

# ***UNIVERGE SV8100***

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## **Features and Specifications Manual**



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# *Preface*

## ***Before Reading this Manual***

This manual provides detailed information for each of the system's features. If you are not familiar with the features, the Table of Contents provides a list of the features and where to find the feature within the manual.

## **GENERAL INFORMATION**

### **Congratulations! You have purchased the NEC UNIVERGE SV8100 System.**

The UNIVERGE SV8100 system is a feature-rich key system that provides many features including Automatic Call Distribution, IP Station and IP Trunk support, ISDN compatibility, PBX compatibility, TAPI compatibility, Voice over Internet Protocol and Uniform Call Distribution.

The UNIVERGE SV8100 system meets the customer needs today, and as business expands, the system can be expanded to grow as well.

The UNIVERGE SV8100 system has a set of manuals that provide all the information necessary to install and support the system. This preface describes these manuals.

## **SUPPORTING DOCUMENTS**

### **UNIVERGE SV8100 General Description Manual**

This Manual provides general information about the system, its features, system configuration and standards. This manual provides an overview of the UNIVERGE SV8100 system and can be used to present information to potential customers.

### **SV8100/SV8300 System Hardware Manual**

The System Hardware Manual is provided for the system installer. This manual has detailed instructions for installing the SV8100/SV8300 Chassis, Blades, Multiline Terminals, and optional equipment.

### **UNIVERGE SV8100 Programming Manual**

This manual provides instructions for programming the UNIVERGE SV8100 system using a Multiline Terminal or PC.



# *Regulatory*

## **SECTION 1 ELECTROMAGNETIC INTERFERENCE (EMI)**

### **WARNING**

This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

## **SECTION 2 INCIDENCE OF HARM**

If the System is malfunctioning, it may also be causing harm to the telephone network. The Telephone system should be disconnected until the source of the problem can be determined and until repair has been made. If this is not done, the Network Provider may temporarily disconnect the service.

## **SECTION 3 HEARING AID COMPATIBILITY**

The NEC Multiline Terminals that are provided for this system are hearing aid compatible. The manufacturer of Single Line Telephones for use with the system must provide notice of hearing aid compatibility to comply with ACA Technical Standards.

## **SECTION 4 SERVICE REQUIREMENTS**

### **WARNING**

This equipment must only be installed and maintained by service personnel.

In the event of equipment malfunction, all repairs must be performed by an authorised dealer of NEC Australia Pty Ltd or by NEC Australia Pty Ltd. It is the responsibility of users requiring service to report the need for service to one of NEC Australia Pty Ltd authorised agents or to NEC Australia Pty Ltd.

## **SECTION 5 COMPLIANCE INFORMATION**

This equipment has been tested to comply with all relevant ACA Technical Standards.

To be compliant to Australian Standard ACIF S004:2001, Warning: Small metal objects such as staples and pins may be caught and held in the earpiece and that the user should be aware and careful to prevent any accident from such an event.

The UNIVERGE SV8100 KSU must be permanently connected to protective earth.

## **SECTION 6 VOICE ANNOUNCEMENT/MONITORING**

### **CAUTION**

The use of monitoring, recording or listening devices to eavesdrop, monitor, retrieve or record telephone conversations or other sounds activities, whether or not contemporaneous with its transmission may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any telephone conversation. Some federal and state laws require some form of notification to all parties to the telephone conversation, such as using a beep tone or other notification methods, or require the consent of all parties to the telephone conversation, prior to monitoring or recording a telephone conversation. Some of these laws incorporate strict penalties.

## **SECTION 7 MUSIC ON HOLD**

### **IMPORTANT NOTE**

In accordance with Australian Copyright Law, a license may be required from The Australian Performing Right Association Limited (APRA), or other similar organisation, when radio or TV broadcasts are transmitted through the Music On Hold feature of this telecommunication system. NEC Australia Pty Ltd hereby disclaims any liability arising out of the failure to obtain such a license.

## **SECTION 8 UL REGULATORY INFORMATION**

This equipment has been listed by Underwriters Laboratories and complies with all applicable requirements of the standard for telephone equipment UL 1459.

## SECTION 9 BATTERY DISPOSAL AND SAFETY

The UNIVERGE SV8100 system includes the batteries listed below. When disposing of these batteries from system chassis, blades or external battery boxes, the maintenance personnel must comply with applicable Federal and State regulations regarding proper disposal procedures.

Unit Name	Type of Battery	Quantity
CD-CP00-XX	Lithium	1
CD-VM00	Lithium	1
CHS2U INT BATT (Optional)	Sealed Lead Acid	2
CHS LARGE BATT BOX (Optional)	Sealed Lead Acid	1 BAT Box = 3 sets of [2 x 12V-7AH] 1 BAT Box = 6 sets of [2 x 12V-7AH] 1 BAT Box = 9 sets of [2 x 12V-7AH] 1 BAT Box = 12 sets of [2 x 12V-7AH]

### IMPORTANT SAFEGUARDS FOR BATTERY DISPOSAL

DO NOT PLACE USED BATTERIES IN YOUR REGULAR TRASH!  
THE PRODUCT YOU PURCHASED CONTAINS A LITHIUM OR SEALED LEAD ACID BATTERY. LITHIUM OR SEALED LEAD ACID BATTERIES MUST BE COLLECTED, RECYCLED OR DISPOSED OF IN AN ENVIRONMENTALLY SOUND MANNER.

The incineration, landfilling or mixing of disposable batteries with the municipal solid waste stream may be PROHIBITED BY LAW in most areas. Contact your local solid waste management officials for other information regarding the environmentally sound collection, recycling and disposal of the battery.

### CAUTION

Danger of explosion if batteries are incorrectly installed. Replace only with the same or equivalent type of battery as indicated throughout this manual.



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# Introduction



## SECTION 1 GENERAL INFORMATION

UNIVERGE SV8100 (DTL and ITL telephones), IPK II (DTH telephones), *D<sup>term</sup>* Series i (DTR telephones) can be used with the UNIVERGE SV8100 system.

## SECTION 2 MULTILINE TERMINALS USED WITH THE SYSTEM

### SV8100 Terminals

The SV8100 Multiline Terminals either with or without LCD display offer a variety of colors, and line sizes.

- Terminals are available in black or white.
- The large Liquid Crystal Display (LCD) on the display provides call status data and programming information.
- Terminal line sizes include 6, 12, 24, and 32.
- IP Terminals are available in 6, 12, 24, and 32.
- Speakerphone with full handsfree operation and headset jack is standard.
- All are compatible with ADA-L( ), and APR-L( ).
- An Attendant Add-On DCL-60-1( ) Console is available with 60 stations and/or outside line assignments and 12 function keys.
- A power failure module PSA-L( ) is available for fail-over to POTS line when there is a loss of power to the SV8100.

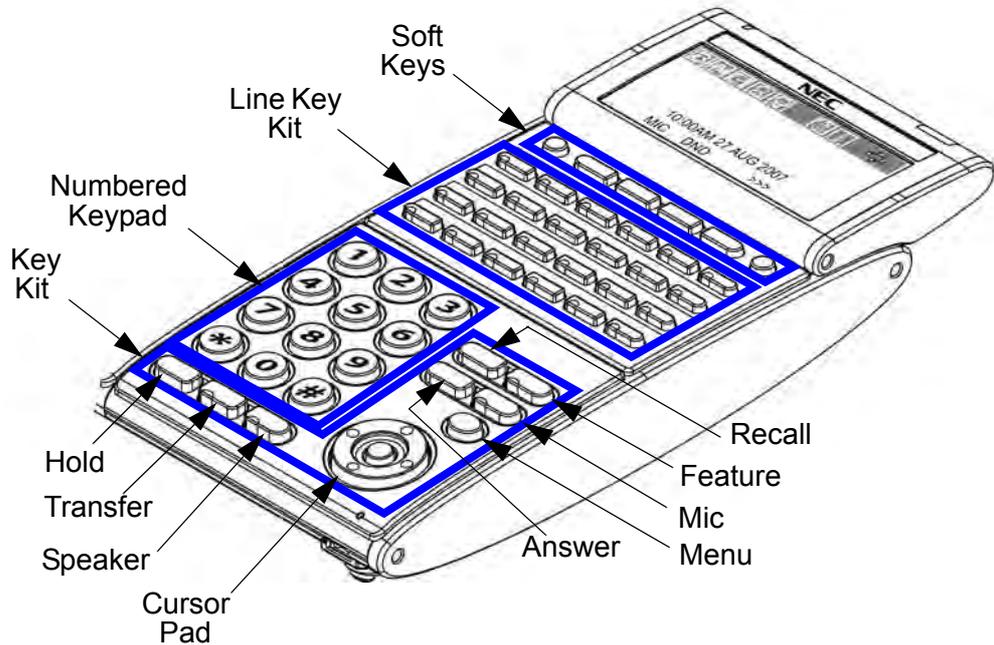


Figure 1-1 SV8100 Key Assignment Example

### IPK Terminals

The IPK Terminals (DTH telephones) either with or without LCD display offer a variety of colors, and line sizes.

- Terminals are available in black or white.
- The large Liquid Crystal Display (LCD) on the display terminals provides call status data and programming information.
- Terminal line sizes include 8-line, 16-line, and 32-line.
- IP terminals are available in 4-line, 8-line and 16-line (with LCD).
- Speakerphone with full handsfree operation and headset jack is standard.
- All are compatible with the AD(A)-R( ), AP(A)-R( ), AP(R)-R( ), CT(A)-R( ) Unit, CT(U)-R( ), or HF-R( ) Unit adapter. The AP(R)-R( ) Unit requires an AC-R( ) Unit to supply AC power.
- The ADA-2R is compatible with ITH-2 IP terminals.
- The ADA-2R and PS(A)-R( ) are compatible with ITH-3 IP terminals.
- An Attendant Add-On DCL-60-1( ) Console is available with 60 station and/or outside line assignments and 12 function keys.

## Feature Access, Single On/Off, or One-Touch Keys

Keys are designated Feature Access, Single On/Off, or One-Touch throughout this manual. The keys operate much the same, but various limitations imposed on each type are described below.

### Feature Access Keys

Depending on the type, a Multiline Terminal can have 2, 8, 16, 24, or 32 line keys. These highly-flexible keys can be used for station DSS/BLF and Speed Dial.

### Single On/Off Keys

Line keys may also be assigned as Single On/Off keys in System Programming to toggle a feature on/off. This assignment has no impact on the Feature Access keys, but the assigned features are very specific. Scrolling (CID) and headset, are examples of features available for Single On/Off keys.

### One-Touch Keys

One-Touch keys can perform the same function as Feature Access keys. A Multiline Terminal has a fixed number of these keys. No system assignment is necessary, and the number of keys ranges from none to 16 depending on the terminal type.



Figure 1-2 Feature Access/One-Touch Key Assignment Example

### ***D*<sup>term</sup> Series i Terminals**

The *D*<sup>term</sup> Series i Terminals (DTR telephones) with or without LCD display offer a variety of colors and line sizes.

- Terminals are available in black or white.
- The large Liquid Crystal Display (LCD) on display terminals provides call status data and programming information.
- Line sizes include 8-line, 16-line, and 32-line.
- 2-line on the DTR-2DT-1( ).
- Speakerphone with full handsfree operation and headset jack is standard (except on the DTR-2DT-1( )).
- All but the DTR-2DT-1( ), DTR-1-1( ), DTR-1HM-1( ) and Cordless terminals are compatible with the AD(A)-R( ), AP(A)-R( ), AP(R)-R( ), CT(A)-R( ) and HF-R( ) Unit adapters. The AP(R)-R( ) Unit requires an AC(A)-R( ) Unit to supply AC power. For Attendant Positions, an Attendant Add-On DCL-60-1( ) Console is available with 60 station and/or outside line assignments and 12 function keys. The DTR-2DT-1( ) has an internal Analog Port without ringer.
- A two-line terminal with two Flexible Line keys (each with 2-color LED), nine function keys, built-in speakerphone, a large LED to indicate incoming calls or messages, and an outgoing only Analog SLT Port [AD(A)-R( )] is also available.
- The UNIVERGE SV8100 Single Line Terminals are offered in two variations (DTR-1-1( ) and DTR-1HM-1( )). Both terminals come in black or white. Both have DTMF and Pulse Dialing compatibility, and offer Flash and Redial key functionality. The UNIVERGE SV8100 Single Line Terminals come standard with a Message Waiting Indicator that also functions as an Incoming Call Indication. During a call, the receive audio level can be increased three levels and decreased two levels from the default setting (six volume level settings in all). The terminals offer four ring volume settings (Off, Soft, Medium, and Loud), and three ring patterns (Slow, Medium, and Fast). The DTR Single Line Terminals also have a Data Port that functions similar to that of an AP(R)-R( ) optional adapter, and have a built-in wall mount adapter. The DTR-1HM-1( ) terminal has eight programmable speed dial buttons (maximum 21 digits each). The DTR-1HM-1( ) also has Hold and Monitor Function keys.

## SECTION 1 ABOUT THIS CHAPTER

This chapter provides an alphabetical listing of the features that are available with the UNIVERGE SV8100 system.

Each feature provides the following information:

**Description** – briefly describes the feature and how it is used.

**Conditions** – provides special operating conditions (if any) that need to be considered with using the feature.

**Default Settings** – indicates the factory default setting (if any).

**System Availability** – describes multiline terminals that can be used with this feature and lists any additional equipment, such as adapters or blades, that must be installed for this feature to operate.

**Programming** – lists the memory blocks that support the feature.

**Related Features** – lists features that are associated with the feature being described (e.g., the Account Codes feature lists the Speed Dialing feature in the related features list because speed dialing bins can contain stored account code (if any).

**Operation** – provides step-by-step instructions for using the feature.

## SECTION 2      **IMPORTANT NOTES**

### **Simplifying Multiline Terminal Operation with One-Touch Keys**

A multiline terminal user can access many features using Service Codes (e.g., Service Code 744 sets Call Forward Busy/No Answer). To streamline the operation of their telephone, a multiline terminal user can store these codes under One-Touch Keys. This provides one-button operation for almost any feature. To find out more, turn to the One-Touch Calling and One-Touch Serial Operation features.

### **Programmable Keys**

When reading an instruction using programmable keys, you will see a notation similar to (*PRG 15-07 or SC nnn*). This means that the key requires service code nnn, and you can program this code in Program 15-07 or by dialing Service Code 751 or 752. Refer to the Programmable Function Keys feature for more information.

### **Using Handsfree**

The manual assumes each extension has Automatic Handsfree. This lets a user just press a line key or Speaker key to answer or place a call. For extensions without Automatic Handsfree, the user must:

- Lift the handset or press **Speaker** for Intercom dial tone.
- Lift the handset or press **Speaker**, then press a line key for trunk dial tone.

### **Port Assignments**

#### ***Port Calculation for Trunks:***

The system detects the type of blade (trunk or extension) and assigns the required extension or trunk ports to the slot. The system will use the next available port numbers – it will not reserve any ports.

## SECTION 3 IPK II TO UNIVERGE SV8100 FEATURE COMPARISON LIST

The following table provides a cross-reference between the IPK II and the UNIVERGE SV8100 features.

IPK II Feature Name	UNIVERGE SV8100 Feature Name
Account Code – Forced/Verified/Unverified	Account Code – Forced/Verified/Unverified
Account Code Entry	Account Code Entry
Alarm	Alarm
Alarm Reports	Alarm Reports
Alphanumeric Display	Alphanumeric Display
Analog Communications Interface (ACI)	Analog Communications Interface (ACI)
Ancillary Device Connection	Ancillary Device Connection
Answer Hold	Answer Hold
Answer Key	Answer Key
Attendant Call Queuing	Attendant Call Queuing
Automatic Call Distribution (ACD)	Automatic Call Distribution (ACD)
Automatic Release	Automatic Release
Automatic Route Selection	Automatic Route Selection
Background Music	Background Music
Barge-In	Barge-In
Battery Backup – System Memory	Battery Backup – System Memory
Battery Backup – System Power	Battery Backup – System Power
Call Appearance (CAP) Keys	Call Appearance (CAP) Keys
Call Arrival (CAR) Keys	Call Arrival (CAR) Keys
Call Duration Timer	Call Duration Timer
Call Forwarding – Centrex	Call Forwarding – Centrex
Call Forwarding – Park and Page	Voice Response System (VRS) – Call Forwarding – Park and Page
Call Forwarding	Call Forwarding
Call Forwarding with Follow Me	Call Forwarding with Follow Me
Call Forwarding, Off-Premise	Call Forwarding, Off-Premise
Call Forwarding/Do Not Disturb Override	Call Forwarding/Do Not Disturb Override
Call Monitoring	Call Monitoring
Call Redirect	Call Redirect

<b>IPK II Feature Name</b>	<b>UNIVERGE SV8100 Feature Name</b>
Call Waiting/Camp-On	Call Waiting/Camp-On
Callback	Callback
Caller ID Call Return	Caller ID Call Return
Caller ID	Caller ID
Central Office Calls, Answering	Central Office Calls, Answering
Central Office Calls, Placing	Central Office Calls, Placing
Class of Service	Class of Service
Clock/Calendar Display	Clock/Calendar Display
CO Message Waiting Indication	CO Message Waiting Indication
Code Restriction	Code Restriction
Code Restriction Override	Code Restriction Override
Code Restriction, Dial Block	Code Restriction, Dial Block
Computer Telephony Integration (CTI) Applications	TAPI Compatibility
Conference	Conference
Conference, Voice Call/Privacy Release	Conference, Voice Call/Privacy Release
Continued Dialing	Continued Dialing
<i>Not Supported</i>	Cordless DECT Terminals
Cordless Telephone Connection	Cordless Telephone Connection
Data Line Security	Data Line Security
Delayed Ringing	Delayed Ringing
Department Calling	Department Calling
Department Step Calling	Department Step Calling
Dial Pad Confirmation Tone	Dial Pad Confirmation Tone
Dial Tone Detection	Dial Tone Detection
Dialing Number Preview	Dialing Number Preview
Digital Trunk Clocking	Digital Trunk Clocking
Digital Voice Mail	VM8000 InMail
Direct Inward Dialing (DID)	Direct Inward Dialing (DID)
Direct Inward Line (DIL)	Direct Inward Line (DIL)
Direct Inward System Access (DISA)	Direct Inward System Access (DISA)
Direct Station Selection (DSS) Console	Direct Station Selection (DSS) Console
Directed Call Pickup	Directed Call Pickup

IPK II Feature Name	UNIVERGE SV8100 Feature Name
Directory Dialing	Directory Dialing
Distinctive Ringing, Tones and Flash Patterns	Distinctive Ringing, Tones and Flash Patterns
Do Not Disturb	Do Not Disturb
Door Box	Door Box
Drop Key	Drop Key
<i>D<sup>term</sup></i> Cordless II Terminal	<i>D<sup>term</sup></i> Cordless II Terminal
<i>D<sup>term</sup></i> Cordless Lite II Terminal	<i>D<sup>term</sup></i> Cordless Lite II Terminal
<i>D<sup>term</sup></i> Handset Cordless	SV8100/SV8300 Terminals
<i>D<sup>term</sup></i> IP Gateway System	<i>Not Supported</i>
E911 Compatibility (US Only)	E911 (US only) Compatibility
IPK Terminals	<i>D<sup>term</sup></i> series i Multiline Terminals
Terminal Migration	<i>Not Supported</i>
EliteApps – Interactive Voice Response	SV8100 Interactive Voice Response
CallAnalyst	SV8100 Communications Analyst Enterprise
Facsimile CO Branch Connection	Facsimile CO Branch Connection
Flash	Flash
Flexible System Numbering	Flexible System Numbering
Flexible Timeouts	Flexible Timeouts
Forced Trunk Disconnect	Forced Trunk Disconnect
Group Call Pickup	Group Call Pickup
Group Listen	Group Listen
Handset Mute	Handset Mute
Handsfree and Monitor	Handsfree and Monitor
Handsfree Answerback/Forced Intercom Ringing	Handsfree Answerback/Forced Intercom Ringing
Headset Operation	Headset Operation
Hold	Hold
Hot Key-Pad	Hot Key-Pad
Hotel/Motel	Hotel/Motel
Hotline	Hotline
Howler Tone Service	Howler Tone Service
Intercom	Intercom
Internal Hub	SV8100 PoE Gigabit Switch

<b>IPK II Feature Name</b>	<b>UNIVERGE SV8100 Feature Name</b>
IP Extenders/Mobile ConneX	<i>Not Supported</i>
IP Station (MEGACO) – IAD Integrated Access Device	IP Multiline Station (SIP)
IP Station (MEGACO) – MG 16	IP Multiline Station (SIP)
IP Station (SIP) – MG16	IP Single Line Telephone (SIP)
IP Trunk – (SIP) Session Initiation Protocol	IP Trunk – (SIP) Session Initiation Protocol
IP Trunk – H.323 Protocol	IP Trunk – H.323
IP Trunk (SIP) – MG16	IP Trunk – (SIP) Session Initiation Protocol
IPK II – PC Assistant	SV8100 Desktop Applications
IPK II – PC Attendant	SV8100 Desktop Applications
IPK II In-Mail	VM8000 InMail
IPK II VoIP Management System	<i>Not Supported</i>
ISDN Compatibility	ISDN Compatibility
<i>Not Supported</i>	K-CCIS – IP
K-CCIS - IP with IAD	<i>Not Supported</i>
K-CCIS - IP with PVA	<i>Not Supported</i>
K-CCIS - T1	K-CCIS – T1
Last Number Redial	Last Number Redial
Licensing	Licensing
Line Preference	Line Preference
Long Conversation Cutoff	Long Conversation Cutoff
<i>Not Supported</i>	Maintenance
Meet Me Conference	Meet Me Conference
Meet Me Paging	Meet Me Paging
Meet Me Paging Transfer	Meet Me Paging Transfer
Memo Dial	Memo Dial
Message Waiting	Message Waiting
Microphone Cutoff	Microphone Cutoff
<i>Not Supported</i>	Mobile Extension
Multiline Conference Bridge	UNIVERGE Multimedia Conference Bridge
Multimedia Conference Bridge	UNIVERGE Multimedia Conference Bridge
Multiple Trunk Types	Multiple Trunk Types
Music on Hold	Music on Hold

<b>IPK II Feature Name</b>	<b>UNIVERGE SV8100 Feature Name</b>
Name Storing	Name Storing
Night Service	Night Service
Off-Hook Signaling	Off-Hook Signaling
One-Digit Dial Option	Automatic Call Distribution (ACD)
One-Touch Calling	One-Touch Calling
Operator	Operator
(OPX) Off-Premise Extension	(OPX) Off-Premise Extension
Paging, External	Paging, External
Paging, Internal	Paging, Internal
Park	Park
PBX Compatibility	PBX Compatibility
PC Programming	PC Programming
Power Failure Transfer	Power Failure Transfer
Prime Line Selection	Prime Line Selection
Private Line	Private Line
Programmable Function Keys	Programmable Function Keys
Programming from a Multiline Terminal	Programming from a Multiline Terminal
Pulse to Tone Conversion	Pulse to Tone Conversion
Quick Transfer to Voice Mail	VM8000 InMail
Redial Key	Redial Function
Remote (System) Upgrade	Remote (System) Upgrade
Repeat Redial	Repeat Redial
Resident System Program	Resident System Program
Reverse Voice Over	Reverse Voice Over
Ring Groups	Ring Groups
Ringdown Extension, Internal/External	Ringdown Extension, Internal/External
Room Monitor	Room Monitor
Save Number Dialed	Save Number Dialed
Secondary Incoming Extension	Secondary Incoming Extension
Secretary Call (Buzzer)	Secretary Call (Buzzer)
Secretary Call Pickup	Secretary Call Pickup
Selectable Display Messaging	Selectable Display Messaging

<b>IPK II Feature Name</b>	<b>UNIVERGE SV8100 Feature Name</b>
Selectable Ring Tones	Selectable Ring Tones
Serial Call	Serial Call
Single Line Telephones, Analog 500/2500 Sets	Single Line Telephones
SLT Adapter	SLT Adapter
SNMP Simple Network Management Protocol	<i>Not Supported</i>
Softkeys	Softkeys
Speed Dial – System/Group/Station	Speed Dial – System/Group/Station
Station Add-On Console	SV8100/SV8300 Terminals
Station Hunt	Station Hunt
Station Message Detail Recording	Station Message Detail Recording
Station Name Assignment-User Programmable	Station Name Assignment – User Programmable
Station Relocation	Station Relocation
<i>Not Supported</i>	SV8100 Internal Router
<i>Not Supported</i>	SV8100 NetLink
Synchronous Ringing	Synchronous Ringing
T1 Trunking (with ANI/DNIS Compatibility)	T1 Trunking (with ANI/DNIS Compatibility)
Tandem Ringing	Tandem Ringing
Tandem Trunking (Unsupervised Conference)	Tandem Trunking (Unsupervised Conference)
TAPI Compatibility	TAPI Compatibility
Tone Override	Tone Override
Traffic Reports	Traffic Reports
Transfer	Transfer
Trunk Group Routing	Trunk Group Routing
Trunk Groups	Trunk Groups
Trunk Queuing/Camp-On	Trunk Queuing/Camp-On
<i>Not Supported</i>	UCB (Unified Communications for Business)
Unified Messaging	UM8000 Mail
Uniform Call Distribution (UCD)	Uniform Call Distribution (UCD)
Uniform Numbering Network	Uniform Numbering Network
Universal Slots	Universal Slots
User Programming Ability	User Programming Ability
Virtual Extensions	Virtual Extensions

IPK II Feature Name	UNIVERGE SV8100 Feature Name
<i>Not Supported</i>	VM8000 InMail Park and Page
Voice Mail Integration (Analog)	Voice Mail Integration (Analog)
Voice Mail Message Indication on Line Keys	Voice Mail Message Indication on Line Keys
Voice Over	Voice Over
Voice Over Internet Protocol (VoIP)	<i>Not Supported</i>
Voice Response System (VRS)	Voice Response System (VRS)
Volume Controls	Volume Controls
Warning Tone For Long Conversation	Warning Tone for Long Conversation
Wireless – DECT	Wireless DECT (SIP)

## SECTION 4      FEATURES

The remainder of this document provides the features for the UNIVERGE SV8100 system.

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# Account Code – Forced/Verified/Unverified

## Description

Account Codes are user-dialed codes that help the system administrator categorize and/or restrict trunk calls. The system has two types of Forced Account Codes:

### Forced Account Codes (Unverified)

Forced Account Codes **require** an extension user to enter an Account Code every time they place a trunk call. If the user does not enter the code, the system prevents the call. As with Account Codes, the extension user can elect to enter an Account Code for an incoming call. However, the system does not require it. **Forced Account Codes do not block emergency assistance (000) calls.**

Once set up in system programming, you can enable Forced Account Codes on a trunk-by-trunk basis.

### Verified Account Codes

With Verified Account Codes, the system compares the Account Code the user dials to a list of up to 2000 programmed codes. If the Account Code is in the list, the call goes through. If the code dialed is not in the list, the system prevents the call. Verified Account Codes can have 3~16 digits using the characters 0~9 and #. During programming, you can use “wild cards” to streamline entering codes into system memory. For example, the entry 123@ lets users dial Verified Account Codes from 1230 through 1239.



## Operator Notification

To prevent Account Code abuse, the system can notify the operator each time an Account Code violation occurs (Program: 20-13-20). This can happen if the user fails to enter an Account Code (if Forced) or enters a Verified Account Code that is not in the list. The notification is an automatic Intercom call to the attendant and a *RESTRICT* message in the operator display.

## Account Codes for Incoming Calls

The system allows extension users to enter Account Codes for incoming calls. When this option is enabled, a user can dial \* while on an incoming call, enter an Account Code, and then dial \* to return to their caller. If the option is disabled, any digit the user dials after answering an incoming call outdials on the connected trunk.

## Hiding Account Codes

Account Codes can be optionally hidden from a telephone display. This would prevent, for example, an unauthorized co-worker from obtaining a Verified Account Code by watching the display. When hidden, the Account Code digits show as \* on the telephone display.

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## Account Code Capacity

Account Codes print along with the other call data on the SMDR record after the call completes. Account Codes can have 1~16 digits using 0~9 and #. Verified Account Codes can have 3~16 digits.

## Redialed Numbers Do Not Contain Account Codes

When using the Last Number Redial, Save or Repeat Dial features, the system does not retain Account Code information. Any number redialed with these features, the user needs to reenter an Account Code.

 *If a user enters \*12345\*203 926 5400\*67890\*, if the Last Number Redial feature is used, the system dials the number as 203 926 5400\*67890\*. The \*67890\* is not treated as an Account Code.*

## Conditions

- If a user enters a code that exceeds 16 digits, the system ignores the Account Code Entry.
- If the system has Account Codes disabled, the digits dialed (e.g., \*1234\*) appear on the SMDR report as part of the number dialed.
- If using Forced Account Code with single line telephone you need a VRS to get the prompts to enter the Forced Account Code.
- When you use Forced Account Code on only toll calls, and you dial a local call, you hear a beep.
- Speed Dial – System/Group/Station bins can contain stored Account Codes. They can be prevented from being displayed using Program 20-07-04.
- To simplify Account Code Entry, store the Account Code (e.g., \*1234\*) in a One-Touch Key. Just press the key instead of dialing the codes.
- Account Codes appear on the SMDR report (even if they are hidden on the telephone display).
- Do not use an asterisk in a PBX/CTX access code when using Account Codes. The \*, causes the trunk to stop sending digits to the central office until another \* is entered.
- Account Codes for incoming calls are not available for single line telephones.

## Default Settings

Account Codes are disabled.

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## System Availability

### Terminals

Any Station

## Required Component(s)

VRS for Forced Account Codes for Single Line Telephones

## Related Features

Automatic Route Selection

PBX Compatibility

Speed Dial – System/Group/Station

Station Message Detail Recording

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-01-11	<b>Basic Trunk Data Setup – Account Code Required</b>	Enable (1) or Disable (0) Account Codes for each trunk.	0 = Disable 1 = Enable (default = 1)		✓	
15-07-01	<b>Programmable Function Keys</b>	Assign a function key as an Account Code key (code 50). Use this key instead of the dial pad to enter the * before and after the Account Code.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-20	<b>Class of Service Options (Supplementary Service) – Account Code/Toll Restriction Operator Alert (Restricted Operation Transfer)</b>	In an extension Class of Service, turns On (1) or Off (0) the Operator Alert when a forced account code is incorrectly entered.	0 = Off 1 = On (default = 0 for COS 01~15)		✓	
21-24-01	<b>Forced Access Dialing – Emergency Number</b>		000			
21-01-14	<b>System Options for Outgoing Calls – Forced Account Code Inter-digit Timer</b>	The system waits this time for a user to enter a Forced Account code.	0~64800 (seconds) (default = 3 seconds)		✓	
21-04-01	<b>Toll Restriction Class for Extensions</b>	Use this option to assign a Toll Restriction Class (1~15) to an extension.	Day/Night Mode 1~9 (9 = Power Failure Mode) 1~15 (default = 2)		✓	
35-05-01	<b>Account Code Setup – Account Code Mode</b>	For each Class of Service (1~15) use this option to select the Account Code Mode.	0 = Account Codes disabled (None) 1 = Account Codes optional 2 = Account Codes required but not verified (No verify) 3 = Account Codes required and verified (Verify) (default = 0)	✓		
35-05-03	<b>Account Code Setup – Account Codes for Incoming Calls</b>	For each Class of Service (1~15), enter 1 in this option to Enable Account Codes for incoming calls. Enter 0 to Disable Account Codes for incoming calls. If disabled, any codes you enter dial out on the connected trunk.	0 = Disable Account Codes for incoming calls 1 = Enable Account codes for incoming calls (default = 0)		✓	
35-05-04	<b>Account Code Setup – Hiding Account Codes</b>	For each Class of Service (1~15), enter 1 to have the system hide Account Codes on an extension display as they are entered. Enter 0 to have the Account Codes displayed.	0 = Account Codes Displayed 1 = Account Codes not Displayed (default = 0)		✓	
35-06-01	<b>Verified Account Code Table – Verified Account Code</b>	Use this option to enter data into the Verified Account Code Table. You can enter up to 2000 codes from 3~16 digits in length. For a wild card @, press the LK 1.	Up to 16 digits Enter: 1~9, 0, #, @ (@ = Wild Card) (default not assigned)	✓		
40-10-01	<b>Voice Announcement Service Option – VRS Fixed Message</b>	Enable (1) or Disable (0) the system ability to play the fixed VRS messages (such as You have a message).	0 = Not Used 1 = Used (default = 0)		✓	

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## Operation

### To enter an Account Code any time while on a trunk call:

The outside caller cannot hear the Account Code digits you enter. You can use this procedure if your system has Optional Account Codes enabled. You may also be able to use this procedure for incoming calls. This procedure is not available for single line telephones.

1. Dial \*.  
- OR -  
Press your Account Code key (Program 15-07-01 or SC 751: code 50).
2. Dial your Account Code (1~16 digits, using 0~9 and #).  
 *If Account Codes are hidden, each digit you dial shows \* on the telephone display.*
3. Dial \*.  
- OR -  
Press your Account Code key (Program 15-07-01 or SC 751: code 50).

### To enter a Forced Account Code before dialing the outside number:

If your system has Forced or Verified Account Codes, you may use this procedure instead of letting the system prompt you for your Account Code. You may also use this procedure if your system has Optional Account Codes.

If your system has Verified Account Codes enabled, be sure to choose a code programmed in your Verified Account Code list.

1. Access trunk for outside call.  
 *You can access a trunk by pressing a line key or dialing a code. Refer to [Central Office Calls, Placing on page 2-229](#) for more information.*
2. Dial \*.  
- OR -  
Press your Account Code key (Program 15-07-01 or SC 751: code 50).
3. Dial your Account Code [1~16 digits, using 0~9 and # or (3~16 digits for Forced)].  
 *If you make an incorrect entry, your system may automatically alert the operator. If Account Codes are hidden, each digit you dial shows \* on the telephone display (depending on programming).*
4. Dial \*.  
- OR -  
Press your Account Code key (Program 15-07-01 or SC 751: code 50).
5. Dial the number you want to call.

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**To dial an outside number and let your system tell you when a Forced Account Code is required:**

1. Access a trunk and dial the number you want to call.
2. Wait for your call to go through.  
- OR -
3. If you hear *“Please enter an Account Code,”* (depending on system programming) and your display shows *ENTER ACCOUNT CODE*.
  - Dial \*.  
- OR -  
Press your Account Code key (Program 15-07-01 or SC 751: code 50).
  - Dial your Account Code (3~16 digits, using 0~9 and #).  
If Account Codes are hidden, each digit you dial shows \* on the telephone display.
  - Dial \*.  
- OR -  
Press your Account Code key (Program 15-07-01 or SC 751: code 50).

**To enter an Account Code for an incoming call:**

This procedure is not available for single line telephones.

1. Answer incoming call.
  -  *If Account Codes for Incoming Calls is disabled, the following steps dial digits out onto the connected trunk.*
2. Dial \*.
3. Enter the Account Code (1~16 digits).
  -  *You can enter any code of the proper length.*
4. Dial \*.

**To enter a Forced Account Code at a single line telephone:**

1. Access trunk for outside call.
  -  *You can access a trunk by dialing a code. Refer to Central Office Calls, Placing for more information.*
  -  *With Forced Account Codes, you hear, “Please enter an Account Code.”(depending on programming).*
2. Dial \*.
3. Enter Account Code (3~16 digits).
4. Dial \*.
5. Dial number you want to call

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## Account Code Entry

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### Description

Account Codes are user-dialed codes that help the system administrator categorize and/or restrict trunk calls. Optional Account Codes allow a user to enter an Account Code while placing a trunk call or anytime while on a call. The system does not require the user to enter the optional account code.

### Account Codes for Incoming Calls

The system can control the ability of extension users to enter Account Codes for incoming calls. When this option is enabled, a user can dial \* while on an incoming call, enter an Account Code, and then dial \* to return to their caller. If the option is disabled, any digits the user dials after answering an incoming call outdial on the connected trunk.

### Hiding Account Codes

Account Codes can be optionally hidden from a telephone display. This prevents, for example, an unauthorized co-worker from obtaining a Verified Account Code by watching the display. When hidden, the Account Code digits show \* on the telephone display.

### Account Code Capacity

Account Codes print along with the other call data on the SMDR record after the call completes. Account Codes can have 1~16 digits using 0~9 and #.

### Redialed Numbers Do Not Contain Account Codes

When using the Last Number Redial, Save or Repeat Dial features, the system does not retain Account Code information. To redial any number with these features, the user must enter an Account Code.

 *If a user enters \*12345\*203 926 5400\*67890\*, if the Last Number Redial feature is used, the system dials the number as 203 926 5400\*67890\*. The \*67890\* is not treated as an Account Code.*

### Conditions

- If a user enters a code that exceeds the 16 digit limit, the system ignores the Account Code Entry.
- If the system has Account Codes disabled, the digits dialed (e.g., \*1234\*) appear on the SMDR report as part of the number dialed.
- Do not use an asterisk in a PBX access code when using Account Codes. Otherwise, after the \*, the trunk stops sending digits to the central office.
- Account Codes appear on the SMDR report (even if they are hidden on the telephone display).

- To simplify Account Code Entry, store the Account Code (e.g., 1234) in a One-Touch Key. Press the key instead of dialing the codes.
- Speed Dialing bins can contain stored Account Codes. Prevent them from being displayed using Program 20-07-04.

## Default Settings

Disabled

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## System Availability

### Terminals

All Terminals

### Required Component(s)

None

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## Related Features

Automatic Route Selection

One-Touch Calling

PBX Compatibility

Speed Dial – System/Group/Station

Station Message Detail Recording

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## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.

- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-01-11	<b>Basic Trunk Data Setup – Account Code Required</b>	Enable (1) or Disable (0) Account Codes for each trunk.	0= Disable 1= Enable (default = 1)		✓	
15-07-01	<b>Programmable Function Keys</b>	Assign a function key as an Account Code key (code 50). Use this key instead of the dial pad to enter the * before and after the Account Code.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
21-01-04	<b>System Options for Outgoing Calls – Dial Tone Detection Time</b>	Adjust the interval the system waits for the Telco to return Dial Tone.	0~64800 (seconds) (default = 5 seconds)	✓		
35-05-01	<b>Account Code Setup – Account Code Mode</b>	Use this option to select the Account Code Mode.	0 = Account Codes disabled (None) 1 = Account Codes optional 2 = Account Codes required but not verified (No verify) 3 = Account Codes required and verified (Verify) (default = 0)	✓		
35-05-02	<b>Account Code Setup – Forced Account Code Toll Call Setup</b>	Enable Account Codes for all calls or just toll calls (for mode 2 or 3 in Program 35-05-01).	0 = Account Codes for toll and local calls (All) 1 = Account Codes just for toll calls (STD) (default = 0)		✓	
35-05-03	<b>Account Code Setup – Account Codes for Incoming Calls</b>	For each Class of Service (1~15), enter 1 in this option to Enable Account Codes for incoming calls. Enter 0 to Disable Account Codes for incoming calls. If disabled, any codes you enter dial out on the connected trunk.	0 = Account Codes for incoming calls disabled (No) 1 = Account codes for incoming calls (Yes) (default = 0)		✓	
35-05-04	<b>Account Code Setup – Hiding Account Codes</b>	For each Class of Service (1~15), enter 1 to have the system hide Account Codes on an extension display as they are entered. Enter 0 to have the Account Codes displayed.	0 = Display Account Codes 1 = Hide Account Codes (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
35-06-01	<b>SMDR Account Code Setup – Verified Account Code</b>	Use this table to enter Account Codes into the Verification Account Code List. You can enter up to 2000 codes with three ~ six digits, using the characters 0 ~ 9 or #. Use the LK1 to enter a wild card. For example, the entry @234 means the user can enter 0234-9234.	Up to 16 digits Enter: 1~9, 0, #, @ (@ = Wild Card) (default not assigned)		✓	

## Operation

### To enter an Account Code anytime while on a trunk call:

The outside caller cannot hear the Account Code digits you enter. You can use this procedure if your system has Optional Account Codes enabled. You may also be able to use this procedure for incoming calls. This procedure is not available for single line telephones.

- Dial \*.  
- OR -  
Press your Account Code key (Program 15-07 or SC 751: code 50).
- Dial your Account Code (1~16 digits, using 0~9 and #).  
 *If Account Codes are hidden, each digit you dial shows \* on the telephone display.*
- Dial \*.  
- OR -  
Press your Account Code key (Program 15-07 or SC 751: code 50).

### To enter an Account Code before dialing the outside number:

If your system has Forced or Verified Account Codes, you may use this procedure instead of letting the system prompt you for your Account Code. You may also use this procedure if your system has Optional Account Codes.

If your system has Verified Account Codes enabled, be sure to choose a code programmed into your Verified Account Code list.

- Access trunk for outside call.  
 *You can press a line key or dial a code (except 0) to access a trunk. Refer to [Central Office Calls, Placing on page 2-229](#) for more information.*
- Dial \*.  
- OR -  
Press your Account Code key (Program 15-07 or SC 751: code 50).

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- 
3. Dial your Account Code (1~16 digits, using 0~9 and #).
    -  *If you make an incorrect entry, your system may automatically alert the operator. If Account Codes are hidden, each digit you dial shows \* on the telephone display.*
  4. Dial \*.
    - OR -
    - Press your Account Code key (Program 15-07 or SC 751: code 50).
  5. Dial the number you want to call.

#### To enter an Account Code for an incoming call:

This procedure is not available for single line telephones.

1. Answer incoming call.
  -  *If Account Codes for Incoming Calls is disabled, the following steps dial digits out to the connected trunk.*
2. Dial \*.
3. Enter the Account Code.
  -  *You can enter any code of the proper length. Incoming Account Codes cannot be Forced or Verified.*
4. Dial \*.

#### To enter an Account Code at a single line telephone:

1. Access trunk for outside call.
  -  *You can access a trunk by dialing a code. Refer to Central Office Calls, Placing for more information.*
2. Dial \*.
3. Enter Account Code (1~16 digits).
4. Dial \*.
5. Dial number you want to call.

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## Alarm

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### Description

Alarm lets any station extension work like an Alarm clock. An extension user can have Alarm remind them of a meeting or an appointment. There are two types of Alarms:

- Alarm 1 (sounds only once at the preset time)
- Alarm 2 (sounds every day at the preset time)

### Conditions

- Single line telephones ring and Music on Hold is heard when the Alarm sounds.
- Only a Multiline Terminal can view what time the Alarm is currently set for.

### Default Settings

Alarm is enabled.

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### System Availability

#### Terminals

Any Station

#### Required Component(s)

None

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### Related Features

None

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-01-06	System Options – Alarm Duration	Set the duration of the Alarm signal.	0~64800 seconds (default = 30 seconds)		✓	

## Operation

### To set the alarm:

1. At the multiline terminal, press **Speaker**.  
- OR -  
At the single line telephone, lift the handset.
2. Dial **727**.
3. Dial alarm type (**1** or **2**).  
 *Alarm 1 sounds only once. Alarm 2 sounds each day at the preset time.*
4. Dial the alarm time (24-hour clock).  
 *For example, for 1:15 PM dial 1315.  
A confirmation tone is heard if the alarm has been set. If the alarm was not set, an error tone is heard instead.*
5. At the multiline terminal, press **Speaker** to hang up.  
- OR -  
At the single line telephone, hang up.

**To silence an alarm:**

1. At multiline terminal, press **Exit**.

- OR -

At the single line telephone, lift the handset.

 *The single line set user hears Music on Hold when the handset is lifted.*

**To check the programmed alarm time at a multiline terminal:**

1. Press **Help**.
2. Dial **727**.
3. Dial alarm type (**1** or **2**).

 *The programmed time displays.*

4. Press **Exit**.

**To cancel an alarm:**

1. At the multiline terminal, press **Speaker**.

- OR -

At the single line telephone, lift the handset.

2. Dial **727**.
3. Dial alarm type (**1** or **2**).
4. Dial **9999**.
5. At a multiline terminal, press **Speaker** to hang up.

- OR -

At the single line telephone, hang up.

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## Alarm Reports

### Description

The UNIVERGE SV8100 system logs various errors and reports information about the operation that can be used to determine the cause of a problem. The system can indicate several errors on the multiline telephone display, output to a USB stick on the CD-CP00-AU, or be downloaded in PCPro. The report data can also be sent via e-mail.

### Alarm Report

The Alarm Reports indicate:

- System start-up/upgrade date and time
- Blade communication error with date and time and the restoration date and time
- Date and time a blade was removed from the system
- Date and time an extension was disconnected from the system
- Date and time of any system data change

**Table 2-1 Sample Alarm Report**

<< Alarm Report05/16/2006 14:30 PAGE 001

LVL	NO	STAT	DATE	TIME	ITEM	UNIT	SLT	PRT	PARAMETER
MIN	0002	REC	05/16/06	14:21	PKG Installation	PRT	02	00	
MAJ	0010	ERR	05/16/06	14:21	ISDN Link	PRT	02	12	
MAJ	0010	REC	05/16/06	14:21	ISDN Link	PRT	02	12	
MIN	0002	ERR	05/16/06	14:33	PKG Installation	PRT	02	00	
MIN	0002	ERR	05/16/06	14:33	PKG Installation	ESI	05	00	
MIN	0002	ERR	05/16/06	14:33	PKG Installation	SLIB	07	00	
MAJ	0050	WAR	05/16/06	14:33	System Start Up	none	00	00	
MIN	0002	REC	05/16/06	14:33	PKG Installation	PRT	02	00	
MAJ	0014	ERR	05/16/06	14:33	NTCPU-LAN Link	none	00	00	
MAJ	0014	REC	05/16/06	14:35	NTCPU-LAN Link	none	00	00	
MIN	0002	ERR	05/16/06	14:36	PKG Installation	CTP	08	00	
MIN	0002	REC	05/16/06	14:37	PKG Installation	VMS	08	00	
MIN	0002	ERR	05/16/06	14:38	PKG Installation	VMS	08	00	
MIN	0002	REC	05/16/06	14:40	PKG Installation	PRT	07	00	
MIN	0002	ERR	05/16/06	14:40	PKG Installation	PRT	07	00	
MAJ	0006	ERR	05/16/06	14:41	Blocking	ESIB	01	05	
MAJ	0006	REC	05/16/06	15:01	Blocking	ESIB	01	05	
MAJ	0006	ERR	05/16/06	15:05	Blocking	ESIB	01	07	
MAJ	0006	REC	05/16/06	15:07	Blocking	ESIB	01	07	

**Table 2-2 Alarm Report Definitions**

Alarm Report Heading	Definitions
LVL	Alarm Type (MAJ = Major, MIN = Minor)
NO	Number of Alarm (4-digit)
STAT	Status (REC = Recovered, ERR = Error, WAR = Warning)
DATE	Date the Alarm Occurred
TIME	Time the Alarm Occurred
ITEM	Name of the Alarm
UNIT	Name of the Blade
SLT	Chassis Slot Number
PRT	Chassis Port Number
PARAMETER	Related Information

**Table 2-3 Alarm Report Item Definitions**

Item Name	Definition
PKG Installation	Blade is removed or inserted.
ISDN Link	ISDN Line failure is detected.
CD-CP00-AU – LAN Link	CD-CP00-AU – Lan connection failure is detected.
Blocking	Terminal Failure may have occurred because terminal blocking is detected. Terminal is unplugged or wire is disconnected.
System Data Change	System Upgrade performed or Programming change.
System Start Up	System is reset.
SMDR Link	Connection failure has been detected between the CD-CP00-AU and SMDR printer device.

## System Information

The system can print a report of the blades installed, the port assignments, and the port types. This information is sent to the extension defined in Program 90-13.

The System Information Reports indicate:

- Date and Time of the Report
- Blade names
- Slot condition (working, blocked)
- Port assignment
- Port classification

Table 2-4 Sample System Information Printout

System Information				05/18/2006 11:02	
slot	location	type	assign port	condition	note
1	1-1	DLC	1-16	Running	***** ----- Connect: *
2	1-2	PRT	1-23	Running	
3	1-3	COT	25-28	Running	
4	1-4	none	none	Not Install	
5	1-5	DLC	33-40	Not Install	----- Connect: *
6	1-6	LCA	17-24	Running	
7	1-7	PRT	29-51	Not Install	
8	1-8	VM00	25-32	Running	
9	2-1	none	Not Install		
10	2-2	none	Not Install		
11	2-3	none	Not Install		
12	2-4	none	Not Install		
13	2-5	none	Not Install		
14	2-6	none	Not Install		
15	2-7	none	Not Install		
16	2-8	none	Not Install		
17	3-1	none	Not Install		
18	3-2	none	Not Install		
19	3-3	none	Not Install		
20	3-4	none	Not Install		
21	3-5	none	Not Install		
22	3-6	none	Not Install		
23	3-7	none	Not Install		
24	3-8	none	Not Install		

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## Conditions

- Alarm Reports and System Information Reports can be output to a USB stick on the CD-CP00-AU.
- The UNIVERGE SV8100 supports the following Alarms to be output to the LCD of a multiline terminal:
  - SMDR Buffer Full
  - CD-CP00-AU-LAN link Error
- The UNIVERGE SV8100 does not support printouts of the following Alarms:
  - Power Failure
  - RAM Backup Battery Error
  - Networking Keep Alive Error
- Up to 12 System Alarm times can be scheduled to print on a Monthly, Daily, and Hourly time frame. The report indicates both Major and Minor Alarms.
- System Information Reports cannot be set to output at a scheduled time.
- When using the E-mail functionality of reports, the E-mail address in Program 90-11-10 (From Address) must be set for the E-mail feature to work.
- After a new alarm is output, it cannot be output a second time. New alarms must be generated before Program 90-12-04 can be performed a second time.
- Up to 100 System Alarm Reports can be stored. When the buffer fills, the oldest record is deleted to allow the new record to be saved.
- If the System is set up to E-mail the Alarm Reports and the Mail Server is down, the report is not sent.
- System Information Reports cannot be set for output via E-mail.
- Scheduled Alarm Reports via E-mail prints all alarms. When the system detects New alarms, this information is output via E-mail on an individual basis.
- E-mail Alarm Reports can be sent when each New alarm occurs (Per Event). If you want to receive complete Alarm Reports periodically, you must specify 12 individual dates and times in Program 90-24-01 ~ Program 90-24-04 (per period).

 *A maximum of 99 entries are emailed with the scheduled alarms.*

## Default Settings

None

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## System Availability

### Terminals

All Multiline Terminals

### Required Component(s)

USB memory stick

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## Related Features

None

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## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

## Setting Up Alarms:

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
90-10-01	<b>System Alarm Setup – Alarm Type</b>	Set the alarm type 14 and 60. <b>Alarm 14 – CD-CP00-AU-LAN Link Error (IP Layer 1)</b> Assign a Major or Minor alarm status to the LAN link. This program also assigns whether or not the alarm is displayed to a key telephone and whether or not the alarm information is reported to the predefined destination. <b>Alarm 60 – SIP Registration Error Notification</b> Assign a Major or Minor alarm status to the SIP Registration Error. This program also assigns whether or not the alarm is displayed to a key telephone and whether or not the alarm information is reported to the predefined destination.	0 = Not Set 1 = Major Alarm 2 = Minor Alarm (default = 0)		✓	
90-10-02	<b>System Alarm Setup – Report</b>	Assign whether or not the alarm is displayed to a multiline terminal and whether or not the alarm information is reported to the predefined destination in Program 90-11.	0 = No Report (no autodial) 1 = Report (autodial) (default = 0)		✓	
90-24-01	<b>System Alarm Report Notification Time Setup – Month</b>	Set the month for the alarm report to print.	Month 00~12 (0 = Disabled) (default = 00)		✓	
90-24-02	<b>System Alarm Report Notification Time Setup – Day</b>	Set the day for the alarm report to print.	Day 00~31 (0 = Disabled) (default = 00)		✓	
90-24-03	<b>System Alarm Report Notification Time Setup – Hour</b>	Set the hour for the alarm report to print.	Day 00~23 (0 = Disabled) (default = 00)		✓	
90-24-04	<b>System Alarm Report Notification Time Setup – Minute</b>	Set the minute for the alarm report to print.	Day 00~59 (0 = Disabled) (default = 00)		✓	

## Printing Reports:

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
90-12-01	<b>System Alarm Output – Output Port Type</b>	Indicate the type of connection used for the System Alarms. The baud rate for the COM port should be set in Program 10-21-02.	0 = No Setting 1~3 = Reserved 4 = CTA/CTU 5 = USB Memory (default = 0)		✓	

**Printing System Information Reports:**

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
90-13-01	System Information Output – Output Port Type	Indicate the type of connection system information.	0 = No Setting 4 = CTA/CTU 5 = USB (default = 0)		✓	
90-13-02	System Information Output – Destination Extension Number	If the output port type (Program 90-13-01) is set to CTA, enter the extension number with the CTA connection.	Extension Number (up to eight digits) (default not assigned)		✓	

**E-mailing Alarm Reports:**

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-12-01	CD-CP00-AU Network Setup – IP Address	Assign the IP Address.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.254.255.254 192.0.0.1 ~ 223.255.255.254 (default = 192.168.0.10)	✓		
10-12-02	CD-CP00-AU Network Setup – Subnet Mask	The setting of Subnet Mask is invalid when all Host Addresses are 0. If the network section is: 0, 127, 128.0, 191.255, 192.0.0, 223.255.255 The setting of Subnet Mask is invalid.	128.0.0.0 192.0.0.0 224.0.0.0 240.0.0.0 248.0.0.0 252.0.0.0 254.0.0.0 255.0.0.0 255.128.0.0 255.192.0.0 255.224.0.0 255.248.0.0 255.252.0.0 255.254.0.0 255.255.0.0 255.255.128.0 255.255.192.0 255.255.224.0 255.255.248.0 255.255.252.0 255.255.254.0 255.255.255.0 255.255.255.128 255.255.255.192 255.255.255.224 255.255.255.240 255.255.255.248 255.255.255.252 255.255.255.254 255.255.255.255 (default = 255.255.255.0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-12-03	CD-CP00-AU Network Setup – Default Gateway	Assign the default gateway IP address for the CD-CP00-AU.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.254.255.254 192.0.0.1 ~ 223.255.255.254 (default = 0.0.0.0)		✓	
90-11-02	System Alarm Report – Report Method	When Alarm Reports are to be e-mailed, set this option to 1. This program has higher priority than Program 90-12-06.	0 = No Report 1 = E-mail Address (default = 0)		✓	
90-11-06	System Alarm Report – SMTP Host Name	When Alarm Reports are to be e-mailed, set the SMTP name (for example, smtp.yourisp.com). Contact your ISP (Internet Service Provider) for the correct entry if needed.	Up to 255 characters (default not assigned)		✓	
90-11-07	System Alarm Report – SMTP Host Port Number	When Alarm Reports are to be e-mailed, set the SMTP host port number. Contact your ISP (internet service provider) for the correct entry if needed.	0 ~ 65535 (default = 25)		✓	
90-11-08	System Alarm Report – To Email Address	When Alarm Reports are to be e-mailed, set this e-mail address to which the report should be sent.	Up to 255 characters (default not assigned)		✓	
90-11-09	System Alarm Report – Reply Address	When Alarm Reports are to be e-mailed, set the e-mail address where replies should be e-mailed.	Up to 255 characters (default not assigned)		✓	
90-11-10	System Alarm Report – From Address	When Alarm Reports are to be e-mailed, set this e-mail address for the station sending the report.	Up to 255 characters (default not assigned)		✓	
90-11-11	System Alarm Report – DNS Primary Address	When Alarm Reports are to be e-mailed, set the DNS primary address.	0.0.0.0 ~ 255.255.255.255 (default = 0.0.0.0)		✓	
90-11-12	System Alarm Report – DNS Secondary Address	When Alarm Reports are to be e-mailed, set the DNS secondary address.	0.0.0.0 ~ 255.255.255.255 (default = 0.0.0.0)		✓	
90-11-13	System Alarm Report – Customer Name	When Alarm Reports are to be e-mailed, enter a name to identify the particular system.	Up to 255 characters (default not assigned)		✓	
90-25-01	System Alarm Report CC Mail Setup – CC Mail Address	Define the mail address to receive the system alarm report CC Mail setup.	Up to 255 characters (default not assigned)		✓	

## Operation

### To use this feature at any terminal:

The user must be logged in with an Installer (IN) level password as defined in Program 90-02.

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## *Alphanumeric Display*

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### **Description**

Multibutton display telephones have a 3-line, 24 character per line Alphanumeric Display that provides various feature status messages. These messages help the display telephone user process calls, identify callers and customize features.

### **Conditions**

- The contrast is not adjustable when the telephone has background music enabled.

### **Default Settings**

Enabled for all display telephones.

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### **System Availability**

#### **Terminals**

All Display Multiline Terminals.

#### **Required Component(s)**

None

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### **Related Features**

**Clock/Calendar Display**

**Selectable Display Messaging**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-11-13	<b>Service Code Setup (for Setup/Entry Operation) – Display Language Selection for Multiline Terminal</b>	If needed, redefine the service code used to select the language for display multiline terminals.	MLT (default = 678)		✓	
15-02-01	<b>Multiline Telephone Basic Data Setup – Display Language Selection</b> <i>(To select options 8~10, press either 8 or Recall, then press line keys 1~3. Key 1 is option 8, Key 2 is option 9, and Key 3 is option 10.)</i>	Select the language to be displayed on a multiline terminal display.	0 = Japanese 1 = English 2 = German 3 = French 4 = Italian 5 = Spanish 6 = Dutch 7 = Portuguese 8 = Norwegian 9 = Danish 10 = Swedish 11 = Turkish 12 = Latin American Spanish 13 = Romanian 14 = Polish (default = 1)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-11-08	<b>Class of Service Options (Hold/Transfer Service) – Transfer Information Display</b>	For Class of Service in an extension, turns Off or On an incoming transfer preanswer display for an extension.	0 = Off 1 = On (default = 1 for COS 01~15)		✓	

## Operation

Operation is automatic if enabled in programming.

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## *Analog Communications Interface (ACI)*

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### **Description**

The Analog Communications Interface (ACI) feature uses a PGD(2)-U( ) ADP (Door Phone/Paging) adapter to provide two analog ports (with associated relays) for Music on Hold, External Paging, Door Boxes and auxiliary devices such as tape recorders and loud bells. The system allows up to 48 PGD(2)-U( ) ADPs (when used for ACI ports) for a maximum of 96 analog ports. Each PGD(2)-U( ) ADP requires an unused port on a CD-8DLCA/CD-16DLCA blade.

### **Music on Hold**

You can connect up to two customer-provided Music on Hold music sources to a PGD(2)-U( ) ADP. This lets you add additional music sources if the external source on the CD-CP00-AU ETU or the internal source is not adequate. By using PGD(2)-U( ) ADPs, you can even have a different music source for each trunk.

When the system switches the ACI analog port to a trunk on Hold, the PGD(2)-U( ) ADP relay associated with the ACI analog port closes. You can use this ability to switch on the music source, if desired.

Extension users can dial the ACI analog port extension number and listen to the connected music source. The PGD(2)-U( ) ADP relay associated with the port closes when the call goes through.

For Music on Hold, connect the music source to the PGD(2)-U( ) ADP module. Connect the music source control leads to the CTL (control relay) jack. Refer to the UNIVERGE SV8100 System Hardware Manual for additional details.

### **External Paging**

An ACI analog port can also be an External Page output. When connected to customer-provided External Paging equipment, the ACI port provides External Paging. To use the External Paging, an extension user just dials the ACI analog port extension number and makes the announcement. The system broadcasts the announcement from the ACI analog port and simultaneously closes the associated PGD(2)-U( ) ADP relay. You can use the relay closure to control the External Paging amplifier, if required. This external paging zone is not included in external all call paging or combination paging (internal and external).

For External Paging, connect the Paging amplifier to the PGD(2)-U( ) ADP jack. Connect the amplifier control leads to the CTL (control relay) jack. Refer to the UNIVERGE SV8100 System Hardware Manual for additional details.

### **Auxiliary Device Control**

The PGD(2)-U( ) ADP can control a customer-provided tape recorder. When an extension user dials the ACI analog port extension number, they can automatically start the recorder and activate the record function. When the user hangs up, the recording stops and the tape recorder turns off. For tape recording, connect the tape recorder AUX input jack to the PGD(2)-U( ) ADP jack. Connect the recorder control leads (if available) to the CTL (control relay) jack. Refer to the System Hardware Manual for additional details.

By using Department Calling, you can arrange multiple tape recorders into a pool. When an extension user dials the Department Group pilot number, they reach the first available tape recorder in the pool.

The relays in the PGD(2)-U( ) ADP can optionally control customer-provided external ringers (loud bells) and buzzers. When an extension user dials the ACI analog port extension number, the associated PGD(2)-U( ) ADP relay closes and activates the ringer. You can use this ability to control an emergency buzzer for a noisy machine shop floor, for example.

### ACI Call Recording

ACI Call Recording allows you to use a recording device connected to a PGD(2)-U( ) ADP to automatically record calls. The recording device is typically a customer-provided tape recorder. You can set up ACI Call Recording to output to a single ACI port/recording device or to a pool of ACI ports/devices. With a single device, all calls are stored in a centralized location. With a pool of devices, be sure you have a port available for recording – even in peak traffic periods. You can set up recording per trunk or per extension.

When set up for automatic recording, ACI Call Recording starts automatically when the user places or answers their call. The system can be programmed to record all *incoming* trunk calls which ring an extension. This includes the following trunk types:

- Central Office calls programmed to ring the extension
- Direct Inward Dialing (DID)
- Direct Inward Line (DIL)
- Direct Inward System Access (DISA)
- TieLines

The system can also be programmed to record *outgoing* trunk calls, however, this is only possible using E&M Tie Lines, PRI or BRI trunks.

ACI Call Recording is not available for intercom calls, transferred calls, or calls placed on hold and answered by an extension with Call Recording enabled. To manually record any call (41

transferred, ICM, outgoing CO trunk, etc.), use the Voice Mail Conversation Record key (Service Code 751 + 78).

### Physical Ports and Software Ports

Each PGD(2)-U( ) ADP has a physical port for connection to the telephone system and two logical ports. For programming, the ports are also called software ports. The physical port connects to a station position on a ESI ETU. During installation, the first PGD(2)-U( ) ADP you set up is physical port 1; the second PGD(2)-U( ) ADP is physical port 2, etc. Each PGD(2)-U( ) ADP has two software ports, which are numbered independently of the physical ports. Normally, the first PGD(2)-U( ) ADP set up has software ports 1~2; the second PGD(2)-U( ) ADP has software ports 3~4, etc. There are a total of 96 software ports (48 PGD(2)-U( ) ADPs x 2 ports each). During programming, you assign ACI extension numbers and Department Group options to PGD(2)-U( ) ADP software ports, not physical ports. During installation, you connect equipment to the jacks on the PGD(2)-U( ) ADP that correspond to the software port. Refer to the UNIVERGE SV8100 System Hardware Manual for installation details.

## Conditions

- ACD agents who are logged on can be recorded.
- When ACI software ports are set to be a Background Music music source, it only plays to a speaker, not a multiline telephone.
- An extension cannot have Hotline keys for ACI software ports. Music on Hold ACI software ports can be Music on Hold music sources.
- An extension can have One-Touch Keys for ACI software ports. The gives the extension user:
  - One-Touch access to external music
  - One-Touch External Paging
  - One-Touch loud ringer control
- ACI software ports can provide External Paging with control, independent of the External Paging circuits on the CD-CP00-AU. The PGD(2)-U( ) ADP can be connected to any DLC port.

The devices connected to the PGD(2)-U( ) ADP must be compatible with the specifications below. Refer to the UNIVERGE SV8100/SV8300 System Hardware Manual for installation details.

<b>PGD(2)-U( ) ADP/ACI Interface Specifications</b>	
<b>Relay Contacts</b>	
Maximum Contact Ratings	30 V DC @ 60 mA
	90 V AC @ 10 mA
Minimum Application Load	1 V DC @ 1 mA
<b>Audio/Music Input</b>	
Input Impedance	47 K Ohms @ 1 K Hz
Maximum Input	0.4Vrms or 1.0Vp-p.
<b>Audio/Paging Output</b>	
Output Impedance	600 Ohms @ 1 K Hz
Maximum Output	+ 3 dBm

## Default Settings

No PGD(2)-U( ) ADPs programmed.

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## **System Availability**

### **Terminals**

None

### **Required Component(s)**

PGD(2)-U( ) ADP

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## **Related Features**

**Automatic Call Distribution (ACD)**

**Background Music**

**Hotline**

**One-Touch Calling**

**Paging, External**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-01	<b>ETU Setup (DLC PKG Setup) – Terminal Type (B1)</b>	Assigns or displays the current terminal type assigned to B Channel 1 for each port on the DLC.	0 = Not set 1 = Multiline Terminal 2 = SLT Adapter 3 = Bluetooth Cordless Handset 6 = PGD (Paging) 7 = PGD (Tone Ringer) 8 = PGD (Doorbox) 9 = PGD (ACI) 10 = DSS Console 11 = -- Not Used -- (default = 0)	✓		
10-03-06	<b>ETU Setup (DLC PKG Setup) – Terminal Type (B2)</b>	Assigns or displays the current terminal type assigned to B Channel 2 for each port on the ESI.	0 = Not set 6 = PGD(2)-U( ) ADP (Paging) 7 = PGD(2)-U( ) ADP (Tone Ringer) 8 = PGD(2)-U( ) ADP (Door Box) 9 = PGD(2)-U( ) ADP (ACI) 12 = APR (B2 Mode) (default = 0)	✓		
11-06-01	<b>ACI Extension Numbering</b>	Assign extension numbers to ACI software ports. Select a number outside of the normal extension number range.	ACI Ports: 1~96 (default not assigned)	✓		
11-08-01	<b>ACI Group Pilot Number</b>	Assign pilot numbers to ACI groups. When a user dials the pilot number, they reach an available ACI software port within the group.	ACI Groups 1~16 (default not assigned)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-09-01	<b>Conversation Recording Destination for Trunks – ACI Recording Destination Extension Number</b>	Use this option to assign the ACI Call Recording destination per trunk. The destination can be an ACI port extension number (assigned in Program 11-06-01) or an ACI Department Group pilot number (assigned in Program 11-08-01). If destinations are assigned in Program 14-09 and Program 15-12, the destination in Program 15-12 is followed.	Extension Number = Maximum eight digits (default not assigned)		✓	
14-09-02	<b>Conversation Recording Destination for Trunks – ACI Automatic Recording for Incoming Calls</b>	Determine whether or not a trunk should be automatically recorded when an incoming call is received.	0 = Off 1 = On (default = 0)		✓	
15-07-01	<b>Programmable Function Keys</b>	If required, program and ACI Conversation Record Key (code 69 + 0). This key allows an extension user to press the key to manually record a call to the ACI.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)		✓	
15-12-01	<b>Conversation Recording Destination for Extensions – ACI Recording Destination Extension Number</b>	Use this option to assign the ACI Call Recording destination on a per extension basis. The destination can be an ACI port extension number (assigned in Program 11-06) or an ACI Department Group pilot number (assigned in Program 11-08). If destinations are assigned in Program 14-09 and Program 15-12, the destination in Program 15-12 is followed.	Extension Number = Maximum eight digits (default not assigned)		✓	
15-12-02	<b>Conversation Recording Destination for Extensions – ACI Automatic Recording for Incoming Calls</b>	Determine whether or not an extension should be automatically recorded when an incoming call is received.	0 = Off 1 = On (default = 0)		✓	
33-01-01	<b>ACI Port Type Setup – ACI Type</b>	Set each ACI software port for input (1) or input/output (2). Use input ports for Music on Hold sources. Use output ports for External Paging/ ringer control.	ACI Ports: 1~96 ACI Types: 0 = None 1 = MOH/BGM (Input) 2 = External Audio Port (Input/Output (default = 2)	✓		
33-02-01	<b>ACI Department Calling Group – Group Number</b>	Assign ACI software ports to ACI Department Groups. This lets ACI callers connect to ACI software ports by dialing the group pilot number (set in Program 11-08).	ACI Ports: 1~96 ACI Groups: 1~16 Default: ACI Port/Group/Priority 01/ 1/ 1 02/ 1/ 2 : / : / : 96/ 1/ 96	✓		

## Operation

### To call an ACI software port:

1. Press **Speaker**.
2. Dial ACI software port extension number.
  - OR -
  - Dial ACI Department Group extension number.
  - OR -
  - Press the **One-Touch Key** for ACI extension or Department Group.

### After you call an ACI software port:

- If the port is set for input (Program 33-01-01=1) and a music source is connected, you hear music.
  - OR -
- If the port is set for output (Program 33-01-01=2) and External Paging is connected, you can page into the external zone.
  - OR -
- If the port is set for output (Program 33-01-01=2) and a loud ringer is connected, you activate the loud ringer.

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## *Ancillary Device Connection*

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### **Description**

Ancillary Device Connection allows installation of selected peripheral (ancillary) devices to a multiline terminal. This feature enhances peripheral device objectives.

An UNIVERGE SV8100 multiline terminal user can accomplish this by using the AP(R)-R( )/APR-L( ) Unit (Analog Port Adapter with Ringer) or AP(A)-R( ) Unit (Analog Port Adapter without Ringer) for analog telephone devices, or installing the AD(A)-R( )/APA-L( ) Unit to connect devices such as tape recorders.

The AP(A)-R( )/AP(R)-R( )/APA-L( ) Units are the interface for installing a single line telephone, Modem, credit card reader, wireless headset, NEC Conference Max Conferencing unit or other compatible analog device.

The PSA-L( ) Unit (Power Save Adapter), an optional adapter for the ITL/DTL Terminals, is used to make or receive a call using the Public Switched Telephone Network (PSTN) when a call cannot be made with the ITL/DTL extension.

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### **System Availability**

#### **Terminals**

All multiline terminals except DTR-2DT-1( ) TEL, DTP-2DT-1( ) TEL, and DTP-16HC-1( ) TEL.

#### **Required Component(s)**

AP(R)-R( ), AP(A)-R( ), PSA-L( ), ADA-L( ), APR-L( )

#### **Conditions**

- The optional device fits underneath the terminal.
- A single line telephone connected to an AP(R)-R( ) Unit or AP(A)-R( ) Unit cannot perform Trunk-to-Trunk Transfer and does not support a conference with itself and two outside parties.
- A single line telephone connected to an AP(R)-R( ) Unit or AP(A)-R( ) Unit does not support Message Waiting Indication or Caller ID Indication.
- An AP(R)-R( ) Unit (analog port adapter with ringer) can be installed on a multiline terminal and function separately from the multiline terminal.
- When Program 10-03-06 is assigned as APR you cannot manually assign a port number for an APR. The system uses ports 193~256 (starting with 256 and working down) for a total of 64 APR ports. APR 1 uses port 256, and APR 2 uses port 255, and so on.

- When Program 10-03-06 is assigned as APR you cannot manually assign a port number for the APR.
- DTP-2DT-1( ) and DTR-2DT-1( ) telephones have a built-in APA adapter.
- Phones that have an APR/APA installed do not pass voice to a trunk until the interdigit time expires (Program 21-01-03).
- When a single line phone is connected to an AP(R)-R( ) or APR-L( ), a conference cannot be established unless the 2nd channel of ESI is used for APR in Program 10-03-06 and Program 10-03-07.
- When a single line phone is connected to an AP(R)-R( ) or APR-L( ), the 2nd channel of ESI must be used (Programs 10-03-06 and 10-03-07) in order to switch back and forth between a call and a call waiting.
- APR-L( ) does not support DTL-2E-1( ), DTL-6E-1( ), or all ITL style phones.
- ADA-L( ) can send confirmation sound to far end, but the recording machine must generate confirmation sound.

## Default Settings

None

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## Related Features

**D<sup>term</sup> series i Multiline Terminals**

**SV8100/SV8300 Terminals**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-03	<b>ETU Setup (LCA PKG Setup) – Transmit Gain Level (S-Level)</b>	Customize the transmit and receive levels of the CODEC Gain Types for 500/2500 type single line telephones.	1~63 (-15.5 +15.5dB) [default = 32 (0dB)]	✓		
10-03-04	<b>ETU Setup (LCA PKG Setup) – Receive Gain Level (R-Level)</b>	Customize the transmit and receive levels of the CODEC Gain Types for 500/2500 type single line telephones.	1~63 (-15.5 +15.5dB) [default = 32 (0dB)]		✓	
15-03-01	<b>Single Line Telephone Basic Data Setup – SLT Signaling Type</b>	Use this option to tell the system the type of dialing the connected telephone uses.	0 = DP 1 = DTMF (default = 1)		✓	
15-03-04	<b>Single Line Telephone Basic Data Setup – Flashing</b>	Enables/Disables Flash for single line (500/2500 type) telephones.	0 = No 1 = Yes (default = 1)		✓	

## Operation

Depends on the connected ancillary device.

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## *Answer Hold*

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### **Description**

Answer Hold allows a multiline terminal user to press the flashing Answer Key to answer an incoming ringing call or a Camp-On call. When the multiline terminal user is already answering a call, the first call is automatically placed on hold, depending on the user setting in Program 15-02-06.

### **Conditions**

- When multiple incoming calls activate the Answer Key LED, the LED continues to flash until all calls are answered.
- Use Program 15-02-06 (Normal Common, Exclusive Hold) to set the type of Hold key to be used (Default = Normal Common).
- For calls placed in a Park Group, the LED blinks fast (green).
- For calls placed in a Park Group by another user, the LED blinks slow (red).
- The Answer Hold Feature is not available for Virtual Extensions.
- The Answer Hold feature does not function for incoming internal calls.
- CO/PBX incoming calls, not assigned to ring or assigned to another ring group, do not activate the Answer Hold feature.
- If the direct trunk appearance key is not assigned when all Call Appearance Keys are in use, the next incoming call cannot be answered.

### **Default Settings**

Normal Hold

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### **System Availability**

#### **Terminals**

Any Multiline Terminal

#### **Required Component(s)**

Not Applicable

## Related Features

### Answer Key

### Central Office Calls, Answering

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-12-02	<b>Service Code Setup (for Service Access) – Answer for Park Hold</b>	Assign for a key on the multiline terminal or single line telephone for park hold.	MLT, SLT (default = *6)		✓	
15-02-06	<b>Multiline Telephone Basic Data Setup – Hold Key Operating Mode</b>	Use this option to set the function of the Multiline Hold key. The Hold key can activate normal Hold or Exclusive Hold.	0 = Normal (Common) 1 = Exclusive Hold (default = 0)		✓	
15-07-01	<b>Programmable Function Keys</b>	Assign a park group to multiline terminal line key.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)		✓	
11-12-32	<b>Service Code Setup (for Service Access) – Answer for Park Hold</b>	Assign for a key on the multiline terminal or single line telephone for park hold.	MLT, SLT (default = *6)		✓	
20-09-01	<b>Class of Service Options (Incoming Call Service) – Second Call for DID/DISA/DIL/E&amp;M Override</b>	Turns Off (0) or On (1) the extension ability to receive a second call from a DID, DISA, DIL, or tie line caller. <i>With this option set to 1, the destination extension must be busy for a second DNIS caller to ring through. If the destination extension does not have a trunk or CAP key available for the second call and a previous call is ringing the extension but has not yet been answered, the second caller hears busy regardless of this program setting.</i>	0 = Off 1 = On (default = 1 for COS 01~15)		✓	

## Operation

### To answer a call on a different line key or CAP key with a call in progress:

1. Receive a CO/PBX, DID/DISA/DIL/E&M incoming ring.  
 *Answer flashes.*
2. Press **Answer** and answer the new call.  
 *The **Answer** LED goes out. The original call is put on hold.*
3. If additional calls are received, press **Answer** to place the current call on hold and connect to the next call as long as Call Appearance Keys and or CO line keys are available.

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## *Answer Key*

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### Description

Multiline terminals have an Answer Key with an LED that flashes when the Multiline Terminal user receives an incoming CO/PBX, Tie/DID transfer, or CO/PBX transfer call. When multiple calls are received, The Answer Key is used to pick up calls and continues flashing until the last unanswered call is answered. Press the Answer Key during a call to hold the current call and allow the next call to be answered.

### Conditions

- The Answer LED functions for incoming CO/PBX calls, CO/PBX transfer/camp-on calls, and transfer/camp-on Tie/DID calls.
- Incoming calls answered by Answer are handled *first in-first out*.
- An Internal call, internal transfer/camp-on call, CAR/SIE/VE calls do not activate the Answer LED.

### Default Settings

None

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### System Availability

#### Terminals

All Multiline Terminals

#### Required Component(s)

None

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### Related Features

## Answer Hold

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
22-02-01	<b>Incoming Call Trunk Setup</b>	Assign the incoming trunk type for each trunk.	Incoming Type for Day/ Night Mode (1~8): 0 = Normal 1 = VRS (second dial tone if no VRS installed) 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie line 6 = Delayed VRS 7 = ANI/DNIS 8 = DID(DDI) Mode Switching (default = 0)		✓	
22-04-01	<b>Incoming Extension Ring Group Assignment</b>	Assign extensions to Ring Groups. Use this program to assign extensions (up to 32) to Ring Groups. Calls ring extensions according to Ring Group programming. There are 100 available ring groups.	Maximum eight digits Default: Extensions 101~108 (first eight ports) ring for incoming Ring Group 1 calls. No other extensions ring for incoming Ring Group 1 calls.		✓	
22-05-01	<b>Incoming Trunk Ring Group Assignment</b>	Assign trunks to incoming Ring Groups. Use this program to assign Normal Ring Trunks (Program 22-02) to Incoming Ring Groups (Program 22-04).	Incoming Group Number for Day/Night Mode (1~8): 0 (No Setting) 001~100 (Incoming Group) 102 (In-Skin/ External Voice Mail or VM8000 InMail) (default = 1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
22-07-01	DIL Assignment	Assign the destination extension or Department Group Pilot Number for each DIL Incoming trunk.	Number of Transferring Destinations for Day/ Night Modes (1~8): Extension Number (maximum eight digits) Pilot Number (default not assigned)		✓	

## Operation

### To answer calls using the Answer Key:

1. Receive CO/PBX incoming ring.
2. Press **Answer**.
3. Talk with the CO/PBX incoming calling party.
4. When additional CO incoming calls are received, press **Answer** to place the current call on hold and connect the multiline terminal user to the next call.

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## *Attendant Call Queuing*

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### **Description**

Attendant extensions can have up to 32 incoming calls queued before additional callers hear busy tone. This helps minimize call congestion in systems that use the attendant as the overflow destination for unanswered calls. For example, you can program Direct Inward Lines and Voice Mail calls to route to the attendant when their primary destination is busy. With Attendant Call Queuing, unanswered calls would normally “stack up” for the attendant until they can be processed.

The 32 call queue total includes Intercom, DISA, DID, DIL, Tie Line and transferred calls. If the attendant does not have an appearance for the queued call, it waits in line to be answered. If the attendant has more than 32 calls queued, an extension can Transfer a call to the attendant only if they have Busy Transfer enabled.

Attendant Call Queuing is a permanent, non-programmable system feature.

### **Conditions**

- Forwarding when unanswered or busy can occur only at the attendant if more than 32 calls are in queue.
- Assigning a station as operator in Program 20-17-01 enables call queuing function.
- Program 20-17-01 setting overrides setting in Program 20-09-07:Call Queuing Class of Service Option when set to disable.

### **Default Settings**

Enabled

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### **System Availability**

#### **Terminals**

Any Multiline Terminal assigned as an operator

#### **Required Component(s)**

None

## Related Features

### Call Forwarding

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-01-01	<b>System Numbering – Service Code</b>	Set the system internal (Intercom) numbering plan. The numbering plan assigns the first and second digits dialed and affects the digits an extension user must dial to access other extensions and features, such as service codes and trunk codes. If the default numbering plan does not meet the site requirements, use this program to tailor the system numbering to the site.	Refer to System Numbering Default Settings table in the UNIVERGE SV8100 Programming Manual for a list of default settings.	✓		
20-01-01	<b>System Options – Operator Access Mode</b>	Assign the priority of a call when calling an operator telephone.	0 = Step 1 = Circular (default = 0)	✓		
20-09-07	<b>Class of Service Options (Incoming Call Service) – Call Queuing</b>	Turns Off (0) or On (1) an extension ability to have calls queued if a call rings the extension when it is busy.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-17-01	<b>Operator Extension – Operator's Extension Number</b>	Define the extension numbers which are to be used by operators.	Up to eight digits (default = ext. 101)	✓		
24-02-01	<b>System Options for Transfer – Busy Transfer</b>	Use this option to Disable or Enable extensions to Transfer calls to busy extensions. If disabled, calls transferred to busy extensions recall immediately.	0 = Disable 1 = Enable (default = 1)		✓	

## Operation

None

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## *Automatic Call Distribution (ACD)*

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### **Description**

Automatic Call Distribution (ACD) uniformly distributes calls among agents of a programmed ACD Group. When a call rings into an ACD Group, the system automatically routes the call to the agent that has been idle the longest. Automatic Call Distribution is much more sophisticated and comprehensive than Department Calling and other group services – it can accurately judge the work load at each agent and distribute calls accordingly. The system allows up to 64 ACD Groups and 256 ACD agents.

You can put any agent in any group. An agent can be in more than one group only when using AICs. This allows, for example, a Technical Service representation to answer customer service calls at lunch when many of the Customer Service representatives are unavailable.

The ACD Master Number is the extension number of the whole group. Calls directly ringing or transferred to the ACD Master number enter the group and are routed accordingly. Although the master number can be any valid extension number, you should choose a number that is out of the normal extension range.

Automatic Call Distribution operation is further enhanced by:

### **ACD Call Queuing**

When all agents in an ACD Group are unavailable, an incoming call queues and causes the Queue Status Display to occur on the ACD Group Supervisor display. The display helps the supervisor keep track of the traffic load in their group.

The Queue Status Displays shows:

- The number of calls queued for an available agent in the group.
- The trunk that has been waiting the longest, and how long it has been waiting.

For each ACD Group, you can set the following conditions:

- The number of trunks that can wait in queue before the Queue Status Display occurs.
- How often the time in queue portion of the display reoccurs.
- If the supervisor should hear a Queue Alarm when the time in queue portion reoccurs.
- This alarm is a single beep tone that reminds the supervisor to check the condition of the queue.
- A remote K-CCIS user can call, or transfer to an ACD Pilot number. However, an incoming K-CCIS call to the ACD Pilot does NOT provide a Link Reconnect.

### **ACD Overflow (With Announcements)**

ACD offers extensive overflow options for each ACD Group. For example, a caller ringing in when all agents are unavailable can hear an initial announcement (called the 1st Announcement). This announcement can be a general greeting like, "Thank you for calling. All of our agents are currently busy helping other customers. Please stay on the line and we will help you shortly." If the caller continues to wait, you can have them hear another announcement (called the 2nd Announcement) such as, "Your business is important to us. Your call will be automatically answered by the first available agent. Please stay on the line." If all the ACD Group agents still are unavailable, the call can automatically overflow to another ACD Group or the Voice Mail. If all agents in the overflow ACD Group are busy, Lookback Routing automatically ensures that the waiting call rings into the first agent in either group that becomes free.

You can assign an ACD Group with any combination of 1st Announcement, 2nd Announcement and overflow methods. You can have, for example, a Technical Service group that plays only the 2nd Announcement to callers and then immediately overflows to Voice Mail. At the same time, you can have a Customer Service group that plays both announcements and does not overflow.

You can assign an ACD Group to play the Queue Depth only when using the VRS for message. The Queue Depth can be played after the 1st Announcement only, 2nd Announcement only, or after both Announcements.

### **Dial Out of Delay Announcements**

When listening to a VRS delay announcement, the caller can press a 1-key option to transfer them to another extension, Voice Mail, Ring Group, another ACD Group, or to a Speed Dial bin. The caller can press the digit during the message only or for X seconds after the message. This per Queue option affects both the first and second delay announcement if set.

### **VRS Delay Announcements Using VM8000 InMail**

VM8000 InMail can provide ACD Delay Announcements. Any of the 16 (1~16) VM8000 InMail Master mailboxes (Program 47-07-01) can be set to Announcement mailboxes and can be used as the message source for the 1st and 2nd Announcement Messages. This option is applicable only to ACD Overflow modes that are assigned ACD delayed messages and Program 41-08-03 must be set to 2.

### **Agent Log In and Log Out Services**

An ACD Agent can log in and log out of their ACD Group. While logged in, the agent is available to receive ACD Group calls. When logged out, the agent is excluded from the group calls. The programmable keys and Alphanumeric Display on an agent telephone show at a glance when they are logged in or logged out.

## Agent Identity Code (AIC)

An Agent Identity Code (AIC) allows ACD agents to log in any extension without setting Program 41-02-01. Using AIC, ACD agents can also log in to multiple ACD groups at the same time (up to 64 ACD Groups). The system also allows all extensions (up to the system maximum) to log in using the same AIC code. AIC and ACD groups for each work period (mode pattern number) can be set in Program 41-18-01 as shown in the following example.

Table #	AIC	Operation Group	Mode Pattern Number							
			1	2	3	4	5	6	7	8
1	789	1	1	1	-	-	-	-	-	-
2	789	1	2	1	-	-	-	-	-	-
3	789	1	16	1	-	-	-	-	-	-
4	567	10	10	10	10	10	10	10	10	10
5	678	2	2	2	2	2	2	2	2	2
6	678	2	3	3	3	3	3	3	3	3
7	678	2	5	5	5	5	5	5	5	5

### EXAMPLE:

With this example, ACD works as follows:

#### Example 1: Log In with AIC 789

- During Mode Pattern 1, ACD agents belong to ACD groups 1, 2, and 16 at the same time.
- During Mode Pattern 2, ACD agents belong to only ACD group 1.
- During Mode Pattern 3~8, ACD agents do not belong to any ACD group and the ACD extensions work as normal extensions.

#### Example 2: Log In with AIC 567

- During Mode Patterns 1~8, ACD agents belong to only ACD group 10.

#### Example 3: Log In with AIC 678

- During Mode Patterns 1~8, ACD agents belong to ACD groups 2, 3 and 5 at the same time.

## Multiple Agent Log In

ACD agents can log in any extension with multiple AICs (up to three). Using the example setup above, ACD works as follows:

### EXAMPLE:

#### Example 1: Log In with AIC 789 and 567

- During Mode Pattern 1, ACD agents belong to ACD groups 1, 2, 10 and 16 at the same time.
- During Mode Pattern 2, ACD agents belong to ACD groups 1 and 10.
- During Mode Pattern 3~8, ACD agents belong to only ACD group 10.

#### Example 2: Log In with AIC 789, 567 and 678

- During Mode Pattern 1, ACD agents belong to ACD groups 1, 2, 3, 5, 10 and 16 at the same time.
- During Mode Pattern 2, ACD agents belong to ACD groups 1, 2, 3, 5 and 10.
- During Mode Pattern 3~8, ACD agents belong to only ACD groups 2, 3, 5 and 10.

Some conditions with Multiple Agent Log In:

- ACD agents cannot log in to the system supervisor or group supervisor extension.
- To log in with AIC, the extension should be set to AIC Log In mode in Program 41-17-01.
- If the extension is set to AIC log in mode in Program 41-17-01, the system ignores the setting of Program 41-02-01 for the extension.
- Multiple extensions (up to the maximum capacity of the extension) can log-in with one AIC. For example, even if ACD agent A logs in extension 350 with AIC 789, ACD agent B can also log in to extension 351 with the same AIC 789 at the same time.
- A supervisor cannot log out an agent logged in by an AIC code.

## Emergency Call

If an ACD Agent needs assistance with a caller, they can place an Emergency Call to their ACD Group Supervisor. Once the supervisor answers the Emergency Call, they automatically monitor both the ACD Agent and the caller. If the agent needs assistance, the supervisor can join in the conversation. Emergency Call can be a big help to inexperienced ACD Agents that need technical advice or assistance with a difficult caller. The supervisor can easily listen to the conversation and then “jump in” if the situation gets out of hand.

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## Enhanced DSS Operation

A programmed extension user can use their DSS Console to monitor the status of the ACD Agents in a group. The DSS Console is an essential tool for supervisors. The console key flash rates tell the supervisor at a glance which of the group agents is:

- Logged onto the group (i.e., in service).
- Logged out of the group (i.e., out of service).
- Busy on a call.
- Placing an Emergency Call to the supervisor.
- Not available or installed.

The ACD Supervisor can use their console for placing and transferring calls – just like any other extension user.

## Flexible Time Schedules

An ACD Work Schedule lets you divide a day into segments (called Work Periods) for scheduling the activity in your ACD Groups. You can set up four distinct Work Schedules, with up to eight Work Periods in each Work Schedule. Each day of the week has one Work Schedule, but different days can share the same schedule. For example, your Monday through Friday Work Schedule could consist of only two Work Periods. Work Period 1 could be from 8:00 AM to 5:00 PM – when your business is open. Work Period 2 could be from 5:00 PM to 8:00 AM – which covers those times when your business is closed.

## Headset Operation (With Automatic Answer)

An ACD Agent or ACD Group Supervisor can use a customer-provided headset in place of the handset. The headset conveniently frees up the user's hands for other work and provides privacy while on the call. In addition, an ACD Agent with a headset can have Automatic Answer. This allows an agent busy on a call to automatically connect to the next waiting call when they hang up.

## Incoming Call Routing

Incoming trunk calls can automatically route to specific ACD Groups. These types of calls ring directly into the ACD Group without being transferred by a co-worker or the Automated Attendant.

## Rest Mode

Rest Mode temporarily logs-out an ACD agent's telephone. There are two types of Rest Mode:

### ***Manual Rest Mode:***

An ACD Agent can enable Manual Rest Mode anytime they want to temporarily leave the ACD Group. They might want to do this if they go to a meeting or get called away from their work area. While in Rest Mode, calls to the ACD Group do not ring the agent's telephone.

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**Automatic Rest Mode:**

When an ACD Group has Automatic Rest Mode, the system automatically puts an agent's telephone in Rest Mode if it is not answered. This ensures callers do not have to wait while ACD rings an extension that is not answered. For multiline terminals, the system enables Automatic Rest Mode for all telephones with Rest Mode keys. For single line telephones, you must set an option in programming to enable Automatic Rest Mode. If an agent's telephone is placed in Rest Mode because a call is not answered, the agent needs to manually cancel Rest Mode to log back into the ACD group.

With a Rest Mode key programmed on an ACD agent's telephone, when the agent is in rest mode, the key is lit. If the Rest Mode key is pressed while an agent is on a call, the key flashes to indicate a pre-Rest Mode status. When the current call is finished, the agent's telephone is in rest mode. The agent can place intercom calls or receive direct incoming calls while in Rest Mode. The ability to receive incoming intercom calls is defined in system programming for each ACD group.

 *An ACD System Supervisor cannot be placed in Rest Mode.*

**Supervisor, ACD Group**

You can designate an extension in an ACD Group to be the group supervisor. Once assigned as an ACD Group Supervisor, the user can:

- Take the entire ACD Group out of service.
- Check the log out status of each agent after the group is taken down.
- Restore the ACD Group to service.

During programming, you can choose one of three modes of operation for each ACD Group supervisor:

- Supervisor's extension cannot receive calls to the ACD Group.
- Supervisor's extension can receive only ACD Group calls during overflow conditions.
- Supervisor's extension receives calls just like any other ACD Group agent.

An ACD Group can have only one supervisor. An extension can be a supervisor for only one ACD Group.

**Supervisor, ACD System**

You can designate an extension as an ACD System Supervisor. Once assigned as an ACD System Supervisor, the user can:

- Take all the system ACD Groups out of service simultaneously.
- Check the log out status of each agent after the groups are taken down.
- Restore all the ACD Groups to service simultaneously.

The system can have only one ACD System Supervisor.

## Work Time

Work Time temporarily busies-out an ACD agent's telephone so they can work at their desk uninterrupted. This gives the agent time to fill out important logs and records as soon as they are finished with their call. There are two types of Work Time:

### **Manual Work Time:**

An ACD Agent can enable Manual Work Time anytime they need to work at their desk undisturbed. You might prefer this Work Time mode if an agent only occasionally has to fill out follow-up paper work after they complete their call. When the agent is through catching up with their work, they manually return themselves to the ACD Group.

### **Automatic Work Time:**

The system implements Automatic Work Time for the agent as soon as they hang up their current call. This is helpful in applications (such as Tech Service groups) where follow-up paperwork is a requirement for every call. When the agent is done with their work, they manually return themselves to the ACD Group.

## Hotline Key Shows Agent Status

An extension Hotline key provides the normal Busy Lamp Field (BLF) for co-workers and a unique BLF for ACD Agents. Like the supervisor's DSS Console BLF, the unique BLF shows when the covered agent is in service, out of service or busy on a call. This enhanced BLF gives a department manager, for example, ACD Group monitoring abilities without having to become a supervisor with a DSS Console.

Hotline gives a multiline terminal user one-button calling and Transfer to another extension (the Hotline partner). Hotline helps co-workers that work closely together. The Hotline partners can call or Transfer calls to each other just by pressing a single key. Enhanced for ACD applications, Hotline provides a unique Busy Lamp Field for ACD agents as well as a BLF for co-workers that are not ACD agents. The charts below show both sets of BLF indications.

<b>BLF For ACD Agents</b>	
<b>When the key is . . .</b>	<b>The ACD Agent is . . .</b>
Off	Idle and is not an ACD Agent
On	Busy
Double Wink Off	Making an Emergency Call
Wink Off	Logged off or not installed
Double Wink On	Logged on

<b>BLF For Co-Workers That Are Not ACD Agents</b>	
<b>When the key is . . .</b>	<b>Your co-worker is . . .</b>
Off	Idle
On	Busy or ringing
Fast	Flash In Do Not Disturb – All calls (option 3) or Intercom calls (option 2)

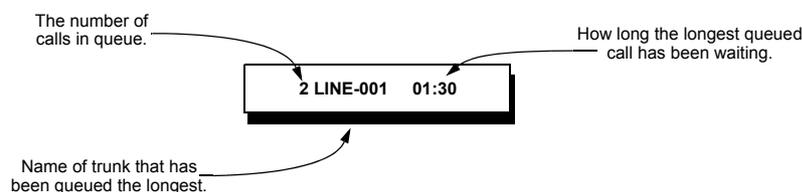
**Enhanced Supervisor Options:**

An ACD supervisor can individually assign extensions to ACD Groups, and set an agent's status once assigned. This provides the supervisor with tremendous flexibility to reassign agents as work loads vary.

**Queue Status Display with Scrolling:**

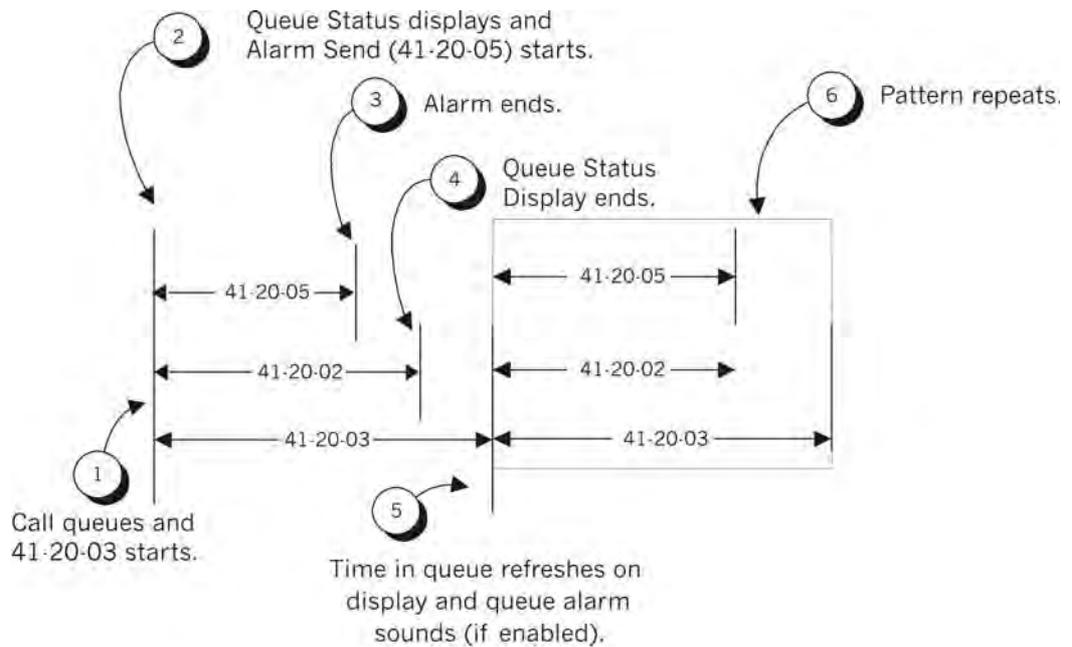
When all agents in an ACD Group are unavailable, an incoming call queues and causes the Queue Status Display to occur on the ACD Group Supervisor and/or agent's display (based on the Class of Service). The display helps the supervisor keep track of the traffic load in their group. Any display multiline terminal can have a Queue Status Display Check programmable function key. The multiline terminal user can press this key anytime while idle, and using the VOL (▲) and VOL (▼), scroll through the Queue Status Displays of all the ACD Groups. The Queue Status Displays shows (see the Queue Status Display illustration below):

- The number of calls queued.
- The trunk that has been waiting the longest, and how long it has been waiting.



For each ACD Group, you can set the following conditions:

- The number of trunks that can wait in queue before the Queue Status Display occurs.
- How often the time in queue portion of the display reoccurs (see the Queue Status display Timing illustration below).
- Queue Status Display holding time.
- Queue Status Alarm enable/disable.
- Queue Status Alarm sending time



**When Logged Out of ACD Group:**

When ACD agents are logged out and a call is placed into the ACD queue, the telephones of the logged out agents display the Queue Status and they hear the alarm according to the settings defined in system programming. Pressing the Queue Status Display Programmable Function key returns the telephone to idle until the time in Program 41-20-03 expires again.

*Do not use both Program 41-15-01~02 and Program 41-20-01~05 to set the ACD queue alarm. Select either one or the other for the system to follow.*

Feature	Available in Program 41-15-01~02	Available in Program 41-20-01~05
Queue Status Display	---	Yes
Queue Status Display Time	---	Yes
Alarm	Yes	Yes
Alarm Send Time	Program 41-15-02 determines the length/ interval of the alarm.	Yes
Interval Time of Queue Status Display		Yes
Class of Service	---	Yes
Timing of alarm and display queue status	Alarm triggered after the number of calls in Program 41-15-01 is exceeded.	Alarm triggered after the number of calls in Program 41-20-01 is exceeded. Then follows Program 41-20-03 timing for displaying status.

-  If a telephone is not idle, it cannot use the *Queue Status Display Programmable Function* key.
-  The *Queue Status Display* is not shown and the *Queue Alarm* is not heard by ACD agents in *Off-Duty* mode.
-  To scroll through the ACD groups queue status, the *Queue Status Display Programmable Function* key must be used. You cannot scroll when the *Queue Status Display* is displayed due to an alarm.
-  If the *Queue Status* display and alarm are active and the queued called is answered/disconnected, the display and alarm continue until the times in Program 41-20-02 and Program 41-20-05 expire.
-  When an overflowed call is in queue, the call is included in its original ACD group queue and not in the group queue to which it overflowed.
-  The *Queue Status* is not displayed on a supervisor's telephone based on the settings in Programs 41-20-xx. The supervisor must use the *Queue Status Display Programmable Function* key to view the queue.

## Programmable Wrap-up Timer

When an agent finishes their call, the system automatically starts a wrap-up timer and blocks any ACD calls to the agent. This gives them time to complete important logs and records before a new call comes in. When the time expires, the system returns the agent to the ACD Group to handle new callers.

## MIS

The UNIVERGE SV8100 ACD MIS is a series of Windows®-based software programs designed to enhance the ACD features of the UNIVERGE SV8100 Telephone System. The software displays both real-time data and historical reports. Refer to the UNIVERGE SV8100 ACD MIS Supervisors Manual for more information.

## ACD Group as Overflow Destination

The system can transfer an overflow call to a specific ACD Group, off-site via a speed dial bin, Ring Group or to voice mail using Program 41-09-01. When Program 41-08-02: ACD Overflow Destination has the ACD Overflow Destination set to 65, the system overflows the call to the ACD Group programmed in Program 41-09-01. (The system does not allow you to program an ACD group with that ACD group as the overflow.) If, while the call is ringing, the extension where the call was transferred becomes available, both the extension and the overflow ACD group ring.

## Conditions

System:

- VM8000 InMail can play ACD Delay Announcements.
- If all agents are logged out of an ACD Queue, a transferred call to the ACD Pilot number recalls immediately back to the transferring party.
- If all agents are logged out of an ACD Queue trunk call directly, ringing the Queue is placed in queue.
- If defined in Program 22-11-03, DID calls in queue display the trunk name with the Queue Status feature.
- When Program 12-07-01 is customized, an agent's display does not indicate the WAIT ACD LOGIN status, however an agent may still log in.

- Conversation Recording is programmed system-wide – it is not ACD feature-specific.
- Refer to the UNIVERGE SV8100 *ACD Manual* for additional information.
- Up to 16 channels (speech paths) are available when using the DSP with VRS installed on the CD-CP00-AU for messages.
- When the PGD(2)-U( ) ADP is providing the 1st Delay Announcements, it continues to play until the call is answered, abandoned, or the time in 41-10-04 expires and starts to play the 2nd Delay Announcement. The 2nd Delay Announcement continues to play until the call is answered, abandoned, or the time in 41-10-05 expires and drops the call. This message does not start from the beginning because it is on a constant loop.
- The Dial Out of Queue feature is not supported during VM8000 InMail Delay Announcements.
- Wireless DECT (SIP) is not supported with ACD.
- When all VM8000 InMail talk paths (ports) are simultaneously being accessed by VM8000 InMail Mailbox subscribers or Voice Mail Delay Announcements, or combination of the two, the next incoming call to the VM8000 InMail will Ring No Answer until an available talk path becomes idle (First Come – First Served).
- When Voice Mail Delay Announcements are being played, VM8000 InMail talk paths (ports) are used.
- VM8000 InMail cannot be used for ACD Night Announcement.
- Program 41-08-03: ACD Overflow Options – Delay Announcement Source Type.
- The ACI port used for the ACD Delay Announcements is programmed like Music on Hold (MOH) ACI ports. Refer to the MOH [Music on Hold on page 2-763](#).

#### MIS:

- The UNIVERGE SV8100 system does not buffer the ACD Statistics when the PC running the ACD Server application is not connected.
- If an ACD Queue call is transferred to another logged-in Agent, it shows that both agents took a call but the queue only shows it as one total call.
- The programming of the Agents and Queues in the UNIVERGE SV8100 system are not transferred to the PC running the ACD Server/MIS applications. The ACD Server/MIS applications are programmed separately.
- If the caller overflows out of the Queue to a Speed Dial Bin, Ring Group, or Voice Mail it reports as an abandoned call.
- If the caller overflows out of the Queue to a Speed Dial Bin, Ring Group, or Voice Mail it reports as an overflow call.
- A supervisor assigned to not receive calls or take calls after the overflow time is reached will show as idle in MIS when they are logged in and idle even when calls are queued up and not reaching the overflow time.

## Default Setting

Refer to the UNIVERGE SV8100 ACD Manual for more details.

