions can dial numbers on the Emergency PhoneNumber List without entering an account code. Users can make 911 calls from the Forced Account Code extensions without entering the account code as long as 911 has been entered into the Emergency Phone Number List.

To create an Emergency Phone Number List::

1. Press feature +(00)+(system program)+(system program)+#406 at extension 10 or 11.
2. Select a list entry (01–10). A display similar to the following appears:
   Emergency List 03
   Data - - - - - - - - - - - -
3. Enter the telephone number.
4. To save the telephone number in memory, you must press (enter)
5. Do one of the following:
   -To enter other telephone numbers, press (next item) to select a different list entry and repeat
   -Steps 3 and 4.To change the telephone number you just entered, press (remove) and repeat Steps 3 and 4.
   -To delete the telephone number you just entered, press (remove)
6. Select another procedure, or exit programming mode.

➢ **Allowed Phone Number Lists (#407)** numbers that users can dial regardless of other dialing restrictions

Use this feature to specify telephone numbers that users can dial regardless of other dialing restrictions, as long as they have access to an outside line. For example, if you restrict an entire category of calls through Disallowed Phone Number Lists (#404), you can permit calls to a specific number in that category by placing that

number on an Allowed Phone Number List.

You can create up to eight Allowed Phone Number Lists of up to 10 telephone numbers each. An Allowed Phone Number can be up to 12 digits long and may include 0—9, #, *, and (HOLD) with (the wildcard character, displayed as "!").

- For specific telephone numbers, enter the number exactly as you would dial it. To restrict dialing numbers in an entire area code, enter that area code exactly as you would dial it (for example, "800" or "1800").
- After programming the Allowed Phone Number Lists, you must use Allowed List Assignments (#408) to assign the lists to specific extensions.
- Allowed Phone Number Lists override Disallowed Phone Number Lists (#404) and Outgoing Call Restriction (#401), but not Line Access Restriction (#302), Pool Access Restriction (#315), or Night Service Button (#503) with a System Password (#403).
- The entries you must make to permit or restrict long-distance calls differ depending on the setting for Toll Call Prefix (#402). This setting tells the system whether a "0" (for operatorassisted calls) or a "1" (for direct-dial calls) is required when users make long-distance calls.
- If Star Code Dial Delay (#410) is active, after a valid star code is dialed, the system resets the dialing restrictions to check the number beginning with the first digit after the star code.
- If you want to go to another programming procedure when entering telephone numbers in a list, you must press (Next Procedure)+ (Prev. Procedure), since entering # and a three-digit code is considered part of the telephone number.

SECURITY ALERT:

If you are restricting an extension from placing long-distance calls, do not place numbers beginning with a "0" on an Allowed Phone Number List for the extension. Once a user is active on an operator-assisted call, the user can avoid dialing restrictions by asking the operator to dial restricted numbers.

➢ **Allowed List Assignments (#408)** assign up to eight Allowed Phone Number Lists to a specific extension

Use this feature to assign up to eight Allowed Phone Number Lists to a specific extension.You must use Allowed Phone Number Lists (#407) to create the lists of allowed telephone numbers before you use this procedure.

To assign Allowed Phone Number Lists to an extension:

Press feature+(0)+(0)+(system program)+(system program)+(#)+(408) at extension 10 or 11.
Enter the number of the extension to be programmed.
Enter the list number (1—8).
To assign or unassign the list, press (Next Data) until the appropriate value appears.
Do one of the following: To assign or unassign another list to this extension, press (next item)until the list number appears on the display. Then repeat Step 4.To program another extension, press (Next Procedure)+ (Prev. Procedure) and begin at Step 2.
Select another procedure, or exit programming mode.

Allowed List Assignments (#408)

➢ **Forced Account Code List (#409)** ensures that only authorized users with valid account codes can make outside calls

Forced Account Code List lets you create a list of up to 99 account code verification entries for extensions that are forced to enter account codes. Once a list is created, any user at an extension programmed for Forced Account Code Entry must enter a valid account code–one that matches a list entry–before being allowed to make an outside call. This feature ensures that only authorized users with valid account codes can make outside calls.

- An extension must be programmed for Forced Account Code Entry (#307) for the Forced Account Code List to have any effect.
- If you do not create a Forced Account Code List, the system does not verify the account codes dialed at extensions that are required to enter them.
- The system compares the first six digits of an account code to the entries on the ForcedAccount Code List. If the match is successful, you can dial an outside number. If no match occurs, you cannot dial an outside line and must re-enter a valid account code to dial out.
- Each list entry can include up to six digits.
- You can use the wildcard character (by pressing the (hold) button on a system telephone) to match any single digit (it appears as "!" on the telephone display.) For example, your company's Sales Department has a three digit account code–the first digit represents the department and second and third digits represent the individuals in the department. You enter 4(hold)(hold) as the list entry.
- You can enter more than the required digits for an account code for tracking purposes. For example, a Customer Service Department's account code is 123. Representatives in the department must dial at least 1 2 3 to get an outside line but can enter additional digits to track a specific customer or item number.

➢ **Star Code Dial Delay (#410)** forces a delay in Auto Dialed calls so that the system waits until the second dial tone begins

Central offices of some telephone companies support the use of star codes before the dialed telephone number to obtain special services. For example, in some areas you can dial *67 to prevent Caller ID information from being sent to the called party. (Rotary telephones use 11 in place of the *.) Star Code Dial Delay is designed to help prevent misdialing when star codes are used. For information about the star codes that your central office supports, contact your local telephone company.

If Star Code Dial Delay is Not Active, the system uses the normal processing of restricted numbers: it checks, digit by digit, to see whether the number is restricted. If the first digit dialed is a * and is not restricted, the call goes through without further checking, since it can no longer match any number on the list.

If Star Code Dial Delay is Active, the system permits the following star codes:

- 2-digit codes, where the first digit is 0, 1, or 4—9 and the second digit is 0—9 (for example *67, *70)
- 3-digit codes, where the first digit is 2 or 3, the second digit is 0—9, and the third digit is 0—9 (for example *210)

When Star Code Dial Delay is Active, the system checks the first two digits dialed. If the first digit is a * or the first two digits are 11, the system checks whether the following two or three digits are a star code. If the digits are a recognized star code, the system resets dialing restrictions after accepting the star code digits. The digits that follow the star code are compared again to the restrictions.

More than one star code can be dialed at the beginning of a dialing sequence; the system resets to check dialing restrictions as often as necessary. For example,

*67*705552539 can be dialed to block Caller ID information and to turn off Call Waiting; the system still checks to see whether the 555-2539 number is restricted.

After a star code is dialed, some central offices respond by providing a second dial tone as a prompt for the caller to enter more digits. Usually the second dial tone is provided immediately, but if the tone is delayed, the caller should wait for the dial tone before continuing to dial. The system may not recognize the numbers dialed before the second dial tone, which may cause the call to be misrouted.

Use the Star Code Dial Delay setting to force a delay in Auto Dialed calls after the star code so that the system waits to dial the rest of the digits until the second dial tone begins. You can program an automatic pause of 0 to 5 seconds after each star code that is autodialed, whether from a touch-tone or a rotary telephone.

- The Star Code Dial Delay is not inserted in manually dialed numbers.
- If your central office provides the second dial tone immediately, you do not need the delay provided by Star Code Dial Delay. In this case, choose the 0 setting to enable restriction checking but avoid the delay.
- You can include star codes in Allowed Phone Number Lists and Disallowed Phone Number Lists.
- Star Code Dial Delay settings apply to Auto Dialing, Last Number Redial, Personal Speed Dial numbers, Save Number Redial, and System Speed Dial numbers.
- If Dial Mode (#201) is set to Rotary, star codes are entered by dialing 11 instead of *. If you have users at extensions with Outgoing Call Restriction (#401) set to Local Only who are calling out on lines with the Dial Mode (#201) set to Rotary, you should add "11" to an Allowed Phone Numbers List (#407) and assign the list to these extensions. Otherwise, when the users at the restricted extensions dial 1 to begin a star code, the system interprets this as an attempt to place a long-distance call, the call is blocked, and the user hears the reorder tone.
- System Speed Dial numbers can begin with a star code; the system automatically inserts a delay based on the Star Code Dial Delay setting. To program, enter a Pause followed by the star code and the telephone number. For example, press (Hold)*675551001.
- A Marked System Speed Dial number can also begin with a star code. To enter it, press * followed by the star code and the telephone number. For example, press**675551001.

➢ **Pickup Group Extensions (#501)** assign extensions to a pickup group which can answer ringing calls by dialing the group code

Use this feature to assign extensions to a Pickup Group. When a call rings at an extension in a Pickup Group, a user at any other extension in the system can answer the ringing call by dialing the Pickup Group code. The Pickup Group feature helps when a user needs to answer calls on lines or pools not assigned to his or her telephone. The system supports up to four Pickup Groups.

- You can assign an extension to as many as four different Pickup Groups.
- You can assign extensions where extra alerts (such as a loud bell) are installed to a Pickup Group to enable anyone who hears the alert to answer the call.

To assign extensions to a Pickup Group:

1. Press feature +(00)+(system program)+(system program)+#501 at extension 10 or 11.
2. At the Group: prompt, enter a group number (1—4).
3. At the Extension: prompt, enter the number of the extension to be programmed.
4. To assign or unassign the extension, press (Next Data) until the appropriate value appears.

1 = Assigned to group
2 = Not Assigned to group (the factory setting)
5. Do one of the following:
    -To assign or unassign another extension, press (next item) or (prev item) until the extension number appears on the display. Then repeat Step 4.
    -To program another group, press (Next procedure)+ (Prev procedure) and enter a new group number. Then repeat Steps 3 and 4.
6. Select another procedure, or exit programming mode.

➢ **Calling Group Extensions (#502)** place extensions in a group that can be called at the same time

Use this feature to place extensions in a Calling Group–a group of extensions that can be called at the same time. Any user in the system can ring or page all extensions in a Calling Group at the same time or transfer a call to a Calling Group. The first extension to pick up the call is connected to the caller. A typical use of this feature is to have callers ring into a Calling Group of sales representatives. The system can have up to four Calling Groups.