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## System Availability

### Terminals

All Terminals

### Required Component(s)

ACD Software License

PZ-VM21 Unit

VM8000 InMail (2 or 4) port flash drive  
(For Delay Announcements using VM8000 InMail)

### Required Software

None

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## Related Features

**Direct Inward Dialing (DID)**

**VM8000 InMail**

**Music on Hold**

**Night Service**

**Voice Mail Integration (Analog)**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Refer to the UNIVERGE SV8100 ACD Manual for complete programming information.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-13-01	Service Code Setup (for ACD) – ACD LogIn/Log Out (for KTS)	Assign for multiline terminals and single line telephones.	MLT, SLT (default = * 5)		✓	
11-13-02	Service Code Setup (for ACD) – ACD Log Out (for SLT)	Assign for single line telephones.	SLT (default = 655)		✓	
11-13-03	Service Code Setup (for ACD) – Set ACD Wrap-Up Time (for SLT)	Assign for single line telephones.	SLT (default = 656)		✓	
11-13-04	Service Code Setup (for ACD) – Cancel ACD Wrap-Up Time (for SLT)	Assign for single line telephones.	SLT (default = 657)		✓	
11-13-05	Service Code Setup (for ACD) – Set ACD Off Duty (for SLT)	Assign for single line telephones.	SLT (default = 658)		✓	
11-13-06	Service Code Setup (for ACD) – Cancel ACD Off Duty (for SLT)	Assign for single line telephones.	SLT (default = 659)		✓	
11-13-08	Service Code Setup (for ACD) – Agent ID Code Login	Assign to allow an AIC Agent to log into a group.	MLT (default not assigned)		✓	
11-13-09	Service Code Setup (for ACD) – Agent ID Code Logout	Assign to allow an AIC Agent to log out of a group.	MLT (default not assigned)		✓	
11-13-10	Service Code Setup (for ACD) – ACD Agent Login by Supervisor	Assign to allow an ACD Supervisor to log into a group.	MLT (default = 667)		✓	
11-13-11	Service Code Setup (for ACD) – ACD Agent Logout by Supervisor	Assign to allow an ACD Supervisor to log out of a group.	MLT (default = 668)		✓	
11-13-12	Service Code Setup (for ACD) – Change Agent ACD Group by Supervisor	When using service code 669 to change an agent ACD group, the supervisor must enter a 2-digit number for the group. For example, to change to ACD group 4, the entry would be 669 04.	MLT (default = 669)		✓	
11-13-13	Service Code Setup (for ACD) – ACD Agent Changing Own ACD Group	When this service code is used, an ACD Agent can reassign themselves to another ACD Group.	MLT (default = 670)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-17-01	<b>ACD Group Pilot Number</b>	Assign the ACD Master Number for each ACD Group.	ACD Group Number: 01~64 ACD Group Pilot Number: Up to eight digits (default not assigned)		✓	
15-07-01	<b>Programmable Function Keys</b>	Assign functions to multiline terminal line keys.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		
15-08-01	<b>Incoming Virtual Extension Ring Tone Setup</b>	When an extension or a virtual extension is assigned to the function key on the key telephone, select the ring tone when receiving a call on that key. For ACD CAR keys, only tone pattern 1 (entry 0) can be used. The remaining patterns are not checked with this feature.	0 = Tone Pattern 1 1 = Tone Pattern 2 2 = Tone Pattern 3 3 = Tone Pattern 4 4 = Incoming Ring Tone Extension (default = 0, Tone Pattern 1)		✓	
15-09-01	<b>Virtual Extension Ring Assignment</b>	Assign the ringing options for an extension Virtual Extension Key or Virtual Extension Group Answer Key, which is defined in Program 15-07. Make an assignment for each Night Service Mode. There are 256 Virtual Extension Ports.	Day Night/Mode: 1~8 Ringing: 0 = No Ringing 1 = Ring (default = 0)		✓	
15-11-01	<b>Virtual Extension Delayed Ring Assignment</b>	Assign the delayed ringing options for an extension Virtual Extension or Virtual Extension Group Answer keys (defined in Program 15-09). You make an assignment for each Night Service Mode. There are 256 Virtual Extension Ports.	Day Night/Mode: 1~8 Ringing: 0 = Immediate Ring 1 = Delayed Ring (default = 0)		✓	
20-04-03	<b>System Options for Virtual Extensions – CAR/SIE/Virtual Extension Delay Interval</b>	CAR Keys/SIE Keys/Virtual Extensions set for Delayed Ringing (see Program 15-11) ring the extension after this interval.	0~64800 (default = 10 seconds)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (COS) to an extension. There are 15 Classes of Service that can be assigned. Assign eight entries, one for each Night Service Mode.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-13-06	<b>Class of Service Options (Supplementary Service) – Automatic Off-Hook Signaling (Automatic Override)</b>	Allows a busy extension to Manually (0) or Automatically (1) receive off-hook signals.	0 = Off 1 = On (default = 1 for COS 01~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-33	<b>Class of Service Options (Supplementary Service) – ACD Supervisor's Position Enhancement</b>	Set this option to on for the operator to use service codes in Program 11-13-10 ~ 11-13-13.	0 = Off 1 = On (default = 0 for COS 01~15)		✓	
20-13-39	<b>Class of Service Options (Supplementary Service) – ACD Queue Status Display</b>	Turns Off or On the ACD Queue Status Display for an extension Class of Service. Any extension, which has this option enabled, also hears the queue alarm.	0 = Off 1 = On (default = 0 for COS 01~15)		✓	
22-01-11	<b>System Options for Incoming Calls – VRS Waiting Message Interval Time</b>	Setup the sending duration time of the Auto – Attendant & Queuing. The message is repeatedly sent out within the specified time.	0~64800 (seconds) (default = 20)	✓		
30-01-01	<b>DSS Console Operating Mode</b>	Use this program to set the mode of the system DSS consoles. The entry for this option applies to all the system DSS consoles.	0 = Business Mode 1 = Hotel Mode 2 = ACD Monitor Mode 3 = Business/ACD Mode (default = 0)		✓	
30-05-04	<b>DSS Console Lamp Table – ACD Agent Busy</b>	Use this program to define the LED patterns for functions on the DSS consoles. The entry for this option applies to all the system DSS consoles.	Lamp Pattern Data 0 ~ 7 [default = 7(on)]		✓	
30-05-05	<b>DSS Console Lamp Table – Out of Schedule (ACD DSS)</b>	Use to define the LED patterns for out of schedule (ACD/DSS) functions on the DSS consoles.	Lamp Pattern Data 0~7 [default = 0 (Off)]		✓	
30-05-06	<b>DSS Console Lamp Table – ACD Agent Log Out (ACD DSS)</b>	Use this program to define the LED patterns for functions on the DSS consoles.	Lamp Pattern Data: 0~7 [default = 5 (IL)]		✓	
30-05-07	<b>DSS Console Lamp Table – ACD Agent Log In (ACD DSS)</b>	Use this program to define the LED patterns for functions on the DSS consoles.	Lamp Pattern Data: 0~7 [default = 4 (IR)]		✓	
30-05-08	<b>DSS Console Lamp Table – ACD Agent Emergency (ACD DSS)</b>	Use this program to define the LED patterns for functions on the DSS consoles.	Lamp Pattern Data: 0~7 [default = 6 (IW)]		✓	
40-10-01	<b>Voice Announcement Service Option – VRS Fixed Message</b>	Enable (1) or Disable (0) the system ability to play the fixed VRS messages (such as You have a message).	0 = Not Used 1 = Used (default = 0)		✓	
41-01-01	<b>System Options for ACD – System Supervisory Extension</b>	Define the ACD Supervisor for the entire system.	Up to eight digits (0~9, *, #) (default not assigned)		✓	
41-01-02	<b>System Options for ACD – Login ID Code Digit</b>	Define the number of digits for agent login ID code.	0~20 (0 = No Login ID) (default = 0)		✓	
41-01-03	<b>System Options for ACD – ACD MIS Connection Ports</b>	Define what port is used for ACD MIS connection. Currently only LAN is supported.	0 = None 3 = LAN (CD-CP00-AU) (default = 0)	✓		
41-01-04	<b>System Options for ACD – ACD-MIS Command Notification when a BT Message is returned</b>	ACD-MIS Command Notification when a BT message is returned.	0 = Notifies 1 = No notification (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
41-02-01	<b>ACD Group and Agent Assignments</b>	For each ACD extension number, assign an ACD Group (1~64). An ACD Group number is assigned to each Work Period number (1~8).	ACD Work Period Mode Number: 1~8 ACD Group Number: 0~64 (0 = No Setting) (default = 0)	✓		
41-03-01	<b>Incoming Ring Group Assignment for ACD Group – ACD Group Number</b>	For each incoming trunk group set up in Program 22-05, designate which ACD Group (1~64) the trunks should ring for each of the eight Work Periods.	ACD Group Number: 0~64 (0 = No Setting) (default = 0)	✓		
41-03-02	<b>Incoming Ring Group Assignment for ACD Group – Night Announcement Service</b>	Designate for each incoming trunk, whether or not Night Announcement Service is assigned.	0 = No 1 = Yes (default = 0)		✓	
41-03-03	<b>Incoming Ring Group Assignment for ACD Group – Priority Data</b>	Determine whether an incoming call to a trunk ring group should follow a priority assignment.	0, 1~7 0 = No Priority 1 = Highest Priority 7 = Lowest Priority (default = 0)		✓	
41-04-01	<b>ACD Group Supervisor – Group Supervisor Extension</b>	Assign the group supervisor extension.	Extension Number = Up to eight digits (default not assigned)		✓	
41-04-02	<b>ACD Group Supervisor – Operation Type</b>	Assign the supervisor operating type.	0 = Do Not receive any ACD incoming calls (No) 1 = Receive ACD incoming calls in case of overflow (Busy) 2 = Receive ACD incoming calls all the time (Yes) (default = 0)		✓	
41-05-01	<b>ACD Agent Work Schedules</b>	Use this program to set up the Work Schedules for ACD Agents and Groups. For each ACD Work Schedule (1~4), designate the start and stop times for each of the eight Work Periods. After the schedules are set up in this program, assign them to days of the week in Program 41-07. (This is the same program used by the Trunk Work Schedules.) After the schedules are set up in this program, assign them to days of the week in Program 41-07.	Work Period Mode Number = 1~ 8 Start Time = 0000~2359 End Time = 0000~2359 Default: (Start) 0000 (End) 0000	✓		
41-06-01	<b>Trunk Work Schedules</b>	Use this program to set up the Work Schedules for trunks. For each Work Schedule (1~4), designate the start and stop times for each of the eight Work Periods. After the schedules are set up, assign them to days of the week in Program 41-07.	Work Period Mode Number = 1~ 8 Start Time = 0000~2359 End Time = 0000~2359 Default: (Start) 0000 (End) 0000	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
41-07-01	<b>ACD Weekly Schedule Setup</b>	Assign the four Work Schedules (1~4) to days of the week. The assignments made in this program apply to both the ACD Agent Work Schedules (Program 41-05) and the Trunk Work Schedules (Program 41-06).	Day No./Time Pattern: 1 = Sunday/ 0~4 (0 = No ACD) (default = 0) 2 = Monday/ 0~4 (0 = No ACD) (default = 0) 3 = Tuesday/ 0~4 (0 = No ACD) (default = 0) 4 = Wednesday/ 0~4 (0 = No ACD) (default = 0) 5 = Thursday/ 0~4 (0 = No ACD) (default = 0) 6 = Friday/ 0~4 (0 = No ACD) (default = 0) 7 = Saturday/ 0~4 (0 = No ACD) (default = 0)	✓		
41-08-01	<b>ACD Overflow Options – Overflow Operation Mode</b>	Assign the overflow mode (0~9), destination and announcement message types. Delay Announcement functions are not available for ACD pilot number calls. Each ACD Group can have unique overflow options.	0 = No overflow (None) 1 = Overflow with No Announcement 2 = No Overflow with First Announcement Only 3 = No Overflow with First & Second Announcements 4 = Overflow with First Announcement Only 5 = Overflow with First and Second Announcement 6 = Not Used 7 = Not Used 8 = No Overflow with Second Announcement Only 9 = Overflow with Second Announcement Only (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
41-08-02	<b>ACD Overflow Options – ACD Overflow Destination</b>	Assign the overflow mode (0~9), destination and announcement message types. Delay Announcement functions are not available for ACD pilot number calls. Each ACD Group can have unique overflow options.	0 = No Setting 1~64 = ACD Group 65 = Overflow Table (Program 41-09) 66 = Voice Mail Integration 67 = System Speed (Program 41-08-05) 68 = Incoming Ring Group (Program 41-08-06) (default = 0)		✓	
41-08-03	<b>ACD Overflow Options – Delay Announcement Source Type</b>	Assign the overflow mode (0~9), destination and announcement message types. Delay Announcement functions are not available for ACD pilot number calls. Each ACD Group can have unique overflow options.	0 = ACI 1 = VRS 2 = VM8000 InMail (default = 0)		✓	
41-08-04	<b>ACD Overflow Options – ACD Overflow Transfer Time</b>	Define the time before ACD overflow occurs. Each ACD Group can have unique overflow options.	0~64800 (seconds) (default = 30 seconds)		✓	
41-08-05	<b>ACD Overflow Options – System Speed Dial Bin</b>	Assign the speed dial bin to be used as the ACD overflow destination. Using a speed dial bin for ACD Overflow is supported only for off premise calls.	0~1999 (Used when 41-08-02 is set to 67) (default = 1999)		✓	
41-08-06	<b>ACD Overflow Options – Incoming Ring Group</b>	Assign the Ring Group for ACD overflow calls to go to.	1~100 (Used when 41-08-02 is set to 68) (default = 1)		✓	
41-09-01	<b>ACD Overflow Table Setting</b>	Use this program to define the ACD group to which a call is transferred when overflow occurs.	0~65 0 = No Setting 65 = In-Skin Voice Mail Integration (default = 0)		✓	
41-10-01	<b>ACI Delay Announcement – 1st Delay Announcement ACI Port Number</b>	Use this program to define the ACI port number to be used for the delay announcement. This program is activated when the delay announcement source and options are assigned as ACI in Program 41-08-03.	0~96 0 = No Setting (default = 0)		✓	
41-10-02	<b>ACI Delay Announcement – 2nd Delay Announcement ACI Port Number</b>	Use this program to define the ACI port number to be used for the delay announcement. This program is activated when the delay announcement source and options are assigned as ACI in Program 41-08-03.	0~96 0 = No Setting (default = 0)		✓	
41-10-03	<b>ACI Delay Announcement – 1st Delay Announcement Connection Timer</b>	Use this program to define the time before the 1st Delay Announcement is played.	0~64800 (seconds) (default = 4 seconds)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
41-10-04	ACI Delay Announcement – 2nd Delay Announcement Connection Timer	Set the time between when the 1st Delay Announcement plays and when the 2nd Delay Announcement plays.	0~64800 (seconds) (default = 60 seconds)		✓	
41-10-05	ACI Delay Announcement – 2nd Delay Announcement Sending Duration	Set the timer for how long the 2nd Delay Announcement plays. After this time expires, the call disconnects. To keep the call in queue, set this time to 0.	0~64800 (seconds) (default = 0 seconds)		✓	
41-11-01	VRS Delay Announcement – Delay Message Start Timer	Input the time before the 1st Delay Message Starts.	0~64800 (seconds) (default = 0 seconds)		✓	
41-11-02	VRS Delay Announcement – 1st Delay Message Number	Assign the VRS message number to be used as the message source for the 1st and 2nd Delay Announcement Messages. Refer to Program 41-08 for more on setting up the ACD overflow options. This program is activated when the delay announcement source and options are assigned as VRS in Program 41-08-03.	0~101 0 = No Message 101 = Fixed Message (default = 0)		✓	
41-11-03	VRS Delay Announcement – 1st Delay Message Sending Count	Input the number of times the 1st Delay Message is sent. If set to 0, the message is not played.	0~255 (default = 0)		✓	
41-11-04	VRS Delay Announcement – 2nd Delay Message Number	Input the VRS Message to be played as the 2nd Delay Message.	0~101 0 = No Message 101 = Fixed Message (default = 0)		✓	
41-11-05	VRS Delay Announcement – 2nd Waiting Message Sending Count	Input the number of times the 2nd Delay Message is sent. If set to 0, the message is not played	0~255 (default = 0)		✓	
41-11-06	VRS Delay Announcement – Tone Kind at Message Interval	Input what is heard between the Delay messages.	0 = Ring Back Tone 1 = MOH Tone 2 = BGM Source (default = 0)		✓	
41-11-07	VRS Delay Announcement – ACD Forced Disconnect Time after the 2nd Delay Message	Set the time, after the last 2nd Delay Message is played, before the call is disconnected.	0~64800 (seconds) 0 = No Disconnect (default = 60 seconds)		✓	
41-11-08	VRS Delay Announcement – Queue Depth Announcement (Requires VRS)	Input when the Queue Depth Announcement will be played.	0 = Disable 1 = After 1st (1st) 2 = After 2nd (2nd) 3 = After 1st and 2nd (1st and 2nd) (default = 0)		✓	
41-12-01	Night Announcement Setup – Night Announcement Source Type	Define the source for each ACD groups night announcement. Night announcement availability depends on the setting in Program 41-03-02.	0 = ACI 1 = VRS (default = 0)		✓	
41-12-02	Night Announcement Setup – Night Announcement ACI Port Number	Define the ACI port to be used for the ACD Night Announcement function.	0~96 0 = No Setting (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
41-12-03	<b>Night Announcement Setup – ACD Night Announce Sending Time</b>	Define the length of time the ACD night Announcement will play. Only used when Program 41-12-01 is set to 0 (ACI). Night announcement availability depends on the setting in Program 41-03-02.	0~64800 (seconds) (default = 30 seconds)		✓	
41-13-01	<b>VRS Message Number for Night Announcement – VRS Message Number</b>	Define the VRS message number to be used as the night announcement. This program is activated when the night announcement source is assigned as VRS in Program 41-12-01.	0~100 0 = No Message (default = 0)		✓	
41-13-02	<b>VRS Message Number for Night Announcement – Tone Kind at Message Interval</b>	Input what is heard between VSR Night Announcements.	0 = Ring Back Tone 1 = MOH Tone 2 = BGM Source (default = 0)		✓	
41-14-01	<b>ACD Options Setup – Emergency Call Operation Mode</b>	Define if Emergency Calls ring the system supervisory extension or not when the group supervisory extension is busy. This option allows the supervisor to press an Emergency Key (programmed for this feature) once to monitor the call or twice to barge in on the call. The supervisor must be logged in for this feature to work.	0 = Call to system supervisory extension when group supervisory extension is busy. 1 = No calls to system supervisory extension when group supervisory extension is busy. (default = 0)		✓	
41-14-02	<b>ACD Options Setup – Automatic Wrap Up Mode</b>	Define if agents manually enter wrap mode by pressing a key, or are put automatically into wrap mode at end of an ACD call. This setting applies to all agents in the selected group.	0 = After wrap up mode key is pressed (Manual) 1 = After call is finished automatically (Auto) (default = 0)		✓	
41-14-03	<b>ACD Options Setup – ACD Priority for Overflow Calls</b>	This option determines whether the ACD group should use its own priority assignment or if it should follow the priority assigned in Program 41-03-03.	0 = Own group priority 1 = Priority order by Program 41-03-03 (default = 0)		✓	
41-14-04	<b>ACD Options Setup – Automatic Answer</b>	This option Enables/Disables Automatic Answer for agents using headsets.	0 = Off 1 = On (default = 0)		✓	
41-14-06	<b>ACD Options Setup – Call Queuing after 2nd Announcement</b>	This option determines whether the caller should hear the 2nd Delay Announcement and then be taken out of queue (1), or be placed back into queue (0).	0 = Enable (Yes) 1 = Disable (No) (default = 0)		✓	
41-14-07	<b>ACD Options Setup – Automatic Off Duty for SLT</b>	This option Enables/Disables Automatic Off Duty (rest) mode for agents with single line telephones.	0 = No change to off duty mode 1 = Change to off duty mode automatically (Skip) (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
41-14-08	<b>ACD Options Setup – ACD Off Duty Mode</b>	This option Enables (1) or Disables (2) the agent's ability to receive internal calls in ACD Off Duty Mode.	0 = Cannot receive internal call 1 = Can receive internal call (default = 0)		✓	
41-14-09	<b>ACD Options Setup – Automatic Wrap Up End Time</b>	This option sets the number of seconds for the Automatic Wrap Up End Time.	0~64800 (seconds) (default = 0 seconds)		✓	
41-14-10	<b>ACD Options Setup – ACD No Answer Skip Time</b>	This option sets how long a call to the ACD Group rings an idle extension before routing to the next agent.	0~64800 (seconds) (default = 10 seconds)		✓	
41-14-12	<b>ACD Options Setup – Start Headset Ear Piece Ringing (for SLT)</b>	This option sets the ringing start time for the headset ear piece on a single line telephone.	0~64800 (seconds) (default = 0 seconds)		✓	
41-14-13-1	<b>ACD Options Setup – ACD Queue 1-Digit Assignment</b>	Set various options for ACD Groups. When an option is set for an ACD Group, the setting is in force (if applicable) for all agents in the group. For each ACD Queue (1~64) assign the One-Digit number (0~9, *, #) to be used for the One-Digit Dial Out Option.	1st Data: Up to one digit (0, 1~9, #, *) 2nd Data: (default = Blank)		✓	
41-14-13-2	<b>ACD Options Setup – Destination Number Type</b>	Set various options for ACD Groups. When an option is set for an ACD Group, the setting is in force (if applicable) for all agents in the group. For each ACD Queue (1~64), assign the Destination Number Type.	2nd Data: 0 = None 1 = Extension or Voice Mail 2 = Incoming Ring Group 3 = Speed Dial Bin 4 = ACD Group (default = 0)		✓	
41-14-13-3	<b>ACD Options Setup – Destination Number</b>	Set various options for ACD Groups. When an option is set for an ACD Group, the setting is in force (if applicable) for all agents in the group. For each ACD Queue (1~64), assign the destination number for the assigned Destination Type.	3rd Data: Up to eight digits (0, 1~9, #, *) (default = Blank)		✓	
41-14-14	<b>ACD Options Setup – DTMF Detection Assignment during Delay Announcement</b>	Set various options for ACD Groups. When an option is set for an ACD Group, the setting is in force (if applicable) for all agents in the group. For each ACD Queue (1~64), assign if the One-Digit Dial Out option can (1 = Yes) or cannot (0 = No) be pressed during the Delay Announcements.	0 = Does not detect during message 1 = Detect during message (default = 1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
41-14-15	<b>ACD Options Setup – DTMF Detect Time after Delay Announcement Message</b>	Set various options for ACD Groups. When an option is set for an ACD Group, the setting is in force (if applicable) for all agents in the group. For each ACD Queue (1~64), assign the amount (0~64800 seconds) of time after the Delay Announcement that the 1-Digit Dial Out option works.	0~64800 (seconds) (default = 0 seconds)		✓	
41-15-01	<b>ACD Queue Alarm Information – Number of Calls in ACD Queue to Activate Alarm Information</b>	Define the number of calls that must be in queue before the Alarm Information is activated. Do not use these programs if the alarm options are defined in Program 41-20-01 through 41-20-05.	0~200 0 = No Alarm (default = 0)		✓	
41-15-02	<b>ACD Queue Alarm Information – Interval Time of Alarm Information</b>	Define how long the Alarm will ring when activated. Do not use these programs if the alarm options are defined in Program 41-20-01 through 41-20-05.	0~64800 (seconds) (default = 0 seconds)		✓	
41-16-01	<b>ACD Threshold Overflow – Number of Calls in Queue</b>	This option defines the maximum number of calls allowed in the ACD queue before overflow occurs.	0~200 (0 = No Limitation) (default = 0)		✓	
41-16-02	<b>ACD Threshold Overflow – Operation Mode for ACD Queue</b>	This option defines how the system should handle calls when the number of calls in queue exceeds the threshold.	0 = The last waiting call is transferred 1 = The longest waiting call is transferred 2 = Send Busy Tone (default = 0)		✓	
41-17-01	<b>ACD Login Mode Setup</b>	Define the ACD login mode for each extension. If the AIC Login Mode is enabled, set the AIC Login and AIC Logout service codes for the AIC members in Program 11-13-08 and 11-13-09.	0 = Normal Login Mode 1 = AIC Login Mode (default = 0)		✓	
41-18-01	<b>ACD Agent Identity Code Setup – ACD Agent Identity Code</b>	Define the ACD Agent Identity Codes.	Up to four digits (default not assigned)		✓	
41-18-02	<b>ACD Agent Identity Code Setup – Default ACD Group Number</b>	Define the default ACD group for AIC Agents in each AIC table.	0~64 0 = No Setting (default = 0)		✓	
41-18-03	<b>ACD Agent Identity Code Setup – ACD Group Number in Mode 1</b>	For each AIC table, define the ACD group AIC Agents are in during mode 1.	0~64 0 = No Setting (default = 0)		✓	
41-18-04	<b>ACD Agent Identity Code Setup – ACD Group Number in Mode 2</b>	For each AIC table, define the ACD group AIC Agents are in during mode 2.	0~64 0 = No Setting (default = 0)		✓	
41-18-05	<b>ACD Agent Identity Code Setup – ACD Group Number in Mode 3</b>	For each AIC table, define the ACD group AIC Agents are in during mode 3.	0~64 0 = No Setting (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
41-18-06	ACD Agent Identity Code Setup – ACD Group Number in Mode 4	For each AIC table, define the ACD group AIC Agents are in during mode 4.	0~64 0 = No Setting (default = 0)		✓	
41-18-07	ACD Agent Identity Code Setup – ACD Group Number in Mode 5	For each AIC table, define the ACD group AIC Agents are in during mode 5.	0~64 0 = No Setting (default = 0)		✓	
41-18-08	ACD Agent Identity Code Setup – ACD Group Number in Mode 6	For each AIC table, define the ACD group AIC Agents are in during mode 6.	0~64 0 = No Setting (default = 0)		✓	
41-18-09	ACD Agent Identity Code Setup – ACD Group Number in Mode 7	For each AIC table, define the ACD group AIC Agents are in during mode 7.	0~64 0 = No Setting (default = 0)		✓	
41-18-10	ACD Agent Identity Code Setup – ACD Group Number in Mode 8	For each AIC table, define the ACD group AIC Agents are in during mode 8.	0~64 0 = No Setting (default = 0)		✓	
41-19-01	ACD Voice Mail Delay Announcement – Delay Message Start Timer	This option assigns how long the system waits before playing the Delay Message.	0 ~ 64800 (seconds) (default = 0)		✓	
41-19-02	ACD Voice Mail Delay Announcement – Mailbox Number for 1st Announcement Message	This option assigns the Voice Mail ACD Announcement Mailbox as the message source for the 1st Announcement Message.	Dial (up to eight digits) (default not assigned)		✓	
41-19-03	ACD Voice Mail Delay Announcement – 1st Delay Message Sending Count	This option assigns the 1st Delay Message Sending Count. This entry must be set to 1 or higher for the message to play.	0 = No message is played 1 ~ 255 (default = 0)		✓	
41-19-04	ACD Voice Mail Delay Announcement – Mailbox Number for 2nd Announcement Message	This option assigns the Voice Mail ACD Announcement Mailboxes as the message source for the 2nd Announcement Message.	Dial (up to eight digits) (default not assigned)		✓	
41-19-05	ACD Voice Mail Delay Announcement – 2nd Delay Message Sending Count	This option assigns the 2nd Delay Message Sending Count. This entry must be set to 1 or higher for the message to play.	0 = No message is played 1 ~ 255 (default = 0)		✓	
41-19-06	ACD Voice Mail Delay Announcement – Wait Tone Type at Message Interval	This option assigns what the caller hears between the messages.	0 = Ring Back Tone 1 = Music On Hold Tone 2 = Background Music Source (default = 0)		✓	
41-19-07	ACD Voice Mail Delay Announcement – ACD Forced Disconnect Time after 2nd Announcement	This option assigns how long the system waits after the end of the ACD Delay Message before disconnecting.	0 ~ 64800 (seconds) (default = 0)		✓	
41-19-08	ACD Voice Mail Delay Announcement – Delay Message Interval Time	This option sets the timer for the interval between the Delay Messages.	0 ~ 64800 (seconds) (default = 20 seconds)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
41-20-01	<b>ACD Queue Display Settings – Number of Calls in Queue</b>	Program 41-15 can also provide a queue alarm to the agents. The options in Program 41-20 should not be used if 41-15 is set. This option assigns the number of calls that can accumulate in the ACD queue before the Queue Status Display (and optional queue alarm) occurs.	0=No Display, 1~200 (default = 0)		✓	
41-20-02	<b>ACD Queue Display Settings – Queue Status Display Time</b>	Program 41-15 can also provide a queue alarm to the agents. The options in Program 41-20 should not be used if 41-15 is set. This option assigns how long the Queue Status display remains on the telephone display.	0~64800 (seconds) (default = 5 seconds)		✓	
41-20-03	<b>ACD Queue Display Settings – Queue Status Display Interval</b>	Program 41-15 can also provide a queue alarm to the agents. The options in Program 41-20 should not be used if 41-15 is set. This option assigns the interval that refreshes the Queue Status Alarm time in queue display and causes the optional queue alarm to occur on telephones active on a call, logged out, or in wrap-up.	0~64800 (seconds) (default = 60 seconds)		✓	
41-20-04	<b>ACD Queue Display Settings – ACD Call Waiting Alarm</b>	Program 41-15 can also provide a queue alarm to the agents. The options in Program 41-20 should not be used if 41-15 is set. This option Enables or Disables the queue alarm.	0 = Disable (Off) 1 = Enable (On) (default = 0)		✓	
41-20-05	<b>ACD Queue Display Settings – ACD Call Waiting Alarm Hold Time</b>	Program 41-15 can also provide a queue alarm to the agents. The options in Program 41-20 should not be used if 41-15 is set. This option assigns how long the Call Waiting Alarm should sound.	0~64800 (seconds) (default = 0 seconds)		✓	
47-03-02	<b>SV8100 InMail Group Mailbox Options – Mailbox Number</b>	The Group Mailbox Number is the same as the Department Group master (pilot) number. Use this option to select the Department Group master (pilot) number associated with the Group Mailbox you are programming.	Digits (eight maximum, using 0~9). No Setting (entered by pressing Hold) (default not assigned)		✓	
47-03-03	<b>SV8100 InMail Group Mailbox Options – Mailbox Type</b>	Use this option to set the Group Mailbox type.	0 = None 1 = Subscriber 2 = Call Routing (default = 1)		✓	

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## Operation

### Using the Headset with Automatic Answer for ACD Agents:

1. With the multiline terminal in an idle state, press **Feature**.
2. Press the **HEADSET** key (Program 15-07-01 or SC 751: 05).
  -  *The Headset key blinks when Automatic Headset is activated.*
  -  *To cancel Automatic Headset, repeat these steps.*

### Transferring Trunk Calls to the ACD Pilot Number:

1. While on an outside call, press **Transfer**.
2. Dial the ACD Pilot number.
3. Hang up.
  -  *The call is transferred to the ACD group.*

### A Supervisor can monitor an ACD call:

1. When an ACD agent is on an outside call, the supervisor presses the **MONITOR** key (Program 15-07-01 or SC 752: \*15).
  -  *The supervisor can hear but cannot participate in the call. If participation is required, use the Barge-In feature instead.*
2. To cancel the call monitoring, press the **MONITOR** key again.

### AIC Agent Log In

#### To log in:

##### Multiline Terminal

1. Press the **ACD LOG IN/LOG OUT** key (Program 15-07-01 or SC 752: \*10).
  - OR -
  - Press **Speaker** and dial the AIC Log In service code (Program 11-13-08).
2. Dial the log in code (up to 20 digits).
  -  *This step is not required if the ID code is disabled in Program 41-01-02.*
3. Dial the Agent Identity Code (AIC) (up to four digits).
  -  *The **ACD LOG IN/LOG OUT** key lights.*

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**To log out (for single or multiple agent log ins):**Multiline Terminal

 All AIC log ins become logged out.

1. Press the **ACD LOG IN/LOG OUT** key (Program 15-07-01 or SC 752: \*10).
2. Dial **1** to accept.

**- OR -**

Press **Speaker** and dial the AIC Log In service code (Program 11-13-08).

 The **ACD LOG IN/LOG OUT** key goes out.

Single Line Telephone

 All AIC log ins become logged out.

1. Lift the handset.
2. Dial the AIC Log Out service code (Program 11-13-08).

**- OR -**

1. To log out of an ACD group without using AIC, lift the handset.
2. Dial the ACD Log Out service code **655** (Program 11-13-02).

**Multiple Agent Log In****To log in:**Multiline Terminal

*After already being logged in:*

1. Press the **ACD LOG IN/LOG OUT** key (Program 15-07-01 or SC 752: \*10).
2. Dial **0** to cancel the log out option.
3. Dial the Agent Identity Code (AIC) (up to four digits).

 The **ACD LOG IN/LOG OUT** key lights.

**- OR -**

Press **Speaker** and dial the AIC Log In service code (Program 11-13-08).

4. Dial the Agent Identity Code (AIC) (up to four digits).

 The **ACD Log In/Log Out** key lights.

Single Line Telephone

 Follow Steps 1~3 to log in with additional AICs (up to three) anytime.

1. Lift the handset and dial the AIC Log In service code (Program 11-13-08).
2. Dial the log in code (up to 20 digits).

 This step is not required if the ID code is disabled in Program 41-01-02.

3. Dial the first Agent Identity Code (AIC) (up to four digits).
  -  *You hear a confirmation tone when immediately logging in with additional AICs.*
4. For second agent log: Dial the second Agent Identity Code (AIC) (up to four digits).
  -  *You hear a confirmation tone.*
5. For third agent log: Dial the third Agent Identity Code (AIC) (up to four digits).
  -  *You hear a confirmation tone.*

## Queue Status Display

### When Logged Into ACD Group

1. With an idle multiline terminal, press the Queue Status Display Programmable Function Key (Code: \*19).
  -  *The display indicates the number of calls in queue, the trunk name, and the time the call has been waiting.*
  -  *When the Queue Status Display key is pressed, the queue status of the extension group is displayed. When the extension is not in an ACD group, the Queue Status of group 1 is displayed instead.*
  -  *When an agent logs in using an AIC code, the Queue Status of the default ACD group defined in PRG 41-18-02 is displayed.*
2. Press **VOL UP** and **VOL DOWN** to scroll through the Queue Status Displays of all the ACD Groups.
3. Press the **CLEAR** key to return the telephone to an idle state.

### When Logged Out of ACD Group

When ACD agents are logged out and a call is placed in the ACD queue, the telephone of the logged out agents displays the Queue Status and they hear the alarm according to the settings defined in system programming.

Pressing the Queue Status Display Programmable Function key returns the telephone to idle until the time in Program 41-20-03 expires again.

## Rest Mode

### To set the manual Rest Mode:

#### Multiline Terminal

1. With the multiline terminal idle state, press the **ACD Rest Mode** key (Program 15-07-01 or SC 752: \*13).
  -  *The ACD Rest Mode key lights. If the Rest Mode key is pressed while the agent is on an active call, the key flashes until the agent hangs up.*
  -  *This operation is not available for the System Supervisor.*

Single Line Telephone

1. Lift the handset and dial **658**.
  -  *A fast busy is heard.*
  -  *To set Pre-Rest Mode (while on a call), press the hookflash and then dial 658. Press the Hookflash again to return to the outside party. Rest Mode begins once the call is completed.*
2. Hang up.

**To cancel the manual Rest Mode:**Multiline Terminal

1. Press the **ACD Rest Mode** key (Program 15-07-01 or SC 752: \*13).
  -  *The ACD Rest Mode key light goes off.*

Single Line Telephone

1. Lift the handset.
  -  *A fast busy is heard.*
2. Dial **659**.
3. Hang up.

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## *Automatic Release*

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### Description

Automatic Release drops the line circuit when an outside party abandons the call. For this feature to work with Loop Start Trunks, the CO/PBX providing the outside line must provide a timed disconnect signal. Automatic Release is normally provided on Ground Start, DID, ISDN, and Tie Line trunks.

### Conditions

- Automatic Release on ISDN trunks is provided by the protocol.
- When an outside line is accessed using a dedicated line key, the LED associated with the line key goes off when Automatic Release occurs.
- This feature functions while a call is in progress, on hold, or in a conference.
- This feature applies to all ICM type calls in progress, holding or parked.
- When Automatic Release occurs and the telephone is in handsfree mode, **Speaker** automatically turns off. If using the handset, the station is set to idle when the handset goes on-hook.

### Default Settings

None

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### System Availability

#### Terminals

Not applicable

#### Required Component(s)

None

## Related Features

Central Office Calls, Answering

Central Office Calls, Placing

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-02-09	Analog Trunk Data Setup – Busy Tone Detection	This option Enables/Disables Busy Tone Detection.	0 = Disable (No) 1 = Enable (Yes) (default = 1)		✓	
14-02-14	Analog Trunk Data Setup – Loop Start/Ground Start	This option identifies the analog trunk as either loop or ground start.	0 = Loop Start (Loop) 1 = Ground Start (Ground) (default = 0)			✓
80-04-01	Call Progress Tone Detector Setup – Detection Level	Use this option to set the Detection Level.	0 = 0dBm ~ -25dBm 1 = -5dBm ~ -30dBm 2 = -10dBm ~ -35dBm 3 = -15dBm ~ -40dBm 4 = -20dBm ~ -45dBm 5 = -25dBm ~ -50dBm 6 = -30dBm ~ -55dBm default: Type 1 (DT) – 0 (-25dBm) Type 2 (BT) – 0 (-25dBm) Type 3 (RBT) – 0 (-25dBm) Type 4, Type 5 – 0			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-04-02	Call Progress Tone Detector Setup – Min. Detection Level	Use this option to set the minimum detection level.	0~15 detect level 0: -15dBm(0) to -30dBm(15) detect level 1: -30dBm(0) to -45dBm(15) detect level 2: -40dBm(0) to -55dBm(15) default: Type 1 (DT) – 15 (-25dBm) Type 2 (BT) – 15 (-25dBm) Type 3 (RBT) – 15 (-25dBm) Type 4, Type 5 – 0			✓
80-04-03	Call Progress Tone Detector Setup – S/N Ratio	Use this option to set the Signal to Noise ratio.	0~4 (0dB ~ -20dB) Default: Type 1 (DT) = 4 (-20dB) Type 2 (BT) = 4 (-20dB) Type 3 (RBT) = 4 (-20dB) Type 4 = 0 Type 5 = 0			✓
80-04-04	Call Progress Tone Detector Setup – No Tone Time	Use this option to set No Tone Time.	0~255 (30+30-7680 ms) default: 13 (420 ms) Type 1 (DT) – 132 (3990 ms) Type 2 (BT) – 132 (3990 ms) Type 3 (RBT) – 132 (3990 ms) Type 4, Type 5 – 0			✓
80-04-05	Call Progress Tone Detector Setup – Pulse Count	Use this option to set the Pulse Count.	1~255 default: 2 Type 1 (DT) – 1 Type 2 (BT) – 1 Type 3 (RBT) – 1 Type 4, Type 5 – 0			✓
80-04-06	Call Progress Tone Detector Setup – ON Minimum Time	Use this option to set the minimum On time.	1~255 (30+30-7680 ms) default: 10 (330 ms) Type 1 (DT) – 9 (300 ms) Type 2 (BT) – 9 (300 ms) Type 3 (RBT) – 25 (780ms) Type 4, Type 5 – 0			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-04-07	Call Progress Tone Detector Setup – ON Maximum Time	Use this option to set the maximum On time.	0~255 (30+30-7680ms) default: 14 (450 ms) Type 1 (DT) – 0 Type 2 (BT) – 20 (630 ms) [ET] Type 3 (RBT) – 40 1230 ms) Type 4, Type 5 – 0			✓
80-04-08	Call Progress Tone Detector Setup – OFF Minimum Time	Use this option to set the minimum Off time.	1~255 (30+30-7680ms) default: 10 (330 ms) Type 1 (DT) – 1 (60 ms) Type 2 (BT) – 12 (390 ms) Type 3 (RBT) – 83 (2520 ms) Type 4, Type 5 – 0			✓
80-04-09	Call Progress Tone Detector Setup – OFF Maximum Time	Use this option to set the maximum Off time.	0~255 (30+30-7680 ms) default: 14 (450 ms) Type 1 (DT) – 1 (60 ms) Type 2 (BT) – 20 (630 ms) Type 3 (RBT) – 115 (3480ms) Type 4, Type 5 – 0			✓

## Operation

None

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## *Automatic Route Selection*

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### **Description**

Automatic Route Selection (ARS) provides call routing and call restriction based on the digits a user dials. ARS gives the system the most cost-effective use of the connected long distance carriers.

ARS is an on-line call routing program that you can customize (like other system options) from a display telephone. ARS accommodates 400 call routing choices – without a custom-ordered rate structure database. With ARS, you can modify the system routing choices quickly and easily. This is often necessary in the telecommunications world of today where the cost structure and service choices frequently change.

The ARS feature can add or delete digits and route calls according to predetermined levels. When UNIVERGE SV8100 systems are networked together by Tie Lines or K-CCIS, the networked systems can be called by a system number and a user extension number, just an extension number, or by using a trunk access code.

### **ARS Feature Summary**

ARS provides:

#### Call Routing

ARS can apply up to 24-digit analysis to every number dialed. For programming, ARS provides separate 8-digit and 24-digit tables. Each table can have up to 250 numbers.

#### Dialing Translation (Special Dialing Instructions)

ARS can automatically execute stored dialing instructions (called Dial Treatments) when it chooses a route for a call. The system allows up to 15 Dial Treatments. The Dial Treatments can:

- Insert or delete an area code (NPA)
- Add digits (such as a dial-up OCC number), pauses and waits to the dialing sequence
- Require the user to enter an authorization code when placing a call (refer to Program 44-03)

#### Time of Day Selection

For routing purposes, ARS provides 10 different day selections (called Time Schedule Patterns). Each Time Schedule Pattern can provide up to 20 time intervals which are assigned to one of the eight day/night modes. The Time Schedule Patterns are then assigned to a day of the week (Monday~Friday, Saturday, Sunday or Holiday).

#### Hierarchical Class of Service Control

ARS allows or denies call route choices based on an extension ARS Class of Service. This allows lower Classes of Service (e.g., 1) to access routes unavailable to higher Classes of Service (e.g., 16). The system provides up to 16 (0=unrestricted, 1~16) ARS Classes of Service.

Separate Routing for Selected Call Types

To provide unique control, you can program separate routing instructions for:

- Directory assistance calls
- Emergency calls

### Basic ARS Operation

When a user places an outside call, ARS analyzes the digits dialed and assigns one of 400 Selection Numbers to the call. The Selection Number chosen depends on which digits the user dialed. ARS then checks the time of day, the day of week and the extension ARS Class of Service. Based on these call routing options, ARS selects a trunk group for the call and imposes the Dial Treatment instructions (if any).

### Class of Service Option Allows Outgoing Calls to Not Follow Access Map

Using this option allows a Class of Service to be set so that ARS does not follow the trunk access map settings (Program 14-07-01 and Program 15-06-01). The feature allows an extension user to have CO line keys on their telephone which allow incoming access only. The user has only outgoing access on the CO lines when using ARS to place a call.

### Class of Service Matching

With the ARS Class of Service Match Access feature, you can determine whether the system should allow a call based on the COS assigned to the Dial Analysis Table (Program 26-02). This change can be used to create a tenant-like application. It then uses the trunk group defined in the Additional Entry in Program 26-02-03 to place the outgoing call.

When this feature is enabled, the calls are routed in sequential order, and are allowed if the Class of Service for the trunk groups matches.

For this feature, **Program 26-01-06: Automatic Route Selection Service, COS Match Access** is used.

The examples below use the following system programming:

#### Program 26-02 for Dial Analysis Table for ARS set as:

Table No.	Program 26-02-01 Dial	Program 26-02-02 Service Type	Program 26-02-03 Add Data	Program 26-02-04 ARS COS
1	203@@@@@	1:Route to trunk group	3 (Group 3)	5
2	214@@@@@	1:Route to trunk group	1 (Group 1)	4
197	@@@@@	1:Route to trunk group	2 (Group 2)	4
198	@@@@@	1:Route to trunk group	3 (Group 3)	3
199	@@@@@	1:Route to trunk group	2 (Group 2)	2
200	@@@@@	1:Route to trunk group	1 (Group 1)	1

**Program 12-02 for Automatic Night Service Patterns as:**

Time Pattern No.	Program 12-02-01 Start Time	Program 12-02-02 End Time	Program 12-02-03 Operation Mode
1	00:00	08:30	2 (Night)
2	08:30	17:00	1 (Day)
3	17:00	00:00	2 (Night)

**Program 12-02 for Automatic Night Service Patterns as:**

Mode	Ext. 301	Ext. 302	Ext. 401	Ext. 402
Mode 1 (Day)	1	2	3	3
Mode 2 (Night)	1	4	3	5

**Program 26-01-03 for ARS Misdialed Number Handling as: 1 (Warning Tone)****With Program 26-01-06: ARS COS Match Access disabled (set to 0):**

- If at 9:00 AM, each extension dialed 9+(203)926-5400  
All Extension would use Trunk Group 3
- If at 9:00 AM, each extension dialed 9+(214)262-2000  
All Extension would use Trunk Group 1
- If at 6:00 PM, each extension dialed 9+(203)926-5400  
All Extension would use Trunk Group 3
- If at 6:00 PM, each extension dialed 9+(214)262-2000  
Extension 301, 302 and 401 would use Trunk Group 1  
Extension 402 would not be able to dial out as the COS is lower

**With Program 26-01-06: ARS COS Match Access enabled (set to 1):**

- If at 9:00 AM, each extension dialed 9+(203)926-5400  
Extension 301 would use Trunk Group 1  
Extension 302 would use Trunk Group 2  
Extension 401, 402 would use Trunk Group 3
- If at 9:00 AM, each extension dialed 9+(214)262-2000  
Extension 301 would use Trunk Group 1  
Extension 302 would use Trunk Group 2  
Extension 401, 402 would use Trunk Group 3
- If at 6:00 PM, each extension dialed 9+(203)926-5400  
Extension 301 would use Trunk Group 1  
Extension 302 would use Trunk Group 2  
Extension 401, 402 would use Trunk Group 3
- If at 6:00 PM, each extension dialed 9+(214)262-2000  
Extension 301, 302 would use Trunk Group 1  
Extension 401 would use Trunk Group 3  
Extension 402 would not be able to dial out as the COS does not match

## Conditions

- Do not use ARS behind a Centrex/PBX.
- Line keys, Call Appearance (CAP) Keys, outgoing trunk group keys, dialing 704 + trunk group, dialing +trunk number, and speed dial numbers assigned to a certain trunk group can all be used to by-pass ARS.
- If no PBX access code is entered in the Dial Treatment, the system can still dial 000.
- Toll Restriction overrides ARS.
- A system with Automatic Route Selection cannot also have Trunk Group Routing.
- With ARS installed, Trunk Queuing automatically queues for the least costly route. The system automatically redials the queued call when the extension user lifts the handset.
- Speed Dialing may bypass ARS routing.
- Set up other options for outgoing calls (e.g., unassign line keys, adjust gains, ARS access key, Call Appearance (CAP) Keys, etc.).
- Refer to the Dial Tone Detection feature for the specifics on how the system handles Dial Tone Detection.
- ARS does not permit 0 and 011+ calls to be routed out separate trunk groups. The UNIVERGE SV8100 supports only direct trunk selection for dial 9 (Operator) type calls.
- If an entry of 000 is programmed in ARS, but ARS is turned off, 000 calls still attempt to route using ARS.
- When using ARS Class of Service Matching, CCIS calls will always follow Class of Service 1.

## Default Setting

ARS is off (disabled) at default.

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## System Availability

### Terminals

None

### Required Component(s)

None

## Related Features

Central Office Calls, Placing

Code Restriction

Dial Tone Detection

Speed Dial – System/Group/Station

Trunk Group Routing

Trunk Queuing/Camp On

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-01-01	System Numbering	Set the system internal (Intercom) numbering plan. The numbering plan assigns the first and second digits dialed and affects the digits an extension user must dial to access other extensions and features, such as service codes and trunk codes. If the default numbering plan does not meet the site requirements, use this program to tailor the system numbering to the site.	Refer to SV8100 Programming Manual for a detailed description of this program.	✓		
11-09-01	Trunk Access Code	Specify the digit or digits to be used to access ARS (normally 9).	Dial up to four digits (default = 0)		✓	
11-09-02	2nd Trunk Route Access Code	Use this program to define additional trunk access codes. When a user dials the Alternate Trunk Route Access Code, the system routes their call to the Alternate Trunk Route.	Dial up to four digits (default not assigned)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
12-01-01	<b>Night Mode Function Setup – Manual Night Mode Switching</b>	Turns Off (0) or On (1) any extensions from activating Manual Night Service.	0 = Off 1 = On (default = 1)		✓	
12-01-02	<b>Night Mode Function Setup – Automatic Night Mode Switching</b>	According to a preset schedule, Enable (1) or Disable (0) Automatic Night Service for the system. Make sure to set the Service Patterns in Program 12-02-01, Program 12-02-02 and Program 12-02-03.	0 = Off 1 = On (default = 0)		✓	
12-02-01	<b>Automatic Night Service Patterns –Start Time</b>	Define the daily pattern of the Automatic Mode Switching. Each Mode Group has 10 patterns. These patterns are used in Programs 12-03 and 12-04. The daily pattern consists of 20 timer settings. This option defines the starting time.	0000~2359 Refer to the SV8100 Programming Manual for defaults.		✓	
12-02-02	<b>Automatic Night Service Patterns –End Time</b>	Define the daily pattern of the Automatic Mode Switching. Each Mode Group has 10 patterns. These patterns are used in Programs 12-03 and 12-04. The daily pattern consists of 20 timer settings. This option defines the ending time.	0000~2359 Refer to the SV8100 Programming Manual for defaults.		✓	
12-02-03	<b>Automatic Night Service Patterns –Operation Mode</b>	Define the daily pattern of the Automatic Mode Switching. Each Mode Group has 10 patterns. These patterns are used in Programs 12-03 and 12-04. The daily pattern consists of 20 timer settings. This option defines the operation mode that the system should be in during each time number.	1~8 (default = 1 or 2 depending on time pattern and time number.)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
12-03-01	<b>Weekly Night Service Switching</b>	Define which time pattern should be used on each day of the week.	Night Mode Service Group Numbers: 01~32 Time Schedule Pattern Number: 1~10 Day of Week: 01 = Sunday (default = Time Pattern 2) 02 = Monday (default = Time Pattern 1) 03 = Tuesday (default = Time Pattern 1) 04 = Wednesday (default = Time Pattern 1) 05 = Thursday (default = Time Pattern 1) 06 = Friday (default = Time Pattern 1) 07 = Saturday (default = Time Pattern 2)		✓	
12-04-01	<b>Holiday Night Service Switching</b>	Define a yearly schedule of holiday night-switch settings. This schedule is used for setting special days when the company is expected to be closed, such as national holidays.	Days and Months: 0101~1231 (e.g. 0101 = Jan. 1; 1231 = Dec. 31) Time Pattern Number: 0~10 (0 = No Setting) (default not assigned)		✓	
12-05-01	<b>Night Mode Group Assignment for Extensions</b>	Assign Day/Night Mode Group for each extension.	Night Mode Service Group Number: 01~32 (default = 1)		✓	
12-06-01	<b>Night Mode Group Assignment for Trunks</b>	Assign a Day/Night Mode Group for each trunk port.	Trunk Port Number: 001~200 Night Mode Service Group Number: 01~32 (default Night Mode Service Group Number = 1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
12-07-01	<b>Text Data for Night Mode</b>	Use this program to make an original text message, which, depending on programming, can be displayed on an LCD of a multiline telephone in each Mode.	Night Mode Service Group Number: 01~32 Day/Night Mode: 1~8 Text Message: Maximum 12 Characters (alphabetic or numeric) Default Text Messages for Day/Night Modes: Mode 1 = No Setting Mode 2 = <Night> Mode 3 = <Midnight> Mode 4 = <Rest> Mode 5 = <Day2> Mode 6 = <Night2> Mode 7 = <Midnight2> Mode 8 = <Rest2>		✓	
12-08-01	<b>Night Mode Service Range</b>	Define the changing range of toggle key for each Day/Night Mode.	Night Mode Service Group Number: 01~32 Range: 2~8 (default = 2)		✓	
14-05-01	<b>Trunk Group – Trunk Group Number</b>	Program trunks of the same carrier type into the same trunk group.	Trunks 1-200 Trunk Group 1-100 Priority - 1-200 (default = All trunks in Trunk Group 1 with priorities of: Trunk 1 = Priority 1 Trunk 2 = Priority 2 Trunk 200 = Priority 200)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-07-01	Trunk Access Map Setup	Set up the Trunk Access Maps. This sets the access options for trunks.	0 = No access 1 = Outgoing access only 2 = Incoming access only 3 = Access only when trunk on Hold 4 = Outgoing access and access when trunk on Hold 5 = Incoming access and access when trunk on Hold 6 = Incoming and Outgoing access 7 = Incoming access, outgoing access and access when trunk on Hold Trunk Access Maps: 1~200 Default: Access Maps 1~200 = Trunk Ports 1~200 assigned with option 7 access (incoming and outgoing access and access when trunk is on Hold).		✓	
15-06-01	Trunk Access Map for Extensions	Assign Trunk Access Maps to extensions.	Trunk Access Maps: 1~200 (default = 1)		✓	
20-03-04	System Options for Single Line Telephones – Dial Sending Start Time for SLT or ARS	When ARS or an analog extension user accesses a trunk and dials an outside call, the system waits this interval before outdialing the first digit.	0~64800 (seconds) (default = 1 second)		✓	
20-06-01	Class of Service for Extensions	Assign a Class of Service (1~15) to an extension.	Day/Night Mode: 1~8 Class of Service for Extensions: 1~15 Defaults: Extension number 101 as Class 15. All other extension numbers are set as Class 1.		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-08-17	<b>Class of Service Options (Outgoing Call Service) – ARS Override of Trunk Access Map</b>	Turns Off or On an extension capability to override the trunk access map programming (Program 14-07-01 and Program 15-06-01) for outgoing calls.	0 = Off 1 = On (default = 0 for COS 01~15)		✓	
21-02-01	<b>Trunk Group Routing for Extensions</b>	Use this program to assign Program 14-06 routes to extensions.	Day/Night Mode: 1~8 Route Table Number: 0~100 (0 = No Setting) (default = 1)		✓	
26-01-01	<b>Automatic Route Selection Service – ARS Service</b>	Enable (1) or Disable (0) ARS.	0 = Disable (Off) 1 = Enable (On) (default = 0)	✓		
26-01-02	<b>Automatic Route Selection Service – Network Outgoing Inter-Digit ARS Timer</b>	With Networking, this timer (0~64800 seconds) replaces Program 20-03-04 when determining if all network protocol digits are received. If ARS is enabled at Site B, this timer can be programmed for 5 (500 msec) at Site A. If ARS is disabled and Site B is using F-Route for outbound dialing, this timer should be programmed for 30 (3 seconds) at Site A.	0~64800 (seconds) (default = 30 seconds)		✓	
26-01-03	<b>Automatic Route Selection Service – ARS Misdialed Number Handling</b>	If a user dials a number not programmed in ARS, this option determines if the system should Route over trunk group 1 (0) or Play error tone (1).	0 = Route to Trunk Group 1 1 = Play Warning Tone to Dialer (default = 0)		✓	
26-01-06	<b>Automatic Route Selection Service – Class of Service Match Access</b>	With the ARS Class of Service Match Access feature, you can determine whether or not the system should allow a call based on the COS assigned to the Dial Analysis Table (Program 26-02). This change can be used to create a tenant-like application. It then uses the trunk group set in the Additional Entry in Program 26-02-03 to place the outgoing call. When this feature is enabled, the calls are routed in sequential order, and forward – provided the Class of Service for the trunk groups match.	0 = Disable (Off) 1 = Enable (On) (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
26-01-07	<b>Automatic Route Selection Service – F-Route Access COS Reference</b>	Use this program to define the system options for Automatic Route Selection (ARS).	0 = F-Route 1 = ARS (default = 0)		✓	
26-02-01	<b>Dial Analysis Table for ARS/LCR – Dial</b>	Enter the digits (16 digits maximum: 1~9, 0, *, #, @; 400 separate entries) for the Dial Analysis Table which is analyzed by ARS/LCR. This table is checked after any programmed F-Route operations have completed. The system then refers to Program 26-02-02 and Program 26-02-03 to determine the routing for the call. To enter a wild card/don't care digit, press Line Key 1 to enter an @ symbol. It is important to remember that the system checks the table numbers in numerical order. This means that entries for specific numbers should be entered first (such as your local area codes), then enter the items containing wild card digits. If the system sees an entry of 2@@, any table entries which follow are ignored.  For example, if 268, 269, and 270 are local exchanges, these would be the first three table entries which route according to the settings made in Program 26-02-02 and Program 26-02-03 for each of the table entries. If the next entry is 2@@, the system checks no further in this program and routes all other 2xx numbers according to the entries made in Program 26-02-02 and Program 26-02-03 for this table entry.	Dial Digits (16 digits maximum) 1~9, 0, *, #, or for wild character (Press line key 1) (default not assigned)		✓	
26-02-02	<b>Dial Analysis Table for ARS – ARS Service Type</b>	For each Dial Analysis Table (1~200), select 0 for no ARS, 1 for Service Type 1 – Route to Trunk Group Number to have the number route to a trunk group [Refer to Program 26-02-03] or 2 for Service Type 2 – F-Route Selected to have the dialed number controlled by the F-Route table. If Service Type 2 is selected and F-Route operation is on, the F-Route table used is determined by Program 44-04. If F-Route operation is off, the routing is determined by Program 44-05.	0 = No Service (None) 1 = Route to Trunk Group 2 = Select F-Route Access (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
26-02-03	<b>Dial Analysis Table for ARS – Additional Data/Service Number</b>	For each Dial Analysis Table (1~200), if Service Type 1 was selected in Program 26-02-02, enter the trunk group number (0~100, 0 = No Route).	If Service Type 1 (in 26-02): Select Trunk Group Number (0~100, 0 = No Route) If Service Type 2 (in 26-02): F-Route Time Schedule Not Used = 0~500 (F-Route Table Number). Refer to Program 44-05: ARS/F-Route Table  F-Route Time Schedule Used = 0~500 (F-Route Selection Number). Refer to Program 44-04: ARS/F-Route Selection for Time Schedule. (default = 0)		✓	
26-02-04	<b>Dial Analysis Table for ARS – ARS Class of Service</b>	For each Dial Analysis Table (1~200), set the Automatic Route Selection (ARS) Class of Service (0~16).	0~16 (default = 0)		✓	
26-02-05	<b>Dial Analysis Table for ARS – Dial Treatment for ARS</b>	For each Dial Analysis Table (1~200), set the Automatic Route Selection (ARS) Dial Treatment (0~15) to be used.	0~15 (default = 0)		✓	
26-02-07	<b>Dial Analysis Table for ARS – Network Specified Parameter Table</b>	For each Dial Analysis Table (1~200), set the Automatic Route Selection (ARS) Network Specified Parameter Table (0~16) to be used.	0~16 (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
26-03-01	ARS Dial Treatments – Treatment Code	<p>Assign the Dial Treatments (1~15) for automatic ARS dialing translation. Assign Dial Treatments to Service Numbers (Trunk Groups) in Program 26-02. The ARS Dial Treatment options are:</p> <p><b>3</b> - Delete the NPA if dialed as part of the initial call. This requires at least eight digits in the ARS table (Program 26-02-01).</p> <p><b>2</b> - Delete the leading digit if dialed as part of the initial call. This requires at least eight digits in the ARS table (Program 26-02-01).</p> <p><b>1</b> - Add a leading 1 if not dialed as part of the initial call. This requires at least eight digits in the ARS table (Program 26-02-01).</p> <p><b>INPA</b> - Insert the NPA specified by NPA.</p> <p><b>DNN</b> - Outdial the NN number of digits or execute the code that follows. For example, D041234 outdials 124. Valid entries are 0~9, #, *, Wnn (wait nn seconds) and P (pause). Each digit code counts as a digit. So for example, if a P was added for a pause, the entry would look like: D05P1234. This Dial Treatment can only be added from telephone programming.</p> <p><b>Wnn</b> - Wait nn seconds.</p> <p><b>P</b> - Pause in analog trunk.</p> <p><b>R</b> - Redial the initially dialed number, including any modifications.</p> <p><b>E</b> - End of Dial Treatment. All Dial Treatments must end with the E code.</p> <p><b>X</b> - When ARS is enabled, X must be entered in the Dial Treatment for the system to output the extension number of the call originator to the black box for the E911 feature (US Only).</p> <p>To allow hop-off from a CCISoIP network, assign one of the following dial treatment codes:                      D010RE - Trunk access = 0 (e.g. Australia)                      D019RE - Trunk access = 9 (e.g. New Zealand, USA)</p>	24 characters maximum (default not assigned)		✓	
26-04-01	ARS Class of Service	<p>Set an extension ARS Class of Service (0~16). Automatic Route Selection uses ARS Class of Service when determining how to route extension calls.</p>	Day/Night Mode: 1~8 Class = 0~16 (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
26-11-01	<b>Transit Network ID Table – Transmit Network ID (Carrier ID)</b>	Enter the Transit Network Selection information element to be added to an ARS call using an ISDN trunk. This information element identifies a requested transit network.	0000~9999 (Fixed four digits) (default not assigned)		✓	
44-01-01	<b>System Options for ARS/F-Route – ARS/F-Route Time Schedule</b>	Select whether the ARS/F-Route feature should use the time schedule (0=not used, 1=used). If this option is set to 0, the F-Route table selected is determined only by the digits dialed without any relation to the day or time of the call. If this option is set to 1, the system first refers to Program 44-10. If there is a match, the pattern defined in that program is used. If not, the F-Route pattern in Program 44-09 and time setting in Program 44-08 are used.	0 = Not Used 1 = Used (default = 0)		✓	
44-02-01	<b>Dial Analysis Table for ARS/F-Route Access – Dial</b>	Set the Dial digits for the Pre-Transaction Table for selecting ARS/F-Route (eight digits max: 1~9, 0 * #, @). To enter a wild card/don't care digit, press Line Key 1 to enter an @ symbol.	Up to eight digits (Use line key 1 for a 'Don't Care' digit, @) (default not assigned)	✓		
44-02-02	<b>Dial Analysis Table for ARS/F-Route Access – Service Type</b>	Set the Service Type (0~3) for the Pre-Transaction Table for selecting ARS/F-Route.	0 = No Setting (None) 1 = Extension Call (Own) 2 = ARS/F-Route Table (F-Route) 3 = Dial Extension Analyze Table (Option) (default = 0)	✓		
44-02-03	<b>Dial Analysis Table for ARS/F-Route Access – Additional Data</b>	If a Service Type is set to F-Route in Program 44-02-02, set which F-Route table to be used.	1=Delete Digit = 0~255 (255 : Delete All Digits) 2=0~500 (0 = No Setting) 3=Dial Extension Analyze Table Number = 0~4 (0 = No Setting) (default = 0)	✓		
44-02-04	<b>Dial Analysis Table for ARS/F-Route Access – Dial Tone Simulation</b>	Determine if the Dial Tone Simulation is On (1) or Off (0) for the Pre-Transaction Table for selecting ARS/F-Route. If enabled, this option sends dial tone to the calling party once the routing is determined. This may be required if the central office at the destination does not send dial tone.	0 = Off 1 = On (default = 0)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
44-03-01	Dial Analysis Extension Table – Dial	Set the Dial digits (24 digits max: 1~9, 0 * #, @) to be used for the Dial Extension Analysis Table. When Program 44-02-02 is set to type 3, this program sets the dial extension analysis table. These tables are used when the analyzed digits must be more than eight digits. To enter a wild card/don't care digit, press Line Key 1 to enter an @ symbol.	Up to 24 digits Digits = 1~9, 0, *, #, @ (Press Line Key 1 for wild character @) (default not assigned)		✓	
44-03-02	Dial Analysis Extension Table – ARS/F-Route Select Table Number (1~250)	When dialed digits match the setting in Program 44-03-01, select the ARS/R-Route table number (0~500) to be used for the Dial Extension Analysis Table.	0~500 (ARS/F-Route Table Number) With Program 44-01 set to 0, Program 44-05 is checked. With Program 44-01 set to 1, Program 44-04 is checked. (default = 0)		✓	
44-03-03	Dial Analysis Extension Table – ARS/F-Route Select Table Number (251)	If the received digits are not identified in tables 1~250, the F-Route selection table number (0~500) defined in table 251 is used.	0~500 (ARS/F-Route Table Number) With Program 44-01 set to 0, Program 44-05 is checked. With Program 44-01 set to 1, Program 44-04 is checked. (default = 0)		✓	
44-03-04	Dial Analysis Extension Table – Next Table Area Number (252)	If the received digits do not match the digits set in tables 1~250, table number 252 is used refer to the next Extension Table Area (1~4) to be searched.	0~4 (default = 0)		✓	
44-04-01	ARS/F-Route Selection for Time Schedule	Assign each ARS/F-Route Selection number (1~500) to an ARS/F-Route table number for each ARS/F-Route time mode. There are eight time modes for ARS/F-Route Access.	ARS/F-Route Time Mode: 1~8 ARS/F-Route Table Number = 0~500 (default = 0)		✓	
44-05-01	ARS/F-Route Table – Trunk Group Number	Select the trunk group number to be used for the outgoing ARS call.	0~100, 255 0 = No Setting 255 = Extension Call (default = 0)	✓		
44-05-02	ARS/F-Route Table – Delete Digits	For each ARS/F-Route table (1~500) assign a priority number (1~4). Enter the number of digits to be deleted (0~255) from the dialed number.	0~255 (255 = Delete All) (default = 0)	✓		
44-05-03	ARS/F-Route Table – Additional Dial Number Table	For each ARS/F-Route table (1~500) assign a priority number (1~4). Enter the table number (defined in Program 44-06) for additional digits to be dialed (0~1000).	0~1000 (default = 0)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
44-05-04	ARS/F-Route Table – Beep Tone	For each ARS/F-Route table (1~500) assign a priority number (1~4). Select whether or not a beep is heard if a lower priority trunk group is used.	0 = Off (No Beep) 1 = On (Beep)s (default = 0)	✓		
44-05-05	ARS/F-Route Table – Gain Table Number for Internal Call	For each ARS/F-Route table (1~500) assign a priority number (1~4). Select the gain table number to be used for internal calls (0~500).	0~500 0 = No Setting (default = 0)	✓		
44-05-06	ARS/F-Route Table – Gain Table Number for Tandem Connections	For each ARS/F-Route table (1~500) assign a priority number (1~4). Select the gain table number to be used for the tandem call (defined in Program 44-07).	0~500 0 = No Setting (default = 0)	✓		
44-05-07	ARS/F-Route Table – ARS Class of Service	For each ARS/F-Route table (1~500) assign a priority number (1~4). Select the Class of Service to be used for ARS (0~16). Extension ARS COS is determined in Program 26-04-01.	0~16 (default = 0)	✓		
44-05-08	ARS/F-Route Table – Dial Treatment	For each ARS/F-Route table (1~500) assign a priority number (1~4). Select the Dial Treatment to be used (0~15). The Dial Treatments are defined in Program 26-03-01	0~15 (default = 0)	✓		
44-05-09	ARS/F-Route Table – Maximum Digit	Input the maximum number of digits to send when using the F-Route.	0~24 (default = 0)	✓		
44-05-10	ARS/F-Route – CCIS over IP Destination Point Code	For each ARS/F-Route table (1~500). Set the CCIS over IP Destination Point Code (0~16367).	0~16367 (default = 0)	✓		
44-05-11	ARS/F-Route – Network Specified Parameter Table	For each ARS/F-Route table (1~500) assign the priority (1~4). Assign the Network Specified Parameter Table (0~16).	0~16 (default = 0)	✓		
44-06-01	Additional Dial Table	If an Additional Dial Number Table is entered in Program 44-05-03, define the additional dial table (1~1000) to add digits in front of the dialed ARS/F-Route number (24 digits max: 1-9, 0 * #, Pause). To enter a wild card/don't care digit, press Line Key 1 to enter a P (pause) symbol.	Up to 24 digits Enter: 1~9, 0, *, #, Pause (press line key 1 to enter a pause) (default not assigned)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
44-07-01	Gain Table for ARS/F-Route Access – Incoming Transmit	Set the gain table to be used (1~500). If an extension dials ARS/F-Route number;	1~63 (-15.5 ~ +15.5dB) (default = 32 [0dB])		✓	
44-07-02	Gain Table for ARS/F-Route Access – Incoming Receive	The Extension Dial Gain Table is activated, which is assigned in Program 44-05.	1~63 (-15.5 ~ +15.5dB) (default = 32 [0dB])		✓	
44-07-03	Gain Table for ARS/F-Route Access – Outgoing Transmit	The Extension Dial Gain Table follows Outgoing transmit and Outgoing receive settings.	1~63 (-15.5 ~ +15.5dB) (default = 32 [0dB])		✓	
44-07-04	Gain Table for ARS/F-Route Access – Outgoing Receive	If the incoming call is transferred to another line using ARS/F-Route;  The Tandem Gain Table is activated, which is assigned in Program 44-05. The Tandem Gain Table follows the Incoming transmit and Incoming receive settings for incoming line, and Outgoing transmit and Outgoing receive settings for the outgoing line. For ARS/F-Route calls, the CODEC gains defined in Program 14-01-02 and Program 14-01-03 are not activated.	1~63 (-15.5 ~ +15.5dB) (default = 32 [0dB])		✓	
44-08-01	Time Schedule for ARS/F-Route	Define the daily pattern of the ARS/F-Route feature. ARS/F-Route has 10 time patterns. These patterns are used in Program 44-09 and Program 44-10. The daily pattern consists of 20 time settings.	Time Number: 01~20 Start Time = 0000~2359 End Time = 0000~2359 Mode: 1~8 Default = All Schedule Patterns: 0:00 – 0:00, Mode 1		✓	
44-09-01	Weekly Schedule for ARS/F-Route	Define a weekly schedule for using ARS/F-Route day numbers 1~7 (1 = Sun, 7 = Sat), pattern numbers (1~10). The pattern number is defined in Program 44-08-01.	1 = Sunday (Pattern 1~10) (default Pattern = 1) 2 = Monday (Pattern 1~10) (default Pattern = 1) 3 = Tuesday (Pattern 1~10) (default Pattern = 1) 4 = Wednesday (Pattern 1~10) (default Pattern = 1) 5 = Thursday (Pattern 1~10) (default Pattern = 1) 6 = Friday (Pattern 1~10) (default Pattern = 1) 7 = Saturday (Pattern 1~10) (default Pattern = 1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
44-10-01	<b>Holiday Schedule for ARS/ F-Route</b>	Define a yearly schedule for ARS/ F-Route. This schedule is used for setting special days such as national holidays (pattern numbers 1~10). The pattern number is defined in Program 44-08-01.	Date: 0101~1231 Schedule Pattern Number = 0~10 0 = No Setting (default = 0)		✓	
80-03-01	<b>DTMF Tone Receiver Setup – Detect Level</b>	Use Items 11~32 to set the criteria for dial tone detection for outgoing ARS calls.	0 = 0dBm ~ -25dBm 1 = -5dBm ~ -30dBm 2 = -10dBm ~ -35dBm 3 = -15dBm ~ -40dBm 4 = -20dBm ~ -45dBm 5 = -25dBm ~ -50dBm 6 = -30dBm ~ -55dBm default: Type 1~5 = 0		✓	
80-03-02	<b>DTMF Tone Receiver Setup – Start Delay Time</b>	Use this option to define the start delay time for DTMF Tone Receiver.	0~255 (0.25 ms ~ 64 ms) default: Type 1~5 = 0		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-03-03	DTMF Tone Receiver Setup – Min. Detect Level	Use this option to define the minimum detection level for DTMF Tone Receiver.	0~15 detect level 0: -10dBm(0) to -25dBm(15) detect level 1: -15dBm(0) to -30dBm(15) detect level 2: -20dBm(0) to -35dBm(15) detect level 3: -25dBm(0) to -40dBm(15) detect level 4: -30dBm(0) to -45dBm(15) detect level 5: -35dBm(0) to -50dBm(15) detect level 6: -40dBm(0) to -55dBm(15) detect level 7: -45dBm(0) to -60dBm(15) detect level 8: -50dBm(0) to -65dBm(15) detect level 9: -55dBm(0) to -70dBm(15) detect level 10: -60dBm(0) to -75dBm(15) detect level 11: -65dBm(0) to -80dBm(15) detect level 12: -70dBm(0) to -85dBm(15) detect level 13: -75dBm(0) to -90dBm(15) detect level 14: -80dBm(0) to -95dBm(15) detect level 15: -85dBm(0) to -100dBm(15) default: Type 1 = 10 (-20dBm) Type 2~3 = 15 (-25dBm) Type 4~5 = 10 (-20dBm)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-03-04	<b>DTMF Tone Receiver Setup – Max. Detect Level</b>	Use this option to define the maximum detection level for DTMF Tone Receiver.	0~15 detect level 0: 0dBm(0) to -15dBm(15) detect level 1: -5dBm(0) to -20dBm(15) detect level 2: -10dBm(0) to -25dBm(15) detect level 3: -15dBm(0) to -30dBm(15) detect level 4: -20dBm(0) to -35dBm(15) detect level 5: -25dBm(0) to -40dBm(15) detect level 6: -30dBm(0) to -45dBm(15) detect level 7: -35dBm(0) to -50dBm(15) detect level 8: -40dBm(0) to -55dBm(15) detect level 9: -45dBm(0) to -60dBm(15) detect level 10: -50dBm(0) to -65dBm(15) detect level 11: -55dBm(0) to -70dBm(15) detect level 12: -60dBm(0) to -75dBm(15) detect level 13: -65dBm(0) to -80dBm(15) detect level 14: -70dBm(0) to -85dBm(15) detect level 15: -75dBm(0) to -90dBm(15) default: Type 1~5 = 0		✓	
80-03-05	<b>DTMF Tone Receiver Setup – Forward Twist Level</b>	Use this option to define the forward twist level for DTMF Tone Receiver.	0~9 (1dB ~ 10dB) default: All Receivers = 9		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-03-06	<b>DTMF Tone Receiver Setup – Backwards Twist Level</b>	Use this option to define the backwards twist level for DTMF Tone Receiver.	0~9 (1dB ~ 10dB) default: All Receivers = 9		✓	
80-03-07	<b>DTMF Tone Receiver Setup – ON Detect Time</b>	Use this option to define the On detection time for DTMF Tone Receiver.	1~255 (15+ 15 ms ~ 3825 ms) default: All Receivers = 1		✓	
80-03-08	<b>DTMF Tone Receiver Setup – OFF Detect Time</b>	Use this option to define the Off detection time for DTMF Tone Receiver.	1~255 (15+ 15 ms ~ 3825 ms) default: All Receivers = 1		✓	

## Operation

### To place a call using ARS:

- At the multiline terminal, press **Speaker**.

- OR -

At the single line telephone, lift the handset.

 You hear normal Intercom dial tone.

- Dial **9**.

 You hear a second, “stutter” dial tone.

- Dial the outside number.

 If you hear another “stutter” dial tone, you must enter your extension ARS Authorization Code.

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# Background Music

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## Description

Background Music (BGM) sends music from a customer-provided music source to the speakers of the Multiline Telephone when the station is idle.

### Conditions

- An ACI [PGD(2)-U( ) ADP] port must be used as an alternate External Music on Hold or Background Music source when different External MOH and BGM sources are required.
- Background Music stops while the Multiline Terminal is in use.
- Originating a call, answering a voice announcement, a ringing call, or internal paging interrupts Background Music.
- Background Music is not available on single line telephones.

### Default Settings

Background Music (BGM) is allowed



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## System Availability

### Terminals

All Multiline Terminals

### Required Component(s)

- Externally provided Music Source.
- Use the PGD(2)-U( ) ADP if different external MOH and BGM sources are required.

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## Related Features

**Music on Hold**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-38-01	<b>BGM Resource Setup – BGM Resource Type</b>	Configure the Background Music Source input (0) for CD-CP00-AU or (1) for ACI Port.	0 = CD-CP00-AU (MOH/IN) 1 = ACI Port (default = 0)	✓		
10-38-02	<b>BGM Resource Setup – ACI Port Number for BGM Source (only used if Program 10-38-01 is set to 1)</b>	Program the ACI Port to be used for BGM (0~96).	0 ~ 96 (default = 0)	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-13-30	<b>Class of Service Options (Supplementary Service) – Background Music</b>	For extension Class of Service, Allow (1) or Deny (0) an extension from turning Background Music on and off.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		

## Operation

### To turn Background Music on or off:

1. Press idle **Speaker**.
2. Dial **725**.
3. Press **Speaker** to hang up.

## Barge-In

### Description

Barge-In permits an extension user to break into another extension user's established call, including Conference calls. This sets up a Conference-type conversation between the intruding extension and the parties on the initial call. With Barge-In, an extension user can get a message through to a busy co-worker right away.

There are two Barge-In modes: Monitor Mode (Silent Monitor) and Speech Mode. With Monitor Mode, the caller Barging In can listen to another user's conversation but cannot participate. With Speech Mode, the caller Barging In can listen and join another user's conversation.



*The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record telephone conversation or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any telephone conversation. Some federal and state laws require some form of notification to all parties to a telephone conversation, such as using a beep tone or other notification methods or requiring the consent of all parties to the telephone conversation, prior to monitoring or recording the telephone conversation. Some of these laws incorporate strict penalties.*

### Conditions

- An extension user can barge-in on a conference.
- An extension user cannot barge-in on an Intercom call if one of the intercom callers is using Handsfree Answerback. Both Intercom parties must lift the handset or press Speaker.
- With Program 20-13-10 set to 0, a barged into call can be placed on hold by the originator of the outside call. Both the outside caller and the extension that barged into the call are placed on hold.
- With Program 20-13-10 set to 1, a call which is barged into can be placed on Park by the originator of the outside call, but only the outside caller is placed in Park. The extension which barged into the call is dropped.
- Privacy blocks Barge-In attempts.
- Function keys simplify the Barge-In operation.
- When Silent Monitor Mode is used, MIC or Feature + 1 can be used to activate speech path to the internal and external parties.

### Default Setting

Disabled

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## **System Availability**

### **Terminals**

Multiline and Single Line Terminals

### **Required Component(s)**

None

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## **Related Features**

**Call Monitoring**

**Conference**

**Hold**

**Intercom**

**Off-Hook Signaling**

**Park**

**Programmable Function Keys**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-12-08	<b>Service Code Setup (for Service Access) – Barge-In</b>	Determine what the service code should be for an internal party to use the Barge-In feature.	MLT, SLT (default = 710)		✓	
11-16-02	<b>Single Digit Service Code Setup – Barge-In</b>	Use this option to set up Item 02 for single digit Barge-In. For example, you can assign Item 02 to use digit 5 for Barge-In. This allows you to program a function key with an extension number plus the Barge-In code (i.e., 5). This allows one-touch access to the Barge-In feature for extension.	(default not assigned)	✓		
15-07-01	<b>Programmable Function Keys</b>	Assign a function key for Barge-In (code 34).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-13-10	<b>Class of Service Options (Supplementary Service) – Barge-In Monitor</b>	Enables the extension Barge-In Mode to be Speech mode (0) or Monitor mode (1).	0 = Off 1 = On (default: 0 for COS 1~15)		✓	
20-13-15	<b>Class of Service Options (Supplementary Service) – Barge-In, Initiate</b>	Turns Off (0) or On (1) an extension user ability to barge-in on other's calls.	0 = Speech 1 = Monitor (default: 0 for COS 1~15)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-16	<b>Class of Service Options (Supplementary Service) – Barge-In, Receive</b>	In an extension Class of Service, turns On (1) or Off (0) Barge-In at the receiving extension (i.e., Barge-In receive).	0 = Off 1 = On (default: 0 for COS 1~15)	✓		
20-13-17	<b>Class of Service Options (Supplementary Service) – Barge-In Tone/Display (Intrusion Tone)</b>	In an extension Class of Service, turns On (1) or Off (0) the Barge-In (Intrusion) Tone. If disabled, this also turns off the Barge-In display at the called extension.	0 = Off 1 = On (default: 1 for COS 1~15)		✓	
20-13-32	<b>Class of Service Options (Supplementary Service) – Multiple Barge-Ins</b>	In an extension Class of Service, Allow (1) or Deny (0) the extension ability to deny multiple users Barge-In to their conversation.	0 = Off 1 = On (default: 0 for COS 1~15)		✓	
20-14-11	<b>Class of Service Options for DISA/E&amp;M – DISA/Tie Trunk Barge-In</b>	In an extension Class of Service, Enable (1) or Disable (0) a DISA or tie trunk user from using the Barge-In feature.	0 = Off 1 = On (default: 0 for COS 1~15)		✓	
20-18-07	<b>Service Tone Timers – Intrusion Tone Repeat Time</b>	After a user barges in, the system repeats the Barge-In tone after this interval. Intrusion tone is not available if Program 20-13-17 is set to disable (0).	0~64800 seconds (default = 0 seconds)			✓
21-01-03	<b>System Options for Outgoing Calls – Trunk Interdigit Time (External)</b>	Program how long an extension must wait before using the Barge-In feature can be used on a call (this timer waits until it expires before putting a call in a talk state). This timer also affects Voice Over.	0~64800 seconds (default = 5 seconds)			✓

## Operation

### To Barge-In after calling a busy extension:

☞ *The time in Program 21-01-03 must expire before you can Barge-In.*

1. Call a busy extension.
2. Press Barge-In key (Program 15-07-01 or SC 751: 34).

### To Barge-In without first calling the busy extension:

1. Pick up the handset or press **Speaker**.
2. Dial **710**.

- OR -

Press Barge-In key (Program 15-07-01 or SC 751: 34).

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3. Dial busy extension.

-  *The extension user hears a warning tone.*
-  *The DISA user is rerouted to the defined ring group.*
-  *The Tie Line user hears a busy tone.*

**- OR -**

**The following steps are not available for DISA or Tie Line trunks:**

1. Dial the extension number of the busy internal party.
2. Dial the single digit service code or the service code **710**.

**To Barge-In to a Conference Call:**

1. Pick up the handset or press **Speaker** and dial the service code (default = **710**).
  -  *If the telephone does not have the proper COS, a warning tone is sent. After the user hangs up, the system automatically places a callback to the extension.*
2. Dial the extension number or press a DSS key of a telephone in a conference call.

When a new call is added to the conference, an intrusion tone is heard by all parties in the Conference, depending on system programming, and all display multiline terminals show the joined party. If a Conference is not possible:

  -  *The extension user hears a warning tone.*
  -  *The DISA user is rerouted to the defined ring group.*
  -  *The Tie Line user hears a busy tone.*

**Not available for DISA or Tie Line trunks.**

**- OR -**

1. Dial the extension number of the internal party.
2. Dial the single digit service code or the service code **710**.

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## *Battery Backup – System Memory*

### **Description**

The battery on the CD-CP00-AU retains the Clock/Calendar and Last Number Redial (LNR) buffers for each station when the CD-CP00-AU encounters a power loss. With a fully charged battery, the settings are retained for approximately three years.

The system programmed memory (Customer Database) is stored in Nonvolatile Memory and can be erased only by performing a First Initialization.

☞ *For additional storage time, the database and Caller ID History can be copied to the Compact Flash card on the CD-CP00-AU.*

### **Conditions**

- The battery on the CD-CP00-AU should be removed during long term storage but must be installed (protection against loss of power) just before blade installation to provide battery backup for System Memory.
- When fully charged, the battery retains System Memory for approximately three years.
- You should replace the CD-CP00-AU battery every three years.
- During normal operation, the battery is continually recharged using a built-in charging circuit from the CD-CP00-AU.
- To prevent loss of the Caller ID History, you should save the database before storing the CD-CP00-AU.
- Battery backup on the CD-CP00-AU does not protect the following:
  - Callback
  - Off-line Status (for programming system or station assignments)
  - Repeat Redial
  - Trunk Queuing/Camp-On
  - Caller ID History

### **Default Settings**

None

☞ *The battery must be installed on the CD-CP00-AU prior to programming a customer database.*

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## System Availability

### Terminals

Not applicable

### Required Component(s)

None

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## Related Features

### Battery Backup – System Power

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## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
90-03-01	Save Data	Use this program to save the programmed data on the SRAM and Flash ROM to the 16MB/32MB ATA removable Compact Flash memory card. This program should be used after changing the programmed data.	Dial 1 + Press <b>Hold</b> (default not assigned)	✓		

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## Operation

None

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## *Battery Backup – System Power*

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### **Description**

A built-in battery provides complete system operating power for approximately 30 minutes during commercial power outages. When optional (locally provided) batteries are connected and fully charged, full system operation can be maintained for an extended time. Actual time depends on system configuration, traffic conditions, and the capacity of the batteries.

### **Conditions**

- During normal operation, the batteries are continually recharged by a built-in charging circuit.
- The CD-CP00-AU is equipped with batteries for system battery backup.
- External Battery Pack can be connected to the system to provide extended time during a commercial power outage. Refer to the UNIVERGE SV8100/SV8300 System Hardware Manual for further details.

### **Default Settings**

None

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### **System Availability**

#### **Terminals**

Not applicable

#### **Required Component(s)**

CD-CP00-AU

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### **Related Features**

**Battery Backup – System Memory**

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## **Programming**

None

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## **Operation**

None

# Call Appearance (CAP) Keys

## Description

This feature automatically places an outside call on a Call Appearance key when the system is operated as a hybrid (Multifunction) system. These keys can be assigned on any Multiline Terminal or the same key can appear on multiple terminals. This feature allows efficient call handling when numerous CO calls are received and a limited number of CO line key appearances are available.

Once a Call Appearance (CAP) Key call is set up, the user can handle it like any other trunk call. For example, the user can place the call on hold, transfer it to a co-worker or send it to a park orbit. An incoming call is answered on the first available CAP key, beginning with the lowest numbered key. If keys 1~3 are Call Appearance (CAP) Keys, for example, the first incoming call is answered on key 1. If key 1 is busy, the next call is answered on key 2. If keys 1 and 2 are busy, the next call is answered on key 3. If all three keys are busy, additional incoming calls queue for the first available key.

## Conditions

- A trunk call that is originated or answered at a multiline terminal must appear on a line key. The line key can be assigned as the Trunk Key, or as a Call Appearance Key. A CAP is dynamic because it is used for any trunk call. An 8-button multiline terminal can have eight CAP keys that allow the telephone to process all trunks, eight trunks at a time.
- Multiline terminals can be assigned to the same CAP Key. Trunk calls that appear on the same CAP Key at multiple stations have the same visual appearance of the call (Busy or Hold).
- Any held call left on a CAP key for more than the programmed time recalls to the multiline terminal where the call was originally put on hold.
- When a multiline terminal (other than the one that originally initiated or received a call) is used to retrieve a held call, the SMDR records a transfer to the multiline terminal where the call was retrieved.
- Only outside lines use a CAP key.
- A multiline terminal can have multiple CAP keys assigned to it.
- Outside lines reside on the CAP key in the order of lowest to highest line key number on the station. For instance, when line keys 1, 2 and 3 are CAP keys, the first call resides on line key 1, the second call resides on line key 2 and third call resides on line key 3.
- All Flexible Line keys on a multiline terminal can be assigned as CAP keys in System Programming.



- A conference call involving two outside lines cannot reside on one Call Appearance key.
- For Call Appearance (CAP) Keys, trunks must be assigned to trunk group 1 or higher (Program 14-05-01). Trunk Group 0 means KF (Key Function) mode.
- CAP Keys can be programmed from 0001~9999. 0000 assigns the next available CAP Key.
- Trunk Group (\*02), Virtual Extension (\*03) and Call Appearance (CAP) Key (\*08), codes cannot be programmed on a DSS Console as the system does not allow entry of the additional data required.
- If you have both trunk line keys and Call Appearance (CAP) Keys, the line key has priority. An incoming call rings the trunk line key and when answered, the trunk line key lights, not the CAP Key. When you access the trunk for an outgoing call, the Trunk line key lights, not the Call Appearance (CAP) Key.

### **Default Setting**

Disabled

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## **System Availability**

### **Terminals**

All Multiline Terminals

### **Required Component(s)**

None

## Related Features

Automatic Route Selection

Call Arrival (CAR) Keys

Central Office Calls, Answering

Central Office Calls, Placing

Off-Hook Signaling

Programmable Function Keys

Secondary Incoming Extension

User Programming Ability

Virtual Extensions

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-07-01	Programmable Function Keys	Use to assign functions to multiline terminal line keys.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default) (*08 + XXXX = CAP key where XXXX is the CAP orbit number 0001-9999)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-11-19	<b>Class of Service Options (Hold/Transfer Service) – Hold/Extended Park</b>	Determine whether an extension Class of Service should allow normal or extended Park (0 = Normal for Program 24-01-06, 1 = Extended for Program 24-01-07).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
24-01-01	<b>Hold Recall Time</b>	A call on Hold recalls the extension that placed it on Hold after this time. This time works with the Hold Recall Callback Time.	0~64800 (seconds) (default = 90)		✓	
24-01-02	<b>System Options for Hold – Hold Recall Callback Time</b>	A call that is parked longer than the programmed interval recalls the extension where it was initially parked.	0~64800 (seconds) (default = 0)		✓	
24-01-03	<b>Exclusive Hold Recall Time</b>	A call left on Exclusive Hold recalls the extension that placed it on Hold after this time.	0~64800 (seconds) (default = 90)		✓	
24-01-04	<b>Exclusive Hold Recall Callback Time</b>	An Exclusive Hold Recall rings an extension for this time. If not picked up, the call goes back on System Hold.	0~64800 (seconds) (default = 0)		✓	
24-01-05	<b>Forced Release of Held Call</b>	Depending on the setting of Program 14-01-16, the system disconnects calls on Hold longer than this time.	0~64800 (seconds) (default = 1800)		✓	
24-01-06	<b>System Options for Hold – Park Hold Time - Normal</b>	Set the Park Hold Time (0~64800 seconds). A call that is parked longer than the programmed time recalls the extension where it was initially parked. Refer to <a href="#">Flexible System Numbering on page 2-515</a> for setting Flexible Timeouts for Class of Service.	0~64800 (seconds) (default = 90 seconds)		✓	
24-01-07	<b>System Options for Hold – Park Hold Time - Extended (Recall)</b>	Set the Extended Park Hold Time (0~64800 seconds). A call that is parked longer than the programmed time recalls the extension where it was initially parked.	0~64800 (seconds) (default = 300 seconds)		✓	

## Operation

### To place an outgoing call on hold and retrieve it using a multiline terminal:

1. Go off-hook using the handset and wait for internal dial tone.  
- OR -  
Press **Speaker** and wait for internal dial tone.
2. Dial the Trunk Access Code (default: **0**).
3. Dial the outside party (the Call Appearance key lights). Begin your conversation.
4. Press **Hold** (the Call Appearance key flashes).
5. Press the flashing **Call Appearance** key to retrieve the call.

### To receive an incoming call, put it on hold and then retrieve it using a Multiline Terminal:

1. Receive CO/PBX incoming ring.
2. Go off-hook using the handset, or press **Speaker** (the Call Appearance key lights). Talk with outside party.
3. Press **Hold** (the Call Appearance key flashes).
4. Press the flashing **Call Appearance** key to retrieve the call.

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## *Call Arrival (CAR) Keys*

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### **Description**

Call Arrival (CAR) Keys are software extensions available on the Basic and Expanded Port Packages. A Call Arrival Extension assigned to a line key, can appear and ring on an individual station or multiple stations. Call Arrival Keys are busy only when ringing state and are not used during talking.

Call Arrival Keys are shared with the Virtual Extensions (VE). In virtual extension mode, the key acts as a secondary extension. Up to 256 CAR/VE keys are provided.

### **Conditions**

- CAR keys and virtual extensions share 256 available ports/extensions.
- The 256 available ports/extensions are assigned per extension for CAR key mode or virtual extension (VE) key mode.
- More than one extension can share a CAR key.
- An extension can have more than one CAR key assigned.
- Up to 32 incoming calls can be queued to busy CAR key.
- If multiple CAR/SIE/VE keys are ringing on a station at the same time, the CAR/SIE/VE key on the lowest Line Key is answered first.

### **Default Setting**

None

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### **System Availability**

#### **Terminals**

All Multiline Terminals

#### **Required Component(s)**

None

## Related Features

### Virtual Extensions

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-01-01	<b>System Numbering – Service Code</b>	Use to set system numbering plan.	Refer to Univerge SV8100 System Program Manual	✓		
11-04-01	<b>Virtual Extension Numbering</b>	Assign virtual extension numbers.	Up to eight digits 1 201 2 202 3 203 ~ ~ 99 299 100 3601 ~ ~ 256 3857	✓		
15-01-01	<b>Basic Extension Data Setup – Extension Name</b>	Define the extension/virtual extension name.	Up to 12 characters Default: STA 101 = Ext 101 STA 102 = Ext 102, etc.		✓	
15-01-05	<b>Basic Extension Data Setup – Restriction for Outgoing Disable on Incoming Line</b>	Enable (1) or Disable (0) supervised dial detection for an extension.	0 = No 1 = Yes (default = 0)			✓
15-02-07	<b>Multiline Telephone Basic Data Setup – Automatic Hold for CO Lines</b>	Assigned automatic hold condition (or disconnect) for CO lines.	0 = Hold 1 = Disconnect (Cut) (default = 1)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-02-21	<b>Multiline Telephone Basic Data Setup – Virtual Extension Access Mode (when idle Virtual Extension key pressed)</b>	Determine whether a Virtual Extension/Call Arrival Key (CAR) should function as a DSS key, a Virtual Extension, or a CAR key. When DSS (0) is selected, the key functions as a DSS key to the extension and for incoming calls to that extension. When Outgoing (1) is selected, the key functions as a virtual extension and can be used for incoming and outgoing calls. When Ignore (2) is selected, the key functions as a CAR key and can receive incoming calls only.	Virtual Extension Key Mode 0 = DSS 1 = Outgoing 2 = Ignore (default = 2)		✓	
15-07-01	<b>Programmable Function Keys</b>	Use to assign functions to multiline terminal line keys.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default) (*03 + ICM = VE or CAR where ICM is the extension number of the VE or CAR)	✓		
15-08-01	<b>Incoming Virtual Extension Ring Tone Setup</b>	When an extension or a virtual extension is assigned to the function key on the key telephone, select the ring tone when receiving a call on that key. For ACD CAR keys, only tone pattern 1 (entry 0) can be used. The remaining patterns are not checked with this feature.	ICM Tone Pattern, 0 = Pattern 1 1 = Pattern 2 2 = Pattern 3 3 = Pattern 4 4 = Incoming Ring Tone Extension (default = 0)		✓	
15-09-01	<b>Virtual Extension Ring Assignment</b>	Use to assign the ringing options for an extension Virtual Extension Key or Virtual Extension Group Answer Key which is defined in Program 15-07.	Day/Night Mode: 1~8 0 = No Ringing 1 = Ring (default = 0)	✓		
15-10-01	<b>Incoming Virtual Extension Ring Tone Order Setup</b>	When two or more virtual extensions are set on a function key on the telephone, and the tone pattern by which the sound of each extension differs, the priority of ring sound is set up.	0 = Tone Pattern 1 1 = Tone Pattern 2 2 = Tone Pattern 3 3 = Tone Pattern 4 4 = Incoming Extension Ring Tone Order 1 Pattern 0 = Pattern 1 (default) Order 2 Pattern 1 = Pattern 2 (default) Order 3 Pattern 2 = Pattern 3 (default) Order 4 Pattern 3 = Pattern 4 (default)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-11-01	<b>Virtual Extension Delayed Ring Assignment</b>	Use to assign the delayed ringing options for an extension Virtual Extension or Virtual Extension Group Answer keys (defined in Program 15-09).	Day/Night Mode: 1~8 0 = Immediate Ring 1 = Delayed Ring (default = 0)		✓	
15-18-01	<b>Virtual Extension Key Enhanced Options – Virtual Extension Key Operation Mode</b>	Defines if calls to a Virtual Extension Key land on the Virtual or on the extension / CAP / CO appearance. <i>This is assigned for the Virtual Extension Key not the extension it resides on.</i>	0 = Release 1 = Land On the Key (default = 0)		✓	
15-18-02	<b>Virtual Extension Key Enhanced Options – Display Mode When Placing a Call on Virtual Extension Key</b>	Defines if calls to or from a Virtual Extension Key display the Virtual Extension Key name or the name of the extension it resides on.	0 = Secondary Extension Name 1 = Actual Station Name (default = 0)		✓	
20-04-03	<b>System Options for Virtual Extensions – CAR/SIE/Virtual Extension Delay Interval</b>	CAR Keys/SIE Keys/Virtual Extensions set for Delayed Ringing (see Program 15-11) ring the extension after this interval.	0~64800 (default = 10 seconds)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-07-10	<b>Class of Service Options (Administrator Level) – Programmable Function Key Programming (Appearance Level)</b>	Turns Off (0) or On (1) the ability for an extension to program the Appearance function keys using Service Code 752.	0 = Off 1 = On (default = 1 for COS 01~15)		✓	
20-10-08	<b>Class of Service Options (Answer Service) – Virtual Extension Off-Hook Answer</b>	Turns Off (0) or On (1) an extension ability to answer an incoming call on a Call Arrival (CAR)/Secondary Incoming Extension (SIE)/ Virtual Extension simply by lifting the handset.	0 = Off 1 = On (default = 1 for COS 01~15)		✓	
20-13-27	<b>Class of Service Options (Supplementary Service) – Busy on Seizing Virtual Extension</b>	If set to 1, a busy extension can be called, while someone is talking on a virtual extension key. Program 20-13-06 (Call Waiting) must be set to off for this option to work.	1 = Off 0 = On (default = 1 for COS 01~15)			✓
21-01-15	<b>System Options for Outgoing Calls – Outgoing Disable on Incoming Line (Toll Restriction)</b>	Enable or Disable the Outgoing Disable on Incoming Line feature.	0 = Disable (Off) 1 = Enable (On) (default = 1)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
23-04-01	<b>Ring Line Preference for Virtual Extensions</b>	When an extension has a virtual extension assigned to a Programmable Function Key, program this option to determine the priority for automatically answering the ringing calls when the handset is lifted. If 0 or 00 is selected, when the user lifts the handset, the user answers a ringing call from any group.	00~64 (0 or 00=Don't Care) (default = 00)		✓	

## Operation

### To answer a call ringing a Call Arrival (CAR) Key:

1. Press the flashing Call Arrival (CAR) Key.

### To place a call to a Call Arrival (CAR) Key:

1. Lift the handset, or press **Speaker**.
2. Dial the CAR key extension, or press the Call Arrival (CAR) Key.

 *The operation depends on the setting in Program 15-02-21.*

### To program a Call Arrival (CAR) Key on a telephone:

1. Press **Speaker**.
2. Dial **752**.
3. Press the key you want to program.
4. Dial **\*03**.
5. Dial the number of the extension you want to appear on the key.
6. Press **Hold** once for Immediate Ring  
 *To set for Delayed Ring, skip to Step 8.*
7. Dial the Mode number in which the key rings.

1 = Day 1	5 = Day 2
2 = Night 1	6 = Night 2
3 = Midnight 1	7 = Midnight 2
4 = Rest 1	8 = Rest 2

8. Press **Hold** to set up Delayed Ring.

- OR -

Skip to Step 10.

9. Dial the mode number in which the key delay rings.

1 = Day 1

5 = Day 2

2 = Night 1

6 = Night 2

3 = Midnight 1

7 = Midnight 2

4 = Rest 1

8 = Rest 2

10. Press **Speaker**.

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## *Call Duration Timer*

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### **Description**

Call Duration Timer lets a multiline terminal with an LCD time their trunk calls on the telephone display. This helps users that must keep track of their time on the telephone. For incoming trunk calls, the Call Time begins as soon as the user answers the call.

### **Conditions**

- The Call Timer starts over each time the call is retrieved from Hold or Park.

### **Default Setting**

Enabled

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### **System Availability**

#### **Terminals**

All Multiline Terminals with an LCD

#### **Required Component(s)**

None

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### **Related Features**

**Alphanumeric Display**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-09-06	<b>Class of Service Options (Incoming Call Service) – Incoming Time Display</b>	If this option is set to 1, the Incoming Call Time is displayed on the multiline terminals LCD while the telephone is ringing.	0 = Off 1 = On (default = 0 for COS 01~15)	✓		
20-13-36	<b>Class of Service Options (Supplementary Service) – Call Duration Timer Display</b>	In an extension Class of Service, turns On (1) or Off (0) a Call Timer for the extension.	0 = Off 1 = On (default = 1 for COS 01~15)	✓		
21-01-03	<b>System Options for Outgoing calls – Trunk Interdigit Time (External)</b>	The time the system waits for this time to expire before starting the Call Timer.	0~64800 (seconds) (default = 5 seconds)	✓		

## Operation

### To time your trunk calls:

1. Place a trunk call.  
✎ *The timer starts automatically.*

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## *Call Forwarding – Centrex*

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### **Description**

The Call Forwarding – Centrex feature allows a station to forward an incoming PBX/Centrex CO call to an outside location using the same PBX/Centrex CO line to free the line for additional use.

Call Forwarding – Centrex supports the following:

- Call Forward – Immediate
- Call Forward – Busy
- Call Forward – No Answer
- Call Forward – Busy/No Answer

### **Conditions**

- Call Forwarding – Centrex calls transferred from another station are forwarded when the transferred Trunk is assigned as PBX in Program 14-04-01.
- The following incoming calls follow Call Forwarding – Centrex when the incoming trunk is a PBX/Centrex trunk:
  - DIT/ANA
  - Station Transfer
  - Automated Attendant Transfer
  - DISA Calls
- Call Forwarding – Centrex is not supported for Call Forward Both Ring Split.
- A maximum of 24 digits can be assigned in the destination for Call Forwarding – Centrex.
- When a trunk is set to CTX/PBX, and is set for Call Forwarding – Centrex to an incorrect number, the call recalls and follow CO incoming ringing (i.e., DIL, Normal Ring Group Programming).
- When Call Forwarding – Centrex is set and all trunks are changed in PRG 14-04-01 from PBX to Trunk, Call Forward is cleared from memory.
- When DND and any Call Forwarding – Centrex is set, the call forwards immediately.
- Call Forwarding – Centrex does not follow the Code Restriction of the stations.

### **Default Setting**

Disabled

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## **System Availability**

### **Terminals**

All Stations

### **Required Component(s)**

PBX/Centrex CO line

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## **Related Features**

**Call Forwarding**

**Call Arrival (CAR) Keys**

**Code Restriction**

**Direct Inward Dialing (DID)**

**Do Not Disturb**

**Door Box**

**PBX Compatibility**

**Virtual Extensions**

**Voice Response System (VRS)**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-09-01	<b>DTMF and Dial Tone Circuit Setup</b>	Allocate the circuits on the CD-CP00-AU ETUs for either DTMF receiving or dial tone detection. Program 14-01-13 Basic Trunk Data Setup – Loop Supervision Enable (1) loop supervision for each trunk that should be able to use Call Forwarding – Centrex.	0 = Common Use 1 = Extension Only 2 = Trunk Only Default: Circuit/Resource 01~08 = 1 (Extensions) Circuit/Resource 09~32 = 2 (Trunks) Circuit/Resource 33~96 = 0 (Not Used) Circuit/Resource 97~160 = 0 (Common) When PZ-BS10 is installed, 97~160 are available		✓	
11-11-45	<b>Service Code Setup (for Setup/Entry Operation) – Set/Cancel Call Forward All (Split)</b>	Used to assign the Call Forward All Split Service Code.	MLT, SLT (default not assigned)		✓	
11-11-46	<b>Service Code Setup (for Setup/Entry Operation) – Set/Cancel Call Forward Busy (Split)</b>	Used to assign the Call Forward Busy Split Service Code.	MLT, SLT (default not assigned)		✓	
11-11-47	<b>Service Code Setup (for Setup/Entry Operation) – Set/Cancel Call Forward No Answer (Split)</b>	Used to assign the Call Forward No Answer Split Service Code.	MLT, SLT (default not assigned)		✓	
11-11-48	<b>Service Code Setup (for Setup/Entry Operation) – Set/Cancel Call Forward Busy/No Answer (Split)</b>	Used to assign the Call Forward Busy No Answer Split Service Code.	MLT, SLT (default not assigned)		✓	
14-01-13	<b>Basic Trunk Data Setup – Trunk-to-Trunk Transfer</b>	Use this option to Enable or Disable loop supervision for the trunk.	0 = Disable (No) 1 = Enable (Yes) (default = 1)	✓		
14-04-01	<b>Behind PBX Setup</b>	Indicate if the trunk is installed behind a PBX (1) or not (0). There is one item for each of the Night Service Modes.	0 = Stand Alone (Trunk) 1 = Behind PBX (PBX) 2 = Not Used 3 = CTX assume 9 (default = 0)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-09-01	<b>Class of Service Options (Incoming Call Service) – Second Call for DID/DISA/DIL/ E&amp;M Override</b>	Turns Off (0) or On (1) the extension ability to receive a second call from a DID, DISA, DIL, or tie line caller. <i>With this option set to 1, the destination extension must be busy for a second DNIS caller to ring through. If the destination extension does not have a trunk or CAP key available for the second call and a previous call is ringing the extension but has not yet been answered, the second caller hears busy regardless of this program setting.</i>	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-09-07	<b>Class of Service Options (Incoming Call Service) – Call Queuing</b>	Turns Off (0) or On (1) an extension ability to have calls queued if a call rings the extension when it is busy.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
20-13-05	<b>Class of Service Options (Supplementary Service) – Intercom Off-Hook Signaling</b>	Turns On (1) or Off (0) the ability of an extension to receive Off-Hook Signals.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-13-06	<b>Class of Service Options (Supplementary Service) – Automatic Off-Hook Signaling (Automatic Override)</b>	Allows a busy extension ability to Manually (0) or Automatically (1) receive Off-Hook signals.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
24-02-13	<b>System Options for Transfer – Hook Flash Sending Timer When the System Answers Automatically</b>	Set the time the system waits before sending the hookflash for the Centrex Transfer after answering the call.	0~64800 (seconds) (default = 2)		✓	
24-09-06	<b>Call Forward Split Settings – Call Forwarding Destination for CTX/PBX for All Call, No Answer</b>	Use to assign Call Forwarding Type and the destination numbers for CTX/PBX all call, no answer.	1~9, 0, #, *, R, @ (Up to 24 digits) (default not assigned)	✓		
24-09-07	<b>Call Forward Split Settings – Call Forwarding Destination for CTX/PBX for Busy</b>	Use to assign Call Forwarding Type and the destination numbers for CTX/PBX busy calls.	1~9, 0, #, *, R, @ (Up to 24 digits) (default not assigned)	✓		

## Operation

### To activate Call Forwarding – Centrex:

1. At a multiline terminal, press **Speaker**.  
- OR -  
At a single line telephone, lift the handset.
2. Dial the Call Forwarding Split Service Code (default not assigned).
3. Dial **3** (CTX/PBX).
4. Dial **1** (Set).
5. Dial number to Centrex Forward to.
6. Hang up.

### To cancel Call Forwarding – Centrex:

1. At a multiline terminal, press **Speaker**.  
- OR -  
At a single line telephone, lift the handset.
2. Dial the Call Forward Split Service Code (default not assigned).
3. Dial **0** (Cancel).
4. Dial **3** (CTX/PBX) or **0** (All).

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## *Call Forwarding – Park and Page*

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### **Description**

When an extension user is away from their phone, Park and Page can let them know when they have a call waiting to be answered. The Personal Greeting and Park & Page options can have up to 200 messages total (note that the Park & Page feature uses two messages). To enable Park and Page, the user records a Personal Greeting along with an additional Paging announcement. Park and Page then answers an incoming call and plays the Personal Greeting to the caller. The caller then listens to Music on Hold (if available) while the system broadcasts the prerecorded Paging announcement. When the extension user hears the Page, they can go to any telephone and use Directed Call Pickup to intercept the call.

For example, John Smith could record a Personal Greeting that says:

“Hello, this is John Smith. I am away from my phone right now but please hold on while I am automatically paged.”

The prerecorded Paging announcement could say:

“John Smith, you have a call waiting on your line.”

The incoming caller hears the first message and listens to Music on Hold while the system broadcasts the second message. John Smith could then walk to any phone and pick up his call. If John doesn't pick up the call, the Page periodically repeats.

Park and Page follows the rules for Personal Greeting for All Calls, immediately rerouted. This means that Park and Page activates for ringing Intercom calls, DID calls and DISA calls. It also activates for calls transferred from the Automated Attendant. Additionally, calls from the Automated Attendant follow Automatic Overflow routing if not picked up. Park and Page activates for transferred outside calls but does not play the Personal Greeting to the caller. If a call comes in when the specified Page zone is busy, the system broadcasts the announcement when the zone becomes free.

### **Conditions**

- Park and Page announcements only repeat once.
- Voice Announcement (VAU) recording time is fixed at two minutes and cannot be changed.
- While Park and Page is enabled, only one DID call at a time can be processed. Subsequent callers hear a busy tone.

 *This feature is not supported for CO transferred calls.*

### **Default Setting**

- Park and Page is available at default for internal paging access code 701, zone 1.
- Use access code of 713. See feature Operation. Set Program 40-10-01 for VRS guidance message.

## System Availability

### Terminals

None

### Required Component(s)

VM8000 InMail, PZ-VM21 and CC-CP00

## Related Features

### Analog Communication Interface (ACI)

### Music on Hold

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-11-58	<b>Service Code Setup (for Setup/Entry Operation) – Call Forward with Personal Greeting</b>	Call forward with Personal greeting VRS. Service code setup.	MLT, SLT (default = 713)		✓	
11-12-19	<b>Service Code Setup (for Service Access) – Internal Group Paging</b>	Service code setup.	MLT, SLT (default = 701)		✓	
11-12-20	<b>Service Code Setup (for Service Access) – External Paging</b>	External paging access code. Service code setup.	MLT, SLT (default = 703)		✓	
11-12-24	<b>Service Code Setup (for Service Access) – Combined Paging</b>	Combined paging, internal/external access code. Service code setup.	MLT, SLT (default = *1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
31-02-01	<b>Internal Paging Group Assignment – Internal Paging Group Number</b>	Assign extensions to Internal Paging Groups (i.e., Page Zones).	0~64 (0 = No Setting) Default: 1 0 for IP Station 1 for TDM Station	✓		
31-03-01	<b>Internal Paging Group Settings – Internal Paging Group Name</b>	Assign names to Internal Paging Groups (i.e., Page Zones). The system shows the names you program on the telephone displays.	Up to 12 Characters 01 = Group 1 02 = Group 2 : 64 = Group 64	✓		
31-04-01	<b>External Paging Zone Group – Paging Group Number</b>	Assign each External Paging Speaker to an External Paging Zone.	Paging Group Number 0~8 (0 = No Setting) Speaker 1 [PGD(2)-U( ) ADP] = 1 (Group 1) Speaker 2 [PGD(2)-U( ) ADP] = 2 (Group 2) Speaker 3 [PGD(2)-U( ) ADP] = 3 (Group 3) Speaker 4 [PGD(2)-U( ) ADP] = 4 (Group 4) Speaker 5 [PGD(2)-U( ) ADP] = 5 (Group 5) Speaker 6 [PGD(2)-U( ) ADP] = 6 (Group 6) Speaker 7 [PGD(2)-U( ) ADP] = 7 (Group 7) Speaker 8 [PGD(2)-U( ) ADP] = 8 (Group 8) Speaker 9 (CD-CP00-AU) = 1 (Group 1)	✓		
31-06-01	<b>External Speaker Control – Broadcast Splash Tone Before Paging (Paging Start Tone)</b>	Use this option to Enable or Disable splash tone before Paging over an external zone. If enabled, the system broadcasts a splash tone before the External Paging announcement.	0 = No Tone (None) 1 = Splash Tone 2 = Chime Tone (default = 2)	✓		
31-06-02	<b>External Speaker Control – Broadcast Splash Tone After Paging (Paging End Time)</b>	Use this option to Enable or Disable splash tone after Paging over an external zone. If enabled, the system broadcasts a splash tone at the end of an External Paging announcement.	0 = No Tone (None) 1 = Splash Tone 2 = Chime Tone (default = 2)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
40-10-01	Voice Announcement Service Option – VRS Fixed Message	Enable (1) or Disable (0) the system ability to play the fixed VRS messages (such as You have a message.).	0= Not Used 1= Used (default = 0)	✓		
40-10-05	Voice Announcement Service Option – Park and Page Repeat Timer (VRS Msg Resend)	If a Park and Page is not picked up in this interval, the Paging announcement repeats.	0~64800 (seconds) (default = 0 seconds)	✓		

## Operation

### To have the system page you when you have a call:

- Press **Speaker** (or lift the handset at the single line telephone) and dial **713**.
- When you hear, "Please start recording," record your Personal Greeting.
  -  *If you already have Park and Page or Personal Greeting set up, you can dial:  
3 to erase (the optionally HOLD to cancel the erase)  
5 to listen (then # again to listen again)  
7 to re-record*
- Dial **#7**.
- When you hear, "Please start recording," record your page and dial **#** when the announcement is complete.
  -  *A paging chime overrides the first four seconds of an announcement. Allow a delay in announcement recording for chime time.*
- Dial the Page Zone that should broadcast your announcement.
  - For example, for Internal Zone 1 dial 701 + 1, or for Combined Paging Zone, 1 dial \*1 + 1.*
- Dial the Park and Page type:
  - 2** = All Calls
  - 3** = Outside Calls Only
- Press **Speaker** to hang up (or go on-hook at the single line telephone).

### To pick up your Park and Page:

- Press **Speaker** (or lift the handset at the single line telephone).
- Dial **\*\*** + your extension number.

### To cancel your Park and Page:

- Press **Speaker** (or lift the handset at the single line telephone).
- Dial **713 + 3**.
- Press **Speaker** to hang up (or go on-hook at the single line telephone).

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## *Call Forwarding*

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### **Description**

Call Forwarding permits an extension user to redirect their calls to another extension or an off-premise number. Call Forwarding ensures that the user's calls are covered when they are away from their work area. The types of Call Forwarding are:

- Call Forwarding when Busy or Unanswered  
Calls to the extension forward when busy or unanswered.
- Call Forwarding – Centrex  
When using PBX/Centrex trunks, calls to the extension perform a Centrex transfer using Immediate, Busy and No Answer Forwarding.
- Call Forwarding Immediate  
All calls forward immediately to the destination, and only the destination rings.
- Call Forwarding with both Ringing  
All calls forward immediately to the destination, and both the destination and the forwarded extension ring (not for Voice Mail).
- Call Forwarding when Unanswered  
Calls forward only if they are unanswered (Ring No Answer).
- Call Forwarding Follow Me  
Refer to [Call Forwarding with Follow Me on page 2-161](#) for more information.
- Personal Answering Machine Emulation  
Allows the extension to emulate an answering machine. Refer to SV8100 In-Mail for more information.

Call Forwarding reroutes calls ringing an extension, including calls transferred from another extension. Call Forwarding can also be split, allowing internal and external calls to forward to different destinations. The extension user can enable Call Forwarding from their telephone. An extension user can also set the forwarding for another extension by using Call Forward for any Extension to Destination. To redirect calls while a user is at another telephone, use Call Forwarding with Follow Me. A periodic VRS announcement can remind users that their calls are forwarded.

### **Conditions**

- Virtual Extensions can be set to Call Forward. Program 15-02-21 must be set to a 1 to allow the Virtual Extension to place outgoing calls.
- If an extension in a call forward chain has Call Forward with Both Ring or Call Forward with Follow Me set, calls do not continue routing to other extensions in the chain.

- 
- 
- Call Forwards can be chained allowing calls to forward from one extension to the next. Up to 32 extensions can be linked in a call forward chain.
  - Periodic reminder message requires a PZ-VM21 daughter board for Voice Response System (VRS).
  - Call Forwarding an extension in a Department Group prevents that extension from receiving Department Pilot Calls.
  - Ring Groups do not follow Call Forwarding.
  - Call Forward Split does not allow for Call Forward with Follow Me.
  - If Call Forwarding off premise, a trunk access code must be included in the forwarding number.
  - Call Forward with Follow Me allows for a single station to set follow me for multiple stations. When canceling Call Forward with Follow Me, the user must specify the station to cancel or cancel all.
  - The telephone must be idle to enable call forwarding with a Programmable Function Key, or receiving dial tone to enable call forwarding with a service code.
  - Call Forward for any Extension to Destination cannot be set or canceled from a Virtual Extension.
  - Call Forwarding/Do Not Disturb Override allows for Overriding a Call Forwarding or DND setting at another extension.
  - When a call is transferred because of Call Forwarding No Answer, Call Forwarding Busy, or DND, the Reason for Transfer option can display to the transferred extension why the call is ringing their telephone.
  - An extension user can forward their calls to a Department number.
  - A DSS key indicates a Call Forwarding indication for extensions.
  - When DND All and Call Forward are set on the same telephone, call forwarding works. If Busy and No Answer Forwarding are set to different locations, it follows the Busy forwarding.
  - Function keys simplify Call Forwarding operation.
  - If an extension Class of Service denies Call Forwarding (Program 20-11-01~Program 20-11-05, off), the extension can still dial the service code to Set/Cancel Call Forwarding, but it cannot set any data.
  - Call Forward Both Ring Split does not work to an off-premise destination.
  - If an IP telephone has forwarding set and then loses connection, it follows the forwarding.
  - If an IP phone has Busy and No Answer Forwarding set to different locations and it loses connection, it follows No Answer forwarding.

## **Default Setting**

Enabled

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## **System Availability**

### **Terminals**

Any Station and Virtual Extensions

### **Required Component(s)**

None

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## **Related Features**

**Call Forwarding, Off-Premise**

**Call Forwarding with Follow Me**

**Call Forwarding/Do Not Disturb Override**

**Central Office Calls, Answering**

**Department Calling**

**Direct Station Selection (DSS) Console**

**Do Not Disturb**

**Programmable Function Keys**

**Voice Response System (VRS)**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-10-06	Service Code Setup (for System Administrator) – Setting the Automatic Transfer for Each Trunk Line	Set the service code for setting automatic transfer for each trunk line.	MLT (default = 733)		✓	
11-10-07	Service Code Setup (for System Administrator) – Canceling the Automatic Transfer for Each Trunk Line	Set the service code for canceling automatic transfer for each trunk line.	MLT (default = 734)		✓	
11-10-08	Service Code Setup (for System Administrator) – Setting the Destination for Automatic Trunk Transfer	Set the service code for setting the destination for automatic trunk transfer.	MLT (default = 735)		✓	
11-10-18	Service Code Setup (for System Administrator) – Off-Premise Call Forward by Door Box	Set the service code for setting automatic transfer for each trunk line.	MLT (default = 722)		✓	
11-11-01	Service Code Setup (for Setup/Entry Operation) – Call Forward – All	Set the service code for setting call forwarding all calls.	MLT, SLT (default = 741)		✓	
11-11-02	Service Code Setup (for Setup/Entry Operation) – Call Forward – Busy	Set the service code for setting call forwarding for busy calls.	MLT, SLT (default = 742)		✓	
11-11-03	Service Code Setup (for Setup/Entry Operation) – Call Forward – No Answer	Set the service code for setting call forwarding for no answer.	MLT, SLT (default = 743)		✓	
11-11-04	Service Code Setup (for Setup/Entry Operation) – Call Forward – Busy/No Answer	Set the service code for setting call forwarding for busy or no answer.	MLT, SLT (default = 744)		✓	
11-11-05	Service Code Setup (for Setup/Entry Operation) – Call Forward – Both Ring	Set the service code for setting call forwarding for busy or no answer.	MLT, SLT (default = 745)		✓	
11-11-07	Service Code Setup (for Setup/Entry Operation) – Call Forwarding – Follow Me	Set the service code for setting call forwarding for follow me.	MLT, SLT (default = 746)		✓	
11-11-08	Service Code Setup (for Setup/Entry Operation) – Do Not Disturb	Set the service code for setting call forwarding for Do Not Disturb.	MLT, SLT (default = 747)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-11-45	Service Code Setup (for Setup/Entry Operation) – Set/Cancel Call Forward All (Split)	Set or Cancel the call forward all split.	MLT, SLT (default not assigned)		✓	
11-11-46	Service Code Setup (for Setup/Entry Operation) – Set/Cancel Call Forward Busy (Split)	Set or Cancel the call forward busy split.	MLT, SLT (default not assigned)		✓	
11-11-47	Service Code Setup (for Setup/Entry Operation) – Set/Cancel Call Forward No Answer (Split)	Set or Cancel the call forward no answer split.	MLT, SLT (default not assigned)		✓	
11-11-48	Service Code Setup (for Setup/Entry Operation) – Set/Cancel Call Forward Busy/No Answer (Split)	Set or Cancel the call forward busy or no answer split.	MLT, SLT (default not assigned)		✓	
11-11-49	Service Code Setup (for Setup/Entry Operation) – Set/Cancel Call Forward Both Ring (Split)	Set or Cancel the call forward the both ring split.	MLT, SLT (default not assigned)		✓	
11-11-52	Service Code Setup (for Setup/Entry Operation) – Set/Cancel Call Forward All Destination (No Split)	Set or Cancel the call forward all destination with no split.	MLT, SLT (default = 790)		✓	
11-11-53	Service Code Setup (for Setup/Entry Operation) – Set/Cancel Call Forward Busy Destination (No Split)	Set or Cancel the call forward busy destination with no split.	MLT, SLT (default = 791)		✓	
11-11-54	Service Code Setup (for Setup/Entry Operation) – Set/Cancel Call Forward No Answer Destination (No Split)	Set or Cancel the call forward no answer destination with no split.	MLT, SLT (default = 792)		✓	
11-11-55	Service Code Setup (for Setup/Entry Operation) – Call Forward Busy No Answer Destination (No Split)	Set or Cancel the call forward busy or no answer destination with no split.	MLT, SLT (default = 793)		✓	
11-11-58	Service Code Setup (for Setup/Entry Operation) – Call forward with Personal Greeting	Set the service code for setting call forwarding with Personal Greeting.	MLT, SLT (default = 713)		✓	
11-12-01	Service Code Setup (for Service Access) – Bypass Call	Use to customize the Service Codes which are used for bypass calls.	MLT, SLT (default = 707)		✓	
11-16-06	Single Digit Service Code Setup – DND/Call Forward Override Bypass	Use to customize the one-digit Service Codes used when a busy or ring back signal is heard.	(default not assigned)		✓	
15-07-01	Programmable Function Keys	Use to assign functions to multiline terminal line keys.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-09-01	<b>Class of Service Options (Incoming Call Service) – Second Call for DID/DISA/DIL/ E&amp;M Override</b>	Turns Off (0) or On (1) the extension ability to receive a second call from a DID, DISA, DIL, or tie line caller.  <i>With this option set to 1, the destination extension must be busy for a second DNIS caller to ring through. If the destination extension does not have a trunk or CAP key available for the second call and a previous call is ringing the extension but has not yet been answered, the second caller hears busy regardless of this program setting.</i>	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-09-07	<b>Class of Service Options (Incoming Call Service) – Call Queuing</b>	Turns Off (0) or On (1) an extension ability to have calls queued if a call rings the extension when it is busy.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-01	<b>Class of Service Options (Hold/ Transfer Service) – Call Forward All</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forward Immediate.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-11-02	<b>Class of Service Options (Hold/ Transfer Service) – Call Forward When Busy</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forwarding when Busy.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-11-03	<b>Class of Service Options (Hold/ Transfer Service) – Call Forwarding When Unanswered</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forwarding when Unanswered.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-11-04	<b>Class of Service Options (Hold/ Transfer Service) – Call Forwarding (Both Ringing)</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forwarding with Both Ringing.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-11-05	<b>Class of Service Options (Hold/ Transfer Service) – Call Forwarding with Follow Me</b>	In an extension Class of Service, turns On (1) or Off (0) an extensions ability to set Call Forward with Follow Me.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-11-23	<b>Class of Service Options (Hold/Transfer Service) – CAR/VE Call Forward Set/Cancel</b>	In an extension Class of Service, turns On (1) or Off (0) the ability to set and cancel Call Forwarding for a CAR or Virtual Extension.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-13-05	<b>Class of Service Options (Supplementary Service) – Intercom Off-Hook Signaling</b>	Turns On (1) or Off (0) the ability of an extension to receive Off-Hook Signals.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-06	<b>Class of Service Options (Supplementary Service) – Automatic Off-Hook Signaling (Automatic Override)</b>	Allows a busy extension user to Manually (0) or Automatically (1) receive Off-Hook signals. An example of an Off-Hook signal is the tone heard when receiving a second call.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
24-02-03	<b>System Options for Transfer – Delayed Call Forwarding Time</b>	Set the Delayed Call Forwarding interval. For an unanswered call, Call Forward No Answer occurs after this interval.	0~64800 (seconds) (default = 10)	✓		
24-09-01	<b>Call Forward Split Settings – Call Forwarding Type:</b>	Use to assign Call Forwarding Type and the destination numbers for each extension/virtual extension.	0 = Call Forwarding Off 1 = Call Forwarding with both ring 2 = Call Forwarding when no answer 3 = Call Forwarding all calls 4 = Call Forwarding busy or no answer 5 = Call Forwarding when busy (default = 0)		✓	
24-09-02	<b>Call Forward Split Settings – CO Call Forwarding Destination for Both Ring, All Call, No Answer</b>	Use to assign CO Call Forwarding Destination for ring, all call and no answer.	1~9, 0, #, *, R, @ (Up to 24 digits) (default not assigned)		✓	
24-09-03	<b>Call Forward Split Settings – Intercom Call Forwarding Destination for Both ring, All Call, No Answer</b>	Use to assign Intercom Call Forwarding Destination for ring, all call and no answer.	1~9, 0, #, *, R, @ (Up to 24 digits) (default not assigned)		✓	
24-09-04	<b>Call Forward Split Settings – CO Call Forwarding Busy Destination</b>	Use to assign CO Call Forwarding for busy destinations.	1~9, 0, #, *, R, @ (Up to 24 digits) (default not assigned)		✓	
24-09-05	<b>Call Forward Split Settings – Intercom Call Forwarding Busy Destination</b>	Use to assign Intercom Call Forwarding for busy destinations.	1~9, 0, #, *, R, @ (Up to 24 digits) (default not assigned)		✓	
24-09-06	<b>Call Forward Split Settings – Call Forwarding Destination for CTX/PBX for All Call, No Answer</b>	Use to assign Call Forwarding for CTX/PBX all call, no answer destinations.	1~9, 0, #, *, R, @ (Up to 24 digits) (default not assigned)		✓	
24-09-07	<b>Call Forward Split Settings – Call Forwarding Destination for CTX/PBX for Busy</b>	Use to assign Call Forwarding destinations for busy CTX/PBX calls.	1~9, 0, #, *, R, @ (Up to 24 digits) (default not assigned)		✓	

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## Operation

### To set Call Forward – Immediate at a forwarding station:

1. Pick up the handset or press **Speaker**.
2. Dial the Call Forward – Immediate Service Code (default: 741).

- OR -

At the multiline terminal only, press the **Call Forwarding Programmable Function Keys**.  
(Program 15-07-01, 10 or SC 751, Key Code 10)

3. Dial **1** (Set).
4. Dial the destination extension or off-premise number.
5. Press **Speaker** or hang up.

 Refer to [Call Forwarding – Park and Page on page 2-145](#).

 The Call Forwarding Programmable Function Key lights.

### To cancel Call Forward – Immediate at a forwarding station:

1. Pick up the handset or press **Speaker**.
2. Dial the Call Forward – Immediate Service Code (default: 741).

- OR -

At the multiline terminal only, press the **Call Forwarding Programmable Function keys**.  
(Program 15-07-01, 10 or SC 751, Key Code 10)

3. Dial **0** (Cancel).
4. Press **Speaker** or hang up.

 The Call Forwarding Programmable Function Key turns off.

### To set Call Forward – Busy/No Answer at a forwarding station:

1. Pick up the handset or press **Speaker**.
2. Dial the Call Forward – Busy/No Answer Service Code (default: 744).

- OR -

At the multiline terminal only, press the **Call Forwarding Programmable Function keys**.  
(Program 15-07-01, 13 or SC 751, Key Code 13)

3. Dial **1** (Set).
4. Dial the destination extension or off-premise number.
5. Press **Speaker** or hang up.

 Refer to [Call Forwarding – Park and Page on page 2-145](#).

 The Call Forwarding Programmable Function Key turns on.

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**To cancel Call Forward – Busy/No Answer at a forwarding station:**

1. Pick up the handset or press **Speaker**.
2. Dial the Call Forward – Busy/No Answer Service Code (default: 744).

- OR -

At the multiline terminal only, press the **Call Forwarding Programmable Function** keys.  
(Program 15-07-01, 13 or SC 751, Key Code 13)

3. Dial **0** (Cancel).
4. Press **Speaker** or hang up.

 *The Call Forwarding Programmable Function Key turns off.*

**To set Call Forward – Both Ring at a forwarding station:**

1. Pick up the handset or press **Speaker**.
2. Dial the Call Forward – Both Ring Service Code (default: 745).

- OR -

At the multiline terminal only, press the **Call Forwarding Programmable Function** keys.  
(Program 15-07-01, 14 or SC 751, Key Code 14)

3. Dial **1** (Set).
4. Dial the destination extension number.
5. Press **Speaker** or hang up.

 *The Call Forwarding Programmable Function Key turns on.*

**To cancel Call Forward – Both Ring at a forwarding station:**

1. Pick up the handset or press **Speaker**.
2. Dial the Call Forward – Both Ring Service Code (default: 745).

- OR -

At the multiline terminal only, press the **Call Forwarding Programmable Function** keys.  
(Program 15-07-01, 14 or SC 751 Key Code 14)

3. Dial **0** (Cancel).
4. Press **Speaker** or hang up.

 *The Call Forwarding Programmable Function Key turns off.*

**To set Call Forward – Follow Me from the destination station:**

1. Pick up the handset or press **Speaker**.
2. Dial the Call Forward – Follow Me Service Code (default: 746).

- OR -

At the multiline terminal only, press the **Call Forwarding Programmable Function** keys.  
(Program 15-07-01, 10 or SC 751, Key Code 15)

3. Dial **1** (Set).
4. Dial the station number to be forwarded and then the destination number.
5. Press **Speaker** or hang up.

 *The Call Forwarding Programmable Function Key goes on.*

#### **To cancel Call Forward – Follow Me from the destination station:**

1. Pick up the handset or press **Speaker**.
2. Dial the Call Forward – Follow Me Service Code (default: 746).

**- OR -**

At the multiline terminal only, press the **Call Forwarding Programmable Function** keys.  
(Program 15-07-01, 10 or SC 751, Key Code 15)

3. Dial **0** (Cancel).
4. Dial the station number, which is forwarded, or **0** to cancel all extensions.
5. Press **Speaker** or hang up.

 *The Call Forwarding Programmable Function Key turns off.*

#### **To set Call Forward Immediate for any Extension to Destination:**

1. Pick up the handset or press **Speaker**.
2. Dial the Call Forward Immediate for any Extension to Destination Service Code (Default: 790).
3. Dial **1** (Set).
4. Dial the extension number to be forwarded and then the destination number.
5. Press **Speaker** or hang up.