- Extensions can be in more than one Calling Group. In addition, you can assign all extensions in the system to one group–this helps in making paging announcements to all employees.
- Do not assign extensions that connect auxiliary equipment (auto attendants, voice messaging systems, fax machines, answering machines, hotline telephones, or doorphones) or extensions assigned as External Hotline telephones to a Calling Group.
- Users can make simultaneous announcements over the loudspeaker paging system and the system telephones assigned to Calling Group 1.

➢ **Night Service Button (#503)** programs Night Service Group user phones to ring immediately

Use this feature to program a button on the system telephone at extension 10 to turn Night Service on and off. When Night Service is on, all lines and pools assigned to the telephones of the users in the Night Service Group ring immediately, regardless of their normal Line Ringing settings.

Night Service is useful if you want phones to ring after regular business hours. For example, although Shipping Department workers do not answer calls directly during the day, you want them to answer incoming calls after hours.

- You must program a Night Service Button on the system telephone at extension 10.
- Program Night Service on a button with lights. This feature is not supported on a button without lights.
- Dialing restrictions for extensions not in the Night Service Group remain the same as during normal daytime operation.
- If you reassign the Night Service Button, it is removed from the button where it was previously assigned.
- If you program a System Password (#403), you must enter the password when turning Night Service on or off. In addition, when Night Service is on, users in the Night Service Group can dial only numbers on the Emergency Phone Number List (#406) and Marked System Speed Dial numbers without entering the System Password. Night Service with a System Password is useful for controlling unauthorized use of phones after hours.
- If you have a voice messaging system, VMS Hunt Schedule (#507) determines when outside calls should ring the VMS Hunt Group (always, day only, or night only). The status of the Night Service Button at extension 10 tells the voice messaging system to operate in day or night mode.
- The Night Service Button returns to the status (on/off) it was in immediately prior to a power failure or to System Reset (#728) being used.

- Night Service is unavailable on T1 lines with Direct Inward Dialing (DID).

➢ **Night Service Group Extensions (#504)** assigns extensions to the Night Service Group

Use this feature to assign extensions to the Night Service Group. When Night Service is on and a call comes in, all extensions in the Night Service Group ring immediately, regardless of normal Line Ringing settings. Any extensions that would normally ring during the day also ring.

- Do not include extensions connected to certain auxiliary equipment (auto attendants, voice messaging systems, internal or external hotline telephones, or doorphones) in the Night Service Group.
- A user in the Night Service Group can receive an after-hours outside call only if it comes in on a line or pool that is assigned to that user's telephone. Line or pool assignments for extensions in the Night Service Group can vary from one extension to another.
- If you program a System Password (#403) when Night Service is on, users in the NightService Group can dial only numbers on the Emergency Phone Number List (#406) and Marked System Speed Dial numbers without entering the System Password.
- If you have a voice messaging system, lines that are assigned to the user's telephones in the Night Service Group are covered by the voice messaging system, depending on the status of VMS Hunt Delay (#506) and VMS Hunt Schedule (#507).

➢ **Hunt Group Extensions (#505)** assign extensions to a Hunt Group where incoming calls search for the first available extension

Use this feature to assign any number of extensions to a Hunt Group. When extensions are in a Hunt Group, an incoming call searches or "hunts" for the first available extension. The system supports up to eight Hunt Groups; however, Hunt Group 7 is used exclusively for the voice messaging system, and Hunt Group 8 is used exclusively for transferring and detecting fax calls.

- Any number of extensions can be assigned to each Hunt Group. In addition, extensions can be in more than one Hunt Group.
- You can include multiple fax machines or answering machines in a Hunt Group.
- If a ringing call to the Hunt Group is not answered within three rings, the call moves to the next available extension in the Hunt Group. If users in the Hunt Group leave their desks, they should turn on Do Not Disturb at their extensions so calls hunt immediately to the next available extension.
- Hunt Group calls are not eligible for Call Coverage or VMS Cover.
- If you have a PARTNER MAIL system and multiple fax machines, assign the fax machines to a Hunt Group. Then program the PARTNER MAIL system so that when an automatic fax call comes in on a line covered by the PARTNER MAIL's Automated Attendant Service, the PARTNER MAIL system recognizes it as a fax call and automatically transfers it to the first available fax machine in the group.
- With PARTNER MAIL Release 3 or later, a call to a busy Hunt Group can be sent to a Hunt Group mailbox.
- Hunt Group 7 is used exclusively for the extensions associated with the voice messaging system. Do not assign any other extensions to this group. A voice messaging system requires special hardware and set up procedures.
- After you assign the extensions associated with the voice messaging system hardware to Hunt Group 7, you should set the Transfer Return Extension (#306) for those extensions to extension 10 (or another extension with a person who can assist the caller).
- Hunt Group 8 is used exclusively for fax machines. Do not assign any other extensions to this group.