#### **To cancel Call Forward Immediate for any Extension:**

1. Pick up the handset or press **Speaker**.
2. Dial the Call Forward Immediate for any Extension to Destination Service Code (default: 790).
3. Dial **0** (Cancel).
4. Dial the station number which is forwarded.
5. Press **Speaker** or hang up.

#### **To set Call Forward Busy/No Answer for any Extension to Destination:**

1. Pick up the handset or press **Speaker**.
2. Dial the Call Forward Busy/No Answer for any Extension to Destination Service Code (default: 793).
3. Dial **1** (Set).

4. Dial the extension number to be forwarded and then the destination number.
5. Press **Speaker** or hang up.

**To cancel Call Forward Busy/No Answer for any Extension to Destination:**

1. Pick up the handset or press **Speaker**.
2. Dial the Call Forward Busy/No Answer for any Extension to Destination Service Code (default: 793).
3. Dial **0** (Cancel).
4. Dial the station number, which is forwarded.
5. Press **Speaker** or hang up.

**To set Call Forward – Immediate using a Virtual Extension:**

1. Press the idle **Virtual Extension** key.
2. Dial the Call Forward – Immediate Service Code (default: 741).
3. Dial **1** (Set).
4. Dial the destination extension or off-premise number.
5. Press **Speaker** or hang up.

 Refer to *Call Forwarding – Park and Page* on page 2-145.

**To cancel Call Forward – Immediate at a forwarding station:**

1. Press the idle **Virtual Extension** key.
2. Dial the Call Forward – Immediate Service Code (default: 741).
3. Dial **0** (Cancel).
4. Press **Speaker** or hang up.

**To set Call Forward – Busy/No Answer using a Virtual Extension:**

1. Press the idle **Virtual Extension** key.
2. Dial the Call Forward – Busy/No Answer Service Code (Default: 744).
3. Dial **1** (Set).
4. Dial the destination extension or off-premise number.
5. Press **Speaker** or hang up.

 Refer to *Call Forwarding – Park and Page* on page 2-145.

**To cancel Call Forward – Busy/No Answer using a Virtual Extension:**

1. Press the idle **Virtual Extension** key.
2. Dial the Call Forward – Busy/No Answer Service Code (default: 744).
3. Dial **0** (Cancel).
4. Press **Speaker** or hang up.

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## *Call Forwarding with Follow Me*

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### **Description**

While at a co-worker's desk, a user can have Call Forwarding with Follow Me redirect their calls to the co-worker's extension. This helps an employee who gets detained at a co-worker's desk longer than expected. To prevent losing important calls, the employee can activate Call Forwarding with Follow Me from the co-worker's telephone.

Call Forwarding with Follow Me reroutes calls from the destination extension. To reroute calls from the initiating (forwarding) extension, use Call Forwarding.

### **Conditions**

- Call Forwarding an extension in a Department Group prevents that extension from receiving Department Pilot Calls.
- Multiple Stations can set Call Forward Follow Me to one station.
- Calls to extensions with DND active do not follow Call Forwarding programming. DIL calls ring an idle Department Group member, then follow Program 22-08 programming then Program 22-05 programming.

### **Default Setting**

Enabled

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### **System Availability**

#### **Terminals**

All Terminals

#### **Required Component(s)**

None

## Related Features

### Do Not Disturb

### Programmable Function Keys

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-11-07	<b>Service Code Setup (for Setup/Entry Operation) – Call Forwarding – Follow Me</b>	Assign the service code of Call Forward Follow Me.	MLT, SLT (default = 746)		✓	
15-07-01	<b>Programmable Function Keys</b>	Use to assign functions to multiline terminal line keys.	Line Key 1~48 0~99 (Normal Function Code 751 by default) (15 = Call Forward with Follow Me) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-11-05	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding with Follow Me</b>	In an extension's Class of Service, turns On (1) or Off (0) an extensions ability to set Call Forward with Follow Me.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		

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## Operation

### To activate Call Forward Follow Me from a multiline terminal:

1. At a multiline terminal, other than your own, press **Speaker** and dial Service Code (**746**, Program 11-11-07).  
- OR -  
Press the Call Forward Follow Me key (Program 15-07-01 or SC 751: Code 15).
2. Dial **1** to set.
3. Dial the Extension to forward.  
 *The multiline terminal with display indicates on the display of the telephone which Call Forward Follow Me is set. Also, the Programmed Follow Me Flexible Line Key flashes (if assigned) when Follow Me is set.*

### To cancel Call Forward Follow Me from your own Multiline Terminal:

1. At your multiline terminal, press **Speaker** and dial Service Code (**746**, Program 11-11-07).  
- OR -  
Press the Call Forward Follow Me key (Program 15-07-01 or SC 751: Code 15).
2. Dial **0** to cancel.
3. Dial **0** (Cancel All Forward Follow Me).  
- OR -  
Dial the extension number with Follow Me set.

### To activate Call Forward Follow Me from a single line telephone:

1. At a single line telephone, other than your own, lift the handset and dial the Service Code (**746** Program 11-11-07).
2. Dial **1** to set.
3. Dial the extension to forward.

### To cancel Call Forward Follow Me from your own single line telephone:

1. At your single line telephone, lift the handset and dial Service Code (**746**, Program 11-11-07).
2. Dial **0** to cancel.
3. Dial **0** (Cancel All Forward Follow Me).  
- OR -  
Dial the extension number with Follow Me set.

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## *Call Forwarding, Off-Premise*

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### **Description**

Off-Premise Call Forwarding allows an extension user to forward their calls to an off-site location. By enabling Call Forward, Off-Premise, the user can stay in touch by having the system forward their calls while they are away from the office. The forwarding destination can be any telephone number the user enters, such as a mobile phone, home office, hotel or meeting room. Off-Premise Call Forwarding can route the off-site telephone number over a specific trunk or through a trunk group, Automatic Route Selection or Trunk Group Routing.

Off-Premise Call Forwarding reroutes the following types of incoming calls:

- Ringing intercom calls from co-worker's extensions
- Calls routed from the VRS or Voice Mail <sup>1</sup>
- Direct Inward Lines <sup>1</sup>
- DISA, DID and Tie Line calls to the forwarded extension <sup>1</sup>
- Transferred calls <sup>1</sup>

Off-Premise Call Forwarding does not reroute Call Arrival (CAR) Keys, Call Arrival (CAR) Keys, or Ring Group calls (i.e., trunk ringing according to Ring Group assignments made in Program 22-04 and Program 22-05).

### **Conditions**

- If a call that forwards Off-Premise goes out on a trunk assigned as TIE or DID, and the called party does not answer before the time in Program 34-07-05, the call recalls to the station that performed the transfer.
- Call Forwarding Off-Premise requires either loop start trunks with disconnect supervision or ground start trunks.
- The trunk access code and the outside telephone number combined cannot exceed 24 digits.
- Call Forwarding an extension in a Department Group prevents that extension from receiving Department Pilot Calls.
- If a Programmable Function key is not defined for Call Forwarding (10~17), the DND key flashes to indicate that the extension is call forwarded.
- DID calls to an extension with Off-Premise Call Forwarding set do not recall if there is no answer.

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1. Off-Premise Call Forwarding can reroute an incoming trunk call only if the outgoing trunk selected has disconnect supervision enabled (refer to the Programming section).

- Calls to extensions with DND active do not follow Call Forwarding programming. DIL calls ring an idle Department Group member, then follow Program 22-08 programming then Program 22-05 programming.
- Door Boxes must be programmed for the calls to be transferred Off-Premise.
- The outside number Call Forwarding dials can be only a number normally allowed by the forwarded extension Toll Restriction.
- In systems with a DSP daughter board for VRS, callers to an extension forwarded off-premise hear, "Please hold on, your call is being rerouted." This option can be disabled in Program 40-10-01 by setting it to disable.
- When a station is in DND and any Call Forwarding Off Premise is set, the call forwards immediately.
- Call Forwarding, Off-Premise is not supported when using Alternate Trunk Group Routing.

### **Default Setting**

Disabled

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## **System Availability**

### **Terminals**

All Stations

### **Required Component(s)**

None

## Related Features

Call Arrival (CAR) Keys

Call Forwarding

Code Restriction

Direct Inward Dialing (DID)

Do Not Disturb

Door Box

Virtual Extensions

Voice Response System (VRS)

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-09-01	DTMF and Dial Tone Circuit Setup	Allocate the circuits on the CD-CP00-AU ETUs for either DTMF receiving or dial tone detection.	0 = Common Use 1 = Extension Only 2 = Trunk Only Default: Circuit/Resource 01~08 = 1 (Extensions) Circuit/Resource 09~32 = 2 (Trunks) Circuit/Resource 33~96 = 0 (Not Used) Circuit/Resource 97~160 = 0 (Common) When PZ-BS10 is installed, 97~160 are available		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-07-01	Department Group Pilot Numbers – Dial	Use to assign pilot numbers to each Department Group set up.	Up to eight digits (default not assigned)	✓		
11-11-01	Service Code Setup (for Setup/Entry Operation) – Call Forward – All	Use to assign the Call Forward All Service Code.	MLT, SLT (default = 741)		✓	
11-11-02	Service Code Setup (for Setup/Entry Operation) – Call Forward – Busy	Use to assign the Call Forward Busy Service Code.	MLT, SLT (default = 742)		✓	
11-11-03	Service Code Setup (for Setup/Entry Operation) – Call Forward – No Answer	Use to assign the Call Forward No Answer Service Code.	MLT, SLT (default = 743)		✓	
11-11-04	Service Code Setup (for Setup/Entry Operation) – Call Forward – Busy/No Answer	Use to assign the Call Forward Busy No Answer Service Code.	MLT, SLT (default = 744)		✓	
11-11-05	Service Code Setup (for Setup/Entry Operation) – Call Forward – Both Ring	Use to assign the Call Forward Both Ring Service Code.	MLT, SLT (default = 745)		✓	
11-11-45	Service Code Setup (for Setup/Entry Operation) – Set/Cancel Call Forward All (Split)	Use to assign the Call Forward All Split Service Code.	MLT, SLT (default not assigned)		✓	
11-11-46	Service Code Setup (for Setup/Entry Operation) – Set/Cancel Call Forward Busy (Split)	Use to assign the Call Forward Busy Split Service Code.	MLT, SLT (default not assigned)		✓	
11-11-47	Service Code Setup (for Setup/Entry Operation) – Set/Cancel Call Forward No Answer (Split)	Use to assign the Call Forward No Answer Split Service Code.	MLT, SLT (default not assigned)		✓	
11-11-48	Service Code Setup (for Setup/Entry Operation) – Set/Cancel Call Forward Busy/No Answer (Split)	Use to assign the Call Forward Busy No Answer Split Service Code.	MLT, SLT (default not assigned)		✓	
11-11-49	Service Code Setup (for Setup/Entry Operation) – Set/Cancel Call Forward Both Ring (Split)	Use to assign the Call Forward Both Ring Split Service Code.	MLT, SLT (default not assigned)		✓	
11-11-52	Service Code Setup (for Setup/Entry Operation) – Set/Cancel Call Forward All Destination (No Split)	Use to assign the Call Forward All for any Extension Service Code.	MLT, SLT (default = 790)		✓	
11-11-53	Service Code Setup (for Setup/Entry Operation) – Set/Cancel Call Forward Busy Destination (No Split)	Use to assign the Call Forward Busy for any Extension Service Code.	MLT, SLT (default = 791)		✓	
11-11-54	Service Code Setup (for Setup/Entry Operation) – Set/Cancel Call Forward No Answer Destination (No Split)	Used to assign the Call Forward No Answer for any Extension Service Code.	MLT, SLT (default = 792)		✓	
11-11-55	Service Code Setup (for Setup/Entry Operation) – Set/Cancel Call Forward Busy/No Answer Destination (No Split)	Use to assign the Call Forward Busy No Answer for any Extension Service Code.	MLT, SLT (default = 793)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-01-13	<b>Basic Trunk Data Setup – Loop Supervision</b>	Enable (1) loop supervision for each trunk that should be able to use Call Forwarding Off-Premise.				
15-07-01	<b>Programmable Function Keys</b>	Use to assign functions to multiline terminal line keys.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-09-01	<b>Class of Service Options (Incoming Call Service) – Second Call for DID/DISA/DIL/ E&amp;M Override</b>	Turns Off (0) or On (1) the extension ability to receive a second call from a DID, DISA, DIL, or tie line caller. <i>With this option set to 1, the destination extension must be busy for a second DNIS caller to ring through. If the destination extension does not have a trunk or CAP key available for the second call and a previous call is ringing the extension but has not yet been answered, the second caller hears busy regardless of this program setting.</i>	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-09-07	<b>Class of Service Options (Incoming Call Service) – Call Queuing</b>	Turns Off (0) or On (1) an extension ability to have calls queued if a call rings the extension when it is busy.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
20-11-12	<b>Class of Service Options (Hold/ Transfer Service) – Call Forwarding Off-Premise (External Call Forwarding)</b>	In an extensions Class of Service, turns On (1) or Off (0) setting up Call Forwarding Off-Premise at the extension.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
20-13-05	<b>Class of Service Options (Supplementary Service) – Intercom Off-Hook Signaling</b>	Turns On (1) or Off (0) the ability of an extension to receive Off-Hook Signals.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-13-06	<b>Class of Service Options (Supplementary Service) – Automatic Off-Hook Signaling (Automatic Override)</b>	Allows a busy extension ability to Manually (0) or Automatically (1) receive Off-Hook signals.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
24-02-07	<b>System Options for Transfer – Trunk-to-Trunk Transfer Release Warning Tone</b>	Timer starts when a trunk begins talking with another trunk (for example: Trunk-to-Trunk Transfer, outgoing from trunk, Tandem Trunking). When this time expires, a warning tone is heard.	0~64800 (seconds) (default = 1800 seconds)		✓	
24-09-01	<b>Call Forward Split Settings – Call Forwarding Type</b>	Use to assign Call Forwarding Type and destination numbers for each extension/virtual extension.	0 = Call Forwarding Off 1 = Call Forwarding with both ring 2 = Call Forwarding when no answer 3 = Call Forwarding all calls 4 = Call Forwarding busy or no answer 5 = Call Forwarding when busy (default = 0)	✓		
24-09-02	<b>Call Forward Split Settings – CO Call Forwarding Destination for Both Ring, All Call, No Answer</b>	Use to assign CO Call Forwarding destination numbers for both ring, all call and no answer.	1~9, 0, #, *, R, @ (Up to 24 digits) (default not assigned)	✓		
24-09-03	<b>Call Forward Split Settings – Intercom Call Forwarding Destination for both ring, All Call, No Answer</b>	Use to assign Intercom Call Forwarding destination numbers for both ring, all call and no answer.	1~9, 0, #, *, R, @ (Up to 24 digits) (default not assigned)	✓		
24-09-04	<b>Call Forward Split Settings – CO Call Forwarding Busy Destination</b>	Use to assign CO Call Forwarding busy destination numbers.	1~9, 0, #, *, R, @ (Up to 24 digits) (default not assigned)	✓		
24-09-05	<b>Call Forward Split Settings – Intercom Call Forwarding Busy Destination</b>	Use to assign Intercom Call Forwarding busy destination numbers.	1~9, 0, #, *, R, @ (Up to 24 digits) (default not assigned)	✓		
24-09-06	<b>Call Forward Split Settings – Call Forwarding Destination for CTX/PBX for All Call, No Answer</b>	Use to assign Call Forwarding destination numbers for CTX/PBX for all call and no answer.	1~9, 0, #, *, R, @ (Up to 24 digits) (default not assigned)	✓		
24-09-07	<b>Call Forward Split Settings – Call Forwarding Destination for CTX/PBX for Busy</b>	Use to assign Call Forwarding destination numbers for CTX/PBX for busy.	1~9, 0, #, *, R, @ (Up to 24 digits) (default not assigned)	✓		
25-07-07	<b>System Timers for VRS/DISA – Long Conversation Warning Tone Time</b>	Determine the time a DISA caller or any Trunk-to-Trunk (such as Tandem Trunking) conversation can talk before the Long Conversation tone is heard.	0~64800 (seconds) (default = 1800 seconds)		✓	
25-07-08	<b>System Timers for VRS/DISA – Long Conversation Disconnect Time</b>	This time determines how long the system waits before disconnecting a DISA or any trunk-to-trunk (such as Tandem Trunking) call after the Long Conversation tone is heard.	0~64800 (seconds) (default = 30 seconds)		✓	

## Trunk-to-Trunk Forwarding – Normal (0) Trunks

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-10-06	<b>Service Code Setup (for System Administrator) – Setting the Automatic Transfer for each Trunk Line</b>	Customize the service code to be used to set the Automatic Trunk Forwarding feature.	MLT (default = 733)		✓	
11-10-07	<b>Service Code Setup (for System Administrator) – Canceling the Automatic Transfer for each Trunk Line</b>	Customize the service code to be used to cancel the Automatic Trunk Forwarding feature.	MLT (default = 734)		✓	
11-10-08	<b>Service Code Setup (for System Administrator) – Setting the Destination for Automatic Trunk Transfer</b>	Customize the service code to be used to set the destination for the Automatic Trunk Forwarding feature.	MLT (default = 735)		✓	
13-01-01	<b>Speed Dialing Option Setup – Speed Dialing Auto Outgoing Call Mode</b>	Determine if dialing an Speed Dialing number will dial an outside number (seizing a trunk as assigned in Program 13-05) or an Intercom number (0 = Trunk Dialing Mode, 1 = Extension Dialing Mode).	0 = Trunk Outgoing Mode 1 = Intercom Outgoing Mode (default = 0)	✓		
13-04-01	<b>Speed Dialing Number and Name – Speed Dialing Data</b>	Enter the Common and Group Speed Dialing numbers and names which are to be used for Trunk-to-Trunk Forwarding.	1~9, 0, *, # Pause (Press line key 1) Recall/Flash (Press line key 2) @ = Code to wait for answer supervision in ISDN (Press line key 3) (maximum 24 digits) (default not assigned)	✓		
14-01-26	<b>Basic Trunk Data Setup – Automatic Trunk-to-Trunk Transfer Mode</b>	Enable or Disable each trunk the ability to use Step Transfer.	0 = Normal Transfer (Normal) 1 = Step Transfer (Step) (default = 0)	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-07-05	<b>Class of Service Options (Administrator Level) – Set/Cancel Automatic Trunk-to-Trunk Transfer</b>	Turns On (1) or Off (0) the ability of an extension to use the Trunk-to-Trunk Forwarding service codes.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
22-02-01	Incoming Call Trunk Setup – Incoming Type	Used to assign the incoming trunk type for each trunk. There is one item for each Mode. When using Trunk-to-Trunk Forwarding the trunks must be set for Normal (0).	0 = Normal 1 = VRS (second dial tone if no VRS installed) 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie line 6 = Delayed VRS 7 = ANI/DNIS 8 = DID(DDI) Mode Switching (default = 0)	✓		
24-02-11	System Options for Transfer – No Answer Step Transfer	Assign the amount of time each transfer destination rings before step transfer is performed.	0~64800 (seconds) (default = 10 seconds)	✓		
24-02-12	System Options for Transfer – No Answer Trunk-to-Trunk Transfer	This timer defines the amount of time that elapses before the automatic Trunk-to-Trunk Transfer is performed.	0~64800 (seconds) (default = 0 seconds)	✓		
24-04-01	Automatic Trunk-to-Trunk Transfer Target Setup	Assign the Speed Dialing number bin (0~1999) to a trunk and the mode which should be used as the destination of the Automatic Trunk-to-Trunk Forwarding.	0~1999 (default = 1999)	✓		

### Trunk-to-Trunk Forwarding – DID (3) Trunk Forwarding by Department Groups

 Refer to Departmental Calling for additional Department Group programming.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-07-01	Department Group Pilot Numbers – Dial	Assign pilot numbers to the Extension (Department) Groups you set up in Program 16-02.	Up to eight digits (default not assigned)	✓		
11-11-25	Service Code Setup (for Setup/Entry Operation) – Automatic Transfer Setup for Each Extension Group	Customize the service code to be used to set the Automatic Trunk Forwarding feature for a Department Group.	MLT, SLT (default = 602)		✓	
11-11-26	Service Code Setup (for Setup/Entry Operation) – Automatic Transfer Cancellation for Each Extension Group	Customize the service code to be used to cancel the Automatic Trunk Forwarding feature for a Department Group.	MLT, SLT (default = 603)		✓	
11-11-27	Service Code Setup (for Setup/Entry Operation) – Destination of Automatic Transfer Each Extension Group	Customize the service code to be used to set the destination for the Automatic Trunk Forwarding feature for a Department Group.	MLT (default = 604)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
13-01-01	<b>Speed Dialing Function Setup – Speed Dialing Auto Outgoing Call Mode</b>	Determine if dialing an Speed Dialing number will dial an outside number (seizing a trunk as assigned in Program 13-05) or an Intercom number (0 = Trunk Dialing Mode, 1 = Extension Dialing Mode).	0 = Trunk Outgoing Mode 1 = Intercom Outgoing Mode (default = 0)	✓		
13-04-01	<b>Speed Dialing Number and Name – Speed Dialing Data</b>	Enter the Common and Group Speed Dialing numbers and names which are to be used for Trunk-to-Trunk Forwarding.	1~9, 0, *, # Pause (Press line key 1) Recall/Flash (Press line key 2) @ = Code to wait for answer supervision in ISDN (Press line key 3) (maximum 24 digits) (default not assigned)	✓		
14-01-04	<b>Basic Trunk Data Setup – Transmit Gain Level for Conference and Transfer Calls</b>	CODEC gain set at 0 dB [Program 14-01-04 = 32 (CODEC Gain Type 2)] can be used to set the transmit CODEC gain type for multiline Conference or transferred calls.	1~63(-15.5dB ~ +15.5dB in 0.5dB intervals) [default = 32 (0dB)]		✓	
14-01-05	<b>Basic Trunk Data Setup – Receive Gain Level for Conference and Transfer Calls</b>	CODEC gain set at 0 dB [Program 14-01-04 = 32 (CODEC Gain Type 2)] can be used to set the transmit CODEC gain type for multiline Conference or transferred calls.	1~63(-15.5dB ~ +15.5dB in 0.5dB intervals) [default = 32 (0dB)]		✓	
14-06-01	<b>Trunk Group Routing – Priority Order Number</b>	Used to set the priority order number 1~4.	0 = Not Specify 1~100 : (Trunk Group Number) 1001~1100 : (1000 + Route Table Number) Default: Route 1, Order Number 1 = 1 (Trunk Group 1) Order Numbers 2, 3, 4 = 0 (Not Specified) All Other Routes (2~100) and Order Numbers (1~4) = 0 (Not Specified).	✓		
15-07-01	<b>Programmable Function Keys</b>	Assign an Automatic Forwarding at Department Group key (58) or a Delayed Forwarding at Department Group key (59) for an extension user.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		
16-02-01	<b>Department Group Assignment for Extensions</b>	Set up the Department Group called by the pilot number and the extension priority when a group is called. Call Pickup Groups are set up in 23-02.	Department Groups 1-64 Priority 1-512 Default = All extensions in Department Group 1 with priority in port order: Port 1 priority = 1 Port 512 priority = 512	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-06-01	Class of Service for Extensions	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-11-17	Class of Service Options (Hold/Transfer Service) – Department Group Trunk-to-Trunk Transfer (Each Telephone Group Transfer)	Turns On (1) or Off (0) the ability of an extension in a Department Group to use the Trunk-to-Trunk Forwarding service codes.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
24-05-01	Department Group Transfer Target Setup	Assign the Speed Dialing number bin to be used as the destination of the Department Group Trunk-to-Trunk Forwarding.	0~1999 (default = 1999)	✓		

### Trunk-to-Trunk Forwarding – DID (3) Trunk Forwarding Using DID Translation Table

 Refer to Direct Inward Dialing (DID) for additional DID programming.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
22-11-05	DID Translation Table Number Conversion – Transfer Destination Number 1	For each DID Translation Table entry (1-2000), specify the first and second Transfer Destinations if the callers receives a busy or no answer (action defined in Program 22-11-04)  <i>If the Transfer Destinations are busy or receive no answer, those calls are transferred to the final transfer destination (Program 22-10).</i>	0 = No Setting 1~100 = Incoming Group 101 = (Not Used) 102 = In-Skin/External Voice Mail or In-Mail 201~264 = Extension Group 400 = Valid Extension Number 401 = DISA 501~548 = DISA/VRS Message 1000~1999 = Speed Number (000~999) (default = 0)	✓		
22-11-06	DID Translation Table Number Conversion – Transfer Destination Number 2			✓		

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## Operation

### To activate Call Forwarding Off-Premise non-split:

1. At a multiline terminal, press **Speaker**.  
- OR -  
At a single line telephone, lift the handset.
2. Dial the Call Forwarding Service Code.  
- OR -  
At a multiline terminal only, press the Call Forwarding Programmable Function keys (Program 15-07-01, Program 15-07-10 ~Program 15-07-15 or SC 751 Key Code 10~15).
3. Dial **1** (Set).
4. Dial the Trunk Access Code (default: 0) + Number (0+2142622000).
  -  *Trunk access codes are 0 (ARS/Trunk Group Routing), 704 + Line Group (1~9, 01~99 or 001~100) or #0 + Line number (e.g., 05 or 005 for line 5).*
  -  *Your DND or Call Forwarding (Device) Programmable Function key flashes.*

### To cancel Call Forwarding Off-Premise non-split:

1. At a multiline terminal, press **Speaker**.  
- OR -  
At a single line telephone, lift the handset.
2. Dial the Call Forward Access Code (default not assigned).
3. Dial **0** (Cancel).

### To activate Call Forwarding Off-Premise Split:

1. At a multiline terminal, press **Speaker**.  
- OR -  
At a single line telephone, lift the handset.
2. Dial the Call Forwarding Service Code.
3. Dial **1** (Set).
4. Dial **1** (Internal) or **0** (External).
5. Dial Trunk Access Code (default: 0) + number (0 + 2142622000).
  -  *Trunk access codes are 0 (ARS/Trunk Group Routing), 704 + Line Group (1~9, 01~99 or 001~100) or #0 + Line number (e.g., 05 or 005 for line 5).*
  -  *Your DND or Call Forwarding (Device) Programmable Function key flashes.*

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### To cancel Call Forwarding Off-Premise Split:

1. At the multiline terminal, press **Speaker**.  
- OR -
2. At a single line telephone, lift the handset.
3. Dial the Call Forward Access Code (default not assigned).
4. Dial **0** (Cancel).
  -  *If Internal and External are set both are canceled.*
  -  *Your DND or Call Forwarding (Device) Programmable Function key flashes.*

### Off-Premise Call Forwarding for Door Boxes

 *These operations are performed at the Door Box Ringing Extension only.*

### To activate Call Forwarding Off-Premise for a Door Box:

 *This option only works for ISDN PRI or BRI Trunks.*

1. At the multiline terminal, press **Speaker** + dial SC **722**.  
- OR -  
At the multiline terminal only, press Call Forward (Device) key (Program 15-07-01 or SC 751, code 54).  
- OR -  
At the single line telephone, lift the handset + dial **722**.
2. Dial the Door Box number (**1~4**).
3. Dial the Speed Dialing number where the calls should be forwarded.
4. Press **Speaker** (or hang up at the single line telephone) to hang up.

### To cancel Call Forwarding Off-Premise for a Door Box:

1. At the multiline terminal, press **Speaker** + dial SC **722**.  
- OR -  
At the multiline terminal only, press Call Forward (Device) key (Program 15-07-01 or SC 751, code 54).  
- OR -  
At the single line telephone, lift the handset + dial **722**.
2. Dial **0** (Cancel).

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## Trunk-to-Trunk Forwarding

### Set the Destination and Forward the Line:

1. Lift the handset.
2. Dial **735**.
3. Dial trunk port number (**001~200**) to be defined.
4. Select the mode (**1~8**) to be defined.
5. Enter the telephone number, which is the destination of the forwarded trunk.  
 *The number is stored in the Speed Dial bin number assigned in Program 24-04-01. This entry overwrites any existing number defined in the bin.*
6. Press **Hold** to accept the entry.
7. Repeat from Step 3 to define another mode entry or press **Speaker** to hang up.

### Cancel the Line Forwarding:

1. Lift the handset.
2. Dial **735**.
3. Dial trunk port number (**001~200**) to be defined.
4. Select the mode (**1~8**) to be defined.
5. Press the **Exit** key.
6. Press **Speaker** to hang up.

### Automatic Trunk-to-Trunk Transfer (Step Transfer) (follows the predefined destination in Program 24-04-01) Set Automatic Trunk Forwarding:

 *The Speed Dial bin must be defined in Program 13-04-01 for the line to forward.*

1. Lift the handset.
2. Dial **733**.
3. Dial trunk port number to be used (**001~200**).
4. Press **Speaker** to hang up.

### Cancel Automatic Trunk Forwarding:

1. Lift the handset.
2. Dial **734**.
3. Dial trunk port number to be used (**001~200**).
4. Press **Speaker** to hang up.

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## Department Group Line Forwarding

### Method 1

#### Set the Destination and Forward the Line:

1. Lift the handset.
2. Dial **604**.
3. Dial the Department Group number (**01~64**) to be defined.
4. Select the time mode (**1~8**) to be defined.
5. Enter the telephone number, which is the destination of the forwarded trunk.  
 *The number is stored in the Speed Dial bin number assigned in Program 24-04-01. This entry overwrites any existing number defined in the bin.*
6. Press **Hold** to accept the entry.
7. Repeat from Step 3 to define another time mode entry or press **Speaker** to hang up.

#### Cancel the Line Forwarding:

1. Lift the handset.
2. Dial **604**.
3. Dial the Department Group number (**01~64**) to be defined.
4. Select the time mode (**1~8**) to be defined.
5. Press the **Exit** key.
6. Press **Speaker** to hang up.

### Method 2 (follows the pre-defined destination in Program 24-05-01)

#### Set Automatic Trunk Forwarding:

 *The Speed Dial bin must be defined in Program 13-04-01 for the line to forward.*

1. Lift the handset.
2. Dial **602**.
3. Dial the Department Group number (**01~64**) to be defined.
4. Press **Speaker** to hang up.

#### Cancel Automatic Trunk Forwarding:

1. Lift the handset.
2. Dial **603**.
3. Dial the Department Group number (**01~64**) to be defined.
4. Press **Speaker** to hang up.

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## *Call Forwarding/Do Not Disturb Override*

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### **Description**

An extension user can override Call Forwarding or Do Not Disturb at another extension. This is helpful, for example, to dispatchers and office managers that always need to get through.

#### **Conditions**

None

#### **Default Setting**

Disabled

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### **System Availability**

#### **Terminals**

Any Station

#### **Required Component(s)**

None

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### **Related Features**

**Programmable Function Keys**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-12-01	Service Code Setup (for Service Access) – Bypass Call	Customize the Service Code which is to be used for Call Forwarding/ DND Override.	MLT, SLT (default = 707)		✓	
11-16-06	Single Digit Service Code Setup – DND/Call Forward Override Bypass	Customize the 1-digit Service Code used for DND/Call Forward Override.	(default not assigned)	✓		
15-07-01	Programmable Function Keys	Use to assign functions to multiline terminal line keys.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		
20-06-01	Class of Service for Extensions	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-13-04	Class of Service Options (Supplementary Service) – Call Forward/DND Override (Bypass Call)	Turns On or Off the ability to use Call Forwarding/DND Override.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

## Operation

### To override an extension Call Forwarding or Do Not Disturb:

1. Call the forwarded or DND extension.
2. Press the Override key (Program 15-07 or SC 751: 37).

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## Call Monitoring

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### Description

Call Monitoring allows selected Multiline Terminal Users to monitor another user's conversation without the ability to participate. A programmable audible alert tone can be sent to that station user. Without the audible alert (silent monitor), no indication is provided to either the monitored station or the outside party.



*The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record telephone conversation or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any telephone conversation. Some federal and state laws require some form of notification to all parties to a telephone conversation, such as using a beep tone or other notification methods or requiring the consent of all parties to the telephone conversation, prior to monitoring or recording the telephone conversation. Some of these laws incorporate strict penalties.*

### Call Monitoring with Coaching Ability

Call Monitoring with Coaching Ability allows for the transmit path to be opened only to the monitored station, to provide the Coaching ability for the person that is performing the Call Monitoring. Press the MIC key, or dial Feature + 1 to toggle the Coaching ability on and off.

### Conditions

- Call Monitoring is allowed for internal calls.
- An extension user cannot Monitor an Intercom call if one of the Intercom callers is using Hands-free Answerback. Both Intercom parties must lift the handset or press **Speaker**.
- An extension user cannot monitor a conference, however an extension programmed for Call Monitor can barge In to a conference.
- With Program 20-13-10 set to 0, a call, which has been barged into, can be placed on hold by the originator of the outside call. Both the outside caller and the extension, which is monitoring the call, are placed on hold.
- The handset and microphone are muted during Call Monitoring.
- Live Record does not work for Call Monitor calls.
- While being monitored, an extension cannot receive Voice Over.
- When a monitored extension places a call on hold, Call Monitor is automatically finished.

- With Program 20-13-10 set to 1, a call which is being Monitored can be placed on park by the originator of the outside call, but only the outside caller is placed in park. The extension which is monitoring the call is dropped.
- When Program 20-13-10 is set to 0 (Off), coaching is not permitted. When Program 20-13-10 is set to 1 (On), Program 20-13-45 takes effect.
- When Silent Monitor Mode is used, MIC or Feature + 1 can be used to activate speech path to the internal and external parties.

### **Default Setting**

Disabled.

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## **System Availability**

### **Terminals**

All terminals

### **Required Component(s)**

None

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## **Related Features**

**Barge-In**

**Conference**

**Hold**

**Intercom**

**Park**

**Programmable Function Keys**

**VM8000 InMail**

## Guide to Feature Programming

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Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-12-08	<b>Service Code Setup (for Service Access) – Barge-In</b>	Determine what the service code should be for an internal party to use the Barge-In feature.	MLT, SLT (default = 710)		✓	
11-16-02	<b>Single Digit Service Code Setup – Barge-In</b>	Use to customize the one-digit Service Codes used for Barge-In.	(default not assigned)	✓		
15-07-01	<b>Programmable Function Keys</b>	Use to assign functions to multiline terminal line keys.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-13-10	<b>Class of Service Options (Supplementary Service) – Barge-In Monitor</b>	Enables the extension Barge-In Mode to be Speech mode (0) or Monitor mode (1) (i.e., Barge-In initiator).	0 = Speech 1 = Monitor (default = 0 for COS 1~15)	✓		
20-13-15	<b>Class of Service Options (Supplementary Service) – Barge-In, Initiate</b>	Turns Off (0) or On (1) an extension user ability to barge-in on other's calls.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
20-13-16	<b>Class of Service Options (Supplementary Service) – Barge-In, Receive</b>	In an extension Class of Service, turns On (1) or Off (0) Barge-In at the receiving extension (i.e., Barge-In receive).	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
20-13-17	<b>Class of Service Options (Supplementary Service) – Barge-In Tone/Display (Intrusion Tone)</b>	In an extension Class of Service, turns On (1) or Off (0) the Barge-In (Intrusion) Tone. If disabled, this also turns off the Barge-In display at the called extension.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-32	<b>Class of Service Options (Supplementary Service) – Deny Multiple Barge-Ins</b>	In an extension Class of Service, Allow (1) or Deny (0) the extension ability to have multiple users Barge-In to their conversation.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-45	<b>Class of Service Options (Supplementary Service) – MIC Key Mode While Call Monitoring</b>	Set per class of service, when in Call Monitoring Mode determines if the monitored parties receives the barge in alert tone when Coaching Mode is enabled.	0 = Enable 1 = Disable (default = 1 for COS 1~15)		✓	
20-14-11	<b>Class of Service Options for DISA/E&amp;M – DISA/Tie Trunk Barge-In</b>	In an extension Class of Service, Enable (1) or Disable (0) a DISA or tie trunk user from using the Barge-In feature.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
20-18-07	<b>Service Tone Timers – Intrusion Tone Repeat Time</b>	After a user Barges In, the system repeats the Barge-In tone after this interval. Normally, you should disable this time by entering 0. (This time also affects any other type of call interruption features, such as Voice Mail Conversation Recording, Voice Over, etc.)	0~64800 (seconds) (default = 0 seconds)		✓	
21-01-03	<b>System Options for Outgoing Calls – Trunk Interdigit Time (External)</b>	Program how long an extension must wait before using the Barge-In feature can be used on a call (this time expires before a call is put in a talk state). This time also affects Voice Over.	0~64800 (seconds) (default = 5 seconds)		✓	

## Operation

The call must be set up for about 10 seconds before it can be Monitored. Listen for busy/ring or busy tone.

### To Call Monitor after calling a busy extension:

1. Call a busy extension.
2. Press the Barge-In key (Program 15-07 or SC 751: 34).

- OR -

*The following steps are not available for DISA or Tie Line trunks.*

1. Dial the extension number of the busy internal party.
2. Dial the single digit service code or the service code **710** (the access code will change).

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### To Call Monitor without first calling the busy extension:

1. Press **Speaker** or lift handset.
2. Dial **710** or press the Barge-In key (Program 15-07 or SC 751: 34) (the access code will change).
3. Dial a busy extension.
  -  *If Monitoring is not possible:*
    - the extension user hears a warning tone.*
    - the DISA user is rerouted to the defined ring group.*
    - the Tie Line user hears a busy tone.*

### To Call Monitor using Coaching Ability

1. Call a busy extension.
2. Press the **Barge-In** key (Program 15-07 or SC 751:34).
3. Press **MIC** or **Feature + 1** to toggle Coaching Ability on and off to the monitored station.  
**- OR -**
  1. Dial the extension number of the busy party.
  2. Dial the single digit service code or the service code **710** (the access code changes).
  3. Press **MIC** or **Feature + 1** to toggle Coaching Ability on and off.

### To Call Monitor using Coaching Ability without first calling the busy extension

1. Press **Speaker** or lift the handset.
2. Dial **710** or press the **Barge-In** key (Program 15-07 or SC 751:34). The access code changes.
3. Dial a busy extension.
4. Press **MIC** or **Feature + 1** to toggle Coaching Ability on and off to the monitored station.

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## Call Redirect

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### Description

Call Redirect allows a multiline terminal user to transfer a call to a predefined destination (such as an operator, voice mail, or another extension) without answering the call. This can be useful if you are on a call and another rings in to your extension. Press the Call Redirect key to transfer the call, allowing you to continue with your current call.

This feature works with the following calls:

- Normal trunk call
- DID
- DISA
- DIL
- E&M
- ICM

The following calls *cannot* be redirected with the feature:

- ACD
- Transferred
- Department Group (all ring mode)
- Door Box
- Virtual Extension

### Conditions

- After pressing the Call Redirect key, the call does not recall to the extension.
- The predefined destination must be an extension number or voice mail pilot number.
- When a call is Redirected to another phone it does not follow the forwarding on that phone.

### Default Setting

Enabled

## System Availability

### Terminals

Any Multiline Terminal

### Required Component(s)

None

## Related Features

None

## Guide to Feature Programming

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- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-07-01	<b>Programmable Function Keys</b>	Use to assign functions to multiline terminal line keys.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-11-16	<b>Class of Service Options (Hold/Transfer Service) – Call Redirect</b>	Turns On (1) or Off (0) a multiline terminal user's ability to transfer a call to a predefined destination (such as an operator, voice mail, or another extension) without answering the call.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		

## Operation

### To redirect a ringing call:

With an incoming call ringing your extension, press the Call Redirect key (Program 15-07 or SC 751: 49 + Destination Extension Number) without lifting the handset.

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## *Call Waiting/Camp-On*

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### **Description**

With Call Waiting, an extension user may call a busy extension and wait in line (Camp-On) without hanging up. When the user Camps-On, the system signals the busy extension with two beeps indicating the waiting call. The call goes through when the busy extension becomes free. Call Waiting helps busy extension users know when they have additional waiting calls. It also lets callers wait in queue for a busy extension without being forgotten.

### **Conditions**

- Call Arrival (CAR) Key (virtual extension) keys do not support Call Waiting/Camp-On Programmable Function keys (code 35).
- If an extension user Camps-On and then hangs up, the system converts the Camp-On to a callback.
- Off-Hook Signaling gives an extension the ability to block a caller from dialing 704 to Camp-On and/or DID callers from automatically camping on.
- Function keys simplify Call Waiting/Camp-On operation.
- An extension user may Transfer a call to a busy extension.
- Trunk Queuing lets an extension user camp-on to a trunk.
- Call Queuing must also be disabled to disable Call Waiting.

### **Default Setting**

Enabled

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### **System Availability**

#### **Terminals**

Multiline Terminal and Single Line Telephone

#### **Required Component(s)**

None

## Related Features

Callback

Off-Hook Signaling

Programmable Function Keys

Transfer

Trunk Queuing/Camp On

## Guide to Feature Programming

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Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-11-23	Service Code Setup (for Setup/Entry Operation) – Second Call for DID/DISA/DIL	This service code enables Second Call to each extension when Program 20-09-01 (Second Call) is set to 0 (disable).	MLT (default = 679)		✓	
11-12-04	Service Code Setup (for Service Access) – Set Camp-On	Customize the Service Code, which is to be used for setting Camp-On.	MLT, SLT (default = 750)		✓	
11-12-05	Service Code Setup (for Service Access) – Cancel Camp-On	Customize the Service Code, which is to be used for cancelling Camp-On.	MLT, SLT (default = 770)		✓	
11-12-47	Service Code Setup (for Service Access) – Call Waiting Answer/ Split Answer	If required, use this program to change the code users dial to Split while on a call.	SLT (default = 794)		✓	
11-16-05	Single Digit Service Code Setup – Camp-On	Customize the 1-digit Service Code used for setting Camp-On.	(default = #)		✓	
15-02-06	Multiline Telephone Basic Data Setup – Hold Key Operating Mode	Use this option to set the function of the Multiline Hold key. Hold can activate normal Hold or Exclusive Hold.	0 = Normal (Common) 1 = Exclusive Hold (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-02-12	<b>Multiline Telephone Basic Data Setup – Off-Hook Ringing</b>	Use this option to set the telephone Off-Hook signaling.	0 = Muted Off-Hook Ringing 1 = No Off-Hook Ringing 2 = Not Used 3 = Beep in Speaker (SP) 4 = Beep in Handset (HS) 5 = Speaker & Handset Beep (default = 5)	✓		
15-07-01	<b>Programmable Function Keys</b>	Use to assign a function for Camp-On (code 35). This key is also the Callback key.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		
20-01-08	<b>System Options – Trunk Queuing Callback Time</b>	Set the Trunk Queuing callback time. A Trunk Queuing Callback rings an extension for this interval.	0~64800 (seconds) (default = 15 seconds)		✓	
20-01-09	<b>System Options – Callback/ Trunk Queuing Cancel Time</b>	The system cancels an extension Callback or Trunk Queuing request after this interval.	0~64800 (seconds) (default = 64800 seconds)		✓	
20-03-01	<b>System Options for Single Line Telephones – SLT Call Waiting for Answer Mode</b>	For a busy single line (500/2500 type) telephone, set the mode used to answer a camped-on trunk call. For ESL sets, enabling this option (1) allows the user to dial Service Code for Voice Mail Conversation Record.	0 = Hookflash (Hooking) 1 = Hookflash + Service Code 654 (default = 0)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-09-01	<b>Class of Service Options (Incoming Call Service) – Second Call for DID/DISA/DDI/ DIL/ E&amp;M Override</b>	Turns Off (0) or On (1) the extension ability to receive a second call from a DID, DISA, DIL, or tie line caller. <i>With this option set to 1, the destination extension must be busy for a second DNIS caller to ring through. If the destination extension does not have a trunk or CAP key available for the second call and a previous call is ringing the extension but has not yet been answered, the second caller hears busy regardless of this program setting.</i>	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-09-07	<b>Class of Service Options (Incoming Call Service) – Call Queuing</b>	Turns Off (0) or On (1) an extension ability to have calls queued if a call rings the extension when it is busy.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-05	<b>Class of Service Options (Supplementary Service) – Intercom Off-Hook signaling</b>	Turns On (1) or Off (0) the ability of an extension to receive Off-Hook Signals.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-06	<b>Class of Service Options (Supplementary Service) – Automatic Off-Hook Signaling (Automatic Override)</b>	Allows a busy extension ability to Manually (0) or Automatically (1) receive off-hook signals.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-35	<b>Class of Service Options (Supplementary Service) – Block Camp-On</b>	Use this option to Turns On (1) or Off (0) extension ability to block callers from dialing # to camp-on.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
20-18-06	<b>Service Tone Timers – Interval of Call Waiting Tone</b>	Use this option to set the interval between call waiting tones. This timer also sets the interval between Off-Hook signaling alerts.	0~64800 (seconds) (default = 10 seconds)		✓	

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## Operation

### To Camp-On a busy extension:

1. Call the busy extension.
2. Dial # or press the Camp-On key (Program 15-07 or SC 751: 35).
3. Do not hang up.
  -  To camp-on to a trunk, refer to [Trunk Queuing/Camp-On on page 2-1135](#).

### To cancel a Camp-On request:

1. Hang up.
2. At a multiline terminal, press **Speaker** and dial **770**.
  - OR -
  - At a multiline terminal, press the Camp-On key (Program 15-07 or SC 751: 35).
  - OR -
  - At the single line telephone, lift the handset and dial **770**.

### To Split (answer a waiting call) at a single line telephone:

-  Listen for Call Waiting Tones.
1. Hookflash and dial **794** to repeatedly split between the two calls.
    -  The operation depends on the setting in Program 20-03-01.
    -  This operation is valid only before the caller performs the camp-on operation (refer To Camp-On a busy extension – step 2).

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## Callback

### Description

When an extension user calls a co-worker that does not answer or is busy, they can leave a Callback request for a return call. The user does not have to repeatedly call the unanswered extension back, hoping to find it idle.

The system processes Callback requests as follows:

1. Caller at extension A leaves a Callback at extension B.
  -  *Caller can place or answer additional calls in the meantime.*
2. When extension B becomes idle, the system rings extension A. This is the Callback ring.
3. Once caller A answers the Callback ring, the system rings (formerly busy or unanswered) extension B.
  -  *If caller A does not answer the Callback ring, the system cancels the Callback.*
4. As soon as caller B answers, the system sets up an Intercom call between A and B.

Callback Automatic Answer determines how an extension user answers the Callback ring. When Callback Automatic Answer is enabled, a user answers the Callback ring when they lift the handset. When Callback Automatic Answer is disabled, the user must press the ringing line appearance to answer the Callback ring.

### Conditions

- An extension can leave only one Callback request at a time.
- Call Arrival (CAR) Key (virtual extension) keys do not support Call Waiting/Camp-On Programmable Function keys (code 35).
- If an extension user initiates a Callback but does not hang up, their extension Camps-On to the busy extension.
- Function Keys simplify Callback operation.

### Default Setting

Enabled

## System Availability

### Terminals

All Stations

### Required Component(s)

None

## Related Features

### Call Waiting/Camp-On)

### Programmable Function Keys

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Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-12-05	Service Code Setup (for Service Access) – Cancel Camp-On	If required, redefine the service code used cancel Camp-On.	MLT, SLT (default = 770)		✓	
11-12-44	Service Code Setup (for Service Access) – Callback Test for SLT	If required, redefine the service code used for SLT Callback Test.	SLT (default = 799)		✓	
11-16-05	Single Digit Service Code Setup – Camp-On	If required, redefine the service code used to set Camp-On.	(default = #)		✓	
15-02-11	Multiline Telephone Basic Data Setup – Callback Automatic Answer	Enable (1) or Disable (0) Callback Automatic Answer.	0 = Off 1 = On (default = 1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-07-01	Programmable Function Keys	Use to assign functions to multiline terminal line keys.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		
20-01-07	System Options – Callback Ring Duration Time	Set the duration of the Callback ring.	0~64800 (seconds) (default = 15 seconds)		✓	
20-01-09	System Options – Callback/Trunk Queuing Cancel Time	The system cancels Callback and Trunk Queuing requests after this interval.	0~64800 (seconds) (default = 64800 seconds)		✓	

## Operation

### To place a Callback:

1. Call unavailable (busy or unanswered) extension.
2. Dial # or press the Callback key (Program 15-07 or SC 751: 35).
3. Hang up.
4. Lift the handset when busy extension calls you back.

 *If the unavailable extension was unanswered (not busy), the Callback goes through after your co-worker uses their telephone for the first time.*

 *If you have Callback Automatic Answer, you automatically place a call to the formerly busy extension when you lift the handset. If you do not have Callback Automatic Answer, you must press the ringing line appearance to place the call.*

### To cancel a Callback:

1. At the multiline terminal, press **Speaker** and Dial **770**.  
- OR -  
At the multiline terminal, press Camp-On key (Program 15-07 or SC 751: 35).  
- OR -  
At the single line telephone, lift the handset and dial **770**.

**To test Callback at a single line telephone:**

1. Lift the handset.
2. Dial **799**.
3. Hang up.
4. When the telephone rings, lift the handset.  
 *You hear the Hold tone.*
5. Hang up.

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## *Caller ID Call Return*

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### **Description**

The Caller ID Call Return feature allows the voice mail system to use Caller ID information captured with the message to call and connect the person that left the message with the voice mail user that is checking messages.

### **Conditions**

- A caller using a telephone without Softkeys, calling from outside the system, or from a remote system is prompted to hear Caller ID information and return a call.
- Return Call is available for subscriber messages and public messages.
- Return Call is accessible to a subscriber during and after message playback.
- Return Call is available for new and old messages.
- Return Call is accessible to a subscriber using Softkeys in Softkey mode or using DTMF in voice conversation Mode.
- On the UM8000 Mail one minute before disconnecting the original caller, voice mail plays a warning prompt and immediately before disconnecting plays a prompt to indicate dropping the call.
- When a subscriber listens to a message from a Softkey equipped telephone, and Caller ID information is unavailable, the voice mail system leaves the second line of the LCD blank. When Caller ID is disabled on the system, voice mail displays the message count.
- On the UM8000 Mail, from the subscriber options Softkey menu, a subscriber can access a Softkey menu that allows selection of name or number to be displayed on the LCD during message playback. The default is name. Voice mail uses this setting to determine the initial display on the LCD during playback.
- Voice mail continues to display Caller ID on the LCD while the post-message playback menu is still displayed on a telephone equipped with Softkeys.
- On the UM8000 Mail, during return call, the voice mail port is in conference with the box owner and messages.
- When Centralized Voice Mail is used, the remote voice mail user gets only Caller ID number when voice mail answers incoming CO calls and performs an Await-Answer transfer to the remote user. A Call that forwards to voice mail from the remote system does not have Caller ID information.
- Live Record is not available when using Return Call.

- A Telephone used as an ACD agent or supervisor station should not have mailboxes that support Softkeys. Softkeys can be disabled per mailbox in Access Codes Options by enabling Hands Free Play for a particular station.
- On the UM8000 Mail, the Return Call feature is enabled per mailbox in Subscriber/Access Options and can be enabled for internal numbers only or for both internal and external numbers.
- To use this feature for long distance calls, ARS must be programmed for the voice mail ports set to dial out. Refer to the UNIVERGE SV8100 Programming Manual for detailed programming instructions.
- On the UM8000 Mail the Return Call parameter must be entered on the Integration Options line of System/Switch/Switch Information Screen to enable this voice mail feature. Default is RCV=6,10 where 6 is the number of rings voice mail tries when returning a call, and 10 is the number of minutes a returned call can last.
- On the UM8000 Mail a trunk access code must be entered on the Return call outdial access code line of System/Switch/Dialing Codes screen so the Return Call feature can access a trunk to return the call. When this is not entered, the mailbox user is not prompted to return the call even when Caller ID information is available.
- Use Program 14-01-22 Caller ID to Voice Mail to enable or disable per trunk the ability to send the Caller ID digits to voice mail.
- After the call is ended by either party, the voice mail user is disconnected.
- Toll restrictions apply to the voice mail extension and not to the extension of the subscriber initiating the call back.

### **Default Setting**

None

---

## **System Availability**

### **Terminals**

All Multiline Terminals

### **Required Component(s)**

- UM8000 Mail
- VM8000 InMail

## Related Features

UM8000 Mail

VM8000 InMail

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-01-22	<b>Basic Trunk Data Setup – Caller ID to Voice Mail</b>	Enable (1) or Disable (0) the system ability to send the Caller ID digits to voice mail.	Trunks 1~200 0 = Disable 1 = Enable (default = 0)	✓		
14-02-10	<b>Analog Trunk Data Setup – Caller ID</b>	Enable or Disable a trunk to receive Caller ID information.	Trunks 1~200 0 = Disable 1 = Enable (default = 1)	✓		
15-02-04	<b>Multiline Telephone Basic Data Setup – Redial (Speed Dial) Control</b>	Use this option to control the function of the extension Redial key when used with Speed Dialing. The Redial key can access either the Common or Group Speed Dialing numbers.	0 = Common and Individual Speed Dialing 1 = Group Speed Dialing (default = 0)	✓		

## Operation

None

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## Caller ID

### Description

Caller ID allows a display terminal to show an incoming caller's telephone number (called the Directory Number or DN) and optional name. The Caller ID information is available as pre-answer display. With the pre-answer display, the user previews the caller's number before picking up the ringing line.

 *On the CD-CP00-AU for Caller ID (also used for DTMF receivers and Call Progress Tone Detection) 32 resources are available. The PZ-BS10 Unit provides an additional 64 resources.*

### Second Call Display

While busy on a call, the telephone display can show the identity of an incoming trunk or Intercom call. For incoming trunk calls, the display shows the Caller ID or ANI data or the trunk name if Caller ID or ANI are not installed. For incoming Intercom calls, the display shows the calling extension name.

Caller ID supports the Telco Called Number Identification (CNI) and Called Number Delivery (CND) service, when available. These services provide the Caller ID information (i.e., messages) between the first and second ring burst of an incoming call. Two types of Caller ID message formats are currently available: Single Message Format and Multiple Message Format. With Single Message Format, the Telco sends only the caller's telephone number (DN). The DN is 10 digits long. In Multiple Message Format, the Telco sends the DN and the caller's name. The DN for this format also has seven or 10 digits, and the name provided consists of up to 15 ASCII characters.

The telephone display can show up to 12 Caller ID digits (for non-ACD calls).

Once installed and programmed, Caller ID is enabled for all trunk calls, including:

- Ring Group calls
- Calls transferred from another extension
- Calls transferred from the VRS
- Calls transferred from Voice Mail (unscreened)
- Direct Inward Lines (DILs)

Caller ID temporarily stores 50 calls (total of abandoned and answered/unanswered). New calls replace old calls when the buffer fills.

### Temporary Memory

An unanswered call causes the Call History key (Program 15-07 or SC 751: 08) to flash, to indicate a new call was placed in the temporary memory. If enabled in programming, the telephone display shows CHECK LIST.

This Caller ID data from the temporary memory can be saved in either Speed Dial bins or in One-Touch keys making them available for placing future calls.

## Outputting Caller ID Data

The system includes the Caller ID data on the SMDR report. The report provides the incoming call DN in the DIALED NUMBER field. The CLASS field shows PIN (just like all other incoming calls).

Caller ID data can also output to a PC or other type of computer through the 1st Party TAPI driver. This allows for off-line database lookups. In a customer service department, for example, the computer could search for a caller's records and display their account status even before a customer service representative picked up the telephone.

## Caller ID Digits to Voice Mail

A Caller ID/ANI trunk can send Remote Log-On Protocol with Caller ID digits to the voice mail. When a trunk 001 receives the Caller ID as 12345, the protocol becomes **\*\*\*60001\*12345\***.

## Display Reason for No Caller ID Information

With Caller ID enabled, the system provides information for analog calls that do not detect the Caller ID information. If the Caller ID information is restricted, the telephone display shows PRIVATE. If the system cannot provide Caller ID information because Telco information is not detected, the display shows NO CALLER INFO.

## Calling Party Number Information

When using the Wireless DECT (SIP) telephone, the system can provide the Caller ID information for an external call if it is provided by the Telco.

## Option to Enable Caller ID Name for SLT

System programming provides an option for single line telephones to display Caller ID.

## Add Trunk Access Code to Caller ID with Wireless DECT (SIP) – Phones

UNIVERGE SV8100 SIP DECT Phones on the UNIVERGE SV8100 can hold incoming call history. This history is created based on the Caller ID information element contained in the call Setup message which is transmitted from the UNIVERGE SV8100. This information allows users to return calls dialing the number stored.

The stored number, however, does not contain the trunk access code. Without this code, the system may not be able to seize an outside line to complete the call.

With this feature, when an Wireless DECT (SIP) user receives an incoming trunk call, the trunk access code defined in programming can be added to the Caller ID. This allows the system to seize an outside line and then dial the stored number.

- This function is applied only to incoming ISDN calls. It does not apply to incoming extension calls.
- Caller ID must be available for this feature to work.
- The maximum number of Caller ID digits is 20. If the total number of digits [trunk access code (Program 10-02-05) and Caller ID] is over 20, the remaining Caller ID digits are not dialed.

For example:

Trunk Access Code (Program 10-02-05): 123456## (eight digits)

Incoming Caller ID: 12345678901234567890 (20 digits)

UNIVERGE SV8100 Wireless Dials: 123456##123456789012

- 
- 
- ❑ An additional digit (such as 1) may be required to complete the call (Program 10-02-04).

For example:

Incoming Caller ID shows: 2125551212.

If your area code is NOT 212, define a 1 in Program 10-02-04. When callback is executed, the system prefixes 1 on the digits dialed string.

### **Caller ID Sender Queuing Added**

The UNIVERGE SV8100 system can provide Caller ID (calling party number) to a single line telephone with a display.

The system can queue incoming calls to the single line telephone if the system Caller ID sender resources are busy. Refer to Program 20-19-05 in the *UNIVERGE SV8100 Programming Manual*.

If the single line telephone user lifts their handset while an incoming call is waiting in queue, they hear silence (no dial tone) and cannot dial out. When the single line telephone user goes back on-hook, the system immediately sends the queued call to the single line telephone without Caller ID.

### **Option Available for FSK or DTMF Type for Single Line Telephone**

An option (Program 15-03-11) is available for the Caller ID which allows you to select either FSK or DTMF as the Caller ID type to be received by a single line telephone.

### **Option Available for FSK or DTMF Type from Analog Trunk**

An option (Program 14-02-16) is available for the Caller ID which allows you to select the type of Caller ID signal from an analog trunk – FSK or DTMF.

## **Conditions**

- To have pre-answer Caller ID from the voice mail, the call must be an unscreened transfer.
- Caller ID is provided by the CD-CP00-AU. The PZ-BS10 blade, which plugs into the chassis, can provide additional resources for Caller ID if needed.
- Caller ID Name can display up to 12 characters.
- Caller ID Number can display up to 11 characters.
- A Caller ID Number with more than 12 digits follows Program 20-19-01 (first 10 or the last 10 digits).
- Caller ID information can be stored in Speed Dialing or One-Touch bins.
- Caller ID can be displayed for incoming calls and transferred calls.
- ARS can block outgoing Caller ID information all-by-call. To do this, insert the Caller ID block code (e.g., .67) in the ARS Dial Treatments.
- Trunks with Privacy Release enabled display Caller ID until the call is answered. To view it after the call has been picked up, press the line key, which sets the call to private mode. To keep the call on Privacy Release, press the Help + Exit keys.

- An extension user can display the Caller ID information for a call in Park if Automatic Handsfree in Program 15-02-08 is set to 0 (Preselect).
- An extension user can display the Caller ID information for multiple incoming calls without answering the call by pressing the line key if Automatic Handsfree in Program 15-02-08 is set to 0 (Pre-select).
- Caller ID information outputs on the SMDR report.
- The system can send Caller ID digits to the voice mail if allowed in Program 14-02-10.
- When more than 20 characters set in Program 20-20 : Message Setup for Non-Caller ID Data, either the first or last character is missing (based on the entry in Program 20-19-01).
- If Program 20-09-06: Class of Service Options (Incoming Call Service): Incoming Time Display is set to 1 (On), the first line displays the time and date.
- When you shut down the system, incoming history data is cleared. But you can back up the history data by pressing **Speaker + # \* # 9**.
- Program 15-07-01 button (63) when enabled, removes the CPN from the setup message when making an outbound ISDN call, this is a toggle enable/disable button and can be used on a Call-by-Call basis. Programs 14-01-20, 14-01-21 and 20-08-15 are used for copper trunks only and can be set only per trunk/Class of Service.
- SLT users cannot block an incoming call based on the incoming Caller ID information on a station-by-station basis.

## Default Setting

Disabled

---

## System Availability

### Terminals

All Multiline Terminals with a display and Single Line Telephones equipped to receive Caller ID.

### Required Component(s)

- CD-4COTC with PZ-4COTG Daughter Board
- CD-2BRIA with PZ-2BRIA Daughter Board
- CD-PRTA

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## Related Features

Automatic Route Selection

Call Arrival (CAR) Keys

Caller ID Call Return

Conference, Voice Call/Privacy Release

*D<sup>term</sup>* Cordless II Telephones / *D<sup>term</sup>* Cordless Lite II Telephones

Park

Speed Dial – System/Group/Station

Station Message Detail Recording

T1 Trunking (with ANI/DNIS Compatibility)

VM8000 InMail

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## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-02-04	Location Setup – Area Code	Enter the local area code.	(default not assigned)		✓	
10-02-05	Location Setup – Trunk Access Code	Enter the trunk access code digits required to place an outgoing call.	Dial up to eight digits 0~9, *, # (default not assigned)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-09-01	<b>DTMF and Dial Tone Circuit Setup</b>	Allocate the circuits (1~16 or 1~64) on the CD-CP00-AU for either DTMF receiving or dial tone detection.	0 = Common Use 1 = Extension Only 2 = Trunk Only Default: Circuit/Resource 01~08 = 1 (Extensions) Circuit/Resource 09~32 = 2 (Trunks) Circuit/Resource 33~96 = 0 (Not Used) Circuit/Resource 97~160 = 0 (Common) When PZ-BS10 is installed, 97~160 are available		✓	
11-15-03	<b>Service Code Setup, Administrative (for Special Access) – Backup Data Save</b>	This service code is used for back up the programmed data on the SRAM and Call History to the Flash ROM. While saving the database, it may cause system lock up.	MLT # * # 9		✓	
14-01-20	<b>Basic Trunk Data Setup – Block Outgoing Caller ID</b>	Enable (1) or Disable (0) the system from automatically blocking outgoing Caller ID information when a user places a call. If allowed (i.e. block, enabled), the system automatically inserts the Caller ID block code 1831 defined in 14-01-21 before the user dialed digits. If prevented (i.e., block disabled), the system outdials the call just as it was dialed by the user.	Trunks 1~200 0 = Disable 1 = Enable (default = 0)		✓	
14-01-21	<b>Basic Trunk Data Setup – Caller ID Block Code</b>	Enter the code, up to eight digits, that should be used as the Caller ID Block Code. This code is automatically inserted before dialed digits if Program 14-01-20 is set to '1'.	Trunks 1~200 Dial (up to eight digits) 1831		✓	
14-01-22	<b>Basic Trunk Data Setup – Caller ID to Voice Mail</b>	Enable (1) or Disable (0) the system ability to send the Caller ID digits to voice mail.	Trunks 1~200 0 = Disable 1 = Enable (default = 0)		✓	
14-02-10	<b>Analog Trunk Data Setup – Caller ID</b>	Enable or Disable a trunk to receive Caller ID information.	Trunks 1~200 0 = Disable 1 = Enable (default = 1)	✓		
15-02-08	<b>Multiline Telephone Basic Data Setup – Automatic Handsfree</b>	Use this option to set whether pressing a key accesses a One-Touch Key (1) or if it preselects the key (0).	0 = Preselect 1 = One-Touch (Automatic Handsfree) (default = 1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-02-40	<b>Multiline Telephone Basic Data Setup – Additional Dial for Caller ID Call Return</b>	Enter the digits to be dialed in front of the Caller ID when using Caller ID Call Return.	Up to four digits (0, 1~9, #, *) (default not assigned)		✓	
15-03-09	<b>Single Line Telephone Basic Data Setup – Caller ID Function – For External Module</b>	Enable (1) or Disable (0) the Caller ID FSK signal for an external Caller ID module or a 3rd party vendor telephone with Caller ID display. If voice mail is used, this setting must be disabled or the system integration codes for disconnect are incorrect. For Caller ID Sender Queuing, set this option to “1”.	0 = Disable 1 = Enable (default = 0)		✓	
15-03-10	<b>Single Line Telephone Basic Data Setup – Caller ID Name</b>	Determine whether or not a single line telephone extension user's telephone should display the Caller ID name.	0 = Disable 1 = Enable (default = 1)		✓	
15-03-11	<b>Single Line Telephone Basic Data Setup – Caller ID Type</b>	Determine whether the Caller ID type is FSK or DTMF.	0 = FSK 1 = DTMF (default = 0)			
15-07-01	<b>Programmable Function Keys</b>	Use to assign functions to multiline terminal line keys.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00~*99 (Appearance Function Code) (Service Code 752 by default)		✓	
20-02-08	<b>System Options for Multiline Telephones – LCD Display Holding Time</b>	This time determines how long a user display shows Caller ID for a second incoming call.	0~64800 (seconds) (default = 5 seconds)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-08-15	<b>Class of Service Options (Outgoing Call Service) – Block Outgoing Caller ID</b>	Turns Off (0) or On (1) a user Class of Service from automatically blocking outgoing Caller ID information when a call is placed. If block is enabled, the system automatically inserts the Caller ID block code 1831 defined in Program 14-01-21 before the user dialed digits (this requires Program 14-02-10 to be enabled). If block is disabled, the system outdials the call just as it was dialed by the user.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-09-02	<b>Class of Service Options (Incoming Call Service) – Caller ID Display</b>	Turns Off (0) or On (1) the Caller ID display at an extension.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-09-04	<b>Class of Service Options (Incoming Call Service) – Notification for Incoming Call List Existence</b>	Determine whether or not the CHECK LIST message is displayed to indicate a missed call.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-06	<b>Class of Service Options (Supplementary Service) – Automatic Off-Hook Signaling (Automatic Override)</b>	Allows a busy extension ability to Manually (0) or Automatically (1) receive off-hook signals.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-19-01	<b>System Options for Caller ID – Caller ID Displaying Format (If displaying digits are more than 12 digits)</b>	Determine whether the first 10 digits (0) or last 10 digits (1) should be displayed when Caller ID exceeds 12 digits.	0 = First 10 digits (Upper) 1 = Last 10 digits (Lower) (default = 0)		✓	
20-19-05	<b>System ID Options for Caller ID – Caller ID Sender Queuing Time (Sender Wait)</b>	With the Caller ID Sender Queuing option, determine how long an incoming call will wait in queue for a DSP resource to become available. If a resource becomes available during this time, the call immediately rings the single line telephone with Caller ID. If the time expires before a resource becomes available, the system rings the single line telephone without Caller ID (until the queuing time expires, the single line telephone does not ring). If the queuing timer is set to "0", the system does not queue the incoming call.	0~64800 (seconds) (default = 0 seconds)		✓	
20-20-01	<b>Message Setup for Non-Caller ID Data – Private Call</b>	Enter the text to be displayed for Caller ID when a user receives a call which is classified as a private call.	24 Alphanumeric Characters (default = PRIVATE)		✓	
20-20-02	<b>Message Setup for Non-Caller ID Data – Call from Out of Service Area</b>	Enter the text to be displayed for Caller ID when a user receives a call which is classified as an out-of-service area call.	24 Alphanumeric Characters (default = OUT OF AREA)		✓	
20-20-03	<b>Message Setup for Non-Caller ID Data – Call Information with Error</b>	Enter the text to be displayed for Caller ID when a user receives a call which is classified as a call with a CID error.	24 Alphanumeric Characters (default = NO CALLER INFO)		✓	
90-03-01	<b>Save Data</b>	Use to save the programmed data on the SRAM and Flash ROM to the 16MB/32MB ATA removable Compact Flash memory card. Also, used to save stored Caller ID if permanently saved with service code #*#9 (11-15-03).	Dial 1 + press <b>Hold</b> (Press <b>Hold</b> to cancel.)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
90-04-01	Load Data	Use to load the system data from the inserted Compact Flash Memory to the SRAM and Flash ROM in the system. Also, used to load stored Caller ID.	Dial 1 + press <b>Hold</b> (Press <b>Hold</b> to cancel.)		✓	

## Operation

### Storing a Number

#### To store a Caller ID number in an Speed Dial bin:

- With a multiline terminal idle the display shows:

```

1-01 FRI 09:00AM
301          STA 301
LIST DIR ICM PROG
    
```

- Press the **LIST** Softkey. The display shows:

```

LIST MENU
Redial CID
    
```

- Press the **CID** Softkey (Caller ID). The display shows:

```

##:          xxxxxxxxxxxxxx
           mm-dd hh:mm
↑   ↓   Store  DEL
    
```

**##** = List Number

**xx** = Caller ID number

mm-dd hh:mm = incoming date and time

↑ = Preview List

↓ = Next List

**Store** = Store in List

**DEL** = Delete from List

- Press the **STORE** Softkey. The display shows:

```

##:          xxxxxxxxxxxxxx
           mm-dd hh:mm
STA  SYS
    
```

**##** = List Number

**xx** = Caller ID number

**mm-dd hh:mm** = incoming date and time

**STA** = Store in Station Speed Dial bin.

**SYS** = Store in System Speed Dial bin.

5. Press the **STA** or **SYS** Softkey. The display shows:

```
Store to SYS: COMMON
ENTER BIN
```

6. Dial the Speed Dial bin in which the number is to be stored. If you press **Hold**, the next available Speed Dial bin is used. The display shows:

```
SYS XXXX:
XXXXXXXXXXXX
```

*If all Speed Dial bins are used, the display shows TABLE IS FULL.*

7. Press **HOLD**. The display shows:

```
SYS XXXX
-
```

8. Enter the name to be associated with the stored number.

**Table 2-5 Keys for Entering Names**

Use this keypad digit . . .	When you want to . . .
1	Enter characters: 1 @ [ ¥ ] ^ _ ` {   } → ← Á À Â Ã Ç É Ê ì ó
2	Enter characters: A-C, a-c, 2.
3	Enter characters: D-F, d-f, 3.
4	Enter characters: G-I, g-i, 4.
5	Enter characters: J-L, j-l, 5.
6	Enter characters: M-O, m-o, 6.
7	Enter characters: P-S, p-s, 7.
8	Enter characters: T-V, t-v, 8.
9	Enter characters: W-Z, w-z, 9.
0	Enter characters: 0 ! “ # \$ % & ’ ( ) ô Õ ú ä ö ü α ε θ
*	Enter characters: * + , - . / : ; < = > ? π Σ σ Ω ¢ £
#	# = Accepts an entry (only required if two letters on the same key are needed - ex: TOM). Pressing # again = Space. (In system programming mode, use the right arrow Softkey instead to accept and/or add a space.)
CONF	Clear the character entry one character at a time.
HOLD	Clear all the entries from the point of the flashing cursor and to the right.

9. Press **Transfer**. The display shows:

```
SET SYS
```

10. Press **Speaker**.

 *The telephone returns to idle.*

### To store a Caller ID number in a One-Touch key:

1. With a telephone idle the display shows:

```
1-01 FRI 09:00AM
301          STA 301
LIST DIR ICM PROG
```

2. Press the **LIST** Softkey. The display shows:

```
LISTIMENU
Redial CID
```

3. Press the **CID** Softkey (Caller ID). The display shows:

```
##:          xxxxxxxxxxxxxx
             mm-dd hh:mm
↑   ↓       Store  DEL
```

**##** = List Number

**xx** = Caller ID number

**mm-dd hh:mm** = incoming date and time

↑ = Preview List

↓ = Next List

**Store** = Store in List

**DEL** = Delete from List

4. Press the **STORE** Softkey. The display shows:

```
##:          xxxxxxxxxxxxxx
             mm-dd hh:mm
STA  SYS
```

**##** = List Number

**xx** = Caller ID number

**mm-dd hh:mm** = incoming date and time

**STA** = Store in Station Speed Dial bin.

**SYS** = Store in System Speed Dial bin.

5. Press the **STA** Softkey. The display shows:

```
Store to ONE-TOUCH
ENTER BIN
```

6. Press the **One-Touch** key in which the number is to be stored or dial **1~9, 0**. If you press **Hold**, the next available One-Touch key is used. The display shows:

<b>Key ##:</b> XXXXXXXXXXXX
--------------------------------

 *If all One-Touch keys are used, the display shows TABLE IS FULL.*

7. Press **Hold**. The display shows:

<b>KEY ##</b> -
--------------------

8. Enter the name to be associated with the stored number. Refer to [Table 2-5 Keys for Entering Names on page 2-214](#).

9. Press **Hold**. The display shows:

<b>KEY PROG ONE TOUCH</b>
---------------------------

10. Press **Speaker**.

 *The telephone returns to idle.*

### Temporary Memory

An unanswered call causes the Call History key (Program 15-07 or SC 751: 08) to flash, indicating a new call was placed in the temporary memory. If enabled in programming, the telephone display shows CHECK LIST.

1. Press the **Call History** key (Program 15-07 or SC 751: 08) or press the **LIST** Softkey and CID.

 *The last addition to the list is displayed.*

2. Press the **ARROW DOWN** Softkey to scroll through the list of numbers in memory.

3. Press the **DEL** Softkey to delete the entry and scroll to the next entry.

4. The **Call History** key remains on as long as entries remain in memory.

5. To place a call back to a number in the temporary memory list, with the number to be dialed displayed, press a line key or **Speaker**. (Refer to [Table 2-5 Keys for Entering Names on page 2-214](#).)

 *The outgoing call is placed.*

### **To display Caller ID for a call in Park:**

 *Program 15-02-08 is set to 0 (preselect) for this feature.*

1. *With Program 15-02-08 set to 0 (preselect) and a call in park, press the **PARK** key. (Program 15-07 or SC 752: \*04.*

*With Program 15-02-08 set to 1 (One-Touch) and a call in park, press **RECALL** then the **PARK** key (Program 15-07 or SC 752 \*04).*

## Checking your Answered/Unanswered Caller ID Calls

To review the last 50 outside calls your extension received:

1. At a display multiline terminal, press the **LIST** Softkey.
2. Press **CID**.
  -  *The first row of your display shows the Caller ID number. If there is an “\*” next to the call record number in the left-hand corner, this indicates that it is a call you missed (unanswered). The second row shows the date and time of the call.*
  -  *Press the up and down softkeys to see the list of calls available in the buffer.*
3. If the Caller ID includes a name, you can press the **HELP** key to view the number of the caller.
4. To call the displayed number, press a **line/Call Appearance (CAP)** Key.

- OR -

To erase the displayed number without returning the call, press the **DEL** Softkey.
5. Press **Speaker** to hang up.

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## *Central Office Calls, Answering*

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### **Description**

The system provides flexible routing of incoming CO (trunks) calls to meet the exact site requirements. This lets trunk calls ring and be answered at any combination of system extensions. A maximum of 200 trunks are available. For additional information on making trunks ring, refer to [Ring Groups on page 2-887](#).

### **Delayed Ringing**

Extensions in a Ring Group can have delayed ringing for trunks. If the trunk is not answered at its original destination, it rings the DIL No Answer Ring Group (this ring group applies to DIL or non-DIL trunks). This could help a secretary that covers calls for their boss. If the boss does not answer the call, it rings the secretary's telephone after a programmable interval.

### **Universal Answer**

Universal Answer allows an employee to answer a call by going to any multiline terminal and dialing a unique Universal Answer code. The employee does not have to know the trunk number or dial any other codes to pick up the ringing trunk. You normally set up Universal Answer along with Universal Night Answer (refer to [Night Service on page 2-775](#)). When a Universal Night Answer call rings the External Paging, an employee can answer the call from the first available telephone. You might also want to use Universal Answer in a noisy warehouse or machine shop where the volume of normal telephone ringing is not adequate. After hearing the ringing over the Paging, an employee can then easily pick up the call from a shop telephone.

The Automatic Off-Hook Answer of Universal Answer Call options (Program 20-10-07) determines whether or not the extension has the Auto Answer feature for ringing calls. This option allows a user to lift the handset to answer a ringing call; dialing the service code is unnecessary.

### **Additional Trunk Ring Tones**

Various ring tone patterns and melodies for incoming calls are available (Program 22-03-11); Ring Tone Patterns 1~4 and Melodies 1~5.

### **Sidetone Volume Setup**

This option allows system programming for the multiline terminal side tone volume. There are two levels, based on whether the connected trunk is a digital trunk or analog trunk.

### **Conditions**

- The incoming ring group assignment programmed in Program 41-03-01 overrides the setting in Program 22-05-01.
- Ringing calls can be picked up regardless of access map programming.
- An extension user can answer an outside call just by lifting the handset.

- Long Conversation Cutoff can disconnect incoming and outgoing CO calls after a set time period. Using the Warning Tone for Long Conversation feature allows users on outgoing calls to hear a warning tone prior to the call disconnecting.
- Line keys and Call Appearance (CAP) Keys simplify answering outside calls.
- If the Absent text message was set by the originating extension, the destination extension displays the assigned text message instead of the Reason for Transfer message.
- If an extension is assigned to a Trunk Access Map that has no access for a trunk, the extension can still retrieve parked calls on that trunk. The extension can also Group Call Pickup and Direct Call Pickup calls ringing another extension on that trunk.

### **Default Setting**

Enabled

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## **System Availability**

### **Terminals**

All Terminals

### **Required Component(s)**

Any Trunk Blade (i.e., CD-4COTC, CD-2BRIA, CD-PRTA, etc.)

## **Related Features**

**Automatic Call Distribution (ACD)**

**Call Forwarding**

**Direct Inward Dialing (DID)**

**Direct Inward Line (DIL)**

**Direct Inward System Access (DISA)**

**Directed Call Pickup**

**Do Not Disturb**

**Group Call Pickup**

**ISDN Compatibility**

**Line Preference**

**Long Conversation Cutoff**

**Night Service**

**Programmable Function Keys**

**Selectable Display Messaging**

**Warning Tone for Long Conversation**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-XX	ETU Setup	Use program 10-03-XX to setup and confirm the basic configuration data for each blade. This program represents different data depending on the blade installed in the slot. Please refer the SV8100 Programming Manual for a more detailed description of this program.	The assigned data varies depending on the blade installed in the slot. Please refer to the SV8100 Programming Manual for a more detailed description of the 10-03-XX programs.		✓	
11-11-13	Service Code Setup (for Setup/Entry Operation) – Display Language Selection for Multiline Terminal	Select the service code which can be used at an extension to change the displayed language on a multiline terminal display.	MLT (default = 678)		✓	
11-12-30	Service Code Setup (for Service Access) – Specified Trunk Answer	If required, redefine the service code used to answer a specific trunk which is either ringing or on hold.	MLT, SLT (default = 672)		✓	
14-01-02	Basic Trunk Data Setup – Transmit Level	Customize the transmit and receive levels of the CODEC Gain Types for each trunk.	Trunks 1~200 1~63 (-15.5 ~ +15.5dB in 0.5dB intervals) [default = 32 (0dB)]		✓	
14-01-03	Basic Trunk Data Setup – Receive Level	Customize the transmit and receive levels of the CODEC Gain Types for each trunk.	Trunks 1~200 1~63 (-15.5 ~ +15.5dB in 0.5dB intervals) [default = 32 (0dB)]		✓	
14-02-02	Analog Trunk Data Setup – Ring Detect Type	This option sets Extended Ring Detect or Immediate Ring Detect for the trunk. For T1 loop/ground start trunks, this option must be set to 1 for the trunks to ring and light correctly.	Trunks 1~200 0 = Normal/delayed 1 = Immediate Ringing (default = 1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-05-01	<b>Trunk Group – Trunk Group Number</b>	Assign trunks to trunk groups then go to Program 14-06-01 below to set up Trunk Group Routing.	Trunks 1-200 Trunk Groups 1-100 Default = Trunks 1-200 assigned to trunk group 1 with priorities equal to the trunk number. Trunk 1 = Priority 1 Trunk 200 = Priority 200.		✓	
14-06-01	<b>Trunk Group Routing – Priority Order Number</b>	Used to set the priority order number 1~4.	0 = Not Specify 1~100 : (Trunk Group Number) 1001~1100 : (1000 + Route Table Number) Default: Route 1, Order Number 1 = 1 (Trunk Group 1) Order Numbers 2, 3, 4 = 0 (Not Specified) All Other Routes (2~100) and Order Numbers (1~4) = 0 (Not Specified).		✓	
14-07-01	<b>Trunk Access Map Setup</b>	Set up the Trunk Access Maps. This sets the access options for trunks. Ring Group programming overrides Access Map programming.	0 = No access 1 = Outgoing access only 2 = Incoming access only 3 = Access only when trunk on Hold 4 = Outgoing access and access when trunk on Hold 5 = Incoming access and access when trunk on Hold 6 = Incoming and Outgoing access 7 = Incoming access, outgoing access and access when trunk on Hold Trunk Access Maps: 1~200 Default: Access Maps 1~200 = Trunk Ports 1~200 assigned with option 7 access (incoming and outgoing access and access when trunk is on Hold).		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-01-05	<b>Basic Extension Data Setup – Restriction for Outgoing Disable on Incoming Line</b>	Enable or Disable supervised dial detection for an extension.	0 = No 1 = Yes (default = 0)		✓	
15-02-01	<b>Multiline Telephone Basic Data Setup – Display Language Selection</b> <i>(To select options 8~10, press either 8 or Recall, then press line keys 1~3. Key 1 is option 8, Key 2 is option 9, and Key 3 is option 10.)</i>	Use to define the display language for Multiline terminals. (To select options 8~10, press either 8 or Recall, then press line keys 1~3. Key 1 is option 8, Key 2 is option 9, and Key 3 is option 10.)	0 = Japanese 1 = English 2 = German 3 = French 4 = Italian 5 = Spanish 6 = Dutch 7 = Portuguese 8 = Norwegian 9 = Danish 10 = Swedish 11 = Turkish 12 = Latin American Spanish 13 = Romanian 14 = Polish (default = 1)		✓	
15-02-02	<b>Multiline Telephone Basic Data Setup – Trunk Ring Tone</b>	Use this option to set the tone (pitch) of the incoming trunk ring for the extension port you are programming.	1 = High 2 = Medium 3 = Low 4 = Ring Tone 1 5 = Ring Tone 2 6 = Ring Tone 3 7 = Ring Tone 4 8 = Ring Tone 5 (default = 2)		✓	
15-02-22	<b>Multiline Telephone Basic Data Setup – Multiple Incoming From Intercom and Trunk</b>	When this option is set to 0 (disabled), incoming calls to an extension indicate on any Hotline key for that extension as solid (busy). When this option is set to 1 (enabled), lighting is determined by the setting of Program 22-01-01 Incoming Call Priority. If set to trunk priority (1), the Hotline key lights solid when a trunk call rings in. If set to intercom priority (0), the Hotline key does not light for incoming trunk calls, but lights solid for intercom calls.	0 = Disable 1 = Enable (default = 1)		✓	
15-03-03	<b>Single Line Telephone Basic Data Setup – Terminal Type</b>	Enter 1 for this option to allow a single line port to receive DTMF tones after the initial call setup. Enter 0 to have the port ignore DTMF tones after the initial call setup. For Voice Mail, always enter 1 (e.g., receive DTMF tones).	0 = Normal 1 = Special (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-06-01	<b>Trunk Access Map for Extensions</b>	Assign Trunk Access Maps to extensions.	Trunks 1~200 (default = 1)		✓	
15-07-01	<b>Programmable Function Keys</b>	Use to assign functions to multiline terminal line keys.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		
20-02-09	<b>System Options for Multiline Telephones – Disconnect Supervision</b>	Use this option to Enable (1) or Disable (0) disconnect supervision for the system trunks.	0 = Disable 1 = Enable (default = 1)		✓	
20-02-15	<b>System Options for Multiline Telephones – Caller ID Display Mode</b>	Use to define the Caller ID display mode for multiline terminals.	0 = Name and Number (Both) 1 = Name 2 = Number (default = 0)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-10-07	<b>Class of Service Options (Answer Service) – Automatic Off-Hook Answer</b>	Turns Off (0) or On (1) an extension to use Universal Auto Answer (no service code required).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-13	<b>Class of Service Options (Supplementary Service) – Continued Dialing (DTMF) Signal on ICM Call</b>	Turns Off (0) or On (1) the extension ability to use Continued Dialing, which allows DTMF signal sending while talking on extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-23	<b>Class of Service Options (Supplementary Service) – Display the Reason for Transfer</b>	Select whether an extension should display the reason a call is being transferred to their extension (Call Forward Busy, Call Forward No Answer, DND).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
21-01-15	<b>System Options for Outgoing Calls – Outgoing Disable on Incoming Line (Toll Restriction)</b>	Enable (1) or Disable (0) the Outgoing Disable on Incoming Line feature.	0 = Disable 1 = Enable (default = 1)		✓	
21-01-16	<b>System Options for Outgoing Calls – Supervise Dial Detection Timer</b>	With the Outgoing Disable on Incoming Line feature, if dial tone is not detected after the extension answers an incoming line, the system determines the call is unable to complete and releases the DTMF receiver.	0~64800 (seconds) (default = 20 seconds)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
21-01-17	<b>System Options for Outgoing Calls – Restriction Digit in Outgoing Disable on Incoming Line</b>	With the Outgoing Disable on Incoming Line feature, determine the number of digits (0~9) to be dialed before the call should be disconnected.	Digits 0~9 (default = 4)		✓	
22-01-01	<b>System Options for Incoming Calls – Incoming Call Priority</b>	Use this option to determine if Intercom calls or trunk calls have answer priority when both are ringing simultaneously.	0 = Intercom call priority 1 = Trunk call priority (default = 1)		✓	
22-01-02	<b>System Options for Incoming Calls – Incoming Call Ring No Answer Alarm</b>	Enable (1) or Disable (0) the Incoming Call RNA Alarm. If enabled, the ring cadence will change for a call that rings longer than the interval set in Program 22-01-03.	0 = Disable 1 = Enable (default = 0)		✓	
22-01-03	<b>System Options for Incoming Calls – Ring No Answer Alarm Time</b>	Set the Ring No Answer Alarm interval. If a trunk rings a multiline terminal longer than this interval, the system changes the ring cadence.	0~64800 (seconds) (default = 60 seconds)		✓	
22-01-04	<b>System Options for Incoming Calls – DIL No Answer Recall Time</b>	A DIL that rings its programmed destination longer than this interval diverts to the DIL No Answer Ring Group (set in Program 22-08).	0~64800 (seconds) (default = 0 seconds)		✓	
22-02-01	<b>Incoming Call Trunk Setup</b>	Use this option to set the feature type for the trunk you are programming.	Trunks 1~200 0 = Normal 1 = VRS (second dial tone if no VRS installed) 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie line 6 = Delayed VRS 7 = ANI/DNIS 8 = DID(DDI) Mode Switching (default = 0)		✓	
22-03-01	<b>Trunk Ring Tone Range – Ring Tone Pattern</b>	Assign Ring Tone Ranges to trunks. Trunks ring extensions according to the Ring Tone Range selected in Program 22-03-0 and the settings made with either Service Code 720 or Program 15-02-02.	0~8 (Ring Tone Pattern 1~4) (Melody 1~ Melody 5) (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
22-04-01	<b>Incoming Extension Ring Group Assignment</b>	Assign extensions to ring groups.	Maximum eight digits Default: Extensions 101~108 (first eight ports) ring for incoming Ring Group 1 calls. No other extensions ring for incoming Ring Group 1 calls.		✓	
22-05-01	<b>Incoming Trunk Ring Group Assignment</b>	To have the trunks ring extensions, assign trunks to a Ring Group. The incoming ring group assignment programmed in Program 41-03-01 overrides the setting in this program.	Incoming Group Number for Day/Night Mode (1~8): 0 (No Setting) 001~100 (Incoming Group) 102 (In-Skin/ External Voice Mail or VM8000 InMail) (default = 1)		✓	
22-06-01	<b>Normal Incoming Ring Mode</b>	Indicate whether the trunks in the Ring Group assigned in Program 22-04-01 should ring (1) or not ring (0).	0 = No Ring 1 = Ring (default = 1)		✓	
22-07-01	<b>DIL Assignment</b>	Assign the destination extension for each DIL incoming trunk (001~200). <i>For this selection to work, set Program 22-02-01 to 4 = DIL.</i>	Extension Number (maximum eight digits) (default not assigned)		✓	
22-08-01	<b>DIL/IRG No Answer Destination</b>	If an incoming trunk call rings longer than the DIL No Answer Time (Program 22-01-04), it routes to the destination you specify in this option. Determine if the destination should be a Ring Group, In-Skin/ External Voice Mail, or Central Voice Mail.	0 (No Setting) 001~100 (Incoming Ring Group) 102 (In-Skin/ External Voice Mail or VM8000 InMail) (default = 1)		✓	
23-03-01	<b>Universal Answer/Auto Answer</b>	Use this program to let an extension user automatically answer trunk calls that ring other extensions. When the user lifts the handset, they automatically answer the ringing calls based on Trunk Group Routing programming (defined in Program 14-06).	Maximum eight digits Day/Night Mode 1~8 Route Table Number 0~100 (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
82-08-01	Sidetone Volume Setup	Use this program to adjust of the multiline terminal side tone volume. There are two levels, based on whether the connected trunk is a digital trunk or analog trunk.	Input (0 ~ 9) Digital Sidetone Level (second column) Analog Sidetone Level (third column) 0 -54 (dB) -54 (dB) 1 -48 (dB) -54 (dB) 2 -42 (dB) -54 (dB) 3 -36 (dB) -48 (dB) 4 -30 (dB) -42 (dB) 5 -24 (dB) -36 (dB) 6 -18 (dB) -30 (dB) 7 -12 (dB) -24 (dB) 8 -12 (dB) -18 (dB) 9 -12 (dB) -12 (dB)		✓	

## Operation

### To answer an incoming trunk call:

1. Lift the handset.

### To use Universal Answer to answer a call ringing over the Paging system:

1. Go off-hook.
  -  Depending on system programming, this may answer the call and you can skip Step 2.
2. Dial **#0**.
  -  If you hear error tone, your extension Class of Service prevents Universal Answer.

### To listen to the incoming trunk ring choices:

1. Press **Speaker**.
2. Dial **711 + 2**.
3. Select the ringing (**1~8**) and tone range (**1~4**) you want to check.
4. Go back to step 3 to listen to additional choices or press **Speaker** to hang up.

### To change the ringing of your incoming trunk:

1. Press **Speaker**.
2. Dial **720 + 2**.
3. Select the ringing (**1~8**).
4. Press **Speaker** to hang up.

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## *Central Office Calls, Placing*

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### **Description**

The system provides flexibility in the way each extension user can place outgoing trunk calls. This lets you customize the call placing options to meet site requirements and each individual's needs. To place a call the user can:

- Press Line Keys
- Press a Trunk Group Key
- Press a Trunk Group Routing (dial 9) Key
- Dial a code for a specific trunk (#0 + the trunk number)
- Dial a code for a Trunk Group (704 + group number)
- Dial a code for Trunk Group Routing or ARS (0)
- Dial an Alternate Trunk Route Access Code (which you must define)
- Press or Use a Speed Dial bin

There are 200 available trunks.

### **Trunk Port Disable**

The system provides a service code (default: 645) which can be used by an extension user to block a trunk for outgoing calls. The user which busied out the trunk still has access to it. All other users are blocked from seizing it to place an outgoing call. The trunk, however, can still be answered by any user programmed with the trunk access.

### **Sidetone Volume Setup**

Allows the system programming for the multiline terminal side tone volume. There are two levels, based on whether the connected trunk is a digital trunk or analog trunk.

### **Conditions**

- If the trunk name seize display is enabled in programming, the Call Timer starts automatically after the user places a trunk call. Disabling the trunk name seize display also disables the Call Timer.
- The system can automatically select the correct tine to use based on the number dialed and the time.
- With Automatic Handsfree, an extension user can press a line key to place a trunk call without lifting the handset or pressing Speaker. Users without Automatic Handsfree can preselect a line key before lifting the handset or pressing Speaker.

- Long Conversation Cutoff can disconnect incoming and outgoing CO calls after a set time. Using the Warning Tone for Long Conversation feature allows users on outgoing calls to hear a warning tone prior to the call disconnecting.
- An extension Toll Class of Service may prevent dialing certain numbers.
- Dialing 0 or any other trunk access code after dialing an extension, terminates the intercom call and seizes a trunk.
- Phones that have an APR/APA installed do not pass voice to a trunk until the interdigit timer expires (Program 21-01-03).

### **Default Setting**

Enabled

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## **System Availability**

### **Terminals**

All Multiline terminals

### **Required Component(s)**

Any Trunk Blade (i.e., CD-4COTB, CD-2BRIA, CD-PRTA, etc.)

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## **Related Features**

**Alphanumeric Display**

**Automatic Route Selection**

**Call Appearance (CAP) Keys**

**Code Restriction**

**Dial Tone Detection**

**Handsfree Answerback/Forced Intercom Ringing**

**Long Conversation Cutoff**

**Microphone Cutoff**

## Programmable Function Keys

## Trunk Group Routing

## Trunk Groups

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-XX	ETU Setup	Use program 10-03-XX to setup and confirm the basic configuration data for each blade. This program represents different data depending on the blade installed in the slot. Please refer the SV8100 Programming Manual for a more detailed description of this program.	The assigned data varies depending on the blade installed in the slot. Please refer to the SV8100 Programming Manual for a more detailed description of the 10-03-XX programs.		✓	
11-01-01	System Numbering	Use to set system numbering plan.	Refer to UNIVERGE SV8100 Programming Manual		✓	
11-09-01	Trunk Access Code	If required, change the single-digit Trunk Access Code (normally 0). If you change this code, you must also review the settings in Program 11-01-01 for the new code selected.	Dial (up to four digits) (default = 0)		✓	
11-09-02	Trunk Access Code – 2nd Trunk Route Access Code	Assign the Service Code set up in Program 11-01-01 for Alternate Trunk Route Access.	Dial (up to four digits) (default not assigned)		✓	
11-10-27	Service Code Setup (for System Administrator) – Trunk Port Disable for Outgoing Calls	Define the service code which should be used by an extension user to block a trunk from being used for outgoing calls.	MLT, SLT (default = 645)		✓	
11-11-13	Service Code Setup (for Setup/Entry Operation) – Display Language Selection for Multiline Terminal	Select the service code which can be used at an extension to change the displayed language on a multiline terminal display	MLT (default = 678)		✓	
11-12-01	Service Code Setup (for Service Access) – Bypass Call	Define the service code for Activating Call Forwarding/Do Not Disturb Override. This code is available only if you disable the voice mail Single Digit dialing code in Program 11-16-09.	MLT, SLT (default = 707)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-12-14	<b>Service Code Setup (for Service Access) – Trunk Group Access</b>	Define the service code which should be used by an extension user to select outgoing Trunk Group.	MLT, SLT (default = 704)		✓	
14-01-01	<b>Basic Trunk Data Setup – Trunk Name</b>	Set the names for trunks. The trunk name displays on a multiline terminal for incoming and outgoing calls.	Up to 12 Characters Line 001 Line 002 Line 003 : Line 200		✓	
14-01-02	<b>Basic Trunk Data Setup – Transmit Level</b>	Customize the transmit and receive levels of the CODEC Gain Types for each trunk.	Trunks 1~200 1~63 (-15.5 ~ +15.5dB in 0.5dB intervals) [default = 32 (0dB)]		✓	
14-01-03	<b>Basic Trunk Data Setup – Receive Level</b>	Customize the transmit and receive levels of the CODEC Gain Types for each trunk.	Trunks 1~200 1~63 (-15.5 ~ +15.5dB in 0.5dB intervals) [default = 32 (0dB)]		✓	
14-01-07	<b>Basic Trunk Data Setup – Outgoing Calls</b>	Use this option to Allow (1) or Deny (0) outgoing calls on the trunk you are programming.	0 = Deny (No) 1 = Allow (Yes) (default = 1)		✓	
14-01-10	<b>Basic Trunk Data Setup – DTMF Tones for Outgoing Calls</b>	For each trunk, Enable (1) or Disable (0) the ability to hear the DTMF of the digits dialed when placing the outgoing call.	0 = Disable 1 = Enable (default = 0)		✓	
14-02-05	<b>Analog Trunk Data Setup – Dial Tone Detection for Manually Accessed Trunks</b>	Use this option enable/disable dial tone detection for directly accessed trunks. If disabled, the system outdials on the trunks without monitoring for dial tone.	0 = Dial Tone Detection Not Used 1 = Dial Tone Detection Used (default = 0)		✓	
14-02-11	<b>Analog Trunk Data Setup – Next Trunk in Rotary if No Dial Tone</b>	Use this option to Enable (1) or Disable (0) the system ability to skip over a trunk if dial tone is not detected. This option pertains to calls placed using Call Appearance (CAP) Keys, Speed Dial, Automatic Route Selection (ARS), Last Number Redial or Save Number dialed. It does not pertain to line key or Direct Trunk Access calls.	0 = Disable 1 = Enable (default = 0)		✓	
14-02-14	<b>Analog Trunk Data Setup – Loop Start/Ground Start</b>	Select Loop start (0) or Ground start (1) for the trunk.	0 = Loop Start (Loop) 1 = Ground Start (Ground) (default = 0)		✓	
14-05-01	<b>Trunk Group – Trunk Group Number</b>	Assign trunks to Trunk Groups. You can also assign the outbound priority for trunks within the group. When users dial up the trunk group, they seize the trunks in the order you specify in the outbound priority entry.  <i>At default, all group are assigned to Trunk Group 1.</i>	Trunk Group Number: 0~100  Priority Number: 1~200 (default = Trunk Group 1, with priority in ascending order)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-06-01	<b>Trunk Group Routing – Priority Order Number</b>	Used to set the priority order number 1~4.	0 = Not Specify 1~100 : (Trunk Group Number) 1001~1100 : (1000 + Route Table Number) Default: Route 1, Order Number 1 = 1 (Trunk Group 1) Order Numbers 2, 3, 4 = 0 (Not Specified) All Other Routes (2~100) and Order Numbers (1~4) = 0 (Not Specified)	✓		
14-07-01	<b>Trunk Access Map Setup</b>	Set up the Trunk Access Maps. This sets the access options for trunks. Ring Group programming overrides Access Map programming.	0 = No access 1 = Outgoing access only 2 = Incoming access only 3 = Access only when trunk on Hold 4 = Outgoing access and access when trunk on Hold 5 = Incoming access and access when trunk on Hold 6 = Incoming and Outgoing access 7 = Incoming access, outgoing access and access when trunk on Hold Trunk Access Maps: 1~200 Default: Access Maps 1~200 = Trunk Ports 1~200 assigned with option 7 access (incoming and outgoing access and access when trunk is on Hold)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-02-01	<b>Multiline Telephone Basic Data Setup – Display Language Selection</b> (To select options 8~10, press either 8 or Recall, then press line keys 1~3. Key 1 is option 8, Key 2 is option 9, and Key 3 is option 10.)	Use to define the display language for Multiline terminals.	0 = Japanese 1 = English 2 = German 3 = French 4 = Italian 5 = Spanish 6 = Dutch 7 = Portuguese 8 = Norwegian 9 = Danish 10 = Swedish 11 = Turkish 12 = Latin American Spanish 13 = Romanian 14 = Polish (default = 1)		✓	
15-02-08	<b>Multiline Telephone Basic Data Setup – Automatic Handsfree</b>	Use this option to set whether pressing a key accesses a One-Touch Key (1) or if it preselects the key (0).	0 = Preselect 1 = One-Touch (Automatic Handsfree) (default = 1)		✓	
15-03-03	<b>Single Line Telephone Basic Data Setup – Terminal Type</b>	Enter 1 for this option to allow a single line port to receive DTMF tones after the initial call setup. Enter 0 to have the port ignore DTMF tones after the initial call setup. For Voice Mail or Conference ports, always enter 1 (e.g., receive DTMF tones).	0 = Normal 1 = Special (default = 0)		✓	
15-06-01	<b>Trunk Access Map for Extensions</b>	Assign Trunk Access Maps to extensions.	Trunks 1~200 (default = 1)		✓	
15-07-01	<b>Programmable Function Keys</b>	To simplify placing calls, assign function keys for placing trunk calls: Line keys (code *01 + trunk), Trunk Group keys (code *02 + group), Call Appearance (CAP) keys (code *08 + Bin No).	Trunks 1~200	✓		
20-02-06	<b>System Options for Multiline Telephones – Preselection Time</b>	Set the preselection time. When a multiline terminal user preselects a line key, the system remembers the preselection for this time.	0~64800 (seconds) (default = 5 seconds)		✓	
20-02-09	<b>System Options for Multiline Telephones – Disconnect Supervision</b>	Use this option to Enable (1) or Disable (0) disconnect supervision for the system trunks.	0 = Disable 1 = Enable (default = 1)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-07-12	<b>Class of Service Options (Administrator Level) – Trunk Port Disable</b>	Turns Off (0) or On (1) the extension ability to use the Trunk Port Disable feature.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-08-02	<b>Class of Service Options (Outgoing Call Service) – Trunk Outgoing Calls</b>	Turns Off (0) or On (1) outgoing trunk calling for the extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-13	<b>Class of Service Options (Supplementary Service) – Continued Dialing (DTMF) Signal on ICM Call</b>	Turns Off (0) or On (1) the extension ability to use Continued Dialing, which allows DTMF signal sending while talking on extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
21-01-15	<b>System Options for Outgoing Calls – Outgoing Disable on Incoming Line (Toll Restriction)</b>	Enable or Disable the Outgoing Disable on Incoming Line feature.	0 = Disable 1 = Enable (default = 1)		✓	
21-01-16	<b>System Options for Outgoing Calls – Supervise Dial Detection Timer</b>	With the Outgoing Disable on Incoming Line feature, if dial tone is not detected after the extension answers an incoming line, the system determines the call is unable to complete and releases the DTMF receiver.	0~64800 (seconds) (default = 20 seconds)		✓	
21-01-17	<b>System Options for Outgoing Calls – Restriction Digit in Outgoing Disable on Incoming Line</b>	With the Outgoing Disable on Incoming Line feature, determine the number of digits (0~9) to be dialed before the call should be disconnected.	Digits 0~9 (default = 4)		✓	
21-02-01	<b>Trunk Group Routing for Extensions</b>	Assign Program 14-06 routes to extensions.	0~100 (0 = No Setting) (default = 1)		✓	
21-15-01	<b>Individual Trunk Group Routing for Extensions</b>	Designate the trunk route accessed when a user dials the Alternate Trunk Route Access Code. Refer to Trunk Group Routing to set up outbound routing.	0~100 (0 = No Setting) (default = 0)		✓	
24-02-07	<b>System Options for Transfer – Trunk-to-Trunk Transfer Release Warning Tone</b>	Timer starts when a trunk begins talking with another trunk (for example: Trunk-to-Trunk Transfer, outgoing from trunk, Tandem Trunking). When this time expires, a warning tone is heard.	0~64800 (seconds) (default = 1800 seconds)		✓	
24-02-10	<b>System Options for Transfer – Disconnect Trunk to Trunk Timer</b>	Timer starts after the Warning Tone is heard (24-02-07). When time expires, the trunk is disconnected.	0~64800 (seconds) (default = 0 seconds)			

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
82-08-01	Sidetone Volume Setup	Use this program to adjust the multiline terminal side tone volume. There are two levels, based on whether the connected trunk is a digital trunk or analog trunk.	0-9 Digital Sidetone Level 0 = -54 (db) 1 = -48 (db) 2 = -42 (db) 3 = -36 (db) 4 = -30 (db) 5 = -24 (db) 6 = -18 (db) 7 = -12 (db) 8 = -12 (db) 9 = -12 (db) Analog Sidetone Level 0 = -54 (db) 1 = -54 (db) 2 = -54 (db) 3 = -48 (db) 4 = -42 (db) 5 = -36 (db) 6 = -30 (db) 7 = -24 (db) 8 = -18 (db) 9 = -12 (db)		✓	

## Operation

### To place a call over a trunk group:

1. Go off-hook.
2. Dial **704**.
3. Dial trunk group number (**001~100**).
4. Dial the number.

- OR -

1. At the multiline terminal, press the **trunk group** key (Program 15-07-01 or SC 751: \*02 + group).
2. Dial the number.

### To place a call using Trunk Group Routing:

1. Go off-hook.
2. Dial **0**.

 *If your system has an Alternate Trunk Route Access code, you may dial that instead.*

3. Dial the number.

- OR -

1. At the multiline terminal, press the **Trunk Group Routing** key (Program 15-07-01 or SC 752: \*02 plus trunk group).
2. Dial the number.

#### To place a call over a specific trunk:

1. Dial **#0**.
2. Dial the line number (e.g., 005 for line 5).
3. Dial the number.

- OR -

1. At the multiline terminal, press line key (Program 15-07-01 or SC 752: \*01 001 to 200).
2. Dial the number.

#### To busy out a trunk from outbound usage:

1. Press **Speaker + 645 + Trunk Number (001~200) + 1**.

 *The user which busied out the trunk still has access to it. All other users are blocked from seizing it to place an outgoing call. The trunk, however, can still be answered by any user programmed with the trunk access.*

#### To Remove a Trunk from a Busied Out State:

1. Press **Speaker + 645 + Trunk Number (001~200) + 0**.

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## *Class of Service*

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### **Description**

Class of Service (COS) sets various features and dialing options (called items) for extensions. The system allows any number of extensions to share the same Class of Service. An extension can have a different Class of Service for each of the Night Service modes. This lets you program a different set of dialing options for daytime operation, nighttime operation and even during lunch breaks. An extension Class of Service can be changed in system programming or via a Service Code (normally 677). There are 15 available Classes of Service.

### **Conditions**

- Before assigning a new COS, make sure the new COS matches the old COS or you may enable options, which the extension should not have or remove options, which it should have.
- An extension can have a different Class of Service for each Service mode. At default, the Mode names are assigned as follows:
  - Mode 1 = No setting
  - Mode 2 = Night
  - Mode 3 = Midnight
  - Mode 4 = Rest
  - Mode 5 = Day2
  - Mode 6 = Night2
  - Mode 7 = Midnight2
  - Mode 8 = Rest2

### **Default Setting**

- The attendant (extension 101) has Class of Service 15 in all Night Service modes. All other extensions have Class of Service 1 in all Night Service modes.

If changing Class of Service via Service Code:

  - An extension can use Service Code 677 to change another extension Class of Service (Program 20-13-28 = 1).
  - An extension can automatically block another extension attempt to change their Class of Service via Service Code 677 (Program 20-13-28 = 0).
  - The default Service Code for this option is 677 (Program 11-11-24 = 677).

## System Availability

### Terminals

All Stations

### Required Component(s)

None

## Related Features

### Night Service

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-11-24	<b>Service Code Setup (for Setup/Entry Operation) – Change Station Class of Service</b>	If required, use this option to change the Service Code a user dials to change an extension Class of Service.	MLT (default = 677)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-07-01	<b>Class of Service Options (Administrator Level) – Manual Night Service Enabled</b>	Turns Off (0) or On (1) an extension for manually Switching the Night Mode (Service Code 718). This option must be enabled for an extension to be able to display the Night indication.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-02	<b>Class of Service Options (Administrator Level) – Changing the Music on Hold Tone</b>	Turns Off or On extension user ability to change the Music on Hold tone.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-03	<b>Class of Service Options (Administrator Level) – Time Setting</b>	Turns Off or On extension user ability to set the Time via Service Code 728.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-07-04	<b>Class of Service Options (Administrator Level) – Storing Speed Dialing Entries</b>	Turns Off (0) or On (1) an extension to store System or Group Speed Dialing numbers.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-07-05	<b>Class of Service Options (Administrator Level) – Set/Cancel Automatic Trunk-to-Trunk Transfer</b>	Turns On (1) or Off (0) the ability of an extension to use the Trunk-to-Trunk Forwarding service codes.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-07-10	<b>Class of Service Options (Administrator Level) – Programmable Function Key Programming (Appearance Level)</b>	Turns Off (0) or On (1) the ability for an extension to program the Appearance function keys using Service Code 752.	0 = Off 1 = On (default = 1 for COS 01~15)		✓	
20-07-11	<b>Class of Service Options (Administrator Level) – Forced Trunk Disconnect (analog trunk only)</b>	Turns Off (0) or On (1) an extension to use Forced Trunk Disconnect. This allows the extension to disconnect an Unsupervised Conference in progress.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-12	<b>Class of Service Options (Administrator Level) – Trunk Port Disable</b>	Turns Off (0) or On (1) the extension ability to use the Trunk Port Disable feature.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-13	<b>Class of Service Options (Administrator Level) – VRS Record (VRS Msg Operation)</b>	Turns Off (0) or On (1) an extension ability to record, erase and listen to VRS messages.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-07-14	<b>Class of Service Options (Administrator Level) – VRS General Message Play</b>	Turns an extension Off (0) or On (1) to dial 4 or Service Code 611 to listen to the General Message.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-15	<b>Class of Service Options (Administrator Level) – VRS General Message Record/Delete</b>	Turns Off (0) or On (1) an extension for dialing Service Code 612 and record, listen to, or erase the General Message.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-18	<b>Class of Service Options (Administrator Level) – SMDR Printout Accumulated Extension Data</b>	Determine if the Accumulated Extension Data is included in the SMDR printout for each Class of Service.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-19	<b>Class of Service Options (Administrator Level) – SMDR Printout Department Group (STG) Data</b>	Determine if the Department Group (STG) Data is included in the SMDR printout for each Class of Service.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-20	<b>Class of Service Options (Administrator Level) – SMDR Printout Accumulated Account Code Data</b>	Determine if the Accumulated Account Code Data is included in the SMDR printout for each Class of Service.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-21	<b>Class of Service Options (Administrator Level) – Register/Delete DECT</b>	Turns Off or On extension user ability to register or unregister an Wireless DECT (SIP) handset using the service codes defined in Program 11-10-30 and Program 11-10-31.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-07-23	<b>Class of Service Options (Administrator Level) – CO Message Waiting Indication Callback Number Programming</b>	Enable or Disable an extension ability to receive CO Message Waiting Indication.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-07-24	<b>Class of Service Options (Administrator Level) – Set/Cancel Private Call Refuse</b>	Enable or Disable an extension ability to set or cancel Private Call Refuse.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-07-25	<b>Class of Service Options (Administrator Level) – Set/Cancel Caller ID Refuse</b>	Enable or Disable an extension ability to set or cancel Caller ID Refuse.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-07-26	<b>Class of Service Options (Administrator Level) – Dial-In Mode Switch</b>	Enable or Disable an extension user ability to set or cancel dial-in mode switch.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-07-27	<b>Class of Service Options (Administrator Level) – Do-Not-Call Administrator</b>	Enable or Disable an extension user ability to set or cancel do not call administrator.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-01	<b>Class of Service Options (Outgoing Call Service) – Intercom Calls</b>	Turns Off or On Intercom calling for the extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-02	<b>Class of Service Options (Outgoing Call Service) – Trunk Outgoing Calls</b>	Turns Off (0) or On (1) outgoing trunk calling for the extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-03	<b>Class of Service Options (Outgoing Call Service) – System Speed Dialing</b>	Turns Off (0) or On (1) an extension ability to make outbound calls using system speed dial numbers.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-04	<b>Class of Service Options (Outgoing Call Service) – Group Speed Dialing</b>	Turns Off (0) or On (1) an extension ability to make outbound calls using group speed dial numbers.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-05	<b>Class of Service Options (Outgoing Call Service) – Dial Number Preview (Preset Dial)</b>	Turns Off or On extension user ability to use Dial Number Preview.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-06	<b>Class of Service Options (Outgoing Call Service) – Toll Restriction Override</b>	Turns Off or On Toll Restricting Override (Service Code 663).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-07	<b>Class of Service Options (Outgoing Call Service) – Repeat Redial</b>	Turns Off (0) or On (1) an extension to use Repeat Redial.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-08	<b>Class of Service Options (Outgoing Call Service) – Toll Restriction Dial Block</b>	Turns Off or On an extension user ability to use Dial Block.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-09	<b>Class of Service Options (Outgoing Call Service) – Hotline/Extension Ringdown</b>	Turns Off or On Ringdown Extension for extensions with this COS.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-10	<b>Class of Service Options (Outgoing Call Service) – Signal/Voice Call</b>	Turns Off or On an extension allowing it to force Handsfree Answerback or Forced Intercom Ringing for outgoing Intercom calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-08-11	<b>Class of Service Options (Outgoing Call Service) – Protect for the Call Mode Switching from Caller</b>	When an extension is set to ring mode for ICM calls, enabling this option prevents callers from changing the call to voice announce mode.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-12	<b>Class of Service Options (Outgoing Call Service) – Department Group Step Calling</b>	Turns Off or On an extension user ability to use Department Group Step Calling.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-13	<b>Class of Service Options (Outgoing Call Service) – ISDN CLIP</b>	Determine if the ISDN calling line identity presentation and screening indicators are to be allowed.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-14	<b>Class of Service Options (Outgoing Call Service) – Call Address Information</b>	Use to Enable or Disable Call Address Information for each Class of Service.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-15	<b>Class of Service Options (Outgoing Call Service) – Block Outgoing Caller ID</b>	Turns Off (0) or On (1) a user Class of Service from automatically blocking outgoing Caller ID information when a call is placed. If block is enabled, the system automatically inserts the Caller ID block code 1831 (defined in Program 14-01-21) before the user dialed digits (this requires Program 14-02-10 to be enabled). If block is disabled, the system outdials the call just as it was dialed by the user.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-16	<b>Class of Service Options (Outgoing Call Service) – Display E000 Dialed Extension Name and Number</b>	Turns Off or On an extension ability to display the name and number of the extension that dialed 000.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-17	<b>Class of Service Options (Outgoing Call Service) – ARS Override of Trunk Access Map</b>	Turns Off or On an extension user ability to override the trunk access map programming for outgoing calls.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-19	<b>Class of Service Options (Outgoing Call Service) – Hotline for SPK</b>	Turns Off or On an extension user ability to activate hotline or ringdown when pressing the Speaker key.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-20	<b>Class of Service Options (Outgoing Call Service) – Hot Key Pad</b>	Turns On (1) or Off (0) the ability of an extension to make a call by just dialing the number without first going off hook.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-21	<b>Class of Service Options (Outgoing Call Service) – Automatic Trunk Seizing by Pressing Speaker Key</b>	Used to Enable or Disable the ability to access trunks when going off hook by pressing the speaker key for each Class of Service.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-08-22	<b>Class of Service Options (Outgoing Call Service) – Voice Over to busy Virtual Extension</b>	Used to Enable or Disable the ability to make voice over to a busy virtual extension for each Class of Service.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-09-01	<b>Class of Service Options (Incoming Call Service) – Second Call for DID/DISA/DIL/ E&amp;M Override</b>	Turns Off or On the extension ability to receive a second call from a DID, DISA, DIL, or tie line caller. <i>With this option set to 1, the destination extension must be busy for a second DNIS caller to ring through. If the destination extension does not have a line or Call Appearance (CAP) Keys available for the second call and a previous call is ringing the extension but has not been answered, the second caller hears busy regardless of this program setting.</i>	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-09-02	<b>Class of Service Options (Incoming Call Service) – Caller ID Display</b>	Turns Off (0) or On (1) the Caller ID display at an extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-09-03	<b>Class of Service Options (Incoming Call Service) – Sub Address Identification</b>	Define whether an extension displays the Caller Sub-Address.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-09-04	<b>Class of Service Options (Incoming Call Service) – Notification for Incoming Call List Existence</b>	Determine whether or not the CHECK LIST message is displayed to indicate a missed call.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-09-05	<b>Class of Service Options (Incoming Call Service) – Signal/ Voice Call</b>	Turns Off or On an extension ability to enable Handsfree Answerback or Forced Intercom Ringing for their incoming Intercom calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-09-06	<b>Class of Service Options (Incoming Call Service) – Incoming Time Display</b>	If this option is set to 1, the Incoming Call Time is displayed on the multiline terminals LCD while the telephone is ringing.	0 = Off 1 = On (default = 0 for COS 01~15)		✓	
20-09-07	<b>Class of Service Options (Incoming Call Service) – Call Queuing</b>	Turns Off (0) or On (1) an extension ability to have calls queued if a call rings the extension when it is busy.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-09-08	<b>Class of Service Options (Incoming Call Service) – Calling Party Information</b>	Turns Off or On and extension user ability to display calling party information on CCIS calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-10-01	<b>Class of Service Options (Answer Service) – Group Call Pickup (Within Group)</b>	Turns Off or On Group Call Pickup for calls ringing an extension Pickup Group as well as ring group calls (Service Code *#).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-02	<b>Class of Service Options (Answer Service) – Group Call Pickup (Another Group)</b>	Turns Off or On Group Call Pickup for calls ringing outside a group (Service Code 769).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-03	<b>Class of Service Options (Answer Service) – Group Call Pickup for Specific Group</b>	Turns Off or On Group Call Pickup for a specific group using service code 768.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-04	<b>Class of Service Options (Answer Service) – Telephone Call Pickup</b>	Turns Off or On an extension ability to pick up a call ringing into a Pickup Group (Service Codes *#).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-05	<b>Class of Service Options (Answer Service) – Directed Call Pickup for Own Group</b>	Turns Off or On Directed Call Pickup for calls ringing an extension Pickup Group (Service Code 756).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-06	<b>Class of Service Options (Answer Service) – Meet-Me Conference and Paging</b>	Turns Off (0) or On (1) an extension to use Meet-Me Conference and Paging.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-07	<b>Class of Service Options (Answer Service) – Automatic Off-Hook Answer</b>	Turns Off (0) or On (1) an extension to use Universal Auto Answer (no service code required).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-10-08	<b>Class of Service Options (Answer Service) – Virtual Extension Off-Hook Answer</b>	Turns Off (0) or On (1) an extension ability to answer an incoming call on a Call Arrival (CAR)/Secondary Incoming Extension (SIE)/ Virtual Extension simply by lifting the handset.	0 = Off 1 = On (default = 1 for COS 01~15)		✓	
20-10-09	<b>Class of Service Options (Answer Service) – Call Pickup Callback</b>	Turns Off or On an extension user ability to use Call Pickup to Pick up Callback calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-10	<b>Class of Service Options (Answer Service) – Answer Preset</b>	Used to Enable or Disable Answer Preset for each Class of Service.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-01	<b>Class of Service Options (Hold/ Transfer Service) – Call Forward All</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forward Immediate.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-11-02	<b>Class of Service Options (Hold/Transfer Service) – Call Forward When Busy</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forwarding when Busy.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-03	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding When Unanswered</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forwarding when Unanswered.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-04	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding (Both Ringing)</b>	In an extension Class of Service, turns On (1) or Off (0) an extension user ability to set Call Forward with Follow Me.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-05	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding with Follow Me</b>	In an extension Class of Service, turns On (1) or Off (0) an extensions ability to set Call Forward with Follow Me.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-06	<b>Class of Service Options (Hold/Transfer Service) – Unscreened Transfer (Ring Inward Transfer)</b>	Turns Off (0) or On (1) an extension ability to use Unscreened Transfer.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-07	<b>Class of Service Options (Hold/Transfer Service) – Transfer Without Holding</b>	Turns Off or On an extension ability to use Transfer Without Holding.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-08	<b>Class of Service Options (Hold/Transfer Service) – Transfer Information Display</b>	Turns Off or On an extension incoming Transfer pre-answer display.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-09	<b>Class of Service Options (Hold/Transfer Service) – Group Hold Initiate</b>	Turns Off or On an extension ability to initiate a Group Hold.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-10	<b>Class of Service Options (Hold/Transfer Service) – Group Hold Answer</b>	Turns Off or On an extension ability to pick up a call on Group Hold.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-11	<b>Class of Service Options (Hold/Transfer Service) – Automatic On-Hook Transfer</b>	Turns Off (0) or On (1) an extension ability to use Automatic On-Hook Transfer.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-12	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding Off-Premise (External Call Forwarding)</b>	In an extensions Class of Service, turns On (1) or Off (0) setting up Call Forwarding Off-Premise at the extension.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-13	<b>Class of Service Options (Hold/Transfer Service) – Operator Transfer After Hold Callback</b>	Turns Off or On an extension ability to have a call which recalls from hold transfer to the operator.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-11-14	<b>Class of Service Options (Hold/Transfer Service) – Trunk-to-Trunk Transfer Restriction</b>	Turns Off (0) or On (1) the Trunk-to-Trunk Transfer Restriction. If enabled, Trunk-to-Trunk Transfer is not possible.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-15	<b>Class of Service Options (Hold/Transfer Service) – VRS Personal Greeting (Message Greeting)</b>	Turns Off or On an extension user ability to dial Service Code 616 to record, listen to or erase the Personal Greeting Message.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-16	<b>Class of Service Options (Hold/Transfer Service) – Call Redirect</b>	Turns On (1) or Off (0) a multiline terminal user ability to transfer a call to a predefined destination (such as an operator, voice mail, or another extension) without answering the call.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-17	<b>Class of Service Options (Hold/Transfer Service) – Department Group Trunk-to-Trunk Transfer (Each Telephone Group Transfer)</b>	Turns On (1) or Off (0) the ability of an extension in a Department Group to use the Trunk-to-Trunk Forwarding service codes.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-18	<b>Class of Service Options (Hold/Transfer Service) – No Recall</b>	Allow (0) or Deny (1) answered Transferred calls from recalling the originating extension.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-19	<b>Class of Service Options (Hold/Transfer Service) – Hold/Extended Park</b>	Determine whether an extension Class of Service should allow normal or extended Park (0 = Normal for Program 24-01-06, 1 = Extended for Program 24-01-07).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-20	<b>Class of Service Options (Hold/Transfer Service) – No Callback</b>	Turns Off or On an extension ability to receive Callbacks.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-21	<b>Class of Service Options (Hold/Transfer Service) – Restriction for Tandem Trunking on Hang Up</b>	Allow (0) or Deny (1) an extension users's ability to set up a tandem/conference call automatically when they hang up.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-22	<b>Class of Service Options (Hold/Transfer Service) – Restrict Unsupervised Conference</b>	Allow or deny an extension user to initiate a Trunk-to-Trunk Transfer (Tandem Trunking).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-23	<b>Class of Service Options (Hold/Transfer Service) – CAR/VE Call Forward Set/Cancel</b>	In an extension Class of Service, turns On (1) or Off (0) the ability to set and cancel Call Forwarding for a CAR or Virtual Extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-11-24	<b>Class of Service Options (Hold/Transfer Service) – Trunk Park Hold Mode</b>	Set the hold type when a trunk call is put on hold by an extension.	0 = Non Exclusive Hold (Off) 1 = Exclusive Hold (On) (default = 1 for COS 1~15)		✓	
20-11-25	<b>Class of Service Options (Hold/Transfer Service) – Transfer Park Call</b>	Turns On or off an extension user ability to transfer a parked call.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-27	<b>Class of Service Options (Hold/Transfer Service) – Call Park Automatically Search</b>	Use this option to Turns On (1) or Off (0) using the Call Park Automatically Search option.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-12-02	<b>Class of Service Options (Charging Cost Service) – Advice of Charge</b>	ISDN-AOC This option Turns Off (0) or On (1) a DISA or tie trunk caller's ability to dial 9 for Trunk Group Routing or Automatic Route Selection.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-12-03	<b>Class of Service Options (Charging Cost Service) – Cost Display (TTU)</b>	ISDN billing information	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-01	<b>Class of Service Options (Supplementary Service) – Long Conversation Alarm</b>	Turns Off (0) or On (1) the Warning Tone for Long Conversation (not for single line telephones).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-02	<b>Class of Service Options (Supplementary Service) – Long Conversation Cutoff (Incoming)</b>	Turns Off or On an extension user ability to use Long Conversation Cutoff for incoming calls.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-03	<b>Class of Service Options (Supplementary Service) – Long Conversation Cutoff (Outgoing)</b>	Turns Off or On an extension user ability to use Long Conversation Cutoff for outgoing calls.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-04	<b>Class of Service Options (Supplementary Service) – Call Forward/DND Override (Bypass Call)</b>	Turns On or Off the ability to use Call Forwarding/DND Override.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-05	<b>Class of Service Options (Supplementary Service) – Intercom Off-Hook Signaling</b>	Turns On (1) or Off (0) the ability of an extension to receive Off-Hook Signals.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-06	<b>Class of Service Options (Supplementary Service) – Automatic Off-Hook Signaling (Automatic Override)</b>	Allows a busy extension ability to Manually (0) or Automatically (1) receive Off-Hook signals.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-07	<b>Class of Service Options (Supplementary Service) – Message Waiting</b>	Turns Off (0) or On (1) an extension ability to leave Message Waiting.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-08	<b>Class of Service Options (Supplementary Service) – Conference</b>	Turns Off or On an extension user ability to initiate a conference or Meet Me Conference.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-09	<b>Class of Service Options (Supplementary Service) – Privacy Release</b>	Turns Off or On an extension user ability to initiate a Voice Call Conference.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-10	<b>Class of Service Options (Supplementary Service) – Barge-In Monitor</b>	Enables the extension Barge-In Mode to be Speech mode (0) or Monitor mode (1) (i.e., Barge-In initiator).	0 = Speech 1 = Monitor (default = 0 for COS 1~15)		✓	
20-13-11	<b>Class of Service Options (Supplementary Service) – Room Monitor, Initiating Extension</b>	Turns Off (0) or On (1) an extension user ability to Room Monitor other extensions.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-12	<b>Class of Service Options (Supplementary Service) – Room Monitor, Extension Being Monitored</b>	Turns Off (0) or On (1) an extension ability to be monitored by other extensions.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-13	<b>Class of Service Options (Supplementary Service) – Continued Dialing (DTMF) Signal on ICM Call</b>	Turns Off (0) or On (1) the extension ability to use Continued Dialing, which allows DTMF signal sending while talking on extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-14	<b>Class of Service Options (Supplementary Service) – Department Calling (PLT No Called Extension)</b>	Turns Off or On an extension user ability to call a Department Group Pilot.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-15	<b>Class of Service Options (Supplementary Service) – Barge-In, Initiate</b>	Turns Off (0) or On (1) an extension user ability to barge-in on other's calls.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-16	<b>Class of Service Options (Supplementary Service) – Barge-In, Receive</b>	In an extension Class of Service, turns On (1) or Off (0) Barge-In at the receiving extension (i.e., Barge-In receive).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-17	<b>Class of Service Options (Supplementary Service) – Barge-In Tone/Display (Intrusion Tone)</b>	In an extension Class of Service, turns On (1) or Off (0) the Barge-In (Intrusion) Tone. If disabled, this also turns off the Barge-In display at the called extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-18	<b>Class of Service Options (Supplementary Service) – Programmable Function Key Programming (General Level)</b>	Turns Off (0) or On (1) an extension user ability to program General function keys using Service Code 751 (by default). (Refer to Program 20-07-10 for Service Code 752.)	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-19	<b>Class of Service Options (Supplementary Service) – Selectable Display Messaging (Text Messaging)</b>	Turns Off (0) or On (1) an extension user ability to use Selectable Display Messaging.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-20	<b>Class of Service Options (Supplementary Service) – Account Code/Toll Restriction Operator Alert (Restricted Operation Transfer)</b>	Turns Off or On operator alert when an extension improperly enters an Account Code or violates Toll Restriction.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-21	<b>Class of Service Options (Supplementary Service) – Extension Name</b>	Turns Off (0) or On (1) an extension user ability to program its name.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-22	<b>Class of Service Options (Supplementary Service) – Busy Status Display (Called Party Status)</b>	Turns Off or On the ability to display the detail state of called party.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-23	<b>Class of Service Options (Supplementary Service) – Display the Reason for Transfer</b>	Select whether an extension should display the reason a call is being transferred to their extension (Call Forward Busy, Call Forward No Answer, DND).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-24	<b>Class of Service Options (Supplementary Service) – Privacy Release by Pressing Line Key</b>	Turns Off or On a user ability to press a line key to barge into an outside call. The Barge-In feature must be enabled if this option is used.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-26	<b>Class of Service Options (Supplementary Service) – Group Listen</b>	Turns Off or On an extension user ability to use Group Listen.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-27	<b>Class of Service Options (Supplementary Service) – Busy on Seizing Virtual Extension</b>	If set to 1, you can call a busy extension which is talking on a virtual extension key. Program 20-13-06 (Call Waiting) must be set to off for this option to work.	0 = Off 1 = On (default = 1 for COS 01~15)		✓	
20-13-28	<b>Class of Service Options (Supplementary Service) – Allow Class of Service to be Changed</b>	Turns Off or On the ability of an extension COS to be changed via Service Code 677.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-29	<b>Class of Service Options (Supplementary Service) – Paging Display</b>	Turns Off (0) or On (1) an extension user ability to display paging information.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-30	<b>Class of Service Options (Supplementary Service) – Background Music</b>	For extension Class of Service, Allow (1) or Deny (0) an extension from turning Background Music on and off.	0 = Deny 1 = Allow (default = 1 for COS 1~15)		✓	
20-13-31	<b>Class of Service Options (Supplementary Service) – Connected Line Identification (COLP)</b>	Use to define the supplementary feature availability for each extension Class of Service (COS).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-32	<b>Class of Service Options (Supplementary Service) – Deny Multiple Barge-Ins</b>	In an extension Class of Service, Allow (1) or Deny (0) the extension ability to have multiple users Barge-In to their conversation.	0 = Deny 1 = Allow (default = 0 for COS 1~15)		✓	
20-13-33	<b>Class of Service Options (Supplementary Service) – ACD Supervisor’s Position Enhancement</b>	This option must be on for the operator to use service codes in Program 11-13-10 through Program 11-13-13.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-34	<b>Class of Service Options (Supplementary Service) – Block Manual Off-Hook Signaling</b>	Turns Off (0) or On (1) an extension user ability to block off-hook signals manually sent from a co-worker.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-35	<b>Class of Service Options (Supplementary Service) – Block Camp-On</b>	Use this option to Turns On (1) or Off (0) extension ability to block callers from dialing # to camp-on.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-36	<b>Class of Service Options (Supplementary Service) – Call Duration Timer Display</b>	In an extension Class of Service, turns On (1) or Off (0) a Call Timer for the extension.	0 = Off 1 = On (default = 1 for COS 01~15)		✓	
20-13-38	<b>Class of Service Options (Supplementary Service) – Headset Ringing</b>	In an extension Class of Service, turns Off or On an extension user ability to use the Headset ringing.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-39	<b>Class of Service Options (Supplementary Service) – ACD Queue Status Display</b>	Turns Off or On the ACD Queue Status Display for an extension Class of Service. Any extension which has this option enabled also hears the queue alarm.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-40	<b>Class of Service Options (Supplementary Service) – Do Not Disturb</b>	Turns Off or On an extension user ability to set or cancel Do Not Disturb.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-41	<b>Class of Service Options (Supplementary Service) – Voice Mail Message Indication on DSS</b>	Turns Off (0) or On (1) the Voice Mail Message Indication for an extension on a DSS console.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-42	<b>Class of Service Options (Supplementary Service) – Extension Data Swap Enabling</b>	Turns Off or On an extensions ability to use the Station Relocation feature.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-44	<b>Class of Service Options (Supplementary Service) – Live Monitor Enabling</b>	Turns Off or On an extensions ability to use Live Monitor.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-45	<b>Class of Service Options (Supplementary Service) – MIC Key Mode While Call Monitoring</b>	Set per class of service, when in Call Monitoring Mode determines if the monitored parties receives the barge in alert tone when Coaching Mode is enabled.	0 = Enable 1 = Disable (default = 1 for COS 1~15)		✓	
20-13-47	<b>Class of Service Options (Supplementary Service) – Station Number Display</b>	Determine if a station Number is displayed (On) or not displayed (Off) in the LCD when the phone is in an idle state.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-48	<b>Class of Service Options (Supplementary Service) – Station Name Display</b>	Determine if a station Number will be displayed (On) or not displayed (Off) in the LCD when the phone is in an idle state.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-49	<b>Class of Service Options (Supplementary Service) – BLF Indication on CO Incoming State</b>	Determine if a BLF of the station will light when a Normal CO call is ringing the phone.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-50	<b>Class of Service Options (Supplementary Service) – AIC Agent display which call is from</b>	Determine if the station logged in via AIC codes will show which queue the call is coming from.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-51	<b>Class of Service Options (Supplementary Service) – Number and Name appear in the directory</b>	Determine if an extension name and number are listed (On) or unlisted (Off) in the directory.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-14-01	<b>Class of Service Options for DISA/E&amp;M – First Digit Absorption (Delete First Digit Dialed)</b>	For Tie Lines, Enable or Disable the ability to absorb (ignore) the first incoming digit. Use this to make the tie trunk compatible with 3- and 4-digit Tie Line service. This option does not apply to DISA.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-02	<b>Class of Service Options for DISA/E&amp;M – Trunk Group Routing/ARS Access</b>	This option Enables or Disables a DISA or tie trunk caller's ability to dial 9 for Trunk Group Routing or Automatic Route Selection.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-03	<b>Class of Service Options for DISA/E&amp;M – Trunk Group Access</b>	This option Enables or Disables a DISA or tie trunk caller's ability to access trunk groups for outside calls (Service Code 704).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-14-04	<b>Class of Service Options for DISA/E&amp;M – Outgoing System Speed Dialing</b>	This option Enables or Disables a DISA or tie trunk caller's ability to use System Speed Dialing.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-05	<b>Class of Service Options for DISA/E&amp;M – Operator Calling</b>	This option Enables or Disables a DISA or tie trunk caller's ability to dial 0 for the telephone system operator.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-14-06	<b>Class of Service Options for DISA/E&amp;M – Internal Paging</b>	This option Enables or Disables a DISA or tie trunk caller's ability to use the telephone system Internal Paging.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-14-07	<b>Class of Service Options for DISA/E&amp;M – External Paging</b>	This option Enables or Disables a DISA or tie trunk caller's ability to use the telephone system External Paging.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-14-08	<b>Class of Service Options for DISA/E&amp;M – Direct Trunk Access</b>	This option Enables or Disables a DISA or tie trunk caller's ability to use Direct Trunk Access (Service Code 715).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-09	<b>Class of Service Options for DISA/E&amp;M – Forced Trunk Disconnect &lt;Not for ISDN T-point&gt;</b>	This option Enables or Disables a tie trunk caller's ability to use Forced Trunk Disconnect (Service Code *26). This option is not available to DISA callers.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-10	<b>Class of Service Options for DISA/E&amp;M – Call Forward Setting by Remote via DISA</b>	Enable or Disable a DISA callers ability to use the Call Forward service codes (Program 11-11-01 through Program 11-11-05).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-11	<b>Class of Service Options for DISA/E&amp;M – DISA/Tie Trunk Barge-In</b>	In an extension Class of Service, Enable (1) or Disable (0) a DISA or tie trunk user from using the Barge-In feature.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-12	<b>Class of Service Options for DISA/E&amp;M – Retrieve Park Hold</b>	Turns Off or On the ability for a DISA caller to retrieve parked or held calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

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## Operation

### To change an extension Class of Service (via Service Code 677):

1. Press **Speaker**.
2. Dial **677**.
3. Dial the extension number you want to change.
  -  *You see: MODE1:nn*  
*Press **Hold** to leave the current value unchanged.*  
*The extension you dial may be set to block your attempt to change their Class of Service.*
4. Enter the Day 1 Mode Class of Service for the extension you selected in step 3 and press **Hold**.
  -  *You see: MODE2:nn*  
*Press **Hold** to leave the current value unchanged.*
5. Enter the Night 1 Mode Class of Service for the extension you selected in step 3 and press **Hold**.
  -  *You see: MODE3:nn*  
*Press **Hold** to leave the current value unchanged.*
6. Enter the Midnight 1 Mode Class of Service for the extension you selected in step 3 and press **Hold**.
  -  *You see: MODE4:nn*  
*Press **Hold** to leave the current value unchanged.*
7. Enter the Rest 1 Mode Class of Service for the extension you selected in step 3 and press **Hold**.
  -  *You see: MODE5:nn*  
*Press **Hold** to leave the current value unchanged.*
8. Enter the Day 2 Mode Class of Service for the extension you selected in step 3 and press **Hold**.
  -  *You see: MODE6:nn*  
*Press **Hold** to leave the current value unchanged.*
9. Enter the Night 2 Mode Class of Service for the extension you selected in step 3 and press **Hold**.
  -  *You see: MODE7:nn*  
*Press **Hold** to leave the current value unchanged.*
10. Enter the Midnight 2 Mode Class of Service for the extension you selected in step 3 and press **Hold**.
  -  *You see: MODE8:nn*  
*Press **Hold** to leave the current value unchanged.*
11. Enter the Rest 2 Mode Class of Service for the extension you selected in step 3 and press **Hold**.
  -  *You see: Enter Station#*
12. Go to step 3 and enter another extension number.

**- OR -**

Press **Speaker** to hang up.

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## *Clock/Calendar Display*

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### **Description**

The system uses Clock/Calendar Display for:

- |   |   |
|---|---|
| <input type="checkbox"/> Central Office Calls (Access Maps) | <input type="checkbox"/> Station Message Detail Recording |
| <input type="checkbox"/> Class of Service (Class)           | <input type="checkbox"/> System Reports                   |
| <input type="checkbox"/> Direct Inward Lines                | <input type="checkbox"/> Toll Restriction (Class)         |
| <input type="checkbox"/> Display Telephones                 | <input type="checkbox"/> Trunk Group Routing              |
| <input type="checkbox"/> Night Service (Automatic)          | <input type="checkbox"/> Voice Mail                       |
| <input type="checkbox"/> Programmable Trunk Parameters      | <input type="checkbox"/> Voice Response System            |
| <input type="checkbox"/> Ring Groups                        |   |

Using the Daylight Savings Setup program, you can determine whether the system should automatically adjust the system time for daylight savings time/standard time changes.

### **Clock Adjustment**

The system can be programmed to automatically adjust the system clock on a nightly basis. This feature allows you to make adjustments should the system cabinet regularly lose or gain time.

### **Conditions**

- The system retains the Clock/Calendar Display after a power failure or system reset.
- Changing the time may change the current Class of Service (COS) service depending on the COS mode setup.
- You can program the system to automatically switch modes.
- Single line telephones cannot set the time and date.
- Changing the system time automatically changes the VM8000 InMail time.

### **Default Setting**

Enabled

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## System Availability

### Terminals

All Multiline Terminals with a display

### Required Component(s)

None

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## Related Features

**Class of Service**

**Night Service**

**Single Line Telephones**

**VM8000 InMail**

**Voice Mail Integration (Analog)**

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## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-01-01	Time and Date – Year	Enter two digits (00~99) for the year.	00~99 (default not assigned)	✓		
10-01-02	Time and Date – Month	Enter two digits (01~12) for the month.	01~12 (default not assigned)	✓		
10-01-03	Time and Date – Day	Enter two digits (01~31) for the day.	01~31 (default not assigned)	✓		
10-01-04	Time and Date – Week	Enter the digit (1 = Sunday, 7 = Saturday) to indicate the day of the week.	1 = Sunday, 7 = Saturday (default not assigned)	✓		
10-01-05	Time and Date – Hour	Enter two digits (00~23) for the hour.	00~23 (default not assigned)	✓		
10-01-06	Time and Date – Minute	Enter two digits (00~59) for the minutes.	00~59 (default not assigned)	✓		
10-01-07	Time and Date – Second	Enter two digits (00~59) for the seconds.	00~59 (default not assigned)	✓		
10-24-01	Daylight Savings Setup – Daylight Savings Mode	Enable (1) or Disable (0) the system ability to adjust the time for daylight savings/standard time.	0 = Disable 1 = Enable (default = 1)		✓	
10-24-02	Daylight Savings Setup – Time for Daylight Savings	Enter the time of day the system should adjust for daylight savings time (0000~2359).	00:00~23:59 (default = 02:00)		✓	
10-24-03	Daylight Savings Setup – Start of Month (Summer Time)	Enter the month of system should adjust the time for daylight savings time (01~12).	01~12 1 = Jan 2 = Feb, etc. (default = 10)		✓	
10-24-04	Daylight Savings Setup – Start of Week	Enter the week of the month the system should adjust the time for daylight savings time.	0~5 0 = Last Week of Month (default = 1)		✓	
10-24-05	Daylight Savings Setup – Start of Week Day	Enter the day of the week the system should adjust the time for daylight savings time.	1~7 (1 = Sun, 2 = Mon, etc.) (default = 1)		✓	
10-24-06	Daylight Savings Setup – End of Month	Enter the month of system should adjust the time for standard time.	01~12 (default = 4)		✓	
10-24-07	Daylight Savings Setup – End of Week	Enter the week of the month the system should adjust the time for standard time.	0~5 0 = Last Week of the Month (default = 1)		✓	
10-24-08	Daylight Savings Setup – End of Week Day	Enter the day of the week the system should adjust the time for daylight savings time.	1~7 (1 = Sun, 2 = Mon, etc.) (default = 1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-02-07	<b>System Options for Multiline Telephones – Time and Date Display Mode</b>	Select the display mode (type 1~8) for Time and Date (i.e., time and date format).	1~8 Type 1 = (12 hour) 10 MAR TUE 3:15PM Type 2 = (12 hour) 3:15PM MAR 10 TUE Type 3 = (12 hour) 3-10 TUE 3:15 PM Type 4 = (12 hour) 3:15PM TUE 10 MAR Type 5 = (24 hour) 10 MAR TUE 15:15 Type 6 = (24 hour) 15:15 MAR 10 TUE Type 7 = (24 hour) 3-10 TUE 15:15 Type 8 = (24 hour) 15:15 TUE 10 MAR (default = 4)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-07-03	<b>Class of Service Options (Administrator Level) – Time Setting</b>	Turns Off or On an extension ability to set the Time via Service Code 728.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

## Operation

*The date must be set in system programming (10-01).*

### To set the system Time:

1. Press **Speaker**.
2. Dial **728**.
3. Dial two digits for the hour (24 hour clock, 13 = 1:00 PM).
4. Dial two digits for the minutes (00~59).
5. Press **Speaker** to hang up.

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## *CO Message Waiting Indication*

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### **Description**

This feature provides a Message Waiting indication when Voice Mail from the Central Office is used. The CO provides this feature using Visual Message Waiting Indication (VMWI) standards. Visual Message Waiting Indication alerts a user that a message is present in their voice mail box. When VMWI is provided, the UNIVERGE SV8100 provides a flashing LED on a line key assigned with the trunk appearance.

The VMWI standard supported by the UNIVERGE SV8100 includes:

- Type 1 Caller ID, FSK without power ringing using the MDMF protocol
- Type 1 Caller ID, FSK without power ringing using the SDMF protocol

### **Conditions**

- When a new message is stored in the CO Voice Mail system, the LED flashes green (0.5 sec ON, 0.5 sec OFF) on the Direct Trunk Appearance line key at stations assigned for this feature.
- When the Direct Trunk Appearance line key is used by other ports during green blink (flutter), the line key becomes in use and LED is turned on red.
- When the station is using a DTL-8LD telephone, <> flashes on the LCD of a Direct Trunk appearance line key to indicate a new message is stored in the CO voice mail system.
- A local Voice Mail system and this feature can be supported in the same system.
- When power outage or some other reason causes the Central Office – Message Waiting Indication (CO-MWI) to be out of synchronization with the system, an Attendant Position can clear the CO-MWI per CO line.
- The CO-MWI Callback Speed Dial number uses System Speed Dial Area.
- This feature is supported at Multiline Terminals and DSS Consoles assigned with a direct line key appearance of the CO/PBX line key supporting this feature and with proper Class of Service assignment.
- When additional digits (e.g., for password) are included in the CO Message Waiting Indication System Speed Dial buffer, they must be separated by pauses to allow connection to the CO Voice Mail system.
- A Single Line Telephone or Wireless DECT (SIP) Handset cannot indicate the CO-MWI.
- The Message Display Board does not support the CO-MWI.

## **Default Setting**

None

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## **System Availability**

### **Terminals**

All Multiline Terminals

### **Required Component(s)**

CD-4COTC Blade with PZ-4COTG Daughter Board

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## **Related Features**

**Battery Backup – System Power**

**Message Waiting**

**Speed Dial – System/Group/Station**

**VM8000 InMail**

**Voice Mail Integration (Analog)**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-17-01	<b>CO Message Waiting Indication – LED Flash Assignment</b>	Use to set the message waiting LED Flash assignment on each CO line.	0 = LED Off 1 = LED On (default = 0)	✓		
20-02-08	<b>System Options for Multiline Telephones – LCD Display Holding Time</b>	This time determines how long a user's display shows Caller ID for a second incoming call.	0~64800 (seconds) (default = 5 seconds)			✓
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1			✓
20-07-23	<b>Class of Service Options (Administrator Level) – CO Message Waiting Indication Callback Number Programming</b>	Enable or Disable an extension ability to receive CO Message Waiting Indication.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
21-22-01	<b>CO Message Waiting Indication – Call Back Settings – CO MWI Call Back Enabling</b>	Enable or Disable CO MWI Call Back.	0 = Disable VMWI Service 1 = Enable VMWI Service (default = 0)	✓		
21-22-02	<b>CO Message Waiting Indication – Call Back Settings – CO-MWI Call Back Number Area Setting</b>	Define the Speed Dial Bin number for MWI Call Back.	0000~1999 1999	✓		

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## Operation

### To program the CO Message Waiting Callback Speed Dial Bin from an Attendant Position:

1. Press **Feature**.
2. Dial **28**.
3. Press the **CO line**.
4. Dial Speed Dial bin (default = 1999).  
 *The valid range is 0000~1999 and depends on system programming.*
5. Press **Feature**.

### To program the Central Office – Message Waiting Indication callback number from an Attendant Position:

1. Press **Feature**.
2. Dial **29**.
3. Press the **CO line**.
4. Dial the Central Office – Message Waiting Indication callback number.  
 *The Exit key is used to clear all digits.*
5. Press **Feature**.  
 *This operation updates data in Program 13-04-01, a user can also edit the dial digits in Program 13-04-01 from handset-programming or PCPro/WebPro.*

### To retrieve a Central Office – Message Waiting Indication:

1. Press **Feature**.
2. Dial **27**.
3. Press the **CO line** key.  
 *The LCD indicates 'ERROR' if the CO Line is not flashing for a CO Message Waiting.*
4. Listen to the message.  
 *The operation for deletion is based on the remote voice mail system.*
5. Hang up.

### To clear the Central Office – Message Waiting Indication from an Attendant Position:

1. Press **Feature**.
2. Dial **20**.
3. Press the **CO line** key.

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## *Code Restriction*

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### **Description**

Code Restriction limits the numbers an extension user may dial. By allowing extensions to place only certain types of calls, you can better control long distance costs. The system applies Code Restriction according to the Code Restriction Class. The system allows for up to 15 Code Restriction Classes and 416 extensions.

### **Conditions**

- If a Code Restriction Class has the same entries in both a permit and restriction table, the system does not restrict the call.
- Code Call Digit counting may prevent users from taking advantage of long distance automated services like ACD and automated Technical Service.
- Code Restriction is applied when accessing ARS.
- If Program 21-01-10 is programmed with an entry other than 0, a call cannot have a talk path unless the user dials at least the number of digits entered in this option when placing an outgoing call. This means that an entry of 4 or higher in this program causes a problem when dialing 000. Since it is only a 3-digit number, the call does not have a talk path, preventing the emergency dispatcher from hearing the caller. This option should be kept at its default setting of 0 to prevent any problem with dialing 000.
- Common Permit Code Table  
Use the Common Permit Code Table when you have numbers you want all Code Restriction Classes to dial. To let all users dial 000, for example, put 000 in the Common Permit Code Table. The Common Permit Code Table overrides the Restrict Code and Common Restrict Code Tables. The system provides 10 tables, with 10 entries in each table. Each code is four digits maximum, using 0~9, #, \* and Recall (as a wild card).
- Common Restrict Code Table  
The Common Restrict Code Table lets you globally restrict certain numbers for all Code Restriction Classes. To prevent all users from dialing directory assistance (1223), for example, put 1223 in the Common Restrict Code Table. Be sure you do not allow the codes you want to restrict in the Permit Code Table or the Common Permit Code Table. The system provides 1 table, with 10 entries. Each code is 12 digits maximum, using 0~9, #, \* and Recall (as a wild card).

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- Restrict Code Table

When you want Code Restriction to allow most calls and restrict only selected calls, use the Restrict Code Table. To block only 1800 calls, for example, enter 1800 in the Restrict Code Table. (If the same Code Restriction Class has both Permit and Restrict Code Tables, the system restricts calls that you enter only in the Restrict Code Table. Calls entered in both tables are not restricted.) The system provides four tables, with 60 entries (restricted codes) in each table. A restricted code is 12 digits maximum, using 0~9, #, \* and Recall (as a wild card).

- Permit Code Table

The Permit Code Table lets you set up Code Restriction so that users can dial only selected (permitted) telephone numbers. Use this table when you want to restrict most calls. To allow all users to dial only area code 03-9, for example, enter 039 in the Permit Code Table. 1 + 203 + NNX + nnnn are the only numbers users can dial. (If the same Code Restriction Class has both Permit and Restrict Code Tables, the system restricts calls that you enter only in the Restrict Code Table. Calls entered in both tables are not restricted.) The system provides four tables, with 200 entries (permitted codes) in each table. A permitted code is 12 digits maximum, using 0~9, #, \* and Recall (as a wild card).

- International Call Restriction

International Call Restriction lets you limit the international calls an extension user may dial. You can build a restrict table to prevent only certain calls, or you can build a permit table to allow only certain calls. To allow most international calls, use the *International Call Restrict Table*. To prevent most international calls, use the *International Call Allow Table*. The system provides 10 International Call Restrict tables with up to four digits in each table entry and 20 International Call Allow tables, with up to six digits in each table entry. Valid entries are 0~9, #, \* and Recall (as a wild card).

- Code Restriction for Speed Dialing

Speed Dialing can bypass or follow Code Restriction. If you allow many users to program Speed Dialing, consider code restricting the numbers they dial. If only administrators can program Speed Dialing, Code Restriction may not be necessary. You can separately restrict Group and Common Speed Dialing.

- Toll Digit Counting

Use Call Digit Counting to limit the number of digits local callers can dial. You can use this option to prevent users from accessing local dial-up services. For example, set the Maximum Number of Digits in Local Calls to eight. The system provides four tables in which you can make entries for this option. The range is 4~30 digits.

- Code Call Digit Counting

With Code Call Digit Counting, you can limit the number of digits long distance callers can dial. This lets you prevent callers from dialing extensively into long distance dial-up services. You can make four entries (4~30 digits).

- Toll Free Trunks

Certain trunks can be completely unrestricted, such as the company president's Private Line. Users can place calls on Code Free Trunks anytime – to anywhere, without inadvertently being Code restricted.

- PBX Call Restriction

Code Restriction programming lets you enable/disable PBX Call Restriction and enter PBX access codes. You only need to do this if your system is behind a PBX and you have trunks programmed for behind PBX operation. Refer to [PBX Compatibility on page 2-825](#) feature for the specifics.
- Additional Default Entries For Common Permit Code Table

Additional entries have been added to the default Common Permit Code Table. The default setting is as follows:

  - Table 1: 000
  - Table 2: 1800
  - Table 3: 1888
  - Table 4: 1822
  - Table 5: 1833
  - Table 6: 1844
  - Table 7: 1855
  - Table 8: 1866
  - Table 9: 1877
- Tie Line Code Restriction Enhanced

In Program 34-01-05: E&M Tie Line Basic Setup – System Code Restriction, if this option is set to 0, the system follows the setting in Program 21-05-13: Code Restriction Class – Restriction of Tie Line Calls to determine whether or not the Code restriction setting in Program 34-08 is to be followed. If this option is set to 1, the system follows the system Code restriction settings defined in Program 21-05-01 through Program 21-05-13.
- A user can temporarily override a extension Code Restrictions.
- The system allows or denies outgoing access to trunks depending on Code Restriction.
- If the system detects the call is answered by detecting reversal in an analog trunk this restores both – way voice paths immediately.
- When using DISA or Tie Lines, additional programming is required for Code Restriction (DISA, refer to Program 25-10; Tie Lines, refer to Program 34-04).
- A user can temporarily block their extension Code Restriction access, preventing unwanted calls from being placed on their telephone while they are away from their desk.
- Each phone and trunk have a Restriction Class. The higher class applies for outgoing calls.

For example:

  - When trunk class is 01 and station class 02, Toll Restriction Class 02 is applied.
  - When trunk class is 15 and station class 03, Toll Restriction Class 15 is applied.

## Default Setting

Disabled

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## **System Availability**

### **Terminals**

All Stations

### **Required Component(s)**

None

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## **Related Features**

**Central Office Calls, Placing**

**Code Restriction Override**

**Code Restriction, Dial Block**

**Direct Inward System Access (DISA)**

**PBX Compatibility**

**Multiple Trunk Types**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-01-08	<b>Basic Trunk Data Setup – Toll Restriction</b>	For each trunk, enter 1 to enable Toll Restriction; enter 0 to disable Code Restriction.	0 = Restriction Disabled (No) 1 = Restriction Enabled (Yes) (default = 1)	✓		
15-02-30	<b>Multiline Telephone Basic Data Setup – Toll Restriction Class</b>	Select the Toll Restriction Class to be used when placing a call from a virtual extension.	0 = Vir. Ext. (Virtual Extension Class) 1 = Real Ext. (Real Extension Class) (default = 1)	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-08-02	<b>Class of Service Options (Outgoing Call Service) – Trunk Outgoing Calls</b>	Turns Off (0) or On (1) outgoing trunk calling for the extension.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-13-20	<b>Class of Service Options (Supplementary Service) – Account Code/Toll Restriction Operator Alert (Restricted Operation Transfer)</b>	Turns Off or On operator alert when an extension improperly enters an Account Code or violates Toll Restriction.	0 = Off 1 = On (default = 0 for COS 1~15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
21-01-10	<b>System Options for Outgoing Calls – Dial Digits for Toll Restriction Path</b>	<p>If this option is programmed with an entry other than 0, a call does not have a talk path unless the user dials at least the number of digits entered in this option when placing an outgoing call.</p> <p>This means that an entry of 4 or higher in this program causes a problem when dialing 000. Since it is only a 3-digit number, the call does not have a talk path, preventing the emergency dispatcher from hearing the caller. This option should be kept at its default setting of 0 to prevent any problem with dialing 000. If the system detects the call is answered, by detecting Reversal in analog trunks, this restores both – way voice paths immediately.</p>	0~24 (default = 0)	✓		
21-01-15	<b>System Options for Outgoing Calls – Outgoing Disable on Incoming Line (Toll Restriction)</b>	Enable or Disable the Incoming Line feature system wide. When enabled applies code restriction when hook flash is sent on inbound trunk followed by dialed digits.	0 = Disable 1 = Enable (default = 1)		✓	
21-01-16	<b>System Options for Outgoing Calls – Supervise Dial Detection Timer</b>	With the Outgoing Disable on Incoming Line feature, if dial tone is not detected after the extension answers an incoming line, the system determines the call is unable to complete and releases the DTMF receiver.	0~64800 (seconds) (default = 20 seconds)		✓	
21-01-17	<b>System Options for Outgoing Calls – Restriction Digit in Outgoing Disable on Incoming Line</b>	With the Outgoing Disable on Incoming Line feature, determine the number of digits (0~9) to be dialed before the call should be disconnected.	Digits 0~9 (default = 4)		✓	
21-04-01	<b>Toll Restriction Class for Extensions</b>	Use to assign a Toll Restriction class to an extension for modes 1-8.	Day/Night Mode 1~9 (9 = Power Failure Mode) 1~15 (default = 2)	✓		
21-05-01	<b>Toll Restriction Class – International Call Restriction Table</b>	For the Toll Restriction Class you select, Assigned (1) or Unassigned (0) the International Call Restrict Table (Program 21-06-01).	0 = Unassigned (No) 1 = Assigned (Yes) default: 1, 6~15 = 0 2~5 = 1	✓		
21-05-02	<b>Toll Restriction Class – International Call Permit Code Table</b>	For the Toll Restriction Class you select, Assign (1) or Unassign (0) the International Call Permit Table (Program 21-06-02).	0 = Unassigned 1 = Assigned default: 1, 3~15 = 0 2 = 1	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
21-05-04	<b>Toll Restriction Class – Maximum Number of Digits Table Assignment</b>	Select the table (defined in Program 21-06-03) to be used to determine the maximum number of digits allowed for outgoing calls.	1~4 =Table 0 =Disable (None) Default: 1, 2, 6~15 = 0 3 = 1 4 = 2 5 = 3	✓		
21-05-05	<b>Toll Restriction Class – Common Permit Code Table</b>	It chooses whether the table set up by Program 21-06-04 is referred to, or not referred to.	0 = Unassigned 1 = Assigned Default: 1, 8~15 = 0 2~7 = 1	✓		
21-05-06	<b>Toll Restriction Class – Common Restriction Table</b>	It chooses whether the table set up by Program 21-06-05 is referred to, or not referred to.	0 = Unassigned 1 = Assigned Default: 1, 6~15 = 0 2~5 = 1	✓		
21-05-07	<b>Toll Restriction Class – Permit Code Table</b>	Set the tables 1~4 when referring to the table set up by Program 21-06-06.	1~4 =Table 0 = Disable (None) Default: 1, 2, 6~15 = 0 3 = 1 4 = 2 5 = 3	✓		
21-05-08	<b>Toll Restriction Class – Restriction Table</b>	Set the tables 1~4 when referring to the table set up by Program 21-06-07.	1~4 =Table 0 = Disable (None) Default: 1, 2, 6~15 = 0 3 = 1 4 = 2 5 = 3	✓		
21-05-09	<b>Toll Restriction Class – Restriction for Common Speed Dials</b>	For the Code Restriction Class you select, Enable (1) or Disable (0) Code Restriction for Common Speed Dialing numbers.	0 = Does Not Restrict 1 = Following Restriction Check (default =0)		✓	
21-05-10	<b>Toll Restriction Class – Restriction for Group Speed Dials</b>	For the Toll Restriction Class you select, Enable (1) or Disable (0) Code Restriction for Group Speed Dialing numbers.	0 = Does Not Restrict 1 = Following Restriction Check (default =0)		✓	
21-05-11	<b>Toll Restriction Class – Intercom Call Restriction</b>	For the Toll Restriction Class you select, Enable (1) or Disable (0) Intercom Call Restriction. If enabled, extensions cannot place or receive Intercom calls.	0 = Disable 1 = Enable (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
21-05-12	<b>Toll Restriction Class – PBX Call Restriction</b>	For the Toll Restriction Class you select, Enable (1) or Disable (0) PBX Call Restriction.	1~4 =Table 0 = Disable (None) Default: 1~6, 8~15 = 0 7 = 1		✓	
21-05-13	<b>Toll Restriction Class – Restriction of Tie Line Calls</b>	Select whether or not the Toll Restriction set up in Program 34-08-01 is Enabled (1) or Disabled (0).	0 = Disable 1 = Enable (default = 0)		✓	
21-06-01	<b>Toll Restriction Table Data Setup – International Call Restriction Table</b>	Enter the international dialing codes you want to restrict.	Dial (Up to four digits) default: Tables 1~10 = No Setting	✓		
21-06-02	<b>Toll Restriction Table Data Setup – International Call Permit Code Table</b>	Enter the international dialing codes you want to permit.	Dial (Up to six digits) Default: Tables 1~20 = No Setting	✓		
21-06-03	<b>Toll Restriction Table Data Setup – Maximum Number of Digits Table Assignment</b>	Select the maximum number of digits allowed in outgoing calls for each table (4~30).	4-30 default: Tables 1~ 4 = 30	✓		
21-06-04	<b>Toll Restriction Table Data Setup – Common Permit Code Table</b>	Program codes into the Common Permit Code Table.	Dial (Up to four digits) default: Table 1 = 000 Table 2~10 = Not Assigned	✓		
21-06-05	<b>Toll Restriction Table Data Setup – Common Restriction Table</b>	Program codes into the Common Restrict Code Table.	Dial (Up to 12 digits) default: All Tables = Not Assigned	✓		
21-06-06	<b>Toll Restriction Table Data Setup – Permit Code Table</b>	Program codes into the Permit Code Tables.	Dial (Up to 12 digits) default: Table 1~4 = No Setting	✓		
21-06-07	<b>Toll Restriction Table Data Setup – Deny Restriction Table</b>	Program codes into the Restrict Code Tables (200 codes per table maximum).	Dial (Up to 12 digits) default: Table 1~4 = No Setting	✓		
21-06-08	<b>Toll Restriction Table Data Setup – PBX Access Code</b>	The system allows up to four tables for PBX access codes. PBX Access Codes can have up to two digits, using 0~9, #, * and LINE KEY 1 (don't care). Refer to the PBX Compatibility feature for the specifics.	Dial (Up to two digits) default: Table 1~4 = No Setting	✓		
21-21-01	<b>Toll Restriction for Trunks (Seized Trunk Basis Setting) – Restriction Class</b>	Enter the Toll Restriction Class for the selected trunk.	1~15 (default = 1)		✓	
34-01-05	<b>E&amp;M Tie Line Basic Setup – System Toll Restriction</b>	Determine if an incoming Tie Line call should be subject to Toll Restriction.	0 = No (Off) 1 = Yes (On) (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
34-08-01	Toll Restriction Data for E&M Tie Lines	Define the Toll Restriction data for E&M Tie Lines. This data should be defined if Tie Line Code Restriction is enabled in Program 21-05-13.	Up to 10 digits (0~9, *, #) (default not assigned)		✓	

## Operation

### To place a trunk call if your system is Code Restricted:

- Place call normally.
  -  If your Code Restriction Class does not allow the number you dial, your call is cut off.

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## *Code Restriction Override*

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### Description

Code Restriction Override lets a user temporarily bypass the Code Restriction for an extension. This helps a user that must place an important call that Code Restriction normally prevents. For example, you could set up Code Restriction to block 1800 calls and then provide a Code Restriction Override code to your attendant and executives. When the attendant or executive needs to place a 1800 call, they just:

- Press **Speaker**, dial a service code, and enter their override code.
- Press **Speaker** and dial a trunk access code (e.g., 0 or #0 002).
- Place the 1800 call without restriction.

You can assign a different Code Restriction Override code to each extension. Or, extensions can share the same override code.

Code Restriction Override bypasses *all* Code Restriction programming. Walking Code Restriction allows you to assign a Code Restriction level for each user. When a call is placed using Walking Code Restriction, the restriction for the call is based on the Code Restriction level defined in Programs 21-05-xx and Programs 21-06-xx.

### Conditions

- Off-Premise notification and external extensions require access to outside lines.
- In the Class heading in the SMDR report, POTA indicates that the call was placed using Temporary Code Restriction Override.
- Code Restriction Override and Walking Code Restriction temporarily overrides an extension Code Restriction.
- If the system has VRS, users hear, "Your call cannot go through. Please call the operator" when they dial a number that Code Restriction prevents.

### Default Setting

Disabled

## Related Features

Central Office Calls, Placing

Code Restriction

Station Message Detail Recording

Voice Response System (VRS)

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

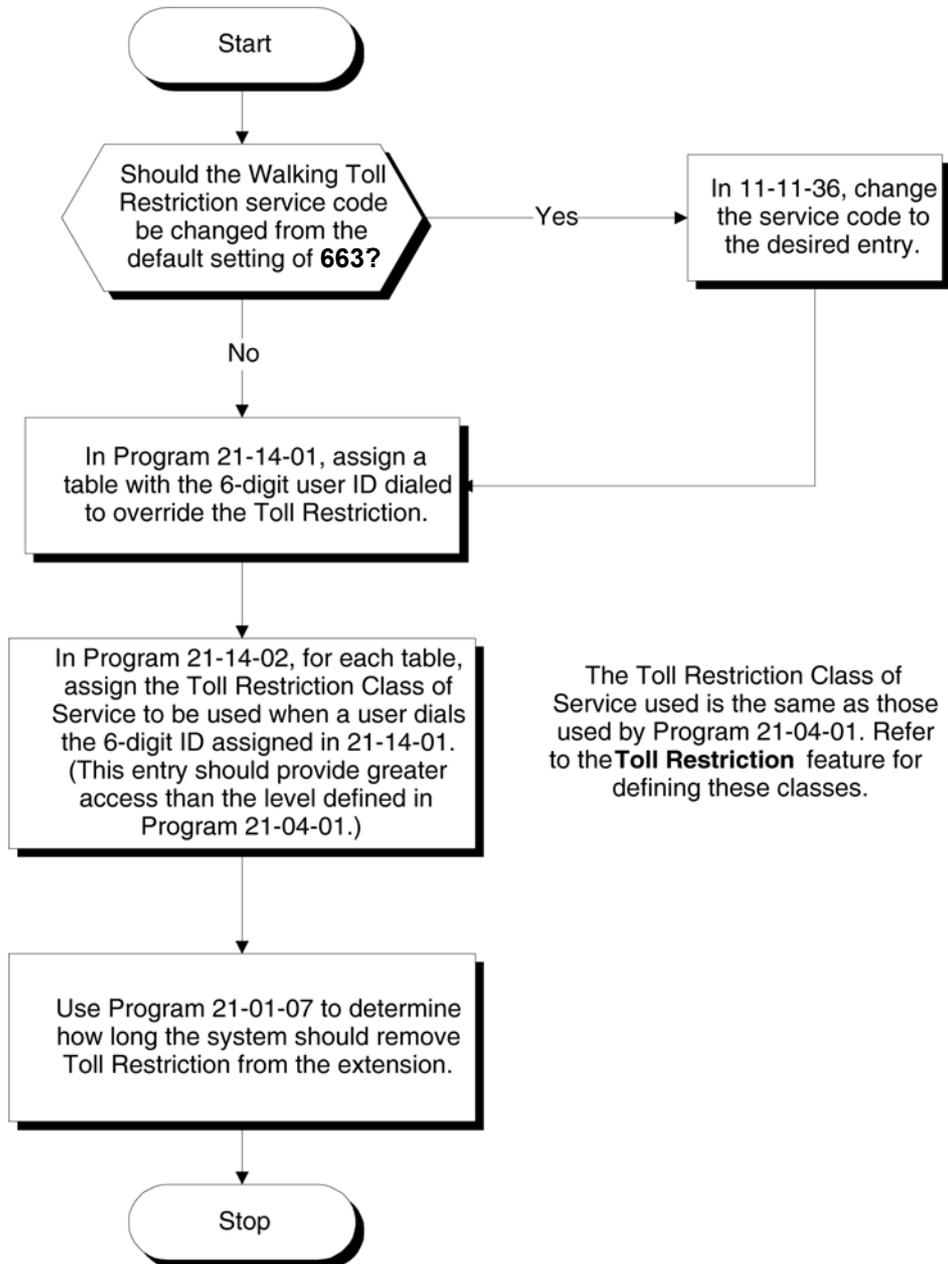
Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-11-34	Service Code Setup (for Setup/Entry Operation) – Temporary Toll Restriction Override	If required, change the service code (775) for Temporary Toll Restriction Override.	MLT, SLT (default = 775)		✓	
11-11-36	Service Code Setup (for Setup/Entry Operation) – Toll Restriction Override	If required, change the service code (663) for Toll Restriction Override.	MLT, SLT (default = 663)		✓	
20-08-06	Class of Service Options (Outgoing Call Service) – Toll Restriction Override	Turns Off or On Toll Restricting Override (Service Code 663).	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
21-01-07	System Options for Outgoing Calls – Toll Restriction Override Time	Set the Toll Restriction Override Time. After dialing the Toll Restriction Override codes, the system removes Toll Restriction for this Time.	0~64800 (seconds) (default = 10 seconds)	✓		
21-07-01	Toll Restriction Override Password Setup	Assign Toll Restriction Override codes to extensions. Each code must have four digits, using any combination of 0~9, # and *. Each extension can have a separate code, or many extensions can share the same override code.	Maximum four digits (0~9, #, *) (default not assigned)	✓		
21-14-01	Walking Toll Restriction Password Setup – User ID	Enter the Walking Toll Restriction Override User ID codes (six digits) into tables. Up to 500 different override codes can be entered.	Dial (Six digits) (default not assigned)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
21-14-02	Walking Toll Restriction Password Setup – Walking Toll Restriction Class Number	Enter the Walking Toll Restriction Class of Service (1~15) to be used for each table number assigned in Program 21-14-01.	1~15 (default = 1)	✓		
35-02-01	SMDR Output Options – Toll Restricted Call	SMDR can include or exclude calls blocked by Toll Restriction.	0 = Not Displayed 1 = Displayed (default = 1)		✓	
35-02-02	SMDR Output Options – PBX Calls	When the system is behind a PBX, SMDR can include all calls or just calls dialed using the PBX trunk access code.	0 = Not Displayed 1 = Displayed (default = 1)		✓	
35-02-03	SMDR Output Options – Trunk Number or Name	Select whether the system should display the trunk Name (0) or the Number (1) on SMDR reports.  <i>If this option is set to 0, Program 35-02-14 must be set to 0.</i>	0 = Name 1 = Number (default = 1)		✓	
35-02-04	SMDR Output Options – Summary (Daily)	Set this option to (1) to have the SMDR report provide a daily summary (at midnight every night).	0 = Not Displayed 1 = Displayed (default = 1)		✓	
35-02-05	SMDR Output Options – Summary (Weekly)	Set this option to (1) to have the SMDR report provide a weekly summary (every Saturday at midnight).	0 = Not Displayed 1 = Displayed (default = 1)		✓	
35-02-06	SMDR Output Options – Summary (Monthly)	Set this option to (1) to have the SMDR report provide a monthly summary (at midnight on the last day of the month).	0 = Not Displayed 1 = Displayed (default = 1)		✓	
35-02-07	SMDR Output Options – Toll Charge Cost	Set this option to (1) have the SMDR report include toll charges.	0 = Not Displayed 1 = Displayed (default = 1)		✓	
35-02-08	SMDR Output Options – Incoming Call	Enable this option (1) to have the SMDR report include incoming calls. If you disable this option (0), incoming calls do not print.	0 = Not Displayed 1 = Displayed (default = 1)		✓	
35-02-09	SMDR Output Options – Extension Number or Name	Set this option (1) to have the SMDR report include extension numbers. Set this option (0) to have the SMDR report include extension names.	0 = Name 1 = Number (default = 1)		✓	
35-02-10	SMDR Output Options – All Lines Busy (ALB) Output	Determine if the All Lines Busy (ALB) indication should be displayed.	0 = Not Displayed 1 = Displayed (default = 0)		✓	
35-02-12	SMDR Output Options – DID Table Name Output	Determine if the DID table name should be displayed.	0 = Not Displayed 1 = Displayed (default = 0)		✓	
35-02-13	SMDR Output Options – CLI Output When DID to Trunk	Determine if the CLI output should be displayed for DID.	0 = Not Displayed 1 = Displayed (default = 0)		✓	
35-02-14	SMDR Output Options – Date	Determine whether the date should be displayed on SMDR reports.  <i>This option must be set to 0 if the trunk name is set to be displayed in Program 35-02-03.</i>	0 = Not Displayed 1 = Displayed (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
35-02-15	<b>SMDR Output Options – CLI/DID Number Switching</b>	Determine whether or not the CLI/DID Number Switching should be displayed.	0 = CLI (CLIP) 1 = DID Calling Number (default = 0)		✓	
35-02-16	<b>SMDR Output Options – Trunk Name or Received Dialed Number</b>	Determine how the SMDR should print incoming calls on ANI/DNIS or DID trunks. If set to (1), ANI/DNIS trunks can print DNIS digits. If set to (0) trunk names are printed instead.	0 = Trunk Port Name 1 = Received Dialed Number (default = 0)		✓	
35-02-17	<b>SMDR Output Options – Print Account Code or Caller Name of Incoming Call</b>	Determine if SMDR should print Account Code or Caller Name of Incoming Call.	0 = ACC 1 = CNAME (default = 0)		✓	
35-02-18	<b>SMDR Output Options – Print Mode for Caller Name of Incoming Call</b>	Determine how SMDR should print Caller Name of Incoming Call.	0 = Normal 1 = Line Feed (default = 0)		✓	

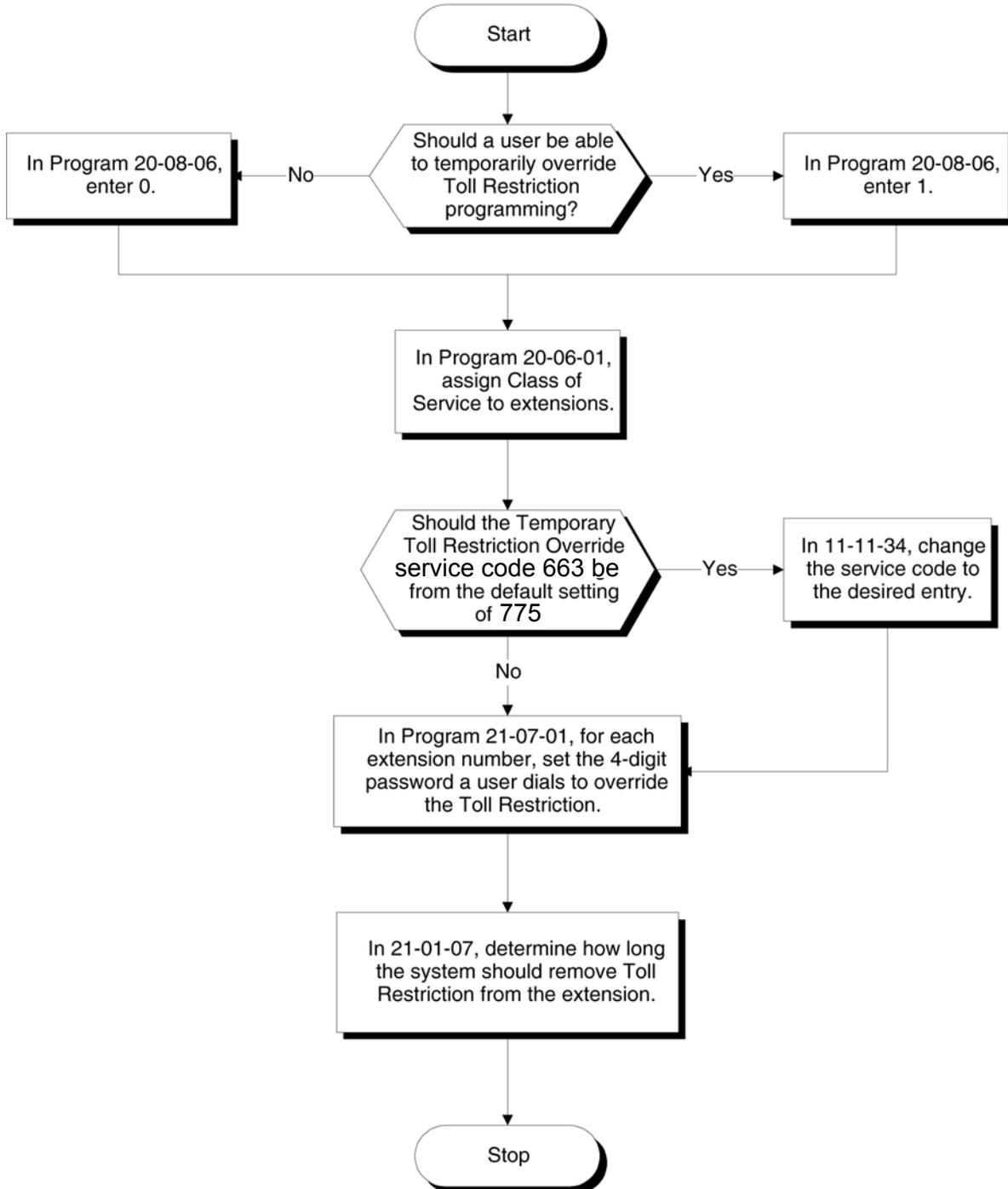
### Walking Code Restriction

#### Walking Toll Restriction



**Temporary Code Restriction Override**

**Temporary Toll Restriction Override**



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## Operation

### To temporarily override a restricted extension Code Restriction:

 You can override restriction for only one call at a time.

1. At the multiline terminal, press **Speaker**.

- OR -

At single line telephone, lift the handset.

2. Dial **775**.
3. Dial the 4-digit Code Restriction Override code.

 If you wait too long before going to the next step, you may have to repeat the procedure. After dialing the service code, the display indicates the override codes as they are being entered. As the last digit is entered, the display is cleared and ICM dial tone is heard.

 You hear error tone if you dial your code incorrectly.

4. Press idle line key or dial trunk access code.
5. Dial the number without any restriction.

### To use your Walking Code Restriction level at an extension:

 You can override restriction for only one call at a time.

1. At the multiline terminal, press **Speaker**.

- OR -

At the single line telephone, lift the handset.

2. Dial **663** and dial the 6-digit Walking Toll Restriction Class of Service code.

 After dialing the service code, the display indicates the override codes as they are being entered. As the last digit is entered, the display is cleared and ICM dial tone is heard.

 You hear error tone if you dial your code incorrectly.

3. Press idle line key or dial trunk access code.
4. Dial the number.

 The call is allowed or denied based on the user's Toll Restriction Class of Service level.

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## *Code Restriction, Dial Block*

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### **Description**

Code Restriction, Dial Block lets a user temporarily block dialing on an extension. This helps a user block his or her phone from being used by another person while they are away from their desk. A user must enter a 4-digit personal code to enable/disable this feature.

Dial Block can also be set by the supervisor's access code. If Dial Block is set by an extension user, the supervisor cannot release it. If Dial Block is set by the supervisor's code, the extension user cannot release it.

*Important:* This function works by password and Class of Service control (the supervisor is not an assigned extension). If Dial Block is available for all Classes of Service, everyone may become a supervisor if they know the Dial Block password.

### **Conditions**

- If the system is reset by a first initialize, the Dial Block feature is cleared.
- This feature is not available for ISDN S-Bus extensions.
- Both Program 21-09-01 (Code Restrict Class) and Program 21-10 (Dial Block Restriction Class per Extension) can be set at the same time. However the system gives priority to the setting in Program 21-10.
- Dial Block can temporarily block an extension Code Restriction setting by changing to a predefined table that has more restrictions.

### **Default Settings**

Disabled

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### **System Availability**

#### **Terminals:**

None

#### **Required Component(s)**

None

## Related Features

Code Restriction

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-10-17	<b>Service Code Setup (for System Administration) – Dial Block by Supervisor</b>	Assign a service code used by the supervisor to set Dial Block for another extension.	MLT (default = 601)		✓	
11-11-33	<b>Service Code Setup (for Setup/Entry Operation) – Dial Block</b>	Assign a service code to use for Dial Block.	MLT, SLT (default = 600)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-08-08	<b>Class of Service Options (Outgoing Call Service) – Toll Restriction Dial Block</b>	Turns Off or On an extension ability to use Dial Block.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
21-09-01	<b>Dial Block Setup – Toll Restriction Class with Dial Block</b>	Assign a Code Restriction COS (1~15) when the Dial Block feature is used.	1~15 (default = 15)	✓		
21-09-02	<b>Dial Block Setup – Supervisor Password</b>	Assign a 4-digit password used by the supervisor to Enable or Disable Dial Block for other extensions.	0~9, *, # (4-digit fixed) (default not assigned)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
21-10-01	Dial Block restriction Class per Extension	Assign the Code Restriction COS (1~15) used by an extension when the Dial Block feature is enabled. If this data is "0", Code Restriction COS follows Program 21-09-01.	0, 1~15 (0 = No Setting) (default = 0)	✓		
90-19-01	Dial Block Release	Enter the extension number to release from the Dial Block Restriction. This program can be used when a password is forgotten by the user.	[Release?]: Dial 1+ press <b>Transfer</b> (Press <b>Hold</b> to cancel.)		✓	

## Operation

### To set Dial Block:

- At the multiline terminal, press **Speaker**  
- OR -  
At the single line telephone, lift the handset.
- Dial **600** (default).
- Dial the 4-digit Dial Block Code (as set in programming).
- Dial **1**.  
 *Confirmation tone is heard.*
- Press **Speaker** or replace the handset to hang up.

### To release Dial Block:

- At the multiline terminal, press **Speaker**  
- OR -  
At the single line telephone, lift the handset.
- Dial **600**.
- Dial the 4-digit Dial Block code.
- Dial **0**.  
 *Confirmation tone is heard.*
- Press **Speaker** or replace the handset to hang up.

**To set Dial Block from another extension:**

1. At the multiline terminal, press **Speaker**.  
- OR -  
At the single line telephone, lift the handset.
2. Dial **601** (default).
3. Dial the 4-digit Dial Block code (as set in programming).
4. Dial the extension number to be blocked.
5. Dial **1**.  
 *Confirmation tone is heard.*
6. Press **Speaker** or replace the handset to hang up.

**To release Dial Block from another extension:**

1. At the multiline terminal, press **Speaker**.  
- OR -  
At the single line telephone, lift the handset.
2. Dial **601**.
3. Dial the 4-digit Dial Block code.
4. Dial the extension number to be released from Dial Block.
5. Dial **0**.  
 *Confirmation tone is heard.*
6. Press **Speaker** or replace the handset to hang up.

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## Conference

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### Description

Conference lets an extension user add additional inside and outside callers to their conversation. With Conference, a user can set up a multiple-party telephone meeting without leaving the office. The CD-CP00-AU provides 64 conference ports, to allow any number of internal or external parties to be conferenced together for a limit of 32 parties. This means that one extension can conference up to 31 internal and/or external parties together (the originator would be the 32nd party reaching the maximum of 32). While this Conference call is active, another user can initiate a separate Conference also for a limit of 32 parties, or any number of conferences can be initiated with any number of parties (up to 32) until all 64 Conference ports are busy.

### Conditions

- An ADA module is required for speech recording.
- Split allows a user to alternate (i.e., switch) between their callers in Conference. This allows a dispatcher, for example, to control a telephone meeting between themselves, a customer and a service technician. The dispatcher can meet together with all parties, privately set up a service strategy with the technician and then meet again to set the schedule.
- Split cycles through the Conference in the same order in which the Conference was initially set up. If a user places an outside call, conferences extension 101 followed by extension 102, Split cycles from the trunk, to 101 and finally to 102. The Split cycle then repeats.
- If a user's extension has Barge-In enabled, they can also Barge-In on an established Conference. This permits, for example, an attendant or supervisor to join a Conference in an emergency. It also allows a co-worker to leave a conference – and then rejoin the telephone meeting when it is convenient to do so.
  - ✎ *If a user's extension has Barge-In monitor enabled (Program 20-13-10), they can Silent Monitor a conference already in progress (Program 99-01-49 option 49 must be set to 1).*
- A Class of Service option is available which allows or denies an extension user from automatically setting up a Conference/Tandem Trunking call upon hanging up the telephone.
- An extension with Barge-In can Transfer a call to an existing Conference. This allows, for example, an attendant to locate co-workers and then Transfer them to an existing telephone meeting. There is no need for the attendant to locate all the parties at the same time and sequentially add them into the Conference. Transfer Call Into Conference Code (624).
- An option is available which allows an extension Conf key to be programmed for Conference or for Transfer. When set for Transfer, the user places a call on hold, dials the extension to which it should be transferred, and presses Conf. The call is then transferred. When set for Conference, with an active call, the user presses Conf, places a second call, then presses Conf twice. All the calls are then connected.
- Users can Barge-In on a Conference call if allowed in programming.

- Define the outgoing call options for each trunk and user.
- Set up a Conference with a co-worker in your immediate work area.
- DISA and Tie Line users may use the Barge-In feature on a Conference call if they know the service code and are permitted in their DISA/Tie Line Class of Service.
- Meet Me Conference lets an extension user set up a Conference via Paging.
- Meet Me Paging lets an extension user set up a two-party meeting via Paging.
- A user can set up an Unsupervised Trunk-to-Trunk Conference and then drop out of the call, allowing the remaining parties to continue the conversation. Establish two trunk calls, press Hold and dial #8.
- You can optionally program Conf (Transfer) for Transfer. In this case, the Multiline Terminal must have a Conference function key. The system also allows a call to be transferred into a Conference call.
- When the Conference Originator hangs up with a conference on Hold, or when trying to add another caller, all internal calls are dropped.
- Conferencing when talking on a Virtual Extension:
  - ❑ While talking on a Virtual Extension, if the station has an internal call on Hold, a conference call cannot be established.
  - ❑ While talking on a Virtual Extension, if the station receives an intercom call (call to its actual station number), a conference call cannot be established.
  - ❑ While talking on a Virtual Extension, if the station has a call on Hold, a conference call cannot be established.

## Default Setting

Enabled

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## System Availability

### Terminals

Multiline and Single Line Terminals

### Required Component(s)

None

## Related Features

None

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-12-08	<b>Service Code Setup (for Service Access) – Barge-In</b>	Determine what the service code should be for an internal party to use the Barge-In feature.	MLT, SLT (default = 710)		✓	
11-12-47	<b>Service Code Setup (for Service Access) – Call Waiting Answer/ Split Answer</b>	If required, use this program to change the code users dial to Split while on a call.	SLT (default = 794)		✓	
11-12-57	<b>Service Code Setup (for Service Access) – Tandem Trunking</b>	With two trunks in Conference press Hold and dial #8 and the Conference/Tandem happens.	MLT, SLT (default = #8)		✓	
11-12-58	<b>Service Code Setup (for Service Access) – Transfer Into Conference</b>	If required, change the service code used to transfer a call into a Conference call.	MLT, SLT (default = 624)		✓	
11-16-02	<b>Single Digit Service Code Setup – Barge-In</b>	Use to customize the one-digit Service Codes used for Barge-In.	(default not assigned)		✓	
14-01-04	<b>Basic Trunk Data Setup – Transmit Gain Level for Conference and Transfer Calls</b>	Use to select the CODEC gain type used by the trunk when it is part of an unsupervised conference.	1~63(-15.5dB ~ +15.5dB in 0.5dB intervals) [default = 32 (0dB)]			✓
15-02-24	<b>Multiline Telephone Basic Data Setup – Conference Key Mode</b>	This option allows an extension Conf key to be programmed for Conference or for Transfer. When set for Transfer (1), the user places a call on hold, dials the extension to which it should be transferred, the presses the Conf key. The call is then transferred. When set for Conference (0), with an active call, the user presses the Conf key, places a second call, then presses the Conf key twice. All the calls are then connected.	0 = Conference 1 = Transfer (default = 0)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-07-01	<b>Programmable Function Keys</b>	Use to assign functions to multiline terminal line keys.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-11-21	<b>Class of Service Options (Hold/Transfer Service) – Restriction for Tandem Trunking on Hang Up</b>	Allow (0) or Deny (1) an extension users's ability to set up a tandem/conference call automatically when they hang up.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
20-13-08	<b>Class of Service Options (Supplementary Service) – Conference</b>	Turns Off or On an extension ability to initiate a conference or Meet Me Conference.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-13-10	<b>Class of Service Options (Supplementary Service) – Barge-In Monitor</b>	In an extension Class of Service, enable the Barge-In Speech Mode (0) or Monitor Mode (1) at the initiating extension (i.e., Barge-In initiator).	0 = Speech 1 = Monitor (default = 0 for COS 1~15)		✓	
20-13-15	<b>Class of Service Options (Supplementary Service) – Barge-In, Initiate</b>	Turns Off (0) or On (1) an extension user ability to barge-in on other's calls.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-16	<b>Class of Service Options (Supplementary Service) – Barge-In, Receive</b>	In an extension Class of Service, turns On (1) or Off (0) Barge-In at the receiving extension (i.e., Barge-In receive).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-11	<b>Class of Service Options for DISA/E&amp;M – DISA/Tie Trunk Barge-In</b>	In an extension Class of Service, Enable (1) or Disable (0) a DISA or tie trunk user from using the Barge-In feature.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	

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## Operation

### To establish a Conference:

#### Multiline Terminal

1. Establish intercom or trunk call.
2. Press **Conf** or **Conf** softkey (Program 15-07 or SC 751: 07).
3. Dial the extension you want to add.

- OR -

Access outside call.

- OR -

Retrieve call from Park orbit.

 *To get the outside call, you can either press a line key or press the Speaker key and dial 9, the Trunk Access Code + the trunk number (default #9). You can optionally go back to step 2 to add more parties to your Conference.*

4. When called party answers, press the **Conf** softkey or **Conf** twice.

 *If you cannot add additional parties to your Conference, you have exceeded the system Conference limit.*

 *If the call being added is busy/unanswered:*

*With an outside call, press the line or Call Appearance (CAP) key for a call previously added to the Conference. The unanswered call drops and the initiator is back into the Conference call.*

 *Adding an Intercom call to an outside Conference call: Press the **Conf** softkey on the Multiline Terminal display or **Conf** twice to re-establish the Conference. If using a non-display telephone, press **Conf** twice.*

 *With only Intercom calls in the Conference: Press **Conf** twice to re-establish the Conference. If the voice mail answers, there is no way to drop that extension out. You must drop the Conference call.*

5. Repeat steps 2~4 to add more parties.

Single Line Telephone

1. Establish Intercom or trunk call.
2. Hookflash and dial #1.
3. Dial extension you want to add.  
- OR -  
Access trunk call.  
- OR -  
Retrieve call from Park orbit.
4. Hookflash and repeat step 3 to add more parties.  
- OR -  
Hookflash twice to set up the Conference.

**To Split (alternate) between the parties in Conference:**Multiline Terminal

1. Press **Conf (Transfer)** or **Conference** key (Program 15-07 or SC 751: 07).
2. Dial Split service code (**794**).  
 Repeat this procedure to alternate between the remaining parties in the Conference. Press the **Conf** softkey or press **Conf** twice to set up the Conference again.

Single Line Telephone

1. Hookflash and dial **794**.  
 Repeat this procedure to alternate between the remaining parties in the Conference. Hookflash twice to set up the Conference again.

**To drop an outside call from the Conference:**

1. Press **Hold** to place the conference call on hold.
2. Hang up.  
 The lines involved in the Conference ring back separately to the telephone.
3. Answer and disconnect the unwanted outside call.
4. To re-establish the Conference, answer the remaining call by pressing **Conf** after each call is answered. Press **Conf** twice when all calls have been answered.

**To exit a Conference without affecting the other parties:**Multiline Terminal

1. Hang up.  
 If you press **Hold** while on a call with two outside callers, the outside callers hear what is programmed in Program 10-04-01.

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## **Single Line Telephone**

### 1. Hang up.

-  *If you are not permitted to use Tandem Trunking, outside callers may hear Music on Hold.*

## **To Barge-In to Conference Call:**

### 1. Pick up the handset or press **Speaker** and dial the service code (default = **710**).

-  *If the telephone does not have the proper COS, a warning tone is sent. After the user hangs up, the system automatically places a Callback to the extension.*

### 2. Dial the extension number or press a **DSS** key of a telephone within a Conference call.

-  *When a new call is added to the conference, an intrusion tone is heard by all parties in the Conference, depending on system programming, and all display multiline terminals show the joined party. If a Conference is not possible:*
    - the extension user hears a warning tone*
    - the DISA user is rerouted to the defined ring group*

**- OR -**

  - the Tie Line user hears a busy tone.*
- OR -**

**The following steps are not available for DISA or Tie Line trunks:**

### 1. Dial the extension number of the internal party.

### 2. Dial the single digit service code, if programmed.

-  *Instead of the single digit service code, the service code 710 can also be dialed at this point.*

## **To Transfer a Call into a Conference:**

### 1. While on a call, press **Hold**.

### 2. Dial the Transfer to Conference service code (default = **624**).

-  *If the telephone does not have the proper COS, a warning tone is sent. After the user hangs up, the system automatically places a Callback to the extension.*
-  *The display shows the line Number, Number/Name and Extension Name/Number.*

### 3. Dial the extension number or press a **DSS** key of a telephone in a Conference call.

-  *If an error tone is heard, Barge-In is not enabled for the extension and the call cannot go through. Retrieve the call by pressing the flashing line or Call Appearance (CAP) Key or hang up and the call recalls the extension.*
-  *When the call is transferred into the Conference, an intrusion tone is heard by all parties in the conference, depending on the entries in Program 20-13-17 and Program 80-01, and all display multiline terminals show the joined party.*
-  *To cancel the transfer, press the flashing line or Call Appearance (CAP) Key to retrieve the call.*

### 4. Hang up.

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## *Conference, Voice Call/Privacy Release*

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### **Description**

Voice Call Conference lets extension users in the same work area join in a trunk Conference. To initiate a Voice Call Conference, an extension user just presses the Meet-Me Conference key and tells their co-workers to join the call. The system releases the privacy on the trunk, and other users can just press the trunk line key to join the call. Line keys assigned for the trunk blink indicating that privacy has been released, and others can join the current call.

Voice Call Conference does not use the telephone system features to announce the call. The person initiating the Voice Call Conference just announces it verbally. A tone, indicating others have joined the conference, can be provided.

The CD-CP00-AU provides 64 Conference circuits, to allow internal or external parties to be conferenced together up to a limit of 32.

### **Privacy Mode Toggle Option**

The Privacy Mode Toggle option allows an extension user to quickly change an outside call from the non-private mode to the private mode. If the outside call is on a line key, the user just presses the line key to switch from non-private mode to private mode. For systems using the Privacy Mode Toggle option, trunks initially have the privacy released. The remainder of the call is private. If the call is on a Call Appearance (CAP) Key, the user presses their Meet-Me Conference function key instead. Unlike pressing the line key, pressing the Meet-Me Conference key toggles back and forth between private and non-private mode for the call.

### **Conditions**

- Call Arrival (CAR) Keys and Virtual Extensions do not support Voice Call Conference Programmable Function keys.
- Voice Call Conference requires a Meet-Me Conference function key and trunk line keys.
- This feature is not available on single line telephones.
- With Caller ID enabled, a call with Privacy Release shows the Caller ID until the call is answered. It can be viewed again by pressing the line key, though this sets the call to Private mode. To keep the call on Privacy Release, press the Help + Exit keys.

### **Default Setting**

Disabled

## System Availability

### Terminals

All Multiline Terminals

### Required Component(s)

None

## Related Features

Caller ID

Conference

Programmable Function Keys

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-01-19	<b>Basic Trunk Data Setup – Privacy Mode Toggle Option</b>	Determine if a trunk should be able to be toggled to a private/non-private line (0 = Disabled, 1 = Enabled). This option is not required for Voice Call Conference.	0 = Disable Private Line (Normal) 1 = Enable Private Line (Private Line) (default = 0)	✓		
15-07-01	<b>Programmable Function Keys</b>	Use to assign functions to multiline terminal line keys.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-06-01	Class of Service for Extensions	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-13-09	Class of Service Options (Supplementary Service) – Privacy Release	Turns Off or On an extension ability to initiate a Voice Call Conference.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-13-17	Class of Service Options (Supplementary Service) – Barge-In Tone/Display (Intrusion Tone)	In an extension Class of Service, turns On (1) or Off (0) the Barge-In (Intrusion) Tone. If disabled, this also turns off the Barge-In display at the called extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
31-01-04	System Options for Internal/ External Paging – Privacy Release Time	Set the interval users have to join a Voice Call Conference after it is announced. (Note that this interval is also used for Meet Me Conference.)	0~64800 (seconds) (default = 90 seconds)		✓	

## Operation

### To join a Voice Call Conference (if invited):

- After Conference request, press indicated line key.
  - A **Conf** indication is displayed on both telephones.*
  - A trunk with privacy release or Voice Call Conference blinks.*

### To exit a Voice Call Conference without affecting the other parties:

- Press **Speaker** to hang up.

### To toggle between Private and Non-Private mode:

- Press the Meet-Me Conference key (Program 15-07-01, SC 751: 32).

- OR -

Press the Trunk Line Key. (This toggles from Non-Private to Private. To go back to Non-Private, the Meet-Me Conference Key above must be pressed.)

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## *Continued Dialing*

### **Description**

Continued Dialing allows an extension user to dial a call, wait for the called party to answer, and then dial additional digits. This helps users that need services like Voice Mail, automatic banking and Other Common Carriers (OCCs).

Two types of Continued Dialing are available:

#### **Continued Dialing for Intercom Calls**

Depending on an extension Class of Service, a multiline terminal user may dial additional digits after their Intercom call connects. In systems with Voice Mail, for example, Continued Dialing lets extension users dial the different options after the Voice Mail answers. Without Continued Dialing, extension users cannot access these Voice Mail options.

#### **Continued Dialing for Trunk Calls**

Continued Dialing gives a user access to outside services like automatic banking, an outside Automated Attendant, bulletin boards and Other Common Carriers (OCCs). After the outside service answers, the user can dial digits for whatever options the services allow. Without Continued Dialing, the system Toll Restriction cuts off the call after a specific number of dialed digits. See Programming below for additional information.



*Continued Dialing may make the system more susceptible to toll fraud.*

### **Conditions**

- The ability to use Continued Dialing on trunk calls is set by Toll Restriction programming.
- Continued Dialing for intercom calls only applies to calls made to analog devices.
- With Pulse to Tone Conversion, users can place calls to services over Dial Pulse trunks – and then dial DTMF digits after the service answers.

### **Default Setting**

Enabled

## System Availability

### Terminals

All Multiline Terminals

### Required Component(s)

None

## Related Features

### Pulse to Tone Conversion

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-03-03	Single Line Telephone Basic Data Setup – Terminal Type	Enter 1 for this option to allow a single line port to receive DTMF tones after the initial call setup. Enter 0 to have the port ignore DTMF tones after the initial call setup. For Voice Mail and Conference ports, always enter 1 (e.g., receive DTMF tones).	0 = Normal 1 = Special (default = 0)	✓		
20-06-01	Class of Service for Extensions	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-13	<b>Class of Service Options (Supplementary Service) – Continued Dialing (DTMF) Signal on ICM Call</b>	Turns Off (0) or On (1) the extension ability to use Continued Dialing, which allows DTMF signal sending while talking on extension.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
21-04-01	<b>Toll Restriction Class for Extensions</b>	Assign a Toll Restriction Class (1~15) to an extension.	Day/Night Mode 1~9 (9 = Power Failure Mode) 1~15 (default = 2)	✓		
21-05-04	<b>Toll Restriction Class – Maximum Number of Digits Table Assignment</b>	Select the table (defined in Program 21-06-03) to be used to determine the maximum number of digits allowed for outgoing calls.	1~4 =Table 0 =Disable (None) Default: 1, 2, 6~15 = 0 3 = 1 4 = 2 5 = 3	✓		
21-06-03	<b>Toll Restriction Table Data Setup – Maximum Number of Digits Table Assignment</b>	Set the Maximum Number of digits dialed for each table.	4-30 default: Tables 1~4 = 30	✓		

## Operation

### To use Continued Dialing:

1. Place an intercom or trunk call.
2. Continue dialing after the call connects.

 *Toll Restriction and Class of Service programming may limit Continued Dialing.*

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## *Cordless DECT Terminals (US Only)*

### Description

The Cordless DECT Terminals may be used with the UNIVERGE SV8100 KTS. The DTL-8R-1 TEL uses 1.9 GHz DECT 6.0 FM Technology and is connected in tandem to a multiline terminal.

Press the applicable key on the Base Unit to Switch between Cordless operation and multiline terminal operation.

Feature	Cordless DECT Terminals (DTL-8R-1( ))
Digital Technology	1.9 GHz 6.0
LCD	2-line, 24-digit LCD Display
Silent Alarm	Yes
Dedicated Keys	TALK, TRANSFER, HOLD, CONF, SPEAKER, REDIAL, MUTE, R/VOL
Programmable Line Keys	8
Operational Range *	50~150 feet (expandable with repeaters)
Message Waiting Indication	Yes (Icon)
Headset Connection	Yes
Channels	5 channels by 12 time slots

\* Determined by environmental conditions. These are cordless RF devices and, therefore, some interference may take place when operating in the same environment as other wireless devices which operate within the same frequency spectrum.

### Conditions

- The Cordless DECT Terminals can be used in conjunction with the UNIVERGE SV8100, and DTL Digital Multiline Telephones.
- Battery Capacity is 910 mAh, 2.4V with a Talk Mode of 16 hours (typical) and a Standby Mode of seven days (typical).
- The battery can be hot swapped while on a call. The battery must be replaced with another charged battery pack within 20 seconds, otherwise the connection is lost.
- The handset has visual and audible indicators to warn of a low battery condition.
- When a message is received, the message icon is displayed.
- Synchronous Ringing does not apply to the cordless terminals.
- A beep indicates when the cordless terminal receives off-hook ringing.

- A spare battery is available as an Optional Available Part. A second battery is not shipped with the product.
- The battery can be charged when it is installed in the handset or in the base charging unit and the handset is in the charger. A stand-alone battery charger is not available.
- Environments with many metal parts, metal shelves, or metal buildings are known to reduce telephone performance.
- When multiple cordless telephones are used in your office, they must operate on different channels and be at least 20 feet apart (including the base unit and the telephones).
- *D<sup>term</sup>* cordless phones are not supported with the Door Box feature.
- Under certain conditions, HOLD and TRANSFER have the same behavior. To prevent an unwanted transfer after placing a call on hold and calling another user, the Line Key for the call on hold must be pressed to retrieve the call from hold, otherwise the call is transferred when the Cordless Terminal is placed in idle.
- *D<sup>term</sup>* Cordless telephones do not support the Caller ID List feature.

### **Default Setting**

None

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## **System Availability (US Only)**

### **Terminals**

DTL-8R-1( ) TEL

### **Required Component(s)**

CD-8DLCA Blade with PZ-8DLCB Daughter Board

**-OR-**

CD-16DLCA

## Related Features

### Cordless Telephone Connection

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

 *The items highlighted in gray are read only and cannot be changed.*

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-01	<b>ETU Setup (DLC PKG Setup) – Terminal Type (B1)</b>	Use to setup and confirm the Basic Configuration data for terminal type (B1).	0 = Not set 1 = Multiline Terminal 2 = SLT Adapter 3 = Bluetooth Cordless Handset 6 = PGD (Paging) 7 = PGD (Tone Ringer) 8 = PGD (Doorbox) 9 = PGD (ACI) 10 = DSS Console 11 = -- Not Used -- (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-02	<b>ETU Setup (DLC PKG Setup) – Logical Port Number (B1)</b>	Use to setup and confirm the Basic Configuration data for logical port number (B1).	0 = Not set 1 = Multiline Terminal (1~256) 2 = SLT Adapter (1~256) 6 = PGD(2)-U( ) ADP (Paging) (1~8) 7 = PGD(2)-U( ) ADP (for Tone Ringer) (1~8) 8 = PGD(2)-U( ) ADP (for Door Box) (1~8) 9 = PGD(2)-U( ) ADP (for ACI) (1~96) 10 = DSS (1~32) 11 = -- Not Used -- (default = 0)		✓	
10-03-04	<b>ETU Setup (DLC PKG Setup) – Optional Installed Unit 1 (Only Applies to DTH/DTR telephones)</b>	Use to setup and confirm the Basic Configuration data for optional installed Unit 1.	0 = None 1 = APR Module 2 = APA Module 3 = ADA Module 4 = CTA/CTU Module (default = 0)		✓	
10-03-05	<b>ETU Setup (DLC PKG Setup) – Optional Installed Unit 2</b>	Use to setup and confirm the Basic Configuration data for optional installed Unit 2.	0 = None 1 = APR Module 2 = APA Module 3 = ADA Module 4 = CTA/CTU Module (default = 0)		✓	
10-03-06	<b>ETU Setup (DLC PKG Setup) – Terminal Type (B2)</b>	Use to setup and confirm the Basic Configuration data for terminal type.	0 = Not set 6 = PGD(2)-U( ) ADP (Paging) 7 = PGD(2)-U( ) ADP (Tone Ringer) 8 = PGD(2)-U( ) ADP (Door Box) 9 = PGD(2)-U( ) ADP (ACI) 12 = APR (B2 Mode) (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-07	ETU Setup (DLC PKG Setup) – Logical Port Number (B2)	Use to setup and confirm the Basic Configuration data for logical port number (B2).	0 = Not Set 6 = PGD(2)-U( ) ADP (Ext. Speaker) 7 = PGD(2)-U( ) ADP (Paging/Tone Ringer = 1~8) 8 = PGD(2)-U( ) ADP (for Door Box = 1~8) (ACI) = (1~96) 9 = PGD(2)-U( ) ADP 12 = APR (for B2 Mode) (193~512) (default = 0)		✓	
10-03-08	ETU Setup (DLC PKG Setup) – Multiline Telephone Type	Read only program that shows the type of multiline terminal connected to the port.	0 = DT3** 1 = Dterm8 2 = Dterm7 (default = 0)		✓	
10-03-09	ETU Setup (DLC PKG Setup) – Side Option Information	Read only command that shows the type of side module connected to the terminal.	0 = No Option 1 = 8LK Unit 2 = 16LK Unit 3 = 24ADM (default = 0)		✓	
10-03-10	ETU Setup (DLC PKG Setup) – Bottom Option Information (Only applies to DTL style telephones)	Shows optional adapter information.	0 = No option 1 = APR 2 = ADA 3 = BHA (default = 0)		✓	
10-03-11	ETU Setup (DLC PKG Setup) – Handset Option Information	Shows optional adapter information.	0 = No option 1 = PSA/PSD 2 = Bluetooth Cordless Handset (default = 0)		✓	
20-07-01	Class of Service Options (Administrator Level) – Manual Night Service Enabled	Turns Off (0) or On (1) an extension for manually Switching the Night Mode (Service Code 718). This option must be enabled for an extension to be able to display the Night indication.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)			✓
20-07-03	Class of Service Options (Administrator Level) – Time Setting	Turns Off or On an extension ability to set the Time via Service Code 728.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-07-05	Class of Service Options (Administrator Level) – Set/Cancel Automatic Trunk-to-Trunk Transfer	Turns On (1) or Off (0) the ability of an extension to use the Trunk-to-Trunk Forwarding service codes.	0 = Off 1 = On (default = 0 for COS 1~15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-07-11	<b>Class of Service Options (Administrator Level) – Forced Trunk Disconnect (analog trunk only)</b>	Turns Off (0) or On (1) an extension to use Forced Trunk Disconnect. This allows the extension to disconnect an Unsupervised Conference in progress.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)			✓
20-07-12	<b>Class of Service Options (Administrator Level) – Trunk Port Disable</b>	Turns Off (0) or On (1) the extension ability to use the Trunk Port Disable feature.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)			✓
20-07-13	<b>Class of Service Options (Administrator Level) – VRS Record (VRS Msg Operation)</b>	Turns Off (0) or On (1) an extension ability to record, erase and listen to VRS messages.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)			✓
20-07-14	<b>Class of Service Options (Administrator Level) – VRS General Message Play</b>	Turns an extension Off (0) or On (1) to dial 4 or Service Code 611 to listen to the General Message.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)			✓
20-07-15	<b>Class of Service Options (Administrator Level) – VRS General Message Record/Delete</b>	Turns Off (0) or On (1) an extension for dialing Service Code 612 and record, listen to, or erase the General Message.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)			✓
20-07-18	<b>Class of Service Options (Administrator Level) – SMDR Printout Accumulated Extension Data</b>	Use to define if Accumulated Extension Data is included in the SMDR Printout for each Class of Service.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)			✓
20-07-19	<b>Class of Service Options (Administrator Level) – SMDR Printout Department Group (STG) Data</b>	Use to define if Department Group (STG) Data is included in the SMDR Printout for each Class of Service.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)			✓
20-07-20	<b>Class of Service Options (Administrator Level) – SMDR Printout Accumulated Account Code Data</b>	Use to define if Accumulated Account Code Data is included in the SMDR Printout for each Class of Service.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-07-23	<b>Class of Service Options (Administrator Level) – CO Message Waiting Indication Callback Number Programming</b>	Enable or Disable an extension ability to receive CO Message Waiting Indication.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-07-24	<b>Class of Service Options (Administrator Level) – Set/Cancel Private Call Refuse</b>	Enable or Disable an extension ability to set or cancel Private Call Refuse.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-07-25	<b>Class of Service Options (Administrator Level) – Set/Cancel Caller ID Refuse</b>	Enable or Disable an extension ability to set or cancel Caller ID Refuse.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-07-26	<b>Class of Service Options (Administrator Level) – Dial-In Mode Switch</b>	Enable or Disable an extension ability to set or cancel dial-in mode switch.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-07-27	<b>Class of Service Options (Administrator Level) – Do-Not-Call Administrator</b>	Enable or Disable an extension ability to set or cancel do not call administrator.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-08-01	<b>Class of Service Options (Outgoing Call Service) – Intercom Calls</b>	Turns Off or On Intercom calling for the extension.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-08-02	<b>Class of Service Options (Outgoing Call Service) – Trunk Outgoing Calls</b>	Turns Off (0) or On (1) outgoing trunk calling for the extension.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-08-03	<b>Class of Service Options (Outgoing Call Service) – System Speed Dialing</b>	Turns Off (0) or On (1) an extension ability to make outbound calls using system speed dial numbers.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-08-04	<b>Class of Service Options (Outgoing Call Service) – Group Speed Dialing</b>	Turns Off (0) or On (1) an extension ability to make outbound calls using group speed dial numbers.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-08-06	<b>Class of Service Options (Outgoing Call Service) – Toll Restriction Override</b>	Turns Off or On Toll Restricting Override (Service Code 663).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-07	<b>Class of Service Options (Outgoing Call Service) – Repeat Redial</b>	Turns Off (0) or On (1) an extension to use Repeat Redial.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-08	<b>Class of Service Options (Outgoing Call Service) – Toll Restriction Dial Block</b>	Turns Off or On an extension ability to use Dial Block.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-08-09	<b>Class of Service Options (Outgoing Call Service) – Hotline/Extension Ringdown</b>	Turns Off or On Ringdown Extension for extensions with this COS.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-10	<b>Class of Service Options (Outgoing Call Service) – Signal/Voice Call</b>	Turns Off or On an extension allowing it to force Handsfree Answerback or Forced Intercom Ringing for outgoing Intercom calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-11	<b>Class of Service Options (Outgoing Call Service) – Protect for the Call Mode Switching from Caller</b>	When an extension is set to ring mode for ICM calls, enabling this option prevents callers from changing the call to voice announce mode.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-12	<b>Class of Service Options (Outgoing Call Service) – Department Group Step Calling</b>	Turns Off or On an extension ability to use Department Group Step Calling.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-13	<b>Class of Service Options (Outgoing Call Service) – ISDN CLIP</b>	Determine if the ISDN calling line identity presentation and screening indicators are to be allowed.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-14	<b>Class of Service Options (Outgoing Call Service) – Call Address Information</b>	Used to Enable or Disable Call Address Information for each Class Of Service.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-15	<b>Class of Service Options (Outgoing Call Service) – Block Outgoing Caller ID</b>	Turns Off (0) or On (1) a user Class of Service from automatically blocking outgoing Caller ID information when a call is placed. If block is enabled, the system automatically inserts the Caller ID block code 1831 (defined in Program 14-01-21) before the user dialed digits (this requires Program 14-02-10 to be enabled). If block is disabled, the system outdials the call just as it was dialed by the user.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-16	<b>Class of Service Options (Outgoing Call Service) – Display E000 Dialed Extension Name and Number</b>	Turns Off or On an extension ability to display the name and number of the extension that dialed 000.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-17	<b>Class of Service Options (Outgoing Call Service) – ARS Override of Trunk Access Map</b>	Turns Off or On an extension ability to override the trunk access map programming for outgoing calls.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-22	<b>Class of Service Options (Outgoing Call Service) – Voice Over to busy Virtual Extension</b>	Enable or Disable an extensions ability to voice over to a busy virtual extension.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-09-01	<b>Class of Service Options (Incoming Call Service) – Second Call for DID/DISA/DIL/E&amp;M Override</b>	Turns Off (0) or On (1) the extension ability to receive a second call from a DID, DISA, DIL, or tie line caller. <i>With this option set to 1, the destination extension must be busy for a second DNIS caller to ring through. If the destination extension does not have a trunk or CAP key available for the second call and a previous call is ringing the extension but has not yet been answered, the second caller hears busy regardless of this program setting.</i>	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-09-02	<b>Class of Service Options (Incoming Call Service) – Caller ID Display</b>	Turns Off (0) or On (1) the Caller ID display at an extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-09-03	<b>Class of Service Options (Incoming Call Service) – Sub Address Identification</b>	Define whether an extension displays the Caller Sub-Address.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-09-04	<b>Class of Service Options (Incoming Call Service) – Notification for Incoming Call List Existence</b>	Determine whether or not the CHECK LIST message is displayed to indicate a missed call.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-09-05	<b>Class of Service Options (Incoming Call Service) – Signal/Voice Call</b>	Turns Off or On an extension ability to enable Handsfree Answerback or Forced Intercom Ringing for their incoming Intercom calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-09-06	<b>Class of Service Options (Incoming Call Service) – Incoming Time Display</b>	If this option is set to 1, the Incoming Call Time is displayed on the multiline terminal LCD while the telephone is ringing.	0 = Off 1 = On (default = 0 for COS 01~15)		✓	
20-09-07	<b>Class of Service Options (Incoming Call Service) – Call Queuing</b>	Turns Off (0) or On (1) an extension ability to have calls queued if a call rings the extension when it is busy.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-09-08	<b>Class of Service Options (Incoming Call Service) – Calling Party Information</b>	Turns Off or On and extension ability to display calling party information on CCIS calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-01	<b>Class of Service Options (Answer Service) – Group Call Pickup (Within Group)</b>	Turns Off or On Group Call Pickup for calls ringing an extension Pickup Group as well as ring group calls (Service Code *#).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-02	<b>Class of Service Options (Answer Service) – Group Call Pickup (Another Group)</b>	Turns Off or On Group Call Pickup for calls ringing outside a group (Service Code 769).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-10-03	<b>Class of Service Options (Answer Service) – Group Call Pickup for Specific Group</b>	Turns Off or On Group Call Pickup for a specific group using service code 768.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-04	<b>Class of Service Options (Answer Service) – Telephone Call Pickup</b>	Turns Off or On an extension ability to pick up a call ringing into a Pickup Group (Service Codes * #).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-05	<b>Class of Service Options (Answer Service) – Directed Call Pickup for Own Group</b>	Turns Off or On Directed Call Pickup for calls ringing an extension Pickup Group (Service Code 756).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-06	<b>Class of Service Options (Answer Service) – Meet-Me Conference and Paging</b>	Turns Off (0) or On (1) an extension to use Meet-Me Conference and Paging.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-07	<b>Class of Service Options (Answer Service) – Automatic Off-Hook Answer</b>	Turns Off (0) or On (1) an extension to use Universal Auto Answer (no service code required).	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-10-08	<b>Class of Service Options (Answer Service) – Virtual Extension Off-Hook Answer</b>	Turns Off (0) or On (1) an extension ability to answer an incoming call on a Call Arrival (CAR)/Secondary Incoming Extension (SIE)/ Virtual Extension simply by lifting the handset.	0 = Off 1 = On (default = 1 for COS 01~15)			✓
20-10-09	<b>Class of Service Options (Answer Service) – Call Pickup Callback</b>	Turns Off or On an extensions ability to us Call Pickup to Pick up Callback calls.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-01	<b>Class of Service Options (Hold/ Transfer Service) – Call Forward All</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forward Immediate.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-02	<b>Class of Service Options (Hold/ Transfer Service) – Call Forward When Busy</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forwarding when Busy.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-03	<b>Class of Service Options (Hold/ Transfer Service) – Call Forwarding When Unanswered</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forwarding when Unanswered.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-04	<b>Class of Service Options (Hold/ Transfer Service) – Call Forwarding (Both Ringing)</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forwarding with Both Ringing.	0 = Off 1 = On (default = 1 for COS 1~15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-11-05	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding with Follow Me</b>	In an extension Class of Service, turns On (1) or Off (0) an extensions ability to set Call Forward with Follow Me.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-06	<b>Class of Service Options (Hold/Transfer Service) – Unscreened Transfer (Ring Inward Transfer)</b>	Turns Off (0) or On (1) an extension ability to use Unscreened Transfer.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-07	<b>Class of Service Options (Hold/Transfer Service) – Transfer Without Holding</b>	Turns Off or On an extension ability to use Transfer Without Holding.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-11-08	<b>Class of Service Options (Hold/Transfer Service) – Transfer Information Display</b>	Turns Off or On an extension incoming Transfer pre-answer display.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-09	<b>Class of Service Options (Hold/Transfer Service) – Group Hold Initiate</b>	Turns Off or On the ability of an extension user to initiate a Group Hold.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-10	<b>Class of Service Options (Hold/Transfer Service) – Group Hold Answer</b>	Turns Off or On an extension user ability to pick up a call on Group Hold.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-11	<b>Class of Service Options (Hold/Transfer Service) – Automatic On-Hook Transfer</b>	Turns Off (0) or On (1) an extension user ability to use Automatic On-Hook Transfer.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-11-12	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding Off-Premise (External Call Forwarding)</b>	In an extensions Class of Service, turns On (1) or Off (0) setting up Call Forwarding Off-Premise at the extension.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-11-13	<b>Class of Service Options (Hold/Transfer Service) – Operator Transfer After Hold Callback</b>	Turns Off or On an extension ability to have a call which recalls from hold transfer to the operator.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-11-14	<b>Class of Service Options (Hold/Transfer Service) – Trunk-to-Trunk Transfer Restriction</b>	Turns Off (0) or On (1) the Trunk-to-Trunk Transfer Restriction. If enabled, Trunk-to-Trunk Transfer is not possible.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-11-15	<b>Class of Service Options (Hold/Transfer Service) – VRS Personal Greeting (Message Greeting)</b>	Turns Off or On an extension user ability to dial Service Code *4 7 to record, listen to or erase the Personal Greeting Message.	0 = Off 1 = On (default = 1 for COS 1~15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-11-16	<b>Class of Service Options (Hold/Transfer Service) – Call Redirect</b>	Turns On (1) or Off (0) a multiline terminal user ability to transfer a call to a predefined destination (such as an operator, voice mail, or another extension) without answering the call.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-17	<b>Class of Service Options (Hold/Transfer Service) – Department Group Trunk-to-Trunk Transfer (Each Telephone Group Transfer)</b>	Turns On (1) or Off (0) the ability of an extension user in a Department Group to use the Trunk-to-Trunk Forwarding service codes.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-18	<b>Class of Service Options (Hold/Transfer Service) – No Recall</b>	Allow (0) or Deny (1) answered Transferred calls from recalling the originating extension	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-11-19	<b>Class of Service Options (Hold/Transfer Service) – Hold/Extended Park</b>	Determine whether an extension Class of Service should allow normal or extended Park (0 = Normal for Program 24-01-06, 1 = Extended for Program 24-01-07).	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-11-20	<b>Class of Service Options (Hold/Transfer Service) – No Callback</b>	Turns Off or On an extension ability to receive Callbacks.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-11-21	<b>Class of Service Options (Hold/Transfer Service) – Restriction for Tandem Trunking on Hang Up</b>	Allow (0) or Deny (1) an extension user ability to set up a tandem/conference call automatically when they hang up.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-11-22	<b>Class of Service Options (Hold/Transfer Service) – Restrict Unsupervised Conference</b>	Allow or Deny an extension user ability to initiate a Trunk-to-Trunk Transfer (Tandem Trunking).	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-11-23	<b>Class of Service Options (Hold/Transfer Service) – CAR/VE Call Forward Set/Cancel</b>	In an extension Class of Service, turns On (1) or Off (0) the user ability to set and cancel Call Forwarding for a CAR or Virtual Extension.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-24	<b>Class of Service Options (Hold/Transfer Service) – Trunk Park Hold Mode</b>	Set the hold type when a trunk call is put on hold by an extension.	0 = Non Exclusive Hold (Off) 1 = Exclusive Hold (On) (default = 1 for COS 1~15)			✓
20-11-25	<b>Class of Service Options (Hold/Transfer Service) – Transfer Park Call</b>	Turns On or off an extensions user ability to transfer a parked call.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-01	<b>Class of Service Options (Supplementary Service) – Long Conversation Alarm</b>	Turns Off (0) or On (1) the Warning Tone for Long Conversation (not for single line telephones).	0 = Off 1 = On (default = 0 for COS 1~15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-02	<b>Class of Service Options (Supplementary Service) – Long Conversation Cutoff (Incoming)</b>	Turns Off or On an extension user ability to use Long Conversation Cutoff for incoming calls.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-03	<b>Class of Service Options (Supplementary Service) – Long Conversation Cutoff (Outgoing)</b>	Turns Off or On an extension user ability to use Long Conversation Cutoff for outgoing calls.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-04	<b>Class of Service Options (Supplementary Service) – Call Forward/DND Override (Bypass Call)</b>	Turns On or Off the ability to use Call Forwarding/DND Override.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-07	<b>Class of Service Options (Supplementary Service) – Message Waiting</b>	Turns Off (0) or On (1) an extension user ability to leave Message Waiting.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-08	<b>Class of Service Options (Supplementary Service) – Conference</b>	Turns Off or On an extension user ability to initiate a conference or Meet Me Conference.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-09	<b>Class of Service Options (Supplementary Service) – Privacy Release</b>	Turns Off or On an extension user ability to initiate a Voice Call Conference.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-10	<b>Class of Service Options (Supplementary Service) – Barge-In Monitor</b>	In an extension Class of Service, enable the Barge-In Speech Mode (0) or Monitor Mode (1) at the initiating extension (i.e., Barge-In initiator).	0 = Speech 1 = Monitor (default = 0 for COS 1~15)			✓
20-13-11	<b>Class of Service Options (Supplementary Service) – Room Monitor, Initiating Extension</b>	Turns Off (0) or On (1) an extension user ability to Room Monitor other extensions.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-12	<b>Class of Service Options (Supplementary Service) – Room Monitor, Extension Being Monitored</b>	Turns Off (0) or On (1) an extension ability to be monitored.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-13	<b>Class of Service Options (Supplementary Service) – Continued Dialing (DTMF) Signal on ICM Call</b>	Turns Off (0) or On (1) the extension user ability to use Continued Dialing, which allows DTMF signal sending while talking on extension.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-14	<b>Class of Service Options (Supplementary Service) – Department Calling (PLT No Called Extension)</b>	Turns Off or On an extension user ability to call a Department Group Pilot.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-15	<b>Class of Service Options (Supplementary Service) – Barge-In, Initiate</b>	Turns Off (0) or On (1) an extension user ability to Barge-in on other's calls.	0 = Off 1 = On (default = 0 for COS 1~15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-16	<b>Class of Service Options (Supplementary Service) – Barge-In, Receive</b>	In an extension Class of Service, turns On (1) or Off (0) Barge-In at the receiving extension (i.e., Barge-In receive).	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-17	<b>Class of Service Options (Supplementary Service) – Barge-In Tone/Display (Intrusion Tone)</b>	In an extension Class of Service, turns On (1) or Off (0) the Barge-In (Intrusion) Tone. If disabled, this also turns off the Barge-In display at the called extension.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-18	<b>Class of Service Options (Supplementary Service) – Programmable Function Key Programming (General Level)</b>	Turns Off (0) or On (1) an extension user ability to program General function keys using Service Code 751 (by default). (Refer to Program 20-07-10 for Service Code 752.)	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-19	<b>Class of Service Options (Supplementary Service) – Selectable Display Messaging (Text Messaging)</b>	Turns Off (0) or On (1) an extension user ability to use Selectable Display Messaging.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-20	<b>Class of Service Options (Supplementary Service) – Account Code/Toll Restriction Operator Alert (Restricted Operation Transfer)</b>	Turns Off or On operator alert when an extension improperly enters an Account Code or violates Toll Restriction.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-21	<b>Class of Service Options (Supplementary Service) – Extension Name</b>	Turns Off (0) or On (1) an extension user ability to program the name.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-22	<b>Class of Service Options (Supplementary Service) – Busy Status Display (Called Party Status)</b>	Turns Off or On the ability to display the detail state of called party.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-23	<b>Class of Service Options (Supplementary Service) – Display the Reason for Transfer</b>	Select whether an extension user should display the reason a call is being transferred to their extension (Call Forward Busy, Call Forward No Answer, DND).	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-24	<b>Class of Service Options (Supplementary Service) – Privacy Release by Pressing Line Key</b>	Turns Off or On a user ability to press a line key to barge into an outside call. The Barge-In feature must be enabled if this option is to be used.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-26	<b>Class of Service Options (Supplementary Service) – Group Listen</b>	Turns Off or On an extension user ability to use Group Listen.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-27	<b>Class of Service Options (Supplementary Service) – Busy on Seizing Virtual Extension</b>	If set to 1, a busy extension can be called, while someone is talking on a virtual extension key. Program 20-13-06 (Call Waiting) must be set to off for this option to work.	1 = On 0 = Off (default = 1 for COS 01~15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-28	<b>Class of Service Options (Supplementary Service) – Allow Class of Service to be Changed</b>	Turns Off or On the ability of an extension COS to be changed via Service Code 677.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-29	<b>Class of Service Options (Supplementary Service) – Paging Display</b>	Turns Off (0) or On (1) an extension user ability to display paging information.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-30	<b>Class of Service Options (Supplementary Service) – Background Music</b>	For extension Class of Service, Allow (1) or Deny (0) an extension user from turning Background Music on and off.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-31	<b>Class of Service Options (Supplementary Service) – Connected Line Identification (COLP)</b>	Use to define the supplementary feature availability for each extension Class of Service (COS).	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-32	<b>Class of Service Options (Supplementary Service) – Deny Multiple Barge-Ins</b>	In an extension Class of Service, Allow (1) or Deny (0) the extension user ability to have multiple users Barge-In to their conversation.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-33	<b>Class of Service Options (Supplementary Service) – ACD Supervisor's Position Enhancement</b>	This option must be on for the operator to use service codes in Program 11-13-10 through Program 11-13-13.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-34	<b>Class of Service Options (Supplementary Service) – Block Manual Off-Hook Signaling</b>	Turns Off (0) or On (1) an extension user ability to block off-hook signals manually sent from a co-worker.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-35	<b>Class of Service Options (Supplementary Service) – Block Camp-On</b>	Use this option to Turns On (1) or Off (0) extension user ability to block callers from dialing # to camp-on.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-36	<b>Class of Service Options (Supplementary Service) – Call Duration Timer Display</b>	In an extension Class of Service, turns On (1) or Off (0) a Call Timer for the extension.	0 = Off 1 = On (default = 1 for COS 01~15)			✓
20-13-38	<b>Class of Service Options (Supplementary Service) – Headset Ringing</b>	In an extension Class of Service, turns Off or On an extension user ability to use the Headset ringing.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-39	<b>Class of Service Options (Supplementary Service) – ACD Queue Status Display</b>	Turns Off or On the ACD Queue Status Display for an extension Class of Service. Any extension with this option enabled also hears the queue alarm.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-40	<b>Class of Service Options (Supplementary Service) – Do Not Disturb</b>	Turns Off or On an extension user ability to set or cancel Do Not Disturb.	0 = Off 1 = On (default = 1 for COS 1~15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-41	<b>Class of Service Options (Supplementary Service) – Voice Mail Message Indication on DSS</b>	Turns Off (0) or On (1) the Voice Mail Message Indication for an extension on a DSS console.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-42	<b>Class of Service Options (Supplementary Service) – Extension Data Swap Enabling</b>	Turns Off or On an extension user ability to use the Station Relocation feature.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-44	<b>Class of Service Options (Supplementary Service) – Live Monitor Enabling</b>	Turns Off or On an extension user ability to use Live Monitor.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-45	<b>Class of Service Options (Supplementary Service) – MIC Key Mode While Call Monitoring</b>	Set per class of service, when in Call Monitoring Mode determines if the monitored parties receives the barge in alert tone when Coaching Mode is enabled.	0 = Enable 1 = Disable (default = 1 for COS 1~15)			✓
20-13-47	<b>Class of Service Options (Supplementary Service) – Station Number Display</b>	Determine if a station Number is displayed (On) or not displayed (Off) in the LCD when the phone is idle.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-48	<b>Class of Service Options (Supplementary Service) – Station Name Display</b>	Determine if a station Name will be displayed (On) or not displayed (Off) in the LCD when the phone is idle.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-49	<b>Class of Service Options (Supplementary Service) – BLF Indication on CO Incoming State</b>	Determine if a BLF of the station will light when a Normal CO call is ringing the phone.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-50	<b>Class of Service Options (Supplementary Service) – AIC Agent Display which Call is From</b>	Determine if the station logged in via AIC codes shows which queue the call is coming from.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-51	<b>Class of Service Options (Supplementary Service) – Number and Name Appear in the Directory</b>	Determine if an extension name and number are listed (On) or unlisted (Off) in the directory.	0 = Off 1 = On (default = 1 for COS 1~15)			✓

## Operation

### To set up and program the Cordless DECT Terminals (DTL-8R-1( )):

1. Press and hold down \* and #, then press **TALK**. The F1 LED flashes red and F1=LK01 is displayed on the LCD.
2. Press **Ring/Vol** repeatedly to scroll through the line key (LK) and feature options for function key **F1**.

3. Press **On/Off MUTE** to select the displayed line key or feature.
4. When a Line key is assigned, press **MUTE** once to enter the Off-Hook Ringing ON or OFF Mode. Press **Ring/Vol** to toggle between TALK for On or NO TALK for Off.
  -  *TALK is selected when the F1~F8 function keys are programmed for CO or Call Appearance Keys. NO TALK is selected when F1~F8 function keys are programmed for functions not requiring an off-hook state (e.g., Log On/Off or DND.)*
5. Press **On/Off MUTE** to advance to the next function key (F2 ~ F8).
6. After programming F4, press **On/Off MUTE** to advance to Global Off-Hook Ringing Assignment.
7. Press **Ring/Vol** to turn Global Off-Hook Ringing On or Off (LCD indicates ON or OFF as appropriate).
8. Press **TALK** to exit.
  -  *Function keys F1 ~ F8 can be programmed as Line Keys 1~16, Redial (LNR/SPD), Answer (ANS), Feature (FNC), or Recall. When assigned, these keys operate the same as on an NEC Multiline Terminal.*
  -  *When initially installed, function keys F1~F8 default to Line keys 1~8 respectively and Off-Hook Ringing defaults to ON.*
  -  *Global Off-Hook Ringing must be ON (default) for any function key to operate with off-hook ringing.*

### Switching Between the Desktop Multiline Telephone and the Cordless DECT Terminals Using the Base Unit:

When the Cordless DECT Terminals is associated with a Multiline Telephone the following is applicable:

- Switching between the cordless mode and desk mode must be done while both telephones are idle.
- A call in progress cannot be switched between the Cordless DECT Terminals and the associated Multiline Telephone.
- Switching held calls between the Cordless DECT Terminals and the associated Multiline Telephone is not recommended because line key LED indications are not provided.

### Switching from Multiline Telephone and *D<sup>term</sup>* Cordless Lite Telephone:

1. Press the Cordless button on the base unit.

### To switch from *D<sup>term</sup>* Cordless Lite II Telephone to Multiline Telephone:

1. Press the **DESK** button on the base unit.

For additional Operating Procedures, refer to the Cordless DECT Terminals (DTL-8R-1( )) Owner's Guide.

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## *Cordless Telephone Connection*

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### **Description**

Using an AP(R)-R( )/AP(A)-R( ) Unit for a DTR telephone, or an APR-L( ) for DTL telephones, an analog-type cordless telephone can be connected to a multiline terminal.

The CD-4LCA with PZ-4LCA Daughter Board, CD-8LCA with PZ-8LCE Daughter Board and the SLTII(1)-U( ) ADP also support cordless telephones, but this feature refers to multiline terminal cordless connection.

### **Conditions**

- A voice announced internal call to the multiline terminal does not ring the cordless telephone.
- Only one cordless single line telephone can be connected to an APR-L( ), AP(R)-R( ), or AP(A)-R( ) Unit.
- When CO Prime Line is assigned to the associated multiline terminal, internal dial tone cannot be transferred to the cordless telephone.
- The cordless telephone requires a PBR circuit while dialing. When all PBR circuits are busy, a busy tone is heard when the phone goes off-hook.
- Depending on your environment, the maximum number of cordless devices used without interference varies.
- This feature works with analog-type cordless single line telephones.
- The multiline terminal user and the associated cordless telephone user cannot talk to each other.
- An APR-L( ), AP(A)-R( ) or AP(R)-R( ) Unit with hookflash enabled follows the same operating procedures as a single line terminal connected to a CD-4LCA with PZ-4LCA Daughter Board or CD-8LCA with PZ-8LCE Daughter Board.
- The multiline terminal LCD displays normal information for multiline terminal when a cordless terminal is used.
- When the multiline terminal user goes off-hook before the cordless single line telephone user, a PBR circuit is not connected for the cordless single line telephone.
- The cordless telephone must be installed within 3 metres (10 feet) of the AP(R)-R( ), AP(A)-R( ) Unit or APR-L( ) Unit.
- The following features are supported by an APR-L( ) AP(R)-R( ) or AP(A)-R( ):
  - Initiate conference
  - Change station name

- Privacy release by pressing line key
  - Group Listen
  - DSS/BLF indication
  - Headset Ringing
- The APR-L( ) AP(R)-R( ) and AP(A)-R( ) only support DTMF signaling, DP is not supported.