➢ **Fax CNG Detection (#505, Group 8)** allows voice calls and fax calls to be received on the same line

Use this feature to allow voice calls and fax calls to be received on the same line, which eliminates the need for a dedicated fax line.

When the start button on a fax machine is pressed, the fax machine sets up to send a fax. Thesending fax machine sends a special tone called a calling tone or CNG tone. This tone is sent until the call is answered. If another fax machine answers, the appropriate signals are sent back to the calling fax machine to send the fax transmission.

If you are using this feature on a T1 line with Direct Inward Dialing (DID), set your fax machine to answer in less than four rings.

When an incoming call is answered by PVM, PMVS, PARTNER MAIL, or ASA/DXD, the system determines if the incoming call is a fax. If the system is set up to automatically route incoming fax calls to fax machine(s), it automatically transfers the call to Hunt Group 8.

If your voice messaging system is PARTNER Messaging and you use the Fax CNG Detection feature, do not program PARTNER Messaging to assign a fax extension to an Automated Attendant. For more information, see the PARTNER Messaging System Manager's Quick Reference.

- To use Fax CNG Detection, you must have a voice messaging system or ASA/DXD. You must also have your system configured in one of these ways:
  PARTNER ACS Release 7.0 as a stand-alone module.
  T1 module in slot 1; PARTNER ACS Release 7.0 in center slot; any modules in remaining slots.
  1600 DSL module in slot 1; PARTNER ACS Release 7.0 in center slot; any modules in remaining slots.
  012E/362EC module in slot 1; PARTNER ACS Release 7.0 in center slot; any modules in remaining slots.
  308EC Release 3.0 or later/200/206/400 module in slot 1; PARTNER ACS Release 7.0 in center slot; any modules in remaining slots.
  308EC module prior to Release 3.0 in slot 1; PARTNER ACS Release 7.0 in center slot; at least one 308EC Release 3.0 or later in remaining slots.
  308EC module prior to Release 3.0 in slot 1; PARTNER ACS Release 7.0 in center slot; at least one 308EC/012E/362EC in remaining slots.
- When lines appear on a fax extension, make sure that the fax machine does not automatically answer outside calls on these lines. There are three ways you can do this:
  Set the fax machine for delayed pickup.
  Use Line Ringing to change the ring options on the fax extension to either delayed ring or no ring.
  Use Line Assignment (#301) to remove all outside lines from the fax extension (this is the recommended way).
- Incoming fax detection is activated automatically by assigning extensions to Hunt Group 8.
- If a PARTNER MAIL system is connected to the system and fax detection is being done via PARTNER MAIL, no extensions should be assigned to Hunt Group 8.

➢ **VMS Hunt Delay (#506)** determines when outside calls should be answered by the Automated Attendant

Use this feature to determine when outside calls should be answered by the Automated Attendant of the voice messaging system. You can set the system for any number of rings, 0–6. Assigning more rings gives the operator an opportunity to answer calls before they go to the Automated Attendant.

VMS Hunt Delay is programmable on a per-line basis. In addition, you can program this feature so that calls can be handled one way during the day and a different

way when the system is in Night Service.

- If you do not subscribe to ICLID services and want immediate call handling, set this option to 0 rings.
- If you do subscribe to ICLID services and want immediate call handling, set this option to at least 2 rings. This allows the ICLID information to be detected before the call is sent to the Automated Attendant.

To change the VMS Hunt Delay setting for the voice messaging system's Automated Attendant service:

1. Press feature +(00)+(system program)+(system program)+#506 at extension 10 or 11.
2. Select Day or Night mode by entering 1 or 2 respectively (the factory setting is 1 = Day).
3. Enter the line number.
   The current setting is displayed.
4. To set VMS Hunt Delay, press (Next Data) until the appropriate value for the number of rings appears: 0–6 (2 is the factory setting).
5. To set VMS Hunt Delay for another line, press (next iem) or (prev item) until the line number appears on the display. Then repeat Step 4.
6. Select another procedure, or exit programming mode.

➢ **VMS Hunt Schedule (#507)** determines whether outside lines hunt all the time, during day operation or only at night

Use this feature to determine whether the outside lines assigned to Hunt Group 7 hunt through the VMS Hunt Group all the time, only during Day operation (Night Service is off), or only during Night operation (Night Service is on). This feature affects only the Automated Attendant service of the voice messaging system. You can program VMS Hunt Schedule on a per-line basis.

You must use Hunt Group Extensions (#505) to assign the extensions associated with the voice messaging system hardware to Hunt Group 7.

If you set the VMS Hunt Schedule for Day Only or Night Only, you must use Night Service Button (#503) to program a Night Service Button for extension 10.

When the VMS Hunt Schedule is set to Day Only and Night Service is turned off (in Day mode), calls coming in on lines assigned to the hunt group are sent to the hunt group. If Night Service is turned on (in Night mode), incoming calls do not go to the hunt group.

When the VMS Hunt Schedule is set to Night Only and Night Service is turned off (in Day mode), calls coming in on lines assigned to the hunt group are not sent to the hunt group. If Night Service is turned on (in Night mode), incoming calls go to the hunt group.