### **Default Setting**

None

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## **System Availability**

### **Terminals**

- Any DTH/DTR terminal with an AP(A)-R( ) or AP(R)-R( ) Unit except the *DTR-2DT-1( ) TEL*
- Any DTL terminal with an APR-L( ) Unit except the *DTL-2DT-1( ) TEL*

### **Required Component(s)**

2500-type cordless Single Line Telephone

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## **Related Features**

**Ancillary Device Connection**

**Class of Service**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

 *The items highlighted in gray are read only and cannot be changed.*

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-01	<b>ETU Setup (DLC PKG Setup) – Terminal Type (B1)</b>	Use to setup and confirm the Basic Configuration data for terminal type (B1).	0 = Not set 1 = Multiline Terminal 2 = SLT Adapter 3 = Bluetooth Cordless Handset 6 = PGD (Paging) 7 = PGD (Tone Ringer) 8 = PGD (Doorbox) 9 = PGD (ACI) 10 = DSS Console 11 = -- Not Used -- (default = 0)		✓	
10-03-02	<b>ETU Setup (DLC PKG Setup) – Logical Port Number (B1)</b>	Use to setup and confirm the Basic Configuration data for logical port number (B1).	0 = Not set 1 = Multiline Terminal (1~256) 2 = SLT Adapter (1~256) 6 = PGD(2)-U( ) ADP (Paging) (1~8) 7 = PGD(2)-U( ) ADP (for Tone Ringer) (1~8) 8 = PGD(2)-U( ) ADP (for Door Box) (1~8) 9 = PGD(2)-U( ) ADP (for ACI) (1~96) 10 = DSS (1~32) 11 = -- Not Used -- (default = 0)		✓	
10-03-04	<b>ETU Setup (DLC PKG Setup) – Optional Installed Unit 1 (Only Applies to DTH/DTR telephones)</b>	Use to setup and confirm the Basic Configuration data for optional installed Unit 1.	0 = None 1 = APR Module 2 = APA Module 3 = ADA Module 4 = CTA/CTU Module (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-05	<b>ETU Setup (DLC PKG Setup) – Optional Installed Unit 2</b>	Use to setup and confirm the Basic Configuration data for optional installed Unit 2.	0 = None 1 = APR Module 2 = APA Module 3 = ADA Module 4 = CTA/CTU Module (default = 0)		✓	
10-03-06	<b>ETU Setup (DLC PKG Setup) – Terminal Type (B2)</b>	Use to setup and confirm the Basic Configuration data for terminal type.	0 = Not set 6 = PGD(2)-U( ) ADP (Paging) 7 = PGD(2)-U( ) ADP (Tone Ringer) 8 = PGD(2)-U( ) ADP (Door Box) 9 = PGD(2)-U( ) ADP (ACI) 12 = APR (B2 Mode) (default = 0)		✓	
10-03-07	<b>ETU Setup (DLC PKG Setup) – Logical Port Number (B2)</b>	Use to setup and confirm the Basic Configuration data for logical port number (B2).	0 = Not Set 6 = PGD(2)-U( ) ADP (Ext. Speaker) 7 = PGD(2)-U( ) ADP (Paging/Tone Ringer = 1~8) 8 = PGD(2)-U( ) ADP (for Door Box = 1~8) (ACI) = (1~96) 9 = PGD(2)-U( ) ADP 12 = APR (for B2 Mode) (193~512) (default = 0)		✓	
10-03-08	<b>ETU Setup (BRIA PKG Setup) – Dial Sending Mode</b>	Setup and confirm the Basic Configuration data for each CD-2BRIA. Select either enblock or overlap sending.	0 = Enblock Sending 1 = Overlap Sending (default = 1)		✓	
10-03-09	<b>ETU Setup (BRIA PKG Setup) – Dial Information Element</b>	Setup and confirm the Basic Configuration data for each CD-2BRIA. If Overlap Sending is selected in Program 10-03-08, select either Keypad Facility (0) or Called Party Number (1) for the dial information element.	0 = Keypad Facility 1 = Called Party Number (default = 0)		✓	
10-03-10	<b>ETU Setup – Telephone Option Information</b>	Shows optional adapter information.	0 = No option 1 = APR 2 = ADA 3 = BHA (default = 0)		✓	
10-03-11	<b>System Configuration Setup – Telephone Option Information</b>	Shows optional adapter information.	0 = No option 1 = PSA/PSD 2 = Bluetooth Cordless Handset (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-07-01	<b>Programmable Function Keys</b>	Use to assign functions to multiline terminal line keys.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)		✓	
20-07-02	<b>Class of Service Options (Administrator Level) – Changing the Music on Hold Tone</b>	Turns Off or On an extension user ability to change the Music on Hold tone.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-03	<b>Class of Service Options (Administrator Level) – Time Setting</b>	Turns Off or On an extension user ability to set the Time via Service Code 728.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-07-04	<b>Class of Service Options (Administrator Level) – Storing Speed Dialing Entries</b>	Turns Off (0) or On (1) an extension to store System or Group Speed Dialing numbers.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-07-05	<b>Class of Service Options (Administrator Level) – Set/Cancel Automatic Trunk-to-Trunk Transfer</b>	Turns On (1) or Off (0) the ability of an extension user to use the Trunk-to-Trunk Forwarding service codes.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-07-10	<b>Class of Service Options (Administrator Level) – Programmable Function Key Programming (Appearance Level)</b>	Turns Off (0) or On (1) the ability for an extension user to program the Appearance function keys using Service Code 752.	0 = Off 1 = On (default = 1 for COS 01~15)		✓	
20-07-11	<b>Class of Service Options (Administrator Level) – Forced Trunk Disconnect (analog trunk only)</b>	Turns Off (0) or On (1) an extension user to use Forced Trunk Disconnect. This allows the extension to disconnect an Unsupervised Conference in progress.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-12	<b>Class of Service Options (Administrator Level) – Trunk Port Disable</b>	Turns Off (0) or On (1) the extension user ability to use the Trunk Port Disable feature.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-13	<b>Class of Service Options (Administrator Level) – VRS Record (VRS Msg Operation)</b>	Turns Off (0) or On (1) an extension user ability to record, erase and listen to VRS messages.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-07-14	<b>Class of Service Options (Administrator Level) – VRS General Message Play</b>	Turns an extension Off (0) or On (1) to dial 4 or Service Code 611 to listen to the General Message.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-15	<b>Class of Service Options (Administrator Level) – VRS General Message Record/Delete</b>	Turns Off (0) or On (1) an extension for dialing Service Code 612 and record, listen to, or erase the General Message.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-18	<b>Class of Service Options (Administrator Level) – SMDR Printout Accumulated Extension Data</b>	Use to define the Class of Service (COS) for the SMDR printout of accumulated extension data.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-19	<b>Class of Service Options (Administrator Level) – SMDR Printout Department Group (STG) Data</b>	Use to define the Class of Service (COS) for the SMDR printout of department group (STG) data.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-20	<b>Class of Service Options (Administrator Level) – SMDR Printout Accumulated Account Code Data</b>	Use to define the Class of Service (COS) for the SMDR printout of accumulated account code data.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-24	<b>Class of Service Options (Administrator Level) – Set/Cancel Private Call Refuse</b>	Enable or Disable an extension user ability to set or cancel Private Call Refuse.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-07-25	<b>Class of Service Options (Administrator Level) – Set/Cancel Caller ID Refuse</b>	Enable or Disable an extension user ability to set or cancel Caller ID Refuse.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-07-26	<b>Class of Service Options (Administrator Level) – Dial-In Mode Switch</b>	Enable or Disable an extension user ability to set or cancel dial-in mode switch.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-07-27	<b>Class of Service Options (Administrator Level) – Do-Not-Call Administrator</b>	Enable or Disable an extension user ability to set or cancel do not call administrator.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-01	<b>Class of Service Options (Outgoing Call Service) – Intercom Calls</b>	Turns Off or On Intercom calling for the extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-08-02	<b>Class of Service Options (Outgoing Call Service) – Trunk Outgoing Calls</b>	Turns Off (0) or On (1) outgoing trunk calling for the extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-03	<b>Class of Service Options (Outgoing Call Service) – System Speed Dialing</b>	Turns Off (0) or On (1) an extension user ability to make outbound calls using system speed dial numbers.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-04	<b>Class of Service Options (Outgoing Call Service) – Group Speed Dialing</b>	Turns Off (0) or On (1) an extension user ability to make outbound calls using group speed dial numbers.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-06	<b>Class of Service Options (Outgoing Call Service) – Toll Restriction Override</b>	Turns Off or On Toll Restricting Override (Service Code 663).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-08	<b>Class of Service Options (Outgoing Call Service) – Toll Restriction Dial Block</b>	Turns Off or On an extension user ability to use Dial Block.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-10	<b>Class of Service Options (Outgoing Call Service) – Signal/Voice Call</b>	Turns Off or On an extension allowing it to force Handsfree Answerback or Forced Intercom Ringing for outgoing Intercom calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-11	<b>Class of Service Options (Outgoing Call Service) – Protect for the Call Mode Switching from Caller</b>	When an extension is set to ring mode for ICM calls, enabling this option prevents callers from changing the call to voice announce mode.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-12	<b>Class of Service Options (Outgoing Call Service) – Department Group Step Calling</b>	Turns Off or On an extension user ability to use Department Group Step Calling.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-13	<b>Class of Service Options (Outgoing Call Service) – ISDN CLIP</b>	Determine if the ISDN calling line identity presentation and screening indicators are to be allowed.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-14	<b>Class of Service Options (Outgoing Call Service) – Call Address Information</b>	Use to define the Class of Service (COS) for call address information.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-08-15	<b>Class of Service Options (Outgoing Call Service) – Block Outgoing Caller ID</b>	Turns Off (0) or On (1) a user Class of Service from automatically blocking outgoing Caller ID information when a call is placed. If block is enabled, the system automatically inserts the Caller ID block code *67 (defined in Program 14-01-21) before the user dialed digits (this requires Program 14-02-10 to be enabled). If block is disabled, the system outdials the call just as it was dialed by the user.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-16	<b>Class of Service Options (Outgoing Call Service) – Display E911 Dialed Extension Name and Number</b>	Turns Off or On an extension ability to display the name and number of the extension that dialed 911 (US Only).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-17	<b>Class of Service Options (Outgoing Call Service) – ARS Override of Trunk Access Map</b>	Turns Off or On an extension ability to override the trunk access map programming for outgoing calls.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-22	<b>Class of Service Options (Outgoing Call Service) – Voice Over to busy Virtual Extension</b>	Use to define the Class of Service (COS) for voice over to busy virtual extension.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-09-01	<b>Class of Service Options (Incoming Call Service) – Second Call for DID/DISA/DIL/ E&amp;M Override</b>	Turns Off (0) or On (1) the extension ability to receive a second call from a DID, DISA, DIL, or tie line caller.  ✎ <i>With this option set to 1, the destination extension must be busy for a second DNIS caller to ring through. If the destination extension does not have a trunk or CAP key available for the second call and a previous call is ringing the extension but has not yet been answered, the second caller hears busy regardless of this program setting.</i>	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-09-05	<b>Class of Service Options (Incoming Call Service) – Signal/Voice Call</b>	Turns Off or On an extension user ability to enable Handsfree Answerback or Forced Intercom Ringing for their incoming Intercom calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-09-08	<b>Class of Service Options (Incoming Call Service) – Calling Party Information</b>	Turns Off or On and extension ability to display calling party information on CCIS calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-01	<b>Class of Service Options (Answer Service) – Group Call Pickup (Within Group)</b>	Turns Off or On Group Call Pickup for calls ringing an extension Pickup Group as well as ring group calls (Service Code *#).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-10-02	<b>Class of Service Options (Answer Service) – Group Call Pickup (Another Group)</b>	Turns Off or On Group Call Pickup for calls ringing outside a group (Service Code 769).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-03	<b>Class of Service Options (Answer Service) – Group Call Pickup for Specific Group</b>	Turns Off or On Group Call Pickup for a specific group using service code 768.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-04	<b>Class of Service Options (Answer Service) – Telephone Call Pickup</b>	Turns Off or On an extension user ability to pick up a call ringing into a Pickup Group (Service Codes *#).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-05	<b>Class of Service Options (Answer Service) – Directed Call Pickup for Own Group</b>	Turns Off or On Directed Call Pickup for calls ringing an extension Pickup Group (Service Code 756).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-06	<b>Class of Service Options (Answer Service) – Meet-Me Conference and Paging</b>	Turns Off (0) or On (1) an extension to use Meet-Me Conference and Paging.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-07	<b>Class of Service Options (Answer Service) – Automatic Off-Hook Answer</b>	Turns Off (0) or On (1) an extension to use Universal Auto Answer (no service code required).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-10-08	<b>Class of Service Options (Answer Service) – Virtual Extension Off-Hook Answer</b>	Turns Off (0) or On (1) an extension user ability to answer an incoming call on a Call Arrival (CAR)/ Secondary Incoming Extension (SIE)/ Virtual Extension simply by lifting the handset.	0 = Off 1 = On (default = 1 for COS 01~15)		✓	
20-10-09	<b>Class of Service Options (Answer Service) – Call Pickup Callback</b>	Turns Off or On an extension user ability to use Call Pickup to Pick up Callback calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-01	<b>Class of Service Options (Hold/ Transfer Service) – Call Forward All</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forward Immediate.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-02	<b>Class of Service Options (Hold/ Transfer Service) – Call Forward When Busy</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forwarding when Busy.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-03	<b>Class of Service Options (Hold/ Transfer Service) – Call Forwarding When Unanswered</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forwarding when Unanswered.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-11-04	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding (Both Ringing)</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forwarding with Both Ringing.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-05	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding with Follow Me</b>	In an extension's Class of Service, turns On (1) or Off (0) an extension user ability to set Call Forward with Follow Me.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-06	<b>Class of Service Options (Hold/Transfer Service) – Unscreened Transfer (Ring Inward Transfer)</b>	Turns Off (0) or On (1) an extension user ability to use Unscreened Transfer.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-09	<b>Class of Service Options (Hold/Transfer Service) – Group Hold Initiate</b>	Turns Off or On an extension user ability to initiate a Group Hold.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-10	<b>Class of Service Options (Hold/Transfer Service) – Group Hold Answer</b>	Turns Off or On an extension user ability to pick up a call on Group Hold.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-12	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding Off-Premise (External Call Forwarding)</b>	In an extension Class of Service, turns On (1) or Off (0) user setting up Call Forwarding Off-Premise at the extension.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-13	<b>Class of Service Options (Hold/Transfer Service) – Operator Transfer After Hold Callback</b>	Turns Off or On an extension ability to have a call which recalls from hold transfer to the operator.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-14	<b>Class of Service Options (Hold/Transfer Service) – Trunk-to-Trunk Transfer Restriction</b>	Turns Off (0) or On (1) the Trunk-to-Trunk Transfer Restriction. If enabled, Trunk-to-Trunk Transfer is not possible.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-15	<b>Class of Service Options (Hold/Transfer Service) – VRS Personal Greeting (Message Greeting)</b>	Turns Off or On an extension user ability to dial Service Code *4 7 to record, listen to or erase the Personal Greeting Message.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-16	<b>Class of Service Options (Hold/Transfer Service) – Call Redirect</b>	Turns Off (0) or On (1) a multiline terminal user ability to transfer a call to a predefined destination (such as an operator, voice mail, or another extension) without answering the call.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-17	<b>Class of Service Options (Hold/Transfer Service) – Department Group Trunk-to-Trunk Transfer (Each Telephone Group Transfer)</b>	Turns On (1) or Off (0) the ability of an extension user in a Department Group to use the Trunk-to-Trunk Forwarding service codes.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-11-18	<b>Class of Service Options (Hold/ Transfer Service) – No Recall</b>	Allow (0) or Deny (1) answered Transferred calls from recalling the originating extension	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-19	<b>Class of Service Options (Hold/ Transfer Service) – Hold/ Extended Park</b>	Determine whether an extension Class of Service should allow normal or extended Park (0 = Normal for Program 24-01-06, 1 = Extended for Program 24-01-07).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-20	<b>Class of Service Options (Hold/ Transfer Service) – No Callback</b>	Turns Off or On an extension ability to receive Callbacks.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-21	<b>Class of Service Options (Hold/ Transfer Service) – Restriction for Tandem Trunking on Hang Up</b>	Allow (0) or Deny (1) an extension users ability to set up a tandem/ conference call automatically when they hang up.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-23	<b>Class of Service Options (Hold/ Transfer Service) – CAR/VE Call Forward Set/Cancel</b>	In an extension Class of Service, turns On (1) or Off (0) the user ability to set and cancel Call Forwarding for a CAR or Virtual Extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-24	<b>Class of Service Options (Hold/ Transfer Service) – Trunk Park Hold Mode</b>	Set the hold type when a trunk call is put on hold by an extension user.	0 = Non Exclusive Hold (Off) 1 = Exclusive Hold (On) (default = 1 for COS 1~15)		✓	
20-11-25	<b>Class of Service Options (Hold/ Transfer Service) – Transfer Park Call</b>	Turns On or off an extensions ability to transfer a parked call.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-12-03	<b>Class of Service Options (Charging Cost Service) – Cost Display (TTU)</b>	ISDN billing information	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-01	<b>Class of Service Options (Supplementary Service) – Long Conversation Alarm</b>	Turns Off (0) or On (1) the Warning Tone for Long Conversation (not for single line telephones).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-02	<b>Class of Service Options (Supplementary Service) – Long Conversation Cutoff (Incoming)</b>	Turns Off or On an extension user ability to use Long Conversation Cutoff for incoming calls.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-03	<b>Class of Service Options (Supplementary Service) – Long Conversation Cutoff (Outgoing)</b>	Turns Off or On an extension user ability to use Long Conversation Cutoff for outgoing calls.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-04	<b>Class of Service Options (Supplementary Service) – Call Forward/DND Override (Bypass Call)</b>	Turns On or Off the ability to use Call Forwarding/DND Override.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-05	<b>Class of Service Options (Supplementary Service) – Intercom Off-Hook Signaling</b>	Turns On (1) or Off (0) the ability of an extension to receive Off-Hook Signals.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-06	<b>Class of Service Options (Supplementary Service) – Automatic Off-Hook Signaling (Automatic Override)</b>	Allows a busy extension ability to Manually (0) or Automatically (1) receive off-hook signals.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-07	<b>Class of Service Options (Supplementary Service) – Message Waiting</b>	Turns Off (0) or On (1) an extension ability to leave Message Waiting.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-10	<b>Class of Service Options (Supplementary Service) – Barge-In Monitor</b>	In an extension Class of Service, enable the Barge-In Speech Mode (0) or Monitor Mode (1) at the initiating extension (i.e., Barge-In initiator).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-11	<b>Class of Service Options (Supplementary Service) – Room Monitor, Initiating Extension</b>	Turns Off (0) or On (1) an extension user ability to Room Monitor other extensions.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-12	<b>Class of Service Options (Supplementary Service) – Room Monitor, Extension Being Monitored</b>	Turns Off (0) or On (1) an extension ability to be monitored.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-13	<b>Class of Service Options (Supplementary Service) – Continued Dialing (DTMF) Signal on ICM Call</b>	Turns Off (0) or On (1) the extension user ability to use Continued Dialing, which allows DTMF signal sending while talking on extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-14	<b>Class of Service Options (Supplementary Service) – Department Calling (PLT No Called Extension)</b>	Turns Off or On an extension user ability to call a Department Group Pilot.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-15	<b>Class of Service Options (Supplementary Service) – Barge-In, Initiate</b>	Turns Off (0) or On (1) an extension user ability to barge-in on other's calls.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-16	<b>Class of Service Options (Supplementary Service) – Barge-In, Receive</b>	In an extension Class of Service, turns On (1) or Off (0) Barge-In at the receiving extension (i.e., Barge-In receive).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-17	<b>Class of Service Options (Supplementary Service) – Barge-In Tone/Display (Intrusion Tone)</b>	In an extension Class of Service, turns On (1) or Off (0) the Barge-In (Intrusion) Tone. If disabled, this also turns off the Barge-In display at the called extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-20	<b>Class of Service Options (Supplementary Service) – Account Code/Toll Restriction Operator Alert (Restricted Operation Transfer)</b>	Turns Off or On operator alert when an extension improperly enters an Account Code or violates Toll Restriction.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-21	<b>Class of Service Options (Supplementary Service) – Extension Name</b>	Turns Off (0) or On (1) an extension user ability to program the name.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-22	<b>Class of Service Options (Supplementary Service) – Busy Status Display (Called Party Status)</b>	Turns Off or On the ability to display the detail state of called party.  <i>This applies only to the multiline terminal.</i>	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-23	<b>Class of Service Options (Supplementary Service) – Display the Reason for Transfer</b>	Select whether an extension should display the reason a call is being transferred to their extension (Call Forward Busy, Call Forward No Answer, DND).  <i>This only applies to the multiline terminal.</i>	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-24	<b>Class of Service Options (Supplementary Service) – Privacy Release by Pressing Line Key</b>	Turns Off or On a user ability to press a line key to barge into an outside call. The Barge-In feature must be enabled if this option is to be used.  <i>This applies only to the multiline terminal.</i>	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-26	<b>Class of Service Options (Supplementary Service) – Group Listen</b>	Turns Off or On an extension ability to use Group Listen.  <i>This applies only to the multiline terminal.</i>	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-27	<b>Class of Service Options (Supplementary Service) – Busy on Seizing Virtual Extension</b>	If set to 1, a busy extension can be called, while someone is talking on a virtual extension key. Program 20-13-06 (Call Waiting) must be set to off for this option to work.	1 = On 0 = Off (default = 1 for COS 01~15)		✓	
20-13-28	<b>Class of Service Options (Supplementary Service) – Allow Class of Service to be Changed</b>	Turns Off or On the ability of an extension COS to be changed via Service Code 677.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-29	<b>Class of Service Options (Supplementary Service) – Paging Display</b>	Turns Off (0) or On (1) an extension user ability to display paging information.  <i>This applies only to the multiline terminal..</i>	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-30	<b>Class of Service Options (Supplementary Service) – Background Music</b>	In an extension Class of Service, Allow (1) or Deny (0) an extension user from turning Background Music on and off.  <i>This applies only to the multiline terminal.</i>	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-31	<b>Class of Service Options (Supplementary Service) – Connected Line Identification (COLP)</b>	Use to define the supplementary feature availability for each extension Class of Service (COS).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-32	<b>Class of Service Options (Supplementary Service) – Deny Multiple Barge-Ins</b>	In an extension Class of Service, Allow (1) or Deny (0) the extension ability to have multiple users Barge-In to their conversation.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-33	<b>Class of Service Options (Supplementary Service) – ACD Supervisor's Position Enhancement</b>	This option must be on for the operator to use service codes in Program 11-13-10 through Program 11-13-13.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-34	<b>Class of Service Options (Supplementary Service) – Block Manual Off-Hook Signaling</b>	Turns Off (0) or On (1) an extension ability to block off-hook signals manually sent from a co-worker.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-35	<b>Class of Service Options (Supplementary Service) – Block Camp-On</b>	Use this option to Turns On (1) or Off (0) extension ability to block callers from dialing # to camp-on.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-39	<b>Class of Service Options (Supplementary Service) – ACD Queue Status Display</b>	Turns Off or On the ACD Queue Status Display for an extension Class of Service. Any extension which has this option enabled also hears the queue alarm.  <i>This applies only to the multiline terminal.</i>	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-40	<b>Class of Service Options (Supplementary Service) – Do Not Disturb</b>	Turns Off or On an extension user ability to set or cancel Do Not Disturb.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-42	<b>Class of Service Options (Supplementary Service) – Extension Data Swap Enabling</b>	Turns Off or On an extension user ability to use the Station Relocation feature.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-44	<b>Class of Service Options (Supplementary Service) – Live Monitor Enabling</b>	Turns Off or On an extension user ability to use Live Monitor.  <i>This applies only to the multiline terminal.</i>	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-48	<b>Class of Service Options (Supplementary Service) – Station Name Display</b>	Determine if a station Number is displayed (On) or not displayed (Off) in the LCD when the phone is idle.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-49	<b>Class of Service Options (Supplementary Service) – BLF Indication on CO Incoming State</b>	Determine if a BLF of the station lights when a Normal CO call is ringing the phone.  <i>This applies only to the multiline terminal.</i>	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-50	<b>Class of Service Options (Supplementary Service) – Number and Name appear in the directory</b>	Determine if the station logged in via AIC codes shows which queue the call is coming from.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-51	<b>Class of Service Options (Supplementary Service) – Number and Name appear in the directory</b>	Determine if an extension name and number are listed (On) or unlisted (Off) in the directory.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

## Operation

### To make a call using a cordless single line telephone:

1. Go off-hook.
2. Dial the station number or dial the Trunk Access Code and telephone number.

### To answer a call using a cordless single line telephone:

When the Multiline Terminal is ringing, the incoming call can be answered by the cordless single line telephone user by going off-hook, when ringing line preference is assigned for the multiline terminal.

### To transfer a call from a cordless single line telephone to its associated multiline terminal:

1. The multiline terminal user goes off-hook.
2. The single line telephone user goes on-hook (at this time, the call is automatically connected to the multiline terminal).

### To transfer a call from a multiline terminal to its associated cordless single line telephone:

1. The single line telephone user goes off-hook (at this time, the call is automatically connected to the single line telephone).
2. The multiline terminal user goes on-hook.

### To use Hookflash:

Refer to the operation for Single Line Telephone Access.

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# Data Line Security

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## Description

Data Line Security protects any station port from receiving audible tones (such as Camp-On or Override) and denies a station from barging in while busy to prevent disruption of data transmission when using a modem or facsimile machine.

### Conditions

- When a multiline terminal and a single line telephone are assigned for Data Line Security, Tone Override/Voice Override and Call Alert notification tone are not heard over the handset speaker.
- Data Line Security protects a station from Barge-in, even when Barge-In is allowed in Class of Service.
- When any multiline terminal or single line telephone calls a station with Data Line Security, a constant busy tone is heard.

### Default Setting

None

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## System Availability

### Terminals

All Terminals

### Required Component(s)

None

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## Related Features

None

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## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-09-05	<b>Class of Service Options (Incoming Call Service) – Signal/Voice Call</b>	Turns Off or On an extension ability to enable Handsfree Answerback or Forced Intercom Ringing for their incoming Intercom calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-09-06	<b>Class of Service Options (Incoming Call Service) – Incoming Time Display</b>	If this option is set to 1, the Incoming Call Time is displayed on the multiline terminal LCD while the telephone is ringing.	0 = Off 1 = On (default = 0 for COS 01~15)	✓		
20-09-07	<b>Class of Service Options (Incoming Call Service) – Call Queuing</b>	Turns Off or On an extension ability to have calls queued if a call rings the extension when it is busy.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-05	<b>Class of Service Options (Supplementary Service) – Intercom Off-Hook Signaling</b>	Turns Off or On an extension ability to receive Off-Hook signals.  <i>20-09-07 must be set to 0 also for this to be effective.</i>	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-13-06	<b>Class of Service Options (Supplementary Service) – Automatic Off-Hook Signaling (Automatic Override)</b>	Allows a busy extension ability to Manually (0) or Automatically (1) receive Off-Hook signals.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-13-35	<b>Class of Service Options (Supplementary Service) – Block Camp-On</b>	Use this option to Turns Off or On extension ability to block callers from dialing # to camp-on.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	

## Operation

None

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## *Delayed Ringing*

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### **Description**

Delayed Ringing allows programmed secondary answering positions to ring on incoming calls after a programmed time. This feature applies to CO/PBX lines, Secondary Incoming Extensions, Virtual Extensions, and Call Arrival Keys.

### **Conditions**

- An extension user can answer an outside call just by lifting the handset (depending on programming).
- Terminals must have a CAP or CO line appearance for a trunk call to be answered on the telephone.

### **Default Settings**

None

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### **System Availability**

#### **Terminals:**

All Terminals

#### **Required Component(s)**

None

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### **Related Features**

**Call Arrival (CAR) Keys**

**Central Office Calls, Answering**

**Secondary Incoming Extension**

**Virtual Extensions**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-07-01	Trunk Access Map Setup	Set up the Trunk Access Maps. This sets the access options for trunks. Ring Group programming overrides Access Map programming.	0 = No access 1 = Outgoing access only 2 = Incoming access only 3 = Access only when trunk on Hold 4 = Outgoing access and access when trunk on Hold 5 = Incoming access and access when trunk on Hold 6 = Incoming and Outgoing access 7 = Incoming access, outgoing access and access when trunk on Hold Trunk Access Maps: 1~200 Default: Access Maps 1~200 = Trunk Ports 1~200 assigned with option 7 access (incoming and outgoing access and access when trunk is on Hold).			✓
15-06-01	Trunk Access Map for Extensions	Assign Trunk Access Maps to extensions.	Trunks 1~200 (default = 1)			✓
15-07-01	Programmable Function Keys	Assign CAR/SIE/VE function keys (code *03 + extension number) or CO function keys (Code *01 + trunk port) on multiline terminals.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-09-01	<b>Virtual Extension Ring Assignment</b>	Individually program an extension Virtual Extension key(s) to either ring (1) or not ring (0).	Mode 1: 0 = Not Ring 1 = Ring (default = 0)	✓		
15-11-01	<b>Virtual Extension Delayed Ring Assignment</b>	Use to assign the delayed ringing options for an extension Virtual Extension or Virtual Extension Group Answer keys (defined in Program 15-09).	KY01 Mode 1: 0 = (No) Immediate Ring 1 = (Yes) Delay Ring (default = 0)	✓		
20-04-03	<b>System Options for Virtual Extensions – CAR/SIE/Virtual Extension Delay Interval</b>	CAR Keys/SIE Keys/Virtual Extensions set for Delayed Ringing (see Program 15-11) ring the extension after this interval.	0~64800 (seconds) (default = 10 seconds)		✓	
22-01-04	<b>System Options for Incoming Calls – DIL No Answer Recall Time</b>	A DIL that rings its programmed destination longer than this interval diverts to the DIL No Answer Ring Group (set in Program 22-08).	0~64800 (seconds) (default = 0 seconds)	✓		
22-02-01	<b>Incoming Call Trunk Setup</b>	Use this option to set the feature type for the trunk you are programming.	Trunks 1~200 0 = Normal 1 = VRS (second dial tone if no VRS installed) 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie line 6 = Delayed VRS 7 = ANI/DNIS 8 = DID(DDI) Mode Switching (default = 0)	✓		
22-08-01	<b>DIL/IRG No Answer Destination</b>	If an incoming trunk call rings longer than the DIL No Answer Time (Program 22-01-04), it routes to the destination you specify in this option. Determine if the destination should be a Ring Group, In-Skin/External Voice Mail, or Central Voice Mail.	0 (No Setting) 001~100 (Incoming Ring Group) 102 (In-Skin/External Voice Mail or VM8000 InMail) (default = 1)	✓		

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## Operation

### To answer Delay Ringing calls:

1. Go off-hook.  
- OR -  
Press **Answer**.  
- OR -  
Press the flashing key.  
 *Either Trunk key or CAR/SIE/VE key.*

### To program a CAR/SIE/VE key on a phone:

1. Press **Speaker**.
2. Dial **752**.
3. Press the key you want to program.
4. Dial **\*03**.
5. Dial the number of the extension you want to appear on the key.
6. Press **Hold** once for Immediate Ring (skip to step 8 for Delayed Ring).
7. Dial the mode number in which the key rings.  
1 = Day 1  
2 = Night 1  
3 = Midnight 1  
4 = Rest 1  
5 = Day 2  
6 = Night 2  
7 = Midnight 2  
8 = Rest 2
8. Press **Hold** for a second time for Delayed Ring, or Skip to step 10.
9. Dial the mode number in which the key delay rings.  
1 = Day 1  
2 = Night 1  
3 = Midnight 1  
4 = Rest 1  
5 = Day 2  
6 = Night 2  
7 = Midnight 2  
8 = Rest 2
10. Press **Speaker**.

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## Department Calling

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### Description

With Department Calling, an extension user can call an idle extension in a preprogrammed Department Group (64 Department Groups available) by dialing the group pilot number. For example, this would let a caller dial the Sales department just by knowing the Sales department pilot number. The caller does not have to know any of the Sales department extension numbers.

Two types of routing are available with Department Calling: Priority Routing and Circular Routing. With Priority Routing, an incoming call routes to the highest priority extensions first. Lower priority extensions ring only if all higher priority extensions are busy. With Circular Routing, each call rings a new extension.

### Overflow Routing

Department Calling also provides overflow routing for extensions within the group. If a user directly dials a busy extension in a Department Group, the system can optionally route the call to the first available group member. The system follows Program 22-15-01 ~ 22-15-07 for playing the periodic VRS message.

Department Calling also allows for each Department group to transfer calls to a predefined Speed dial bin (Program 24-05-01) immediately or after a Delayed time (Program 24-02-08). Internal and transferred calls are not supported for Delayed transfer.

### DID and Overflow Routing

Three types of Overflow are supported for DID calls:

Immediate Transfer:

This feature can be enabled or disabled by using a (58) key programmed in Program 15-07. It can also be done by using the service codes in Program 11-11-25 (set) and Program 11-11-26 (cancel). When this feature is activated, any DID calls pointed directly to the Pilot Number go immediately to the transfer destination and do not ring anyone in the group. To set up the destination you use Program 24-05 and Program 13-04. Once these programs are set, the access code assigned in Program 11-11-27 can be used to change the destination as needed.

Delay:

This feature can be enabled or disabled by using a (59) key programmed in Program 15-07. It can also be done by using service codes assigned in Program 11-11-28 (set) and Program 11-11-29 (cancel). When this feature is activated, any DID calls pointed directly to the Pilot follow one of the two patterns:

- If all available members are busy or logged out, the call goes immediately to the transfer destination.
- If agents are logged in and not busy, the call comes in and hunts through the idle members until the timer in Program 24-02-08 expires. Once this time expires, the call is routed to the transfer destination assigned in Program 24-05 and Program 13-04. Once these programs are assigned, the access code assigned in Program 11-11-27 can be used to change the destination as needed.

**DND:**

This feature can be enabled by using a (60) key programmed in Program 15-07 or by using service codes assigned in Program 11-11-30 (set) and Program 11-11-31 (cancel). When this feature is activated any DID pointed directly to the Pilot gets a busy tone and the call does not route.

**User Log Out/Log In**

An extension user can log out and log in to a Department Calling Group. By logging out, the user removes their extension from the group. Once logged out, Department Calling bypasses their extension. When they log back in, Department Calling routes to their extension normally. All users can dial a code to log in or log out of their Department Calling Group. A multiline terminal can optionally have a function key programmed to login/logout.

**Enhanced Hunting**

Department Calling is enhanced with expanded hunting abilities. Hunting sets the conditions under which calls to a Department Group pilot number will cycle through the members of the group. The hunting choices are:

 **Busy**

A call to the pilot number hunts past only a busy group member to the first available extension.

 **Not Answered**

A call to the pilot number cycles through the idle members of a Department Calling group. The call continues to cycle until it is answered or the calling party hangs up. If the Department Group has Priority Routing enabled, and the highest priority member is busy, the call does not hunt to the next available extension.

 **Busy or Not Answered**

A call to the pilot number cycles through the idle members of a Department Calling group. The call continues to cycle until it is answered or the calling party hangs up.

If all members of the Department Group are busy, an incoming or transferred call to the group pilot number queues for an available member. Each group has a queue that can hold any number of waiting calls. If a display telephone is waiting in queue, the user sees: *WAITING (group name)*. If a transferred call in queue is an outside call, and the system has DSP daughter board installed with the VRS, the queued caller hears, *"Please hold on. All lines are busy. Your call will be answered when a line becomes free."*

The VRS also can transfer calls to Department Groups. Refer to [Voice Response System \(VRS\) on page 2-1281](#) for information on setting up the VRS.

The system prevents hunting to a Department Group extension if it is:

- Busy on a call
- In Do Not Disturb
- Call Forwarded
- Logged Out

## Conditions

- When a DIL rings to a Department Group, the DIL may follow overflow programming (Program 22-01-04 and Program 22-08-01).
- If all agents are logged out and an intercom call to the Department Group is made you get a busy signal.
- Extensions in a Department Group which have Call Forwarding enabled are not included in the call hunt. The extension to which the user is forwarded does not receive the hunted calls. When you use the automatic Department Step calling (Program 16-01-03) it hunts only to members with the same or lower priority.
- Easily step call to an idle Department Group member if the member called is busy.
- A virtual extension can be programmed to receive multiple calls which can camp-on to the extension – no analog port is required.
- An extension user can Transfer a call to a Department Group Pilot number. If unanswered, the call recalls (depending on programming) the transferring extension after the Transfer Recall Time (Program 24-02-04).
- Voice mail uses one Department Group for voice mail.
- When Program 16-01-05 is set to (1) Automatic, all telephones in the Department group Ring for ICM calls & DID calls Directed to the Department Group Pilot Number only.
- The Overflow feature is only supported for DID calls pointed directly to the Pilot Number. POTS lines and transferred DIDs ignore the Overflow settings.
- When a Department Group is assigned as the VM Department Group in Program 45-01-01 it will only work as priority mode no matter what Program 16-01-02 is set to for that Department Group.
- Program 16-01-05 (Extension Group All Ring Mode Operation) does not work to a Secondary Department Group.

## Default Setting

Disabled

### Priority Routing

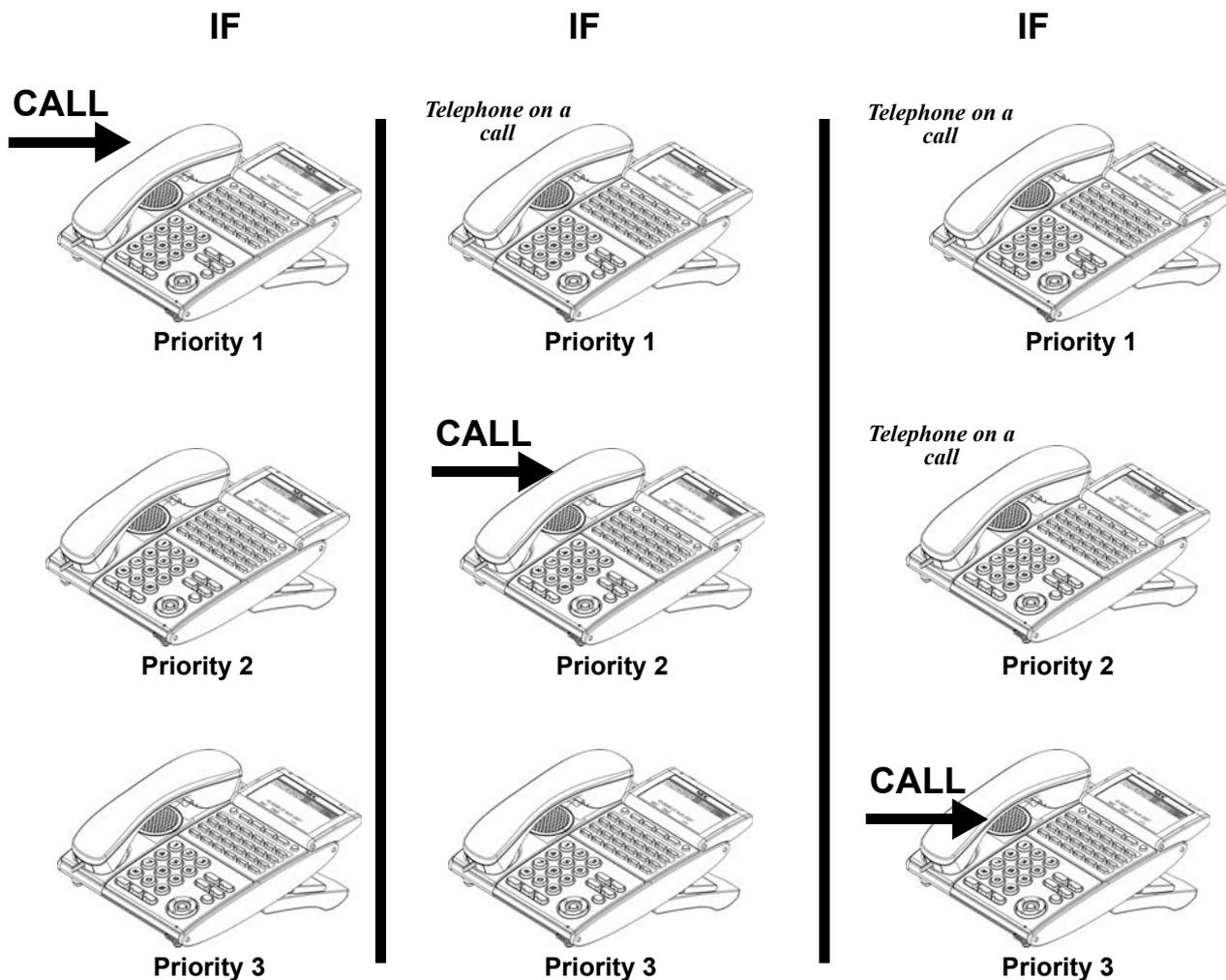


Figure 2-1 Department Calling Priority Call Routing

## Circular Routing

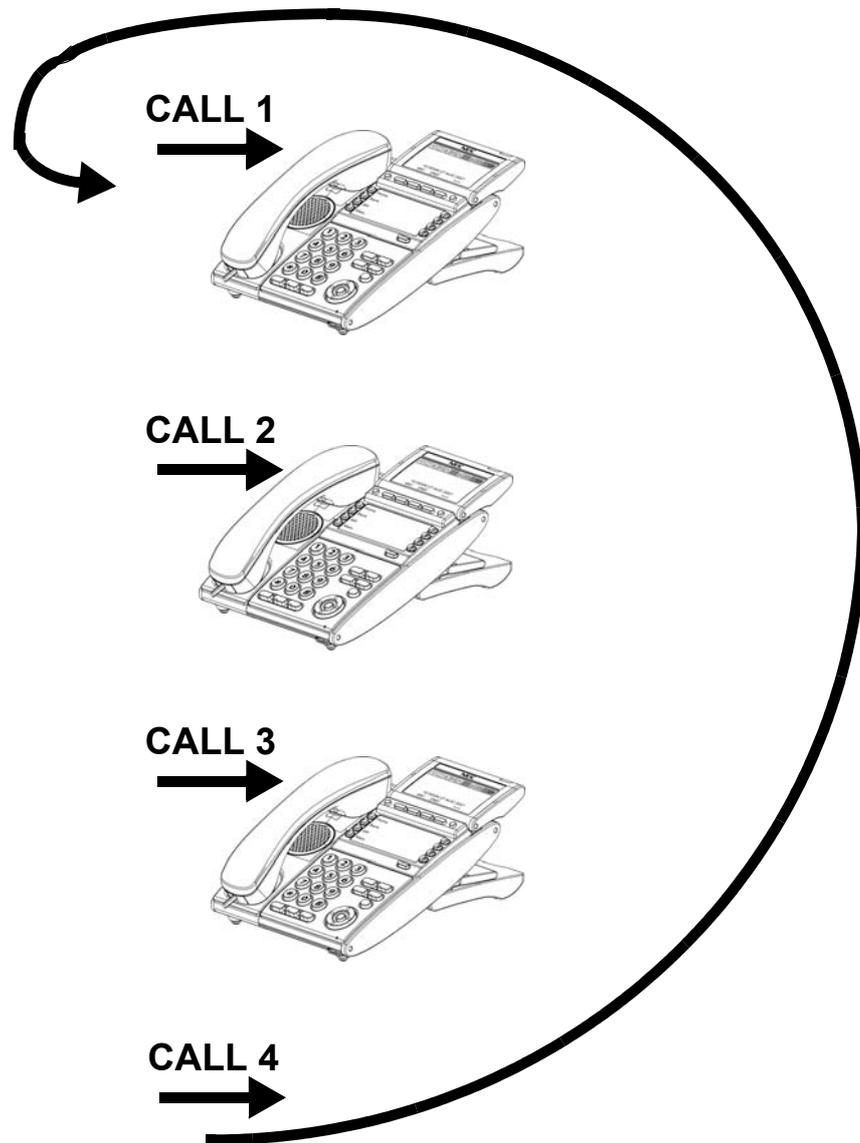


Figure 2-2 Department Calling Circular Routing

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## System Availability

### Terminals

All Terminals

### Required Component(s)

VRS for Messaging

## Related Features

Call Arrival (CAR) Keys

Call Forwarding

Department Step Calling

Transfer

VM8000 InMail

Voice Response System (VRS)

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-07-01	Department Group Pilot Numbers – Dial	Use to assign pilot numbers to each Department Group set up.	Up to eight digits (default not assigned)	✓		
11-11-25	Service Code Setup (for Setup/Entry Operation) – Automatic Transfer Setup for Each Extension Group	Use this option to set the service code to activate immediate automatic transfer for ICM and transferred calls to Department Groups.	MLT, SLT (default = 602)		✓	
11-11-26	Service Code Setup (for Setup/Entry Operation) – Automatic Transfer Cancellation for Each Extension Group	Use this option to set the service code to deactivate immediate automatic transfer for ICM and transferred calls to Department Groups.	MLT, SLT (default = 603)		✓	
11-11-27	Service Code Setup (for Setup/Entry Operation) – Destination of Automatic Transfer Each Extension Group	Use this option to set the service code for setting the destination for immediate automatic transfer for ICM and transferred calls to Department Groups.	MLT (default = 604)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-11-28	<b>Service Code Setup (for Setup/Entry Operation) – Delayed Transfer for Every Extension Group</b>	Use this service code to set the delayed transfer destination Department Group.	MLT, SLT (default = 605)		✓	
11-11-29	<b>Service Code Setup (for Setup/Entry Operation) – Delayed Transfer Cancellation for Each Extension Group</b>	Use this service code to cancel the delayed transfer destination Department Group.	MLT, SLT (default = 606)		✓	
11-12-09	<b>Service Code Setup (for Service Access) – Change to STG (Department Group) All Ring</b>	Use this option to set the service code for ringing all members of a Department Group.	MLT, SLT (default not assigned)		✓	
11-16-10	<b>Single Digit Service Code Setup – (Department) STG All Ring Mode</b>	Assign the Single Digit (post-dialing) Service Code for All Member Ring.	(default not assigned)		✓	
15-07-01	<b>Programmable Function Keys</b>	Assign a Department Calling key (46) so extension users can install or remove themselves from the Department Calling Group. Additional keys can also be assigned for Department Group features immediate calling destination (58), delayed calling destination (59) and DND destination (60).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)		✓	
16-01-01	<b>Department Group Basic Data Setup – Department Name</b>	Assign a name to the Extension (Department) Groups.	Maximum 12 characters (default not assigned)		✓	
16-01-02	<b>Department Group Basic Data Setup – Department Calling Cycle</b>	Set the routing cycle for calls into a department (i.e., when a user dials the department pilot number). The system can ring the highest priority extension available (Priority Routing, 0) or cycle in circular order to a new idle extension for each new call (Circular Routing, 1).	0 = Normal Routing (Priority) 1 = Easy – UCD Routing (Circular) (default = 0)		✓	
16-01-03	<b>Department Group Basic Data Setup – Department Routing When Busy (Auto Step Call)</b>	Set how the system routes an Intercom call to a busy Department Group member. The caller can hear busy tone (0) or overflow to the first available Department Group member (1). This option is for Intercom calls to an extension, not a pilot number.	0 = Normal (Intercom caller to busy department member hears busy) 1 = Circular (Intercom callers to busy department member routes to idle member) (default = 0)		✓	
16-01-04	<b>Department Group Basic Data Setup – Hunting Mode</b>	Set if an unanswered call should hunt once stopping at the last member tried (0) or continually hunt through the idle members (1).	0 = Last extension is called and hunting is stopped 1 = Circular (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
16-01-05	Department Group Basic Data Setup – Extension Group All Ring Mode Operation	Set if all members of the group should ring automatically (1) or through the use of the service code (0) defined in Program 11-12-09. Selecting automatic will override the settings of Programs 16-01-03 and 16-01-04.	0 = Manual 1 = Automatic (default = 0)		✓	
16-01-06	Department Group Basic Data Setup – STG Withdraw Mode	Use to set the STG withdraw mode for each department group.	0 = Disable (Camp On) 1 = Enable (Overflow Mode) (default = 0)		✓	
16-01-07	Department Group Basic Data Setup – Call Recall Restriction for STG	Determine whether or not an unanswered call transferred to a Department Group should recall the extension from which it was transferred.	0 = Disable (Recall) 1 = Enable (No Recall) (default = 0)		✓	
16-01-09	Department Group Basic Data Setup – Department Hunting No Answer Time	Set how long a call rings a Department Group extension before hunting occurs.	64800 (seconds) (default = 15 seconds)		✓	
16-01-10	Department Group Basic Data Setup – Enhanced Hunt Type	Set the type of hunting for each Extension (Department) Group.	0 = No queuing 1 = Hunting When Busy 2 = Hunting When Not Answered 3 = Hunting When Busy or No Answer (default = 0)		✓	
16-02-01	Department Group Assignment for Extensions	Set up the Department Group called by the pilot number and the extension priority when a group is called. Call Pickup Groups are set up in 23-02.	Department Groups 1-64 Priority 1-512 Default = All extensions in Department Group 1 with priority in port order: Port 1 priority = 1 Port 512 priority = 512	✓		
16-03-01	Secondary Department Group	Use this program to assign extensions to multiple Department Groups and set the priority assignment. Each Secondary Department Group can have up to 16 extensions assigned.	Extension Number Maximum eight digits Priority Order 0~999 (default not assigned)		✓	
20-06-01	Class of Service for Extensions	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-09-07	<b>Class of Service Options (Incoming Call Service) – Call Queuing</b>	Turns Off or On an extension ability to have calls queued if a call rings the extension when it is busy.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-17	<b>Class of Service Options (Hold/Transfer Service) – Department Group Trunk-to-Trunk Transfer (Each Telephone Group Transfer)</b>	Turns Off or On an extension user ability in a Department Group to use the Trunk-to-Trunk Forwarding service codes.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-06	<b>Class of Service Options (Supplementary Service) – Automatic Off-Hook Signaling (Automatic Override)</b>	Allows a busy extension ability to Manually (0) or Automatically (1) receive Off-Hook signals.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-14	<b>Class of Service Options (Supplementary Service) – Department Calling (PLT No Called Extension)</b>	Turns Off or On an extension user ability to call a Department Group Pilot.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
22-02-01	<b>Incoming Call Trunk Setup – Incoming Type</b>	If you want a trunk to be a DIL to a Department Group, assign Service Type 4 for each Night Service Mode. Refer to Program 22-07-01.	0 = Normal 1 = VRS (second dial tone if no VRS installed) 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie line 6 = Delayed VRS 7 = ANI/DNIS 8 = DID(DDI) Mode Switching (default = 0)		✓	
22-07-01	<b>DIL Assignment</b>	For each trunk assigned Service Type 4 in Program 22-02-01 above, assign the DIL destination as the Department Group pilot number (as assigned in Program 11-07-01).	Extension Number (maximum eight digits) (default not assigned)		✓	
24-02-05	<b>System Options for Transfer – Message Wait Ring Interval Time</b>	For Single Line Telephones (SLTs) without message waiting lamps, this is the time between intermittent ringing. If this value is set to 0, the system rings once.	0~64800 (seconds) (default = 30 seconds)		✓	
24-02-08	<b>System Options for Transfer – Delayed Transfer Timer for All Department Groups</b>	Determine the time a call should ring a Department Group before transferring the call.	0~64800 (seconds) (default = 10 seconds)		✓	
24-05-01	<b>Department Group Transfer Target Setup</b>	Assign the Speed Dial bin to each Department Group to hold the destination for the immediate automatic transfer of ICM and transferred calls to the Department Group feature.	0~1999 (default = 1999)		✓	
40-01-10	<b>Department Group Call when the Automated Attendant is activated</b>	Used to Enable or Disable Department Group Call when the Automated Attendant is activated.	0 = Disabled (Off) 1 = Enabled (On) (Default = 0)		✓	

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## Operation

### To call a department group:

1. Go off-hook.
2. Dial department extension number.  
 *The system routes the call to the first free telephone in the department group.*
3. **Optional:** To manually ring all members of the group, dial the single digit service code assigned for All Member Ring (Program 11-16-10).

### To log out of your Department Calling Group:

 *While you are logged out, Department Calling cannot route calls to your extension.*

1. Press **Speaker**
2. Dial **650 + 1**.  
- OR -  
Press **Department Calling Log In** key (Program 15-07-01 or SC 751: 46).  
 *The key lights while you are logged out.*

### To log back in to your Department Calling Group:

 *When you log back in, Department Calling routes calls to your extension.*

1. Press **Speaker**.
2. Dial **650 + 0**.  
- OR -  
Press **Department Calling Log In** key (Program 15-07-01 or SC 751: 46).  
 *The key goes out when you log back in.*

### To change the Department Group Overflow Destination:

1. Press **Speaker**.
2. Dial **604 + Department Group** (01 ~ 64).
3. Dial **01 ~ 08** (Refer to Program 24-05).
4. Dial the destination the calls **route to**.
5. Press **Hold**.

---

---

## *Department Step Calling*

---

### **Description**

After calling a busy Department Calling Group member, an extension user can have Department Step Calling quickly call another member in the group. The caller does not have to hang up and place another Intercom call if the first extension called is unavailable. Department Step Calling also allows an extension user to cycle through the members of a Department Group.

### **Conditions**

- If required, use this option to change the Department Step Calling Single Digit Service Code (default code = 2).
- A function key for Department Step Calling can be assigned (code 36).
- In Program 20-08-12, enable (1) or disable (0) an extension ability to use Department Step Calling.

### **Default Setting**

Enabled

---

### **System Availability**

#### **Terminals**

All Stations

#### **Required Component(s)**

None

---

### **Related Features**

**Department Calling**

**Programmable Function Keys**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-12-07	<b>Service Code Setup (for Service Access) – Step Call</b>	If required, customize the Step Call service code to be used by an extension user.	MLT, SLT (default = 708)		✓	
11-16-01	<b>Single Digit Service Code Setup – Step Call</b>	If required, use this option to change the Department Step Calling Single Digit Service Code.	(default = 2)		✓	
15-07-01	<b>Programmable Function Keys</b>	Assign a function key Department Step Calling (code 36).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00~*99 (Appearance Function Code) (Service Code 752 by default)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-08-12	<b>Class of Service Options (Outgoing Call Service) – Department Group Step Calling</b>	Turns Off or On an extension ability to use Department Group Step Calling.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		

## Operation

### To make a Step Call:

1. Place a call to a busy Department Group member.  
- OR -  
Place a call to a Department Group pilot number.
2. Dial Department Step Code (2) to call the next available Department Group member.
3. Repeat step 2 to call other Department Group members.  
 *You step through Department Groups set in Program 16-02-01.*

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## *Dial Pad Confirmation Tone*

---

### **Description**

For an extension with Dial Pad Confirmation Tone enabled, the user hears a beep each time they press a key. This is helpful for Intercom calls and Dial Pulse trunk calls, since these calls provide no Call Progress tones.

### **Conditions**

- Dial Pad Confirmation Tone does not apply to single line telephones or Wireless DECT (SIP) Terminals.
- Dial Pad Confirmation Tone is not canceled when dialing in handset mode.
- Dial Pad Confirmation Tone is canceled when dialing in handsfree mode, but only for internal calls. The tone is still heard for external dialing.

### **Default Setting**

Disabled

---

### **System Availability**

#### **Terminals**

All Multiline Terminals

#### **Required Component(s)**

None

---

### **Related Features**

None

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-11-19	Service Code Setup (for Setup/Entry Operation) – Key Touch Tone On/Off	If required, change the service code to Enable or Disable the Key Touch Tone.	MLT (default = 724)		✓	

## Operation

### To enable/disable Dial Pad Confirmation Tone:

1. Pick up the handset or press **Speaker**.
2. Dial **724**.

---

---

## *Dial Tone Detection*

---

### **Description**

If a trunk has Dial Tone Detection enabled, the system monitors for dial tone from the Telco or PBX when a user places a call on that trunk. If the user accesses the trunk directly (by pressing a line key or dialing #0 and the trunk number), the system drops the trunk if dial tone does not occur. If the user accesses the trunk via a Trunk Group (by dialing a trunk group code or automatically using a feature like Last Number Redial), the system can drop the trunk or optionally skip to the next trunk in the group. Refer to the chart under Programming for more information.

### **Conditions**

None

### **Default Setting**

Disabled for manually dialed calls; enabled for automatically dialed calls.

---

### **System Availability**

#### **Terminals**

All Stations

#### **Required Component(s)**

None

---

### **Related Features**

**Automatic Route Selection**

**Call Appearance (CAP) Keys**

**Central Office Calls, Placing**

**Last Number Redial**

**Save Number Dialed**

## Speed Dial – System/Group/Station

## T1 Trunking (with ANI/DNIS Compatibility)

## Trunk Group Routing

## Trunk Groups

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-09-01	<b>DTMF and Dial Tone Circuit Setup</b>	If dial tone detection is enabled, be sure to allocate at least one circuit for dial tone detection [ICM/Trunk (0) or Trunk (2)].	0 = Common Use 1 = Extension Only 2 = Trunk Only Default: Circuit/Resource 01~08 = 1 (Extensions) Circuit/Resource 09~32 = 2 (Trunks) Circuit/Resource 33~96 = 0 (Not Used) Circuit/Resource 97~160 = 0 (Common) When PZ-BS10 is installed, 97~160 are available		✓	
14-02-05	<b>Analog Trunk Data Setup – Dial Tone Detection for Manually Accessed Trunks</b>	Use this option enable/disable dial tone detection for directly accessed trunks. If disabled, the system outdials on the trunks without monitoring for dial tone.	0 = Dial Tone Detection Not Used 1 = Dial Tone Detection Used (default = 0)		✓	
14-02-11	<b>Analog Trunk Data Setup – Next Trunk in Rotary if No Dial Tone</b>	If enabled, the system skips over a trunk if dial tone is not detected. This option pertains to calls placed using Call Appearance (CAP) Keys, Speed Dial, ARS, Last Number Redial or Save Number Dialed. It does not pertain to line key or Direct Trunk Access calls.	0 = Disable 1 = Enable (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
21-01-04	<b>System Options for Outgoing Calls – Dial Tone Detection Time</b>	If dial tone detection is enabled, the system waits this time for the Telco to return dial tone. When the time expires, the system assumes dial tone is not present. To disable this time (and have the system wait continuously), enter 0.	0~64800 (seconds) (default = 5 seconds)		✓	
21-01-05	<b>System Options for Outgoing Calls – Disconnect Time When Dial Tone Not Detected</b>	If 14-02-11 is enabled, the system skips over a trunk if dial tone is not detected. This option pertains to calls placed using Speed Dial, ARS, Last Number Redial or Save Number dialed. It does not pertain to line key or Direct Trunk Access calls.	0~64800 (seconds) (default = 3 seconds)		✓	
21-01-06	<b>System Options for Outgoing Calls – Dial Pause at First Digit</b>	If Dial Tone Detection is disabled, the system waits based on this time before sending dialed digits. If using Dial Tone Detection, this time should be set longer than the time set in Program 21-01-05, otherwise, if this time is set shorter than Program 21-01-05, Dial Tone Detection is satisfied and Program 21-01-05 is disregarded (not used).	0~64800 (seconds) (default = 1 second)		✓	

**Table 2-6 Dial Tone Detection Program Interaction**

Method	14-02-05	14-02-11	Result if dial tone not present . . .
Press a line key - or - Dial #0+ Trunk number	0	0	Trunk hangs (does not disconnect)
	0	1	Trunk hangs (does not disconnect)
	1	0	Trunk drops
	1	1	Trunk drops
Dial a Trunk Group code - or - Automatically through a feature	0	0	Trunk hangs (does not disconnect)
	0	1	Trunk reroutes after time-out
	1	0	Trunk drops
	1	1	Trunk reroutes after time-out

## Operation

Dial Tone Detection is automatic if enabled in programming.

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## *Dialing Number Preview*

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### **Description**

Dialing Number Preview lets a display multiline terminal user dial and review a number before the system dials it. Dialing Number Preview helps the user avoid dialing errors.

### **Conditions**

- An extension user cannot edit the displayed number.
- To place an outgoing call, an extension user must have outgoing access to a line, CAP or trunk group key.
- If the system has VRS installed, you must press \* to preview a number.

### **Default Setting**

Enabled

---

### **System Availability**

#### **Terminals**

All Display Multiline Terminals

#### **Required Component(s)**

None

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### **Related Features**

**Central Office Calls, Placing**

**Voice Response System (VRS)**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-08-05	<b>Class of Service Options (Outgoing Call Service) – Dial Number Preview (Preset Dial)</b>	Turns Off or On an extension ability to use Dial Number Preview.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

## Operation

### To use Dial Number Preview to place a call (multiline terminal only):

1. Do not lift the handset or press **Speaker**.
2. To preview *any number*, dial the number you want to call.
  -  *With VRS installed, you must press \* to preview the number.*
  - To preview a Speed Dial – System/Group number, press **Redial** and dial the Speed Dial – System/Group bin number you want to call.
  -  *The number is displayed.*
3. To dial out the displayed trunk number, press a Line/Trunk Group key.
  -  *If the previewed number as a trunk access code (e.g., 0), you can press **Speaker** instead.*
  - OR -
  - To dial an Intercom number, press **Speaker**.
  - OR -
  - To cancel the number without dialing it out, press **Hold**.

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## Digital Trunk Clocking

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### Description

The UNIVERGE SV8100 CD-CP00-AU has a built-in clock source for all digital trunk blades. Digital trunk blades are connected via an internal PLO (Phase Locked Oscillator) to derive Primary Clock from the network in priority order. If priority is set up incorrectly, or if two primary clocks are coming in, slips may occur causing improper data synchronization. The Phase Locked Oscillator (PLO) equipped with the UNIVERGE SV8100 CD-CP00-AU is the timing source for all digital trunk blades in the system. The PLO synchronizes the system and clocks signals from another office. When the UNIVERGE SV8100 is a clock receiver office, the PLO generates the clock signal according to the source clock signals received from the source office in the network. The source clock signals are extracted from digital trunk blades and are supplied to the PLO.

The PLO synchronization source priorities are as follows:

1. CD-PRTA
2. CD-CCTA (External)
3. CD-2BRIA
4. CD-CP00-AU

### Conditions

- If multiple PRIs exist, the system chooses the first one that synchronized with the carrier.
- If there are multiple PRIs and the one being used for the source goes down, the system begins to count forward in slot numbers looking for the next available PRI.
- If multiple BRIs exist and no CD-PRTA or CD-CCTA (External) exists, the SV8100 CD-CP00-AU chooses the first BRI that synchronized with the carrier.
- If there is one CD-PRTA and the one being used for the source goes down, the SV8100 CD-CP00-AU looks to see if there are any BRIs installed in the system. If there are no BRIs, the SV8100 CD-CP00-AU becomes the new synchronization source. The reason for this is when a CD-PRTA is installed in the system, all T1s must be assigned as (INTERNAL). T1 (INTERNAL) is not a clocking priority.

### Default Setting

None

---

## System Availability

### Terminals

N/A

### Required Component(s)

CD-CP00-AU

CD-2BRIA

- OR -

CD-PRTA, CD-CCTA

---

## Related Features

### ISDN Compatibility

### K-CCIS – T1

### T1 Trunking (with ANI/DNIS Compatibility)

Digital Trunk Clocking Examples:

If multiple PRIs exist, the first one that synchronized with the carrier is chosen. In this example, the PRI in 02 was the first to synchronize with the carrier; therefore, it is the PLO synchronization source.

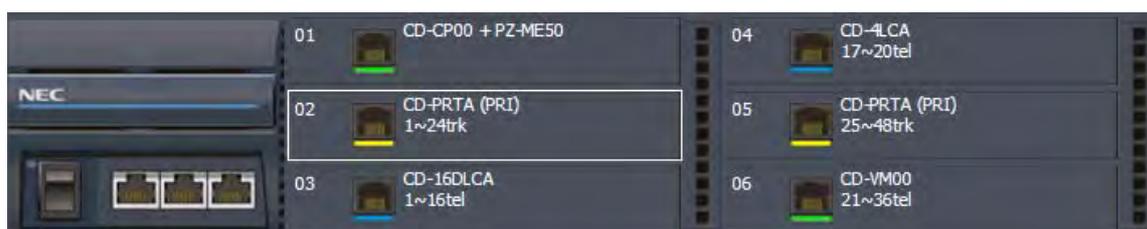


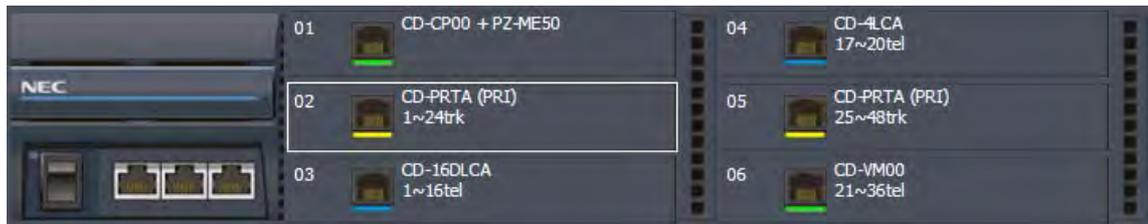
Figure 2-3 Digital Trunk Clocking Example 1

If there are multiple PRIs and the one being used for the source goes down, the system begins to count forward in slot numbers looking for the next available PRI. In this example, the PRI in 02 went down, so the system now begins looking forward in slot numbers for the next PRI to use as the clock source.



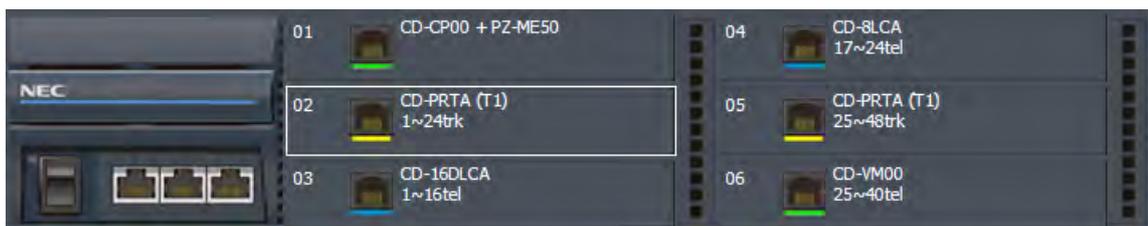
**Figure 2-4 Digital Trunk Clocking Example 2**

In this example, the PRI in 05 was the first to synchronize with the carrier and became the PLO synchronization source. The PRI in 05 then went down and the system began looking forward in slot numbers to find the next PLO source. In this case, the PRI in 02 was the next source because after it looks through the rest of the slots in the system, it starts over with 01.



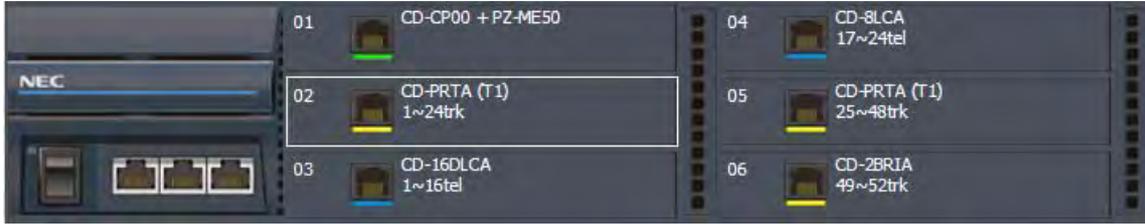
**Figure 2-5 Digital Trunk Clocking Example 3**

In this example, there are multiple T1 circuits in the system. There can only be one T1 circuit assigned as EXTERNAL in the system, so the T1 assigned as EXTERNAL is the PLO synchronization source.



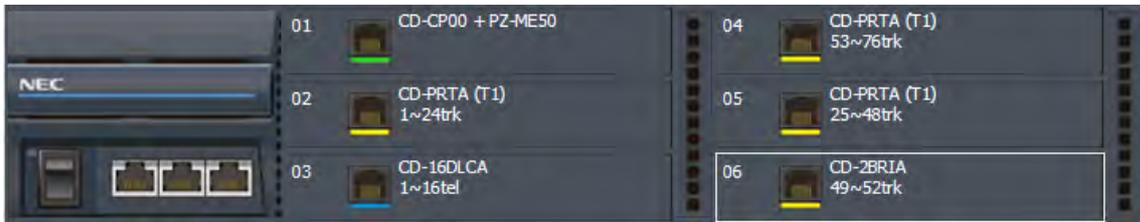
**Figure 2-6 Digital Trunk Clocking Example 4**

In this example, there are multiple T1 circuits and a BRI circuit. Since the T1 assigned as EXTERNAL has higher priority than a BRI, the T1 EXTERNAL is the PLO synchronization source.



**Figure 2-7 Digital Trunk Clocking Example 5**

In this example, there is a PRI, multiple T1s, and a BRI. The PRI was the PLO synchronization source until it went down. The BRI then becomes the PLO synchronization source because when a PRI is in the system, T1s cannot be assigned as EXTERNAL, which are not in the PLO Synchronization Source priority list.



**Figure 2-8 Digital Trunk Clocking Example 6**

If multiple BRIs exist but no PRI or T-1 EXTERNAL exists, the system chooses the first BRI that synchronized with the carrier. In this example, the BRI in 04 synchronized with the carrier first and became the PLO synchronization source.



**Figure 2-9 Digital Trunk Clocking Example 7**

In this scenario, the PRI was the clocking source until it went down. There are no other PRIs, T1 (Externals), or BRIs in the system. The CD-CP00-AU now becomes the PLO synchronization source.

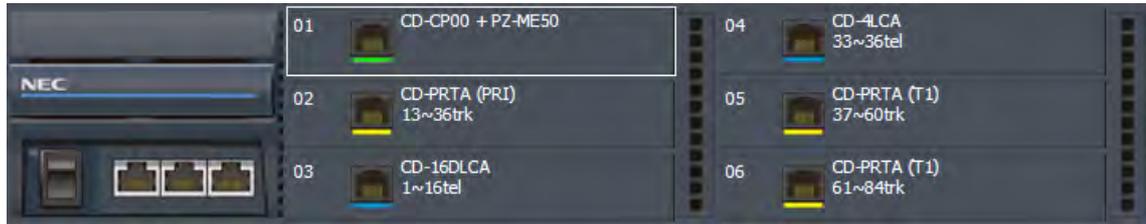


Figure 2-10 Digital Trunk Clocking Example 8

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## Guide to Feature Programming

Refer to the related features for programming.

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## Operation

Refer to the related features for details.

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## *Direct Inward Dialing (DID)*

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### **Description**

Direct Inward Dialing (DID) lets outside callers directly dial system extensions. DID saves time for callers who know the extension number they wish to reach. To place a DID call, the outside caller dials the local exchange (NNX) and additional digits to ring the telephone system extension. For example, DID number 9264 3111 can directly dial extension 111. The caller does not have to rely on attendant or secretary call screening to complete the call.

 *Direct Inward Dialing requires DID service from Telco.*

In addition to direct dialing of system extensions, DID provides:

- DID Dialed Number Translation
- Flexible DID Service Compatibility
- DID Intercept
- DID Camp-On

There are 20 DID Translation tables that can be divided between 2000 entries.

### **DID Dialed Number Translation**

DID allows different tables for DID number translation. This gives you more flexibility when buying DID service from Telco. If you cannot buy the exact block of numbers you need (e.g., 301~556), use the translation tables to convert the digits received. For example, a translation table could convert digits 501~756 to extension numbers 301~556.

The UNIVERGE SV8100 system has 2000 DID Translation Table entries that you can allocate among the 20 DID Translation Tables. One translation is made in each entry. For a simple installation, you can put all 2000 entries in the same table. For more flexibility, you can optionally distribute the 2000 entries among the 20 tables.

In addition to number conversion, each DID Translation Table entry can have a name assigned to it. When the DID call rings the destination extension, the programmed name is supplied.

### **Flexible DID Service Compatibility**

With three-digit service, the Telco sends three digits to the system for translation. Be sure to program your system for compatibility with the provided Telco service. For example, if the Telco sends four digits, make sure you set up the translation tables to accept four digits.

The system is compatible with Dial Pulse (DP) and DTMF DID signaling. DID trunks can be either wink start, immediate start, 2nd Dial or Delay.

### **DID Camp-On**

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DID Camp-On sets what happens to DID calls to busy extensions when you have Busy Intercept disabled. With DID Camp-On enabled, a call to a busy extension camps-on for the DID Ring No Answer Time. It then diverts to the programmed DID Intercept extension ring group or Voice Mail. Without DID Camp-On, the caller to the busy extension hears only busy tone.

### DID Routing Through the VRS

DID calls can optionally route through the VRS. The DID caller hears an initial Automated Attendant Greeting explaining their dialing options. If the caller misdials, they hear a second greeting with additional instructions. For example, the first Automated Attendant Greeting can be, "Thank you for calling. Please dial the extension number you wish to reach or dial 0 for the operator." If the caller inadvertently dials an extension that does not exist, they could hear, "The extension you dialed is unavailable. Please dial 0 for assistance or dial 9 to leave a message so we can call you back."

You assign Automated Attendant greetings (i.e., VRS Messages) to the numbers in each Translation Table. This provides you with extensive flexibility when determining which greetings the system should play for which dialed numbers. You could, for example, set up 9264 3001 through 9264 3049 to route to extensions 401~449, and have 9264 3000 route to the automated attendant.

 *If you translate a DID so that it hits a specific VRS message, you must disable Program 25-01-02. Otherwise, the outside caller waits while hearing the DISA dial tone.*

The system allows an extension to be defined as a 1-digit number that can be dialed by the outside caller on a DID/DISA trunk using the VRS. The outside caller can access the desired extension/department group by dialing only one digit after the system answers the call. If the same number is used as the first digit of an extension number and the 1-digit access code for DID/DISA, the outside caller cannot access the extension.

#### EXAMPLE:

If 2 is defined as a 1-digit access code to department group 300, outside callers cannot access extensions 200~299 directly.

### SMDR Includes Dialed Number

The SMDR report can optionally print the trunk name (entered in system programming) or the number the incoming caller dialed (i.e., the dialed DID digits). This gives you the option to analyze the SMDR report based on the number your callers dial. (This option also applies to an ISDN trunk.)

### DID Intercept

DID Intercept automatically reroutes DID calls under certain conditions. There are three DID Intercepts:

#### Vacant Number Intercept

If a caller dials an extension that does not exist or misdials, Vacant Number Intercept can reroute the call to the programmed DID Intercept extension ring group or Voice Mail. Without Vacant Number Intercept, the caller hears error tone after misdialing.

#### Busy Intercept

Busy Intercept determines DID routing when a DID caller dials a busy extension. If Busy Intercept is enabled, the call immediately routes to the programmed DID Intercept extension ring group or Voice Mail. If Busy Intercept is disabled, the call follows DID Camp-On programming.

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Ring-No-Answer Intercept

Ring-No-Answer Intercept sets the routing options for DID calls that ring unanswered at the destination extension. With Ring-No-Answer Intercept enabled, the unanswered call reroutes to the DID Intercept extension ring group or Voice Mail after the DID Ring-No-Answer Time. If Ring-No-Answer Intercept is disabled, the unanswered call rings the destination until the outside caller hangs up.

### Delayed DID

Delayed DID allows a user a programmed time to answer a call. If the call is not answered in this time, the system automatically answers the call. An outside party hears a voice message, music, or dial tone according to the following conditions:

- If a VRS is installed, the system sends a prerecorded message from the VRS.
- If a customer-provided audio system (example: tape recorder) is connected, an error message or music can be played for the caller.
- If equipment is not connected for an announcement, the system sends a unique dial tone to the outside caller.

This feature is not available for the normal incoming call on ISDN trunks.

### DID Intercept Destination for Each DID Number

With this feature the system allows you to program a DID Intercept destination for a DID number which receives no answer or busy call. The system can be programmed to use a trunk ring group, the VRS or the voice mail as the programmed destination. Each vacant number intercept for a DID number can have two destinations. The first destination is for an invalid DID number, busy or no answer extension. The second destination is for a no answer trunk ring group.

 *If the first programmed destination is a Ring Group and the second Destination is Voice Mail, the call does not forward to VoiceMail.*

For busy or no answer intercept calls, a third destination can be defined in Program 22-12. If the first and third destinations are programmed but the second destination is not, the incoming call goes to the third destination after the first destination. If the first and second destinations are not programmed, but the third destination is, the call goes directly to the third destination.

This feature works for DID trunks with a trunk service type 3 in Program 22-02. Other types of trunks may use the DID table, but the DID intercept feature is not yet supported.

With the DID Intercept for each DID number feature, when the primary destination (Program 22-11-05) is set to Voice Mail, the Voice Mail protocol is:

1. Busy Intercept = Forward Busy
2. Ring-No-Answer Intercept = Forward RNA

When the secondary destination (Program 22-11-06) is set to Voice Mail, the Voice Mail protocol is based on the first destination routing. When the incoming call is forwarded to the first destination by a busy intercept, the Voice Mail protocol forwards busy calls. When the incoming call is routed to the first destination by a ring-no-answer intercept, the protocol forwards ring-no-answer. The Voice Mail transfers the calls to the mailbox number defined in Program 22-11-02.

-  Any valid DID number must be entered in the DID table (Program 22-11 or Program 22-17-01). If a valid DID number is not entered, there is no ring destination for any incoming call to that number (the calls do not ring any extension in the system).
-  If the first programmed destination is a Ring Group and the second Destination is Voice Mail, the call does not forward to VoiceMail.

### Calls Can Follow Ring Group Programming for Transferring Calls

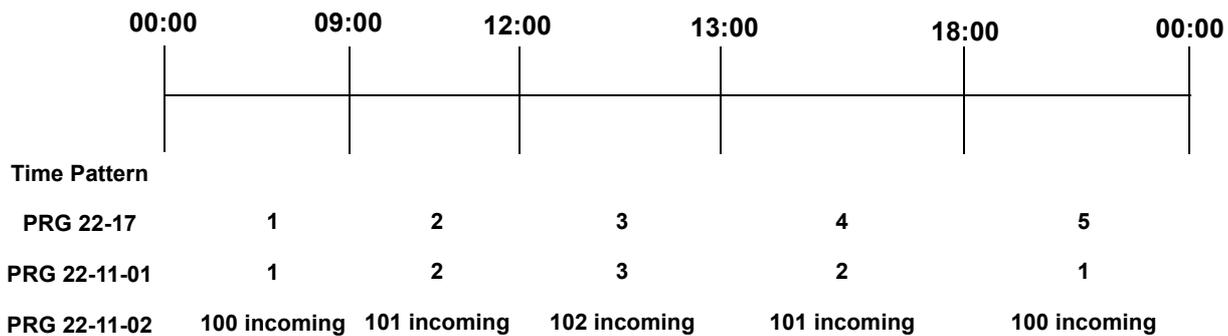
An option was added to Program 22-11 which allows you to determine if the DID routing should use the programmed ring group entry in Program 22-12-01 when transferring calls from a busy or no answer number.

If DID digits match the conversion table but there is no extension, no Voice Mail, or Voice Mail did not boot up, use Program 22-11-11 to decide what to do with the incoming call. Go to (1) normal ring (default) or (0) caller hears a Busy Tone.

### DID Call by Time Schedule

DID Call by Time Schedule allows for 100 programmed DID Conversion table entries (**PRG 22-17-01**) that can be routed based on Time Patterns. Each DID Conversion table has a maximum of eight programmable Time Patterns and each Time Pattern can reference one of the 2000 different Dial-In Conversion table entries in **PRG 22-11-01**.

Example 1 (Automatic Change)



#### Input Data

PRG 22-11-01 and PRG 22-11-02		
Table No.	Receive Dial	Transfer Dial
1	No setting	100
2	No setting	101
3	No setting	102

**Input Data**

PRG 22-17					
Table No.	Receive Dial	Time Pattern	Start Time	End Time	PRG 22-11
1~100	1111	1	00:00	09:00	1
		2	09:00	12:00	2
		3	12:00	13:00	3
		4	13:00	18:00	2
		5	18:00	00:00	1
		6	00:00	00:00	0
		7	00:00	00:00	0
		8	00:00	00:00	0

**Table 2-7 Example 2 (Manual Change)**

PRG 22-17					
Table No.	Receive Dial	Time Pattern	Start Time	End Time	PRG 22-11
1~100	1111	1	00:00	00:00	1
		2	00:00	00:00	2
		3	00:00	00:00	3
		4	00:00	00:00	0
		5	00:00	00:00	0
		6	00:00	00:00	0
		7	00:00	00:00	0
		8	00:00	00:00	0

**Federal Communications Commission DID Requirements (US Only)**

Allowing this equipment to operate without providing proper answer supervision signaling violates Part 68 rules.

This equipment returns answer supervision to the Public Switched Telephone Network when the DID trunk is:

- Answered by the called station.
- Answered by the attendant.
- Routed to a recorded announcement that can be administered by the CPE user.
- Routed to a dial prompt.

This equipment returns answer supervision on all DID calls forwarded back to the Public Switched Telephone Network. Permissible exceptions are when:

- A call is unanswered.
- A busy tone is received.
- A reorder tone is received.

When ordering DID service, provide the Telco with the following information:

UNIVERGE SV8100	KF = US:NIFKF07B
	MF = US:NIFMF07B
	PF = US:NIFPF07B
DID Facility Interface Code	02RV2-T
DID Service Order Code	9.0F
DID Answer Supervision Code	A S.2
DID USOC Jack Type	RJ21X

## Conditions

- Analog DID requires the installation of a CD-4DIOPA Blade (provides four DID ports). Depending on programming, the system may assign both trunk and extension ports (if OPX is selected in Program 10-03-01) when this ETU is installed.
- DID service must be purchased from your local telephone company.
- DID Intercept for each DID number works for DID trunks with a trunk service type 3 in Program 22-02. Other types of trunks may use the DID table, but the DID intercept feature for each DID number is not yet supported.
- When a call is transferred because of Call Forwarding No Answer, Call Forwarding Busy, or DND, the reason for Transfer option can display to the transferred extension when the call is ringing to their telephone.
- Direct Inward Lines (DILs) also provide a way for outside callers to dial a system extension, virtual extension, or Department Group directly.
- DISA also allows outside callers to dial system extensions directly.
- The Off-Hook Signaling provide DID calls with signaling options. Refer to Off-Hook Signaling for specific details.
- DID trunks do not ring external page speakers. Only trunks defined as normal in Program 22-02-01 ring external page speakers.
- To simplify answering DID calls, assign function keys as line keys for the DID trunks.
- SMDR can print trunk port names or received dialed number for ANI/DNIS or DID trunks. If enabled, DNIS digits can be printed on the SMDR reports instead of the trunk name.
- Transferred calls on DISA, DID, DIL, ISDN trunks, or from the VRS can display the reason a call is being transferred (Call Forward, Busy, No Answer, or DND).
- When defining trunks as DID or DID Mode in Program 22-02-01, DID translation (Program 22-11 or Program 22-17) must be used, even if the incoming digits match the extension number.

- When using DID Call by Time Schedule and breaking out the Time Patterns, set the start time to 00:00 and end time to 00:00 for this feature to operate correctly. Refer to [DID Call by Time Schedule on page 2-374](#) for more details.
- DID Call by Time Schedule Priority is given to the pattern that is set **manually**. However, when a time pattern changes with the time schedules set in Program 22-17, the pattern applied by the Manual change is canceled and the Time Pattern is given priority.
- When Transfer Operation Mode is set to busy, call queuing must be turned off for it to work.

## Default Setting

Disabled

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## Related Features

Central Office Calls, Answering

Direct Inward Line (DIL)

Direct Inward System Access (DISA)

Off-Hook Signaling

Paging, External

Programmable Function Keys

Station Message Detail Recording

Transfer

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## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.

- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-01	ETU Setup	Use program 10-03-XX to setup and confirm the basic configuration data for each blade. This program represents different data depending on the blade installed in the slot. Please refer the SV8100 Programming Manual for a more detailed description of this program.	The assigned data varies depending on the blade installed in the slot. Please refer to the SV8100 Programming Manual for a more detailed description of the 10-03-XX programs.	✓		
10-09-01	DTMF and Dial Tone Circuit Setup	If the system has DTMF DID trunks, be sure to reserve at least one circuit for analog trunk DTMF reception (type 0 or 2). There must be an available receiver for each DTMF DID trunk. Use the following as a guide when allocating DTMF receivers: In light traffic sites, allocate one DTMF receiver for every 10 devices that use them. In heavy traffic sites, allocate one DTMF receiver for every five devices that use them.	0 = Common Use 1 = Extension Only 2 = Trunk Only Default: Circuit/Resource 01~08 = 1 (Extensions) Circuit/Resource 09~32 = 2 (Trunks) Circuit/Resource 33~96 = 0 (Not Used) Circuit/Resource 97~160 = 0 (Common) When PZ-BS10 is installed, 97~160 are available.			✓
14-05-01	Trunk Group – Trunk group Number	Put DID trunks in the same trunk group (other than group 1). If you have several types of DID trunks, put each type in a separate trunk group.	Trunks 1-200 Trunk Group 1-100 Priority 1-200 Default = All trunks in Trunk Group 1 with priority in trunk order. Trunk 1 priority = 1 Trunk 200 priority = 200.	✓		
15-07-01	Programmable Function Keys	You can assign line or Call Appearance (CAP) Keys for DID trunks (Trunks: 1~200).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		
20-06-01	Class of Service for Extensions	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-09-01	<b>Class of Service Options (Incoming Call Service) – Second Call for DID/DISA/DIL/E&amp;M Override</b>	Turns Off or On the extension ability to receive a second call from a DID, DISA, DIL, or tie line caller. <i>With this option set to 1, the destination extension must be busy for a second DNIS caller to ring through. If the destination extension does not have a trunk or CAP key available for the second call and a previous call is ringing the extension but has not yet been answered, the second caller hears busy regardless of this program setting.</i>	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-23	<b>Class of Service Options (Supplementary Service) – Display the Reason for Transfer</b>	Select whether an extension should display the reason a call is being transferred to their extension (Call Forward Busy, Call Forward No Answer, DND).	0 = Off 1 = On (default = 0 for COS 1~15)	1	✓	
21-01-02	<b>System Options for Outgoing Calls – Intercom Interdigit Time</b>	Set the time-out interval for DID callers that do not dial. After this time, the DID call routes according to Vacant Number Intercept programming.	0~64800 (seconds) (default = 10 seconds)		✓	
22-01-06	<b>System Options for Incoming Calls – DID Ring-No-Answer Time</b>	Set the DID Ring No Answer (RNA) Intercept time (0~64800 seconds). In systems with RNA Intercept, the DID call rings the destination extension for this time, and then rings Intercept Ring Group. (default: 20).	0~64800 (seconds) (default = 20 seconds)		✓	
22-02-01	<b>Incoming Call Trunk Setup</b>	For each Night Service Mode, enter service type 3 when the trunk should be a DID trunk.	Trunks 1~200 0 = Normal 1 = VRS (second dial tone if no VRS installed) 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie line 6 = Delayed VRS 7 = ANI/DNIS 8 = DID(DDI) Mode Switching (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
22-04-01	<b>Incoming Extension Ring Group Assignment</b>	Assign extensions to Ring Groups. Calls ring the extensions according to programming in Program 22-06.	Maximum eight digits Default: Extensions 101~108 (first eight ports) ring for incoming Ring Group 1 calls. No other extensions ring for incoming Ring Group 1 calls.		✓	
22-09-01	<b>DID Basic Data Setup – Expected Number of Digits</b>	For each DID Translation Table (1~20), enter the number of digits the table expects to receive from the CO (eight maximum). For example, for a table used with 3-digit DID service, enter 3.	1~8 (default = 2)	✓		
22-09-02	<b>DID Basic Data Setup – Received Vacant Number Operation</b>	Use this option to Enable or Disable Vacant Number Intercept.	0 = Disconnect 1 = Transfer (default = 0)		✓	
22-10-01	<b>DID Translation Table Setup</b>	Assign the start and end range of DID Translation Table entries (1~2000) to each DID Translation Table (1~20).	Trans Table 1 = 001~200 Trans Table 2 = 201~400 Trans Table 3 = 401~600 Trans Table 4 = 601~700		✓	
22-11-01	<b>DID Translation Number Conversion – Received Number</b>	For each DID Translation Table entry (1~2000), specify the digits received by the system.	Conv Table 001~100 = 01~99,00 Conv Table 201~300 = 01~99,00 Conv Table 301~500 = 01~99,00 Conv Table 401~600 = 01~99,00	✓		
22-11-02	<b>DID Translation Number Conversion – Target Number</b>	For each DID Translation Table entry (1~2000), specify the extension the system dials after translation.	Conv Table 001~100 = 101~199,100 Conv Table 201~300 = 101~199,100 Conv Table 301~500 = 101~199,100 Conv Table 401~600 = 101~199,100	✓		
22-11-03	<b>DID Translation Number Conversion – DID Name</b>	For each DID Translation Table entry (1~2000), specify the name that should show on the dialed extension display when it rings.	Maximum 12 digits (default not assigned)		✓	
22-11-04	<b>DID Translation Number Conversion – Transfer Operation Mode</b>	For each DID Translation Table entry (1~2000), specify the condition required to transfer the call to the destination defined in Program 22-11-05 and Program 22-11-06.	0 = No Transfer 1 = Busy 2 = No Answer 3 = Both (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
22-11-05	<b>DID Translation Table Number Conversion – Transfer Destination Number 1</b>	Use to define the 1st transfer destination for each tables received number.	0 = No Setting 1~100 = Incoming Group 101 = (Not Used) 102 = In-Skin/External Voice Mail or In-Mail 201~264 = Extension Group 400 = Valid Extension Number 401 = DISA 501~548 = DISA/VRS Message 1000~1999 = Speed Number (000~999) (default = 0)		✓	
22-11-06	<b>DID Translation Table Number Conversion – Transfer Destination Number 2</b>	400 = Allows the outside party to dial a different extension number in the translation table (for example, ring no answer to a dialed number, the caller then hears a dial tone, allowing them to enter another Valid Extension Number). 401 = Provides the caller with DISA dialing options (requires using the DISA password). Note: This applies to 22-11-05 and 22-11-06. <i>If the Transfer Destinations are busy or receive no answer, those calls are transferred to the final transfer destination (Program 22-10).</i>			✓	
22-11-07	<b>DID Translation Number Conversion – Call Waiting</b>	For each DID Translation Table entry (1~2000), specify whether or not Call Waiting should be allowed (0 = Disable, 1 = Enable).	0 = Disable (No) 1 = Enable (Yes) (default = 0)		✓	
22-11-08	<b>DID Translation Number Conversion – Maximum Number of DID Calls</b>	For each DID Translation Table entry (1~2000), specify the maximum number of DID calls.	0~200 (0 = No Limit) (default = 0)		✓	
22-11-09	<b>DID Translation Number Conversion – Music On Hold Source</b>	For each DID Translation Table entry (1~2000), specify the source of music to be used for DID trunks.	0 = IC/MOH Port 1 = BGM Port 2 = ACI Port (default = 0)		✓	
22-11-10	<b>DID Translation Number Conversion – ACI Music Source Port</b>	For each DID Translation Table entry (1~2000), if item 2 is selected in Program 22-11-09, specify the port to be used for the source of music heard on DID trunks.	When a sound source type is 2 in above : (0~96) (default = 0)		✓	
22-11-11	<b>DID Translation Number Conversion – Ring Group Transfer</b>	Enable (1) or disable (0) each conversion table to follow the Ring Group programming defined in Program 22-12-01 : DID Intercept Ring Group. If Program 22-11-05 : DID Translation Number Conversion, Transfer Destination Number 1 and Program 22-11-06 : DID Translation Number Conversion, Transfer Destination Number 2 are set, the priority of transferring is in this order: Program 22-11-05 then Program 22-11-06 then if Program 22-11-11 is enabled, Program 22-12-01.	1~2000 0 = Disable (Caller hears Ringback) 1 = Enable (Go to normal ring) (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
22-12-01	<b>DID Intercept Ring Group</b>	For each DID Translation Table, program the DID Intercept destination. The destination can be a Ring Group, In-Skin/External Voice Mail, or Centralized Voice Mail. This program is used when there is no destination programmed in Program 22-11-05. It is unrelated to Program 22-11-06 and Program 22-11-07.	0 (No Setting) 1~100 (Incoming Ring Group) 102 (In-Skin/External Voice Mail or VM8000 InMail) (default = 1)		✓	
22-13-01	<b>DID Trunk Group to Translation Table Assignment</b>	Assign the DID trunk groups to translation tables. If all the DID trunks use the same type of DID service, you may have only one DID trunk group and one DID Translation Table (with many entries).	0~20 (0 = No Setting) (default = 1)		✓	
25-01-01	<b>VRS/DISA Line Basic Data Setup – VRS/DISA Dial-In Mode</b>	Determine whether the system should use option 0 (Extension number/Service code specify) or option 1 (Use dial conversion table) for calls.	0 = Extension Number Service Code Specify (Intercom) 1 = Use Dial Conversion Table (default = 0)		✓	
25-01-03	<b>VRS/DISA Line Basic Data Setup – VRS/DISA Transfer Alarm</b>	Determine whether the system should use option 0 (Normal) or option 1 (Alarm) for calls.	0 = Normal 1 = Alarm (default = 0)		✓	
25-02-01	<b>VRS/DISA VRS Message</b>	For each trunk port and each night mode, select the message source (0 = No Message, 1 = VRS, 2 = ACI, 3 =S LT), assign the VRS message number to be used as the Automated Attendant Message for each trunk, which is assigned as VRS/DISA [with VRS = 01~48 (VRS message number), with ACI = 1~4 or 01~16 (ACI group number), with SLT = 1~8 or 01~64 (Department Group number)].	0 = No Message 1 = 01~100 (VRS Messages) 2 = 01~4 (ACI Group Number) 3 = 01~64 (Extension Group Number) (default = 0)		✓	
25-03-01	<b>VRS/DISA Transfer Ring Group With Incorrect Dialing</b>	For each trunk port, set what happens to a call when the DISA or Automated Attendant caller dials incorrectly or waits too long to dial. The call can either disconnect (0) or Transfer to an alternate destination (a ring group, In-Skin/External, Centralized). When setting the DISA and DID Operating Mode, you make an entry for each Night Service mode.	(Mode 1~8) All Trunks = Ring Group 1		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
25-04-01	<b>VRS/DISA Transfer Ring Group With No Answer/Busy</b>	For each trunk port (001~200), set the operating mode of each DISA trunk. This sets what happens to the call when the DISA or Automated Attendant caller calls a busy or unanswered extension. The call can either disconnect (0) or Transfer to an alternate destination (a ring group, In-Skin/External, Centralized). When setting the DISA and DID Operating Mode, you make an entry for each Night Service mode.	Ring Groups: 1~100 Trunk Ports: 001~200 Day/Night Mode: 1~8 0 (Disconnect) 1~100 (Incoming Ring Group) 102 (In-Skin/External Voice Mail or VM8000 InMail) (default = 0)		✓	
25-05-01	<b>VRS/DISA Error Message Assignment</b>	For each trunk that is answered by the VRS, enter the VRS message (1~48) the outside caller hears if they dial incorrectly after answer. If you enter 0, the call reroutes according to Program 25-03 and Program 25-04. Make one entry for each Night Service mode.	0~100 (0 = No Setting) (default = 0)		✓	
25-06-02	<b>VRS/DISA One-Digit Code Attendant Setup – Destination Number</b>	Set up single digit dialing for Automated Attendant callers. For each VRS Message programmed to answer outside calls, specify: ○ The digit the Automated Attendant caller dials (1~12, where 10 = 0, 11 = * and 12 = #). (Keep in mind that if you assign destinations to digits three and four, outside callers cannot dial system extensions that begin with that digit.) ○ The destination reached (four digits maximum) when the caller dials the single digit code.	Up to eight digits (default not assigned)		✓	
25-07-01	<b>System Timers for VRS/DISA – VRS/DISA Dial Tone Time</b>	After answering a VRS/DISA trunk, the system waits this time for the caller to dial the first digit of the DISA password. If the caller fails to dial in this time, the system drops the call.	0~64800 (seconds) (default = 10 seconds)		✓	
25-07-02	<b>System Timers for VRS/DISA – VRS/DISA No Answer Time</b>	A VRS/DISA caller can ring an extension for this time before the system sets the call as a Ring No Answer. After this time expires, the call follows the programmed Ring No Answer routing (set in Program 25-03 and Program 25-04).	0~64800 (seconds) (default = 0 seconds)		✓	
25-07-04	<b>System Timers for VRS/DISA – Calling Time to Automatic Answering Telephone Set</b>	Set the answering waiting time of the automatic answering extension when an incoming DID trunk call is received.	0~64800 (seconds) (default = 10 seconds)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
25-07-05	<b>System Timers for VRS/DISA – Duration Time for Guidance Message by Automatic Answering Telephone Set</b>	Set the announcement time of the automatic answering extension before an incoming DID trunk caller is disconnected.	0~64800 (seconds) (default = 10 seconds)		✓	
25-07-06	<b>System Timers for VRS/DISA – Duration Time for Guidance Message by ACI</b>	Set the announcement time by the ACI before an incoming DID trunk caller is disconnected.	0~64800 (seconds) (default = 10 seconds)		✓	
25-07-11	<b>System Timers for VRS/DISA – VRS/DISA Answer Delay Time</b>	Set the time the system waits after receiving an incoming VRS/DISA call before the system automatically answers the call.	0~64800 (seconds) (default = 0 seconds)		✓	
25-07-13	<b>System Timers for VRS/DISA – VRS/DISA Busy Tone Interval</b>	If a DISA caller dials a busy extension (and Program 25-04-01 = 0), the system plays busy tone for this time before disconnecting.	0~64800 (seconds) (default = 5 seconds)		✓	
25-07-14	<b>System Timers for VRS/DISA – Delayed VRS Answer Time</b>	Assign the delay time from switching from a normal incoming status to DID mode. If this time is set to 0, the call switches to DID mode immediately.	0~64800 (seconds) (default = 10 seconds)		✓	
34-01-01	<b>E&amp;M Tie Line Basic Setup – DID/E&amp;M Start Signaling</b>	Set the start signaling mode for DID and tie trunks. DID and tie trunks can use either immediate start or wink start signaling.	0 = 2nd Dial Tone 1 = Wink (default) 2 = Immediate 3 = Delay (default = 2)	✓		
34-01-02	<b>E&amp;M Tie Line Basic Setup – Receive Dial Type for E&amp;M Tie Line</b>	For DID and tie trunks, use this option to set the trunks signaling type (Dial Pulse or DTMF).	Related Programming 10-09 0 = DP 1 = DTMF (default = 1)	✓		

### Direct Call by Time Schedule

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-10-35	<b>Service Code Setup (for Administrator) – Dial-In Mode Switching</b>	Assign the service code Dial-In Mode Switching.	MLT, SLT (default not assigned)	✓		
15-07-01	<b>Programmable Function Keys</b>	Assign a function key for one-touch access to the Dial-In Mode Switching setup code (Code 88).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		
20-07-26	<b>Class of Service Options (Administrator Level) – Dial-In Mode Switch</b>	Enable (1) or Disable (0) an extension ability to manually change Dial-In Modes.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
22-02-01	Incoming Call Trunk Setup	For each Night Service Mode, enter service type 8 when the trunk should be a DID (DDI) Mode Switching trunk.	Trunks 1~200 0 = Normal 1 = VRS (second dial tone if no VRS installed) 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie line 6 = Delayed VRS 7 = ANI/DNIS 8 = DID(DDI) Mode Switching (default = 0)	✓		
22-11-02	DID Translation Number Conversion – Target Number	For each DID Translation Table entry (1~2000), specify the extension the system dials after translation.  <i>Do not assign Received Digits in PRG 22-11-01 when using DID Call by Time Schedule.</i>	Maximum 24 digits (default not assigned)	✓		
22-17-01	Dial-In Conversion Table Area Setup for Time Pattern – Received Dial	Use to define the received numbers for each Dial-In Conversion Table (Program 22-17-02, 22-17-03 and 22-17-04).	Up to eight digits (default not assigned)	✓		
22-17-02	Dial-In Conversion Table Area Setup for Time Pattern – Start of Time	Use to define the Starting Time for each DID Translation table in Program 22-17-01.	0000~2359 (Time) (default = 0000)	✓		
22-17-03	Dial-In Conversion Table Area Setup for Time Pattern – End of Time	Use to define the Ending Time for each DID Translation table in Program 22-17-01.	0000~2359 (Time) (default = 0000)	✓		
22-17-04	Dial-In Conversion Table Area Setup for Time Pattern – Dial-In Conversion Table Number	Used to assign each time pattern to a DID Translation Table Entry in Program 22-11.	0~2000 (default = 0)	✓		

## Operation

DID calls ring extensions like normal trunk calls.

### To Activate DID Call by Time Schedule:

1. At any display multiline terminal, press **Speaker**.

2. Dial the Dial-In Mode Switching Service Code (Default = Not assigned).

- OR -

Press the Dial-In Mode Switching Programmable Function key (Program 15-07-01, 88, or SC 751 Key Code 88).

3. Dial **1~100** (table number).
4. Dial the Time Pattern **1~8**.

**Table 2-8 LED Flash Patterns**

<b>Time Pattern</b>	<b>LED Appearance</b>
<b>Pattern 1</b>	<b>Off</b>
<b>Pattern 2</b>	<b>On</b>
<b>Pattern 3</b>	<b>Slow Flash</b>
<b>Pattern 4</b>	<b>Fast Flash</b>
<b>Patterns 5~8</b>	<b>Off</b>

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## *Direct Inward Line (DIL)*

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### Description

A Direct Inward Line (DIL) is a trunk that rings an extension, virtual extension or Department Group directly. Since DILs only ring one extension or group (i.e., the DIL destination), employees always know which calls are for them. For example, a company operator can have a Direct Inward Line for International Sales Information. When outside callers dial the DIL telephone number, the call rings the operator on the International Sales line key. The DIL does not ring other extensions.

There are 200 available trunks, 64 Department Groups, 256 extensions and 256 virtual extensions.

### DIL Delayed Ringing

Extensions in a Ring Group can have delayed ringing for another extension DIL. If the DIL is not answered at its original destination, it rings the DIL No Answer Ring Group. This could help a Technical Service department, for example, that covers calls for an Inside Sales department. If the Inside Sales calls are not answered, they ring into the Technical Service department.

### Conditions

- If unanswered, a DIL without delayed ringing rings an extension until the outside party hangs up.
- If a DIL rings a Department Group and all agents are busy, the system routes the call as follows:
  1. The trunk rings the overflow destination assigned in Program 22-08.
  2. If there is no 22-08 assignment, the call rings according to the Ring Group assignments in Program 22-04 and Program 22-05.
  3. If none of the destinations in steps 1~2 above are available, the call continues to ring until a destination becomes free.
- The DIL follows call forwarding programming, even to voice mail.
- When a call is transferred by Call Forwarding – No Answer, Call Forwarding – Busy, or DND, the Reason for Transfer can display at the transferred extension.
- You can place DILs in trunk groups to make outgoing DIL calls easier.
- If a DIL destination extension is in DND, an incoming call rings according to Ring Group programming (Program 22-08 then Program 22-05).
  - If a user puts the telephone in Do Not Disturb, calls routed to the telephone in DND **do not** follow call forwarding.
- A user can activate Group Call Pickup to intercept a DIL ringing another extension.
- Program a name for a DIL in Program 14-01-01. This makes it easier to identify the incoming call.

- If a Multiline Terminal is busy, a second incoming DIL call provides Call Alert Notification, depending on chassis programming. The second DIL call waits in line for the user to answer the call. The outside caller hears ringback tone while this occurs.
- If an extension has a line key for a DIL, the call rings the key. If not, the call rings an available line appearance. For other extensions, the DIL indicates busy.
- A DIL rings its assigned extension without Ring Group programming. A DIL only rings its assigned extension. It does not ring other extensions in a Ring Group.
- Transferred calls on DISA, DID, DIL, ISDN trunks, or from the VRS can display the reason a call is being transferred (Call Forward, Busy, No Answer, or DND).

### **Default Setting**

Disabled

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## **System Availability**

### **Terminals**

All Terminals

### **Required Component(s)**

None

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## **Related Features**

**Call Forwarding**

**Central Office Calls, Answering**

**Central Office Calls, Placing**

**Department Calling**

**Do Not Disturb**

**Group Call Pickup**

**Name Storing**

**Off-Hook Signaling**

**Paging, External**

## Programmable Function Keys

### Ring Groups

### Transfer

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-07-01	<b>Programmable Function Keys</b>	To have the DIL ring a key, program a line key for the DIL trunk.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-09-01	<b>Class of Service Options (Incoming Call Service) – Second Call for DID/DISA/DIL/ E&amp;M Override</b>	Turns Off or On the extension ability to receive a second call from a DID, DISA, DIL, or tie line caller.  <i>With this option set to 1, the destination extension must be busy for a second DNIS caller to ring through. If the destination extension does not have a trunk or CAP key available for the second call and a previous call is ringing the extension but has not yet been answered, the second caller hears busy regardless of this program setting.</i>	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-23	<b>Class of Service Options (Supplementary Service) – Display the Reason for Transfer</b>	Select whether an extension should display the reason a call is being transferred to their extension (Call Forward Busy, Call Forward No Answer, DND).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
22-01-04	<b>System Options for Incoming Calls – DIL No Answer Recall Time</b>	A DIL that rings its programmed destination longer than this time diverts to the DIL No Answer Ring Group (set in Program 22-08).	0~64800 (seconds) (default = 0 seconds)		✓	
22-02-01	<b>Incoming Call Trunk Setup</b>	Assign each DIL Service Type 4. Make an entry for each Night Service mode.	Trunks 1~200 0 = Normal 1 = VRS (second dial tone if no VRS installed) 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie line 6 = Delayed VRS 7 = ANI/DNIS 8 = DID(DDI) Mode Switching (default = 0)	✓		
22-04-01	<b>Incoming Extension Ring Group Assignment</b>	Assign the extensions that should receive the overflow to the ring group programmed in Program 22-08. Set the ringing in Program 22-06.	Maximum eight digits Default: Extensions 101~108 (first eight ports) ring for incoming Ring Group 1 calls. No other extensions ring for incoming Ring Group 1 calls.		✓	
22-07-01	<b>DIL Assignment</b>	Set the destination extension number for each DIL – for each Night Service mode. The destination can be an extension port, virtual extension number, or Department Group pilot number (as assigned in Program 11-07-01).	Extension Number (maximum eight digits) (default not assigned)	✓		
22-08-01	<b>DIL/IRG No Answer Destination</b>	For each DIL with delayed ringing, enter the DIL No Answer Ring Group. An unanswered DIL rings this group after the DIL No Answer Time. Make an entry for each Night Service mode.	0 (No Setting) 001~100 (Incoming Ring Group) 102 (In-Skin/ External Voice Mail or VM8000 InMail) (default = 1)		✓	

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## Operation

### To answer a call on your Direct Inward Line:

1. Lift the handset.
2. Press the flashing line key for DIL on the multiline terminal.
  - Pressing the flashing Answer Key puts the first call on hold and answers the second incoming call. This can be repeated until all incoming calls are answered.
  - If you have Ringing Line Preference, lift the handset to answer the call.
  - If you do not answer the call, it may ring other extensions (i.e., the DIL No Answer Ring Group).

### To place a call on your Direct Inward Line:

1. Lift the handset.
2. At the multiline terminal, press the line key for DIL.
  - OR -
  - Dial # **9** and the DIL trunk number (e.g., 005).
  - OR -
  - Dial **704** and the DIL trunk group number (e.g., 05).
  - OR -
  - Dial **9** for Trunk Group Access.
3. Dial the number.

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## *Direct Inward System Access (DISA)*

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### **Description**

DISA permits outside callers to directly dial system extensions, trunks and selected features. This could help an employee away from the office that wants to directly dial co-workers or use the company trunks for long distance calls. To use DISA, the employee:

- Dials the telephone number that rings the DISA trunk
- Waits for the DISA trunk to automatically answer with a unique dial tone
- Dials the 6-digit DISA password (access code)
- Waits for a second unique dial tone
- Accesses a system trunk, uses a selected feature or dials a system extension

DISA calls ring system extensions like other outside calls. If an extension has a line key for the DISA trunk, the call rings that key. If the extension does not have a line key, the extension must have a Call Appearance (CAP) key to answer the call.

You can set DISA operation differently for each Night Service mode. For example, a trunk can be a normal trunk during the day and a DISA trunk at night. You can also set the routing for DISA trunks when the caller dials a busy or unanswered extension, dials incorrectly or forgets to dial.

DISA allows 15 users, 15 DISA Classes of Service and 200 trunks.

### **DISA Class of Service**

DISA Class of Service provides features and dialing restrictions for DISA callers. This allows you to control the ability of the DISA callers dialing into your system. When a DISA caller first accesses the system, they can be prompted to enter a DISA password before proceeding. The system associates the password entered with a specific user number, which in turn has a Class of Service. If the Class of Service allows the action (such as making outgoing trunk calls), the call goes through. If the DISA Class of Service does not allow the action, the system prevents the call. The DISA Class of Service options are:

- Trunk Group Routing/ARS Access

When a DISA caller dials into the system, they may be able to dial 9 and place outside calls. Any toll charges are incurred by the system. The call follows the system Trunk Group Access or Automatic Route Selection – whichever is enabled.

- Trunk Group Access

DISA callers may be able to access a specific trunk group for outgoing calls through the system. To access a Trunk Group, the user dials Service Code 704 followed by the Trunk Group number (Trunk Groups 1~100). This allows the DISA caller to place an outgoing call over the selected group. Trunk Group Access bypasses the system Trunk Group Routing/ARS/Trunk Access Maps. As with dial 0 access, any toll charges are incurred by the system.

Speed Dial – System/Group/Station

The System Speed Dial dialing bins may be available to DISA callers. This could save the DISA caller time when dialing. To access the System Speed Dialing bins, the caller dials Service Code #2 and the System Speed Dial Bin number.

 Operator Calling

A DISA caller may be able to dial 0 for the system operator.

 Paging

Internal and External Paging may be available to DISA callers. This allows co-workers in adjacent facilities, for example, to broadcast announcements to each other.

 Direct Trunk Access

DISA callers may be able to select a specific trunk for outgoing calls through the system. To directly access a trunk, the user dials Service Code #0 followed by the trunk number (e.g., 001). This allows the DISA caller to place an outgoing call over the selected trunk. Direct Trunk Access bypasses the system Trunk Group Routing/ARS/Trunk Access Maps. As with dial 0 access, any toll charges are incurred by the system.

 Call Forward

DISA callers may be able to set Call Forwarding to redirect extension calls to another extension. Call Forwarding ensures that the user's calls are covered when they are away from their work area.

 DISA/Tie Trunk Barge-In

The DISA/Tie Trunk Barge-In option allows a DISA/Tie Line caller to break into another extension user's established call. This sets up a three-way conversation between the intruding party and the two parties on the initial call.

### **DISA Toll Restriction**

The digits a DISA caller dials for an outgoing call may be subject to the system Toll Restriction. For example, Toll Restriction can prevent users from dialing a 1300 service. When an incoming DISA caller tries to use system trunks to dial 1300, Toll Restriction denies the call.

### **DISA Operating Modes**

The DISA Operating Modes determine what happens when a DISA caller forgets to dial, calls a busy or unanswered extension or dials incorrectly. The system can either drop the call or send it to a preset Ring Group (called the DISA Transfer Destination).

### **Department Calling with Overflow Message**

If a DISA caller dials a busy Department Calling Group, the system can periodically play the voice prompt, *"Please hold on. All lines are busy. Your call will be answered when a line becomes free."* while the caller waits. The interval between the voice prompts is the VRS Waiting Message Interval Time. When an extension in the Department Group becomes available, the call automatically goes through. If the Department Calling Group remains busy past the DISA No Answer Time, the DISA call routes to the overflow destination or disconnects. (What happens to the unanswered call is set by the DISA Operating Mode). The Overflow Message requires a VRS.

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## Warning Tone for Long DISA Calls

You can set up the system to provide a warning tone to DISA callers that have been on a call too long. The warning tone can be just a reminder (which the caller can ignore) or can be followed by a forced disconnect of the call. When the DISA caller hears the warning tone, they have the option of dialing a code to continue the conversation or disconnect.

## Trunk Continue/Disconnect Codes

Users can use the option to use a Continue or Disconnect service code. The Continue service code extends the conversation for a programmed time. If the user enters the Disconnect service code, the call is immediately disconnected.

### EXAMPLE:

The following example indicates how a call will be handled with the system programmed as follows:

- Program 14-01-25: **1**
  - Program 20-28-01: **#**
  - Program 20-28-02: **No Setting**
  - Program 20-28-03: **180**
  - Program 24-02-07: **600** (Used only with manually transferred Tandem Trunk calls)
  - Program 24-02-10: **30** (Used only with manually transferred Tandem Trunk calls)
  - Program 25-07-07: **600** (Used only with automatically transferred Tandem Trunk calls or DISA calls)
  - Program 25-07-08: **30** (Used only with automatically transferred Tandem Trunk calls or DISA calls)
1. An external call connects to an external number (either by transferring with Tandem Trunking or by DISA caller).
  2. After 10 minutes (Tandem Trunking = Program 24-02-07 or DISA = Program 25-07-07), a warning tone is heard and the user dials **#** (Program 20-28-01) to extend the conversation.
  3. After three minutes (Program 20-28-03), the warning tone is heard again. After 30 seconds (Tandem Trunking = Program 24-02-10 or DISA = Program 25-07-08), the call is disconnected.

## Conditions

- The DISA caller must use an analog (DTMF) telephone. DISA is compatible with calling devices that meet the DTMF signaling requirements of EIA Specification RS-464. DISA trunks must be ground start or supervised loop start.
- The Continue/Disconnect code must be DTMF.
- With an analog trunk, the Continue/Disconnect code may work using DTMF sounds from the opposite side trunk. With an ISDN trunk, Program 14-01-25 must be enabled to detect the Continue/Disconnect code.
- The Continue/Disconnect code is not accepted while dialing a trunk.
- Continue/Disconnect codes do not work if all DTMF receivers are busy.
- When used with the Networking feature, both systems must be programmed the same.

- In a system with ARS enabled:  
When a DISA caller dials 0 for an outside call (if allowed), the system routes the call via ARS.
- In a system with ARS disabled:  
When a DISA caller dials 0 for an outside call (if allowed), the system uses the routes programmed for Trunk Group Routing.
- Transferred calls on DISA, DID, DIL, ISDN trunks, or from the VRS can display the reason a call is being transferred (Call Forward, Busy, No Answer or DND).
- Long conversation cutoff is controlled separately for manually transferred Tandem Trunk calls, automatically transferred Tandem Trunk calls, and DISA calls.
- Tandem Trunking also uses the Continue/Disconnect codes DISA uses.
- Department Calling with Overflow Message requires a DSP daughter board for VRS.
- DISA can only be set to call forward to another extension. Call Forward Off-Premise is not supported.