To change the VMS Hunt Schedule setting for the voice messaging system's Automated Attendant Service:

1. Press feature +(00)+(system program)+(system program)+#507 at extension 10 or 11.
2. Enter the line number.
   The current setting is displayed.
3. Press D until the appropriate value appears:
   1 = Always (the factory setting)
   2 = Day Only
   3 = Night Only

4. To set VMS Hunt Schedule for another line, press n or p until the line number appears on the display. Then repeat Step 3.
5. Select another procedure, or exit programming mode.

➢ **Fax Machine Extensions (#601)** identifies the extensions to which fax machines are connected

Use this feature to identify the extensions to which fax machines are connected.

- If you want to monitor fax machine status and make one-touch transfers to the fax machine, program a Fax Management button
- To prevent other extensions from interrupting a fax call, program the fax extension for Automatic Extension Privacy (#304).
- Remove voice messaging system mailboxes from extensions before assigning them as fax extensions.
- If an automatic fax call comes in on a line covered by PARTNER Messaging or the PARTNER MAIL system, the Automated Attendant Service of that system can be programmed to automatically transfer the call to a fax extension or to the extension Hunt Group for the fax machines (if you have multiple fax machines).

To identify a Fax Machine extension:

1. Press feature +(00)+(system program)+(system program)+#601 at extension 10 or 11.
2. At the Extension: prompt, enter the extension to which the fax machine is connected.
3. To assign or unassign the extension, press (Next Data) until the appropriate value appears.
   1 = Assigned
   2 = Not Assigned (the factory setting)
4. To program another extension, press (next item) or (prev item) until the extension number appears on the display. Repeat Step 3.
5. Select another procedure, or exit programming mode.

➢ **Music-On-Hold (#602)** activates or deactivates the Music-On-Hold jack on the processor module

Use this feature to activate or deactivate the Music-On-Hold jack on the processor module. The jack must be active and an audio source must be connected to the jack to provide recorded music or messages to callers on hold.

- If Music-On-Hold is Not Active or if no audio source is connected, callers on hold hear silence.
- The audio source must be connected to the control unit by using an RCA phono plug. The Music-On-Hold input jack accepts a maximum input of 2 Volts at 50 Kohms.
- If the audio source develops trouble (such as a bad tape), you can quickly turn it off by changing the Music-On-Hold setting to Not Active until you are able to solve the problem.
- You can adjust the volume of Music-On-Hold using Music-On-Hold Volume (#614).
- If Ring on Transfer (#119) is Not Active and Music-On-Hold is Active, transferred callers hear Music-On-Hold until the call is answered.
- If Music-On-Hold is Active, users with system telephones with speakers can playBackground Music through their telephones' speakers.

- If Automatic System Answer is on, callers hear Music-On-Hold while waiting for someone to answer the call.
- If Direct Extension Dial is on, callers hear ringing when the call is transferred regardless of the settings for Music-On-Hold and Ring on Transfer (#119).
- If the operator at extension 10 uses the Wake Up Service Button (#115) to schedule wake up calls, the recipients hear Music-On-Hold when they answer their wake up calls.

To change the setting of the Music-On-Hold jack:

1. Press feature +(00)+(system program)+(system program)+#602 at extension 10 or 11.
2. Press (Next Data) until the appropriate value appears:
   1 = Active (the factory setting)
   2 = Not Active
3. Select another procedure, or exit programming mode.

➢ **Hotline (#603)** when a user lifts the handset of the hotline telephone, the alert extension rings

Use this feature to identify an internal hotline extension and its alert extension. When a user lifts the handset of the hotline telephone, the alert extension rings. You can set up several hotline and alert extension pairs. The alert extension can be the same or different for multiple hotline extensions.

Use a single-line telephone as the hotline telephone since this feature makes use only of the telephone's intercom. The alert extension can be any type of telephone; or it can be the loudspeaker paging system so the hotline telephone can be used to make announcements over the loudspeaker.

For example, a supermarket installs a hotline telephone at its meat counter. When a customeruses the hotline telephone, the butcher's telephone rings. If the loudspeaker paging system is programmed as the alert extension, a sales clerk could request a "price check" over the loudspeaker simply by lifting the handset of the hotline telephone.

- The same extension cannot be assigned as both a hotline and a doorphone. Assigning adoorphone extension as a hotline extension cancels the doorphone setting.
- You should not assign hotline telephones to extension 10, 11, or to the first two extensions of any 206 or 308EC modules, which are reserved as power-failure extensions.
- The hotline telephone can receive transferred calls (but the user at that extension should not pick up the handset until the telephone rings).
- To prevent outside calls from being made or received on the hotline telephone, use Line Assignment (#301) to remove all outside lines or Pool Extension Assignment (#314) to remove all pools from the hotline extension.
- Set Automatic Line Selection for the hotline extension to intercom only.
- Remove hotline extensions from Night Service Group Extensions (#504), Calling Group Extensions (#502), and Hunt Group Extensions (#505).
- Use External Hotline (#311) to identify an extension that automatically dials a programmed outside number when a user lifts the handset.

➢ **Doorphone Extension (#604 & #605)** identifies an extension to which a doorphone is connected

Use these features to identify an extension to which a doorphone is connected. A doorphone is usually placed near an entrance, to screen visitors. You can connect up to two door phones to the system—use Doorphone 1 Extension (#604) to identify the extension for the first doorphone and Doorphone 2 Extension (#605) to identify the extension for the second doorphone.

- An extension cannot be used for a doorphone and a hotline at the same time. However, hotlines and doorphones can have the same alert extensions.
- You should not assign doorphones to extension 10, 11, or to the first two extensions of any 308EC or 206 modules.
- Remove voice messaging system mailboxes from doorphone extensions.
- You cannot bridge two doorphones together.
- To prevent outside calls from being made or received on the doorphone, use Line Assignment (#301) to remove all outside lines and/or Pool Extension Assignment (#314) to remove all pools from the doorphone extension. (Automatic Line Selection for the doorphone extension will be automatically set to select intercom lines first.)
- You can use Message Light On with the doorphone (for example, the doorphone's lightflashes as a prearranged signal to a delivery person) provided the doorphone is connected to a processor module or to a Release 3.0 or later 206 module.

To program a doorphone extension::

1. Press feature +(00)+(system program)+(system program)+#604 for doorphone 1 (or #605 for doorphone 2) at extension 10 or 11.
2. Enter the doorphone two-digit extension number, or press (Remove) to unassign an existing doorphone extension.
3. Select another procedure, or exit programming mode.

➢ **Doorphone Alert Extensions (#606)** identifies extensions that are signaled when a doorphone button is pressed

Use this feature to identify extensions that are signaled when a doorphone button is pressed.

- You cannot bridge two doorphones together.
- If Do Not Disturb is active at a doorphone alert extension, the person at the doorphone hears signaling, but the alert extension is not signaled.
- If a Contact Closure on the Contact Closure Adjunct controls a door lock, consider assigning the Doorphone Alert Extensions to the Contact Closure Group (#612) for thatContact Closure. Only extensions assigned to that Contact Closure Group can activate the door lock.

To identify doorphone alert extensions:

1. Press feature +(00)+(system program)+(system program)+#606 at extension 10 or 11.
2. Enter the first alert system extension number.
3. Press D until the appropriate value appears:
   1 = Not an Alert Extension (the factory setting)
   2 = Doorphone 1 Alert Extension

3 = Doorphone 2 Alert Extension
4 = Doorphones 1 and 2 Alert Extension
4. To identify another alert extension, press (Next item) or (Prev item) until the extension number appears on the display, then repeat Step 3.
5. Select another procedure, or exit programming mode.

> **Automated Attendant Extensions (#607)** identifies extensions where auto attendants are connected

This feature lets you identify extensions where auto attendants are connected to the system. Doing so lets the system notify users with display telephones when they are receiving a call that has been transferred from the auto attendant. (This procedure applies only to auto attendants—do not use it with the Automated Attendant Service of a voice messaging system.)

- On system display telephones, Automated Attendant appears when a call is beingtransferred from an auto attendant. The Caller ID information (if available) will be displayed automatically after the transfer is completed. Transfer from AA or Transfer from Auto Att appears when a call transferred by an auto attendant was not answered and is being returned to your extension.
- For each auto attendant extension, use Transfer Return Extension (#306) to identify the extension to which a call should be routed if the destination extension does not answer.
- Set Automatic Extension Privacy (#304) to Not Assigned for the auto attendant extension if you want to be able to intercept calls routed to the device.

To identify an extension where an auto attendant is installed:

Press feature +(00)+(system program)+(system program)+#607 at extension 10 or 11.
Enter the extension number to which the auto attendant is connected.
To assign or unassign the extension, press (Next Data) until the appropriate value appears:
1 = Assigned
2 = Not Assigned (the factory setting)
To assign or unassign a second auto attendant extension, press (Next item) or (Prev Item) until the extension number appears on the display. Then repeat Step 3.

Select another procedure, or exit programming mode.

> **SMDR Record Type (#608)** specifies whether all calls or outgoing calls only are to be included on call reports

Use this feature to specify whether all calls or outgoing calls only are to be included on call reports.

- The date and time that appear on call reports are determined by System Date (#101) and System Time (#103).
- The call report page header prints in the Display Language (#303) specified for extension 10.
- If Account Code Entry (optional or forced) is used to enter an account code for a call, the account code prints on the call report. If there are entries in the Forced Account Code List (#409), only valid account codes and any other entered digits up to 16 print on the call report.
- Marked System Speed Dial numbers appear on the call report as F nnn, where nnn is the Speed Dial code.
- If you use Caller ID, SMDR reports include the telephone numbers of incoming calls.

- Call records for incoming calls on T1 lines with Direct Inward Dialing (DID) are reported only if SMDR Record Type (#608) is set to 1=All Calls.

To identify the type of calls to include for call reporting:

1. Press feature +(00)+(system program)+(system program)+#608 at extension 10 or 11.
2. Press (Next Data) until the appropriate value appears:
   1 = All Calls (outgoing and incoming; the factory setting)
   2 = Outgoing Only
3. Select another procedure, or exit programming mode.