### **Default Setting**

Disabled

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## **System Availability**

### **Terminals**

Remote Analog DTMF telephones

### **Required Component(s)**

CPU Daughter Board PZ-VM21 and VM8000 InMail (for Announcements)

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## **Related Features**

**Automatic Route Selection**

**Central Office Calls, Answering**

**Direct Inward Dialing (DID)**

**Direct Inward Line (DIL)**

**Long Conversation Cutoff**

**Tandem Trunking (Unsupervised Conference)**

## Transfer

### Voice Response System (VRS)

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-09-01	<b>DTMF and Dial Tone Circuit Setup</b>	Reserve at least one circuit for DTMF reception (entry 0 or 2). Use the following as a guide when allocating DTMF receivers: <ul style="list-style-type: none"> <li>○ In light traffic sites, allocate one DTMF receiver for every 10 devices that use them.</li> <li>○ In heavy traffic sites, allocate one DTMF receiver for every five devices that use them.</li> </ul>	0 = Common Use 1 = Extension Only 2 = Trunk Only Default: Circuit/Resource 01~08 = 1 (Extensions) Circuit/Resource 09~32 = 2 (Trunks) Circuit/Resource 33~96 = 0 (Not Used) Circuit/Resource 97~160 = 0 (Common) When PZ-BS10 is installed, 97~160 are available			✓
11-01-01	<b>System Numbering</b>	Used to define the system numbering plan.	Refer to UNIVERGE SV8100 System Program Manual			✓
11-09-02	<b>Trunk Access Code – 2nd Trunk Route Access Code</b>	Assign the Service Code set up in Program 11-01 for <u>2<sup>nd</sup></u> (Alternate) Trunk Route Access.	Dial (up to four digits) (default not assigned)			✓
14-01-02	<b>Basic Trunk Data Setup – Transmit Level</b>	Customize the transmit and receive levels of the CODEC Gain Types for each trunk.	Trunks 1~200 1~63 (-15.5 ~ +15.5dB in 0.5dB intervals) [default = 32 (0dB)]		✓	
14-01-03	<b>Basic Trunk Data Setup – Receive Level</b>	Customize the transmit and receive levels of the CODEC Gain Types for each trunk.	Trunks 1~200 1~63 (-15.5 ~ +15.5dB in 0.5dB intervals) [default = 32 (0dB)]		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-01-13	<b>Basic Trunk Data Setup – Trunk-to-Trunk Transfer</b>	If DISA caller can place outgoing calls through the system (refer to Program 20-14 in the <i>UNIVERGE SV8100 Programming Manual</i> ), enable loop supervision (1) for the DISA trunk. If DISA caller cannot use the system trunks for outgoing calls, enter 0 to disable loop supervision.	0 = Disable 1 = Enable (default = 1)		✓	
20-01-05	<b>System Options – DTMF Receive Active Time</b>	After answering the call, the system attaches a DTMF receiver to the DISA trunk for this time.	0~64800 (seconds) (default = 10 seconds)			✓
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-09-01	<b>Class of Service Options (Incoming Call Service) – Second Call for DID/DISA/DIL/E&amp;M Override</b>	Turns Off or On the extension ability to receive a second call from a DID, DISA, DIL, or tie line caller.  <i>With this option set to 1, the destination extension must be busy for a second DNIS caller to ring through. If the destination extension does not have a trunk or CAP key available for the second call and a previous call is ringing the extension but has not yet been answered, the second caller hears busy regardless of this program setting.</i>	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-23	<b>Class of Service Options (Supplementary Service) – Display the Reason for Transfer</b>	Select whether an extension should display the reason a call is being transferred to their extension (Call Forward Busy, Call Forward No Answer, DND).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-01	<b>Class of Service Options for DISA/E&amp;M – First Digit Absorption (Delete First Digit Dialed)</b>	For tie lines, Enable or Disable the ability to absorb (ignore) the first incoming digit. Use this to make the tie trunk compatible with 3- and 4-digit tie line service. This option does not apply to DISA.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
20-14-02	<b>Class of Service Options for DISA/E&amp;M – Trunk Group Routing/ARS Access</b>	This option Enables or Disables a DISA or tie trunk caller ability to dial 9 for Trunk Group Routing or Automatic Route Selection (ARS).	0 = Off 1 = On (default = 0 for COS 1~15)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-14-03	<b>Class of Service Options for DISA/E&amp;M – Trunk Group Access</b>	This option Enables or Disables a DISA or tie trunk caller ability to access trunk groups for outside calls (Service Code 704).	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-14-04	<b>Class of Service Options for DISA/E&amp;M – Outgoing System Speed Dialing</b>	This option Enables or Disables a DISA or tie trunk caller ability to use System Speed Dialing.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
20-14-05	<b>Class of Service Options for DISA/E&amp;M – Operator Calling</b>	This option Enables or Disables a DISA or tie trunk caller ability to dial 0 for the telephone system operator.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-14-06	<b>Class of Service Options for DISA/E&amp;M – Internal Paging</b>	This option Enables or Disables a DISA or tie trunk caller ability to use the telephone system Internal Paging.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-14-07	<b>Class of Service Options for DISA/E&amp;M – External Paging</b>	This option Enables or Disables a DISA or tie trunk caller ability to use the telephone system External Paging.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-14-08	<b>Class of Service Options for DISA/E&amp;M – Direct Trunk Access</b>	This option Enables or Disables a DISA or tie trunk caller ability to use Direct Trunk Access (Service Code #9).	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
20-14-09	<b>Class of Service Options for DISA/E&amp;M – Forced Trunk Disconnect &lt;Not for ISDN T-point&gt;</b>	This option Enables or Disables a tie trunk caller ability to use Forced Trunk Disconnect (Service Code 3). This option is not available to DISA callers.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
20-14-10	<b>Class of Service Options for DISA/E&amp;M – Call Forward Setting by Remote via DISA</b>	Enable or Disable a DISA caller ability to use the Call Forward service codes (Programs 11-11-01 ~ 11-11-05).	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
20-14-11	<b>Class of Service Options for DISA/E&amp;M – DISA/Tie Trunk Barge-In</b>	In an extension Class of Service, enable (1) or disable (0) a DISA or tie trunk user from using the Barge-In feature.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
21-15-01	<b>Individual Trunk Group Routing for Extensions</b>	Designate the trunk route accessed when a user dials the Alternate Trunk Route Access Code. Refer to Trunk Group Routing to set up outbound routing.	0~100 (0 = No Setting) (default = 0)		✓	
22-01-11	<b>System Options for Incoming Calls – VRS Waiting Message Interval Time</b>	Setup the duration time between announcing the VRS Waiting Message for Auto – Attendant & Queuing. The message is repeatedly sent out in the specified time.	0~64800 (seconds) (default = 20 seconds)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
22-02-01	Incoming Call Trunk Setup	For DISA operation, set the trunk service type to 2. You can have a different service type for each Night Service mode.	Trunks 1~200 0 = Normal 1 = VRS (second dial tone if no VRS installed) 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie line 6 = Delayed VRS 7 = ANI/DNIS 8 = DID(DDI) Mode Switching (default = 0)	✓		
22-04-01	Incoming Extension Ring Group Assignment	Assign the extensions that should receive the overflow. Set the ringing in Program 22-06.	Maximum eight digits Default: Extensions 101~108 (first eight ports) ring for incoming Ring Group 1 calls. No other extensions ring for incoming Ring Group 1 calls.		✓	
25-01-01	VRS/DISA Line Basic Data Setup – VRS/DISA Dial-In Mode	Select whether the DISA trunk uses Extension number/Service code specify (0) or Dial Conversion Table (1).	0 = Extension Number Service Code Specify (Intercom) 1 = Use Dial Conversion Table (default = 0)		✓	
25-01-02	VRS/DISA Line Basic Data Setup – DISA User ID	Select whether or not the DISA User ID should be used.	0 = Off 1 = On (default = 0)	✓		
25-01-03	VRS/DISA Line Basic Data Setup – VRS/DISA Transfer Alarm	Select whether the DISA transfer alarm should be used.	0 = Normal 1 = Alarm (default = 0)	✓		
25-02-01	VRS/DISA VRS Message	Assign the source and VRS message number to be used as the Automated Attendant Message for each trunk (001~200) which is assigned as a VRS/DISA.	0 = No Message 1 = 01~100 (VRS Messages) 2 = 01~4 (ACI Group Number) 3 = 01~64 (Extension Group Number) (default = 0)	✓		
25-03-01	VRS/DISA Transfer Ring Group With Incorrect Dialing	Set the operating mode of each DISA trunk. This sets what happens to the call when the DISA caller dials incorrectly. The call can either disconnect (0), transfer to an alternate ring group destination, or transfer to In-Skin/External Voice Mail, or Centralized Voice Mail.	(Mode 1~8) All Trunks = Ring Group 1	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
25-04-01	<b>VRS/DISA Transfer Ring Group With No Answer/Busy</b>	Set the operating mode of each DISA trunk. This sets what happens to the call when the DISA caller calls a busy or unanswered extension. The call can either disconnect (0), or transfer to an alternate ring group destination, In-Skin/External Voice Mail, or Centralized Voice Mail.	Ring Groups: 1~100 Trunk Ports: 001~200 Day/Night Mode: 1~8 0 (Disconnect) 1~100 (Incoming Ring Group) 102 (In-Skin/External Voice Mail or VM8000 InMail) (default = 0)	✓		
25-05-01	<b>VRS/DISA Error Message Assignment</b>	Assign the VRS message number to be used as the Automated Attendant error message. For each VRS/DISA trunk that the VRS answers, enter the VRS message (1~48) the outside caller hears if they dial incorrectly. If you enter 0 (i.e., no error message), the call reroutes according to Program 25-03 and Program 25-04. For each trunk, you make a separate entry for each Night Service mode.	0~100 (0 = No Setting) (default = 0)	✓		
25-06-01	<b>VRS/DISA One-Digit Code Attendant Setup – Next Attendant Message Number</b>	Set up single digit dialing through the VRS. This gives VRS callers single-key access to extensions, the company operator, Department Calling Groups and Voice Mail. For each VRS message set to answer outside calls (see Program 25-02 and Program 25-05), you specify: ○ The digit the VRS caller dials (0~9, *, #). (Keep in mind that if you assign destinations to digits, outside callers cannot dial system extensions, starting with that digit. ○ The destination reached (eight digits maximum) when the caller dials the specified digit. The destination can be an extension, a Department Calling pilot number or the Voice Mail master number. A one-digit code can be assigned for each Automated Attendant message.	0~100 (0 = No Setting) 101 = Voice MAil Answers 104 = Refer to 25-04: VRS/DISA Transfer Ring Group with No Answer/ Busy 105 = Dial the other extension (default = 0)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
25-06-02	<b>VRS/DISA One-Digit Code Attendant Setup – Destination Number</b>	Set up single digit dialing for Automated Attendant callers. For each VRS Message programmed to answer outside calls, specify: <ul style="list-style-type: none"> <li>○ The digit the Automated Attendant caller dials (1~12, where 10 = 0, 11 =* and 12 = #). (Keep in mind that if you assign destinations to digits three and four, outside callers cannot dial system extensions that begin with that digit.)</li> <li>○ The destination reached (four digits maximum) when the caller dials the single digit code.</li> </ul>	Up to eight digits (default not assigned)	✓		
25-07-01	<b>System Timers for VRS/DISA – VRS/DISA Dial Tone Time</b>	After answering the DISA trunk, the system waits this time for the caller to dial the first digit of the DISA password. If the caller fails to dial during this time, the system drops the call.	0~64800 (seconds) (default = 10 seconds)		✓	
25-07-02	<b>System Timers for VRS/DISA – VRS/DISA No Answer Time</b>	A DISA caller can ring an extension for this time before the system sets the call as a Ring No Answer. After this time expires, the call follows the programmed Ring No Answer routing. (Set to Program 25-03 and 25-04.)	0~64800 (seconds) (default = 0 seconds)		✓	
25-07-03	<b>System Timers for VRS/DISA – Disconnect after VRS/DISA retransfer to IRG</b>	From DISA trunk, when the call may go to Incoming Ring Group of PRG 25-03/25-04. This setting determines how long the call is ringing in the IRG.	0~64800 (seconds) (default = 60 seconds)		✓	
25-07-04	<b>System Timers for VRS/DISA – Calling Time to Automatic Answering Telephone Set</b>	Set the answering waiting time of the automatic answering extension when an incoming DID trunk call is received.	0~64800 (seconds) (default = 10 seconds)		✓	
25-07-05	<b>System Timers for VRS/DISA – Duration Time for Guidance Message by Automatic Answering Telephone Set</b>	Set the announcement time of the automatic answering extension before an incoming DID trunk caller is disconnected.	0~64800 (seconds) (default = 10 seconds)		✓	
25-07-06	<b>System Timers for VRS/DISA – Duration Time for Guidance Message by ACI</b>	Set the announcement time by the ACI after which an incoming DID trunk caller is disconnected.	0~64800 (seconds) (default = 10 seconds)		✓	
25-07-07	<b>System Timers for VRS/DISA – Long Conversation Warning Tone Time</b>	Determine the time a DISA caller or any automatically transferred trunk-to-trunk (such as Tandem Trunking) conversation can talk before the Long Conversation tone is heard.	0~64800 (seconds) (default = 1800 seconds)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
25-07-08	<b>System Timers for VRS/DISA – Long Conversation Disconnect Time</b>	This time determines how long the system waits before disconnecting a a DISA or any automatically transferred trunk-to-trunk (such as Tandem Trunking) call after the Long Conversation tone is heard.	0~64800 (seconds) (default = 30 seconds)		✓	
25-07-09	<b>System Timers for VRS/DISA – DISA Internal Paging Time</b>	This is the maximum length of an Internal Page placed by a DISA caller. If the Page continues longer than this time, the system terminates the DISA call.	0~64800 (seconds) (default = 30 seconds)		✓	
25-07-10	<b>System Timers for VRS/DISA – DISA External Paging Time</b>	This is the maximum length an External Page is placed by a DISA caller. If the Page continues longer than this time, the system terminates the DISA call.	0~64800 (seconds) (default = 30 seconds)		✓	
25-07-11	<b>System Timers for VRS/DISA – VRS/DISA Answer Delay Time</b>	Set the time the system waits after receiving an incoming VRS/DISA call before the system automatically answers the call (0~64800 seconds).	0~64800 (seconds) (default = 0 seconds)		✓	
25-07-13	<b>System Timers for VRS/DISA – VRS/DISA Busy Tone Interval</b>	If a DISA caller dials a busy extension (and Program 25-04 = 0), the system plays busy tone for this time before disconnecting.	0~64800 (seconds) (default = 5 seconds)		✓	
25-07-14	<b>System Timers for VRS/DISA – Delayed VRS Answer Time</b>	Assign the delay time from switching from a normal incoming status to DID Mode. If this time is set to 0, the call switches to DID immediately.	0~64800 (seconds) (default = 10 seconds)			
25-08-01	<b>DISA User ID Setup – Password</b>	For each DISA user, set the 6-digit password.	ID 01 = 000001 ID 02 = 000002 : ID 15 = 000015	✓		
25-09-01	<b>Class of Service for DISA Users</b>	Assign a DISA Class of Service for each user. Assign the DISA Class of Service options in Program 20-14. The DISA Class of Service cannot be 0. Program 20-06 cannot be used to assign Class of Service to DISA trunks.	Day/Night Mode = 1~8 Function Class = 1~15 (default = 1)	✓		
25-10-01	<b>Trunk Group Routing for DISA</b>	Use this program to assign the Trunk Group Route chosen when a user places a DISA call into the system and dials 0. Set Trunk Group Routing in Program 14-06. Enable or Disable DISA caller ability to dial 9 in Program 20-14-02. Assign a route to each DISA Class of Service (1~15). The system assigns a DISA Class of Service to a call based on the password the DISA caller dials.	Day/Night Mode = 1~8 Route Table Number = 0~100 (0 = No Setting) (default = 1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
25-11-01	<b>DISA Toll Restriction Class</b>	If the system uses Toll Restriction, enter a Toll Restriction Class (1~15) for each DISA user (1~15). The system uses the Toll Restriction Class you enter in Program 21-05 and 21-06. The Toll Restriction Class assigned to a DISA call is based on the DISA Class of Service and user, which is determined by the password the caller dials. You cannot use Program 21-04 cannot be used to assign Toll Restriction to DISA trunks.	Day/Night Mode = 1~8 Toll Restriction Class = 1~15 (default = 2)		✓	
25-12-01	<b>Alternate Trunk Group Routing for DISA</b>	Assign the trunk route that DISA Callers access if they dial the Alternate Trunk Route Access Code. Refer to <a href="#">Central Office Calls, Placing on page 2-229</a> for more information on setting up Alternate Trunk Route Access.	Day/Night Mode = 1~8 Route Table Number = 0~100 (0 = No Setting) (default = 1)		✓	

### Trunk Continue/Disconnect Codes

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-01-25	<b>Basic Trunk Data Setup – Continued/Discontinued Trunk-to-Trunk Conversation</b>	When Program 24-02-10 is set to disconnect a trunk after the defined time, determine whether or not a user should have the ability to use the continue/disconnect code.	0 = Disable (No) 1 = Enable (Yes) (default = 0)		✓	
22-07-01	<b>DIL Assignment</b>	Assign the master/pilot number of the voice mail group from Program 11-07-01 as the DIL destination. If all Voice Mail ports are in the same unique Extension (Department) Group (see Program 16-02 above), the DIL rings another Voice Mail port if its assigned port is busy.	Extension Number (maximum eight digits) (default not assigned)	✓		
20-28-01	<b>Trunk to Trunk Conversation – Conversation Continue Code</b>	When Program 14-01-25 is enabled, determine the 1-digit code the user should dial (0~9, *, #) to extend the conversation for the time defined in Program 20-28-03. If the Continue and Disconnect codes are programmed the same (e.g., #), the system follows the "Continue" operation. Using the Continue code before the warning tone is heard has no action.	0~9, #, * (default not assigned)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-28-02	<b>Trunk to Trunk Conversation – Conversation Disconnect Code</b>	When Program 14-01-25 is enabled, determine the 1-digit code the user should dial (0~9, *, #) to immediately disconnect their call. Using the Disconnect code before the warning tone is heard disconnects the call.	0~9, #, * (default not assigned)		✓	
20-28-03	<b>Trunk to Trunk Conversation – Conversation Continue Time</b>	When Program 14-01-25 is enabled, determine the time a call is extended when the user dials the Continue code (defined in Program 20-28-01).	0~64800 (seconds) (default = 0 seconds)		✓	
24-02-07	<b>System Options for Transfer – Trunk-to-Trunk Transfer Release Warning Tone</b>	This timer starts when a trunk begins talking with another trunk (for example: Trunk-to-Trunk Transfer/ Tandem Trunking). When this time expires, a warning tone is heard. If Program 24-02-10 is set, the conversation disconnects after that time expires. This timer is set again when the external digit time expires. One of the trunks used must be an analog trunk (or leased line). <i>This applies to manually transferred Tandem Trunk and DISA calls.</i>	0~64800 (seconds) (default = 1800 seconds)		✓	
24-02-10	<b>System Options for Transfer – Disconnect Trunk-to-Trunk</b>	Determine how long a conversation continues after the time in Program 24-02-07 expires. If this option is set to 0, the conversation is disconnected immediately. This program has no affect if Program 24-02-07 is set to 0. One of the trunks used must be an analog trunk (or leased line). <i>This applies to manually transferred Tandem Trunk and DISA calls</i>	0~64800 (seconds) (default = 0 seconds)		✓	
25-07-07	<b>System Timers for VRS/DISA – Long Conversation Warning Tone Time</b>	This time determines how long the system waits before disconnecting a DISA or any automatically transferred trunk-to-trunk (such as Tandem Trunking) call after the Long Conversation tone is heard. If Program 25-07-08 is set to 0, the call is disconnected after the time expires. This timer is set again when the external digit time expires. <i>This applies to automatically transferred Tandem Trunk and DISA calls.</i>	0~64800 (seconds) (default = 1800 seconds)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
25-07-08	<b>System Timers for VRS/DISA – Long Conversation Disconnect Time</b>	<p>This timer determines how long the system waits before disconnecting a DISA call after the Long Conversation tone is heard. This program has no affect if Program 25-07-07 is set to 0.</p> <p> <i>This applies to automatically transferred Tandem Trunk and DISA calls.</i></p>	0~64800 (seconds) (default = 30 seconds)		✓	

## Operation

### To place a DISA call into the system (from any 2500 type telephone):

1. Dial the telephone number that rings the DISA trunk.
2. Wait for the DISA trunk to automatically answer with a unique dial tone.
3. Dial the 6-digit DISA password (access code).
4. Wait for a second unique dial tone.
5. Dial an extension.
  - OR -
  - Dial **0** for Trunk Group Routing or ARS.
  - OR -
  - Dial Alternate Trunk Route Access Code (if enabled).
  - OR -
  - Dial **704** + a trunk group number (**1~100**) for an outside call.
  - OR -
  - Dial **#0** + a trunk number (**1~200**) for an outside call.
  - OR -
  - Dial **#2** + System Speed Dialing bin number.
  - OR -
  - Dial **9** for the operator.
  - OR -
  - Dial **701** + an Internal Paging Zone number (**0, 1~9, 00, 01~64**).
  - OR -
  - Dial **703** + an External Paging Zone number (**1~8** or **0** for All Call).
  - OR -
  - Dial **710** + a busy extension number to barge in to a call.

**To forward extension calls using a DISA call into the system (from any analog-type telephone):**

1. Dial the telephone number that rings the DISA trunk.
2. Wait for the DISA trunk to automatically answer with a unique dial tone.
3. Dial the 6-digit DISA password (access code).
4. Wait for a second unique dial tone.
5. Dial the Call Forward service code (as defined in Program 11-11-01 through Program 11-11-05).
6. Dial the number of the extension to be forwarded.
7. Dial **1** to set Call Forwarding or **0** to cancel Call Forwarding.
8. Dial the extension number to which the calls will be forwarded.

**To use the Continue code to extend a DISA call:**

1. An external call connects to an external number (either by transferring with Tandem Trunking or by DISA caller).
2. After the programmed time (Program 25-07-07), a warning tone is heard and the user dials the Continue code (Program 20-28-01) to extend the conversation.
3. After the programmed time (Program 20-28-03), the warning tone is heard again. After the programmed time (Program 25-07-08), the call is disconnected if the Continue code is not dialed again.

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## *Direct Station Selection (DSS) Console*

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### Description

The DSS Console gives a multiline terminal user a Busy Lamp Field (BLF) and one-button access to extensions, trunks, and system features. This saves time for users that do a lot of call processing (e.g., attendants, operators, or dispatchers). The DSS Console simplifies:

- Calling extensions and door boxes
- Placing, answering and transferring outside calls
- Making an External or Internal Page
- Switching the Night Service mode
- Activating DSS Console Alternate Answer



The DSS Console also provides DSS Console Alternate Answer. This lets a multiline terminal user with a DSS Console quickly reroute their calls to a co-worker. Transferred and dial 9 calls ring both DSS Consoles and, if the VRS is installed, the main operator hears the message, "Your calls have been forwarded". Central office calls ring both consoles and no message is heard by the operator.

You can also program the DSS Console keys to store Service Codes (up to 29 digits long). This provides the DSS Console user with many of the features available on One-Touch and Programmable Feature Keys. The DSS Console keys can optionally store additional associated digits after the Service Code. For example, storing 70401 under a DSS Console key accesses Trunk Group 1 when the console user presses the key.

The maximum number of consoles allowed per system is 32.

### **DSS Lamp Table Changed to Apply to DSS/Hotline Keys for Multiline Terminals**

Using **Programs 30-05-02~30-05-21 DSS Console Lamp Table**, you can assign LED flash patterns for DSS and Hotline keys on multiline terminals and DSS Consoles.

### **ACD/Non-ACD Agent DSS Lamping Available**

With the UNIVERGE SV8100 system, Programs 30-05-02~30-05-21 allow a non-ACD DSS console to light indicating the status of both non-ACD agents and ACD agents, but ACD agents do not show ACD status (Logged In/Out, etc.), only idle, busy, etc.

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## Conditions

- Changing flash patterns for DSS Consoles also changes them for Hotline keys.
- When installing a DSS, the system must auto-detect the console for the LEDs to function correctly. When connecting the DSS to an extension previously defined with another circuit type, undefine the circuit type (enter 00 in Program 10-03-01 for the extension number), then connect the DSS Console.
- Programmable Function Keys for ACD codes (\*10, \*12, \*13, \*14, \*15, \*16, \*17, \*18, \*19) cannot be programmed on a DSS Console.
- Programmable Function keys for Trunk Group (\*02), Virtual Extension (\*03), and Call Appearance (CAP) Key (\*08) cannot be programmed on a DSS Console as the system does not allow entry of the additional data required for these keys.
- A user can use the One-Touch Programmable Function Key (code 01) to have DSS Console keys for Personal Speed Dial and common and group Speed Dial.
- Lighting status for ACD agents and non-ACD agents does not appear on the same console type. For ACD agent's lighting status, a DSS Console must be programmed as an ACD console in Program 30-01-01. For non-ACD agents, the console must be programmed as a business console.
- A DSS key indicates only a Call Forwarding indication for extensions forwarded with Immediate Call Forwarding.
- A DSS Console can have line keys for placing and answering calls.
- The DSS Console provides one-touch calling and a Busy Lamp Field for Door Boxes. Refer to [Door Box on page 2-439](#) when programming Door Boxes.
- The DSS Console provides one-touch Night Service switching. Refer to [Night Service on page 2-775](#) when programming Night Service options.
- Like a One-Touch Key, a user can have DSS Console keys for Direct Station Selection, Trunk Calling, Personal Speed Dial, Speed Dialing, and Service Code access.
- The DSS Console provides one-touch External and Internal Page zone access. Refer to [Paging, External on page 2-807](#) and [Paging, Internal on page 2-813](#).
- You can program the DSS Console keys with service codes to provide the functions of many of the Programmable Function keys. The stored service code can have up to three digits, but it can have additional option codes added (e.g. to set Immediate Call Forward for all calls. Trunk Group (\*02), Virtual Extension (\*03), and Call Appearance (CAP) Key (\*08) codes can not be programmed on a DSS Console as the system does not allow entry of the additional data required.
- The capacity of a console can be expanded by assigning a Page key (shift key). The Page key (shift key) must be assigned on keys 55~60.
- The expanded capacity for DSS Consoles (two pages), is not supported for DSS Consoles in the ACD Monitor Mode.

- When a multiline terminal user is on a call, they can transfer to another station by pressing a DSS key for that station. It is not necessary to press Transfer to transfer to another station using a DSS key.
  - ✎ *When a multiline terminal user is on a call, they must press Transfer to transfer a call off site with a DSS key.*
- Pauses can be entered in the dial string of a DSS/One Touch button. The pause is entered as P in the dial string and causes the system to wait three seconds before sending the rest of the digits that follow the P (pause). Multiple pauses can be entered.
- The @ can be entered in the dial string of a DSS/One Touch button. The @ only applies to ISDN and Intercom calls. When using the @, the system waits for the destination to answer (answer supervision), and then sends the rest of the digits.
- Entering a P (pause) in a DSS/One Touch dial string can be used for CO calls, Intercom calls, or after the @ for ISDN calls.

### **Default Setting**

- No DSS Consoles assigned (in Program 30-02-01).
- All DSS Console key ranges are ports 1~200.
- Once a DSS Console is enabled, the console keys are DSS keys (Program 30-03-01).

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## **System Availability**

### **Terminals**

All Multiline Terminals

### **Required Component(s)**

None

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## **Related Features**

**Automatic Call Distribution (ACD)**

**Call Forwarding**

**Central Office Calls, Answering**

**Central Office Calls, Placing**

**Door Box**

**Night Service****One-Touch Calling****Paging, External****Paging, Internal****Programmable Function Keys****Speed Dial – System/Group/Station****Guide to Feature Programming**

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-01	<b>ETU Setup (DLC PKG Setup) – Terminal Type (B1)</b>	Use to setup and confirm the Basic Configuration data for terminal type (B1).	0 = Not set 1 = Multiline Terminal 2 = SLT Adapter 3 = Bluetooth Cordless Handset 6 = PGD (Paging) 7 = PGD (Tone Ringer) 8 = PGD (Doorbox) 9 = PGD (ACI) 10 = DSS Console 11 = -- Not Used -- (default = 0)	✓		
15-02-08	<b>Multiline Telephone Basic Data Setup – Automatic Handsfree</b>	Set to 1 for a DSS Console to have one-touch operation. If set to 0, the user must lift the handset before pressing a DSS key for the call to complete.	0 = Preselect 1 = One-Touch (Automatic Handsfree) (default = 1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-06-01	<b>Class of Service for Extensions</b>	Assign Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-13-06	<b>Class of Service Options (Supplementary Service) – Automatic Off-Hook Signaling (Automatic Override)</b>	Allows a busy extension ability to Manually (0) or Automatically (1) receive off-hook signals.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-49	<b>Class of Service Options (Supplementary Service) – BLF Indication on CO Incoming State</b>	Determine if a BLF of the station lights when a Normal CO call is ringing the phone.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-17-01	<b>Operator Extension – Operator's Extension Number</b>	Define the extension numbers which are to be used by operators.	Up to eight digits (default = 101)		✓	
30-01-01	<b>DSS Console Operating Mode</b>	Set the mode of the system DSS Consoles. The available options are Regular (Business) Mode (0), Hotel Mode (1), ACD Monitor Mode (2) or Business/ACD Mode (3).	0 = Business Mode 1 = Hotel Mode 2 = ACD Monitor Mode 3 = Business/ACD Mode (default = 0)		✓	
30-02-01	<b>DSS Console Extension Assignment – Extension Number</b>	The extension number for the multiline terminal connected with the DSS console (up to eight digits).	Up to eight digits. (default not assigned)	✓		
30-03-01	<b>DSS Console Key Assignment</b>	Customize DSS Console keys to function as DSS keys, Service Code keys, Programmable Function Keys, and One-Touch Calling keys. The key [when defined as a DSS/One-Touch key (code 01)] can have any function up to four digits (e.g., extension number or Service Code). The function information (such as extension number or Service Code) would then be entered as the additional data.	Key Number 001~500 0~99 (General Functional Level) 97 = Door Box Access key (additional data: 1~8 Door Box No.) *00 ~ *99 (Appearance Functional Level)	✓		
30-04-01	<b>DSS Console Alternate Answer</b>	Used to define the DSS Console Alternate answer number.	Alternate DSS No. 01~32 0 = No Setting (Default = 0)		✓	
30-05-02	<b>DSS Console Lamp Table – Busy Extension</b>	Use to define the LED patterns for busy extensions on the DSS consoles.	0~7 [default = 7 (On)]		✓	
30-05-03	<b>DSS Console Lamp Table – DND Extension</b>	Use to define the LED patterns for busy DND extensions on the DSS consoles.	0~7 [default = 3 (RW)]		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
30-05-04	DSS Console Lamp Table – ACD Agent Busy	Use to define the LED patterns for busy ACD agents on the DSS consoles.	0~7 [default = 7 (On)]		✓	
30-05-05	DSS Console Lamp Table – Out of Schedule (ACD DSS)	Use to define the LED patterns for out of schedule (ACD/DSS) on the DSS consoles.	0~7 [default = 0 (Off)]		✓	
30-05-06	DSS Console Lamp Table – ACD Agent Log Out (ACD DSS)	Use to define the LED patterns for ACD agents that are logged out on the DSS consoles.	0~7 [default = 5 (IL)]		✓	
30-05-07	DSS Console Lamp Table – ACD Agent Log In (ACD DSS)	Use to define the LED patterns for ACD agents that are logged in on the DSS consoles.	0~7 [default = 4 (IR)]		✓	
30-05-08	DSS Console Lamp Table – ACD Agent Emergency (ACD DSS)	Use to define the LED patterns for ACD agent using emergency on the DSS consoles.	0~7 [default = 6 (IW)]		✓	
30-05-09	DSS Console Lamp Table – Hotel Status Code 1 (Hotel DSS)	Use to define the LED patterns for hotel status code 1 on the DSS consoles.	0~7 [default = 7 (On)]		✓	
30-05-10	DSS Console Lamp Table – Hotel Status Code 2 (Hotel DSS)	Use to define the LED patterns for hotel status code 2 on the DSS consoles.	0~7 [default = 1 (FL)]		✓	
30-05-11	DSS Console Lamp Table – Hotel Status Code 3 (Hotel DSS)	Use to define the LED patterns for hotel status code 3 on the DSS consoles.	0~7 [default = 2 (WK)]		✓	
30-05-12	DSS Console Lamp Table – Hotel Status Code 4 (Hotel DSS)	Use to define the LED patterns for hotel status code 4 on the DSS consoles.	0~7 [default = 3 (RW)]		✓	
30-05-13	DSS Console Lamp Table – Hotel Status Code 5 (Hotel DSS)	Use to define the LED patterns for hotel status code 5 on the DSS consoles.	0~7[(default = 5 (IL)]		✓	
30-05-14	DSS Console Lamp Table – Hotel Status Code 6 (Hotel DSS)	Use to define the LED patterns for hotel status code 6 on the DSS consoles.	0~7 [default = 3 (RW)]		✓	
30-05-15	DSS Console Lamp Table – Hotel Status Code 7 (Hotel DSS)	Use to define the LED patterns for hotel status code 7 on the DSS consoles.	0~7[(default = 6 (IW)]		✓	
30-05-16	DSS Console Lamp Table – Hotel Status Code 8 (Hotel DSS)	Use to define the LED patterns for hotel status code 8 on the DSS consoles.	0~7 [default = 4 (IR)]		✓	
30-05-17	DSS Console Lamp Table – Hotel Status Code 9 (Hotel DSS)	Use to define the LED patterns for hotel status code 9 on the DSS consoles.	0~7 [default = 3 (RW)]		✓	
30-05-18	DSS Console Lamp Table – Hotel Status Code 0 (Hotel DSS)	Use to define the LED patterns for hotel status code 0 on the DSS consoles.	0~7 [default = 0 (Off)]		✓	
30-05-19	DSS Console Lamp Table – Hotel Status Code * (Hotel DSS)	Use to define the LED patterns for hotel status code * on the DSS consoles.	0~7 [default = 4 (IR)]		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
30-05-20	DSS Console Lamp Table – Hotel Status Code # (Hotel DSS)	Use to define the LED patterns for hotel status code # on the DSS consoles.	0~7 [default = 5 (IL)]		✓	
30-05-21	DSS Console Lamp Table – VM Message Indication	Use to define the LED patterns for VM message indications on the DSS consoles.	0~7 [default = 3 (RW)]		✓	
30-10-01	DSS Console IP Terminal Setup – MAC Address	Read Only program that displays the MAC address of the IP terminal a DSS console is associated with.	00-00-00-00-00-00 ~ FF-FF-FF-FF-FF-FF (Default = 00-00-00-00-00-00)		✓	

## Operation

### Calling an extension from your DSS Console:

- Press the **DSS Console** key.
  -  *If the call voice-announces, you can make it ring by dialing 1.*
  -  *If you do not have Handsfree, you must lift the handset to speak.*

Extension Busy Lamp Field	
When the DSS key is...	The assigned extension is...
On	Busy on a call
Off	Idle
Flashing Fast	In Do Not Disturb

### Answering a trunk call from your DSS Console:

- Press the flashing **DSS Console** key assigned to the trunk.
  -  *If you do not have Handsfree, you must lift the handset to speak.*

### Transferring a call using your DSS Console:

- Place or answer the call.
- Press **Transfer** to transfer the call.
- Press the DSS key for the extension to receive the transfer.
- (Optional) Announce the call.
  -  *If called party does not want the call, press the flashing line key to retrieve it.*

### Making an External Page using your DSS Console:

1. Press the **DSS Console External Page** zone key (1~8).

 *If the zone you want is busy, try again later.*

 *If you do not have Handsfree, lift the handset to make your announcement.*

External Page Busy Lamp Field	
When the DSS key is...	The External Page zone is...
On	Busy
Off	Idle

### Making an Internal Page using your DSS Console:

1. Press the **DSS Console Internal Page** zone key (Group key 1~64).

 *If the zone you want is busy, try again later.*

 *If you do not have Handsfree, lift the handset to make your announcement.*

Internal Page Busy Lamp Field	
When the DSS key is...	The Internal Page zone is...
On	Busy
Off	Idle

### Switching the Night Service mode from your DSS Console:

1. Press the Night Service key.

Night Service Busy Lamp Field	
When this key is ON...	The system is in the...
DAY	Day 1 Mode
NIGHT	Night 1 Mode
BREAK	Break 1 Mode
NIGHT 2	Night 2 Mode

### Using a DSS Console key as a One-Touch or Programmable Function Key:

 *A user can have DSS Console keys programmed as One-Touch Keys. These keys can be used for Direct Station Selection, Trunk Calling, Personal Speed Dial, Speed Dialing, and Service Code access. The stored service code cannot be longer than three digits.*

1. Press the **DSS Console** key for function.

 *For example, you can forward your calls by pressing **DSS** key + 1 + destination. Your DSS key must have been previously programmed for Call Forward.*

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## *Directed Call Pickup*

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### **Description**

Directed Call Pickup permits an extension user to intercept a call ringing another extension. This allows a user to conveniently answer a call for a co-worker from their own telephone. With Directed Call Pickup, an extension user can pick up:

- Trunk calls (i.e., Ring Group calls)
- Direct Inward Lines
- Transferred trunk calls
- Transferred Intercom calls
- Ringing and voice-announced Intercom calls

### **Conditions**

- Calls which were on hold or transferred which recall the extension can be answered using Directed Call Pickup.
- Personal Park also uses the Directed Call Pickup code.
- Voice Mail Park and Page also uses the Directed Call Pickup code.
- Directed Call Pickup cannot be used to pick up a call ringing at an ACD agent.

### **Default Setting**

Enabled

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### **System Availability**

#### **Terminals**

All Stations

#### **Required Component(s)**

None

## Related Features

Call Arrival (CAR) Keys

Department Calling

Group Call Pickup

Hold

Hotline

Park

Secretary Call Pickup

Secondary Incoming Extension

Transfer

Virtual Extensions

VM8000 InMail

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-12-25	Service Code Setup (for Service Access) – Direct Call Pickup - Own Group	Use to customize the Service Codes for direct call pickup – own group.	MLT, SLT (default = 756)		✓	
11-12-26	Service Code Setup (for Service Access) – Call Pickup for Specified Group	Use to customize the Service Codes for call pickup for specified group.	MLT, SLT (default = 768)		✓	
11-12-27	Service Code Setup (for Service Access) – Call Pickup	Use to customize the Service Codes for call pickup.	MLT, SLT (default = *#)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-12-28	<b>Service Code Setup (for Service Access) – Call Pickup for Another Group</b>	Use to customize the Service Codes for call pickup for another group.	MLT, SLT (default = 769)		✓	
11-12-29	<b>Service Code Setup (for Service Access) – Direct Extension Call Pickup</b>	Use to customize the Service Codes for direct extension call pickup.	MLT, SLT (default = **)	✓		
11-12-30	<b>Service Code Setup (for Service Access) – Specified Trunk Answer</b>	Use to customize the Service Codes for specified trunk answer.	MLT, SLT (default = 672)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service to extensions (1~15).	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-10-05	<b>Class of Service Options (Answer Service) – Directed Call Pickup for Own Group</b>	Turns Off or On Directed Call Pickup for calls ringing an extension Pickup Group (Service Code 756).	0 = Off 1 = On (default = 1 for COS 1~15)	✓		

## Operation

### To use Directed Call Pickup to intercept a call to a co-worker's extension:

1. Pick up the handset or press **Speaker**.
2. Dial **\* \***.
3. Dial number of extension whose call you want to intercept.

 *If more than one call is coming in, the system sets the priority for which call it answers first.*

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## *Directory Dialing*

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### **Description**

Directory Dialing allows a Multiline Terminal user to select a co-worker or outside caller from a list of names, rather than dialing the telephone number. Four types of Directory Dialing are available:

- SPD – Speed Dials
- EXT – co-worker's Extensions
- STA – Personal Speed Dials
- TELBK – Telephone Book

### **Conditions**

- Directory Dialing sorts and searches directory names in alphabetical order (based on all characters entered of the name) when the system starts up or reboots. The system resorts extension names when:
  - You change Program 15-01-01 (Extension Numbers and Names).
  - Any user dials 700 and changes their extension name.
- Directory Dialing follows all the programmed options and conditions for Speed Dial - System/ Group/Station, Intercom Calling and One-Touch Calling.
- Extension Directory only shows a telephones/VEs that are connected and have a name assigned in Program 15-01-01.

### **Default Setting**

Enabled

---

### **System Availability**

#### **Terminals**

All Display Multiline Terminals with Softkeys

#### **Required Component(s)**

None

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## Related Features

Last Number Redial

Name Storing

Speed Dial – System/Group/Station

Softkeys

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## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-51	<b>Class of Service Options (Supplementary Service) – Number and Name Appear in the Directory</b>	Determine if an extension name and number should be listed (On) or unlisted (Off) in the directory.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
21-01-02	<b>System Options for Outgoing Calls – Intercom Interdigit Time</b>	If a user waits longer than this time between Directory Dialing steps, Directory Dialing automatically cancels.	0~64800 (seconds) (default = 10 seconds)	✓		

---

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## Operation

### To use Directory Dialing from a multiline terminal with an LCD:

1. Press the **Dir** softkey.
2. Press the **softkey** for the Directory Dialing type:
  - SPD – Speed Dials
  - EXT – co-worker's Extensions
  - STA – Personal Speed Dials
  - TELBK – Telephone Book

 *Directory Dialing follows any feature restrictions that your system may have enabled. For example, if your extension cannot normally use Speed Dial – System/Group/Station, Directory Dialing can not access it either.*
3. Dial letter/number range for the party you want to call (e.g., dial 2 for A, B, C or 2).
  -  *You can enter several letters to help narrow the search.*
  -  *Press # to enter additional letters on the same key (ex: TOM = 8666#6).*
4. Press the **Down Arrow** softkey to jump to that section.
5. Press the Volume **▲** or **▼** key to scroll through the list.
  -  *If you wait too long between your selections, Directory Dialing automatically cancels.*
6. Lift the handset or press the **DIAL** softkey, or press **Speaker** to place the selected call.
  -  *If you selected an outside call, it routes according to your system Trunk Group Routing/ARS setup.*

### To cancel Directory Dialing:

Press the **Exit** key.

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## *Distinctive Ringing, Tones and Flash Patterns*

### Description

Distinctive Ringing, Tones and Flash Patterns provide extension users with audible and visual call status signals. This lets users tell the type of calls by listening to the ringing/tones and watching the keys. It also helps users monitor the progress of their calls. In addition, Distinctive Ringing lets multiline terminal users customize their Intercom and trunk call ringing. This is helpful for users that work together closely. For example, if several co-workers set their multiline terminals to ring at different pitches, each co-worker can always tell which calls are for them. You can also customize the tones the system uses for splash tone, confirmation tone, trunk ring tone, Intercom ring tone and Alarm ring tone. Refer to the chart below and the *UNIVERGE SV8100 Programming Manual* for more details.

**Table 2-9 Distinctive Ringing: Tones and Flash Patterns**

Program	Description
80-01-01~04 Service Tone Setup	Set the frequency of the system splash tone. This is the tone the system uses, for example, to alert the user of an incoming voice-announced Intercom call.
30-05-02~21 DSS Console Lamp Table	Set the DSS and Hotline key flash rates for busy, idle, DND, ACD Agent status, and hotel options.

### Conditions

- Single line telephone users cannot listen to or hear the pitch of the telephone incoming ring.
- If Program 22-03-01 is set to 0~3 and Program 15-02-02 is set to 1~3, trunk calls follow the ring pattern in Program 22-03-01 and the pitch in Program 15-02-02.
- If Program 22-03-01 is set to 4~8 and Program 15-02-02 is set to 1~3, trunk calls follow the ring pattern in Program 22-03-01.
- If Program 22-03-01 is set to 0~8 and Program 15-02-02 is set to 4~8, trunk calls follow the ring pattern in Program 15-02-02.
- If Program 15-08 : Incoming Virtual Extension Ring Tone Setup is set to Incoming Ring Tone Extension, then Program 15-10 : Incoming Virtual Extension Ring Tone Order Setup must have one of the priorities set to Incoming Ring Tone Extension.
- The following voice mail features require system tones be changed in Program 80-01-02 to work. Refer to the Programming section of the VM8000 InMail feature for details.
  - Call Holding
  - Busy Greeting
  - Call Screening
  - Await Answer Transfer
- When a ring group call rings a Single Line Station, the BLF indication shows busy.
- The priority of the Large LED is as follows:

1. CO Call Ringing
2. Message Waiting Received
3. VM Message Waiting
4. Message Waiting Set

### **Default Setting**

Enabled

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## **System Availability**

### **Terminals**

All Multiline Terminals

### **Required Component(s)**

None

---

## **Related Features**

**Call Arrival (CAR) Keys**

**Single Line Telephones**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-02-02	<b>Multiline Telephone Basic Data Setup – Trunk Ring Tone</b>	From the range specified in Program 22-03-01, select the multiline terminal extension trunk ring tone.	1 = High 2 = Medium 3 = Low 4 = Ring Tone 1 5 = Ring Tone 2 6 = Ring Tone 3 7 = Ring Tone 4 8 = Ring Tone 5 (default = 2)		✓	
15-02-03	<b>Multiline Telephone Basic Data Setup – Extension Ring Tone</b>	Select the extension intercom ring tone.	1 = High 2 = Medium 3 = Low 4 = Ring Tone 1 5 = Ring Tone 2 6 = Ring Tone 3 7 = Ring Tone 4 8 = Ring Tone 5 (default = 8)		✓	
15-02-35	<b>Multiline Telephone Basic Data Setup – Message Waiting Lamp Cycle for Calling Extension</b>	Select the cycle method that the Large LED flashes when the extension has set Message Waiting.	1 = Cycle 1 2 = Cycle 2 3 = Cycle 3 4 = Cycle 4 5 = Cycle 5 6 = Cycle 6 7 = Cycle 7 (default = 7)		✓	
15-02-36	<b>Multiline Telephone Basic Data Setup – Message Waiting Lamp Cycle for Called Extension</b>	Select the cycle method that the Large LED flashes when the extension has Message Waiting set to the extension.	1 = Cycle 1 2 = Cycle 2 3 = Cycle 3 4 = Cycle 4 5 = Cycle 5 6 = Cycle 6 7 = Cycle 7 (default = 3)		✓	
15-02-37	<b>Multiline Telephone Basic Data Setup – Voice Mail Message Wait Lamp Color</b>	Use to set up various message wait lamp cycle options for lamp color.	0 = Green 1 = Red (default = 1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-02-38	<b>Multiline Telephone Basic Data Setup – Voice Mail Message Wait Lamp Cycle</b>	Select the cycle method that the Large LED flashes when the extension has a VM Message Waiting set to the extension.	1 = Cycle 1 2 = Cycle 2 3 = Cycle 3 4 = Cycle 4 5 = Cycle 5 6 = Cycle 6 7 = Cycle 7 (default = 3)		✓	
15-08	<b>Incoming Virtual Extension Ring Tone Setup</b>	Use to assign a ring tone range (0~4) to incoming virtual extensions assigned to a Virtual Extension key (Program 15-07).	ICM Tone Pattern, 0 = Pattern 1 1 = Pattern 2 2 = Pattern 3 3 = Pattern 4 (default = 0)			✓
15-10-01	<b>Incoming Virtual Extension Ring Tone Order Setup</b>	When two or more virtual extensions are set on a function key on the telephone, and the tone pattern by which the sound of each extension differs, the priority of ring sound is set up.	0 = Tone Pattern 1 1 = Tone Pattern 2 2 = Tone Pattern 3 3 = Tone Pattern 4 4 = Incoming Extension Ring Tone Order 1 Pattern 0 = Pattern 1 (default) Order 2 Pattern 1 = Pattern 2 (default) Order 3 Pattern 2 = Pattern 3 (default) Order 4 Pattern 3 = Pattern 4 (default)			✓
20-13-49	<b>Class of Service Options (Supplementary Service) – BLF Indication on CO Incoming State</b>	Determine if a BLF of the station will light when a Normal CO call is ringing the phone.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-15-01	<b>Ring Cycle Setup – Normal Incoming Call on Trunk</b>	Used to define the ringing cycle for Normal Incoming Trunk calls.	Ringing Cycle = 1~13 (default = 3)		✓	
20-15-02	<b>Ring Cycle Setup – PBX, CES Incoming Call</b>	Used to define the ringing cycle for PBX, CES incoming calls.	Ringing Cycle = 1~13 (default = 8)		✓	
20-15-03	<b>Ring Cycle Setup – Incoming Internal Call</b>	Used to define the ringing cycle for incoming Internal Calls.	Ringing Cycle = 1~13 (default = 3)		✓	
20-15-04	<b>Ring Cycle Setup – DID/DISA/VRS</b>	Used to define the ringing cycle for DID/DISA/VRS Calls.	Ringing Cycle = 1~13 (default = 8)		✓	
20-15-05	<b>Ring Cycle Setup – DID/DDI</b>	Used to define the ringing cycle for DID/DDI calls.	Ringing Cycle = 1~13 (default = 8)		✓	
20-15-06	<b>Ring Cycle Setup – Dial-In in the E&amp;M Tie Line</b>	Used to define the ringing cycle for Dial-In and E&M Tie Line calls.	Ringing Cycle = 1~13 (default = 12)		✓	
20-15-07	<b>Ring Cycle Setup – Door Box Ringing for SLT</b>	Used to define the ringing cycle for Door Box ringing for SLT.	Ringing Cycle = 1~13 (default = 8)		✓	
20-15-08	<b>Ring Cycle Setup – Virtual Extension Ring</b>	Used to define the ringing cycle for Virtual Extension Ringing.	Ringing Cycle = 1~13 (default = 8)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-15-09	Ring Cycle Setup – Callback	Used to define the ringing cycle for Callback.	Ringing Cycle = 1~13 (default = 11)		✓	
20-15-10	Ring Cycle Setup – Alarm for SLT	Used to define the ringing cycle for Alarm for SLT.	Ringing Cycle = 1~13 (default = 5)		✓	
20-15-11	Ring Cycle Setup – VRS Waiting Message Incoming Call	Used to define the ringing cycle for Incoming VRS Waiting Message.	Ringing Cycle = 1~13 (default = 8)		✓	
22-03-01	Trunk Ring Tone Range	Set the ring tone range (1~9) for each trunk.	0~8 (Ring Tone Pattern 1~4) (Melody 1~ Melody 5) (default = 0)		✓	
80-01-01	Service Tone Setup – Repeat Count	Customize the system basic tones and system service tones. You need to reset for the changes to take affect.	0~255 (default 0 = until On-Hook)			✓
80-01-02	Service Tone Setup – Basic Tone Number	The following features require that the system tones listed below be changed to match the table. After changing these settings the chassis must be reset for the changes to take effect. <ul style="list-style-type: none"> <li>○ Call Screening</li> <li>○ Call Holding</li> <li>○ Busy Greeting</li> <li>○ Await Answer Transfer</li> </ul>	1~33 (0 = No Tone) (33 = Default Time Slot) Refer to <a href="#">Table 2-10 Basic Tone Table – Tone 06 on page 2-430</a>			✓
80-01-02 (14)	Service Tone Setup – Basic Tone Number	The following features require that the system tones listed below be changed to match the table. After changing these settings the chassis must be reset for the changes to take effect. <ul style="list-style-type: none"> <li>○ Call Screening</li> <li>○ Call Holding</li> <li>○ Busy Greeting</li> <li>○ Await Answer Transfer</li> </ul>	Refer to <a href="#">Table 2-11 Basic Tone Table – Tone 14 on page 2-430</a>			✓
80-01-02 (39)	Service Tone Setup – Basic Tone Number	The following features require that the system tones listed below be changed to match the table. After changing these settings the chassis must be reset for the changes to take effect. <ul style="list-style-type: none"> <li>○ Call Screening</li> <li>○ Call Holding</li> <li>○ Busy Greeting</li> <li>○ Await Answer Transfer</li> </ul>	Refer to <a href="#">Table 2-12 Basic Tone Table – Tone 39 on page 2-430</a>			✓

**Table 2-10 Basic Tone Table – Tone 06**

Tone 06			
Unit	Basic Tone	Duration	Gain Level
1	11 ~ 480/620Hz -13/-13dB	300ms	32
2	0 - No Tone	300ms	32
3	0 - No Tone	0ms	
4	0 - No Tone	0ms	
5	0 - No Tone	0ms	
6	0 - No Tone	0ms	
7	0 - No Tone	0ms	
8	0 - No Tone	0ms	

**Table 2-11 Basic Tone Table – Tone 14**

Tone 14			
Unit	Basic Tone	Duration	Gain Level
1	10 ~ 440/480Hz -13/-13dB	1000ms	32
2	0 - No Tone	2100ms	32
3	0 - No Tone	0ms	
4	0 - No Tone	0ms	
5	0 - No Tone	0ms	
6	0 - No Tone	0ms	
7	0 - No Tone	0ms	
8	0 - No Tone	0ms	

**Table 2-12 Basic Tone Table – Tone 39**

Tone 39			
Unit	Basic Tone	Duration	Gain Level
1	12 ~ 440/620Hz -16dB	500ms	32
2	0 - No Tone	500ms	32
3	0 - No Tone	0ms	
4	0 - No Tone	0ms	
5	0 - No Tone	0ms	
6	0 - No Tone	0ms	
7	0 - No Tone	0ms	
8	0 - No Tone	0ms	

## Operation

### To listen to the incoming ring choices:

1. Press **Speaker**.
2. Dial **711**.
3. Dial **1** to check ringing for intercom calls.  
- OR -  
Dial **2** to check ringing for trunk calls.
4. For Intercom calls, select the pitch you want to check (1~8).  
- OR -  
For trunk calls, select the pitch (1~8) and the tone (1~4) you want to check.
5. Go back to step 4 to listen to additional choices or press **Speaker** to hang up.

### To change the pitch of your incoming ring (multiline terminal only):

1. Press **Speaker**.
2. Dial **720**.
3. Dial **1** to change ringing for Intercom calls.  
- OR -  
Dial **2** to change ringing for trunk calls.
4. Select the pitch (1~8).
5. Press **Speaker** to hang up.

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## *Do Not Disturb*

### Description

Do Not Disturb blocks incoming calls and Paging announcements. DND permits an extension user to work by the telephone undisturbed by incoming calls and announcements. The user can activate DND while their telephone is idle or while on a call. Once activated, incoming trunk calls still flash the line keys. The user may use the telephone in the normal manner for placing and processing calls.

Five Do Not Disturb options are available at each extension. These options can be accessed via Multiline Terminal Softkeys, DND feature key or DND system access code.

- 1 = Incoming trunk calls blocked.
- 2 = Paging, incoming Intercom, Call Forwards and transferred trunk calls blocked.
- 3 = All calls blocked.
- 4 = Incoming Call Forwards blocked.
- 0 = Do Not Disturb canceled.

Multiline Line Terminals display the following to indicate the type of DND that is set.

- 1 = DND EXTERNAL
- 2 = DND INTERCOM
- 3 = DND ALL
- 4 = DND TRANSFER

### Conditions

- Do Not Disturb access code is programmable via Program 11-11-08.
- If there is no Call Forwarding key (Program 15-07: 10~17), the DND key blinks when the extension is forwarded.
- Call Arrival (CAR) Key/ Virtual Extension (VE) do not support DND Programmable Function keys.
- Multiline Terminal users can activate or deactivate Do Not Disturb while on a call. This option is not available for single line telephones.
- When DND and Call Forward are set on the same telephone, call forwarding works. If Busy and No Answer Forwarding are set to different locations, it follows the Busy forwarding.
- If an extension already receiving forwarded calls activates DND option 4, callers to the forwarded extension hear DND tone.
- If an extension activates DND option 4, other extensions can still forward calls to it, but the callers hear DND tone.

- An extension user can override Call Forwarding or Do Not Disturb at another extension using any of the following methods:
  1. Program 11-12-01 Service Code Setup (for Service Access) – Bypass Call (default: 707)
  2. Program 11-16-06 Single Digit Service Code Setup – DND/Call Forward Override Bypass (default: No Setting)
  3. OVRD Softkey
- When a call is transferred because of Call Forwarding No Answer, Call Forwarding Busy, or DND, the Reason for Transfer option can display to the transferred extension while the call is ringing to the user telephone.
- DND modes 1~3 causes calls to follow Program 22-08 programming, then Program 22-05 programming even if the extension is forwarded.
- When Selectable Display Messaging is set as DND All, all other DND modes are canceled when Selectable Display Messaging is canceled.
- When DND and any Call Forwarding is set, the call forwards immediately.

### **Default Settings**

Enabled for all extensions.

---

## **System Availability**

### **Terminals**

All Terminals

### **Required Component(s)**

None

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## **Related Features**

**Call Forwarding**

**Call Forwarding/Do Not Disturb Override**

**Central Office Calls, Answering**

**Direct Inward Line (DIL)**

## Distinctive Ringing, Tones and Flash Patterns

### Selectable Display Messaging

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-11-08	<b>Service Code Setup (for Setup/Entry Operation) – Do Not Disturb</b>	Assign Service Code for DND.	MLT, SLT (default = 747)		✓	
11-12-01	<b>Service Code Setup (for Service Access) – Bypass Call</b>	Assign Service Code for DND.	MLT, SLT (default = 707)		✓	
11-16-06	<b>Single Digit Service Code Setup – DND/Call Forward Override Bypass</b>	If a single digit service code is to be used, assign an available code number.	(default not assigned)		✓	
15-07-01	<b>Programmable Function Keys</b>	Use to assign functions to multiline terminal line keys (DND = 3).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-13-04	<b>Class of Service Options (Supplementary Service) – Call Forward/DND Override (Bypass Call)</b>	Turns Off or On an extension ability to use Call Forwarding/DND Override.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-40	<b>Class of Service Options (Supplementary Service) – Do Not Disturb</b>	Turns Off or On an extension user ability to set or cancel Do Not Disturb.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

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---

## Operation

To activate or deactivate Do Not Disturb while your extension is idle:

### Multiline Terminal Using Softkeys

1. Do not lift handset.
2. Press Program softkey.
3. Press DND softkey.
4. Press Set softkey.
5. Choose the following softkey  
Ext ICM ALL Cfwto
6. Ext=Incoming Trunk Calls Blocked  
ICM=Incoming Intercom, Paging, call forwards and Transferred Trunk Calls Blocked.  
ALL=All Calls Blocked  
Cfwto=Call Forwards Blocked
7. To Cancel DND
8. Do not lift handset
9. Press Program softkey
10. Press DND softkey.
11. Press Cncl softkey.

### Multiline Terminal Using Feature Key or Access Code

1. Do not lift the handset.
2. Press the **DND** feature key programmed in (Program15-07-01 or SC:751:03).  
- OR -  
Press **Speaker** and dial **747**.
3. Dial the DND option code.  
**0** = Cancel DND  
**1** = Incoming Trunk Calls Blocked  
**2** = Paging, incoming Intercom, Call Forwards and Transferred Trunk Calls Blocked  
**3** = All Calls Blocked  
**4** = Call Forwards Blocked

### Single Line Telephone

1. Lift the handset.
2. Dial **747**.

3. Dial the DND option code.
  - 0** = Cancel DND
  - 1** = Incoming Trunk Calls Blocked
  - 2** = Paging, Incoming Intercom, Call Forwards and Transferred Trunk Calls Blocked
  - 3** = All Calls Blocked
  - 4** = Call Forwards Blocked

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## Door Box

### Description

The Door Box is a self-contained Intercom unit typically used to monitor an entrance door. A visitor at the door can press the Door Box call button (like a door bell). The Door Box then sends chime tones to all extensions programmed to receive chimes. To answer the chime, the called extension user just lifts the handset. This lets the extension user talk to the visitor at the Door Box. The Door Box is convenient to have at a delivery entrance, for example. It is not necessary to have company personnel monitor the delivery entrance; they answer the Door Box chimes instead. Any number of system extensions can receive Door Box chime tones.

Each Door Box has a pair of normally open relay contacts that can connect to an electric door strike. Use these contacts to remotely control the entrance door. After answering the Door Box chimes, a multiline terminal user can press the Recall key to activate the Door Box contacts. This in turn releases the electric strike on the entrance door. The device connected to the Door Box contacts cannot exceed the contact ratings shown in the following table:

Door Box Specifications	
Contact Configuration	Normally Open
Maximum Load	60mA @30 VDC 10mA @90 VDC
Maximum Initial Contact Resistance	50m Ohms

The system can have up to eight Door Boxes. Six chime tones are available.

### Conditions

- The Door Box Feature Requires a PGD(2)-U( ) ADP. A maximum of 56 PGD(2)-U( ) ADP units can be installed in an UNIVERGE SV8100 system. Refer to the UNIVERGE SV8100 System Hardware Manual for more information.
- If a PGD(2)-U( ) ADP circuit has a Door Box (doorphone) connected, you cannot use that circuit for External Paging.
- Door Boxes can ring multiline, single line, and wireless telephones.
- External Call forward by Doorphone can forward Doorphone calls Off-Premise while a user is away. This feature only works for ISDN lines.
- Off-hook signaling is available for Door Boxes. If an extension user is on the telephone, the Large LED flashes indicating the Door Box ringing, and the display shows a call from the door box.
- Each channel in the PGD(2)-U( ) ADP has a jumper which must be set for Door Box operation. Refer to the UNIVERGE SV8100 System Hardware Manual for additional details.

- A Single Line Telephone (SLT), connected to an APR does not ring when the Door Phone rings the multiline telephone.
- *D<sup>term</sup>* cordless telephones are not supported with the Door Box feature.
- The door strike relay can only be activated from the recall key on a multiline phone.
- The door strike cannot be activated when a door box is forwarded off-premise.

### **Default Setting**

Disabled

---

## **System Availability**

### **Terminals**

All Stations

### **Required Component(s)**

PGD(2)-U( ) ADP

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## **Related Features**

ISDN Compatibility

Paging, External

Single Line Telephones

Wireless DECT (SIP)

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## **Guide to Feature Programming**

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.

- ❑ Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-01 (1)	ETU Setup (DLC PKG Setup) – Terminal Type (B1)	Use to setup and confirm the Basic Configuration data for terminal type (B1).	0 = Not set 1 = Multiline Terminal 2 = SLT Adapter 3 = Bluetooth Cordless Handset 6 = PGD (Paging) 7 = PGD (Tone Ringer) 8 = PGD (Doorbox) 9 = PGD (ACI) 10 = DSS Console 11 = -- Not Used -- (default = 0))		✓	
10-03-06	ETU Setup (DLC PKG Setup) – Terminal Type (B2)	Use to setup and confirm the Basic Configuration data for terminal type. For DLC package support, set the terminal type to 8 [PGD (for Door Box)]. First set 10-03-01 to 0 with no device plugged into that port, then plug the device in and the system should recognize it as a door box and then set Program 10-03-06.	0 = Not set 6 = PGD(2)-U( ) ADP (Paging) 7 = PGD(2)-U( ) ADP (Tone Ringer) 8 = PGD(2)-U( ) ADP (Door Box) 9 = PGD(2)-U( ) ADP (ACI) 12 = APR (B2 Mode) (default = 0)	✓		
10-05-01	General Purpose Relay Setup – Slot No. Physical Port of DLC Sensor Circuit No.	Define which Relay circuits (5~8) on a PGD(2)-U( ) ADP Adapter are used for General Purpose Relay.	Slot No: 0~24 DCLA Port: 0~16 Relay No: 0, 5~8  <i>After each entry, pressing the Transfer Key advances to the next entry.</i> (default = 0 - 0 - 0)		✓	
11-12-36	Service Code Access (for Service Access) – Door Box Access	If the service code for Doorphone Access is not acceptable, change it here.	MLT, SLT (default = 702)		✓	
15-07-01	Programmable Function Keys	Assign a function key for External Call Forward by Doorphone (Code 54).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)		✓	
32-01-01	Door Box Timers – Door Box Answer Time	Set the time a user has to answer the Door Box chimes.	0~64800 (seconds) (default = 30 seconds)		✓	
32-01-02	Door Box Timers – Door Lock Cancel Time	Set the time the Door Box strike stays open when the single line telephone user hookflashes or a multiline terminal user presses Recall.	0~64800 (seconds) (default = 10 seconds)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
32-01-03	<b>Door Box Timers – Off-Premise Call Forward by Door Box Disconnect Timer</b>	Define the conversation period for an Off-Premise Call Forward by Door Box call. When this timer expires, the caller hears busy tone for 3 seconds (fixed time), and the call is then disconnected.	0~64800 (seconds) (default = 60 seconds)		✓	
32-02-01	<b>Door Box Ring Assignments</b>	Determine which Door Boxes should ring which extensions by entering the extension number. Each Door Box can be programmed to ring up to 32 extensions and an extension can be programmed to ring for multiple Door Boxes.	Maximum eight digits (default not assigned)	✓		
32-03-01	<b>Door Box Basic Setup – Chime Pattern</b>	Set the chime pattern (0~6) for each Door Box.	0 = None 1 = Door Box Ring 1 2 = Door Box Ring 2 3 = Door Box Ring 3 4 = Door Box Ring 4 5 = Door Box Ring 5 6 = Door Box Ring 6 default: Door Box 1 = 1 Door Box 2 = 2 Door Box 3 = 3 Door Box 4 = 4 Door Box 5 = 5 Door Box 6 = 6 Door Box 7 = 1 Door Box 8 = 1		✓	
32-03-02	<b>Door Box Basic Setup – CODEC Transmit Gain Setup</b>	Set the Transmit Gain for each Door Box.	1~63 (-15.5dB ~ +15.5dB) (default = 32)			✓
32-03-03	<b>Door Box Basic Setup – CODEC Receive Gain Setup</b>	Set the Receive Gain for each Door Box.	1~63 (-15.5dB ~ +15.5dB) (default = 32)			✓
32-04-01	<b>Doorphone Name Setup</b>	This command defines the name of each Doorphone	Up to 12 characters (default not assigned)		✓	

## Operation

### To call a Door Box:

#### Multiline Terminal

1. Press **Speaker**
2. Dial **702**.
3. Dial Door Box Number (**1~8**).

### Single Line Telephone

1. Lift the handset.
2. Dial **702**.
3. Dial Door Box Number (**1~8**).

#### To activate the Door Box strike:

### Multiline Terminal

1. While talking to the Door Box, press the Recall key.

#### Single Line 500/2500 Telephone

1. While talking to the Door Box, hookflash.

#### To answer a Door Box chime:

1. Lift the handset or press **Speaker**.

#### To Answer a Door Box call while busy on another call:

### Multiline Terminal

*If you are busy on a call, the display shows the incoming Door Box call and the large LED flashes.*

1. Press **Hold** to place your active call on hold.
2. When you hear dial tone, dial the door box access code (**702** by default) plus the door box number (**1~8**) to answer the Door Box call.

 *To retrieve the original call, hang up with the door box and press Conf.*

### Single Line Telephone

*If you are busy on a call, an off-hook signal is heard indicating the incoming Door Box call.*

1. Press the **Flash** key or hookflash to place your active call on hold.
2. Dial the door box access code (**702** by default) plus the door box number (**1~8**) to answer the Door Box call.

 *To retrieve the original call, hang up. The original call rings the single line telephone.*

**To activate Call Forwarding Off-Premise for a Door Box:**

 *This option only works for ISDN PRI or BRI Trunks.*

1. At the multiline terminal, press **Speaker** + dial SC 722.

- OR -

At the multiline terminal only, press the External Forward by Doorphone key (Program 15-07-01 or SC 751, code 54).

- OR -

At the single line telephone, lift the handset + dial 722.

2. Dial the Door Box number (**1~4**).
3. Dial the Speed Dialing number where the calls should be forwarded.
4. Press **Speaker** (or hang up at the single line telephone) to hang up.

**To cancel Call Forwarding Off-Premise for a Door Box:**

1. At the multiline terminal, press **Speaker** + dial SC 722.

- OR -

At the multiline terminal only, press External Forward by Doorphone key (Program 15-07-01 or SC 751, code 54).

- OR -

At the single line telephone, lift the handset + dial 722.

2. Dial **0** for Cancel.

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## *Drop Key*

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### **Description**

The Drop Key abandons a call while retaining the PBX/Centrex line to originate another call. The Drop Key is provided by programming a Function Key. This feature allows Recall to be used to provide a hookflash to the PBX or Central Office. A single line telephone user can use the Drop Key function with an access code.

### **Conditions**

- The Drop key provides a timed disconnect signal on CO/PBX lines.
- The Drop key cannot be used for internal, DID, or Tie line calls.

### **Default Setting**

None

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### **System Availability**

#### **Terminals**

All Stations

#### **Required Component(s)**

None

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### **Related Features**

**Flash**

**PBX Compatibility**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-12-42	<b>Service Code Setup (for Service Access) – Flash on Trunk lines</b>	Use to customize the flash on trunk lines Service Codes.	SLT (default = #3)		✓	
11-12-59	<b>Service Code Setup (for Service Access) – Trunk Drop Operation for SLT</b>	Use to customize the trunk drop operation for SLT Service Codes.	SLT (default not assigned)	✓		
14-02-03	<b>Analog Trunk Data Setup – Flash Type</b>	Use this option to select the flash type.	0 = Open Loop Flash 1 = Ground <b>Always</b> set this option for Open Loop Flash (0) (default = 0)	✓		
14-02-04	<b>Analog Trunk Data Setup – Hooking Type</b>	This option lets you use Flash for Timed Flash (Program 81-01-14) or Disconnect (Program 81-01-15). (A user implements Flash by pressing the FLASH key while on a trunk call.)	0 = Timed Flash (Hooking) 1 = Disconnect (Cut) (default = 0)		✓	
15-02-05	<b>Multiline Telephone Basic Data Setup – Transfer Key Operation Mode</b>	If the Conf key should access Flash, enter 2. Otherwise, enter 0 or 1.	0 = Transfer 1 = Call back 2 = Hook (default = 0)		✓	
15-03-04	<b>Single Line Telephone Basic Data Setup – Flashing</b>	Enables/disables Flash for single line (500/2500 type) telephones.	0 = No 1 = Yes (default = 1)		✓	
15-07-01	<b>Programmable Function Keys</b>	Assign a function key for Drop Key (code 84) if required.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-06-01	Class of Service for Extensions	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
81-10-07	COI Initial Data Setup – Hookflash Time Selection 1	Set the Flash duration (20 mS~5.0 sec) for analog trunk [COI( )-U( ) ETU] circuits.	0 = 20 ms 1 = 40 ms 2 = 60 ms 3 = 80 ms 4 = 100 ms 5 = 140 ms 6 = 160 ms 7 = 200 ms 8 = 400 ms 9 = 600 ms 10 = 800 ms 11 = 1.0 seconds 12 = 1.5 seconds 13 = 2.0 seconds 14 = 3.0 seconds 15 = 5.0 seconds [default = 4 (100ms) All Trunks]			✓
81-10-08	COI Initial Data Setup – Hookflash Time Selection 2	Set the open loop disconnect duration (20 mS~5.0 sec) for analog trunk [COI( )-U( ) ETU] circuits.	0 = 20 ms 1 = 40 ms 2 = 60 ms 3 = 80 ms 4 = 100 ms 5 = 140 ms 6 = 160 ms 7 = 200 ms 8 = 400 ms 9 = 600 ms 10 = 800 ms 11 = 1.0 seconds 12 = 1.5 seconds 13 = 2.0 seconds 14 = 3.0 seconds 15 = 5.0 seconds [default = 14 (3.0 seconds)]			✓

## Operation

### To use the Drop key from a Multiline Terminal with a CO/PBX call in progress:

1. Press the **Function** key programmed as a Drop key.
2. Receive the new CO/PBX dial tone.
3. Dial the desired number.

### To use Feature plus Recall from a Multiline Terminal with a CO/PBX call in progress:

1. Press **Feature**.
2. Press **Recall**.  
 *Receive the new CO/PBX dial tone.*
3. Dial the desired number.

### To use the Drop key feature from a single line telephone with a CO/PBX call in progress:

1. Hookflash.
2. Receive internal dial tone.
3. Dial the Service Code (Program 11-12-59, Default Not Assigned).
4. Receive the new CO/PBX dial tone.
5. Dial the desired number.

## *D<sup>term</sup> Cordless II Terminal*

### Description

The NEC *D<sup>term</sup>* Cordless II Terminal may be used with the UNIVERGE SV8100 KTS. The DTR-4R-1( ) TEL uses 900 MHz Digital Spread Spectrum (DSS) Technology and must be connected in tandem to a multiline terminal.

 *The D<sup>term</sup> Cordless II cannot be used as standalone.*

Press the applicable key on the Base Unit to Switch between cordless operation and multiline terminal operation.

Feature	<i>D<sup>term</sup></i> Cordless II (DTR-4R-1( ))
Digital Technology	900 MHz Spread Spectrum
LCD	2-line, 16-digit LCD Display
Silent Alarm	Yes
Dedicated Keys	TALK, TRANSFER, HOLD, CONF, CHAN, REDIAL, MUTE, R/VOL
Programmable Line Keys	4
Operational Range *	50~350 feet
Message Waiting Indication	☒ Icon
Headset Connection	Yes
Channels	10

\* Determined by environmental conditions

### Conditions

- When a message is received the ☒ icon is displayed.
- When the RING OFF/ON switch on the right side is down the ☒ OFF icon is displayed.
  - When the battery is low, the LOW icon is displayed.
- When there is no transmission between the Base Unit and the handset for about five minutes, there are no LCD or LED indications on the cordless terminal handset. Ringing off-hook or pressing keys resumes LCD and LED indications.
- The ring pattern for the cordless terminal can be selected by system programming and multiline terminals.
- When a cordless terminal is ringing, press the flashing function key programmed for DSS to answer the call.
- Synchronous Ringing does not apply to the cordless terminals.
- A beep indicates when the cordless terminal receives off-hook ringing.

- Depending on your environment, the maximum number of cordless devices used without interference varies.
- Multiple Base Units and handset units should not be closer than 20 feet anytime.
- Radio interference causes interruptions in conversation. When this happens, your unit is not defective. When noise continues, move to a different location while you talk. (You might even need to move the base unit.) When the situation persists, contact NEC Unified Solutions, Inc., National Technical Assistance Center (NTAC).
- Environments with many metal parts, metal shelves, or metal buildings have been found to reduce telephone performance.
- Dterm cordless phones are not supported with the Door Box feature.
- The Dterm Cordless Lite II can be used in conjunction with the UNIVERGE SV8100 and Series i Digital Multiline Telephones.
- Under certain conditions, HOLD and TRANSFER have the same behavior. To prevent an unwanted transfer after placing a call on hold and calling another user, the Line Key for the call on hold must be pressed to retrieve the call from hold, otherwise the call will be transferred when the Cordless Terminal is placed into an idle condition.
- Dterm Cordless telephones do not support the Caller ID List feature.
- Under certain conditions, the Hold Key and the Transfer Key behave the same way. To prevent an unwanted transfer after placing a call on hold and calling another user, press the Line Key for the call on hold to retrieve it from hold. Otherwise, the call is transferred when the Cordless Terminal is returned to idle.

## Default Setting

None

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## System Availability (US Only)

### Terminals

DTR-4R-1( ) TEL

### Required Component(s)

CD-8DLCA

**-OR-**

CD-8DLCA with PZ-8DLCB Daughter Board

**-OR-**

CD-16DLCA

## Related Features

None

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

 *The items highlighted in gray are read only and cannot be changed.*

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-02	<b>ETU Setup (DLC PKG Setup) – Logical Port Number (B1)</b>	Use to setup and confirm the Basic Configuration data for logical port number (B1).	0 = Not set 1 = Multiline Terminal (1~256) 2 = SLT Adapter (1~256) 6 = PGD(2)-U( ) ADP (Paging) (1~8) 7 = PGD(2)-U( ) ADP (for Tone Ringer) (1~8) 8 = PGD(2)-U( ) ADP (for Door Box) (1~8) 9 = PGD(2)-U( ) ADP (for ACI) (1~96) 10 = DSS (1~32) 11 = -- Not Used -- (default = 0)		✓	
10-03-04	<b>ETU Setup (DLC PKG Setup) – Optional Installed Unit 1 (Only Applies to DTH/DTR telephones)</b>	Use to setup and confirm the Basic Configuration data for optional installed Unit 1.	0 = None 1 = APR Module 2 = APA Module 3 = ADA Module 4 = CTA/CTU Module (default = 0)		✓	
10-03-05	<b>ETU Setup (DLC PKG Setup) – Optional Installed Unit 2</b>	Use to setup and confirm the Basic Configuration data for optional installed Unit 2.	0 = None 1 = APR Module 2 = APA Module 3 = ADA Module 4 = CTA/CTU Module (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-06	<b>ETU Setup (DLC PKG Setup) – Terminal Type (B2)</b>	Use to setup and confirm the Basic Configuration data for terminal type.	0 = Not set 6 = PGD(2)-U( ) ADP (Paging) 7 = PGD(2)-U( ) ADP (Tone Ringer) 8 = PGD(2)-U( ) ADP (Door Box) 9 = PGD(2)-U( ) ADP (ACI) 12 = APR (B2 Mode) (default = 0)		✓	
10-03-07	<b>ETU Setup (DLC PKG Setup) – Logical Port Number (B2)</b>	Use to setup and confirm the Basic Configuration data for logical port number (B2).	0 = Not Set 6 = PGD(2)-U( ) ADP (Ext. Speaker) 7 = PGD(2)-U( ) ADP (Paging/Tone Ringer = 1~8) 8 = PGD(2)-U( ) ADP (for Door Box = 1~8) (ACI) = (1~96) 9 = PGD(2)-U( ) ADP 12 = APR (for B2 Mode) (193~512) (default = 0)		✓	
15-07-01	<b>Programmable Function Keys</b>	Assign a Department Calling key (46) so extension users can install or remove themselves from the Department Calling Group. Additional keys can also be assigned for Department Group features immediate calling destination (58), delayed calling destination (59) and DND destination (60).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)		✓	
20-07-01	<b>Class of Service Options (Administrator Level) – Manual Night Service Enabled</b>	Turns Off or On an extension for manually Switching the Night Mode (Service Code 718). This option must be enabled for an extension to display the Night indication.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-03	<b>Class of Service Options (Administrator Level) – Time Setting</b>	Turns Off or On an extension user ability to set the Time via Service Code 728.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-07-05	<b>Class of Service Options (Administrator Level) – Set/Cancel Automatic Trunk-to-Trunk Transfer</b>	Turns Off or On an extension user ability user ability to use the Trunk-to-Trunk Forwarding service codes.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-07-11	<b>Class of Service Options (Administrator Level) – Forced Trunk Disconnect (analog trunk only)</b>	Turns Off or On an extension user ability to use Forced Trunk Disconnect. This allows the extension to disconnect an Unsupervised Conference in progress.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-07-12	<b>Class of Service Options (Administrator Level) – Trunk Port Disable</b>	Turns Off or On an extension user ability to use the Trunk Port Disable feature.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-13	<b>Class of Service Options (Administrator Level) – VRS Record (VRS Msg Operation)</b>	Turns Off or On an extension user ability to record, erase or listen to VRS messages.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-14	<b>Class of Service Options (Administrator Level) – VRS General Message Play</b>	Turns an extension Off (0) or On (1) an extension user ability to dial 4 or Service Code 611 to listen to the General Message.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-15	<b>Class of Service Options (Administrator Level) – VRS General Message Record/Delete</b>	Turns Off (0) or On (1) an extension user ability to dial Service Code 612 and record, listen to, or erase the General Message.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-18	<b>Class of Service Options (Administrator Level) – SMDR Printout Accumulated Extension Data</b>	Use to define the Class of Service (COS) for the SMDR printout of accumulated extension data.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-19	<b>Class of Service Options (Administrator Level) – SMDR Printout Department Group (STG) Data</b>	Use to define the Class of Service (COS) for the SMDR printout of department group (STG) data.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-20	<b>Class of Service Options (Administrator Level) – SMDR Printout Accumulated Account Code Data</b>	Use to define the Class of Service (COS) for the SMDR printout of accumulated account code data.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-23	<b>Class of Service Options (Administrator Level) – CO Message Waiting Indication Callback Number Programming</b>	Enable or Disable an extension ability to receive CO Message Waiting Indication.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-07-24	<b>Class of Service Options (Administrator Level) – Set/Cancel Private Call Refuse</b>	Enable or Disable an extension user ability to set or cancel Private Call Refuse.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-07-25	<b>Class of Service Options (Administrator Level) – Set/Cancel Caller ID Refuse</b>	Enable or Disable an extension user ability to set or cancel Caller ID Refuse.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-07-26	<b>Class of Service Options (Administrator Level) – Dial-In Mode Switch</b>	Enable or Disable an extension user ability to set or cancel dial-in mode switch.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-07-27	<b>Class of Service Options (Administrator Level) – Do-Not-Call Administrator</b>	Enable or Disable an extension user ability to set or cancel do not call administrator.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-01	<b>Class of Service Options (Outgoing Call Service) – Intercom Calls</b>	Turns Off or On Intercom calling for the extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-02	<b>Class of Service Options (Outgoing Call Service) – Trunk Outgoing Calls</b>	Turns Off or On outgoing trunk calling for the extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-03	<b>Class of Service Options (Outgoing Call Service) – System Speed Dialing</b>	Turns Off (0) or On (1) an extension user ability to make outbound calls using system speed dial numbers.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-04	<b>Class of Service Options (Outgoing Call Service) – Group Speed Dialing</b>	Turns Off or On an extension user ability to make outbound calls using group speed dial numbers.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-06	<b>Class of Service Options (Outgoing Call Service) – Toll Restriction Override</b>	Turns Off or On Toll Restricting Override (Service Code 663).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-07	<b>Class of Service Options (Outgoing Call Service) – Repeat Redial</b>	Turns Off or On an extension user ability to use Repeat Redial.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-08	<b>Class of Service Options (Outgoing Call Service) – Toll Restriction Dial Block</b>	Turns Off or On an extension user ability to use Dial Block.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-09	<b>Class of Service Options (Outgoing Call Service) – Hotline/ Extension Ringdown</b>	Turns Off or On Ringdown Extension for extensions with this COS.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-10	<b>Class of Service Options (Outgoing Call Service) – Signal/ Voice Call</b>	Turns Off or On an extension allowing force Handsfree Answerback or Forced Intercom Ringing for outgoing Intercom calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-08-11	<b>Class of Service Options (Outgoing Call Service) – Protect for the Call Mode Switching from Caller</b>	When an extension is set to ring mode for ICM calls, enabling this option prevents callers from changing the call to voice announce mode.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-12	<b>Class of Service Options (Outgoing Call Service) – Department Group Step Calling</b>	Turns Off or On an extension user ability to use Department Group Step Calling.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-13	<b>Class of Service Options (Outgoing Call Service) – ISDN CLIP</b>	Determine if the ISDN calling line identity presentation and screening indicators should be allowed.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-14	<b>Class of Service Options (Outgoing Call Service) – Call Address Information</b>	Use to define the Class of Service (COS) for call address information.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-15	<b>Class of Service Options (Outgoing Call Service) – Block Outgoing Caller ID</b>	Turns Off or On a user Class of Service from automatically blocking outgoing Caller ID information when a call is placed. If block is enabled, the system automatically inserts the Caller ID block code 1831 (defined in Program 14-01-21) before the user dialed digits (this requires Program 14-02-10 to be enabled). If block is disabled, the system outdials the call just as it was dialed by the user.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-16	<b>Class of Service Options (Outgoing Call Service) – Display E911 Dialed Extension Name and Number</b>	Turns Off or On an extension ability to display the name and number of the extension that dialed 911 (US Only).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-17	<b>Class of Service Options (Outgoing Call Service) – ARS Override of Trunk Access Map</b>	Turns Off or On an extension ability to override the trunk access map programming for outgoing calls.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-22	<b>Class of Service Options (Outgoing Call Service) – Voice Over to busy Virtual Extension</b>	Use to define the Class of Service (COS) for voice over to busy virtual extension.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-09-01	<b>Class of Service Options (Incoming Call Service) – Second Call for DID/DISA/DIL/E&amp;M Override</b>	Turns Off or On the extension ability to receive a second call from a DID, DISA, DIL, or tie line caller.  ✎ <i>With this option set to 1, the destination extension must be busy in order for a second DNIS caller to ring through. If the destination extension does not have a line or Call Appearance (CAP) Keys available for the second call and a previous call is ringing the extension but has not yet been answered, the second caller hears busy regardless of this program setting.</i>	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-09-02	<b>Class of Service Options (Incoming Call Service) – Caller ID Display</b>	Turns Off or On the Caller ID display at an extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-09-03	<b>Class of Service Options (Incoming Call Service) – Sub Address Identification</b>	Define whether an extension displays the Caller Sub-Address.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-09-04	<b>Class of Service Options (Incoming Call Service) – Notification for Incoming Call List Existence</b>	Determine whether or not the CHECK LIST message is displayed to indicate a missed call	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-09-05	<b>Class of Service Options (Incoming Call Service) – Signal/Voice Call</b>	Turns Off or On an extension user ability to enable Handsfree Answerback or Forced Intercom Ringing for their incoming Intercom calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-09-06	<b>Class of Service Options (Incoming Call Service) – Incoming Time Display</b>	If this option is set to 1, the Incoming Call Time is displayed on the multiline terminal LCD while the telephone is ringing.	0 = Off 1 = On (default = 0 for COS 01~15)		✓	
20-09-07	<b>Class of Service Options (Incoming Call Service) – Call Queuing</b>	Turns Off or On an extension ability to have calls queued if a call rings the extension when it is busy.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-09-08	<b>Class of Service Options (Incoming Call Service) – Calling Party Information</b>	Turns Off or On and extension ability to display calling party information on CCIS calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-01	<b>Class of Service Options (Answer Service) – Group Call Pickup (Within Group)</b>	Turns Off or On Group Call Pickup for calls ringing an extension Pickup Group and ring group calls (Service Code *#).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-02	<b>Class of Service Options (Answer Service) – Group Call Pickup (Another Group)</b>	Turns Off or On Group Call Pickup for calls ringing outside a group (Service Code 769).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-10-03	<b>Class of Service Options (Answer Service) – Group Call Pickup for Specific Group</b>	Turns Off or On Group Call Pickup for a specific group using service code 768.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-04	<b>Class of Service Options (Answer Service) – Telephone Call Pickup</b>	Turns Off or On an extension user ability to pick up a call ringing into a Pickup Group (Service Codes * #).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-05	<b>Class of Service Options (Answer Service) – Directed Call Pickup for Own Group</b>	Turns Off or On Directed Call Pickup for calls ringing an extension Pickup Group (Service Code 756).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-06	<b>Class of Service Options (Answer Service) – Meet-Me Conference and Paging</b>	Turns Off or On an extension user ability to use Meet-Me Conference and Paging.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-07	<b>Class of Service Options (Answer Service) – Automatic Off-Hook Answer</b>	Turns Off or On an extension user ability to use Universal Auto Answer (no service code required).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-10-08	<b>Class of Service Options (Answer Service) – Virtual Extension Off-Hook Answer</b>	Turns Off or On an extension user ability to answer an incoming call on a Call Arrival (CAR)/Secondary Incoming Extension (SIE)/ Virtual Extension simply by lifting the handset.	0 = Off 1 = On (default = 1 for COS 01~15)		✓	
20-10-09	<b>Class of Service Options (Answer Service) – Call Pickup Callback</b>	Turns Off or On an extension user ability to use Call Pickup to Pick up Callback calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-01	<b>Class of Service Options (Hold/Transfer Service) – Call Forward All</b>	In an extension Class of Service, turns Off or On an extension user ability user to set Call Forward Immediate.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-02	<b>Class of Service Options (Hold/Transfer Service) – Call Forward When Busy</b>	In an extension Class of Service, turns Off or On an extension user ability user to set Call Forwarding when Busy.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-03	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding When Unanswered</b>	In an extension Class of Service, turns Off or On an extension user ability user to set Call Forwarding when Unanswered.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-04	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding (Both Ringing)</b>	In an extension Class of Service, turns Off or On an extension user ability user to set Call Forwarding with Both Ringing.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-05	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding with Follow Me</b>	In an extension Class of Service, turns Off or On an extension user ability to set Call Forward with Follow Me.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-11-06	<b>Class of Service Options (Hold/Transfer Service) – Unscreened Transfer (Ring Inward Transfer)</b>	Turns Off or On an extension user ability to use Unscreened Transfer.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-07	<b>Class of Service Options (Hold/Transfer Service) – Transfer Without Holding</b>	Turns Off or On an extension user ability to use Transfer Without Holding.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-08	<b>Class of Service Options (Hold/Transfer Service) – Transfer Information Display</b>	Turns Off or On an extension incoming Transfer pre-answer display.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-09	<b>Class of Service Options (Hold/Transfer Service) – Group Hold Initiate</b>	Turns Off or On an extension user ability to initiate a Group Hold.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-10	<b>Class of Service Options (Hold/Transfer Service) – Group Hold Answer</b>	Turns Off or On an extension user ability to pick up a call on Group Hold.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-11	<b>Class of Service Options (Hold/Transfer Service) – Automatic On-Hook Transfer</b>	Turns Off or On an extension user ability to use Automatic On-Hook Transfer.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-12	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding Off-Premise (External Call Forwarding)</b>	In an extension Class of Service, turns Off or On user ability to set up Call Forwarding Off-Premise at the extension.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-13	<b>Class of Service Options (Hold/Transfer Service) – Operator Transfer After Hold Callback</b>	Turns Off or On an extension user ability to have a call which recalls from hold transfer to the operator.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-14	<b>Class of Service Options (Hold/Transfer Service) – Trunk-to-Trunk Transfer Restriction</b>	Turns Off or On the Trunk-to-Trunk Transfer Restriction. If enabled, Trunk-to-Trunk Transfer is not possible.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-15	<b>Class of Service Options (Hold/Transfer Service) – VRS Personal Greeting (Message Greeting)</b>	Turns Off or On an extension ability to dial Service Code *4 7 to record, listen to or erase the Personal Greeting Message.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-16	<b>Class of Service Options (Hold/Transfer Service) – Call Redirect</b>	Turns Off or On a multiline terminal user ability to transfer a call to a predefined destination (such as an operator, voice mail, or another extension) without answering the call.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-17	<b>Class of Service Options (Hold/Transfer Service) – Department Group Trunk-to-Trunk Transfer (Each Telephone Group Transfer)</b>	Turns Off or On an extension user ability in a Department Group to use the Trunk-to-Trunk Forwarding service codes.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-11-18	<b>Class of Service Options (Hold/Transfer Service) – No Recall</b>	Allow (0) or Deny (1) answered Transferred calls from recalling the originating extension.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-19	<b>Class of Service Options (Hold/Transfer Service) – Hold/Extended Park</b>	Determine whether an extension Class of Service should allow normal or extended Park (0 = Normal for Program 24-01-06, 1 = Extended for Program 24-01-07).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-20	<b>Class of Service Options (Hold/Transfer Service) – No Callback</b>	Turns Off or On ability of an extension to receive Callbacks.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-21	<b>Class of Service Options (Hold/Transfer Service) – Restriction for Tandem Trunking on Hang Up</b>	Allow (0) or Deny (1) an extension user ability to set up a tandem/conference call automatically when they hang up.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-22	<b>Class of Service Options (Hold/Transfer Service) – Restrict Unsupervised Conference</b>	Allow or Deny an extension user ability to initiate a Trunk-to-Trunk Transfer (Tandem Trunking).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-23	<b>Class of Service Options (Hold/Transfer Service) – CAR/VE Call Forward Set/Cancel</b>	In an extension Class of Service, turns Off or On the user ability to set and cancel Call Forwarding for a CAR or Virtual Extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-24	<b>Class of Service Options (Hold/Transfer Service) – Trunk Park Hold Mode</b>	Set the hold type when a trunk call is put on hold by an extension.	0 = Non Exclusive Hold (Off) 1 = Exclusive Hold (On) (default = 1 for COS 1~15)		✓	
20-11-25	<b>Class of Service Options (Hold/Transfer Service) – Transfer Park Call</b>	Turns On or off an extension user ability to transfer a parked call.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-01	<b>Class of Service Options (Supplementary Service) – Long Conversation Alarm</b>	Turns Off or On the Warning Tone for Long Conversation (not for single line telephones).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-02	<b>Class of Service Options (Supplementary Service) – Long Conversation Cutoff (Incoming)</b>	Turns Off or On extension ability to use Long Conversation Cutoff for incoming calls.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-03	<b>Class of Service Options (Supplementary Service) – Long Conversation Cutoff (Outgoing)</b>	Turns Off or On extension ability to use Long Conversation Cutoff for outgoing calls.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-04	<b>Class of Service Options (Supplementary Service) – Call Forward/DND Override (Bypass Call)</b>	Turns Off or On the ability to use Call Forwarding/DND Override.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-07	<b>Class of Service Options (Supplementary Service) – Message Waiting</b>	Turns Off or On an extension ability to leave Message Waiting.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-08	<b>Class of Service Options (Supplementary Service) – Conference</b>	Turns Off or On an extension ability to initiate a conference or Meet Me Conference.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-09	<b>Class of Service Options (Supplementary Service) – Privacy Release</b>	Turns Off or On an extension ability to initiate a Voice Call Conference.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-10	<b>Class of Service Options (Supplementary Service) – Barge-In Monitor</b>	In an extension Class of Service, enable the Barge-In Speech Mode (0) or Monitor Mode (1) at the initiating extension (i.e., Barge-In initiator).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-11	<b>Class of Service Options (Supplementary Service) – Room Monitor, Initiating Extension</b>	Turns Off or On an extension user ability to Room Monitor other extensions.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-12	<b>Class of Service Options (Supplementary Service) – Room Monitor, Extension Being Monitored</b>	Turns Off or On an extension ability to be monitored.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-13	<b>Class of Service Options (Supplementary Service) – Continued Dialing (DTMF) Signal on ICM Call</b>	Turns Off or On the extension ability to use Continued Dialing, which allows DTMF signal sending while talking on extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-14	<b>Class of Service Options (Supplementary Service) – Department Calling (PLT No Called Extension)</b>	Turns Off or On an extension user ability to call a Department Group Pilot.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-15	<b>Class of Service Options (Supplementary Service) – Barge-In, Initiate</b>	Turns Off or On an extension user ability to barge-in on other's calls.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-16	<b>Class of Service Options (Supplementary Service) – Barge-In, Receive</b>	In an extension Class of Service, turns Off or On Barge-In at the receiving extension (i.e., Barge-In receive).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-17	<b>Class of Service Options (Supplementary Service) – Barge-In Tone/Display (Intrusion Tone)</b>	In an extension Class of Service, turns Off or On the Barge-In (Intrusion) Tone. If disabled, this also turns off the Barge-In display at the called extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-18	<b>Class of Service Options (Supplementary Service) – Programmable Function Key Programming (General Level)</b>	Turns Off or On an extension user ability to program General function keys using Service Code 751 (by default). (Refer to Program 20-07-10 for Service Code 752.)	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-19	<b>Class of Service Options (Supplementary Service) – Selectable Display Messaging (Text Messaging)</b>	Turns Off or On an extension user ability to use Selectable Display Messaging.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-20	<b>Class of Service Options (Supplementary Service) – Account Code/Toll Restriction Operator Alert (Restricted Operation Transfer)</b>	Turns Off or On operator alert when an extension improperly enters an Account Code or violates Toll Restriction.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-21	<b>Class of Service Options (Supplementary Service) – Extension Name</b>	Turns Off or On an extension user ability to program the name.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-22	<b>Class of Service Options (Supplementary Service) – Busy Status Display (Called Party Status)</b>	Turns Off or On the user ability to display the detail state of called party.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-23	<b>Class of Service Options (Supplementary Service) – Display the Reason for Transfer</b>	Select whether an extension should display the reason a call is being transferred to their extension (Call Forward Busy, Call Forward No Answer, DND).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-24	<b>Class of Service Options (Supplementary Service) – Privacy Release by Pressing Line Key</b>	Turns Off or On a user ability to press a line key to barge into an outside call. The Barge-In feature must be enabled if this option is to be used.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-26	<b>Class of Service Options (Supplementary Service) – Group Listen</b>	Turns Off or On an extension user ability to use Group Listen.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-27	<b>Class of Service Options (Supplementary Service) – Busy on Seizing Virtual Extension</b>	If set to 1, a busy extension can be called, while someone is talking on a virtual extension key. Program 20-13-06 (Call Waiting) must be set to off for this option to work.	1 = On 0 = Off (default = 1 for COS 01~15)		✓	
20-13-28	<b>Class of Service Options (Supplementary Service) – Allow Class of Service to be Changed</b>	Turns Off or On an extension user ability COS to be changed via Service Code 677.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-29	<b>Class of Service Options (Supplementary Service) – Paging Display</b>	Turns Off or On an extension user ability to display paging information.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-30	<b>Class of Service Options (Supplementary Service) – Background Music</b>	For extension Class of Service, allow (1) or deny (0) an extension user from turning Background Music on and off.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-31	<b>Class of Service Options (Supplementary Service) – Connected Line Identification (COLP)</b>	Use to define the supplementary feature availability for each extension Class of Service (COS).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-32	<b>Class of Service Options (Supplementary Service) – Deny Multiple Barge-Ins</b>	In an extension Class of Service, allow (1) or deny (0) the extension user ability to have multiple users Barge-In to their conversation.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-33	<b>Class of Service Options (Supplementary Service) – ACD Supervisor’s Position Enhancement</b>	This option must be on for the operator to use service codes in Program 11-13-10 through Program 11-13-13.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-34	<b>Class of Service Options (Supplementary Service) – Block Manual Off-Hook Signaling</b>	Turns Off or On an extension user ability to block off-hook signals manually sent from a co-worker.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-35	<b>Class of Service Options (Supplementary Service) – Block Camp-On</b>	Use this option to Turns Off or On extension user ability to block callers from dialing # to camp-on.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-36	<b>Class of Service Options (Supplementary Service) – Call Duration Timer Display</b>	In an extension Class of Service, turns Off or On a Call Timer for the extension.	0 = Off 1 = On (default = 1 for COS 01~15)		✓	
20-13-38	<b>Class of Service Options (Supplementary Service) – Headset Ringing</b>	In an extension Class of Service, turns Off or On an extension user ability to use the Headset ringing.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-39	<b>Class of Service Options (Supplementary Service) – ACD Queue Status Display</b>	Turns Off or On the ACD Queue Status Display for an extension Class of Service. Any extension which has this option enabled also hears the queue alarm.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-40	<b>Class of Service Options (Supplementary Service) – Do Not Disturb</b>	Turns Off or On an extension user ability to set or cancel Do Not Disturb.	0 = Disable 1 = Enable (default = 1 for COS 1~15)		✓	
20-13-41	<b>Class of Service Options (Supplementary Service) – Voice Mail Message Indication on DSS</b>	Turns Off or On the Voice Mail Message Indication for an extension on a DSS console.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-42	<b>Class of Service Options (Supplementary Service) – Extension Data Swap Enabling</b>	Turns Off or On an extension user ability to use the Station Relocation feature.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-44	<b>Class of Service Options (Supplementary Service) – Live Monitor Enabling</b>	Turns Off or On an extension user ability to use Live Monitor.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-45	<b>Class of Service Options (Supplementary Service) – MIC Key Mode While Call Monitoring</b>	Set per class of service, when in Call Monitoring Mode determines if the monitored parties receives the barge in alert tone when Coaching Mode is enabled.	0 = Enable 1 = Disable (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-47	Class of Service Options (Supplementary Service) – Station Number Display	Determine if a station Number is displayed (On) or not displayed (Off) in the LCD when the phone is idle.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-48	Class of Service Options (Supplementary Service) – Station Name Display	Determine if a station Number is displayed (On) or not displayed (Off) in the LCD when the phone is idle.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-49	Class of Service Options (Supplementary Service) – BLF Indication on CO Incoming State	Determine if a BLF of the station lights when a Normal CO call is ringing the phone.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-50	Class of Service Options (Supplementary Service) – AIC Agent display which call is from	Determine if the station logged in via AIC codes shows which queue the call is coming from.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-51	Class of Service Options (Supplementary Service) – Number and Name appear in the directory	Determine if an extension name and number are listed (1) or unlisted (0) in the directory.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

## Operation

### To program the *D<sup>term</sup>* Cordless II:

1. Press and hold down \* and #, then press **TALK**. The F1 LED flashes red.
2. Press **R/VOL** repeatedly to scroll through the line key (LK) and feature options for function key *F1*.
3. Press **MUTE** to select the displayed line key or feature.
4. When a Line Key is assigned, press MUTE once to enter the Off-Hook Ringing ON or OFF Mode. Press R/VOL to toggle between /TALK for ON or /NO TALK for OFF.
5. Press **MUTE** to advance to the next function key (*F2 ~ F4*).
6. After programming *F4*, press **MUTE** to advance to Global Off-Hook Ringing Assignment.
7. Press **R/VOL** to turn Global Off-Hook Ringing ON/OFF (LCD indicates ON or OFF).
8. Press **TALK** to exit.
  -  *Function keys F1 ~ F4 can be programmed as Line Keys 1~16, Redial (LNR/SPD), Answer (ANS), Feature (FNC), or Recall. When assigned, these keys operate the same as on an NEC Multiline Terminal.*
  -  *When initially installed, function keys F1~F4 default to Line Keys 1~4 respectively and Off-Hook Ringing defaults to ON.*
  -  *Global Off-Hook Ringing must be ON (default) for any Function key to work with Off-Hook Ringing.*

**To place an internal call:**

1. Press **TALK**.  icon is displayed.
2. Dial the Station Number.  
- OR -  
Press (**F1~F4**), programmed for Direct Station Selection (DSS).
3. Announce the call after tone burst or wait for call to be answered.

**To place an outside call:**

1. Press **TALK**. X icon is displayed.
2. Dial trunk access code and number  
- OR -  
Select trunk appearance and dial number.  
Wait for call to be answered.

**To answer an Incoming Ringing Call:**

1. When the handset is in the charger, lift it.  icon is displayed.
2. When the handset is out of the Base Unit, press **TALK** if ringing line preference is assigned.  
 icon is displayed.
3. Talk.

**To place a call on Hold (internal or outside):**

With a call in process, press **HOLD**.

-  *To retrieve a held call, press flashing F1~F4.*
-  *After a programmed time, the held call recalls to the originating terminal.*

**To redial a number:**

1. Press **REDIAL**.
2. The previously dialed number is called.

**To transfer a call:**

1. With a call in process, press **TRANSFER**.
2. Dial Station Number.  
- OR -  
Press (**F1~F4**) programmed for Direct Station Selection (DSS).
3. Announce call (optional).
4. Press **TALK** to complete transfer.

**To place a conference call:**

1. With a call in progress, press **CONF**.
2. Place second internal or external call.
3. Announce conference.
4. Press **CONF** again. A 3-party conference is established. When any party hangs up, the conference still includes the remaining parties.

**To adjust ring volume:**

While the telephone is not being used, press **R/VOL** (upper key on left side) repeatedly to select desired setting display:

- Ring Type A High
- Ring Type A Low
- Ring Type B High
- Ring Type B Low
- Ring Type C High
- Ring Type C Low
- Ring Off (Vibration)

**To adjust receive volume level:**

1. With a call in progress, press **R/VOL** to decrease volume.
2. Press **R/VOL** to restore normal volume.

**To Mute the microphone:**

1. Press the **MUTE** key (lower key on left side).  
Microphone is muted.
2. Press the **MUTE** key again to activate microphone.

**To use the Charging Unit:**

1. Place handset and/or spare battery in the charging slots.
2. The Charge 1 LED is on red during and after charging the handset.
3. The Charge 2 LED is on red while charging the spare battery and turns off after charging is complete.

 *If the handset is placed in the charger without an installed battery, the Charge 1 LED flashes.*

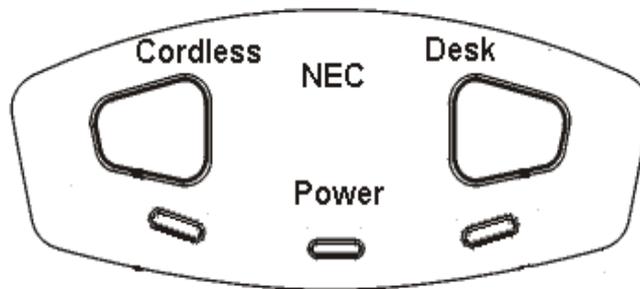
### To Switch from Cordless to Desk Using Base Unit:

1. When Cordless II is associated with a terminal, use the Base Unit to switch between Cordless II and the Multiline Terminal. Refer to Cordless II Base Unit Controls illustration on the next page.
2. Press Cordless to select  $D^{term}$  Cordless II.

**-OR-**

3. Press **Desk** to select multiline terminal.

-  *Switching must be accomplished while both terminals are idle.*
-  *A call in progress cannot be switched. When tried, it is dropped.*
-  *Switching held calls is not recommended because LED indications are not provided.*
-  *The Power LED and the applicable position LED are on to indicate selection.*



### Cordless II Base Unit Controls

#### To switch from Desk to Cordless using the Redial Key:

1. Verify that the Base Unit is in Desk mode.
2. Remove the battery.
3. Press and hold \* and # on the handset.
4. Install the battery while holding these keys.
5. After the handset beeps one time, release the keys.
6. The handset is in Setup mode.
7. Press **HOLD** to display the current mode (Digital/Redial).
8. Press **F2** and then **HOLD**.
9. The handset displays Digital (F8), and changes **REDIAL** program to Desk/Cordless Softkey Switching mode.
10. Press **TALK** to restore standby mode.
11. Press **REDIAL** to test this feature.

12. The Base Unit automatically changes from Desk to Cordless.

 *This is a one time operation, but one of the F1~F4 keys can be programmed for the redial function.*

13. To restore the normal redial function, enter setup mode, and press **F3** and **HOLD** to display Digital (Redial).

14. Press **TALK** to restore standby mode.

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## *D<sup>term</sup>* *Cordless Lite II Terminal*

### Description

The NEC *D<sup>term</sup>* Cordless II Lite Terminal may be used with the UNIVERGE SV8100 KTS. The DTH-4R-1( ) TEL uses 900 MHz FM with ADPCM (digital) Technology and is connected in tandem to a multiline terminal.

Press the applicable key on the Base Unit to Switch between Cordless operation and multiline terminal operation.

Feature	<i>D<sup>term</sup></i> Cordless Lite II (DTH-4R-1)
Digital Technology	900 MHz FM with ADPCM (digital)
LCD	2-line, 16-digit LCD Display
Silent Alarm	Yes
Dedicated Keys	TALK, TRANSFER, HOLD, CONF, CHAN, REDIAL, MUTE, R/VOL
Programmable Line Keys	4
Operational Range *	50~150 feet
Message Waiting Indication	Yes (Icon)
Headset Connection	Yes
Channels	30

\* Determined by environmental conditions. These are cordless RF devices and, therefore, some interference may take place when operating in the same environment as other wireless devices which operate within the same frequency spectrum.

### Condition

- The *D<sup>term</sup>* Cordless Lite II can be used in conjunction with the UNIVERGE SV8100, and Series i Digital Multiline Telephones.
- Battery Capacity is 700 mAh, 3.6V with a Talk Mode of six hours (typical) and a Standby Mode of five days (typical).
- The battery can be hot swapped while on a call. The battery must be replaced with another charged battery pack within 20 seconds, otherwise the connection is lost.
- The handset has visual and audible indicators to warn of a low battery condition.
- When a message is received, the message icon is displayed.
- Synchronous Ringing does not apply to the cordless terminals.
- A beep indicates when the cordless terminal receives off-hook ringing.
- A spare battery is available as an Optional Available Part. A second battery is not shipped with the product.

- The battery can be charged only when it is installed in the handset and the handset is in the charger. A stand-alone battery charger is not available.
- Environments with many metal parts, metal shelves, or metal buildings are known to reduce telephone performance.
- When multiple cordless telephones are used in your office, they must operate on different channels and be at least 20 feet apart (including the base unit and the telephones).
- *D<sup>term</sup>* cordless phones are not supported with the Door Box feature.
- Under certain conditions, HOLD and TRANSFER have the same behavior. To prevent an unwanted transfer after placing a call on hold and calling another user, the Line Key for the call on hold must be pressed to retrieve the call from hold, otherwise the call is transferred when the Cordless Terminal is placed in idle.
- *D<sup>term</sup>* Cordless telephones do not support the Caller ID List feature.

### **Default Setting**

None

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## **System Availability (US Only)**

### **Terminals**

DTH-4R-1( ) TEL

### **Required Component(s)**

CD-8DLCA

**-OR-**

CD-8DLCA with PZ-8DLCB Daughter Board

**-OR-**

CD-16DLCA

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## **Related Features**

### **Cordless Telephone Connection**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

 *The items highlighted in gray are read only and cannot be changed.*

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-01	<b>ETU Setup (DLC PKG Setup) – Terminal Type (B1)</b>	Use to setup and confirm the Basic Configuration data for terminal type (B1).	0 = Not set 1 = Multiline Terminal 2 = SLT Adapter 3 = Bluetooth Cordless Handset 6 = PGD (Paging) 7 = PGD (Tone Ringer) 8 = PGD (Doorbox) 9 = PGD (ACI) 10 = DSS Console 11 = -- Not Used -- (default = 0)		✓	
10-03-02	<b>ETU Setup (DLC PKG Setup) – Logical Port Number (B1)</b>	Use to setup and confirm the Basic Configuration data for logical port number (B1).	0 = Not set 1 = Multiline Terminal (1~256) 2 = SLT Adapter (1~256) 6 = PGD(2)-U( ) ADP (Paging) (1~8) 7 = PGD(2)-U( ) ADP (for Tone Ringer) (1~8) 8 = PGD(2)-U( ) ADP (for Door Box) (1~8) 9 = PGD(2)-U( ) ADP (for ACI) (1~96) 10 = DSS (1~32) 11 = -- Not Used -- (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-04	<b>ETU Setup (DLC PKG Setup) – Optional Installed Unit 1 (Only Applies to DTH/DTR telephones)</b>	Use to setup and confirm the Basic Configuration data for optional installed Unit 1.	0 = None 1 = APR Module 2 = APA Module 3 = ADA Module 4 = CTA/CTU Module (default = 0)		✓	
10-03-05	<b>ETU Setup (DLC PKG Setup) – Optional Installed Unit 2</b>	Use to setup and confirm the Basic Configuration data for optional installed Unit 2.	0 = None 1 = APR Module 2 = APA Module 3 = ADA Module 4 = CTA/CTU Module (default = 0)		✓	
10-03-06	<b>ETU Setup (DLC PKG Setup) – Terminal Type (B2)</b>	Use to setup and confirm the Basic Configuration data for terminal type.	0 = Not set 6 = PGD(2)-U( ) ADP (Paging) 7 = PGD(2)-U( ) ADP (Tone Ringer) 8 = PGD(2)-U( ) ADP (Door Box) 9 = PGD(2)-U( ) ADP (ACI) 12 = APR (B2 Mode) (default = 0)		✓	
10-03-07	<b>ETU Setup (DLC PKG Setup) – Logical Port Number (B2)</b>	Use to setup and confirm the Basic Configuration data for logical port number (B2).	0 = Not Set 6 = PGD(2)-U( ) ADP (Ext. Speaker) 7 = PGD(2)-U( ) ADP (Paging/Tone Ringer = 1~8) 8 = PGD(2)-U( ) ADP (for Door Box = 1~8) (ACI) = (1~96) 9 = PGD(2)-U( ) ADP 12 = APR (for B2 Mode) (193~512) (default = 0)		✓	
10-03-08	<b>ETU Setup (DLC PKG Setup) – Multiline Telephone Type</b>	Read only program that shows the type of multiline terminal connected to the port.	0 = DT3** 1 = Dterm8 2 = Dterm7 (default = 0)		✓	
10-03-09	<b>ETU Setup (DLC PKG Setup) – Side Option Information</b>	Read only command that shows the type of side module connected to the terminal.	0 = No Option 1 = 8LK Unit 2 = 16LK Unit 3 = 24ADM (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-10	<b>ETU Setup (DLC PKG Setup) – Bottom Option Information (Only applies to DTL style telephones)</b>	Shows optional adapter information.	0 = No option 1 = APR 2 = ADA 3 = BHA (default = 0)		✓	
10-03-11	<b>ETU Setup (DLC PKG Setup) – Handset Option Information</b>	Shows optional adapter information.	0 = No option 1 = PSA/PSD 2 = Bluetooth Cordless Handset (default = 0)		✓	
20-07-01	<b>Class of Service Options (Administrator Level) – Manual Night Service Enabled</b>	Turns Off or On an extension for manually Switching the Night Mode (Service Code 718). This option must be enabled for an extension to display the Night indication.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)			✓
20-07-03	<b>Class of Service Options (Administrator Level) – Time Setting</b>	Turns Off or On an extension user ability to set the Time via Service Code 728.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-07-05	<b>Class of Service Options (Administrator Level) – Set/Cancel Automatic Trunk-to-Trunk Transfer</b>	Turns Off or On an extension user ability user ability to use the Trunk-to-Trunk Forwarding service codes.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-07-11	<b>Class of Service Options (Administrator Level) – Forced Trunk Disconnect (analog trunk only)</b>	Turns Off or On an extension user ability to use Forced Trunk Disconnect. This allows the extension to disconnect an Unsupervised Conference in progress.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)			✓
20-07-12	<b>Class of Service Options (Administrator Level) – Trunk Port Disable</b>	Turns Off or On the extension user ability to use the Trunk Port Disable feature.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)			✓
20-07-13	<b>Class of Service Options (Administrator Level) – VRS Record (VRS Msg Operation)</b>	Turns Off or On an extension user ability to record, erase or listen to VRS messages.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)			✓
20-07-14	<b>Class of Service Options (Administrator Level) – VRS General Message Play</b>	Turns Off or On an extension user ability to dial 4 or Service Code 611 to listen to the General Message.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-07-15	<b>Class of Service Options (Administrator Level) – VRS General Message Record/Delete</b>	Turns Off (0) or On (1) an extension user ability for dialing Service Code 612 and record, listen to, or erase the General Message.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)			✓
20-07-18	<b>Class of Service Options (Administrator Level) – SMDR Printout Accumulated Extension Data</b>	Use to define if Accumulated Extension Data is included in the SMDR Printout for each Class of Service.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)			✓
20-07-19	<b>Class of Service Options (Administrator Level) – SMDR Printout Department Group (STG) Data</b>	Use to define if Department Group (STG) Data is included in the SMDR Printout for each Class of Service.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)			✓
20-07-20	<b>Class of Service Options (Administrator Level) – SMDR Printout Accumulated Account Code Data</b>	Use to define if Accumulated Account Code Data is included in the SMDR Printout for each Class of Service.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)			✓
20-07-23	<b>Class of Service Options (Administrator Level) – CO Message Waiting Indication Callback Number Programming</b>	Enable or Disable an extension ability to receive CO Message Waiting Indication.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-07-24	<b>Class of Service Options (Administrator Level) – Set/Cancel Private Call Refuse</b>	Enable or Disable an extension user ability to set or cancel Private Call Refuse.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-07-25	<b>Class of Service Options (Administrator Level) – Set/Cancel Caller ID Refuse</b>	Enable or Disable an extension user ability to set or cancel Caller ID Refuse.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-07-26	<b>Class of Service Options (Administrator Level) – Dial-In Mode Switch</b>	Enable or Disable an extension ability to set or cancel dial-in mode switch.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-07-27	<b>Class of Service Options (Administrator Level) – Do-Not-Call Administrator</b>	Enable or Disable an extension user ability to set or cancel do not call administrator.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-08-01	<b>Class of Service Options (Outgoing Call Service) – Intercom Calls</b>	Turns Off or On Intercom calling for the extension.	0 = Off 1 = On (default = 1 for COS 1~15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-08-02	<b>Class of Service Options (Outgoing Call Service) – Trunk Outgoing Calls</b>	Turns Off or On outgoing trunk calling for the extension.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-08-03	<b>Class of Service Options (Outgoing Call Service) – System Speed Dialing</b>	Turns Off (0) or On (1) an extension user ability to make outbound calls using system speed dial numbers.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-08-04	<b>Class of Service Options (Outgoing Call Service) – Group Speed Dialing</b>	Turns Off or On an extension user ability to make outbound calls using group speed dial numbers.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-08-06	<b>Class of Service Options (Outgoing Call Service) – Toll Restriction Override</b>	Turns Off or On Toll Restricting Override (Service Code 663).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-07	<b>Class of Service Options (Outgoing Call Service) – Repeat Redial</b>	Turns Off or On an extension user to use Repeat Redial.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-08	<b>Class of Service Options (Outgoing Call Service) – Toll Restriction Dial Block</b>	Turns Off or On an extension user ability to use Dial Block.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-09	<b>Class of Service Options (Outgoing Call Service) – Hotline/Extension Ringdown</b>	Turns Off or On Ringdown Extension for extensions with this COS.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-10	<b>Class of Service Options (Outgoing Call Service) – Signal/Voice Call</b>	Turns Off or On an extension to force Handsfree Answerback or Forced Intercom Ringing for outgoing Intercom calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-11	<b>Class of Service Options (Outgoing Call Service) – Protect for the Call Mode Switching from Caller</b>	When an extension is set to ring mode for ICM calls, enabling this option prevents callers from changing the call to voice announce mode.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-12	<b>Class of Service Options (Outgoing Call Service) – Department Group Step Calling</b>	Turns Off or On an extension user ability to use Department Group Step Calling.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-13	<b>Class of Service Options (Outgoing Call Service) – ISDN CLIP</b>	Determine if the ISDN calling line identity presentation and screening indicators should be allowed.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-14	<b>Class of Service Options (Outgoing Call Service) – Call Address Information</b>	Used to Enable or Disable Call Address Information for each Class Of Service.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-08-15	<b>Class of Service Options (Outgoing Call Service) – Block Outgoing Caller ID</b>	Turns Off or On a user Class of Service from automatically blocking outgoing Caller ID information when a call is placed. If block is enabled, the system automatically inserts the Caller ID block code 1831 (defined in Program 14-01-21) before the user dialed digits (this requires Program 14-02-10 to be enabled). If block is disabled, the system outdials the call just as it was dialed by the user.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-16	<b>Class of Service Options (Outgoing Call Service) – Display E911 Dialed Extension Name and Number</b>	Turns Off or On an extension ability to display the name and number of the extension that dialed 911 (US Only).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-17	<b>Class of Service Options (Outgoing Call Service) – ARS Override of Trunk Access Map</b>	Turns Off or On an extension user ability to override the trunk access map programming for outgoing calls.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-22	<b>Class of Service Options (Outgoing Call Service) – Voice Over to busy Virtual Extension</b>	Enable or Disable an extension user ability to voice over to a busy virtual extension.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-09-01	<b>Class of Service Options (Incoming Call Service) – Second Call for DID/DISA/DIL/ E&amp;M Override</b>	Turns Off or On the extension ability to receive a second call from a DID, DISA, DIL, or tie line caller.  <i>With this option set to 1, the destination extension must be busy for a second DNIS caller to ring through. If the destination extension does not have a trunk or CAP key available for the second call and a previous call is ringing the extension but has not yet been answered, the second caller hears busy regardless of this program setting.</i>	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-09-02	<b>Class of Service Options (Incoming Call Service) – Caller ID Display</b>	Turns Off or On the Caller ID display at an extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-09-03	<b>Class of Service Options (Incoming Call Service) – Sub Address Identification</b>	Define whether an extension displays the Caller Sub-Address.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-09-04	<b>Class of Service Options (Incoming Call Service) – Notification for Incoming Call List Existence</b>	Determine whether or not the CHECK LIST message is displayed to indicate a missed call	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-09-05	<b>Class of Service Options (Incoming Call Service) – Signal/ Voice Call</b>	Turns Off or On an extension user ability to enable Handsfree Answerback or Forced Intercom Ringing for their incoming Intercom calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-09-06	<b>Class of Service Options (Incoming Call Service) – Incoming Time Display</b>	If this option is set to 1, the Incoming Call Time is displayed on the multiline terminal LCD while the telephone is ringing.	0 = Off 1 = On (default = 0 for COS 01~15)		✓	
20-09-07	<b>Class of Service Options (Incoming Call Service) – Call Queuing</b>	Turns Off or On an extension user ability to have calls queued if a call rings the extension when it is busy.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-09-08	<b>Class of Service Options (Incoming Call Service) – Calling Party Information</b>	Turns Off or On and extension ability to display calling party information on CCIS calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-01	<b>Class of Service Options (Answer Service) – Group Call Pickup (Within Group)</b>	Turns Off or On Group Call Pickup for calls ringing an extension Pickup Group and ring group calls (Service Code *#).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-02	<b>Class of Service Options (Answer Service) – Group Call Pickup (Another Group)</b>	Turns Off or On Group Call Pickup for calls ringing outside a group (Service Code 769).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-03	<b>Class of Service Options (Answer Service) – Group Call Pickup for Specific Group</b>	Turns Off or On Group Call Pickup for a specific group using service code 768.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-04	<b>Class of Service Options (Answer Service) – Telephone Call Pickup</b>	Turns Off or On an extension user ability to pick up a call ringing into a Pickup Group (Service Codes *#).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-05	<b>Class of Service Options (Answer Service) – Directed Call Pickup for Own Group</b>	Turns Off or On Directed Call Pickup for calls ringing an extension Pickup Group (Service Code 756).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-06	<b>Class of Service Options (Answer Service) – Meet-Me Conference and Paging</b>	Turns Off or On an extension user ability to use Meet-Me Conference and Paging.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-07	<b>Class of Service Options (Answer Service) – Automatic Off-Hook Answer</b>	Turns Off or On an extension user ability to use Universal Auto Answer (no service code required).	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-10-08	<b>Class of Service Options (Answer Service) – Virtual Extension Off-Hook Answer</b>	Turns Off or On an extension user ability to answer an incoming call on a Call Arrival (CAR)/Secondary Incoming Extension (SIE)/ Virtual Extension simply by lifting the handset.	0 = Off 1 = On (default = 1 for COS 01~15)			✓
20-10-09	<b>Class of Service Options (Answer Service) – Call Pickup Callback</b>	Turns Off or On an extension user ability to use Call Pickup to Pick up Callback calls.	0 = Off 1 = On (default = 1 for COS 1~15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-11-01	<b>Class of Service Options (Hold/Transfer Service) – Call Forward All</b>	In an extension Class of Service, turns Off or On an extension user ability to set Call Forward Immediate.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-02	<b>Class of Service Options (Hold/Transfer Service) – Call Forward When Busy</b>	In an extension Class of Service, turns Off or On an extension user ability user to set Call Forwarding when Busy.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-03	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding When Unanswered</b>	In an extension Class of Service, turns Off or On an extension user ability to set Call Forwarding when Unanswered.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-04	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding (Both Ringing)</b>	In an extension Class of Service, turns Off or On an extension user ability to set Call Forwarding with Both Ringing.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-05	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding with Follow Me</b>	In an extension's Class of Service, turns Off or On an extension user ability to set Call Forward with Follow Me.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-06	<b>Class of Service Options (Hold/Transfer Service) – Unscreened Transfer (Ring Inward Transfer)</b>	Turns Off or On an extension ability to use Unscreened Transfer.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-07	<b>Class of Service Options (Hold/Transfer Service) – Transfer Without Holding</b>	Turns Off or On an extension ability to use Transfer Without Holding.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-11-08	<b>Class of Service Options (Hold/Transfer Service) – Transfer Information Display</b>	Turns Off or On an extension incoming Transfer pre-answer display.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-09	<b>Class of Service Options (Hold/Transfer Service) – Group Hold Initiate</b>	Turns Off or On an extension user ability user ability to initiate a Group Hold.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-10	<b>Class of Service Options (Hold/Transfer Service) – Group Hold Answer</b>	Turns Off or On an extension user ability to pick up a call on Group Hold.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-11	<b>Class of Service Options (Hold/Transfer Service) – Automatic On-Hook Transfer</b>	Turns Off or On an extension user ability to use Automatic On-Hook Transfer.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-11-12	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding Off-Premise (External Call Forwarding)</b>	In an extension Class of Service, turns Off or On setting up Call Forwarding Off-Premise at the extension.	0 = Off 1 = On (default = 0 for COS 1~15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-11-13	<b>Class of Service Options (Hold/ Transfer Service) – Operator Transfer After Hold Callback</b>	Turns Off or On an extension user ability to have a call which recalls from hold transfer to the operator.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-11-14	<b>Class of Service Options (Hold/ Transfer Service) – Trunk-to-Trunk Transfer Restriction</b>	Turns Off or On the Trunk-to-Trunk Transfer Restriction. If enabled, Trunk-to-Trunk Transfer is not possible.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-11-15	<b>Class of Service Options (Hold/ Transfer Service) – VRS Personal Greeting (Message Greeting)</b>	Turns Off or On an extension ability to dial Service Code *4 7 to record, listen to or erase the Personal Greeting Message.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-16	<b>Class of Service Options (Hold/ Transfer Service) – Call Redirect</b>	Turns Off or On a multiline terminal user ability to transfer a call to a predefined destination (such as an operator, voice mail, or another extension) without answering the call.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-17	<b>Class of Service Options (Hold/ Transfer Service) – Department Group Trunk-to-Trunk Transfer (Each Telephone Group Transfer)</b>	Turns Off or On an extension user ability user in a Department Group to use the Trunk-to-Trunk Forwarding service codes.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-18	<b>Class of Service Options (Hold/ Transfer Service) – No Recall</b>	Allow (0) or Deny (1) answered Transferred calls from recalling the originating extension	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-11-19	<b>Class of Service Options (Hold/ Transfer Service) – Hold/ Extended Park</b>	Determine whether an extension Class of Service should allow normal or extended Park (0 = Normal for Program 24-01-06, 1 = Extended for Program 24-01-07).	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-11-20	<b>Class of Service Options (Hold/ Transfer Service) – No Callback</b>	Turns Off or On an extension ability to receive Callbacks.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-11-21	<b>Class of Service Options (Hold/ Transfer Service) – Restriction for Tandem Trunking on Hang Up</b>	Allow (0) or Deny (1) an extension user ability to set up a tandem/conference call automatically when they hang up.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-11-22	<b>Class of Service Options (Hold/ Transfer Service) – Restrict Unsupervised Conference</b>	Allow or Deny an extension user ability to initiate a Trunk-to-Trunk Transfer (Tandem Trunking).	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-11-23	<b>Class of Service Options (Hold/ Transfer Service) – CAR/VE Call Forward Set/Cancel</b>	In an extension Class of Service, turns Off or On the ability to set and cancel Call Forwarding for a CAR or Virtual Extension.	0 = Off 1 = On (default = 1 for COS 1~15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-11-24	<b>Class of Service Options (Hold/Transfer Service) – Trunk Park Hold Mode</b>	Set the hold type when a trunk call is put on hold by an extension.	0 = Non Exclusive Hold (Off) 1 = Exclusive Hold (On) (default = 1 for COS 1~15)			✓
20-11-25	<b>Class of Service Options (Hold/Transfer Service) – Transfer Park Call</b>	Turns On or off an extension user ability to transfer a parked call.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-01	<b>Class of Service Options (Supplementary Service) – Long Conversation Alarm</b>	Turns Off or On the Warning Tone for Long Conversation (not for single line telephones).	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-02	<b>Class of Service Options (Supplementary Service) – Long Conversation Cutoff (Incoming)</b>	Turns Off or On an extension user ability to use Long Conversation Cutoff for incoming calls.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-03	<b>Class of Service Options (Supplementary Service) – Long Conversation Cutoff (Outgoing)</b>	Turns Off or On an extension ability to use Long Conversation Cutoff for outgoing calls.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-04	<b>Class of Service Options (Supplementary Service) – Call Forward/DND Override (Bypass Call)</b>	Turns Off or On an extension user ability to use Call Forwarding/DND Override.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-07	<b>Class of Service Options (Supplementary Service) – Message Waiting</b>	Turns Off or On an extension user ability to leave Message Waiting.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-08	<b>Class of Service Options (Supplementary Service) – Conference</b>	Turns Off or On an extension user ability to initiate a conference or Meet Me Conference.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-09	<b>Class of Service Options (Supplementary Service) – Privacy Release</b>	Turns Off or On an extension user ability to initiate a Voice Call Conference.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-10	<b>Class of Service Options (Supplementary Service) – Barge-In Monitor</b>	In an extension Class of Service, enable the Barge-In Speech Mode (0) or Monitor Mode (1) at the initiating extension (i.e., Barge-In initiator).	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-11	<b>Class of Service Options (Supplementary Service) – Room Monitor, Initiating Extension</b>	Turns Off or On an extension user ability to Room Monitor other extensions.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-12	<b>Class of Service Options (Supplementary Service) – Room Monitor, Extension Being Monitored</b>	Turns Off or On an extension ability to be monitored.	0 = Off 1 = On (default = 0 for COS 1~15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-13	<b>Class of Service Options (Supplementary Service) – Continued Dialing (DTMF) Signal on ICM Call</b>	Turns Off or On the extension user ability to use Continued Dialing, which allows DTMF signal sending while talking on extension.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-14	<b>Class of Service Options (Supplementary Service) – Department Calling (PLT No Called Extension)</b>	Turns Off or On an extension user ability to call a Department Group Pilot.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-15	<b>Class of Service Options (Supplementary Service) – Barge-In, Initiate</b>	Turns Off or On an extension user ability to barge-in on other's calls.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-16	<b>Class of Service Options (Supplementary Service) – Barge-In, Receive</b>	In an extension Class of Service, turns Off or On Barge-In at the receiving extension (i.e., Barge-In receive).	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-17	<b>Class of Service Options (Supplementary Service) – Barge-In Tone/Display (Intrusion Tone)</b>	In an extension Class of Service, turns Off or On the Barge-In (Intrusion) Tone. If disabled, this also turns off the Barge-In display at the called extension.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-18	<b>Class of Service Options (Supplementary Service) – Programmable Function Key Programming (General Level)</b>	Turns Off or On an extension user ability to program General function keys using Service Code 751 (by default). (Refer to Program 20-07-10 for Service Code 752.)	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-19	<b>Class of Service Options (Supplementary Service) – Selectable Display Messaging (Text Messaging)</b>	Turns Off or On an extension user ability to use Selectable Display Messaging.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-20	<b>Class of Service Options (Supplementary Service) – Account Code/Toll Restriction Operator Alert (Restricted Operation Transfer)</b>	Turns Off or On operator alert when an extension improperly enters an Account Code or violates Toll Restriction.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-21	<b>Class of Service Options (Supplementary Service) – Extension Name</b>	Turns Off or On an extension user ability to program the name.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-22	<b>Class of Service Options (Supplementary Service) – Busy Status Display (Called Party Status)</b>	Turns Off or On an extension user ability to display the detail state of called party.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-23	<b>Class of Service Options (Supplementary Service) – Display the Reason for Transfer</b>	Select whether an extension should display the reason a call is being transferred to their extension (Call Forward Busy, Call Forward No Answer, DND).	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-24	<b>Class of Service Options (Supplementary Service) – Privacy Release by Pressing Line Key</b>	Turns Off or On a user ability to press a line key to barge into an outside call. The Barge-In feature must be enabled if this option is to be used.	0 = Off 1 = On (default = 0 for COS 1~15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-26	<b>Class of Service Options (Supplementary Service) – Group Listen</b>	Turns Off or On an extension user ability to use Group Listen.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-27	<b>Class of Service Options (Supplementary Service) – Busy on Seizing Virtual Extension</b>	If set to 1, a busy extension can be called, while someone is talking on a virtual extension key. Program 20-13-06 (Call Waiting) must be off for this option to work.	1 = On 0 = Off (default = 1 for COS 01~15)			✓
20-13-28	<b>Class of Service Options (Supplementary Service) – Allow Class of Service to be Changed</b>	Turns Off or On an extension user ability to change COS via Service Code 677.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-29	<b>Class of Service Options (Supplementary Service) – Paging Display</b>	Turns Off or On an extension user ability to display paging information.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-30	<b>Class of Service Options (Supplementary Service) – Background Music</b>	For extension Class of Service, allow (1) or deny (0) an extension user to turn Background Music on and off.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-31	<b>Class of Service Options (Supplementary Service) – Connected Line Identification (COLP)</b>	Use to define the supplementary feature availability for each extension Class of Service (COS).	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-32	<b>Class of Service Options (Supplementary Service) – Deny Multiple Barge-Ins</b>	In an extension Class of Service, allow (1) or deny (0) an extension user ability to have multiple users Barge-In to their conversation.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-33	<b>Class of Service Options (Supplementary Service) – ACD Supervisor's Position Enhancement</b>	This option must be on for the operator to use service codes in Program 11-13-10 through Program 11-13-13.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-34	<b>Class of Service Options (Supplementary Service) – Block Manual Off-Hook Signaling</b>	Turns Off or On an extension user ability to block off-hook signals manually sent from a co-worker.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-35	<b>Class of Service Options (Supplementary Service) – Block Camp-On</b>	Use this option to Turns Off or On an extension user ability to block callers from dialing # to camp-on.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-36	<b>Class of Service Options (Supplementary Service) – Call Duration Timer Display</b>	In an extension Class of Service, turns Off or On a Call Timer for the extension.	0 = Off 1 = On (default = 1 for COS 01~15)			✓
20-13-38	<b>Class of Service Options (Supplementary Service) – Headset Ringing</b>	In an extension Class of Service, turns Off or On an extension user ability to use the Headset ringing.	0 = Off 1 = On (default = 0 for COS 1~15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-39	<b>Class of Service Options (Supplementary Service) – ACD Queue Status Display</b>	Turns Off or On the ACD Queue Status Display for an extension Class of Service. Any extension with this option enabled also hears the queue alarm.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-40	<b>Class of Service Options (Supplementary Service) – Do Not Disturb</b>	Turns Off or On an extension user ability to set or cancel Do Not Disturb.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-41	<b>Class of Service Options (Supplementary Service) – Voice Mail Message Indication on DSS</b>	Turns Off or On the Voice Mail Message Indication for an extension on a DSS console.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-42	<b>Class of Service Options (Supplementary Service) – Extension Data Swap Enabling</b>	Turns Off or On an extension user ability to use the Station Relocation feature.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-44	<b>Class of Service Options (Supplementary Service) – Live Monitor Enabling</b>	Turns Off or On an extension user ability to use Live Monitor.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-45	<b>Class of Service Options (Supplementary Service) – MIC Key Mode While Call Monitoring</b>	Set per class of service, when in Call Monitoring Mode determines if the monitored parties receives the barge in alert tone when Coaching Mode is enabled.	0 = Enable 1 = Disable (default = 1 for COS 1~15)			✓
20-13-47	<b>Class of Service Options (Supplementary Service) – Station Number Display</b>	Determine if a station Number is displayed (On) or not displayed (Off) in the LCD when the phone is idle.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-48	<b>Class of Service Options (Supplementary Service) – Station Name Display</b>	Determine if a station Name will be displayed (On) or not displayed (Off) in the LCD when the phone is in an idle state.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-49	<b>Class of Service Options (Supplementary Service) – BLF Indication on CO Incoming State</b>	Determine if a BLF of the station lights when a Normal CO call is ringing the phone.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-50	<b>Class of Service Options (Supplementary Service) – AIC Agent Display which Call is From</b>	Determine if the station logged in via AIC codes shows which queue the call is coming from.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-51	<b>Class of Service Options (Supplementary Service) – Number and Name Appear in the Directory</b>	Determine if an extension name and number are listed (On) or unlisted (Off) in the directory.	0 = Off 1 = On (default = 1 for COS 1~15)			✓

## Operation

### To set up and program the *D<sup>term</sup>* Cordless Lite II (DTH-4R-1):

1. Press and hold down \* and #, then press **TALK**. The F1 LED flashes red and F1=LK01 is displayed on the LCD.
2. Press **Ring/Vol** repeatedly to scroll through the line key (LK) and feature options for function key **F1**.
3. Press **On/Off MUTE** to select the displayed line key or feature.
4. When a Line key is assigned, press **MUTE** once to enter the Off-Hook Ringing ON or OFF Mode. Press **Ring/Vol** to toggle between TALK for On or NO TALK for Off.
  - ✎ *TALK is selected when the F1~F4 function keys are programmed for CO or Call Appearance Keys. NO TALK is selected when F1~F4 function keys are programmed for functions not requiring an off-hook state (e.g., Log On/Off or DND.)*
5. Press **On/Off MUTE** to advance to the next function key (F2 ~ F4).
6. After programming F4, press **On/Off MUTE** to advance to Global Off-Hook Ringing Assignment.
7. Press **Ring/Vol** to turn Global Off-Hook Ringing On or Off (LCD indicates ON or OFF as appropriate).
8. Press **TALK** to exit.
  - ✎ *Function keys F1 ~ F4 can be programmed as Line Keys 1~16, Redial (LNR/SPD), Answer (ANS), Feature (FNC), or Recall. When assigned, these keys operate the same as on an NEC Multiline Terminal.*
  - ✎ *When initially installed, function keys F1~F4 default to Line keys 1~4 respectively and Off-Hook Ringing defaults to ON.*
  - ✎ *Global Off-Hook Ringing must be ON (default) for any function key to operate with off-hook ringing.*

### Switching Between the Desktop Multiline Telephone and the *D<sup>term</sup>* Cordless Lite Telephone Using the Base Unit:

When the *D<sup>term</sup>* Cordless Lite II is associated with a Multiline Telephone the following is applicable:

- Switching between the cordless mode and desk mode must be done while both telephones are idle.
- A call in progress cannot be switched between the *D<sup>term</sup>* Cordless Lite II and the associated Multiline Telephone.
- Switching held calls between the *D<sup>term</sup>* Cordless Lite II Telephone and the associated Multiline Telephone is not recommended because line key LED indications are not provided.

**Switching from Multiline Telephone and *D<sup>term</sup>* Cordless Lite Telephone:**

1. Press the Cordless button on the base unit.

- OR -

Press *REDIAL* from the *D<sup>term</sup>* Cordless Lite II handset. \*

\* This applies only if *REDIAL* is programmed to perform desk to cordless switching.

**To switch from *D<sup>term</sup>* Cordless Lite II Telephone to Multiline Telephone:**

1. Press the *DESK* button on the base unit.

For additional Operating Procedures, refer to the *D<sup>term</sup>* Cordless Lite II (DTH-4R-1) Owner's Guide.

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## *D<sup>term</sup> series i Multiline Terminals*

### Description

The D<sup>term</sup> series i Multiline Terminals provide ergonomic form and user-friendly functions. With advanced digital circuitry, These terminals consist of distinct models to meet diverse user telephone terminal needs.

The UNIVERGE SV8100 system allows a maximum of 240 IPK terminals to be attached to the system.

### Conditions

- The D<sup>term</sup> series i Multiline Terminals, with an adjustable display, offer softkey operation. The LCD panel has three lines of display, each with 24 characters. Standard features include headset jacks, wall mount units, and adjustable-base units.
- The D<sup>term</sup> series i Multiline Terminals support dedicated function keys to provide easy one-touch access to the most common telephone operations. These keys include: Feature, Recall, Conference, Redial, Hold, Transfer, Answer, Speaker, Microphone, Directory, and Message.
- The dial pad is detachable to allow for easy customization, or for Automatic Call Distribution (ACD) applications.
- With the DTR-16LD-1( ) TEL, the 16-Line Keys are labeled by the LCD by assignment in system data. The LCD also supports the LED status for trunks, Call Appearance (CAP) Keys, DSS/BLF keys, and select Feature keys/Feature Access keys. Program 15-02-01 does not support language conversion entered in Program 15-20.
- Use Program 15-20 (LCD Line Key Name Assignment) to assign a name to each LCD Line Key of the DTR-16LD-1( ) Telephone. Up to eight characters can be assigned.
- The LCD of the D<sup>term</sup> series i Multiline Terminals provides a volume bar indication, while adjusting the following volume levels or controls:
  - Speaker Volume
  - Handset/Headset Volume
  - BGM Volume
  - Ring Volume/Off-Hook Ring Volume
  - LCD Contrast
- ✎ *Only English displays are provided (SPEAKER, HANDSET, RING, LCD).*
- MIC controls the built-in microphone during speakerphone mode and controls the handset mute feature during handset/headset operation.
- The MSG Key acts as a VM access key to call the VM pilot number (Feature selection Program 15-02-26).
- The distance from the chassis for D<sup>term</sup> series i Multiline Terminals can be extended when local AC power is provided. When the terminal is powered by a local ACA-U( ) Unit (AC Adapter), a built-in Long Line Adapter allows these telephones to be connected up to a distance of 600 metres (2000 feet) by Twisted 1-Pair Cable at 24 AWG.

- For compatibility of Adapter Units and Terminals, refer to the following table:

Adapter Unit	Terminal			
	DTR-16LD-1( )	DTR-32D-1( )	DTR-16D-1( )	DTR-8D-1( )
AD(A)-R( )	X	X	X	X
AP(A)-R( )	X	X	X	X
AP(R)-R( )	X	X	X	X
HF-R( )	X	X	X	X
<b>Other</b>				
WM-R( ) UNIT	X	X	X	X
ACA-U( ) UNIT	X	X	X	X

X = Compatible  
 - = Not comparable

- With non-IP D<sup>term</sup> series i Multiline Terminals, up to two adapters can be installed in a telephone. For compatibility of multiple adapter units, refer to the following table:

	AD(A)-R( )	AP(A)-R( )	AP(R)-R( )	HF-R( )
AD(A)-R( )		X	X	X
AP(A)-R( )	X		-	X
AP(R)-R( )	X	-		X
HF-R( )	X	X	X	

X = Compatible  
 - = Not compatible

- An ACA-U( ) AC Adapter is required when any of the following adapters is installed in an IPK Terminal:
  - AP(R)-R( ) Unit
  - HF-R( ) Unit
  - DCR-60-1( ) Console
- The WM-R( ) Unit (Wall Mount Unit) is required when any adapter is installed in D<sup>term</sup> series i Multiline Terminals and the terminal is to be wall mounted.

**Default Settings**

None

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## System Availability

### Terminals

- DTH-16LD-1( ) TEL
- DTH-32D-1( ) TEL
- DTH-16D-1( ) TEL
- DTH-8D-1( ) TEL
- DCR-60-1( ) CONSOLE

### Required Component(s)

- CD-8DLCA Blade
- PZ-8DLCA Daughter Board
- CD-16DLCA Blade
- PVA( )-U( ) or IAD( )-U( ) (for IP Terminals)

### Optional Component(s)

- AD(A)-R( ) UNIT (Adapter for Call Recording)
- AP(A)-R( ) UNIT (Analog Port Adapter [without Ringer])
- AP(R)-R( ) UNIT (Analog Port Adapter [with Ringer])
- HF-R( ) UNIT (Adapter for Full Duplex Handsfree)
- WM-R( ) UNIT (Wall Mount Unit)
- ACA-U( ) (AC Adapter)

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## Related Features

### Ancillary Device Connection

### Station Name – User Programmable

### Off-Hook Signaling

### Softkeys

### User Programming Ability

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

 *The items highlighted in gray are read only and cannot be changed.*

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-01	<b>ETU Setup (DLC PKG Setup) – Terminal Type (B1)</b>	Use to setup and confirm the Basic Configuration data for terminal type (B1).	0 = Not set 1 = Multiline Terminal 2 = SLT Adapter 3 = Bluetooth Cordless Handset 6 = PGD (Paging) 7 = PGD (Tone Ringer) 8 = PGD (Doorbox) 9 = PGD (ACI) 10 = DSS Console 11 = -- Not Used -- (default = 0)		✓	
10-03-02	<b>ETU Setup (DLC PKG Setup) – Logical Port Number (B1)</b>	Use to setup and confirm the Basic Configuration data for logical port number (B1).	0 = Not set 1 = Multiline Terminal (1~256) 2 = SLT Adapter (1~256) 6 = PGD(2)-U( ) ADP (Paging) (1~8) 7 = PGD(2)-U( ) ADP (for Tone Ringer) (1~8) 8 = PGD(2)-U( ) ADP (for Door Box) (1~8) 9 = PGD(2)-U( ) ADP (for ACI) (1~96) 10 = DSS (1~32) 11 = -- Not Used -- (default = 0)		✓	
10-03-04	<b>ETU Setup (DLC PKG Setup) – Optional Installed Unit 1 (Only Applies to DTH/DTR telephones)</b>	Use to setup and confirm the Basic Configuration data for optional installed Unit 1.	0 = None 1 = APR Module 2 = APA Module 3 = ADA Module 4 = CTA/CTU Module (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-05	<b>ETU Setup (DLC PKG Setup) – Optional Installed Unit 2</b>	Use to setup and confirm the Basic Configuration data for optional installed Unit 2.	0 = None 1 = APR Module 2 = APA Module 3 = ADA Module 4 = CTA/CTU Module (default = 0)		✓	
10-03-06	<b>ETU Setup (DLC PKG Setup) – Terminal Type (B2)</b>	Use to setup and confirm the Basic Configuration data for terminal type.	0 = Not set 6 = PGD(2)-U( ) ADP (Paging) 7 = PGD(2)-U( ) ADP (Tone Ringer) 8 = PGD(2)-U( ) ADP (Door Box) 9 = PGD(2)-U( ) ADP (ACI) 12 = APR (B2 Mode) (default = 0)		✓	
10-03-07	<b>ETU Setup (DLC PKG Setup) – Logical Port Number (B2)</b>	Use to setup and confirm the Basic Configuration data for logical port number (B2).	0 = Not Set 6 = PGD(2)-U( ) ADP (Ext. Speaker) 7 = PGD(2)-U( ) ADP (Paging/Tone Ringer = 1~8) 8 = PGD(2)-U( ) ADP (for Door Box = 1~8) (ACI) = (1~96) 9 = PGD(2)-U( ) ADP 12 = APR (for B2 Mode) (193~512) (default = 0)		✓	
15-07-01	<b>Programmable Function Keys</b>	Use to assign functions to multiline terminal line keys.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)		✓	
20-07-01	<b>Class of Service Options (Administrator Level) – Manual Night Service Enabled</b>	Turns Off or On an extension for manual Night Service. Switching (Service Code 718). This option must be enabled for an extension to display the Night indication.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)			✓
20-07-02	<b>Class of Service Options (Administrator Level) – Changing the Music on Hold Tone</b>	Turns Off or On an extension user ability to change the Music on Hold tone.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-07-03	<b>Class of Service Options (Administrator Level) – Time Setting</b>	Turns Off or On an extension user ability to set the Time via Service Code 728.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-07-04	<b>Class of Service Options (Administrator Level) – Storing Speed Dialing Entries</b>	Turns Off or On an extension to store System or Group Speed Dialing numbers.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-07-05	<b>Class of Service Options (Administrator Level) – Set/Cancel Automatic Trunk-to-Trunk Transfer</b>	Turns Off or On an extension user ability to use the Trunk-to-Trunk Forwarding service codes.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-07-10	<b>Class of Service Options (Administrator Level) – Programmable Function Key Programming (Appearance Level)</b>	Turns Off or On an extension user ability to program the Appearance function keys using Service Code 752.	0 = Off 1 = On (default = 1 for COS 01~15)			✓
20-07-11	<b>Class of Service Options (Administrator Level) – Forced Trunk Disconnect (analog trunk only)</b>	Turns Off or On an extension user ability to use Forced Trunk Disconnect. This allows the extension to disconnect an Unsupervised Conference in progress.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)			✓
20-07-12	<b>Class of Service Options (Administrator Level) – Trunk Port Disable</b>	Turns Off or On an extension user ability to use the Trunk Port Disable feature.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)			✓
20-07-13	<b>Class of Service Options (Administrator Level) – VRS Record (VRS Msg Operation)</b>	Turns Off or On an extension ability to record, erase or listen to VRS messages.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)			✓
20-07-14	<b>Class of Service Options (Administrator Level) – VRS General Message Play</b>	Turns Off or On an extension user ability to dial 4 or Service Code 611 to listen to the General Message.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)			✓
20-07-15	<b>Class of Service Options (Administrator Level) – VRS General Message Record/Delete</b>	Turns Off or On an extension user ability to dial Service Code 612 and record, listen to, or erase the General Message.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-07-18	<b>Class of Service Options (Administrator Level) – SMDR Printout Accumulated Extension Data</b>	Use to define the Class of Service (COS) for the SMDR printout of accumulated extension data.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)			✓
20-07-19	<b>Class of Service Options (Administrator Level) – SMDR Printout Department Group (STG) Data</b>	Use to define the Class of Service (COS) for the SMDR printout of department group (STG) data.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)			✓
20-07-20	<b>Class of Service Options (Administrator Level) – SMDR Printout Accumulated Account Code Data</b>	Use to define the Class of Service (COS) for the SMDR printout of accumulated account code data.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)			✓
20-07-21	<b>Class of Service Options (Administrator Level) – Register/Delete DECT</b>	Turns Off or On an extension ability to register or unregister an Wireless DECT (SIP) handset using the service codes defined in Program 11-10-30 and Program 11-10-31.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-07-23	<b>Class of Service Options (Administrator Level) – CO Message Waiting Indication Callback Number Programming</b>	Enable or Disable an extension ability to receive CO Message Waiting Indication.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-07-24	<b>Class of Service Options (Administrator Level) – Set/Cancel Private Call Refuse</b>	Enable or Disable an extension user ability to set or cancel Private Call Refuse.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-07-25	<b>Class of Service Options (Administrator Level) – Set/Cancel Caller ID Refuse</b>	Enable or Disable an extension user ability to set or cancel Caller ID Refuse.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-07-26	<b>Class of Service Options (Administrator Level) – Dial-In Mode Switch</b>	Enable or Disable an extension user ability to set or cancel dial-in mode switch.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-07-27	<b>Class of Service Options (Administrator Level) – Do-Not-Call Administrator</b>	Enable or Disable an extension user ability to set or cancel do not call administrator.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-08-01	<b>Class of Service Options (Outgoing Call Service) – Intercom Calls</b>	Turns Off or On Intercom calling for the extension.	0 = Off 1 = On (default = 1 for COS 1~15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-08-02	<b>Class of Service Options (Outgoing Call Service) – Trunk Outgoing Calls</b>	Turns Off or On outgoing trunk calling for the extension.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-08-03	<b>Class of Service Options (Outgoing Call Service) – System Speed Dialing</b>	Turns Off or On an extension user ability to make outbound calls using system speed dial numbers.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-08-04	<b>Class of Service Options (Outgoing Call Service) – Group Speed Dialing</b>	Turns Off or On an extension user ability to make outbound calls using group speed dial numbers.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-08-05	<b>Class of Service Options (Outgoing Call Service) – Dial Number Preview (Preset Dial)</b>	Turns Off or On an extension user ability to use Dial Number Preview.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-08-06	<b>Class of Service Options (Outgoing Call Service) – Toll Restriction Override</b>	Turns Off or On Toll Restricting Override (Service Code 663).	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-08-07	<b>Class of Service Options (Outgoing Call Service) – Repeat Redial</b>	Turns Off or On an extension user ability to use Repeat Redial.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-08-08	<b>Class of Service Options (Outgoing Call Service) – Toll Restriction Dial Block</b>	Turns Off or On an extension user ability to use Dial Block.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-08-09	<b>Class of Service Options (Outgoing Call Service) – Hotline/Extension Ringdown</b>	Turns Off or On Ringdown Extension for extensions with this COS.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-08-10	<b>Class of Service Options (Outgoing Call Service) – Signal/Voice Call</b>	Turns Off or On an extension user ability allowing it to force Handsfree Answerback or Forced Intercom Ringing for outgoing Intercom calls.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-08-11	<b>Class of Service Options (Outgoing Call Service) – Protect for the Call Mode Switching from Caller</b>	When an extension is set to ring mode for ICM calls, enabling this option prevents callers from changing the call to voice announce mode.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-08-12	<b>Class of Service Options (Outgoing Call Service) – Department Group Step Calling</b>	Turns Off or On an extension user ability to use Department Group Step Calling.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-08-13	<b>Class of Service Options (Outgoing Call Service) – ISDN CLIP</b>	Determine if the ISDN calling line identity presentation and screening indicators should be allowed.	0 = Off 1 = On (default = 1 for COS 1~15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-08-14	<b>Class of Service Options (Outgoing Call Service) – Call Address Information</b>	Use to define the Class of Service (COS) for call address information.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-08-15	<b>Class of Service Options (Outgoing Call Service) – Block Outgoing Caller ID</b>	Turns Off or On a user Class of Service from automatically blocking outgoing Caller ID information when a call is placed. If block is enabled, the system automatically inserts the Caller ID block code 1831 (defined in Program 14-01-21) before the user dialed digits (this requires Program 14-02-10 to be enabled). If block is disabled, the system outdials the call just as dialed by the user.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-08-16	<b>Class of Service Options (Outgoing Call Service) – Display E911 Dialed Extension Name and Number</b>	Turns Off or On an extension ability to display the name and number of the extension that dialed 911 (US Only).	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-08-17	<b>Class of Service Options (Outgoing Call Service) – ARS Override of Trunk Access Map</b>	Turns Off or On an extension ability to override the trunk access map programming for outgoing calls.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-08-19	<b>Class of Service Options (Outgoing Call Service) – Hotline for SPK</b>	Turns Off or On an extension user ability to activate hotline or ringdown when pressing the Speaker key.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-08-20	<b>Class of Service Options (Outgoing Call Service) – Hot Key Pad</b>	Turns Off or On an extension user ability to make a call by dialing the number without first going off hook.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-08-21	<b>Class of Service Options (Outgoing Call Service) – Automatic Trunk Seizing by Pressing Speaker Key</b>	Use to define the Class of Service (COS) for automatic trunk seizing by pressing speaker key.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-08-22	<b>Class of Service Options (Outgoing Call Service) – Voice Over to busy Virtual Extension</b>	Use to define the Class of Service (COS) for voice over to busy virtual extension.	0 = Off 1 = On (default = 0 for COS 1~15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-09-01	<b>Class of Service Options (Incoming Call Service) – Second Call for DID/DISA/DIL/ E&amp;M Override</b>	Turns Off or On the extension ability to receive a second call from a DID, DISA, DIL, or tie line caller. <i>With this option set to 1, the destination extension must be busy for a second DNIS caller to ring through. If the destination extension does not have a trunk or CAP key available for the second call and a previous call is ringing the extension but has not yet been answered, the second caller hears busy regardless of this program setting.</i>	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-09-02	<b>Class of Service Options (Incoming Call Service) – Caller ID Display</b>	Turns Off or On the Caller ID display at an extension.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-09-03	<b>Class of Service Options (Incoming Call Service) – Sub Address Identification</b>	Define whether an extension displays the Caller Sub-Address.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-09-04	<b>Class of Service Options (Incoming Call Service) – Notification for Incoming Call List Existence</b>	Determine whether or not the CHECK LIST message is displayed to indicate a missed call	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-09-05	<b>Class of Service Options (Incoming Call Service) – Signal/Voice Call</b>	Turns Off or On an extension user ability to enable Handsfree Answerback or Forced Intercom Ringing for their incoming Intercom calls.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-09-06	<b>Class of Service Options (Incoming Call Service) – Incoming Time Display</b>	If this option is set to 1, the Incoming Call Time is displayed on the multiline terminal LCD while the telephone is ringing.	0 = Off 1 = On (default = 0 for COS 01~15)			✓
20-09-07	<b>Class of Service Options (Incoming Call Service) – Call Queuing</b>	Turns Off or On an extension user ability to have calls queued if a call rings the extension when it is busy.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-09-08	<b>Class of Service Options (Incoming Call Service) – Calling Party Information</b>	Turns Off or On and extension ability to display calling party information on CCIS calls.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-10-01	<b>Class of Service Options (Answer Service) – Group Call Pickup (Within Group)</b>	Turns Off or On Group Call Pickup for calls ringing an extension Pickup Group as well as ring group calls (Service Code *#).	0 = Off 1 = On (default = 1 for COS 1~15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-10-02	<b>Class of Service Options (Answer Service) – Group Call Pickup (Another Group)</b>	Turns Off or On Group Call Pickup for calls ringing outside a group (Service Code 769).	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-10-03	<b>Class of Service Options (Answer Service) – Group Call Pickup for Specific Group</b>	Turns Off or On Group Call Pickup for a specific group using service code 768.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-10-04	<b>Class of Service Options (Answer Service) – Telephone Call Pickup</b>	Turns Off or On an extension user ability to pick up a call ringing into a Pickup Group (Service Codes *#).	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-10-05	<b>Class of Service Options (Answer Service) – Directed Call Pickup for Own Group</b>	Turns Off or On Directed Call Pickup for calls ringing an extension Pickup Group (Service Code 756).	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-10-06	<b>Class of Service Options (Answer Service) – Meet-Me Conference and Paging</b>	Turns Off or On an extension user ability to use Meet-Me Conference and Paging.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-10-07	<b>Class of Service Options (Answer Service) – Automatic Off-Hook Answer</b>	Turns Off or On an extension user ability to use Universal Auto Answer (no service code required).	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-10-08	<b>Class of Service Options (Answer Service) – Virtual Extension Off-Hook Answer</b>	Turns Off or On an extension user ability to answer an incoming call on a Call Arrival (CAR)/Secondary Incoming Extension (SIE)/ Virtual Extension simply by lifting the handset.	0 = Off 1 = On (default = 1 for COS 01~15)			✓
20-10-09	<b>Class of Service Options (Answer Service) – Call Pickup Callback</b>	Turns Off or On an extension ability to us Call Pickup to Pick up Callback calls.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-10-10	<b>Class of Service Options (Answer Service) – Answer Preset</b>	Use to define the Class of Service (COS) for answer preset.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-11-01	<b>Class of Service Options (Hold/ Transfer Service) – Call Forward All</b>	In an extension Class of Service, turns Off or On an extension user ability to set Call Forward Immediate.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-02	<b>Class of Service Options (Hold/ Transfer Service) – Call Forward When Busy</b>	In an extension Class of Service, turns Off or On an extension user ability to set Call Forwarding when Busy.	0 = Off 1 = On (default = 1 for COS 1~15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-11-03	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding When Unanswered</b>	In an extension Class of Service, turns Off or On an extension user ability user to set Call Forwarding when Unanswered.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-04	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding (Both Ringing)</b>	In an extension Class of Service, turns Off or On an extension user ability user to set Call Forwarding with Both Ringing.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-05	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding with Follow Me</b>	In an extension's Class of Service, turns Off or On an extension user ability to set Call Forward with Follow Me.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-06	<b>Class of Service Options (Hold/Transfer Service) – Unscreened Transfer (Ring Inward Transfer)</b>	Turns Off or On an extension user ability to use Unscreened Transfer.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-07	<b>Class of Service Options (Hold/Transfer Service) – Transfer Without Holding</b>	Turns Off or On an extension user ability to use Transfer Without Holding.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-11-08	<b>Class of Service Options (Hold/Transfer Service) – Transfer Information Display</b>	Turns Off or On an extension incoming Transfer preanswer display.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-09	<b>Class of Service Options (Hold/Transfer Service) – Group Hold Initiate</b>	Turns Off or On an extension user ability to initiate a Group Hold.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-10	<b>Class of Service Options (Hold/Transfer Service) – Group Hold Answer</b>	Turns Off or On an extension user ability to pick up a call on Group Hold.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-11	<b>Class of Service Options (Hold/Transfer Service) – Automatic On-Hook Transfer</b>	Turns Off or On an extension user ability to use Automatic On-Hook Transfer.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-11-12	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding Off-Premise (External Call Forwarding)</b>	In an extension Class of Service, turns Off or On setting up Call Forwarding Off-Premise at the extension.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-11-13	<b>Class of Service Options (Hold/Transfer Service) – Operator Transfer After Hold Callback</b>	Turns Off or On an extension user ability to have a call which recalls from hold transfer to the operator.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-11-14	<b>Class of Service Options (Hold/Transfer Service) – Trunk-to-Trunk Transfer Restriction</b>	Turns Off or On the Trunk-to-Trunk Transfer Restriction. If enabled, Trunk-to-Trunk Transfer is not possible.	0 = Off 1 = On (default = 0 for COS 1~15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-11-15	<b>Class of Service Options (Hold/Transfer Service) – VRS Personal Greeting (Message Greeting)</b>	Turns Off or On an extension user ability to dial Service Code *4 7 to record, listen to or erase the Personal Greeting Message.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-16	<b>Class of Service Options (Hold/Transfer Service) – Call Redirect</b>	Turns Off or On a multiline terminal user ability to transfer a call to a predefined destination (such as an operator, voice mail, or another extension) without answering the call.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-17	<b>Class of Service Options (Hold/Transfer Service) – Department Group Trunk-to-Trunk Transfer (Each Telephone Group Transfer)</b>	Turns Off or On an extension user ability in a Department Group to use the Trunk-to-Trunk Forwarding service codes.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-18	<b>Class of Service Options (Hold/Transfer Service) – No Recall</b>	No Recall set to allow does not stop Transferred calls from recalling from a virtual extension	0 = Deny 1 = Allow (default = 0 for COS 1~15)			✓
20-11-19	<b>Class of Service Options (Hold/Transfer Service) – Hold/Extended Park</b>	Determine if an extension Class of Service should allow normal or extended Park.	0 = Normal 1 = Extended (default = 0 for COS 1~15)			✓
20-11-20	<b>Class of Service Options (Hold/Transfer Service) – No Callback</b>	Turns Off or On an extension ability to receive Callbacks	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-11-21	<b>Class of Service Options (Hold/Transfer Service) – Restriction for Tandem Trunking on Hang Up</b>	Allow or Deny an extension user ability to set up a tandem/conference call automatically when they hang up.	0 = Allow 1 = Deny (default = 0 for COS 1~15)			✓
20-11-22	<b>Class of Service Options (Hold/Transfer Service) – Restrict Unsupervised Conference</b>	Allow or Deny an extension ability to initiate a Trunk-to-Trunk Transfer (Tandem Trunking).	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-11-23	<b>Class of Service Options (Hold/Transfer Service) – CAR/VE Call Forward Set/Cancel</b>	In an extension Class of Service, turns Off or On an extension user ability to set and cancel Call Forwarding for a CAR or Virtual Extension.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-11-24	<b>Class of Service Options (Hold/Transfer Service) – Trunk Park Hold Mode</b>	Set the hold type when a trunk call is put on hold by an extension user.	0 = Non Exclusive Hold (Off) 1 = Exclusive Hold (On) (default = 1 for COS 1~15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-11-25	<b>Class of Service Options (Hold/ Transfer Service) – Transfer Park Call</b>	Turns Off or On an extension user ability to transfer a parked call.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-12-02	<b>Class of Service Options (Charging Cost Service) – Advice of Charge</b>	ISDN-AOC This option Turns Off or On a DISA or tie trunk caller ability to dial 9 for Trunk Group Routing or Automatic Route Selection.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-12-03	<b>Class of Service Options (Charging Cost Service) – Cost Display (TTU)</b>	ISDN billing information	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-01	<b>Class of Service Options (Supplementary Service) – Long Conversation Alarm</b>	Turns Off or On the Warning Tone for Long Conversation (not for single line telephones).	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-02	<b>Class of Service Options (Supplementary Service) – Long Conversation Cutoff (Incoming)</b>	Turns Off or On an extension ability to use Long Conversation Cutoff for incoming calls.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-03	<b>Class of Service Options (Supplementary Service) – Long Conversation Cutoff (Outgoing)</b>	Turns Off or On an extension ability to use Long Conversation Cutoff for outgoing calls.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-04	<b>Class of Service Options (Supplementary Service) – Call Forward/DND Override (Bypass Call)</b>	Turns Off or On an extension user ability to use Call Forwarding/DND Override.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-05	<b>Class of Service Options (Supplementary Service) – Intercom Off-Hook Signaling</b>	Turns Off or On an extension user ability to receive Off-Hook Signals.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-06	<b>Class of Service Options (Supplementary Service) – Automatic Off-Hook Signaling (Automatic Override)</b>	Allows a busy extension ability to Manually or Automatically receive Off-Hook signals.	0 = Manually 1 = Automatically (default = 1 for COS 1~15)			✓
20-13-07	<b>Class of Service Options (Supplementary Service) – Message Waiting</b>	Turns Off or On an extension user ability to leave Message Waiting.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-08	<b>Class of Service Options (Supplementary Service) – Conference</b>	Turns Off or On an extension user ability to initiate a conference or Meet Me Conference.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-09	<b>Class of Service Options (Supplementary Service) – Privacy Release</b>	Turns Off or On an extension user ability to initiate a Voice Call Conference.	0 = Off 1 = On (default = 1 for COS 1~15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-10	<b>Class of Service Options (Supplementary Service) – Barge-In Monitor</b>	In an extension Class of Service, enable the Barge-In Speech Mode or Monitor Mode at the initiating extension (i.e., Barge-In initiator).	0 = Speech 1 = Monitor (default = 0 for COS 1~15)			✓
20-13-11	<b>Class of Service Options (Supplementary Service) – Room Monitor, Initiating Extension</b>	Turns Off or On an extension user ability to Room Monitor other extensions.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-12	<b>Class of Service Options (Supplementary Service) – Room Monitor, Extension Being Monitored</b>	Turns Off or On an extension ability to be monitored.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-13	<b>Class of Service Options (Supplementary Service) – Continued Dialing (DTMF) Signal on ICM Call</b>	Turns Off or On the extension user ability to use Continued Dialing, which allows DTMF signal sending while talking on extension.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-14	<b>Class of Service Options (Supplementary Service) – Department Calling (PLT No Called Extension)</b>	Turns Off or On an extension user ability to call a Department Group Pilot.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-15	<b>Class of Service Options (Supplementary Service) – Barge-In, Initiate</b>	Turns Off or On an extension user ability to barge-in on other's calls.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-16	<b>Class of Service Options (Supplementary Service) – Barge-In, Receive</b>	In an extension Class of Service, turns Off or On Barge-In at the receiving extension (i.e., Barge-In receive).	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-17	<b>Class of Service Options (Supplementary Service) – Barge-In Tone/Display (Intrusion Tone)</b>	In an extension Class of Service, turns Off or On the Barge-In (Intrusion) Tone. If disabled, this also turns off the Barge-In display at the called extension.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-18	<b>Class of Service Options (Supplementary Service) – Programmable Function Key Programming (General Level)</b>	Turns Off or On an extension user ability to program General function keys using Service Code 751 (by default). (Refer to Program 20-07-10 for Service Code 752.)	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-19	<b>Class of Service Options (Supplementary Service) – Selectable Display Messaging (Text Messaging)</b>	Turns Off or On an extension user ability to use Selectable Display Messaging.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-20	<b>Class of Service Options (Supplementary Service) – Account Code/Toll Restriction Operator Alert (Restricted Operation Transfer)</b>	Turns Off or On operator alert when an extension improperly enters an Account Code or violates Toll Restriction.	0 = Off 1 = On (default = 0 for COS 1~15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-21	<b>Class of Service Options (Supplementary Service) – Extension Name</b>	Turns Off or On an extension user ability to program its name.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-22	<b>Class of Service Options (Supplementary Service) – Busy Status Display (Called Party Status)</b>	Turns Off or On the ability to display the detail state of called party.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-23	<b>Class of Service Options (Supplementary Service) – Display the Reason for Transfer</b>	Select whether an extension should display the reason a call is being transferred to the extension (Call Forward Busy, Call Forward No Answer, DND).	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-24	<b>Class of Service Options (Supplementary Service) – Privacy Release by Pressing Line Key</b>	Turns Off or On an extension user ability to press a line key to barge into an outside call. The Barge-In feature must be enabled if this option is to be used.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-26	<b>Class of Service Options (Supplementary Service) – Group Listen</b>	Turns Off or On an extension user ability to use Group Listen.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-27	<b>Class of Service Options (Supplementary Service) – Busy on Seizing Virtual Extension</b>	If set to 1, a busy extension can be called, while someone is talking on a virtual extension key. Program 20-13-06 (Call Waiting) must be off this option to work.	1 = On 0 = Off (default = 1 for COS 01~15)			✓
20-13-28	<b>Class of Service Options (Supplementary Service) – Allow Class of Service to be Changed</b>	Turns Off or On an extension user ability COS to be changed via Service Code 677.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-29	<b>Class of Service Options (Supplementary Service) – Paging Display</b>	Turns Off or On an extension user ability to display paging information.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-30	<b>Class of Service Options (Supplementary Service) – Background Music</b>	For extension Class of Service, allow (1) or deny (0) an extension user to turn Background Music on and off.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-31	<b>Class of Service Options (Supplementary Service) – Connected Line Identification (COLP)</b>	Use to define the supplementary feature availability for each extension Class of Service (COS).	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-32	<b>Class of Service Options (Supplementary Service) – Deny Multiple Barge-Ins</b>	In an extension Class of Service, allow (1) or deny (0) the extension user ability to have multiple users Barge-In to their conversation.	0 = Off 1 = On (default = 0 for COS 1~15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-33	<b>Class of Service Options (Supplementary Service) – ACD Supervisor’s Position Enhancement</b>	This option must be on for the operator to use service codes in Program 11-13-10 through Program 11-13-13.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-34	<b>Class of Service Options (Supplementary Service) – Block Manual Off-Hook Signaling</b>	Turns Off or On an extension user ability to block off-hook signals manually sent from a co-worker.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-35	<b>Class of Service Options (Supplementary Service) – Block Camp-On</b>	Use this option to Turns Off or On extension user ability to block callers from dialing # to camp-on.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-36	<b>Class of Service Options (Supplementary Service) – Call Duration Timer Display</b>	In an extension Class of Service, turns Off or On a Call Timer for the extension.	0 = Off 1 = On (default = 1 for COS 01~15)			✓
20-13-38	<b>Class of Service Options (Supplementary Service) – Headset Ringing</b>	Turns Off or On an extension user ability to use the Headset ringing.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-39	<b>Class of Service Options (Supplementary Service) – ACD Queue Status Display</b>	Turns Off or On the ACD Queue Status Display for an extension Class of Service. Any extension with this option enabled also hears the queue alarm.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-40	<b>Class of Service Options (Supplementary Service) – Do Not Disturb</b>	Turns Off or On an extension user ability to set or cancel Do Not Disturb.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-41	<b>Class of Service Options (Supplementary Service) – Voice Mail Message Indication on DSS</b>	Turns Off or On the Voice Mail Message Indication for an extension on a DSS console.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-42	<b>Class of Service Options (Supplementary Service) – Extension Data Swap Enabling</b>	Turns Off or On an extension user ability to use the Station Relocation feature.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-44	<b>Class of Service Options (Supplementary Service) – Live Monitor Enabling</b>	Turns Off or On an extension user ability to use Live Monitor.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-45	<b>Class of Service Options (Supplementary Service) – MIC Key Mode While Call Monitoring</b>	Set per class of service, when in Call Monitoring Mode determines if the monitored party receives the barge in alert tone when Coaching Mode is enabled.	0 = Enable 1 = Disable (default = 1 for COS 1~15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-47	<b>Class of Service Options (Supplementary Service) – Station Name Display</b>	Determine if a station Number is displayed (On) or not displayed (Off) in the LCD when the phone is idle.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-48	<b>Class of Service Options (Supplementary Service) – Station Name Display</b>	Determine if a station Number is displayed (On) or not displayed (Off) in the LCD when the phone is idle.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-49	<b>Class of Service Options (Supplementary Service) – BLF Indication on CO Incoming State</b>	Determine if a BLF of the station lights when a Normal CO call is ringing the phone.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-50	<b>Class of Service Options (Supplementary Service) – AIC Agent display which call is from</b>	Determine if the station logged in via AIC codes shows which queue the call is coming from.	0 = Unlisted 1 = Listed (default = 1 for COS 1~15)			✓
20-13-51	<b>Class of Service Options (Supplementary Service) – Number and Name appear in the directory</b>	Determine if an extension name and number are listed (On) or unlisted (Off) in the directory.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-14-01	<b>Class of Service Options for DISA/E&amp;M – First Digit Absorption (Delete First Digit Dialed)</b>	For Tie Lines, Enable or Disable the ability to absorb (ignore) the first incoming digit. Use this to make the tie trunk compatible with 3- and 4-digit Tie Line service. This option does not apply to DISA.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-14-02	<b>Class of Service Options for DISA/E&amp;M – Trunk Group Routing/ARS Access</b>	This option Enables or Disables a DISA or tie trunk caller ability to dial 9 for Trunk Group Routing or Automatic Route Selection.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-14-03	<b>Class of Service Options for DISA/E&amp;M – Trunk Group Access</b>	This option Enables or Disables a DISA or tie trunk caller ability to access trunk groups for outside calls (Service Code 704).	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-14-04	<b>Class of Service Options for DISA/E&amp;M – Outgoing System Speed Dialing</b>	This option Enables or Disables a DISA or tie trunk caller ability to use System Speed Dialing.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-14-05	<b>Class of Service Options for DISA/E&amp;M – Operator Calling</b>	This option Enables or Disables a DISA or tie trunk caller ability to dial 0 for the telephone system operator.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-14-06	<b>Class of Service Options for DISA/E&amp;M – Internal Paging</b>	This option Enables or Disables a DISA or tie trunk caller's ability to use the telephone system Internal Paging.	0 = Off 1 = On (default = 0 for COS 1~15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-14-07	<b>Class of Service Options for DISA/E&amp;M – External Paging</b>	This option Enables or Disables a DISA or tie trunk caller ability to use the telephone system External Paging.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-14-08	<b>Class of Service Options for DISA/E&amp;M – Direct Trunk Access</b>	This option Enables or Disables a DISA or tie trunk caller ability to use Direct Trunk Access (Service Code 715).	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-14-09	<b>Class of Service Options for DISA/E&amp;M – Forced Trunk Disconnect &lt;Not for ISDN T-point&gt;</b>	This option Enables or Disables a tie trunk caller ability to use Forced Trunk Disconnect (Service Code *26). This option is not available to DISA callers.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-14-10	<b>Class of Service Options for DISA/E&amp;M – Call Forward Setting by Remote via DISA</b>	Enable or Disable a DISA caller ability to use the Call Forward service codes (Program 11-11-01 through Program 11-11-05).	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-14-11	<b>Class of Service Options for DISA/E&amp;M – DISA/Tie Trunk Barge-In</b>	In an extension Class of Service, Enable (1) or Disable (0) a DISA or tie trunk user from using Barge-In.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-14-12	<b>Class of Service Options for DISA/E&amp;M – Retrieve Park Hold</b>	Turns Off or On the ability for a DISA caller to retrieve parked or held calls.	0 = Off 1 = On (default = 0 for COS 1~15)			✓

## Operation

Refer to individual features for details.

**Table 2-13 IPK Telephone Specifications**

	DTR-16LD-( )	DTR-32D-1( )	DTR-16D-1( )	DTR-8D-1( )
Dedicated Function Keys	11	11	11	11
Line/Feature Access/Programmable Feature Access Key	16	32*	16	8
LCD (3x24)	Yes	Yes	Yes	Yes
Call/Message Indicator	Yes	Yes	Yes	Yes
Adjustable Base	Yes	Yes	Yes	Yes
Built-in Wall Mount	Yes	Yes	Yes	Yes
Headset Jack (Built-in)	Yes	Yes	Yes	Yes
DESI Label by LCD	Yes	No	No	No
Receiver Volume Control for:				
Handset	Yes	Yes	Yes	Yes
Speakerphone	Yes	Yes	Yes	Yes
Headset	Yes	Yes	Yes	Yes
Ring Volume Control	Yes	Yes	Yes	Yes
LCD Contrast Control	Yes	Yes	Yes	Yes
Housing Color	White or Black	White or Black	White or Black	White or Black
Softkeys	Yes	Yes	Yes	Yes

\* A maximum of 32 keys may be programmed as Function Keys.

# Facsimile CO Branch Connection

## Description

The UNIVERGE SV8100 system provides branch connection of locally provided facsimile machines to CO/PBX lines. Additional dedicated CO/PBX lines are not required for a facsimile to operate. The facsimile shares any CO/PBX line on the COI Package and Power Failure (PF) circuit.

## Conditions

- This function requires a CD-4COTC Blade to connect a facsimile in branch to a direct CO/PBX line.
- A PF circuit is required. The CD-4COTC has PF circuits on the first two ports.
- PF and FAX branch connection do not work together at the same port. Select either way in Program 14-02-21.
- For the FAX Branch Line, Incoming Group or DIL should be programmed.
- The systems cannot distinguish between an incoming facsimile call and a CO/PBX call. Incoming call may be automatically answered by FAX Machine. Ringing assignments should be turned off for fax lines.
- When the facsimile is used, the associated CO line key indicates Busy LED on a multiline terminal.
- When the facsimile is not used, the Fax Branch CO/PBX line can be used as an outside line.
- Code restriction does not apply to outgoing calls from the Fax machine.
- Connection of the facsimile machine does not require extra system ports.
- The PZ-4COTG blade does not contain any Power Fail or Fax Branch Exchange circuits.
- Power Fail and Fax CO Branch Connection cannot be used on the same CO port at the same time.
- Program 14-02-21 must be used to set a CO port to use this feature.

## Default Settings

None

F

## System Availability

### Terminals

None

### Required Component(s)

CD-4COTC

## Related Features

None

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-02-14	Analog Trunk Data Setup – Loop Start/Ground Start	Select loop start or ground start for the trunk.	0 = Loop Start (Loop) 1 = Ground Start (Ground) (default = 0)		✓	
14-02-21	FAX Branch Connection	Sets CO for Fax Branch Connection. ☞ <i>If FAX Branch is selected, Program 14-10 Power Failure Telephone Setting is NOT valid.</i>	0 = No 1 = Yes (default = 0)	✓		
14-05-01	Trunk Group	Assign trunks to trunk groups (1~100).	Trunk Group Number: 0~100 Priority Number: 1~200 (Default trunks 1~200 = Priority 1~200)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
22-01-04	<b>System Options for Incoming Calls – DIL No Answer Recall Time</b>	A DIL that rings its programmed destination longer than this interval diverts to the DIL No Answer Ring Group (set in Program 22-08).	0~64800 (seconds) (default = 0 seconds)		✓	
22-04-01	<b>Incoming Extension Ring Group Assignment</b>	Assign extensions to ring groups.	Maximum eight digits Default: Extensions 101~108 (first eight ports) ring for incoming Ring Group 1 calls. No other extensions ring for incoming Ring Group 1 calls.		✓	
22-05-01	<b>Incoming Trunk Ring Group Assignment</b>	To have the trunks ring extensions, assign trunks to a Ring Group. The incoming ring group assignment programmed in Program 41-03-01 overrides the setting in this program.	Incoming Group Number for Day/Night Mode (1~8): 0 (No Setting) 001~100 (Incoming Group) 102 (In-Skin/ External Voice Mail or VM8000 InMail) (default = 1)		✓	
22-08-01	<b>DIL/IRG No Answer Destination</b>	A DIL that rings its programmed destination longer than this interval diverts to the DIL No Answer Ring Group (set in Program 22-08).	0 (No Setting) 001~100 (Incoming Ring Group) 102 (In-Skin/ External Voice Mail or VM8000 InMail) (default = 1)		✓	

## Operation

None

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## Flash

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### Description

Flash allows an extension user to access certain CO and PBX features by interrupting the trunk loop current. Flash lets an extension user take full advantage of whatever features the connected Telco or PBX offers. You must set the Flash parameters for compatibility with the connected Telco or PBX.

### Conditions

- The system does not provide a ground flash.
- A single line telephone connected to an APR adapter cannot place a call on hold by pressing the Flash key.
- When the Flash/Recall key is pressed while talking on an ISDN trunk, the call will be disconnected and new dial tone provided. On a PSTN trunk, behavior will depend on system programming and network settings.

### Default Setting

Enabled

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### System Availability

#### Terminals

All Stations

#### Required Component(s)

None

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### Related Features

Drop Key

PBX Compatibility

VM8000 InMail

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-12-42	<b>Service Code Setup (for Service Access) – Flash on Trunk Lines</b>	Use to customize the Service Codes for flash on trunk lines.	SLT (default = #3)		✓	
14-02-03	<b>Analog Trunk Data Setup – Flash Type</b>	Make sure this item is set for open loop Flash (0).	0 = Open Loop Flash 1 = Ground (default = 0)			✓
14-02-04	<b>Analog Trunk Data Setup – Hooking Type</b>	For each trunk, select Timed Flash or open loop Disconnect.	0 = Timed Flash (Hooking) 1 = Disconnect (Cut) (default = 0)		✓	
14-04-01	<b>Behind PBX Setup</b>	For each trunk, indicate if the trunk is installed behind a PBX.	0 = Stand Alone (Trunk) 1 = Behind PBX (PBX) 2 = Not Used 3 = CTX assume 9 (default = 0)		✓	
15-02-05	<b>Multiline Telephone Basic Data Setup – Transfer Key Operation Mode (US Only)</b>	For the Cordless Lite/Cordless Lite II telephone user to use the flash function, this option must be set to 2. This changes the Transfer key to a Flash key.	0 = Transfer 1 = Call back 2 = Hook (default = 0)		✓	
15-03-04	<b>Single Line Telephone Basic Data Setup – Flashing</b>	Enables/disables Flash for single line (500/2500 type) telephones.	0 = No 1 = Yes (default = 1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
81-10-07	<b>COT Initial Data Setup – Hookflash Time Selection 1</b>	Set the Flash duration (16~4080 ms) for analog trunk CD-4COTC circuits in Program 81-10-07.	0 = 20 ms 1 = 40 ms 2 = 60 ms 3 = 80 ms 4 = 100 ms 5 = 140 ms 6 = 160 ms 7 = 200 ms 8 = 400 ms 9 = 600 ms 10 = 800 ms 11 = 1.0 seconds 12 = 1.5 seconds 13 = 2.0 seconds 14 = 3.0 seconds 15 = 5.0 seconds [default = 4 (100ms) All Trunks]			✓
81-10-08	<b>COT Initial Data Setup – Hookflash Time Selection 2</b>	Set the open loop disconnect duration (16~4080 ms) for analog trunk CD-4COTC circuits Program 81-10-08.	0 = 20 ms 1 = 40 ms 2 = 60 ms 3 = 80 ms 4 = 100 ms 5 = 140 ms 6 = 160 ms 7 = 200 ms 8 = 400 ms 9 = 600 ms 10 = 800 ms 11 = 1.0 seconds 12 = 1.5 seconds 13 = 2.0 seconds 14 = 3.0 seconds 15 = 5.0 seconds [default = 14 (3.0 seconds)]			✓

## Operation

To flash the trunk you are on:

### From a Multiline Terminal

1. Press **Recall**.

### From a Single Line Telephone

1. Hookflash.
2. Dial **#3**.

## *Flexible System Numbering*

### Description

Flexible System Numbering lets you reassign the system port-to-extension assignments. This allows an employee to retain their extension number if they move to a different office. In addition, factory technicians can make comprehensive changes to your system number plan. You can have factory technicians:

- Set the number of digits in internal (Intercom) functions. For example, extension numbers can have up to eight digits.
- Change your system Service Code numbers.
- Assign single digit access to selected Service Codes.

Talk to your sales representative to find out if this program is available to you.

You can also use Flexible System Numbering to change the system Trunk Group Routing code. Although the default code of 0 is suitable for most applications, you can alter the code if needed.

The system provides a completely flexible system numbering plan. Refer to the chart below and the UNIVERGE SV8100 *Programming Manual* for more details.

<b>Flexible System Numbering</b>	
<b>Program</b>	<b>Description</b>
11-01-01 System Numbering	Set the system internal (Intercom) numbering plan. The numbering plan includes the digits an extension user must dial to access features and other extensions.
11-09-01 Trunk Access Code	Assign the single-digit trunk access code (normally 0). This is the code users dial to access Automatic Route Selection or Trunk Group Routing.
11-20-01 Dial Extension Analyze Table	Use tables 01 ~ 128 to assign the digits to be dialed using the Dial Extension Analyze Tables. These tables are used when Program 11-01-01 is set to option 9 = Dial Extension Analyze. (Up to eight digits can be assigned and the valid entries are: 0, 1 ~ 9, #, *, )
11-20-02 Dial Extension Analyze Table	Assign the Type of Dial for the Dial Extension Analyze Table from Program 11-20-01. (Svc Code, Intercom, Operator, or F-Route)
11-10 Service Code Setup (for System Administrator) 11-11 Service Code Setup (for Setup/Entry Operation) 11-12 Service Code Setup (for Service Access) 11-13 Service Code Setup (for ACD) 11-14 Service Code Setup (for Hotel) 11-15 Service Code Setup, Administrative (for Special Access)	Customize the Service Codes.
11-16 Single Digit Service Code Setup	Assign the Single Digit Service Codes. these are the post-dialing codes a user can dial after placing an Intercom call to a co-worker.

### Conditions

- Programming follows a telephone extension number, not the port number in most cases. If you relocate a telephone, you may need to change additional programming. For example, if you change the extension assigned to a port in Program 11-02, the line key programming does not follow. However, if you move the extension using the Station Relocation Feature, the line key programming does follow.
- Since making changes in Program 11-01 does not automatically make any other changes in any other program, changing the number plan after the system is in operation may cause problems in the following programs:

<b>PRG 11-01 Type 2 (Extension Number)</b>				<b>PRG 11-01 Type 1 (Service Codes)</b>		
11-02	11-08	15-12	22-11	11-10	11-14	21-11
11-04	11-17	16-01-01	25-06	11-11	11-15	30-03
11-06	15-01-01	15-14	30-03	11-12	15-07	
11-07	15-07	21-11		11-13	15-14	
0507, 0515, 0516, 0920, 1207, 2402, 2902, 2905, 2908				2402		

- Any feature which requires dialing a code or extension number can be affected.
- When the system searches the Dial Extension Analyze Table (PRG 11-20-01), the system uses prefix searching, giving the lower table number the higher priority. For example, the user programs 211 in table 1 and 2113 in table 2, then dials 2113, the system selects table 1.

#### Example for 310X

#### Example for 3100X

10s Group (4-digit)	100s Group (5-digit)
11-01-01 = Dial 3 31 Digit 4 = (9)Dial Extension Analyze Table	11-01-01 = Dial 3 31 Digit 7 = (9)Dial Extension Analyze Table
11-20-01 Table 1 = Dial 310	11-20-01 Table 1 = Dial 3100
11-20-02 Table 1 = Intercom	11-20-02 Table 1 = Intercom

#### Example for 31000X

#### Example for 310000X

1000s Group (6-digit)	10,000s Group (7-digit)
11-01-01 = Dial 3 31 Digit 4 = (9)Dial Extension Analyze Table	11-01-01 = Dial 3 31 Digit 7 = (9)Dial Extension Analyze Table
11-20-01 Table 1 = Dial 31000	11-20-01 Table 1 = Dial 310000
11-20-02 Table 1 = Intercom	11-20-02 Table 1 = Intercom

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## Default Setting

Extensions and Virtuals are numbered in the following order:

Program 11-02-01 and Program 11-04-01

- Physical Extensions:
  - Extn Port 1 = 101 ~ Extn Port 99 = 199
  - Extn Port 100 = 3101 ~ Extn Port 256 = 3257
- Virtual Extensions/CAR Keys:
  - VE Port 1 = 201 ~ VE Port 99 = 299
  - VE Port 100 = 3301 ~ VE Port 256 = 3457

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## System Availability

### Terminals

All Stations

### Required Component(s)

None

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## Related Features

None

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## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-01-01	<b>System Numbering – Service Code</b>	Customize the system internal (Intercom) numbering plan.	Refer to Univerge SV8100 System Program Manual	✓		
11-02-01	<b>Extension Numbering</b>	Assign extension numbers to extension ports. The telephone programming identity follows the port number – not the extension number.	Up to eight digits 1 101 2 102 3 103 ~ ~ 99 199 100 3101 ~ ~ 512 3513	✓		
11-04-01	<b>Virtual Extension Numbering</b>	Assign virtual extension numbers.	Up to eight digits 1 201 2 202 3 203 ~ ~ 99 299 100 3601 ~ ~ 256 3757	✓		
11-06-01	<b>ACI Extension Numbering</b>	Use to define the virtual extension number to be used for the ACI extension numbering.	ACI Ports: 1~96 (default not assigned)		✓	
11-07-01	<b>Department Group Pilot Numbers – Dial</b>	Use to assign pilot numbers to each Department Group set up	Up to eight digits (default not assigned)	✓		
11-08-01	<b>ACI Group Pilot Number</b>	Use to assign the pilot number to the ACI Groups set in Program 33-02.	ACI Groups: 1~16 (default not assigned)		✓	
11-09-01	<b>Trunk Access Code</b>	If required, change the single-digit Trunk Access Code (normally 0). If you change this code, you must also review the settings in Program 11-01-01 for the new code selected.	Dial (up to four digits) (default = 0)		✓	
11-09-02	<b>Trunk Access Code – 2nd Trunk Route Access Code</b>	Assign the Service Code set up in Program 11-01-01 for Alternate Trunk Route Access.	Dial (up to four digits) [default not assigned]]		✓	
11-10-01	<b>Service Code Setup (for System Administrator) – Night Mode Switching</b>	Use to customize the night mode switching Service Codes for the System Administrator.	MLT,SLT (default = 718)		✓	
11-10-03	<b>Service Code Setup (for System Administrator) – Setting the System Time</b>	Use to customize the system time Service Codes for the System Administrator.	MLT (default = 728)		✓	
11-10-04	<b>Service Code Setup (for System Administrator) – Storing Common Speed Dialing Numbers</b>	Use to store common speed dialing Service Codes for the System Administrator.	MLT (default = 753)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-10-05	Service Code Setup (for System Administrator) – Storing Group Speed Dialing Numbers	Use for storing group speed dialing numbers for the System Administrator.	MLT (default = 754)			
11-10-06	Service Code Setup (for System Administrator) – Setting the Automatic Transfer for Each Trunk Line	Set the service code for setting automatic transfer for each trunk line.	MLT (default = 733)		✓	
11-10-07	Service Code Setup (for System Administrator) – Canceling the Automatic Transfer for Each Trunk Line	Set the service code for canceling automatic transfer for each trunk line.	MLT (default = 734)		✓	
11-10-08	Service Code Setup (for System Administrator) – Setting the Destination for Automatic Trunk Transfer	Set the service code for setting the destination for automatic trunk transfer.	MLT (default = 735)		✓	
11-10-12	Service Code Setup (for System Administrator) – Night Mode Switching for Other Group	Use to customize the night mode switching for other group Service Codes for the System Administrator.	MLT (default = 618)		✓	
11-10-16	Service Code Setup (for System Administrator) – Leaving Message Waiting (Requires CPU to be licensed for Hotel/Motel)	Use to customize the leave message waiting Service Codes for the System Administrator (requires CPU to be licensed for Hotel/Motel).	MLT (default = 626)		✓	
11-10-17	Service Code Setup (for System Administrator) – Dial Block by Supervisor	Use to customize the supervisor dial block Service Codes for the System Administrator.	MLT (default = 601)		✓	
11-10-18	Service Code Setup (for System Administrator) – Off-Premise Call Forward by Door Box	Use to customize the night mode switching Service Codes for the System Administrator.	MLT (default = 722)		✓	
11-10-20	Service Code Setup (for System Administrator) – VRS - Record/ Erase Message	Use to customize the night mode switching Service Codes for the System Administrator.	MLT, SLT (default = 616)		✓	
11-10-21	Service Code Setup (for System Administrator) – VRS - General Message Playback	Use to customize the VRS general message playback for the System Administrator.	MLT, SLT (default = 611)		✓	
11-10-22	Service Code Setup (for System Administrator) – VRS - Record or Erase General Message	Use to customize the VRS record or erase general message for the System Administrator.	MLT, SLT (default = 612)		✓	
11-10-23	Service Code Setup (for System Administrator) – SMDR - Extension Accumulated Printout Code	Use to customize the SMDR extension accumulated printout codes for the System Administrator.	MLT (default = 621)		✓	
11-10-24	Service Code Setup (for System Administrator) – SMDR - Group Accumulated Printout Code	Use to customize the SMDR group accumulated printouts for the System Administrator.	MLT (default = 622)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-10-25	<b>Service Code Setup (for System Administrator) – Account Code Accumulated Printout Code</b>	Use to customize the account code accumulated printout Service Codes for the System Administrator.	MLT (default = 623)		✓	
11-10-26	<b>Service Code Setup (for System Administrator) – Forced Trunk Disconnect</b>	Use to customize the forced trunk disconnect Service Codes for the System Administrator.	MLT, SLT (default not assigned)		✓	
11-10-27	<b>Service Code Setup (for System Administrator) – Trunk Port Disable for Outgoing Calls</b>	Define the service code which should be used by an extension user to block a trunk from being used for outgoing calls.	MLT, SLT (default = 645)		✓	
11-10-30	<b>Service Code Setup (for System Administrator) – Register DECTPP</b>	Use to customize the register DECTPP Service Codes for the System Administrator.	MLT (default not assigned)		✓	
11-10-31	<b>Service Code Setup (for System Administrator) – Delete DECTPP</b>	Use to customize the delete DECTPP Service Codes for the System Administrator.	MLT (default not assigned)		✓	
11-10-32	<b>Service Code Setup (for System Administrator) – Set Private Call Refuse</b>	Use to customize the set private call refuse Service Codes for the System Administrator.	MLT, SLT (default not assigned)		✓	
11-10-33	<b>Service Code Setup (for System Administrator) – Entry Caller ID Refuse</b>	Use to customize the entry caller ID Service Codes for the System Administrator.	MLT (default not assigned)		✓	
11-10-34	<b>Service Code Setup (for System Administrator) – Set Caller ID Refuse</b>	Use to customize the set caller ID refuse Service Codes for the System Administrator.	MLT, SLT (default not assigned)		✓	
11-10-35	<b>Service Code Setup (for System Administrator) – Dial-In Mode Switching</b>	Use to customize the forced trunk disconnect Service Codes for the System Administrator.	MLT, SLT (default not assigned)		✓	
11-10-36	<b>Service Code Setup (for System Administrator) – Change the Guidance Message Number on Voice Mail Auto Attendant</b>	Use to change the guidance message number on voice mail auto attendant Service Codes for the System Administrator.	MLT, SLT (default not assigned)		✓	
11-11-01	<b>Service Code Setup (for Setup/Entry Operation) – Call Forward – All</b>	Set the service code for setting call forwarding all calls.	MLT, SLT (default = 741)		✓	
11-11-02	<b>Service Code Setup (for Setup/Entry Operation) – Call Forward – Busy</b>	Set the service code for setting call forwarding for busy calls.	MLT, SLT (default = 742)		✓	
11-11-03	<b>Service Code Setup (for Setup/Entry Operation) – Call Forward – No Answer</b>	Set the service code for setting call forwarding for no answer.	MLT, SLT (default = 743)		✓	
11-11-04	<b>Service Code Setup (for Setup/Entry Operation) – Call Forward – Busy/No Answer</b>	Set the service code for setting call forwarding for busy or no answer.	MLT, SLT (default = 744)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-11-05	<b>Service Code Setup (for Setup/Entry Operation) – Call Forward – Both Ring</b>	Set the service code for setting call forwarding for busy or no answer.	MLT, SLT (default = 745)		✓	
11-11-07	<b>Service Code Setup (for Setup/Entry Operation) – Call Forwarding – Follow Me</b>	Set the service code for setting call forwarding for follow me.	MLT, SLT (default = 746)		✓	
11-11-08	<b>Service Code Setup (for Setup/Entry Operation) – Do Not Disturb</b>	Set the service code for setting call forwarding for Do Not Disturb.	MLT, SLT (default = 747)		✓	
11-11-09	<b>Service Code Setup (for Setup/Entry Operation) – Answer Message Waiting</b>	Use to customize the answer message waiting used for registration and setup.	MLT, SLT (default = *0)		✓	
11-11-10	<b>Service Code Setup (for Setup/Entry Operation) – Cancel All Messages Waiting</b>	Use to cancel all messages waiting used for registration and setup.	MLT, SLT (default = 773)		✓	
11-11-11	<b>Service Code Setup (for Setup/Entry Operation) – Cancel Message Waiting</b>	Use to cancel message waiting used for registration and setup.	MLT, SLT (default = 771)		✓	
11-11-12	<b>Service Code Setup (for Setup/Entry Operation) – Alarm Clock</b>	Use to customize the alarm clock used for registration and setup.	MLT, SLT (default = 727)		✓	
11-11-13	<b>Service Code Setup (for Setup/Entry Operation) – Display Language Selection for multiline terminal</b>	Use to customize the display language for multiline terminal used for registration and setup.	MLT (default = 678)		✓	
11-11-14	<b>Service Code Setup (for Setup/Entry Operation) – Text Message Setting</b>	Use to customize the text message setting used for registration and setup.	MLT (default not assigned)		✓	
11-11-15	<b>Service Code Setup (for Setup/Entry Operation) – Enable Handsfree Incoming Intercom Calls</b>	Use to customize the enable handsfree incoming intercom calls used for registration and setup.	MLT (default = 721)		✓	
11-11-16	<b>Service Code Setup (for Setup/Entry Operation) – Force Ringing of Incoming Intercom Calls</b>	Use to customize the force ringing of incoming intercom calls used for registration and setup.	MLT (default = 723)		✓	
11-11-17	<b>Service Code Setup (for Setup/Entry Operation) – Programmable Function Key Programming (2-Digit Service Codes)</b>	Use this option to set the service code (default 751) to assign 2-digit function codes to the Function keys.	MLT (default = 751)		✓	
11-11-18	<b>Service Code Setup (for Setup/Entry Operation) – BGM On/Off</b>	Use to customize the BGM On/Off used for registration and setup.	MLT (default = 725)		✓	
11-11-19	<b>Service Code Setup (for Setup/Entry Operation) – Key Touch Tone On/Off</b>	Use to customize the key touch tone Off/On used for registration and setup.	MLT (default = 724)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-11-20	Service Code Setup (for Setup/Entry Operation) – Change Incoming CO and ICM Ring Tones	Use to customize the change incoming CO and ICM ring tones used for registration and setup.	MLT (default = 720)		✓	
11-11-21	Service Code Setup (for Setup/Entry Operation) – Check Incoming Ring Tones	Use to check incoming ring tones used for registration and setup.	MLT (default = 711)		✓	
11-11-22	Service Code Setup (for Setup/Entry Operation) – Extension Name Programming	Use to customize the Extension name programming used for registration and setup.	MLT (default = 700)		✓	
11-11-23	Service Code Setup (for Setup/Entry Operation) – Second Call for DID/DISA/DIL	Use to customize the second call of DID/DISA/DIL used for registration and setup.	MLT (default = 679)		✓	
11-11-24	Service Code Setup (for Setup/Entry Operation) – Change Station Class of Service	Allows an extension user to change the COS of another extension. Must be allowed in Program 20-13-28.	MLT (default = 677)		✓	
11-11-25	Service Code Setup (for Setup/Entry Operation) – Automatic Transfer Setup for Each Extension Group	Customize the service code to be used to set the Automatic Trunk Forwarding feature for a Department Group.	MLT, SLT (default = 602)		✓	
11-11-26	Service Code Setup (for Setup/Entry Operation) – Automatic Transfer Cancellation for Each Extension Group	Customize the service code to be used to cancel the Automatic Trunk Forwarding feature for a Department Group.	MLT, SLT (default = 603)		✓	
11-11-27	Service Code Setup (for Setup/Entry Operation) – Destination of Automatic Transfer Each Extension Group	Customize the service code to be used to set the destination for the Automatic Trunk Forwarding feature for a Department Group.	MLT (default = 604)		✓	
11-11-28	Service Code Setup (for Setup/Entry Operation) – Delayed Transfer for Every Extension Group	Use to customize the delayed transfer for every extension group used for registration and setup.	MLT, SLT (default = 605)		✓	
11-11-29	Service Code Setup (for Setup/Entry Operation) – Delayed Transfer Cancellation for Each Extension Group	Use to customize the delayed transfer cancellation for each extension group used for registration and setup.	MLT, SLT (default = 606)		✓	
11-11-30	Service Code Setup (for Setup/Entry Operation) – DND Setup for Each Extension Group	Use to customize the Service Codes which are used for registration and setup.	MLT, SLT (default = 607)		✓	
11-11-31	Service Code Setup (for Setup/Entry Operation) – DND Cancellation for Each Extension Group	Use to customize the DND cancellation for each extension group used for registration and setup.	MLT, SLT (default = 608)		✓	
11-11-33	Service Code Setup (for Setup/Entry Operation) – Dial Block	Use to customize the dial block used for registration and setup.	MLT, SLT (default = 600)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-11-34	<b>Service Code Setup (for Setup/Entry Operation) – Temporary Toll Restriction Override</b>	Use to customize the temporary toll restriction override used for registration and setup.	MLT, SLT (default = 775)		✓	
11-11-35	<b>Service Code Setup (for Setup/Entry Operation) – Pilot Group Withdrawing</b>	Use to customize the Service Codes which are used for registration and setup.	MLT, SLT (default = 650)		✓	
11-11-36	<b>Service Code Setup (for Setup/Entry Operation) – Toll Restriction Override</b>	Use to customize the toll restriction override used for registration and setup.	MLT, SLT (default = 663)		✓	
11-11-37	<b>Service Code Setup (for Setup/Entry Operation) – Ring Volume Set</b>	Use to customize the ring volume set used for registration and setup.	MLT (default = 729)		✓	
11-11-38	<b>Service Code Setup (for Setup/Entry Operation) – Programmable Function Key Programming (3-Digit Service Codes)</b>	Use this option to set the service code (default 752) to assign 3-digit function codes to the Function keys.	MLT (default = 752)		✓	
11-11-39	<b>Service Code Setup (for Setup/Entry Operation) – Station Speed Dial Number Entry</b>	Use to customize the station speed dial entry used for registration and setup.	ML, SLT (default = 755)		✓	
11-11-41	<b>Service Code Setup (for Setup/Entry Operation) – Tandem Ringing</b>	Use to customize the tandem ringing used for registration and setup.	MLT, SLT (default not assigned)		✓	
11-11-42	<b>Service Code Setup (for Setup/Entry Operation) – SV8100 Wireless Transferring When Out of Range</b>	Customize the service code to be used when setting a Wireless DECT (SIP) telephone to transfer calls when out of range.	SV8100 Wireless (default = 689)		✓	
11-11-43	<b>Service Code Setup (for Setup/Entry Operation) – Headset Mode Switching</b>	Use to customize the headset mode switching used for registration and setup.	MLT, SLT (default = 688)		✓	
11-11-44	<b>Service Code Setup (for Setup/Entry Operation) – Auto Attendant</b>	Use to customize the auto attendant used for registration and setup.	MLT, SLT (default not assigned)		✓	
11-11-45	<b>Service Code Setup (for Setup/Entry Operation) – Set/Cancel Call Forward All (Split)</b>	Use to assign the Call Forward All Split Service Code.	MLT, SLT (default not assigned)		✓	
11-11-46	<b>Service Code Setup (for Setup/Entry Operation) – Set/Cancel Call Forward Busy (Split)</b>	Use to assign the Call Forward Busy Split Service Code.	MLT, SLT (default not assigned)		✓	
11-11-47	<b>Service Code Setup (for Setup/Entry Operation) – Set/Cancel Call Forward No Answer (Split)</b>	Use to assign the Call Forward No Answer Split Service Code.	MLT, SLT (default not assigned)		✓	
11-11-48	<b>Service Code Setup (for Setup/Entry Operation) – Set/Cancel Call Forward Busy No Answer (Split)</b>	Use to assign the Call Forward Busy No Answer Split Service Code.	MLT, SLT (default not assigned)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-11-49	<b>Service Code Setup (for Setup/Entry Operation) – Set/Cancel Call Forward Both Ring (Split)</b>	Use to assign the Call Forward Both Ring Split Service Code.	MLT, SLT (default not assigned)		✓	
11-11-50	<b>Service Code Setup (for Setup/Entry Operation) – Set Message Waiting Indication</b>	Use to customize the set message waiting indication used for registration and setup.	SLT Up to eight digits		✓	
11-11-51	<b>Service Code Setup (for Setup/Entry Operation) – Cancel Message Waiting Indication</b>	Use to customize the cancel message waiting indication used for registration and setup.	SLT Up to eight digits		✓	
11-11-52	<b>Service Code Setup (for Setup/Entry Operation) – Set/Cancel Call Forward All Destination (No Split)</b>	Use to assign the Call Forward All for any Extension Service Code.	(default = 790)		✓	
11-11-53	<b>Service Code Setup (for Setup/Entry Operation) – Set/Cancel Call Forward Busy Destination (No Split)</b>	Use to assign the Call Forward Busy for any Extension Service Code.	MLT, SLT (default = 791)		✓	
11-11-54	<b>Service Code Setup (for Setup/Entry Operation) – Set/Cancel Call Forward No Answer Destination (No Split)</b>	Used to assign the Call Forward No Answer for any Extension Service Code.	MLT, SLT (default = 792)		✓	
11-11-55	<b>Service Code Setup (for Setup/Entry Operation) – Call Forward Busy No Answer Destination (No Split)</b>	Set or Cancel the call forward busy or no answer destination with no split.	MLT, SLT (default = 793)		✓	
11-11-57	<b>Service Code Setup (for Setup/Entry Operation) – Set Do Not Call Table</b>	Use to customize the set do not call table used for registration and setup.	(default not assigned)		✓	
11-11-58	<b>Service Code Setup (for Setup/Entry Operation) – Call Forward with Personal Greeting</b>	Set the service code for setting call forwarding with Personal Greeting.	MLT, SLT (default = 713)		✓	
11-12-01	<b>Service Code Setup (for Service Access) – Bypass Call</b>	Set the service code for Activating Call Forwarding/Do Not Disturb Override. This code is available only if you disable the voice mail Single Digit dialing code in Program 11-16-09.	MLT, SLT (default = 707)		✓	
11-12-02	<b>Service Code Setup (for Service Access) – Conference</b>	Use to customize the conference Service Codes used for service access.	MLT, SLT (default = #1)		✓	
11-12-03	<b>Service Code Setup (for Service Access) – Override (Off-Hook Signaling)</b>	Use to customize the override (off-hook signaling) used for service access.	MLT, SLT (default = 709)		✓	
11-12-04	<b>Service Code Setup (for Service Access) – Set Camp-On</b>	Customize the Service Code, which is to be used for setting Camp-On.	MLT, SLT (default = 750)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-12-05	<b>Service Code Setup (for Service Access) – Cancel Camp-On</b>	Customize the Service Code, which is to be used for cancelling Camp-On.	MLT, SLT (default = 770)		✓	
11-12-06	<b>Service Code Setup (for Service Access) – Switching of Voice Call and Signal Call</b>	Use to customize the switching of voice call and signal call used for service access.	MLT, SLT (default = 712)		✓	
11-12-07	<b>Service Code Setup (for Service Access) – Step Call</b>	Use to customize the step call used for service access.	MLT, SLT (default = 708)		✓	
11-12-08	<b>Service Code Setup (for Service Access) – Barge-In</b>	Determine what the service code should be for an internal party to use the Barge-In feature.	MLT, SLT (default = 710)		✓	
11-12-09	<b>Service Code Setup (for Service Access) – Change to STG (Department Group) All Ring</b>	Use this option to set the service code for ringing all members of a Department Group.	MLT, SLT (default not assigned)		✓	
11-12-10	<b>Service Code Setup (for Service Access) – Station Speed Dialing</b>	Assign Service code for accessing System Speed Dial bins.	MLT, SLT (default = #2)		✓	
11-12-11	<b>Service Code Setup (for Service Access) – Group Speed Dialing</b>	Use to customize the group speed dialing Service Codes used for service access.	MLT, SLT (default = #4)		✓	
11-12-12	<b>Service Code Setup (for Service Access) – Last Number Dial</b>	Assign a service code to use Last Number Dial.	MLT, SLT (default = #5)		✓	
11-12-13	<b>Service Code Setup (for Service Access) – Saved Number Dial</b>	Customize the service code to be used for dialing a saved number.	MLT, SLT (default = 715)		✓	
11-12-14	<b>Service Code Setup (for Service Access) – Trunk Group Access</b>	Use to customize the Service Codes which are used for service access.	MLT, SLT (default = 704)		✓	
11-12-15	<b>Service Code Setup (for Service Access) – Specified Trunk Access</b>	Use to customize the Service Codes which are used for specified trunk access.	MLT, SLT (default = #0)		✓	
11-12-16	<b>Service Code Setup (for Service Access) – Trunk Access Via Networking</b>	Use to customize the Service Codes which are used for trunk access via networking.	MLT, SLT (default not assigned)		✓	
11-12-17	<b>Service Code Setup (for Service Access) – Clear Last Number Dialing Data</b>	Assign a service code to clear the Last Number Dial.	MLT, SLT (default = 776)		✓	
11-12-18	<b>Service Code Setup (for Service Access) – Clear Saved Number Dialing Data</b>	Define the service code for Clear Save Number Dialing List if it is not acceptable.	MLT, SLT (default = 785)		✓	
11-12-19	<b>Service Code Setup (for Service Access) – Internal Group Paging</b>	Define the service code for accessing an internal paging group.	MLT, SLT (default = 701)		✓	
11-12-20	<b>Service Code Setup (for Service Access) – External Paging</b>	External paging access code. Service code setup.	MLT, SLT (default = 703)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
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11-12-21	<b>Service Code Setup (for Service Access) – Meet-Me Answer to Specified Internal Paging Group</b>	Use to customize the Service Codes used for meet-me answer to specified internal paging group service access.	MLT, SLT (default = 764)		✓	
11-12-22	<b>Service Code Setup (for Service Access) – Meet-Me Answer to External Paging</b>	Use to customize the Service Codes used for meet-me answer to external paging service access.	MLT, SLT (default = 765)		✓	
11-12-23	<b>Service Code Setup (for Service Access) – Meet-Me Answer in Same Paging Group</b>	Use to customize the Service Codes used for meet-me answer in same paging group service access.	MLT, SLT (default = 763)		✓	
11-12-24	<b>Service Code Setup (for Service Access) – Combined Paging</b>	Combined paging, internal/external access code. Service code setup.	MLT, SLT (default = *1)		✓	
11-12-25	<b>Service Code Setup (for Service Access) – Direct Call Pickup - Own Group</b>	Use to customize the Service Codes for direct call pickup – own group which are used for service access.	MLT, SLT (default = 756)		✓	
11-12-26	<b>Service Code Setup (for Service Access) – Call Pickup for Specified Group</b>	Use to customize the Service Codes for call pickup for specified group which are used for service access.	MLT, SLT (default = 768)		✓	
11-12-27	<b>Service Code Setup (for Service Access) – Call Pickup</b>	Use to customize the Service Codes for call pickup which are used for service access.	MLT, SLT (default = *#)		✓	
11-12-28	<b>Service Code Setup (for Service Access) – Call Pickup for Another Group</b>	Use to customize the Service Codes for call pickup for another group which are used for service access.	MLT, SLT (default = 769)		✓	
11-12-29	<b>Service Code Setup (for Service Access) – Direct Extension Call Pickup</b>	Use to customize the Service Codes for direct extension call pickup which are used for service access.	MLT, SLT (default = * *)		✓	
11-12-30	<b>Service Code Setup (for Service Access) – Specified Trunk Answer</b>	If required, redefine the service code used to answer a specific trunk which is either ringing or on hold.	MLT, SLT (default = 672)		✓	
11-12-31	<b>Service Code Setup (for Service Access) – Park Hold</b>	Set the service code which should be used for placing a call in Park.	MLT, SLT (default: #6)		✓	
11-12-32	<b>Service Code Setup (for Service Access) – Answer for Park Hold</b>	Set the service code which should be used for answering a call in Park.	MLT, SLT (default: *6)		✓	
11-12-33	<b>Service Code Setup (for Service Access) – Group Hold</b>	If required, redefine the service code used to answer a specific trunk which is either ringing or on hold.	MLT, SLT (default = 732)		✓	

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11-12-34	<b>Service Code Setup (for Service Access) – Answer for Group Hold</b>	If required, redefine the service code used to answer a specific trunk which is either ringing or on hold.	MLT, SLT (default = 762)		✓	
11-12-35	<b>Service Code Setup (for Service Access) – Station Park Hold</b>	Set the service code to be used for placing a call in a Personal Park.	MLT, SLT (default = 757)		✓	
11-12-36	<b>Service Code Setup (for Service Access) – Door Box Access</b>	If the service code for Doorphone Access is not acceptable, change it here.	MLT, SLT (default = 702)		✓	
11-12-37	<b>Service Code Setup (for Service Access) – Common Canceling Service Code</b>	Use to customize the Service Codes used for common canceling service code access.	MLT, SLT (default = 620)		✓	
11-12-38	<b>Service Code Setup (for Service Access) – General Purpose Indication</b>	Use to customize the Service Codes used for general purpose indication access.	MLT (default = 783)		✓	
11-12-39	<b>Service Code Setup (for Service Access) – Voice Mail Center Access</b>	Use to customize the Service Code for Voice Mail Center Access.	(default = 784)			
11-12-40	<b>Service Code Setup (for Service Access) – Station Speed Dialing</b>	Use to customize the station speed access Service Codes.	MLT, SLT (default = #7)		✓	
11-12-41	<b>Service Code Setup (for Service Access) – Voice Over</b>	The service code used for the Voice Over feature.	MLT (default = 690)		✓	
11-12-42	<b>Service Code Setup (for Service Access) – Flash on Trunk lines</b>	Use to customize the Service Codes which are used for flash on trunk lines.	SLT (default = #3)		✓	
11-12-43	<b>Service Code Setup (for Service Access) – Answer No-Ring Line (Universal Answer)</b>	Customize the service code to be used to manually answer a Universal Night Answer.	MLT, SLT (default = #9)		✓	
11-12-44	<b>Service Code Setup (for Service Access) – Callback Test for SLT</b>	If required, redefine the service code used for SLT Callback Test.	SLT (default = 799)		✓	
11-12-45	<b>Service Code Setup (for Service Access) – Enabled On Hook When Holding (SLT)</b>	Use to customize the Service Codes which are used for the enabled on hook when holding (SLT).	SLT (default = 749)		✓	
11-12-46	<b>Service Code Setup (for Service Access) – Answer On Hook When Holding (SLT)</b>	Use to customize the Service Codes which are used for the answer on hook when holding (SLT).	SLT (default = 759)		✓	
11-12-47	<b>Service Code Setup (for Service Access) – Call Waiting Answer/ Split Answer</b>	If required, use this program to change the code users dial to Split while on a call.	SLT (default = 794)		✓	
11-12-48	<b>Service Code Setup (for Service Access) – Account Code</b>	Use to customize the Service Codes which are used for the account code.	SLT (default = # #)		✓	
11-12-50	<b>Service Code Setup (for Service Access) – General Purpose Relay</b>	Define the service code to be used for turning the general purpose relay on and off.	MLT, SLT (default = 780)		✓	

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11-12-51	Service Code Setup (for Service Access) – VM Access (In-Mail and VMS)	Use to customize the Service Codes which are used for the VM access (In-Mail and VMS).	MLT, SLT (default = *8)		✓	
11-12-52	Service Code Setup (for Service Access) – Live Monitoring (In-Mail)	Define access code used for In-Mail Live Monitoring (VRS). At default this program is not set.	MLT (default not assigned)		✓	
11-12-53	Service Code Setup (for Service Access) – Live Recording at SLT	Use to customize the Service Codes which are used for live recording at SLT.	MLT, SLT (default = 654)		✓	
11-12-54	Service Code Setup (for Service Access) – VRS Routing for ANI/ DNIS	Define the service code to use when setting up ANI/DNIS Routing to the VRS Automated Attendant. Using the Transfer feature, this also allows a call to be transferred to the VRS.	(default = 782)		✓	
11-12-56	Service Code Setup (for Service Access) – E911 Alarm Shut Off	Select the Service Code that an extension user can dial to shut off the E911 Alarm Ring (US Only).	MLT (default = 786)		✓	
11-12-57	Service Code Setup (for Service Access) – Tandem Trunking	With two trunks in Conference press the Hold key and dial and the Conference/Tandem happens.	MLT, SLT (default = #8)		✓	
11-12-58	Service Code Setup (for Service Access) – Transfer Into Conference	If required, change the service code used to transfer a call into a Conference call.	MLT, SLT (default = 624)		✓	
11-12-59	Service Code Setup (for Service Access) – Trunk Drop Operation for SLT	Use to customize the trunk drop operation for SLT Service Codes which are used for service access.	SLT (default not assigned)		✓	
11-13-01	Service Code Setup (for ACD) – ACD LogIn/Log Out (for KTS)	Assign for multiline terminals and single line telephones.	MLT, SLT (default = * 5)		✓	
11-13-02	Service Code Setup (for ACD) – ACD Log Out (for SLT)	Assign for single line telephones.	SLT (default = 655)		✓	
11-13-03	Service Code Setup (for ACD) – Set ACD Wrap-Up Time (for SLT)	Assign for single line telephones.	SLT (default = 656)		✓	
11-13-04	Service Code Setup (for ACD) – Cancel ACD	Assign for single line telephones.	SLT (default = 657)		✓	
11-13-05	Service Code Setup (for ACD) – Set ACD Off Duty (for SLT)	Assign for single line telephones.	SLT (default = 658)		✓	
11-13-06	Service Code Setup (for ACD) – Cancel ACD Off Duty (for SLT)	Assign for single line telephones.	SLT (default = 659)		✓	
11-13-08	Service Code Setup (for ACD) – Agent ID Code Login	Assign to allow an AIC Agent to log into a group.	MLT (default not assigned)		✓	
11-13-09	Service Code Setup (for ACD) – Agent ID Code Logout	Assign to allow an AIC Agent to log out of a group.	MLT (default not assigned)		✓	
11-13-10	Service Code Setup (for ACD) – ACD Agent Login by Supervisor	Assign to allow an ACD Supervisor to log into a group.	MLT (default = 667)		✓	

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11-13-11	<b>Service Code Setup (for ACD) – ACD Agent Logout by Supervisor</b>	Assign to allow an ACD Supervisor to log out of a group.	MLT (default = 668)		✓	
11-13-12	<b>Service Code Setup (for ACD) – Change Agent ACD Group by Supervisor</b>	When using service code 669 to change an agent ACD group, the supervisor must enter a 2-digit number for the group. For example, to change to ACD group 4, the entry would be 669 04.	MLT (default = 669)		✓	
11-13-13	<b>Service Code Setup (for ACD) – ACD Agent Changing Own ACD Group</b>	When this service code is used, an ACD Agent can reassign themselves to another ACD Group.	MLT (default = 670)		✓	
11-14-01	<b>Service Code Setup (for Hotel) – Set DND for Own Extension</b>	Use to customize the set DND for own extension used with the Hotel/Motel feature.	MLT, SLT (default = 627)		✓	
11-14-02	<b>Service Code Setup (for Hotel) – Cancel DND for Own Extension</b>	Use to customize the cancel DND for own extension used with the Hotel/Motel feature.	MLT, SLT (default = 628)		✓	
11-14-03	<b>Service Code Setup (for Hotel) – Set DND for Other Extension</b>	Use to customize the set DND for other extension used with the Hotel/Motel feature.	MLT, SLT (default = 629)		✓	
11-14-04	<b>Service Code Setup (for Hotel) – Cancel DND for Other Extension</b>	Use to customize the cancel DND for other extension used with the Hotel/Motel feature.	MLT, SLT (default = 630)		✓	
11-14-05	<b>Service Code Setup (for Hotel) – Set Wake Up Call for Own Extension</b>	Use to customize the set wake up call for own extension used with the Hotel/Motel feature.	MLT, SLT (default = 631)		✓	
11-14-06	<b>Service Code Setup (for Hotel) – Cancel Wake Up Call for Own Extension</b>	Use to customize the cancel wake up call for own extension used with the Hotel/Motel feature.	MLT, SLT (default = 632)		✓	
11-14-07	<b>Service Code Setup (for Hotel) – Set Wake Up Call for Other Extension</b>	Use to customize the set wake up call for other extension used with the Hotel/Motel feature.	MLT, SLT (default = 633)		✓	
11-14-08	<b>Service Code Setup (for Hotel) – Cancel Wake Up Call for Other Extension</b>	Use to customize the cancel wake up call for other extension used with the Hotel/Motel feature.	MLT, SLT (default = 634)		✓	
11-14-09	<b>Service Code Setup (for Hotel) – Set Room to Room Call Restriction</b>	Use to customize the set room to room call extension used with the Hotel/Motel feature.	MLT, SLT (default = 635)		✓	
11-14-10	<b>Service Code Setup (for Hotel) – Cancel Room to Room Call Restriction (Hotel)</b>	Use to customize the cancel room to room call restriction (hotel) used with the Hotel/Motel feature.	MLT, SLT (default = 636)		✓	
11-14-11	<b>Service Code Setup (for Hotel) – Change Toll Restriction Class for Other Extension</b>	Use to customize the change toll restriction class for other extension used with the Hotel/Motel feature.	MLT, SLT (default = 637)		✓	
11-14-12	<b>Service Code Setup (for Hotel) – Check-In</b>	Use to customize the check-in Service Codes which are used with the Hotel/Motel feature.	MLT, SLT (default = 638)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-14-13	<b>Service Code Setup (for Hotel) – Check-Out</b>	Use to customize the check-out Service Codes which are used with the Hotel/Motel feature.	MLT, SLT (default = 639)		✓	
11-14-14	<b>Service Code Setup (for Hotel) – Room Status Change for Own Extension</b>	Use to customize the room status change for own extension Service Codes which are used with the Hotel/Motel feature.	MLT, SLT (default = 640)		✓	
11-14-15	<b>Service Code Setup (for Hotel) – Room Status Change for Other Extension</b>	Use to customize the room status change for other extension Service Codes which are used with the Hotel/Motel feature.	MLT, SLT (default = 641)		✓	
11-14-16	<b>Service Code Setup (for Hotel) – Room Status Output</b>	Use to customize the room status output Service Codes which are used with the Hotel/Motel feature.	MLT (default = 642)		✓	
11-14-17	<b>Service Code Setup (for Hotel) – Hotel Room Monitor</b>	Use to customize the hotel room monitor Service Codes which are used with the Hotel/Motel feature.	MLT, SLT (default = 675)		✓	
11-14-18	<b>Service Code Setup (for Hotel) – Set Hotel PMS Code Restriction</b>	Use to customize the set hotel PMS code restriction Service Codes which are used with the Hotel/Motel feature.	MLT (default = 666)		✓	
11-15-01	<b>Service Code Setup, Administrative (for Special Access) – Remote Maintenance</b>	Use to customize the remote maintenance Service Codes which are used by the administrator in the Hotel/Motel feature.	(default = 730)		✓	
11-15-02	<b>Service Code Setup, Administrative (for Special Access) – ACD Access in Dial-In Conversion Table</b>	Use to customize the ACD access in dial-in conversion table Service Codes which are used by the administrator in the Hotel/Motel feature.	(default = 760)		✓	
11-15-03	<b>Service Code Setup, Administrative (for Special Access) – Backup Data Save</b>	This service code is used for back up the programmed data on the SRAM and Call History to the Flash ROM. While saving the database, it may cause system lock up.	MLT (default = # * # 9)		✓	
11-15-05	<b>Service Code Setup, Administrative (for Special Access) – System Programming Mode, Log-On</b>	Use to customize the system programming mode, log-on Service Codes which are used by the administrator in the Hotel/Motel feature.	MLT (default = # * # *)		✓	
11-15-06	<b>Service Code Setup, Administrative (for Special Access) – Wake on LAN to APSU Unit</b>	Use to customize the wake on LAN to APSU unit Service Codes.	MLT (default not assigned)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-15-09	<b>Service Code Setup, Administrative (for Special Access) – Transfer to Incoming Ring Group</b>	When a call is transferred using this service code, it is transferred to the ring group destination for that incoming trunk. For example, trunk 2 is in Ring Group 4. When the call is transferred using this service code, the trunk rings all extensions programmed for Ring Group 4 or ring the External Paging Group for Ring Group 4, depending on how the system is programmed.	(default not assigned)		✓	
11-15-11	<b>Service Code Setup, Administrative (for Special Access) – Ethernet Port Reset</b>	Use to customize the ethernet port reset Service Codes.	(default not assigned)		✓	
11-15-12	<b>Service Code Setup, Administrative (for Special Access) – Extension Data Swap</b>	Ext. Data Swap = xxx (service code in accordance with Program 11-01).	MLT (default not assigned)		✓	
11-15-13	<b>Service Code Setup, Administrative (for Special Access) – Remote Access from DISA</b>	Use to customize the service code for Remote Access for DISA.	(default not assigned)		✓	
11-15-14	<b>Service Code Setup, Administrative (for Special Access) – Modem Access</b>	Assign the service code to be used to access the internal modem on the CD-CP00-AU.	(default = 740)		✓	
11-16-01	<b>Single Digit Service Code Setup – Step Call</b>	Assign the Single Digit (post-dialing) Service Codes.	(default = 2)		✓	
11-16-02	<b>Single Digit Service Code Setup – Barge-In</b>	Use this option to set up Item 02 for single digit Barge-In. For example, you can assign Item 02 to use digit 5 for Barge-In. This would allow you to program a function key with an extension number plus the Barge-In code (i.e., 5). This allows one-touch access to the Barge-In feature for extension.	(default not assigned)		✓	
11-16-03	<b>Single Digit Service Code Setup – Switching of Voice/Signal Call</b>	Use to customize the switching of Voice/Signal call Service Codes used when a busy or ring back signal is heard.	(default = 1)		✓	
11-16-04	<b>Single Digit Service Code Setup – Intercom Off-Hook Signaling</b>	Assign a one-digit service code to be used for Off-Hook Signaling.	(default = *)		✓	
11-16-05	<b>Single Digit Service Code Setup – Camp-On</b>	Customize the 1-digit Service Code used for setting Camp-On.	(default = #)		✓	
11-16-06	<b>Single Digit Service Code Setup – DND/Call Forward Override Bypass</b>	Customize the 1-digit Service Code used for DND/Call Forward Override.	(default not assigned)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-16-07	<b>Single Digit Service Code Setup – Message Waiting</b>	Use to customize the message waiting Service Codes used when a busy or ring back signal is heard.	(default = 0)		✓	
11-16-08	<b>Single Digit Service Code Setup – Voice Over</b>	Service code used for the Voice Over feature.	(default = 6)		✓	
11-16-09	<b>Single Digit Service Code Setup – Access to Voice Mail</b>	Use to customize the access to voice mail Service Codes used when a busy or ring back signal is heard.	(default = 8)		✓	
11-16-10	<b>Single Digit Service Code Setup – (Department) STG All Ring Mode</b>	Assign the Single Digit (post-dialing) Service Code for All Member Ring.	(default not assigned)		✓	
11-16-11	<b>Single Digit Service Code Setup – Station Park Hold</b>	Customize the one-digit service code to be used when placing a call in Personal Park.	(default not assigned)		✓	
11-20-01	<b>Dial Extension Analyze Table – Dial Digits</b>	Use tables 01 ~ 128 to assign the digits to be dialed using the Dial Extension Analyze Tables. These tables are used when Program 11-01-01 is set to option 9 = Dial Extension Analyze. Up to eight digits can be assigned	Dial (Up to eight digits: 0, 1~9, #, *, @)	✓		
11-20-02	<b>Dial Extension Analyze Table – Type of Dials</b>	Assign the Type of Dial for the Extension Analyze Table from Program 11-20-01.	Type of Dials: 0 = Not used 1 = Service Code 2 = Extension Number 5 = Operator Access 6 = F-Route Access (default not assigned)	✓		

## Operation

None

## *Flexible Timeouts*

### Description

The Flexible Timeouts feature provides a variety of timers in the Resident System Program to allow the system to operate without initial programming. The system timers can be changed to meet customer needs according to the system application requirements.

A Timer Class is used to allow terminals and trunks to have different timers for the same feature. There are 16 timer Classes (0~15). The following table shows the Programs that are used depending on the Timer Class used:

Timer Class 0	Timer Class 1~15	Title	Comment
20-01-08	20-31-01	Trunk Queuing Callback Time	Trunk Queuing callback rings an extension for this time. Station Timer Class is referred by the station that sets trunk queuing.
20-01-09	20-31-02	Callback / Trunk Queuing Cancel Time	The system cancels an extension Callback or Trunk Queuing request after this time. Station Timer Class is referred by the station that sets an extension Callback or Trunk Queuing.
20-04-03	20-31-03	CAR/SIE/Virtual Extension Delay Interval	If CAR/VE is set for Delayed Ringing (Program 15-11-01), ring the covering extension after this time. Station Timer Class is referred by the station assigned to CAR/VE.
21-01-02	20-31-04	Intercom Interdigits Time	When placing Intercom calls, users must dial each digit in this time. Station Timer Class is referred by stations. Trunk Timer Class is referred by DID/ Automatic Answer Trunk/E&M trunks.
21-01-03	20-31-05	Trunk Interdigits Time	When placing CO calls, users must dial each digit in this time. Station Timer Class is referred by stations. Trunk Timer Class is referred by DID/ Automatic Answer Trunk/E&M trunks.
21-01-09	20-31-06	Hotline Time Start Time	A Ringdown extension automatically calls its programmed destination after this time. Station Timer Class is referred by the stations which sets Hotline.
22-01-03	20-31-07	Ring No Answer Alarm Time	If a trunk rings a key telephone longer than this time, the system changes the ring cadence. This indicates to the user that the call was ringing too long. Trunk Timer Class is referred by the trunk.
22-01-04	20-31-08	DIL No Answer Recall Time	A DIL that rings its programmed destination longer than this time diverts to the DIL No Answer Ring Group (Program 22-08-01). Trunk Timer Class is referred by the trunk.

Timer Class 0	Timer Class 1~15	Title	Comment
22-01-06	20-31-09	DID Ring-No-Answer Time	In systems with DID Ring No Answer Intercept, this time sets the Ring No Answer time. This time is how long a DID call rings the destination extension before rerouting to the intercept ring group. Trunk Timer Class is referred by DID trunk.
24-01-01	20-31-10	Hold Recall Time (Non Exclusive Hold)	A call on Hold recalls the extension that placed it on Hold after this time. Station Timer Class is referred by held call.
24-01-02	20-31-11	Hold Recall Callback Time (Non Exclusive Hold)	A Hold recall rings an extension for this time. Station Timer Class is referred by held call.
24-01-03	20-31-12	Exclusive Hold Recall Time	A call on Hold recalls the extension that placed it on Hold after this time. Station Timer Class is referred by held call.
24-01-04	20-31-13	Exclusive Hold Recall Callback Time	An Exclusive Hold Recall rings an extension for this time. If not picked up, the call goes back on Non exclusive Hold. Station Timer Class is referred by held call.
24-01-06	20-31-14	Park Hold Time – Normal	A call left parked longer than this time recalls the extension that initially parked it. Trunk or Station Timer Class is referred by held call.
24-02-03	20-31-15	Delayed Call Forwarding Time	If activated at an extension, No Answer Call Forwarding occurs after this time. Station Timer Class is referred by the station sets No Answer Call Forward.
24-02-04	20-31-16	Transfer Recall Time	A transferred call recalls to the extension that initially transferred it after this time. Station Timer Class is referred by transferred call.
25-07-02	20-31-17	VRS/DISA No Answer Time	After this time expires, the call follows the programmed Ring No Answer routing (Program 25-03 and 25-04-01). Trunk Timer Class is referred.
25-07-03	20-31-18	Disconnect after VRS/DISA Re-transfer to IRG	Disconnect after re-transfer to Incoming Ring Group. Trunk Timer Class is referred.
25-07-07	20-31-19	Long Conversation Warning Tone Time	Determine the time trunk-to-trunk conversation can talk before the Long Conversation tone is heard. Trunk Timer Class is referred.
25-07-08	20-31-20	Long Conversation Disconnect Time	This timer determines how long the system waits before disconnecting a trunk-to-trunk conversation call after the Long Conversation tone is heard. Trunk Timer Class is referred.
25-07-09	20-31-21	DISA Internal Paging Time	This is the maximum length of an Internal Page placed by a DISA caller. If the Page continues longer than this time, the system terminates the DISA call. Trunk Timer Class is referred.

Timer Class 0	Timer Class 1~15	Title	Comment
25-07-10	20-31-22	DISA External Paging Time	This is the maximum length of an External Page placed by a DISA caller. If the Page continues longer than this time, the system terminates the DISA call. Trunk Timer Class is referred.
31-01-02	20-31-23	Page Announcement Duration	This timer sets the maximum length of External Page announcements. Station or Trunk Timer Class is referred by the caller makes announcement.

### Conditions

- Timer Classes are used for CAR/VE also.
- When Timer Class is set to 0 it uses the system-wide timers.
- All stations and trunks are assigned to Timer Class 0 at default.
- Both system-wide timers (Timer Class 0) and Timer Class timers (Timer Class 1~15) can be used in the same system.

### Default Setting

Timer Class set to 0 for all trunks and extensions.