➢ **SMDR Top of Page (#609)** notifies the system that the printer has been aligned to the top of a new page

Use this feature to notify the system that the printer has been aligned to the top of a new page.

Use this feature after inserting paper, clearing a jam, or to print a new header after changing SMDR Output Format or SMDR Talk Time. When this feature is used, the system prints a new call report header.

- This procedure is skipped in the sequence of programming procedures when cycling. To use this procedure, enter the code directly.
- You can use Display Language (#303) to specify the language in which the call report page header should print.

To program SMDR Top of Page:

1. Make sure the paper in the printer is aligned at the top of a new page.
2. Press feature +(00)+(system program)+(system program)+#609
3. The system responds by printing the call report page header
4. Select another procedure, or exit programming mode.

➢ **SMDR Output Format (#610)** specifies whether 15 or 24 digits is printed in the Number field on the call report

Use this feature to specify whether a maximum of 15 digits or 24 digits is printed for dialed numbers in the Number field on the call report. The longer field is useful for businesses, such as law offices and hotels, that need to record many digits for outgoing calls for billing purposes.

Before changing to 24 digits, check the documentation for your call accounting device to verify that 24 digit output is supported.

- If the output format is set to 15 digits and a ſg?ſh prints as the last digit of a dialed number on a call report (indicating that the digits dialed exceed the 15 digits the Number field can hold), you may want to change the output format to 24 digits.
- If the output format is set to 24 digits and SMDR Talk Time (#611) is set to Active, the combined length of the fields for a call record is greater than the 80 characters supported by most printers. If call records wrap around to the next line, reduce the font size or increase the characters-per-inch setting for the printer. If necessary, change the output format back to 15 digits.
- When you change the output format, the length of the Number field is adjusted for the next call record that prints. To print a new header, use SMDR Top of Page (#609).

To change the maximum number of digits for dialed numbers that can print on call reports:

1. Press feature +(00)+(system program)+(system program)+#610 at extension 10 or 11.
2. Press (Next Data) until the appropriate value appears:
   ſŸ 1 = 15 Digits (the factory setting)
   ſŸ 2 = 24 Digits
3. Select another procedure, or exit programming mode.

➢ **SMDR Talk Time (#611)** indicates whether or not you want to include a Talk field on call reports

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Use this feature to indicate whether or not you want to include a Talk field on call reports. The Talk field records talk time for all incoming outside calls.

For Automatic System Answer and Direct Extension Dial calls, talk time does not include the time during which the greeting plays or the time that the caller spends waiting for someone to answer the call. For all other calls, talk time is the same as call duration.

- If talk time is set to Active and SMDR Output Format (#610) is set to 24 digits, the combined length of the fields for call record is greater than the 80 characters supported by most printers. If call records wrap around to the next line, reduce the font size or increase the characters-per inch setting for the printer. If necessary, change the output format back to 15 digits.
- If you use Automatic System Answer or Direct Extension Dial, you may want to set SMDR Talk Time (#611) to Active to print on call reports the time a user spends on an incoming outside call—from the time the user answers the call to the time the call is disconnected from the system.
- When you change this feature to Active, the next call record that prints includes talk time as the last field on the call report. To print a new header, use SMDR Top of Page (#609).

To include the Talk field on call reports:

1. Press feature +(00)+(system program)+(system program)+#611
2. Press (Next Data) until the appropriate value appears:
   1 = Active
   2 = Not Active (the factory setting)

3. Select another procedure, or exit programming mode.

➢ **Contact Closure Group (#612)** specifies which extensions can activate each contact closure/ door buzzer

Use this feature to specify which system extensions can activate each Contact Closure. Before a user can activate a contact closure, you must assign the user's extension to the Contact Closure Group (#612) for that Contact Closure.

- If a Contact Closure is used to control a door lock and a doorphone is installed at that door, you may want to assign the extensions in the Contact Closure Group to also be the Doorphone Alert Extensions (#606) for that doorphone.
- When an extension is included in the appropriate Contact Closure Group, the user at that extension can use Contact Closure to activate the contact closure device.

To assign extensions to a Contact Closure Group:

1. Press feature +(00)+(system program)+(system program)+#612 at extension 10 or 11.
2. At the Contact Number: prompt, enter the number for the Contact Closure (1 or 2).
3. At the Extension: prompt, enter the two-digit extension number that you want to assign to this Contact Closure Group.
4. To assign or unassign the extension, press (Next Data) until the appropriate value appears:
   1 = Assigned to the Contact Closure Group
   2 = Not Assigned to the Contact Closure Group (the factory setting)
5. Do one of the following:
   To assign or unassign another extension to the same Contact Closure Group, press
   (Next item)or (Prev item) until the correct extension appears. Then repeat Step 4.
   To assign extensions to the other Contact Closure Group, press (Next Procedure), press (Prev. Procedure), enter the number for the other Contact Closure (1 or 2), and then begin at Step 3.
6. Select another procedure, or exit programming mode.

➢ **Contact Closure Operation Type (#613)** specifies how long the contact closures remain open when they are activated.

Use this feature to specify how long the Contact Closures remain active when they are activated. A Contact Closure can be activated for 1, 3, or 5 seconds; or the Contact Closure can be set to toggle.

For example, if a Contact Closure that controls a door lock has a Contact Closure Operation Type of "5-Seconds On," the door lock is released for 5 seconds when a user activates the Contact Closure. If the Contact Closure has a Contact Closure Operation Type of "Toggle," the Contact Closure must be activated and deactivated. One user can activate the Contact Closure and another user can deactivate it (provided both users are included in the Contact Closure Group for that Contact Closure), or the same user can both activate and deactivate the Contact Closure.

To specify the Operation Type for a Contact Closure:

1. Press feature +(00)+(system program)+(system program)+#613 at extension 10 or 11.
2. At the Contact Number: prompt, enter the number (1 or 2) for the Contact Closure.
   The display shows the current setting for that Contact Closure.
3. Press (Next Data)or (Prev Data) until the appropriate value appears, or press r to return to the default setting:
   1 = 1-Second On
   2 = 3-Seconds On (the factory setting)
   3 = 5-Seconds On
   4 = Toggle
4. To assign the Operation Type for the other Contact Closure, press (Next item) or (Prev item), and repeat Step 3.
5. Select another procedure, or exit programming mode.

➢ **Music-On-Hold Volume (#614)** select one of seven volume settings for the external music source

Use this feature to select one of seven volume settings for the external music source provided through the Music-On-Hold jack on the processor module. This setting is system-wide.

- Changes to the Music-On-Hold Volume setting have immediate effect on all calls currently receiving Music-On-Hold treatment.

To change the Music-On-Hold Volume setting:

1. Press feature +(00)+(system program)+(system program)+#614 at extension 10 or 11.
2. Press the number of the setting on the dialpad, or press (Next Data) or (Prev Data) until the correct setting appears. (Setting ranges from 1 to 7, with 4 being the factory setting.)
3. If you want to return the volume to the default setting, press (Remove).

➢ **Loudspeaker Paging Line (#617)** specifies the line jack to which you connected the loudspeaker paging system

Use this feature to specify the line jack to which you connected the loudspeaker paging system.

- Whenever the Loudspeaker Paging Line is added or changed, the new line is removed from all Automatic Line Selection lists and pools to which it was assigned. If an extension has a line appearance button for that line (and no autodial button programmed for I70), the associated line appearance button is converted to an autodial button for an external page. If the extension has a line appearance button for that line and an autodial button programmed for I70, the associated line appearance button is "erased."

To specify the line to which the loudspeaker paging system is connected::

1. Press feature +(00)+(system program)+(system program)+#617 at extension 10 or 11.
2. At the Line: prompt, enter the two-digit line number of the line jack to which the loudspeaker paging system is connected.
3. Press (Enter).

4. Select another procedure, or exit programming mode.

➢ **System Reset–Programming Saved (#728)** resets the system while retaining the currently programmed settings

Use this feature to reset the system while retaining the currently programmed settings. Reset the system only when advised to do so by technical support personnel.

- Resetting the system disconnects all active calls.
- This procedure is skipped in the sequence of programming procedures when cycling. To use this procedure, enter the code directly.
- The system reset begins immediately and takes only a few seconds.
- You cannot interrupt the reset process or use any telephones in the system during the reset process.
- Most of the system and telephone programming settings that were in effect before the power failure or down period are retained; they do not revert to the default settings.
- Automatic System Answer Button (#111), Direct Extension Dial Button (#113), Night Service Button (#503), and Station Lock return to the status (on or off) that they were in immediately prior to the system reset.
- The VMS Cover button and Privacy button return to the status (on or off) determined by the programmed setting of Automatic VMS Cover (#310) and Automatic Extension Privacy (#304), respectively. For example, if Automatic Extension Privacy is Assigned and the Privacy button is on when a system reset occurs, the Privacy button will be on again after the system reset. However, if Automatic Extension Privacy is Not Assigned and the Privacy button is on when a system reset occurs, the Privacy button will be off after the system reset.
- A successful use of Restore Programming (#125) causes a System Reset–Programming Saved to occur.
- The information stored in the Save Number Redial (F04) and the Last Number Redial (F05) buffers is lost when a System Reset–Programming Saved occurs.
- You can use System Reset–Programming Saved to restore the configuration in the 1600 DSL module.

➢ **Remote Administration Password (#730)** creates a password for remote or local PC administration of the system

Use this feature to create a password for remote or local PC administration of the system. To
perform remote administration, the remote party must have the password created by the System Administrator.

This feature prevents unauthorized use of the remote administration capability..

- This feature can be used only from a system telephone.
- The password can be changed only locally at Extension 10 or 11. It cannot be changed at the PC.
- You must enter a password before you can use remote administration.
- Only one administration tool can be active at a time. If remote administration is active, local administration is blocked.
- If local administration is active, and you start a remote session, the local session drops.

For Help with this feature Call 800-429-0077