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## System Availability

### Terminals

All Multiline Terminals

### Required Component(s)

None

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## Related Features

None

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-01-08	<b>System Options – Trunk Queuing Callback Time</b>	Set the Trunk Queuing callback time. A Trunk Queuing Callback rings an extension for this interval.	0~64800 (seconds) (default = 15 seconds)		✓	
20-01-09	<b>System Options – Callback/ Trunk Queuing Cancel Time</b>	The system cancels an extension Callback or Trunk Queueing request after this interval.	0~64800 (seconds) (default = 64800 seconds)		✓	
20-04-03	<b>System Options for Virtual Extensions – CAR/SIE/Virtual Extension Delay Interval</b>	CAR Keys/SIE Keys/Virtual Extensions set for Delayed Ringing (see Program 15-11) ring the extension after this interval.	0~64800 (default = 10 seconds)		✓	
20-29-01	<b>Timer Class for Extensions</b>	Assign the timer class (0~15) to each extension for each Night mode. This entry includes virtual extension number.	0~15 0 = Not assigned (default = 0)		✓	
20-30-01	<b>Timer Class for Trunks</b>	Assign the timer class (0~15) to each trunk for each Night mode.	0~15, #, * 0 = Not assigned (default = 0)		✓	
20-31-01	<b>Timer Class Timer Assignment – Trunk Queuing Callback Duration Time</b>	Trunk Queuing Callback rings an extension for this time.	0~64800 (seconds) (default = 15 seconds)		✓	
20-31-02	<b>Timer Class Timer Assignment – Callback / Trunk Queuing Cancel Time</b>	The system cancels an extension Callback or Trunk Queueing request after this time.	0~64800 (seconds) (default = 64800 seconds)		✓	
20-31-03	<b>Timer Class Timer Assignment – CAR/SIE/Virtual Extension Delay Interval</b>	CAR Keys/SIE Keys/Virtual Extensions set for Delayed Ringing (refer to <a href="#">15-11: Virtual Extension Delayed Ring Assignment</a> ) ring the extension after this interval.	0~64800 (seconds) (default = 10 seconds)		✓	
20-31-04	<b>Timer Class Timer Assignment – Intercom Interdigits Time (Intercom I/D Timer)</b>	When placing Intercom calls, extension users must dial each digit within time.	0~64800 (seconds) (default = 10 seconds)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-31-05	<b>Timer Class Timer Assignment – Trunk Interdigits Time (Trunk I/D Timer)</b>	The system waits for this time to expire before placing the call in a talk state (Call Timer starts after time expires, Voice Over and Barge-In are not allowed until after time expires).	0~64800 (seconds) (default = 5 seconds)		✓	
20-31-06	<b>Timer Class Timer Assignment – Hotline Time Start Time (Hotline Start)</b>	A Ringdown extension automatically calls its programmed destination after this time.	0~64800 (seconds) (default = 5 seconds)		✓	
20-31-07	<b>Timer Class Timer Assignment – Ring No Answer Alarm Time</b>	If a trunk rings a multiline telephone longer than this interval, the system changes the ring cadence. This indicates to the user that the call has been ringing too long.	0~64800 (seconds) (default = 60 seconds)		✓	
20-31-08	<b>Timer Class Timer Assignment – DIL/Incoming Ring Group No Answer Time</b>	A DIL that rings its programmed destination longer than this time diverts to the DIL No Answer Ring Group (set in Program 22-08).	0~64800 (seconds) (default = 0 seconds)		✓	
20-31-09	<b>Timer Class Timer Assignment – DID Ring-No-Answer Time</b>	In systems with DID Ring-No-Answer Intercept, this interval sets the Ring-No-Answer time. This interval is how long a DID call rings the destination extension before rerouting to the intercept ring group.	0~64800 (seconds) (default = 20 seconds)		✓	
20-31-10	<b>Timer Class Timer Assignment – Hold Recall Time (Non Exclusive Hold)</b>	A call on Hold recalls the extension that placed it on Hold after this time. This time works with the Hold Recall Callback Time (Program 24-01-02).	0~64800 (seconds) (default = 90 seconds)		✓	
20-31-11	<b>Timer Class Timer Assignment – Hold Recall CallBack Time (Non Exclusive Hold)</b>	A trunk recalling from Hold or Park rings an extension for this time. This time works with Hold Recall Time or Park Hold Time. After this time, the system invokes the Hold Recall Time again. Cycling between time Program 24-01-01 and 24-01-02 and Program 24-01-06 and 24-01-07 continues until a user answers the call.	0~64800 (seconds) (default = 30 seconds)		✓	
20-31-12	<b>Timer Class Timer Assignment – Exclusive Hold Recall Time</b>	A call on Exclusive Hold recalls the extension that placed it on Hold after this time.	0~64800 (seconds) (default = 90 seconds)		✓	
20-31-13	<b>Timer Class Timer Assignment – Exclusive Hold Recall Callback Time</b>	An Exclusive Hold Recall rings an extension for this time. If not picked up, the call goes back on System Hold.	0~64800 (seconds) (default = 30 seconds)		✓	
20-31-14	<b>Timer Class Timer Assignment – Park Hold Time – Normal</b>	A call left parked longer than this time, recalls the extension that initially parked it.	0~64800 (seconds) (default = 90 seconds)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-31-15	<b>Timer Class Timer Assignment – Delayed Call Forwarding Time (Call Forward No Answer)</b>	If activated at an extension, Delayed Call Forwarding occurs after this time. This also sets how long a Transferred call waits at an extension forwarded to Voice Mail before routing to the called extension mailbox.	0~64800 (seconds) (default = 10 seconds)		✓	
20-31-16	<b>Timer Class Timer Assignment – Transfer Recall Time</b>	An unanswered transferred call recalls after this time to the extension that initially transferred it.	0~64800 (seconds) (default = 30 seconds)		✓	
20-31-17	<b>Timer Class Timer Assignment – DID/DISA No Answer Time (Disconnect or IRG or VM)</b>	A VRS/DISA caller can ring an extension for this time before the system sets the call as a Ring No Answer. After this time expires, the call follows the programmed Ring No Answer routing (set in Program 25-03 and 25-04).	0~64800 (seconds) (default = 0 seconds)		✓	
20-31-18	<b>Timer Class Timer Assignment – Disconnect after Re-transfer to IRG</b>	Use to assign Disconnect after Re-transfer to IRG time.	0~64800 (seconds) (default = 60 seconds)		✓	
20-31-19	<b>Timer Class Timer Assignment – Long Conversation Warning Tone Time (Trunk to Trunk)</b>	Determine the time a DISA caller or any trunk-to-trunk (such as Tandem Trunking) conversation can last before the Long Conversation tone is heard.	0~64800 (seconds) (default = 180 seconds)		✓	
20-31-20	<b>Timer Class Timer Assignment – Long Conversation Disconnect (Trunk to Trunk)</b>	This time determines how long the system waits before disconnecting a DISA caller or any trunk-to-trunk (such as Tandem Trunking) conversation call after the Long Conversation tone is heard.	0~64800 (seconds) (default = 10 seconds)		✓	
20-31-21	<b>Timer Class Timer Assignment – DISA Internal Paging Time</b>	This is the maximum length of an Internal Page placed by a DISA caller. If the Page continues longer than this time, the system terminates the DISA call.	0~64800 (seconds) (default = 30 seconds)		✓	
20-31-22	<b>Timer Class Timer Assignment – DISA External Paging Time</b>	This is the maximum length of an External Page placed by a DISA caller. If the Page continues longer than this time, the system terminates the DISA call.	0~64800 (seconds) (default = 30 seconds)		✓	
20-31-23	<b>Timer Class Timer Assignment – Page Announcement Duration</b>	This timer sets the maximum length of Page announcements. (Affects External Paging only).	0~64800 (seconds) (default = 1200 seconds)		✓	
21-01-02	<b>System Options for Outgoing Calls – Intercom Interdigit Time</b>	Set the time-out interval for DID callers that do not dial. After this interval, the DID call routes according to Vacant Number Intercept programming.	0~64800 (seconds) (default = 10 seconds)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
21-01-03	<b>System Options for Outgoing Calls – Trunk Interdigit Time (External)</b>	Program how long an extension must wait before using the Barge-In feature can be used on a call (this timer waits until it expires before putting a call in a talk state). This timer also affects Voice Over.	0~64800 seconds (default = 5 seconds)		✓	
21-01-09	<b>System Options for Outgoing Calls – Ringdown Extension Timer (Hotline Start)</b>	After the user lifts the handset, the extension automatically calls the ringdown destination after this interval. A setting of 0 immediately rings the programmed extension. Any other setting delays the ringdown the number of seconds programmed.	0~64800 seconds (default = 0 seconds)		✓	
22-01-03	<b>System Options for Incoming Calls – Ring No Answer Alarm Time</b>	Set the Ring No Answer Alarm interval. If a trunk rings a multiline terminal longer than this interval, the system changes the ring cadence.	0~64800 (seconds) (default = 60 seconds)		✓	
22-01-04	<b>System Options for Incoming Calls – DIL No Answer Recall Time</b>	A DIL that rings its programmed destination longer than this interval diverts to the DIL No Answer Ring Group (set in Program 22-08).	0~64800 (seconds) (default = 0 seconds)		✓	
22-01-06	<b>System Options for Incoming Calls – DID Ring-No-Answer Time</b>	Set the DID Ring No Answer (RNA) Intercept time (0~64800 seconds). In systems with RNA Intercept, the DID call rings the destination extension for this time, and then rings Intercept Ring Group.	0~64800 (seconds) (default = 20 seconds)		✓	
24-01-01	<b>System Options for Hold – Hold Recall Time</b>	Set the Hold Recall Time. A call on Hold recalls the extension that placed it on Hold after this time.	0~64800 (seconds) (default = 90 seconds)		✓	
24-01-02	<b>System Options for Hold – Hold Recall Callback Time</b>	Set the Hold Recall Callback Time. A trunk recalling from Hold rings an extension for this time.	0~64800 (seconds) (default = 0 seconds)		✓	
24-01-03	<b>System Options for Hold – Exclusive Hold Recall Time</b>	Set the Exclusive Hold Recall Time. A call on Exclusive Hold recalls the extension that placed it on Hold after this time.	0~64800 (seconds) (default = 90 seconds)		✓	
24-01-04	<b>System Options for Hold – Exclusive Hold Recall Callback Time</b>	Set the Hold Recall Time. A trunk recalling from Hold rings an extension for this time. If still unanswered, the call changes to System Hold.	0~64800 (seconds) (default = 0 seconds)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
24-01-06	<b>System Options for Hold – Park Hold Time - Normal</b>	Set the Park Hold Time (0~64800 seconds). A call that is parked longer than the programmed interval recalls the extension where it was initially parked. Refer to <a href="#">Flexible System Numbering on page 2-515</a> for setting Flexible Timeouts for Class of Service.	0~64800 (seconds) (default = 90 seconds)		✓	
24-02-03	<b>System Options for Transfer – Delayed Call Forwarding Time</b>	Set the Delayed Call Forwarding interval. For an unanswered call, Call Forward No Answer occurs after this interval.	0~64800 (seconds) (default = 10)		✓	
24-02-04	<b>System Options for Transfer – Transfer Recall Time</b>	Set the Transfer Recall Time. An unanswered transferred call recalls to the extension that initially transferred it after this interval. This time also sets how long a transferred call camps-on to a busy extension.	0~64800 (seconds) (default = 30)		✓	
25-07-02	<b>System Timers for VRS/DISA – VRS/DISA No Answer Time</b>	A VRS/DISA caller can ring an extension for this time before the system sets the call as a Ring No Answer. After this time expires, the call follows the programmed Ring No Answer routing (set in Program 25-03 and Program 25-04).	0~64800 (seconds) (default = 0 seconds)		✓	
25-07-03	<b>System Timers for VRS/DISA – Disconnect after VRS/DISA retransfer to IRG</b>	Define the system timers which affect DID and DISA after VRS/DISA retransfer to IRG.	0~64800 (seconds) (default = 60 seconds)		✓	
25-07-07	<b>System Timers for VRS/DISA – Long Conversation Warning Tone Time</b>	Determine the time a DISA caller or any trunk-to-trunk (such as Tandem Trunking) conversation can talk before the Long Conversation tone is heard.	0~64800 (seconds) (default = 1800 seconds)		✓	
25-07-08	<b>System Timers for VRS/DISA – Long Conversation Disconnect Time</b>	This time determines how long the system waits before disconnecting a DISA caller or any trunk-to-trunk (such as Tandem Trunking) conversation call after the Long Conversation tone is heard.	0~64800 (seconds) (default = 30 seconds)		✓	
25-07-09	<b>System Timers for VRS/DISA – DISA Internal Paging Time</b>	This is the maximum length of an Internal Page placed by a DISA caller. If the Page continues longer than this time, the system terminates the DISA call.	0~64800 (seconds) (default = 30 seconds)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
25-07-10	<b>System Timers for VRS/DISA – DISA External Paging Time</b>	This is the maximum length of an External Page placed by a DISA caller. If the Page continues longer than this time, the system terminates the DISA call.	0~64800 (seconds) (default = 30 seconds)		✓	
31-01-02	<b>System Options for Internal/ External Paging – Page Announcement Duration</b>	Set the maximum allowable duration for a Paging announcement.	0~64800 (seconds) (default = 1200 seconds)		✓	

## Operation

Please refer to the feature for the operation.

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## *Forced Trunk Disconnect*

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### Description

Forced Trunk Disconnect allows an extension user to disconnect (release) another extension active outside call. The user can then place a call on the released trunk. Forced Trunk Disconnect lets a user access a busy trunk in an emergency, when no other trunks are available. Maintenance technicians can also use Forced Trunk Disconnect to release a trunk on which there is no conversation. This can happen if a trunk does not properly disconnect when the outside party hangs up.



*Forced Trunk Disconnect abruptly terminates the active call on the line. Only use this feature in an emergency and when no other lines are available.*

### Conditions

This feature only works on an analog trunk. ISDN and IP trunks do not have the Forced Trunk Disconnect available.

### Default Setting

- COS 15 = Enabled
- COS 1~14 = Disabled

---

### System Availability

#### Terminals

All Terminals

#### Required Component(s)

Analog Trunks

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### Related Features

Central Office Calls, Placing

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-10-26	<b>Service Code Setup (for System Administrator) – Forced Trunk Disconnect</b>	Assign the Service Code.	MLT, SLT (default not assigned)	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (COS) to an extension. There are 15 Classes of Service that can be assigned. Assign eight entries, one for each Night Service Mode.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-07-11	<b>Class of Service Options (Administrator Level) – Forced Trunk Disconnect (analog trunk only)</b>	Turns Off or On an extension to use Forced Trunk Disconnect. This allows the extension to disconnect an Unsupervised Conference in progress.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)	✓		
21-01-18	<b>System Options for Outgoing Calls – Reset Dial After Failure of Trunk Access</b>	Enable or Disable an extension user ability to continue to dial codes or extensions after receiving Trunk Busy. This must be Enabled for this feature to work.	0 = Disable 1 = Enable (default = 1)	✓		

## Operation

### To disconnect a busy trunk:

#### Multiline Terminal

1. Press line key for trunk.
  - OR -
  - Dial trunk access code (**#0** + trunk number).
    - ☎ *You hear busy tone. Trunk numbers are 001~200.*
2. Dial the Service Code (not set at default).
  - ☎ *You hear confirmation beeps as the system disconnects the trunk.*
  - ☎ *You can now place a call on the free trunk.*
3. Press the line key for the trunk disconnected in Step 2.0  
Dial the trunk access code (**#0** + trunk number) for the trunk disconnected in Step 2.

#### Single Line Telephone

1. Dial trunk access code (**#9** + trunk number).
  - ☎ *You hear busy tone. Trunk numbers are 001~200.*
2. Dial Service Code (not set at default).
  - ☎ *You hear confirmation beeps as the system disconnects the line.*
3. Hookflash.
  - ☎ *You can now place a call on the free line.*
4. Dial the trunk access code (**#0** + trunk number) for the trunk disconnected in Step 2.

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# Group Call Pickup

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## Description

Group Call Pickup allows an extension user to answer a call ringing another extension in a Pickup Group. This permits co-workers in the same work area to easily answer each other's calls. The user can intercept the ringing call by dialing a code or pressing a programmed Group Call Pickup key. If several extensions in the group are ringing at the same time, Group Call Pickup intercepts the call based on the extension priority within the Pickup Group.

With Group Call Pickup, a user can intercept the following calls:

- A call ringing the user's own pickup group
- A call ringing another pickup group when the user knows the group number
- A call ringing another pickup group when the user does not know the group number

There are 64 Call Pickup Groups available.

## Conditions

- A Call Pickup Group cannot have an associated name.
- Group Call Pickup cannot be used to answer calls recalling from Hold or Park.
- Group Call Pickup cannot be used to answer calls ringing Call Arrival Keys or Virtual Extensions.
- Virtual Extensions can use Group Call Pickup to answer calls ringing a multiline terminal or single line telephone.
- Users can pickup calls regardless of their access map programming.
- Directed Call Pickup provides another way of answering a co-worker's call.
- Function keys simplify Group Call Pickup operation.

## Default Setting

Enabled

---

## System Availability

### Terminals

Any Station



## Required Component(s)

None

## Related Features

Central Office Calls, Answering

Directed Call Pickup

Programmable Function Keys

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-12-25	Service Code Setup (for Service Access) – Direct Call Pickup - Own Group	Use to customize the Service Codes for direct call pickup – own group.	MLT, SLT (default = 756)	✓		
11-12-26	Service Code Setup (for Service Access) – Call Pickup for Specified Group	Use to customize the Service Codes for call pickup for specified group.	MLT, SLT (default = 768)	✓		
11-12-27	Service Code Setup (for Service Access) – Call Pickup	Use to customize the Service Codes for call pickup.	MLT, SLT (default = *#)	✓		
11-12-28	Service Code Setup (for Service Access) – Call Pickup for Another Group	Use to customize the Service Codes for call pickup for another group.	MLT, SLT (default = 769)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-07-01	<b>Programmable Function Keys</b>	Assign Group Call Pickup keys: Code 24 for an extension Pickup Group and ring group calls (Service Code <b>*#</b> ) Code 25 for a telephone ringing in another Pickup Group when the caller does not know the group number (Service Code 769) Code 26 (+ group) for a telephone ringing in another specific Pickup Group (Service Code 768)	Line Key 1~48 0~99 (Normal Function Code 751 by default) <b>*00 ~ *99</b> (Appearance Function Code) (Service Code 752 by default)	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-10-01	<b>Class of Service Options (Answer Service) – Group Call Pickup (Within Group)</b>	In an extension Class of Service, enable (1) or disable (0) an extension user ability to pick up calls ringing their pickup group (Service Code 756).	0 = Disable 1 = Enable (default = 1 for COS 1~15)	✓		
20-10-02	<b>Class of Service Options (Answer Service) – Group Call Pickup (Another Group)</b>	Turns Off or On Group Call Pickup for calls ringing outside a group (Service Code 769).	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-10-03	<b>Class of Service Options (Answer Service) – Group Call Pickup for Specific Group</b>	Turns Off or On Group Call Pickup for a specific group using service code 768.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-10-04	<b>Class of Service Options (Answer Service) – Telephone Call Pickup</b>	Turns Off or On an extension user ability to pick up a call ringing into a Pickup Group (Service Codes <b>*#</b> ).	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-10-05	<b>Class of Service Options (Answer Service) – Directed Call Pickup for Own Group</b>	Turns Off or On Directed Call Pickup for calls ringing an extension Pickup Group (Service Code 756).	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
23-02-01	<b>Call Pickup Groups</b>	Assign extensions to Pickup Groups. Also, use this option to assign an extension priority in a Pickup Group (Priority Number 1~999).	Call Pickup Groups: 1~9 or 01~64 (default = 1 – xxx)	✓		

## Operation

### To answer a call ringing another telephone in your Pickup Group:

1. Pick up the handset or press **Speaker**.
2. At multiline terminal only, press the **Group Call Pickup** key (Program 15-07 or SC 751: 24).

- OR -

Dial **756** or **\*#**.

 *Service Code **\*#** can pick up any call in the group, plus any Ring Group calls. Service Code 756 cannot pick up Ring Group calls.*

### To answer a call ringing a telephone in another Pickup Group when you do not know the group number:

1. Pick up the handset or press **Speaker**.
2. At multiline terminal only, press the **Group Call Pickup** key (Program 15-07 or SC 751: 25).

- OR -

Dial **769**.

### To answer a call ringing a telephone in another Pickup Group when you know the group number:

1. Pick up the handset or press **Speaker**.
2. At multiline terminal only, press the **Group Call Pickup** key (Program 15-07 or SC 751: 26 + group).

- OR -

Dial **768** and the group number (1~9 or 01~64).

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## *Group Listen*

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### Description

Group Listen permits a multiline terminal user to talk on the handset and have their caller's voice broadcast over the telephone speaker. This lets the multiline terminal user's co-workers listen to the conversation. Group Listen turns off the multiline terminal handsfree microphone so the caller does not pick the co-worker's voices during a Group Listen.

### Conditions

- An extension in the headset mode cannot use Group Listen.
- Group Listen is not available to single line telephones.

### Default Setting

Disabled

---

### System Availability

#### Terminals

Digital Multiline Terminal

#### Required Component(s)

None

---

### Related Features

#### Handset Operation

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### Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.

- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-13-26	<b>Class of Service Options (Supplementary Service) – Group Listen</b>	Turns Off or On an extension user ability to use Group Listen.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

## Operation

### To initiate Group Listen:

- Place or answer call using the handset.
- Press **Speaker** twice (but do not hang up).
  -  *Speaker flashes slowly.*
  -  *You can talk to the caller through your handset. Your co-workers hear your caller's voice over your telephone speaker after pressing **Speaker** twice. Press **Speaker** a third time to turn off Group Listening.*

### To talk Handsfree after initiating Group Listen:

- Hang up the handset.

### To cancel Group Listen (without hanging up your call):

- Do not hang up.
- Press the flashing **Speaker**.
  -  *You can talk to the caller over the handset. Your co-workers can no longer hear the caller's voice.*

# Handset Mute

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## Description

Handset Mute is provided to most terminals connected to the UNIVERGE SV8100 system. While talking on the Multiline Terminal handset, a station user can dial a feature code or press the MIC button to mute the transmit speech path. The station user can still hear the outside (or intercom) voice.

### Conditions

- The MIC Key and/or Handset Transmission Cut Off key flashes when active.
- Two service set tones are heard when Handset Mute is activated or deactivated.
- The called party must have answered using handset or speakerphone for the mute feature to work.

### Default Setting

None

---

## System Availability

### Terminals

All Multiline Terminals

### Required Component(s)

None

---

## Related Features

### Programmable Function Keys



## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-07-01	<b>Programmable Function Keys</b>	Assign a function key for Handset Transmission Cut Off (code 40).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)		✓	
80-01-01	<b>Service Tone Setup – Repeat Count</b>	Customize the system basic tones and system service tones. You need to reset for the changes to take affect.	0~255 (default = 0 until On-Hook) Refer to <a href="#">Table 2-14 Service Tone Setup, Program 80-01-01 on page 2-555</a>			✓
80-01-02	<b>Service Tone Setup – Basic Tone Number</b>	The following features require that the system tones listed below be changed to match the table. After changing these settings the must be reset for the changes to take effect. <ul style="list-style-type: none"> <li>○ Call Screening</li> <li>○ Call Holding</li> <li>○ Busy Greeting</li> <li>○ Await Answer Transfer</li> </ul>	1~33 (0 = No Tone) (33=Default Time Slot) Refer to <a href="#">Table 2-15 Service Tone Setup, Program 80-01-02 on page 2-558</a>			✓

Table 2-14 Service Tone Setup, Program 80-01-01

Service Tone No.	Service Tone	Repeat Count	Unit Count	Basic Tone No.	Duration	Gain Level (dB)
1	No Tone	0	Basic 1	0	10	32 (0dB)
2	Intercom Dial Tone	0	Basic 1	9	10	32 (0dB)
3	Stutter Dial Tone	0	Basic 6	0 9 0 9 0 9	2 1 1 1 1 77	32 (0dB)
4	Internal Recall Dial Tone	2	Basic 2	9 0	1 1	32 (0dB) 32 (0dB)
5	Trunk Dial Tone	0	Basic 1	9	10	32 (0dB)
6	Internal Busy Tone	0	Basic 2	0 11	5 5	20 (-6dB) 20 (-6dB)
7	DND Busy Tone and Selectable Display Message Tone	0	Basic 2	0 1	2 2	32 (0dB) 32 (0dB)
8	Busy Tone	0	Basic 2	0 11	5 5	20 (-6dB) 20 (-6dB)
9	Internal Reorder Tone	0	Basic 2	11 0	3 2	20 (-6dB) 20 (-6dB)
10	Internal Interrupt Tone	0	Basic 2	0 1	1 1	32 (0dB) 32 (0dB)
11	Internal Confirmation Tone	3	Basic 2	0 6	5 1	32 (0dB) 32 (0dB)
12	Internal Hold Tone	0	Basic 0	0	0	32 (0dB)
13	External Hold Tone	0	Basic 0	0	0	32 (0dB)
14	Intercom Ringback Tone	0	Basic 2	9 0	10 20	32 (0dB) 32 (0dB)
15	Override Tone	1	Basic 1	12	5	32 (0dB)
16	Lock-Out Tone	0	Basic 2	0 6	1 1	32 (0dB) 32 (0dB)
17	Clock Alarm Tone	0	Basic 4	6 0 6 0	1 1 1 7	32 (0dB) 32 (0dB) 32 (0dB) 32 (0dB)
18	BGM	0	Basic 0	0	0	32 (0dB)
19	Door Box Chime 1	3	Basic 6	4 4 2 2 2 0	2 2 3 4 6 5	38 (+3dB) 26 (-3dB) 38 (+3dB) 26 (-3dB) 14 (-9dB) 32 (0dB)
20	Door Box Chime 2	3	Basic 6	7 7 5 5 5 0	2 2 3 4 6 5	38 (+3dB) 26 (-3dB) 38 (+3dB) 26 (-3dB) 14 (-9dB) 32 (0dB)

Table 2-14 Service Tone Setup, Program 80-01-01 (Continued)

Service Tone No.	Service Tone	Repeat Count	Unit Count	Basic Tone No.	Duration	Gain Level (dB)
21	Door Box Chime 3	3	Basic 6	8 8 6 6 6 0	2 2 3 4 6 5	38 (+3dB) 26 (-3dB) 38 (+3dB) 26 (-3dB) 14 (-9dB) 32 (0dB)
22	Door Box Chime 4	3	Basic 6	4 4 2 2 2 0	1 1 2 2 3 2	38 (+3dB) 26 (-3dB) 38 (+3dB) 26 (-3dB) 14 (-9dB) 32 (0dB)
23	Door Box Chime 5	3	Basic 6	7 7 5 5 5 0	1 1 2 2 3 2	38 (+3dB) 26 (-3dB) 38 (+3dB) 26 (-3dB) 14 (-9dB) 32 (0dB)
24	Door Box Chime 6	3	Basic 6	8 8 6 6 6 0	1 1 2 2 3 2	38 (+3dB) 26 (-3dB) 38 (+3dB) 26 (-3dB) 14 (-9dB) 32 (0dB)
25	Service Set Tone	3	Basic 2	0 9	1 1	32 (0dB) 32 (0dB)
26	Service Clear Tone	3	Basic 2	0 9	1 1	32 (0dB) 32 (0dB)
27	Talkback Tone	2	Basic 2	0 6	1 1	32 (0dB) 32 (0dB)
28	Speaker Monitor Tone This tone is what the originator hears when placing a handsfree speaker ICM call.	1	Basic 2	0 6	1 1	32 (0dB) 32 (0dB)
29	Door Relay Tone	1	Basic 2	0 6	1 1	32 (0dB) 32 (0dB)
30	Door Box Call Tone	1	Basic 2	0 6	1 1	32 (0dB) 32 (0dB)
31	Paging Tone	2	Basic 2	0 6	1 1	32 (0dB) 32 (0dB)
32	Splash Tone 1	1	Basic 2	0 6	1 1	32 (0dB) 32 (0dB)
33	Splash Tone 2	2	Basic 2	0 6	1 1	32 (0dB) 32 (0dB)
34	Splash Tone 3	3	Basic 2	0 6	1 1	32 (0dB) 32 (0dB)
35	1 Second Signal Tone	1	Basic 1	6	10	32 (0dB)
36	Sensor Alarm Tone 1	0	Basic 2	7 0	2 2	32 (0dB) 32 (0dB)
37	Sensor Alarm Tone 2	0	Basic 2	7 0	5 5	32 (0dB) 32 (0dB)

**Table 2-14 Service Tone Setup, Program 80-01-01 (Continued)**

Service Tone No.	Service Tone	Repeat Count	Unit Count	Basic Tone No.	Duration	Gain Level (dB)
38	Sensor Alarm Tone 3	0	Basic 2	7 0	7 7	32 (0dB) 32 (0dB)
39	Ring Busy Tone	0	Basic 6	0 11 0 11 10 0	5 5 5 5 10 20	32 (0dB) 32 (0dB) 32 (0dB) 32 (0dB) 32 (0dB) 32 (0dB)
40	Internal Call Waiting Tone	1	Basic 1	12	2	32 (0dB)
41	Intrusion Tone	1	Basic 1	12	5	32 (0dB)
42	Conference Tone	0	Basic 0	0	0	32 (0dB)
43	Intrusion Tone 2	0	Basic 1	2	8	32 (0dB)
44	External Dial Tone	0	Basic 1	9	1	26 (-3dB)
45	External Ring Back Tone	0	Basic 2	10 0	10 30	32 (0dB) 32 (0dB)
46	DID Error Tone	0	Basic 2	11 0	5 5	32 (0dB) 32 (0dB)
47	External Busy Tone	0	Basic 1	11	0	32 (0dB)
48	Voice Mail Message Waiting, Special Dial Stutter Dial Tone (Analog Sets)	0	Basic 2	9 0	1 1	32 (0dB) 32 (0dB)
49	--- Not Used ---					
50	External Special Audible Ring Tone	0	3	10 12 0	10 2 30	32 (0dB) 32 (0dB) 32 (0dB)
51	External Intercept Tone	0	2	12 4	3 2	32 (0dB) 32 (0dB)
52	External Call Waiting Tone	1	1	12	3	32 (0dB)
53	External Executive Override Tone	1	1	12	10	32 (0dB)
54	--- Not Used ---					
55	Generate tone for TAPI2.1	0	Basic 1	3	0	32 (0dB)
56	Warning Beep Tone Signaling	1	Basic 1	2	8	32 (0dB)
57	Headset Ear Piece Ringing Tone	0	Basic 5	0 2 0 2 0	2 1 1 1 20	32 (0dB) 32 (0dB) 32 (0dB) 32 (0dB) 32 (0dB)
58	Opening Chime Tone, External Paging	1	Basic 8	2 2 14 14 15 15 16 16	2 2 2 2 2 2 6 4	32 (0dB) 26 (-3dB) 32 (0dB) 26 (-3dB) 32 (0dB) 26 (-3dB) 32 (0dB) 26 (-3dB)

Table 2-14 Service Tone Setup, Program 80-01-01 (Continued)

Service Tone No.	Service Tone	Repeat Count	Unit Count	Basic Tone No.	Duration	Gain Level (dB)
59	Ending Chime Tone, External Paging	1	Basic 8	20	2	32 (0dB)
				20	2	26 (-3dB)
				19	2	32 (0dB)
				19	2	26 (-3dB)
				18	2	32 (0dB)
				18	2	26 (-3dB)
				17	6	32 (0dB)
				17	4	26 (-3dB)
60	Splash Tone 1 (Mute)	1	Basic 2	0	1	8 (-12dB)
				6	1	8 (-12dB)
61	Splash Tone 2 (Mute)	2	Basic 2	0	1	8 (-12dB)
				6	1	8 (-12dB)
62	Splash Tone 3 (Mute)	3	Basic 2	0	1	8 (-12dB)
				6	1	8 (-12dB)
63	EXT SPK Ring-back Tone	0	Basic 2	10	10	32 (0dB)
				0	30	32 (0dB)
64	Music on Hold (MOH)	0	0	0	0	32 (0dB)

Table 2-15 Service Tone Setup, Program 80-01-02

Item No.	Item	Repeat Count
02	Basic Tone Number	1~33 0 = No Tone 33=Default Time Slot
03	Duration Count	1~255 (100~25500ms)
04	Gain Level (dB)	1~63 (-15.5 ~ +15.5)

## Operation

### While talking on a terminal handset:

- Press **MIC**.  
- OR -
- Press **Feature** + dial 1.  
- OR -
- Press the **Handset Transmission Cut-Off** key (Program15-07-01; Key 40 or SC 751 Key Code 40).

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## *Handsfree and Monitor*

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### **Description**

Handsfree allows a Multiline Terminal user to process calls using the speaker and microphone in the telephone instead of the handset. Handsfree is a convenience for workers who do not have a free hand to pick up the handset. For example, a terminal operator could continue to enter data with both hands while talking on the telephone.

There are three variations of Handsfree.

Handsfree

The user can press Speaker to place and answer calls instead of using the handset.

Automatic Handsfree

The user can press a trunk line key or virtual extension key without lifting the handset or pressing the Speaker key. An extension can have Automatic Handsfree for outgoing calls or for both outgoing calls and incoming calls.

Monitor

User can place a call without lifting the handset, but must lift the handset to speak.

### **Conditions**

- Handsfree and Monitor are not available for single line telephones.
- Prime Line Selection affects how incoming and outgoing calls are handled and thus determines what happens when the user presses the speaker key.
- Monitoring volume may be adjusted using the volume control on the Multiline Terminal.
- When a Multiline Terminal user lifts the handset, the monitoring condition is automatically released, and the Speaker LED goes off.
- A Multiline Terminal is considered off-hook by the system when this feature is used.

### **Default Setting**

Enabled

## System Availability

### Terminals

All Multiline Terminals

### Required Component(s)

None

## Related Features

Central Office Calls, Answering

Central Office Calls, Placing

Microphone Cutoff

Prime Line Selection

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-02-08	Multiline Telephone Basic Data Setup – Automatic Handsfree	Use this option to set whether pressing a key accesses a One-Touch Key (1) or if it preselects the key (0).	0 = Preselect 1 = One-Touch (Automatic Handsfree) (default = 1)		✓	
15-02-16	Multiline Telephone Basic Data Setup – Handsfree Operation	Enable (1) or disable (0) ability of an extension to use the speakerphone on outside calls. When disabled, users can hear the conversion, but cannot respond handsfree.	0 = Disable 1 = Enable (default = 1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-02-12	<b>System Options for Multiline Telephones – Forced Intercom Ring (ICM Call Type)</b>	Use this option to enable (1) or disable (0) Forced Intercom Ringing. If enabled, incoming Intercom calls normally ring. If disabled, Intercom calls voice-announce.	0 = Disable (Voice) 1 = Enable (Signal) (default = 1)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign Class of Service (1~15) for extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension ports = Class 1		✓	
20-09-05	<b>Class of Service Options (Incoming Call Service) – Signal/Voice Call</b>	Turns Off or On an extension ability to enable Handsfree Answerback or Forced Intercom Ringing for their incoming Intercom calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

## Operation

### To talk Handsfree:

1. Press **Speaker**, **Trunk Line** key or **Virtual Extension** key.
2. Place the call.
3. Speak toward the telephone when the called party answers.

### To change a handset call into a Handsfree call:

1. Press **Speaker** and hang up the handset.
2. Press **Speaker** again to hang up.

### To change a Handsfree call into a handset call:

1. Lift the handset.

### To turn on/off Monitor:

1. Press **MIC**, **Feature + 1**, or the Microphone Function Key (Program 15-07 or SC 751 : 02) to Turns On or off the Microphone.

 *Monitor is off when **MIC LED** is lit, the Microphone Function Key is lit, or the handset is lifted.*

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# *Handsfree Answerback/Forced Intercom Ringing*

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## **Description**

Handsfree Answerback permits an extension user to respond to a voice-announced Intercom call by speaking toward the telephone, without lifting the handset. Like Handsfree, this is a convenience for workers who do not have a free hand to pick up the handset.

## **Conditions**

- Handsfree Answerback does not require the Speaker phone to be enabled (Program 15-02-16).
- A Multiline Terminal user can process calls using the speaker and microphone in the telephone (instead of the handset).
- With Microphone Cutoff enabled, Handsfree Answerback callers to an extension hear a single beep (instead of two).
- Incoming Intercom calls always ring single line telephones.
- The extension you are calling must be set to Voice for this feature to work.

## **Default Setting**

Enabled

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## **System Availability**

### **Terminals**

All Multiline Terminals

### **Required Component(s)**

None

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## **Related Features**

**Handsfree and Monitor**

**Microphone Cutoff**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-11-15	<b>System Numbering – Enable Handsfree Incoming Intercom Calls</b>	If required, change the service code used for setting an extension to voice announce for incoming ICM calls.	MLT (default = 721)		✓	
11-11-16	<b>System Numbering – Force Ringing of Incoming Intercom Calls</b>	If required, change the service code used for setting an extension to forced ringing for incoming ICM calls.	MLT (default = 723)		✓	
11-12-06	<b>Service Code Setup (for Service Access) – Switching of Voice Call and Signal Call</b>	If required, change the service code used for toggling an outgoing ICM call between a voice call and signal call.	MLT, SLT (default = 712)		✓	
15-02-16	<b>Multiline Telephone Basic Data Setup – Handsfree Operation</b>	Enable (1) or disable (0) ability of an extension to use the speakerphone on outside calls. When disabled, users can hear the conversion, but cannot respond handsfree.	0 = Disable 1 = Enable (default = 1)		✓	
20-02-12	<b>System Options for Multiline Telephones – Forced Intercom Ring (ICM Call Type)</b>	Use this option to enable (1) or disable (0) Forced Intercom Ringing. If enabled, incoming Intercom calls normally ring. If disabled, Intercom calls voice-announce.	0 = Disable (Voice) 1 = Enable (Signal) (default = 1)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension ports = Class 1		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-08-10	Class of Service Options (Outgoing Call Service) – Signal/Voice Call	In an extension Class of Service, enable (1) or disable (0) an extension ability to toggle between Handsfree Answerback and Forced Intercom Ringing for outgoing Intercom calls (dial 1 or Service Code 712).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-09-05	Class of Service Options (Incoming Call Service) – Signal/Voice Call	Turns Off or On an extension ability to enable Handsfree Answerback or Forced Intercom Ringing for their incoming Intercom calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

## Operation

### To enable Handsfree Answerback for your incoming Intercom calls:

1. Press idle **Speaker**.
2. Dial **721**.
3. Press **Speaker** to hang up.  
 *This disables Forced Intercom Ringing.*

### To enable Forced Intercom Ringing for your incoming Intercom calls:

1. Press idle **Speaker**.
2. Dial **723**.
3. Press **Speaker** to hang up.  
 *This disables Handsfree Answerback.*

### To change the way your Intercom call signals the extension you are calling:

1. Dial **1**.  
 *If ringing, your call voice-announces. If voice-announced, your call starts to ring the destination. This option is also available at single line telephones.*

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## *Headset Operation*

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### **Description**

A multiline terminal user can use a customer-provided headset in place of the handset. Like using Handsfree, using the headset frees up the user's hands for other work. However, Headset Operation provides privacy not available from Handsfree.

As the headset plugs into a separate jack on the bottom of the telephone, the handset can still be connected to the telephone. This gives you the option to use the handset, headset or the speakerphone for calls.

### **Conditions**

- While using the headset, the Headset function key becomes a release (disconnect) key and no dial tone is heard from the speaker.
- While in the headset mode, the hook switch is not functional.
- The Headset Programmable Function key (05) and Headset service code (688) are not available for the Professional telephones.
- An extension with a headset can still receive voice-announced Intercom calls and respond handsfree when idle.
- A Headset Function key is required to answer or place a call in headset mode.

### **Default Setting**

Disabled

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### **System Availability**

#### **Terminals**

None

#### **Required Component(s)**

Headset

## Related Features

### Handsfree Answerback/Forced Intercom Ringing

### Programmable Function Keys

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-11-62	<b>Service Code Setup (for Setup/Entry Operation) – Headset Ring Volume Adjustment</b>	If needed, change the service code used to adjust the Headset Ring Volume.	MLT (default = 662)	✓		
15-02-41	<b>Multiline Telephone Basic Data Setup – Incoming Ring Setup</b>	Determine if incoming calls ring the speaker or headset.	0 = Speaker Normal Ring 1 = Headset Ring (default = 0)		✓	
15-02-42	<b>Multiline Telephone Basic Data Setup – Incoming Off-Hook Ring Setup</b>	Determine if incoming off-hook ringing rings the speaker or the headset.	0 = Speaker Off-Hook Ring 1 = Headset Off-Hook Ring (default = 0)		✓	
15-02-43	<b>Multiline Telephone Basic Data Setup – Headset Ring Duration</b>	If incoming ringing is set for headset, set the duration the call rings the headset before ringing the speaker.	0 = No Switch to Speaker Ring 1 = 10 seconds 2 = 20 seconds 3 = 30 seconds 4 = 40 seconds 5 = 50 seconds 6 = 1 minute (default = 0)		✓	
15-07-01	<b>Programmable Function Keys</b>	Assign a function key for Headset Operation (code 05).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-02-05	System Options for Multiline Telephones – Headset Busy Mode	Set the conditions under which a headset extension is busy to incoming callers: <input type="radio"/> The Headset extension is busy to incoming callers when only one extension appearance is busy (0). <b>- OR -</b> <input type="radio"/> Headset extension is busy to incoming callers only when both extension appearances are busy (1).	0 = No 1 = Yes (default = 0)		✓	
20-02-12	System Options for Multiline Telephones – Forced Intercom Ring (ICM Call Type)	Determine whether intercom calls should ring or voice-announce extensions.	0 = Disable (Voice) 1 = Enable (Signal) (default = 1)		✓	
20-09-07	Class of Service Options (Incoming Call Service) – Call Queuing	Turns Off (0) or On (1) an extension ability to have calls queued if a call rings the extension when it is busy.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-06	Class of Service Options (Supplementary Service) – Automatic Off-Hook Signaling (Automatic Override)	Allows a busy extension to Manually (0) or Automatically (1) receive off-hook signals.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

## Operation

### To enable the headset:

1. Plug in the headset into the headset jack on the bottom of the telephone.
2. Program a **Headset** key (Program 15-07 or SC 751: 05).  
 You hear a confirmation beep.

### To use the headset:

-  The Headset key lights when on a call. To disconnect, press the Headset key again.
-  You can still use the handset for calls or respond to voice-announced Intercom calls with the headset plugged in. The headset only activates when the Headset key is pressed.
- Answer a ringing call by pressing the **Headset** key.  
**- OR -**
- Press the **Headset** key and then a line key or press **Speaker** then **9** to make a outgoing call.  
**- OR -**
- Press the **Headset** key to get intercom dial tone.  
**- OR -**
- If on a call, press the **Headset** key to hang up.

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## *Hold*

### Description

Hold lets an extension user put a call in a temporary waiting state. The caller on Hold hears silence or Music on Hold, not conversation in the extension user's work area. While the call waits on Hold, the extension user may process calls or use a system feature. Calls left on Hold too long recall the extension that placed them on Hold. There are four types of Hold:

**System Hold**

An outside call a user places on Hold flashes the line key (if programmed) at all other multiline terminals. Any multiline terminal user with the flashing line key can pick up the call.

**Exclusive Hold**

When a user places a call on Exclusive Hold, only that user can pick up the call from Hold. The trunk appears busy to all other multiline terminals that have a key for the trunk. Exclusive hold is important if a user does not want a co-worker picking up their call on Hold.

**Group Hold**

If a user places a call on Group Hold, another user in the Department Group can dial a code to pick up the call. This lets members of a department easily pick up each other's calls.

**Intercom Hold**

A user can place an Intercom call on Hold. The Intercom call on Hold does not indicate at any other extension.

### Hold Recall to Operator

Hold Recall to Operator enhances how the system handles calls that are left on hold too long. With Hold Recall to Operator:

- A trunk call recalls the extension that placed it on Hold after the Hold/Exclusive Hold Recall Time.
- The recalling trunk rings the extension that placed it on Hold for the Hold/Exclusive Hold Recall Callback Time.
- After the Hold/Exclusive Hold Recall Callback Time, the trunk call rings the operator.

Hold Recall to Operator applies to trunk calls placed on System Hold, Exclusive Hold and Group Hold. It does not apply to Intercom calls.

## Conditions

- The called extension must lift the handset or press the Speaker key before the call can be placed on hold.
- Callers on Hold hear Music on Hold, if programmed.
- An extension can have function keys for System Hold and Exclusive Hold.
- Analog single line telephones can only use Exclusive Hold and Group Hold.
- If station A calls station B, and station A puts station B on hold and then calls station C, station C cannot transfer the call.
- In order for a station to retrieve a held ICM call, the station must have an ICM key assigned in 15-07 (\*00).

## Default Setting

Enabled

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## System Availability

### Terminals

All Terminals

### Required Component(s)

None

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## Related Features

**Music on Hold**

**Programmable Function Keys**

**Single Line Telephones**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-12-30	<b>Service Code Setup (for Service Access) – Specified Trunk Answer</b>	If required, redefine the service code used to answer a specific trunk which is either ringing or on hold.	MLT, SLT (default = 672)		✓	
11-12-33	<b>Service Code Setup (for Service Access) – Group Hold</b>	If required, redefine the service code used to answer a specific trunk which is either ringing or on hold.	MLT, SLT (default = 732)		✓	
11-12-34	<b>Service Code Setup (for Service Access) – Answer for Group Hold</b>	If required, redefine the service code used to answer a specific trunk which is either ringing or on hold.	MLT, SLT (default = 762)		✓	
14-01-16	<b>Basic Trunk Data Setup – Forced Release of Held Call</b>	Enable (1) or disable (0) Forced Release of Held Call.	0 = Disable 1 = Enable (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-07-01	Trunk Access Map Setup	Set up the Trunk Access Maps. This sets the access options for trunks.	0 = No access 1 = Outgoing access only 2 = Incoming access only 3 = Access only when trunk on Hold 4 = Outgoing access and access when trunk on Hold 5 = Incoming access and access when trunk on Hold 6 = Incoming and Outgoing access 7 = Incoming access, outgoing access and access when trunk on Hold Trunk Access Maps: 1~200 Default: Access Maps 1~200 = Trunk Ports 1~200 assigned with option 7 access (incoming and outgoing access and access when trunk is on Hold).		✓	
15-02-06	Multiline Telephone Basic Data Setup – Hold Key Operating Mode	Use this option to set the function of the Multiline Hold key. The Hold key can activate normal Hold or Exclusive Hold.	0 = Normal (Common) 1 = Exclusive Hold (default = 0)		✓	
15-02-07	Multiline Telephone Basic Data Setup – Automatic Hold for CO Lines	Determines whether an extension will disconnect the trunk line (1) or automatically hold it (0) when you direct select a CO line without placing the call on hold first. Automatic Hold does not work until the elapse call timer is displayed.	0 = Hold 1 = Disconnect (Cut) (default = 1)		✓	
15-02-11	Multiline Telephone Basic Data Setup – Callback Automatic Answer	Enable (1) or disable (0) Callback Automatic Answer.	0 = Off 1 = On (default = 1)		✓	
15-06-01	Trunk Access Map for Extensions	Assign Trunk Access Maps to extensions.	Trunks 1~200 (default = 1)		✓	
15-07-01	Programmable Function Keys	Assign a function key for Exclusive Hold (code 45). If an extension has its fixed Hold key reassigned (in Program 15-02-06), assign a function key for System Hold (code 44).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
16-02-01	<b>Department Group Assignment for Extensions</b>	Set up the Department Group called by the pilot number and the extension priority when a group is called. Call Pickup Groups are set up in 23-02.	Department Groups 1-64 Priority 1-512 Default = All extensions in Department Group 1 with priority in port order: Port 1 priority = 1 Port 512 priority = 512		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension ports = Class 1		✓	
20-11-09	<b>Class of Service Options (Hold/Transfer Service) – Group Hold Initiate</b>	In an extension Class of Service, enable (1) or disable (0) an extension ability to initiate Group Hold (Service Code 732).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-10	<b>Class of Service Options (Hold/Transfer Service) – Group Hold Answer</b>	In an extension Class of Service, enable (1) or disable (0) an extension ability to pick up a call placed on Group Hold (Service Code 762).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-13	<b>Class of Service Options (Hold/Transfer Service) – Operator Transfer After Hold Callback</b>	Turns Off or On an extension ability to have a call which recalls from Hold transfer to the operator.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-17-01	<b>Operator Extension – Operator’s Extension Number</b>	Define the extension numbers which are to be used by operators.	Up to eight digits (default = 101)		✓	
24-01-01	<b>System Options for Hold – Hold Recall Time</b>	Set the Hold Recall Time. A call on Hold recalls the extension that placed it on Hold after this time.	0~64800 (seconds) (default = 90 seconds)		✓	
24-01-02	<b>System Options for Hold – Hold Recall Callback Time</b>	Set the Hold Recall Callback Time. A trunk recalling from Hold rings an extension for this time.	0~64800 (seconds) (default = 0 seconds)		✓	
24-01-03	<b>System Options for Hold – Exclusive Hold Recall Time</b>	Set the Exclusive Hold Recall Time. A call on Exclusive Hold recalls the extension that placed it on Hold after this time.	0~64800 (seconds) (default = 90 seconds)		✓	
24-01-04	<b>System Options for Hold – Exclusive Hold Recall Callback Time</b>	Set the Hold Recall Time. A trunk recalling from Hold rings an extension for this time. If still unanswered, the call changes to System Hold.	0~64800 (seconds) (default = 0 seconds)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
24-01-05	System Options for Hold – Forced Release of Held Call	Set the Forced Release of Held Calls interval. If enabled in Program 14-01-16, the system disconnects a call if on Hold longer than this interval.	0~64800 (seconds) (default = 1800 seconds)		✓	

## Operation

### System Hold

**To place an outside call on System Hold:**

Press **Hold**.

**To pick up an outside call on System Hold:**

Press the flashing **CAP** key.

- OR -

If you know the specific line number, dial **672** + Line number (**001~200**).

### Exclusive Hold

**To place an outside call on Exclusive Hold:**

Press the **Exclusive Hold** key (Program 15-07-01 or SC 751: 45).

- OR -

Press **Feature** + **Hold**.

#### Single Line Telephone

1. Hookflash.
2. Dial **749**.

**To pick up an outside call on Exclusive Hold:**

Press flashing **CAP** key.

#### Single Line Telephone

Dial **759**.

## Group Hold

To place a call on Hold so anyone in your Department Group can pick it up:

1. Press **Hold**.
2. Dial **732**.
3. Press **Speaker** to hang up.

### Single Line Telephone

1. Hookflash.
2. Dial **732**.
3. Hang up.

To pick up a call on Group Hold:

1. Press **Speaker**.
2. Dial **762**.

## Single Line Telephone

1. Lift the handset.
2. Dial **762**.

## Intercom Hold

To place an Intercom call on Intercom Hold:

1. Press **Hold**.
2. Press **Speaker** to hang up.

To pick up an Intercom call on Intercom Hold:

1. Press **Speaker**.
2. Press flashing **Conf**.

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## *Hot Key-Pad*

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### **Description**

The Hot Key-Pad feature allows the user to place a call without lifting the handset or pressing Speaker. When the user dials another extension number on an idle telephone with Hot Key-Pad enabled, the Speaker lights and the internal call is made. When the user dials the trunk access code from a telephone with Hot Key-Pad enabled, Speaker lights, a trunk is seized and the outgoing call is made.

### **Conditions**

- When a user dials any digits on a station with Hot Key-Pad enabled, the Speaker key lights.
- After a user dials the trunk access code on a station with Hot Key-Pad enabled, a trunk is seized when dialing the first digit of the called party number.
- When both Hot Key-Pad and Dialing Number Preview are turned on, Hot Key-Pad has priority and Dialing Number Preview does not work.
- When both Hot Key-Pad and Hotline are turned on, Hot Key-Pad has priority and Hotline does not work.
- When placing an outgoing call with the Hot Key-Pad feature, the user must dial the trunk access code before dialing the called party number.
- The ARS feature can be used when placing outside calls with the Hot Key-Pad feature.
- When both Hot Key-Pad and VRS Fixed Messaging are turned on, VRS fixed messaging does not work.
- The Hot Key-Pad Feature also works when dialing service codes.

### **Default Settings**

Disabled

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### **System Availability**

#### **Terminals**

All Multiline Terminals

#### **Required Software:**

None

## Related Features

Central Office Calls, Placing

Class of Service

Dialing Number Preview

Hotline

Intercom

Voice Response System (VRS)

## Guide to Feature Programming

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Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-06-01	Class of Service for Extensions	Assign a Class of Service to extensions (1~15). Any Class of Service assignments you change using Service Code 677 automatically update this program.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension ports = Class 1		✓	
20-08-20	Class of Service Options (Outgoing Call Service) – Hot Key Pad	Turns On (1) or Off (0) the ability of an extension to make a call by just dialing the number without first going off-hook.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		

## Operation

### To place an intercom call using Hot Key-Pad:

The multiline terminal is idle. No need to press speaker key.

Dial the extension.

Dialed extension rings.

### To place a trunk call using Hot Key-Pad:

The multiline terminal is idle. No need to press speaker key.

Dial the trunk access code, **9** by default, and the external destination number you wish to call.

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## *Hotel/Motel*

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### **Description**

Your UNIVERGE SV8100 telephone system provides Hotel/Motel services in addition to the many features available to business users. These Hotel/Motel services help you run your facility more efficiently, save you time and money **and** provide your guests with more responsive service.

Hotel/Motel features include:

#### **Wake Up Call**

Wake Up Call is like having an alarm clock in each room – with some unique advantages:

- Guests can set or cancel Wake Up Calls for themselves, or you can set and cancel Wake Ups for them.
- Unanswered Wake Up Calls can automatically call the operator and print on the Room Status Printout report.
- Use Wake Up Call as a meeting reminder (e.g., for convention attendees).

#### **Single Digit Dialing**

Single Digit Dialing gives your guests one-touch access to your important Hotel/Motel services. They can just lift the handset and press a single key for:

- Extensions such as the front desk, reservation services, housekeeping or the maitre d' of your restaurant.
- Feature Access Codes for one-button access to selected features and outside lines.
- Voice Mail, so your guests can leave requests even when your service providers are unavailable.

#### **A Department Calling Group**

A Department Calling Group, allowing, for example, your guests to reach the first available agent in your reservation desk group.

#### **Message Waiting**

If you call a guest while they are away from their room, leave them a Message Waiting. When the guest returns, they see the lamp on their phone flashing and can automatically call you back. You can use Message Waiting when you have parcels for a guest dropped off at your front desk. Do not keep redialing the guest if they are not in – just send them a Message Waiting. (Your DSS Console can show all the rooms that have messages waiting.)

## PMS Integration

With a PMS Interface Box (PMS-U10) the UNIVERGE SV8100 can support third party Property Management System (PMS) applications. The PMS-U10 serves as a gateway between the PMS applications, the UNIVERGE SV8100 and UM8000 Mail.

The voice mail must be licensed for the Hotel feature and have PMS enabled. Refer to the appropriate voice mail installation manual for information on configuring the voice mail.

- The UNIVERGE SV8100 and UM8000 Mail must be licensed for Hotel/Motel for this feature to work.
- The supported PMS protocols are NEAX 90, NEAX 90 with NAK, KTSi and KTSi with NAK.
- The chassis to PMS-U10 connection is via the LAN and an IP port only (default is 5129).
- The PMS-U10 to voice mail connection is via serial port COM 2 only using a NULL MODEM or reverse cable.
- The PMS-U10 to PMS System can be done via LAN or serial port COM 1 using a NULL MODEM or reverse cable or LAN ETH 0.
- Both COM ports are fixed at 9600 bauds, 8 data bits, 1 stop bit, and no parity.
- The NEAX-90 with and without NAK protocol is compatible with property management systems that support NEAX-90 protocol. Note that not all messages or functionality supported by NEAX Model 90 protocol is implied or provided by the PMS-U10. The PMS-U10 in conjunction with the UNIVERGE SV8100 provides a subset of features supported by NEAX Model 90 protocol.
- The PMS Configurator software version 1.0.1.0 or higher is required for Microsoft Vista 32-bit support. To check the version number (while the application is running) press **ALT + V**.

Refer to the UNIVERGE SV8100 Hotel/Motel Services Guide for complete programming information.

## PMS Configurator Software

The PMS Configurator is used to setup the PMS-U10 for LAN access and communication between it, the chassis and voice mail. The PMS Configurator software is supported on the following Operating Systems:

- Microsoft Windows 2000
- Microsoft Windows XP (32-bit)
- Microsoft Vista 32-bit (version 1.0.1.0 or higher)

## Room to Room Calling Restriction

Prevent guests in one room from calling guests in another – a handy feature for guests that want to maintain their privacy. If you need to, you can always allow inter-room calling (e.g., for families or groups that have separate rooms).

### **Toll Restriction (When Checked In)**

Control a guest's long distance dialing automatically when they check in. Use this feature to set up two different Toll Restriction modes. The first mode is for you and your staff when the room is checked out. The second mode is for your guests when they check in. You may want to restrict the outside numbers guests can dial, but allow your staff to call vendors and suppliers.

### **Room Status**

Your phone and DSS Console can set and monitor the status of all your guest rooms: *Checked In*, *Checked Out*, *Maid Required* and *Maid in Room*. Maximize room usage by coordinating your cleaning staff and reservation desk. For example, you can dial simple codes to set a room status.

### **Room Status Printouts**

The Room Status Printouts give you a concise overview of the status of all your guest rooms at a glance. The printouts provide up to the minute reports showing Room Status, Room Call Restriction, Do Not Disturb, Message Waiting and Wake Up Calls. If your cleaning staff needs to know which rooms to clean up, for example, just print out the report showing Room Status. This printout requires a connection to the system using either a serial CTA adapter, USB CTU adapter or IP post on the CPU. Only DTH telephones are supported with CTA/CTU on SV8100.

### **DSS Console Monitoring**

Your DSS Console provides room monitoring capabilities. You can see at a glance which rooms have Wake Up Calls set or messages waiting. In addition, you can still use your console for business mode features.

### **Do Not Disturb**

A guest can activate DND anytime they need privacy (for example, if they need to work uninterrupted). Do Not Disturb (DND) blocks the room telephone incoming calls and Paging announcements. This can be set from the room phone or attendant phone.

### **Flexible Numbering Plan**

To simplify dialing guests and services in your facility, customize your system to have room numbers match phone extension numbers. For example, if the rooms on the first floor are numbered 100~120, the corresponding room extensions should also be 100~120.

### **Conditions**

- Function codes 92 and 93 can only be assigned to a DSS Console that is in Hotel Mode. These features do not work when programmed on multiline telephone line keys or on a DSS Console in Business mode.
- When multiple DSS Consoles are used for Hotel/Motel function keys must be assigned to each DSS console for Wake Up Call Indication and Room Status Indication.
- The Message Waiting status of a room cannot be seen when the console is in Wake Up Call or Room Status mode.

- The BLF indication for each room is always available no matter what mode the console is in.
- PMS Configurator software version 1.0.1.0 or higher is required for Microsoft Vista 32-bit support. To check the version number (while the application is running) press ALT + V.
- When installing the PMS Configurator on Windows 2000 or Windows XP, the support PC must have Microsoft.NET framework version 1.1 installed. This is free software available from Microsoft. If installing the PMS Configurator on Windows Vista (32-bit), the Microsoft.NET framework is already included in the OS and does not need to be installed.
- The Hotel/Motel feature requires the CD-CP00-AU be licensed for Hotel. The following dial access codes can only be used if the CD-CP00-AU is licensed for the Hotel/Motel Feature:

<b>Dial Access Codes that Require CD-CP00-AU Hotel License</b>		
<b>Program</b>	<b>Dial Access Code</b>	<b>Description</b>
11-10-16	626	Leaving Message Waiting (Requires CPU to be licensed for Hotel/Motel)
11-14-01	627	Set DND for Own Extension
11-14-02	628	Cancel DND for Own Extension
11-14-03	629	Set DND for Other Extension
11-14-04	630	Cancel DND for Other Extension
11-14-05	631	Set Wake Up Call for Own Extension
11-14-06	632	Cancel Wake Up Call for Own Extension
11-14-07	633	Set Wake Up Call for Other Extension
11-14-08	634	Cancel Wake Up Call for Other Extension
11-14-09	635	Set Room to Room Call Restriction
11-14-10	636	Cancel Room to Room Call Restriction (Hotel)
11-14-11	637	Change Toll Restriction Class for Other Extension
11-14-12	638	Check In
11-14-13	639	Check Out
11-14-14	640	Room Status Change for Own Extension
11-14-15	641	Room Status Change for Other Extension
11-14-16	642	Room Status Output
11-14-17	675	Hotel Room Monitor
11-14-18	666	Set Hotel PMS Code Restriction

## Default Settings

Not Enabled

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## **System Availability**

### **Terminals:**

All Terminals

### **Required Component(s)**

DSS Console

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## **Related Features**

**Code Restriction**

**Department Calling**

**Do Not Disturb**

**Flexible System Numbering**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-20-01	<b>LAN Setup for External Equipment – TCP Port</b>	Define the TCP port (0~65535) when communicating to the SMDR (type 5).	0~65535 default: External Device 1 (CTI Server) = 0 External Device 2 (ACD MIS) = 4000 External Device 5 (SMDR Output) = 0 External Device 6 (DIM Output) = 0 External Device 11 (O&M Server) = 8010	✓		
11-10-16	<b>Service Code Setup (for System Administrator) – Leaving Message Waiting (Requires CPU to be licensed for Hotel/Motel)</b>	Use to customize the leave message waiting Service Codes for the System Administrator (requires CPU to be licensed for Hotel/Motel).	MLT (default = 626)		✓	
11-14-01	<b>Service Code Setup (for Hotel) – Set DND for Own Extension</b>	Use to customize the set DND for own extension used with the Hotel/Motel feature (requires CD-CP00-AU to be licensed for Hotel/Motel).	MLT, SLT (default = 627)		✓	
11-14-02	<b>Service Code Setup (for Hotel) – Cancel DND for Own Extension</b>	Use to customize the cancel DND for own extension used with the Hotel/Motel feature (requires CD-CP00-AU to be licensed for Hotel/Motel).	MLT, SLT (default = 628)		✓	
11-14-03	<b>Service Code Setup (for Hotel) – Set DND for Other Extension</b>	Use to customize the set DND for other extension used with the Hotel/Motel feature (requires CD-CP00-AU to be licensed for Hotel/Motel).	MLT, SLT (default = 629)		✓	
11-14-04	<b>Service Code Setup (for Hotel) – Cancel DND for Other Extension</b>	Use to customize the cancel DND for other extension used with the Hotel/Motel feature (requires CD-CP00-AU to be licensed for Hotel/Motel).	MLT, SLT (default = 630)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-14-05	<b>Service Code Setup (for Hotel) – Set Wake Up Call for Own Extension</b>	Use to customize the set wake up call for own extension used with the Hotel/Motel feature (requires CD-CP00-AU to be licensed for Hotel/Motel).	MLT, SLT (default = 631)		✓	
11-14-06	<b>Service Code Setup (for Hotel) – Cancel Wake Up Call for Own Extension</b>	Use to customize the cancel wake up call for own extension used with the Hotel/Motel feature (requires CD-CP00-AU to be licensed for Hotel/Motel).	MLT, SLT (default = 632)		✓	
11-14-07	<b>Service Code Setup (for Hotel) – Set Wake Up Call for Other Extension</b>	Use to customize the set wake up call for other extension used with the Hotel/Motel feature (requires CD-CP00-AU to be licensed for Hotel/Motel).	MLT, SLT (default = 633)		✓	
11-14-08	<b>Service Code Setup (for Hotel) – Cancel Wake Up Call for Other Extension</b>	Use to customize the cancel wake up call for other extension used with the Hotel/Motel feature (requires CD-CP00-AU to be licensed for Hotel/Motel).	MLT, SLT (default = 634)		✓	
11-14-09	<b>Service Code Setup (for Hotel) – Set Room to Room Call Restriction</b>	Use to customize the set room to room call extension used with the Hotel/Motel feature (requires CD-CP00-AU to be licensed for Hotel/Motel).	MLT, SLT (default = 635)		✓	
11-14-10	<b>Service Code Setup (for Hotel) – Cancel Room to Room Call Restriction (Hotel)</b>	Use to customize the cancel room to room call restriction (hotel) used with the Hotel/Motel feature (requires CD-CP00-AU to be licensed for Hotel/Motel).	MLT, SLT (default = 636)		✓	
11-14-11	<b>Service Code Setup (for Hotel) – Change Toll Restriction Class for Other Extension</b>	Use to customize the change toll restriction class for other extension used with the Hotel/Motel feature (requires CD-CP00-AU to be licensed for Hotel/Motel).	MLT, SLT (default = 637)		✓	
11-14-12	<b>Service Code Setup (for Hotel) – Check-In</b>	Use to customize the check-in Service Codes which are used with the Hotel/Motel feature.	MLT, SLT (default = 638)		✓	
11-14-13	<b>Service Code Setup (for Hotel) – Check-Out</b>	Use to customize the check-out Service Codes which are used with the Hotel/Motel feature (requires CD-CP00-AU to be licensed for Hotel/Motel).	MLT, SLT (default = 639)		✓	
11-14-14	<b>Service Code Setup (for Hotel) – Room Status Change for Own Extension</b>	Use to customize the room status change for own extension Service Codes which are used with the Hotel/Motel feature (requires CD-CP00-AU to be licensed for Hotel/Motel).	MLT, SLT (default = 640)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-14-15	<b>Service Code Setup (for Hotel) – Room Status Change for Other Extension</b>	Use to customize the room status change for other extension Service Codes which are used with the Hotel/Motel feature (requires CD-CP00-AU to be licensed for Hotel/Motel).	MLT, SLT (default = 641)		✓	
11-14-16	<b>Service Code Setup (for Hotel) – Room Status Output</b>	Use to customize the room status output Service Codes which are used with the Hotel/Motel feature (requires CD-CP00-AU to be licensed for Hotel/Motel).	MLT (default = 642)		✓	
11-14-17	<b>Service Code Setup (for Hotel) – Hotel Room Monitor</b>	Use to customize the hotel room monitor Service Codes which are used with the Hotel/Motel feature (requires CD-CP00-AU to be licensed for Hotel/Motel).	MLT, SLT (default = 675)		✓	
11-14-18	<b>Service Code Setup (for Hotel) – Set Hotel PMS Code Restriction</b>	Use to customize the set hotel PMS code restriction Service Codes which are used with the Hotel/Motel feature (requires CD-CP00-AU to be licensed for Hotel/Motel).	MLT (default = 666)		✓	
15-03-01	<b>Single Line Telephone Basic Data Setup – SLT Signaling Type</b>	Use this option to tell the system the type of dialing the connected telephone uses.	0 = DP 1 = DTMF (default = 1)		✓	
15-03-04	<b>Single Line Telephone Basic Data Setup – Flashing</b>	Enables/disables Flash for single line (500/2500 type) telephones.	0 = No 1 = Yes (default = 1)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension ports = Class 1	✓		
20-13-11	<b>Class of Service Options (Supplementary Service) – Room Monitor, Initiating Extension</b>	Turns Off (0) or On (1) an extension user ability to Room Monitor other extensions.	0 = Off 1 = On (default = 0 for COS 1~15)			✓
20-13-13	<b>Class of Service Options (Supplementary Service) – Continued Dialing (DTMF) Signal on ICM Call</b>	Turns Off (0) or On (1) the extension ability to use Continued Dialing, which allows DTMF signal sending while talking on extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-16	<b>Class of Service Options (Supplementary Service) – Barge-In, Receive</b>	In an extension Class of Service, turns On (1) or Off (0) Barge-In at the receiving extension (i.e., Barge-In receive).	0 = Off 1 = On (default = 0 for COS 1~15)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-17	<b>Class of Service Options (Supplementary Service) – Barge-In Tone/Display (Intrusion Tone)</b>	In an extension Class of Service, turns On (1) or Off (0) the Barge-In (Intrusion) Tone. If disabled, this also turns off the Barge-In display at the called extension.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-13-40	<b>Class of Service Options (Supplementary Service) – Do Not Disturb</b>	Turns Off or On an extension user ability to set or cancel Do Not Disturb.	0 = Off 1 = On (default = 1 for COS 1~15)			✓
20-17-01	<b>Operator Extension – Operator's Extension Number</b>	Define the extension numbers which are to be used by operators.	Up to eight digits (default = 101)		✓	
20-35-01	<b>Extension Operator Setting</b>	Assign an extension to an operator group.	0~15 (default = 0)			✓
30-01-01	<b>DSS Console Operating Mode</b>	Use this program to set the mode of the system DSS Consoles. The entry for this option applies to all system DSS Consoles.	0 = Business Mode 1 = Hotel Mode 2 = ACD Monitor Mode 3 = Business/ACD Mode (default = 0)		✓	
30-02-01	<b>DSS Console Extension Assignment – Extension Number</b>	The extension number for the multiline terminal connected with the DSS console (up to eight digits).	Up to eight digits. (default not assigned)		✓	
30-03-01	<b>DSS Console Key Assignment</b>	Customize DSS Console keys to function as DSS keys, Service Code keys, Programmable Function Keys, and One-Touch Calling keys. The key [when defined as a DSS/One-Touch key (code 01)] can have any function up to four digits (e.g., extension number or Service Code). The function information (such as extension number or Service Code) would then be entered as the additional data.	Key Number 001~500 0~99 (General Functional Level) 97 = Door Box Access key (additional data: 1~8 Door Box No.) * 00 ~ * 99 (Appearance Functional Level)		✓	
42-01-01	<b>System Options for Hotel/Motel – Answering Message Mode for Wake Up Call (Hotel Mode)</b>	Use to assign the answering message mode for wake up call options for Hotel/Motel Service.	0 = MOH (Hold Time) 1 = VRS Message 2 = VRS Message + Time (default = 0)		✓	
42-01-02	<b>System Options for Hotel/Motel – Wake Up Call Message Assignment</b>	VRS Message for Wake Up Calls. You will need to make an entry for this program if you have selected 1 or 2 in Item 1 above.	0~100 (0 = No Setting) (default = 0)		✓	
42-01-03	<b>System Options for Hotel/Motel – Wake Up Call No Answer</b>	Use to assign the wake up call no answer options for Hotel/Motel Service.	0 = No Transfer 1 = Transfer to the Operator (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
42-01-04	<b>System Options for Hotel/Motel – Setup Message Mode for Wake Up Call (Hotel Mode)</b>	Use to assign the setup message mode for wake up call (hotel mode) options for Hotel/Motel Service.	0 = Only Confirmation Tone 1 = VRS Message 2 = Time Information and VRS (default = 0)		✓	
42-01-05	<b>System Options for Hotel/Motel – Wake Up Call Message Assignment</b>	Use to assign the wake up call message assignment options for Hotel/Motel Service.	0~100 (0 = No Setting) (default = 0)		✓	
42-02-01	<b>Hotel/Motel Telephone Setup – Hotel Mode</b>	If you want an extension to operate in the Hotel/Motel mode, enter 1. If you want the telephone to operate in the business mode, enter 0.	0 = Normal 1 = Hotel (default = 0)	✓		
42-02-02	<b>Hotel/Motel Telephone Setup – Toll Restriction Class When Check In</b>	Assign an extension Toll Restriction Class when it is checked in. The system has 15 Toll Restriction Classes (1~15). The entry you make in this option affects the telephone in all Night Service modes. (Refer to Programs 21-05 and 21-06 to set up the Toll Restriction dialing options.) When the extension is checked out, it uses the Toll Restriction Class set in Program 21-04.	1~15 (default = 1)	✓		
42-03-01	<b>Class of Service Options (Hotel/Motel) – Check-In Operation</b>	Use to set the Hotel/Motel check-in operation Class of Service (COS) options.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
42-03-02	<b>Class of Service Options (Hotel/Motel) – Check-Out Operation</b>	Use to set the Hotel/Motel check-out operation Class of Service (COS) options.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
42-03-03	<b>Class of Service Options (Hotel/Motel) – Room Status Output</b>	Use to set the Hotel/Motel room status output Class of Service (COS) options.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
42-03-04	<b>Class of Service Options (Hotel/Motel) – DND Setting for Other Extension</b>	Use to set the Hotel/Motel DND setting for other extension Class of Service (COS) options.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
42-03-05	<b>Class of Service Options (Hotel/Motel) – Wake up Call Setting for Other Extension</b>	Use to set the Hotel/Motel wake up call setting for other extension Class of Service (COS) options.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
42-03-06	<b>Class of Service Options (Hotel/Motel) – Room Status Change for Other Extension</b>	Use to set the Hotel/Motel room status change for other extension Class of Service (COS) options.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
42-03-07	<b>Class of Service Options (Hotel/Motel) – Restriction Class Changing for Other Extension</b>	Use to set the Hotel/Motel restriction class changing for other extension Class of Service (COS) options.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
42-03-08	<b>Class of Service Options (Hotel/Motel) – Room to Room Call Restriction</b>	Use to set the Hotel/Motel room to room call restriction Class of Service (COS) options.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
42-03-09	<b>Class of Service Options (Hotel/Motel) – DND Setting for Own Extension</b>	Use to set the Hotel/Motel DND setting for own extension Class of Service (COS) options.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
42-03-10	<b>Class of Service Options (Hotel/Motel) – Wake Up Call Setting for Own Extension</b>	Use to set the Hotel/Motel wake up call setting for own extension Class of Service (COS) options.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
42-03-11	<b>Class of Service Options (Hotel/Motel) – Change Room Status for Own Extension</b>	Use to set the Hotel/Motel change room status for own extension Class of Service (COS) options.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
42-03-12	<b>Class of Service Options (Hotel/Motel) – SLT Room Monitor</b>	Enable (1) or disable (0) a single line telephone ability to use Room Monitor.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
42-04-01	<b>Hotel Mode One-Digit Service Codes</b>	Use to set up the Hotel Mode one-digit service codes which are assigned in Program 42-02-01.	1~64 (Calling Group) Up to eight digits 1~9, 0, *, # (default not assigned)			✓
42-05-01	<b>Hotel Room Status Printer – Output Port Type</b>	Use to set the LAN port to output the Hotel Data (Check-Out sheet, Room Status, etc.) and the output port type options for the Hotel/Motel feature.	0 = No Setting 1 = CTA 2 = Not Used 3 = LAN (default = 0)			✓
42-05-02	<b>Hotel Room Status Printer – Output Destination Number</b>	Use to set the LAN port to output the Hotel Data (Check-Out sheet, Room Status, etc.) and the output destination number options for the Hotel/Motel feature.	Up to eight digits (Extension number which CTA/CTU is equipped) (default not assigned)			✓
42-05-03	<b>Hotel Room Status Printer – Wake Up Call No Answer Data</b>	Use to set the LAN port to output the Hotel Data (Check-Out sheet, Room Status, etc.) and the wake up call no answer data options for the Hotel/Motel feature.	0 = Not Output 1 = Output 2 = Not Used 3 = LAN (default = 0)			✓
42-05-04	<b>Hotel Room Status Printer – Check-Out Sheet</b>	Use to set the LAN port to output the Hotel Data (Check-Out sheet, Room Status, etc.) and the check-out sheet options for the Hotel/Motel feature.	0 = Not Output 1 = Output 2 = Not Used 3 = LAN (default = 0)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
42-06-01	<b>PMS Service Setting – PMS Port Number</b>	Use to set the PMS port number when using the PMS feature.	0~65535 (default = 5129)			✓
42-06-02	<b>PMS Service Setting – 3:00 AM Auto Room Scan</b>	At 3:00 AM sets maid required status for all checked-in rooms.	0 = Off 1 = On (default = 0)			✓
42-06-03	<b>PMS Service Setting – CheckIn Message Type</b>	Use to set the check-in message type when using the PMS feature.	0 = Off 1 = On (default = 0)		✓	
42-06-04	<b>PMS Service Setting – CheckOut Auto Status Change</b>	Use to set the checkout auto status change when using the PMS feature.	0 = Off 1 = On (default = 0)			✓
42-06-05	<b>PMS Service Setting – AREYUTHERE/LINETEST Send Timing</b>	Use to set the AREYUTHERE/LINETEST send timing when using the PMS feature.	1~128 (seconds) (default = 10)			✓
42-06-06	<b>PMS Service Setting – AREYUTHERE/LINETEST Send Count</b>	Use to set the AREYUTHERE/LINETEST send count when using the PMS feature.	0~20 (times) (default = 3)			✓
42-07-01	<b>PMS Restriction Level Conversion Table</b>	Use to change the default Toll Restriction class on check in for a room (Program 42-02-02).	1~15 Default: Level 0 = 10 Level 1 = 11 Level 2 = 12 Level 3 = 13		✓	

Refer to the UNIVERGE SV8100 Hotel/Motel Services Guide for complete programming information.

## Operation

Refer to the UNIVERGE SV8100 Hotel/Motel Services Guide for complete operation information.

## Hotline

### Description

Hotline gives a multiline terminal user one-button calling and Transfer to another extension (the Hotline partner). Hotline helps co-workers that work closely together. The Hotline partners can call or Transfer calls to each other just by pressing a single key.

The Hotline feature has two applications.

- Hotline (Hotline partner)
- Ringdown Extension, Internal/External (Refer to [Ringdown Extension, Internal/External on page 2-893.](#))

In addition, the Hotline key shows the status of the partner's extension.

When the key is . . .	The extension is . . .
Off	Idle
On	Busy or ringing
Fast Flash	DND – All calls (option 3) or Intercom calls (option 2)
Double Wink On	ACD Agent logged onto the group
Wink Off	ACD Agent logged off

There are 512 internal Hotline extensions available.

### Conditions

- An extension user cannot use Hotline to pick up a call ringing their partner's extension.
- If a station is an ACD agent, the Hotline key blinks to indicate the ACD agent's status.
- Hotline keys can be assigned to the DSS consoles.
- Hotline does not override Do Not Disturb.
- Hotline always follows the Handsfree Answerback/Forced Intercom Ringing mode set at the called extension. The Hotline caller can override the setting, if desired.
- External Hotline automatically dials a telephone number or Speed Dial – System/Group/Station number when the handset is lifted.
- If the partner's extension is busy, Hotline does not automatically activate Off-Hook Signaling.
- A Hotline is a uniquely programmed function key.

### Default Setting

Disabled

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## Related Features

**Automatic Call Distribution (ACD)**

**Distinctive Ringing, Tones and Flash Patterns**

**Direct Station Selection (DSS) Console**

**Do Not Disturb**

**Handsfree Answerback/Forced Intercom Ringing**

**Off-Hook Signaling**

**Programmable Function Keys**

**Ringdown Extension, Internal/External**

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## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-07-01	<b>Programmable Function Keys</b>	Assign a function key for Hotline (code 01 + partner's extension number).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		
15-02-22	<b>Multiline Telephone Basic Data Setup – Multiple Incoming From Intercom and Trunk</b>	When this option is set to 0 (disabled), incoming calls to an extension indicate on any Hotline key for that extension as solid (busy). When this option is set to 1 (enabled), lighting is determined by the setting of Program 22-01-01 Incoming Call Priority. If set to trunk priority (1), the Hotline key lights solid when a trunk call rings in. If set to intercom priority (0), the Hotline key does not light for incoming trunk calls, but lights solid for intercom calls.	0 = Disable 1 = Enable (default = 1)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service to extensions (1~15).	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension ports = Class 1		✓	
20-08-09	<b>Class of Service Options (Outgoing Call Service) – Hotline/Extension Ringdown</b>	Turns Off or On hotline or ringdown for extensions with this COS.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-19	<b>Class of Service Options (Outgoing Call Service) – Hotline for SPK</b>	Turns Off or On an extensions' ability to activate hotline or ringdown when pressing the Speaker key.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-06	<b>Class of Service Options (Hold/Transfer Service) – Unscreened Transfer (Ring Inward Transfer)</b>	Turns Off (0) or On (1) an extension ability to use Unscreened Transfer.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-11	<b>Class of Service Options (Hold/Transfer Service) – Automatic On-Hook Transfer</b>	Turns Off (0) or On (1) an extension ability to use Automatic On-Hook Transfer.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-06	<b>Class of Service Options (Supplementary Service) – Automatic Off-Hook Signaling (Automatic Override)</b>	Program 20-02-03 and Program 20-13-06 set the conditions under which a Hotline, Reverse Voice Over or DSS Console key indicates that an extension is busy. With condition 1 in the following chart, the BLF LED is on only when both extension line appearances are busy. In conditions 2~4, the BLF LED is on when one line appearance is busy.	0 = Off 1 = On (default = 1 for COS 1~15) Refer to <a href="#">Table 2-16 Extension Busy Setup on page 2-599</a>		✓	
21-01-09	<b>System Options for Outgoing Calls – Ringdown Extension Timer (Hotline Start)</b>	A Ringdown extension automatically calls its programmed destination after this time.	0~64800 (default = 0)		✓	
21-11-01	<b>Extension Ringdown (Hotline) Assignment</b>	Define the Hotline destination number for each extension number.	(maximum 24 digits) 0, *, #, Pause, Hook Flash, @ (Code to wait for answer supervision) (default not assigned)	✓		
22-01-01	<b>System Options for Incoming Calls – Incoming Call Priority</b>	Use this option to determine if Intercom calls or trunk calls have answer priority when both are ringing simultaneously.	0 = Intercom call priority 1 = Trunk call priority (default = 1)		✓	
30-05-02	<b>DSS Console Lamp Table – Busy Extension</b>	Use to define the LED patterns for busy extensions on the DSS consoles.	0~7 [default = 7 (On)]		✓	
30-05-03	<b>DSS Console Lamp Table – DND Extension</b>	Use to define the LED patterns for DND extensions on the DSS consoles.	0~7 [default = 3 (RW)]		✓	
30-05-04	<b>DSS Console Lamp Table – ACD Agent Busy</b>	Use to define the LED patterns for busy ACD agents function on the DSS consoles.	0~7 [default = 7 (On)]		✓	
30-05-05	<b>DSS Console Lamp Table – Out of Schedule (ACD DSS)</b>	Use to define the LED patterns for out of schedule (ACD/DSS) on the DSS consoles.	0~7 [default = 0 (Off)]		✓	
30-05-06	<b>DSS Console Lamp Table – ACD Agent Log Out (ACD DSS)</b>	Use to define the LED patterns for ACD agents that are logged out on the DSS consoles.	0~7 [default = 5 (IL)]		✓	
30-05-07	<b>DSS Console Lamp Table – ACD Agent Log In (ACD DSS)</b>	Use to define the LED patterns for ACD agents that are logged in the DSS consoles.	0~7 [default = 4 (IR)]		✓	
30-05-08	<b>DSS Console Lamp Table – ACD Agent Emergency (ACD DSS)</b>	Use to define the LED patterns for ACD agents in emergency on the DSS consoles.	0~7 [default = 6 (IW)]		✓	
30-05-09	<b>DSS Console Lamp Table – Hotel Status Code 1 (Hotel DSS)</b>	Use to define the LED patterns for hotel status code 1 on the DSS consoles.	0~7 [default = 7 (On)]		✓	
30-05-10	<b>DSS Console Lamp Table – Hotel Status Code 2 (Hotel DSS)</b>	Use to define the LED patterns for hotel status code 2 on the DSS consoles.	0~7 [default = 1 (FL)]		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
30-05-11	DSS Console Lamp Table – Hotel Status Code 3 (Hotel DSS)	Use to define the LED patterns for hotel status code 3 on the DSS consoles.	0~72 (WK) [default = 2 (WK)]		✓	
30-05-12	DSS Console Lamp Table – Hotel Status Code 4 (Hotel DSS)	Use to define the LED patterns for hotel status code 4 on the DSS consoles.	0~7 [default = 3 (RW)]		✓	
30-05-13	DSS Console Lamp Table – Hotel Status Code 5 (Hotel DSS)	Use to define the LED patterns for hotel status code 5 on the DSS consoles.	0~7 [default = 5 (IL)]		✓	
30-05-14	DSS Console Lamp Table – Hotel Status Code 6 (Hotel DSS)	Use to define the LED patterns for hotel status code 6 on the DSS consoles.	0~7 [default = 3 (RW)]		✓	
30-05-15	DSS Console Lamp Table – Hotel Status Code 7 (Hotel DSS)	Use to define the LED patterns for hotel status code 7 on the DSS consoles.	0~7 [default = 6 (IW)]		✓	
30-05-16	DSS Console Lamp Table – Hotel Status Code 8 (Hotel DSS)	Use to define the LED patterns for hotel status code 8 on the DSS consoles.	0~7 [default = 4 (IR)]		✓	
30-05-17	DSS Console Lamp Table – Hotel Status Code 9 (Hotel DSS)	Use to define the LED patterns for hotel status code 9 on the DSS consoles.	0~7 [default = 3 (RW)]		✓	
30-05-18	DSS Console Lamp Table – Hotel Status Code 0 (Hotel DSS)	Use to define the LED patterns for hotel status code 0 on the DSS consoles.	0~7 [default = 0 (Off)]		✓	
30-05-19	DSS Console Lamp Table – Hotel Status Code * (Hotel DSS)	Use to define the LED patterns for hotel status code * on the DSS consoles.	0~7 [default = 4 (IR)]		✓	
30-05-20	DSS Console Lamp Table – Hotel Status Code # (Hotel DSS)	Use to define the LED patterns for hotel status code # on the DSS consoles.	0~7 [default = 5 (IL)]		✓	
30-05-21	DSS Console Lamp Table – VM Message Indication	Use to define the LED patterns for VM message indication on the DSS consoles.	0~7 [default = 3 (RW)]		✓	

Table 2-16 Extension Busy Setup

	Program 20-13-06	Program 20-02-03	BLF <sup>1</sup> Status	Busy Status
1	1	0	Off	No
2	1	1	On	Yes
3	0	0	On	Yes
4	0	1	On	Yes

<sup>1</sup> BLF is on for extension receiving a voice announced Intercom call.

## Operation

### To program a Hotline key:

1. Press the **Speaker** key.
2. Dial service code **751**.
3. Press the unassigned key you want to program.
4. Dial **01** (DSS/One-touch)
5. Dial partners extension number.
6. Press **Hold**.

### To place a call to your Hotline partner:

1. Press the **Hotline** key (Program 15-07 or SC 751: 01 + partner's extension number).  
 *You can optionally lift the handset after this step for privacy.*

### To transfer your outside call to your Hotline partner:

1. Press the **Hotline** key.
2. Announce the call and hang up.

- OR -

Hang up to have the call wait at your Hotline partner unannounced.

 *If unanswered, the call recalls like a regular transferred call.*

### To answer a call from your Hotline partner:

1. If you hear two beeps, speak toward the telephone.

- OR -

If your telephone rings, lift the handset.

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## *Howler Tone Service*

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### **Description**

Howler Tone Service provides a Howler Tone when a station remains off-hook after a call is completed or when a station is off-hook and digits are not dialed in a programmed time.

### **Conditions**

Howler tone is generated 30 seconds after a call is disconnected and the telephone is left off-hook or the telephone is left off-hook without dialing.

### **Default Setting**

Enabled

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### **System Availability**

#### **Terminals**

All Terminals

#### **Required Component(s)**

None

---

### **Related Features**

None

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-18-02	<b>Service Tone Timers – Busy Tone Timer</b>	After getting Intercom dial tone, a telephone user has this time to dial the first digit of the Intercom call.	0~64800 (seconds) (default = 15 seconds)		✓	
80-01-01	<b>Service Tone Setup – Repeat Count</b>	Customize the system basic tones and system service tones. You need to reset for the changes to take affect.	0~255 (default 0 = until On-Hook) Refer to <a href="#">Table 2-14 Service Tone Setup, Program 80-01-01 on page 2-555</a>		✓	
80-01-02	<b>Service Tone Setup – Basic Tone Number</b>	The following features require that the system tones listed below be changed to match the table. After changing these settings the must be reset for the changes to take effect. <ul style="list-style-type: none"> <li><input type="radio"/> Call Screening</li> <li><input type="radio"/> Call Holding</li> <li><input type="radio"/> Busy Greeting</li> <li><input type="radio"/> Await Answer Transfer</li> </ul>	1~33 0 = No Tone 33=Default Time Slot (default varies depending on tone number. Refer to SV8100 Programming manual for more descriptions)		✓	

## Operation

None

## Description

Intercom gives extension users access to other extensions. This provides the system with complete internal calling ability.

### Handsfree Answerback/Forced Intercom Ringing

Handsfree Answerback permits an extension user to respond to a voice-announced Intercom call by speaking toward the telephone, without lifting the handset. Like Handsfree, this is a convenience for workers who do not have a free hand to pick up the handset. Refer to [Handsfree Answerback/Forced Intercom Ringing on page 2-563](#) feature for more information.

### Busy Status Display

When a display multiline terminal user places an Intercom call to a busy extension, the details of the busy status (who is talking to the extension or which line is in use by the extension) can be displayed. The details of the trunk busy status (the extension using the line) can be displayed after trying to access the trunk. This feature provides a user information which can determine whether they should use the Barge-In feature for the extension or trunk. This information automatically displays for a multiline terminal once programmed.

## Conditions

- Preventing ICM calls does not affect dialing other service codes, including 000.
- Intercom calls can ring or be voice-announced at the called extension.
- Intercom Abandoned Call Display remembers the last five Intercom calls to an extension.
- Ringing Line Preference can automatically answer ringing Intercom or trunk calls when the user lifts the handset.
- An extension can have a name assigned that identifies the extension to callers.
- Dialing 9 or any other trunk access code after dialing a busy extension results in termination of the Intercom call and a trunk is seized.
- In order for a station to retrieve a held ICM call, the station must have an ICM key assigned in 15-07 (\*00).

## Default Setting

Enabled

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## System Availability

### Terminals

All Terminals

### Required Component(s)

None

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## Related Features

### Handsfree Answerback/Forced Intercom Ringing

Intercom

Line Preference

Name Storing

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## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-11-13	<b>Service Code Setup (for Setup/Entry Operation) – Display Language Selection for Multiline Terminal</b>	Select the service code which can be used at an extension to change the displayed language on a multiline terminal display.	MLT (default = 678)		✓	
15-02-01	<b>Multiline Telephone Basic Data Setup – Display Language Selection</b> <i>(To select options 8~10, press either 8 or Recall, then press line keys 1~3. Key 1 is option 8, Key 2 is option 9, and Key 3 is option 10.)</i>	Select the language to be displayed on a multiline terminal display.	0 = Japanese 1 = English 2 = German 3 = French 4 = Italian 5 = Spanish 6 = Dutch 7 = Portuguese 8 = Norwegian 9 = Danish 10 = Swedish 11 = Turkish 12 = Latin American Spanish 13 = Romanian 14 = Polish (default = 1)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign Class of Service (1~15) for extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-08-01	<b>Class of Service Options (Outgoing Call Service) – Intercom Calls</b>	Turns Off or On Intercom calling for the extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-11	<b>Class of Service Options (Outgoing Call Service) – Protect for the Call Mode Switching from Caller</b>	When an extension is set to ring mode for ICM calls, enabling this option prevents callers from changing the call to voice announce mode.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-07	<b>Class of Service Options (Hold/Transfer Service) – Transfer Without Holding</b>	Turns Off or On an extension ability to use Transfer Without Holding.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-22	<b>Class of Service Options (Supplementary Service) – Busy Status Display (Called Party Status)</b>	Turns Off or On the ability to display the detailed state of the called party.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-17-01	<b>Operator Extension – Operator's Extension Number</b>	Define the extension numbers which are to be used by operators.	Up to eight digits (default = 101)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-18-01	Service Tone Timers – Extension Dial Tone Time	After getting Intercom dial tone, a multiline terminal user has this time to dial the first digit of the Intercom call.	0~64800 (seconds) (default = 30 seconds)		✓	
21-01-02	System Options for Outgoing Calls – Intercom Interdigit Time	When placing Intercom calls, users must dial each digit within this time.	0~64800 (seconds) (default = 10 seconds)		✓	
82-01-01 (01)	Incoming Ring Tone – Frequency 1	Customize the Intercom ring tone.	1 = 520Hz 2 = 540Hz 3 = 660Hz 4 = 760Hz 5 = 1100Hz 6 = 1400Hz 7 = 2000Hz Default: Refer to <a href="#">Table 2-17 Incoming Ringing Tone on page 2-607</a>		✓	
82-01-02	Incoming Ring Tone – Frequency 2	Customize the Intercom ring tone.	0 = No Modulation 1 = 8Hz Modulation 2 = 16Hz Modulation 3 = Envelope (default = <b>2</b> )			✓
82-01-03	Incoming Ring Tone – Modulation	Use this program to customize the Intercom Ring Tone modulation if desired.				✓

### Handsfree Answerback/Forced Intercom Ringing:

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-02-12	System Options for Multiline Telephones – Forced Intercom Ring (ICM Call Type)	Determine if an extension ICM calls should be set as Forced Intercom Ringing (1). If disabled (0), Intercom calls voice-announce.	0 = Disable (Voice) 1 = Enable (Signal) (default = 1)		✓	
20-06-01	Class of Service for Extensions	Assign Class of Service (1~15) for extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-08-10	Class of Service Options (Outgoing Call Service) – Signal/Voice Call	Turns Off or On an extension allowing it to force Handsfree Answerback or Forced Intercom Ringing for outgoing Intercom calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-09-05	Class of Service Options (Incoming Call Service) – Signal/Voice Call	Turns Off or On an extension ability to enable Handsfree Answerback or Forced Intercom Ringing for their incoming Intercom calls.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-06	<b>Class of Service Options (Supplementary Service) – Automatic Off-Hook Signaling (Automatic Override)</b>	Allows a busy extension ability to Manually (0) or Automatically (1) receive Off-Hook Signals.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
80-01-01 (28)	<b>Service Tone Setup – Tone 28 (Speaker Monitor Tone)</b>	This tone changes the tone the originator of an ICM call hears. (The tone cannot be changed for what is heard by the user when receiving an ICM call.)	0~255 (default 0 = until On-Hook) Refer to <a href="#">Table 2-14 Service Tone Setup, Program 80-01-01 on page 2-555</a> (Service Tone #28).		✓	
80-01-02	<b>Service Tone Setup – Basic Tone Number</b>	Use to define up to 64 Service Tones. Each service tone is defined by the combination of 32 Basic Tones.	1~33 (0 = No Tone) (33=Default Time Slot) Refer to <a href="#">Table 2-15 Service Tone Setup, Program 80-01-02 on page 2-558</a> .			✓
82-01-01	<b>Incoming Ring Tone – Frequency 1</b>	Customize the Intercom ring tone.	1 = 520Hz 2 = 540Hz 3 = 660Hz 4 = 760Hz 5 = 1100Hz 6 = 1400Hz 7 = 2000Hz Default: Refer to <a href="#">Table 2-17 Incoming Ringing Tone on page 2-607</a>			✓

**Table 2-17 Incoming Ringing Tone**

Incoming Ring Tone Number	Tone Type	Frequency 1	Frequency 2	Modulation
Pattern 1 (Trunk Incoming)	High	1100	1400	16Hz Modulation
	Mid	660	760	16Hz Modulation
	Low	520	660	16Hz Modulation
Pattern 2 (Trunk Incoming)	High	1100	1400	8Hz Modulation
	Mid	660	760	8Hz Modulation
	Low	520	660	8Hz Modulation
Pattern 3 (Trunk Incoming)	High	2000	760	16Hz Modulation
	Mid	1400	660	16Hz Modulation
	Low	1100	540	16Hz Modulation
Pattern 4 (Trunk Incoming)	High	2000	760	8Hz Modulation
	Mid	1400	660	8Hz Modulation
	Low	1100	540	8Hz Modulation
Intercom Incoming Pattern	High	1100	1400	8Hz Modulation
	Mid	660	760	8Hz Modulation
	Low	520	660	8Hz Modulation

Table 2-17 Incoming Ringing Tone

Incoming Ring Tone Number	Tone Type	Frequency 1	Frequency 2	Modulation
Alarm Sensor Pattern	High	760	760	No Change
	Mid	760	760	No Change
	Low	760	760	No Change

## Operation

### To place an Intercom call:

- At multiline terminal, press **Speaker**.  
- OR -  
At single line telephone, lift the handset.
- Dial extension number (or **9** for your operator).
  -  *Your call may voice-announce or ring the called extension. Dial 1 to change the way your call alerts the called extension.*
  -  *If the extension you call is busy or does not answer, you can dial another extension without hanging up.*

### To answer an Intercom call:

- If you hear two beeps, speak toward telephone.
  -  *Your telephone picks up your voice.*
 - OR -  
If your telephone rings, lift the handset.

### To check the extension data (multiline terminal only):

- Press the **Help** key.
- Dial the extension number.
  -  *Your display shows your telephone extension number, port number and extension/Department Group.*
  -  *You can also check any other extension numbers information by pressing Help + the extension number.*
- Press **Exit** to return the normal time/date display.

### To change how Intercom calls ring the extension:

- Press **Speaker** or lift the handset.
- Dial **723** to have calls ring your extension.  
- OR -
- Dial **721** to have calls voice announce to your extension.

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## *IP Multiline Station (SIP)*

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### **Description**

The UNIVERGE SV8100 system supports IP extensions using a variety of multiline terminals. These telephones have the same look and functionality of typical multiline telephones, but they are connected to the CCPU via IP rather than by a hardwired connection to a DLC port.

The following DT700 Series IP Multiline Telephones (ITL) support IP extensions:

- ITL-2E-1( ) (BK) TEL
- ITL-6DE-1( ) (BK) TEL
- ITL-8LD-1( ) (BK) TEL/ITL-8LD-1( ) (WH) TEL
- ITL-12D-1( ) (BK) TEL/ITL-12D-1( ) (WH) TEL
- ITL-12PA-1( ) (BK) TEL
- ITL-24D-1( ) (BK) TEL/ITL-24D-1( ) (WH) TEL
- ITL-32D-1( ) (BK) TEL/ITL-32D-1( ) (WH) TEL
- ITL-32OC-1( ) (BK) TEL

### **IP to TDM Conversion**

When an IP telephone calls a DT300 Series multiline telephone, a single line telephone or trunk, the speech must be converted from an IP to TDM (Time Division Multiplexing) technology. The PZ-32IPLA, PZ-64IPLA and PZ-128IPLA daughter boards provide this function. Each PZ-32IPLA, PZ-64IPLA and PZ-128IPLA has a number of DSP resources on the blade, each one can convert a speech channel from IP to TDM and vice versa. It is possible for DT700 Series IP telephones to talk directly to other DT700 Series IP telephones without using PZ-32IPLA, PZ-64IPLA and PZ-128IPLA DSP resources.

### **DT700 Series IP Multiline Telephones (ITL)**

The IP multiline telephone operates the same way as a DT300 Series (DTL) digital multiline telephone. The DT700 Series has all of the features and flexibility you expect from a DT300 Series digital multiline telephone. The difference is that the DT700 Series IP telephone uses an RJ-45 for connection to the IP network, rather than an RJ-11 connection to a CD-8DLCA or CD-16DLCA.

### **Power Save Adapter (PSA-L UNIT)**

The Power Save Adapter is an add-on module for the IP (DT700 Series) and digital (DT300 Series) multiline telephones. The PSA-L UNIT allows connection to an analog trunk if the power or system connection were to fail, or the IP telephone loses connection to the UNIVERGE SV8100 system. No programming is required on the UNIVERGE SV8100 to support this adapter.

## Connecting to an IP Telephone

The Power Save Adapter connects to an analog PSTN (Power Switched Telephone Network) line. For example, at a small branch office this may be the same line that is used for faxes/modems/etc. The handset is also connected to the Power Save Adapter – it is necessary to unplug the handset from the IP telephone and reconnect it to the adapter. This allows the speech path to be redirected to the handset in the event of a power/network failure.

## LAN Connection

The IP telephone has two RJ-45 connections on the back marked **PC** and **LAN**. This allows the IP telephone and a PC to share one cable run and switch/hub port.

If installing an IP telephone at a location that has a PC connected to the data network, one of the following methods can be used:

- Using a different cable:
  - Leave the PC connected to the LAN.
  - Patch a switch/hub port to the new cable run.
  - Connect a CAT 5 straight-through cable from the wall outlet to the **LAN** port on the IP telephone.
- Sharing the existing cable:
  - Unplug the cable from the PC Network Interface Card (NIC).
  - Connect the cable to the **LAN** port on the IP telephone.
  - Connect a new straight-through patch lead from the PC NIC to the **PC** port on the IP telephone.

## Powering the IP Telephone

Power can be provided to the IP telephone by one of the following methods:

- Local Power

The IP telephone has a connector on the back for external power. This is supplied by an AC adapter that outputs +27VDC requiring a separate power outlet per IP telephone. Loss of power in the building will prevent the telephones from functioning.

 *Only use the NEC supplied power supply.*
- Power Patch Panel

The powered patch panel has two RJ-45 connectors per IP telephone. One port connects to the switch/hub and the other port connects to the IP telephone. The patch panel contains an integral power supply, adding power to the spare pairs of the RJ-45.

When the IP telephone is connected to the powered patch panel, the telephone automatically receives power via the spare pairs on the CAT 5 cable. A local power adapter is not needed.
- Power over Ethernet (PoE)

The PoE switch is a switched hub that also provides power over the spare pairs. The switch can be used with other devices than the IP telephones and will detect if power is needed or not. Using a PoE switch makes it easier to protect the IP telephones from loss of power (connection of the PoE switch to an UPS).

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## Peer-to-Peer

An IP telephone can send and receive RTP packets to/from another IP telephone without using the DSP resources on the PZ-32IPLA, PZ-64IPLA or PZ-128IPLA. This operation only allows intercom calls between the IP telephones.

If a DT700 Series IP multiline telephone, or trunk line is required, a DSP resource is needed and a PZ-32IPLA, PZ-64IPLA or PZ-128IPLA must be installed. If, while on a peer-to-peer call, a conference call is initiated, the peer-to-peer connection is released and a new non peer-to-peer connection is created using the PZ-32IPLA, PZ-64IPLA or PZ-128IPLA. If the third party drops out of the conversation, the call reverts to a peer-to-peer call (silence may be heard while this conversion is made by the system).

Although the peer-to-peer feature is supported for IP Station-to-IP Station calls, the UNIVERGE SV8100 chassis must still have a registered PZ-32IPLA, PZ-64IPLA or PZ-128IPLA installed in the system.

With Barge-In, a short silence may be heard if the following occurs:

- A peer-to-peer call receives a Barge-In without a Barge-In tone.
- A peer-to-peer call receives a Barge-In with Monitor mode.
- When the established Barge-In is disconnected.
- The peer-to-peer feature is a programmable feature that may be enabled or disabled (Program 10-26-01).

## System Tones and Ring Tones

IP telephones do not use Program 80-01: Service Tone Setup entries. The tones are generated locally by the IP telephone. When a Door Box chime rings an IP telephone, the system activates the chimes using a ring command. Because of this, if the volume is adjusted while the door chime is sounding, the ringing volume of the IP telephone will also be adjusted.

## Music on Hold

Music on Hold is also provided by the IP telephone. The settings in Program 10-04: Music on Hold Setup are ignored except to determine whether or not music should be provided. If Program 10-04-02 is set to **0**, no music on hold will be heard. If Program 10-04-02 is set to **1** or **2**, music will be provided by the IP telephone.

## Registration Mode

The SV8100 has three types of registration for IP terminals, Plug and Play, Automatic, and Manual programmed in 10-46-01:

- Plug and Play mode – when the phone boots up it will report the extension assigned in the phone or choose the next available extension in the system. No password is required.
- Automatic mode – the SIP user name and password must be entered into the actual IP phone. The phone will come up as the extension associated with the user name and password entered.

- Manual mode – when the phone boots up it will prompt the user to enter a user id and password before logging in. If a user id and password is set in the SIP User settings of the phone, like Automatic mode, the phone will not prompt for login. This gives the ability to have some phones come up automatically and some phones prompt for login. In manual mode, the phones that do not have a user id and password set in the phone will be prompted to log in.

### Registration Override

When Manual mode is used, Registration Override can be used. Registration Override allows a user to login at one phone, and later login at another phone and keep the same extension number. This is useful in the case where an office user has an IP multiline terminal at work and at home or a Softphone they use on the road. They log in at work to use the office terminal, and when they get home or are on the road they login the home terminal or Softphone. When this happens the office terminal is logged out and they have the same extension number at home or on the road.

### Conditions

- The voice quality of VoIP is dependent on variables such as available bandwidth, network latency and Quality of Service (QoS) initiatives, all of which are controlled by the network and internet service providers. Because these variables are not in NEC control, it cannot guarantee the performance of the user's IP-based remote voice solution. Therefore, NEC recommends connecting VoIP equipment through a local area network using a Private IP address.
- IP Multiline Stations must register with the IP address of the IPLA. The IP Multiline stations registering via a URL is not supported.
- If an internal paging group has only IP Multiline Stations, multicast is used for the page. IP Multiline terminals must have a gateway programmed to accomplish a multicast transmission. When an actual gateway device does not exist on the network, a dummy gateway address on the same subnet must be defined. If the paging group has any TDM stations or an external speaker, multicast is not used and the gateway is not required.

### Restrictions

- When using DT700 IP phones, it is recommend that you not assign the following features to a large number of phones (30 or more):
  - The same Trunk Line assignment (squared key system)
  - The same Virtual Extension assignment
  - Paging key with LED ON assignment
  - The same location Park key
  - The same location CAP keyT
  - he same BLF key assignment
  - Day Night Mode Change key assignment
  - The same VM Mail Box key assignment
  - Trunk Group key
  - Trunk Group All Line Busy Indication

- A SIP multiline terminal can override another SIP multiline terminal or a Softphone.
- A Softphone can override another Softphone or a SIP multiline terminal.
- Override does not support SIP multiline terminal with DSS console or Softphone with DSS Console.
- The Univerge SV8100 does not support Network Address Translation (NAT). Because of this, any IP multiline terminal or Desktop Applications must appear to be on the same network as the SV8100 VoIP Interface (IPLA). For remote Desktop Applications, like SP310 Softphone, this can be achieved by a VPN connection to the network the SV8100 resides on.

## Default Setting

None

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## System Availability

### Terminals

All IP Multiline Terminals

### Required Software

None

### Required Component(s)

PZ-32IPLA, PZ-64IPLA or PZ-128IPLA

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## Related Features

None

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-12-02	CD-CP00-AU Network Setup – Subnet Mask	The setting of Subnet Mask is invalid when all Host Addresses are 0. If the network section is: 0, 127, 128.0, 191.255, 192.0.0, 223.255.255 The setting of Subnet Mask is invalid.	128.0.0.0 240.0.0.0 254.0.0.0 255.192.0.0 255.252.0.0 255.255.128.0 255.255.248.0 255.255.255.0 255.255.255.224 255.255.255.252 192.0.0.0 248.0.0.0 255.0.0.0 255.224.0.0 255.254.0.0 255.255.192.0 255.255.252.0 255.255.255.128 255.255.255.240 255.255.255.254 224.0.0.0 252.0.0.0 255.128.0.0 255.248.0.0 255.255.0.0 (Default) 255.255.224.0 255.255.254.0 255.255.255.192 255.255.255.248 255.255.255.255 (default = 255.255.0.0)	✓		
10-12-03	CD-CP00-US Network Setup – Default Gateway	Assign the default gateway IP address for the CD-CP00-AU.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.254.255.254 192.0.0.1 ~ 223.255.255.254 (default = 0.0.0.0)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-12-09	CD-CP00-US Network Setup – IP Address	Set for IPLA.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.255.255.254 192.0.0.1 ~ 223.255.255.254 (default = 172.16.0.10)	✓		
10-26-01	IP System Operation Setup – Peer to Peer Mode	Use to Enable or Disable the Peer to Peer feature for SIP IP stations.	0 = Off 1 = On (default = 1)	✓		
15-05-15	Extension, Basic Setup – Peer to CODEC Type	Use this program to set the registered IP Phone Codec type – Reference Program 84-11 Dterm IP Codec Basic Information.	1-Type 1 2-Type 2 3-Type 3 4-Type 4 5-Type 5 (default = 1)	✓		
84-10-01	ToS Setup – ToS Mode	When Input Data is set to 1, Item No. 07 is invalid. When Data is set to 2, Item No. 02 ~ 06 are invalid.	0 = Disable (Invalid) 1 = IP Precedence 2 = Diffserv (default = 0)		✓	
84-10-07	ToS Setup – Priority (D.S.C.P. - Differentiated Services Code Point)	DSCP (Differentiated Services Code Point).	0~63 (default = 0)	✓		
84-11-28	Dterm IP CODEC Basic Setup – Audio Capability Priority	Use to set voice (RTP packet) encoding parameters.	0 = G.711_PT 2 = G.729_PT (default = 0)	✓		
84-22-01	DT700 Multiline Logon Information Setup – User ID	Input the User ID for each Personal ID Index (1-512) when using auto or manual registration in 10-46-01. <i>IP Multiline terminals only support numerical user IDs, not alphanumeric.</i>	Up to 32 characters (default not assigned)			
84-22-02	DT700 Multiline Logon Information Setup – Password	Input the Password for each Personal ID Index (1-512) when using auto or manual registration in 10-46-01.	Up to 16 characters (default not assigned)			
84-22-03	DT700 Multiline Logon Information Setup – User ID Omission	Enable or Disable User ID Omission. <i>Used when the registration mode (10-46-01) is set to manual. When the phone prompts for a login, the previous user ID will appear so the user only has to enter the password.</i>	0 = Off 1 = On (default = 0)			
84-22-04	DT700 Multiline Logon Information Setup – Log Off	Enable or Disable the ability for the IP Multiline to log off or be overridden.	0 = Off 1 = On (default = 1)			
84-22-05	DT700 Multiline Logon Information Setup – Nick Name	Input the Personal ID from terminal automatically when log on again.	Up to 32 characters (default not assigned)			

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
84-26-01	IPL Basic Setup – IP Address	Assign the IP address for each DSP on the IPLA.	xxx.xxx.xxx.xxx Defaults: Slot 1 = 172.16.0.20 : Slot 4 = 172.16.0.44	✓		
84-26-02	IPL Basic Setup – Port Number	Assign the RTP port number to be used for each DSP on the IPLA.	0~65534 Defaults: VoIP GW1 = 10020 VoIP GW2 = 10052 VoIP GW3 = 10084 VoIP GW4 = 10116 VoIP GW5 = 10148 VoIP GW6 = 10180 VoIP GW7 = 10212 VoIP GW8 = 10244	✓		

In addition to the above programming, define the programming options as required for the system features. Refer to the UNIVERGE SV8100 Programming Manual and the UNIVERGE SV8100 Networking Manual for programming details.

## Operation

Refer to the UNIVERGE SV8100 Networking Manual for detailed feature information.

## *IP Single Line Telephone (SIP)*

### Description

SIP (Session Initiation Protocol) is used for Voice over Internet Protocol. It is defined by the IETF (Internet Engineering Task Force) RFC3261. Other RFC designations, such as RFC 3842, refer to a later implementation of SIP and may be supported by the UNIVERGE SV8100. Commonly called SIP Station, this feature is used for IP Stations using (SIP) Session Initiation Protocol.

SIP analyzes requests from clients and retrieves responses from servers, then sets call parameters at either end of the communication, handles call transfer, and terminates. Typically, such features, including but not limited to Voice over IP services, are available from an SIP service provider.

Each PZ-32IPLA, PZ-64IPLA, or PZ-128IPLA application can support up to 16 TDM Talk paths. This total may be shared among SIP Station or SIP Trunks. Registered SIP Stations and/or SIP Trunks require a one-to-one relation with the PZ-( )IPLA DSP Resource. This is a required component of SIP implementation in the SV8100.

The UNIVERGE SV8100 CD-CP00-AU contains a regular TCP/RTP/IP stack that can handle real-time media, support industry standard SIP (RFC 3261) communication on the WAN side, and interface with the PZ-( )IPLA.

SIP IP Stations utilize the PZ-( )IPLA. The IPLA controls and interprets RTP messaging from the SIP IP Phone to the UNIVERGE SV8100 CD-CP00-AU.

The IPLA supports only those codecs that are considered to provide toll-quality equivalent speech path. The following voice compression methods are supported for the IP Station SIP feature:

- G.711 uLaw – Highest Bandwidth
- G.729 – Mid-Range Bandwidth

The minimum bandwidth requirements for each voice call is listed in the following table. This includes all the overhead of VoIP communication, including signaling).

Codec	Transmit Data Rate	Receive Data Rate	Time Between Packets	Packetization Delay	Default Jitter Buffer Delay	Theoretical Maximum MOS
G711u Law	90 Kbps	90 Kbps	20 ms*	1.5 ms	2 datagrams (40 ms)	4.4
G729	34 Kbps	34 Kbps	20 ms*	15.0 ms	2 datagrams (40 ms)	4.07

\* When an IP Soft Phone is connected, set Time Between Packets to 100 ms.

- The PZ-( )ILPA contains a regular TCP/RTP/IP stack that can handle real time media. The PZ-( )ILPA ETU is an end-point on the IP network from the network administration perspective.
- The CD-CP00-AU uses SIP Protocol to provide telephony services between remote stations through the IP Network. This is an IETF/ITU standards-based protocol.
- Speech-connection audio quality depends greatly on the available bandwidth between the stations in the data network. Because Internet is an uncontrolled data network compared to an Intranet, using this application in Intranet WAN environment with known (or controlled and assured) Quality of Service (QoS) is highly recommended.
- The PZ-32IPLA requires three IP addresses, the PZ-64IPLA requires five IP addresses and the PZ-128IPLA requires nine IP addresses.
- An on-board RJ-45 connector provides a WAN/LAN connection. Voice and signaling data to/from the IP Stations are converted into IP Frames and transmitted through the Data Communication IP Network.
- PZ-32IPLA supports a maximum of 32 Voice over IP connections, PZ-64IPLA supports a maximum of 64 Voice over IP connections, PZ-128IPLA supports a maximum of 128 Voice over IP connections.
- Duplex mode (Auto, Full, or Half) and speed (10 or 100 mbps) are configured via SV8100 chassis Programming.

In voice communication, particularly Internet telephony, the **Mean Opinion Score (MOS)** provides a numerical measure of the quality of human speech at the circuit destination. The scheme uses subjective tests (opinionated scores) that are mathematically averaged to obtain a quantitative indicator of the system performance. The maximum MOS is 5.0.

- UNIVERGE SV8100 supports a 100 rel option and Session Timer option.
- UNIVERGE SV8100 supports Early Media.
- UNIVERGE SV8100 SIP restricts an outgoing call under the following conditions:
  - SIP configuration failed
  - SIP registration failed
  - CD-CP00-AU and MG16 Link down
  - Lack of PZ-( )ILPA resource
  - Lack of a PZ-( )ILPA bandwidth
- Both port numbers can be configured by system data.
- ToS Support.

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## Conditions

- SIP Stations which support RFC 3842 (Message Waiting) receive Message Waiting Lamp indications.
- SIP Station – PZ-32IPLA, PZ-64IPLA or PZ-128IPLA does not support NAT traversal.
- SIP Station – PZ-32IPLA, PZ-64IPLA or PZ-128IPLA does not support a Blind Transfer feature.
- SIP station does not support Video Stream.
- SIP Station and SIP Trunk required license key for activation. Once activated, the SIP Client license may be shared between SIP Station and SIP Trunks.
- SIP protocol (RFC3261) is used.
- SIP Station uses the PZ-( )ILPA as a media gateway.
- Default UDP listen port for a SIP station is 5070. Both port numbers can be configured by system data.
- UNIVERGE SV8100 Station registration policy supports an authentication feature. Enabling this policy prevents the registered telephone from unexpected override.
- UNIVERGE SV8100 supports HOLD and TRF feature on the basis of IETF draft.
  - draft-ietf-sipping-service-examples-09.txt
  - draft-ietf-sipping-cc-transfer-05.txt
  - draft-ietf-sip-session-timer-10.txt
- When all VoIP DSP resources are busy, the SIP phone cannot preempt active calls to make a 000 call.
- The UNIVERGE SV8100 CD-CP00-AU is the registration server for the SIP stations. The configurable IP Address is located in Program 10-12-09 (SV8100 Network Setup – IP Address).

## Default Setting

None

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## System Availability

### Terminals

SIP Terminals Compliant with RFC 3261, RFC 3262, RFC 3264 (Session Description Protocol), RFC 1889 (Real Time Protocol).

CD-CP00-AU

PZ-32IPLA, PZ-64IPLA or PZ-128IPLA.

## Related Features

None

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

### VoIP Settings:

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-12-03	CD-CP00-AU Network Setup – Default Gateway	Assign the default gateway IP address for the CD-CP00-AU.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.254.255.254 192.0.0.1 ~ 223.255.255.254 (default = 0.0.0.0)	✓		
10-12-09	CD-CP00-AU Network Setup – IP Address	Set for IPLA.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.255.255.254 192.0.0.1 ~ 223.255.255.254 (default = 172.16.0.10)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-12-10	CD-CP00-AU Network Setup – Subnet Mask	Use this program to define the Media Gateway Subnet Mask Address.	128.0.0.0 192.0.0.0 224.0.0.0 240.0.0.0 248.0.0.0 252.0.0.0 254.0.0.0 255.0.0.0 255.128.0.0 255.192.0.0 255.224.0.0 255.240.0.0 255.248.0.0 255.252.0.0 255.254.0.0 255.255.0.0 255.255.128.0 255.255.192.0 255.255.224.0 255.255.240.0 255.255.248.0 255.255.252.0 255.255.254.0 255.255.255.0 255.255.255.128 255.255.255.192 255.255.255.224 255.255.255.240 255.255.255.248 255.255.255.252 255.255.255.254 255.255.255.255 (default = 255.255.0.0)		✓	
10-19-01	VoIP DSP Resource Selection	Select type of VoIP ETU DSP Resource. This program setting has no affect on the terminal/trunk port assignment or usage.	0 = Common 1 = IP Extension 2 = SIP Trunk 3 = CCIS 4 = Use for NetLink 5 = Blocked Default: Resource 1 = 1 Resource 2~128 = 0	✓		
10-26-01	IP System Operation Setup – Peer to Peer Mode	Use to Enable or Disable the Peer to Peer feature for SIP IP stations.	0 = Off 1 = On (default = 1)		✓	
10-26-03	IP System Operation Setup – SIP Peer to Peer Mode	Use to Enable or Disable the Peer to Peer feature for SIP IP stations.	0 = Off 1 = On (default = 1)		✓	
84-06-01	PVA Data Setting – RTP Port Number	Use this program to define the Media Gateway starting RTP Port Number.	0~65535 (default = 10020)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
84-06-02	PVA Data Setting – RTCP Port Number	Use this program to define the Media Gateway Starting RTCP Port Number . The RTCP Port Number has to be the (RTP port number + 1).	RTP Port Number + 1 (default = 10021)		✓	
84-06-04	PVA Data Setting – Fract Lost Threshold	Use this program to define the fractional lost threshold – this data will be sent to the UNIVERGE SV8100 CD-CP00-AU when the value exceeds the defined value.	0~100% (default = 0)		✓	
84-06-05	PVA Data Setting – Packets Lost Threshold	Use this program to define the packet lost threshold – this data will be sent to the UNIVERGE SV8100 CD-CP00-AU when the value exceeds the defined value.	0~16777215 (default = 0)		✓	
84-06-07	PVA Data Setting – Jitter Threshold	Use this program to define the Jitter Threshold – this data will be sent to the UNIVERGE SV8100 CD-CP00-AU when the value exceeds the defined value.	0~4294967295 (seconds) (default = 0)		✓	
84-06-09	PVA Data Setting – Delay LSR Threshold	Use this program to define the Delay threshold – this data will be sent to the UNIVERGE SV8100 CD-CP00-AU when the value exceeds the defined value.	0~4294967295 (default = 0)		✓	

### VoIP ToS Setup:

The UNIVERGE SV8100 supports Quality of Service (QoS) Marking for the Session Initiation Protocol (SIP).

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
84-10-01	ToS Setup – ToS Mode	When Input Data is set to 1, Item No. 07 is invalid. When Data is set to 2, Item No. 02 ~ 06 are invalid.	0 = Disable (Invalid) 1 = IP Precedence 2 = Diffserv (default = 0)		✓	

**IP Extension Numbering:**

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-02-01	Extension Numbering	Use this program to define the IP Phone extension number. <i>This designated extension is used to register your IP Phone and is programmed IP Phone programming. Refer to the Installation Instructions for Installation Instructions for ITH-4D/8D/16D-2/3 D<sup>term</sup> IPK Terminals and the IP-R( ) (IPK) Adapters.</i>	Up to eight digits 1 101 2 102 3 103 ~ ~ 99 199 100 3101 ~ ~ 512 3513	✓		

**SIP Extension Codec Information:**

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
84-19-01	SIP Extension CODEC Information Basic Setup – G.711 Audio Frame Number	Use this program to define the G.711 audio Frame Size.	1~4 1 = 10 ms 2 = 20 ms 3 = 30 ms 4 = 40 ms (default = 2)		✓	
84-19-02	SIP Extension CODEC Information Basic Setup – G.711 Voice Activity Detection Mode	Use this program to Enable or Disable Voice Activity Detection for G.711.	0 = Disabled 1 = Enabled (default = 0)		✓	
84-19-03	SIP Extension CODEC Information Basic Setup – G.711 Type	Use this program to define the G.711 Type – Mu-law is recommended when in USA.	0 = A-law 1 = u-law (default = 0)		✓	
84-19-04	SIP Extension CODEC Information Basic Setup – G.711 Jitter Buffer (min)	Use this program to define G.711 Jitter Buffer minimum accepted value – values are set in ms.	0~160 ms (default = 20 ms)		✓	
84-19-05	SIP Extension CODEC Information Basic Setup – G.711 Jitter Buffer (average)	Use this program to define G.711 Jitter Buffer average accepted value – values are set in ms.	0~160 ms (default = 40 ms)		✓	
84-19-06	SIP Extension CODEC Information Basic Setup – G.711 Jitter Buffer (max)	Use this program to define G.711 Jitter Buffer maximum accepted value – values are set in ms.	0~160 ms (default = 80 ms)		✓	
84-19-07	SIP Extension CODEC Information Basic Setup – Number of G.729 Audio Frames	Use this program to define the G.729 audio Frame Size.	1~6 1 = 10 ms 2 = 20 ms 3 = 30 ms 4 = 40 ms 5 = 50 ms 6 = 60 ms (default = 2)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
84-19-08	<b>SIP Extension CODEC Information Basic Setup – G.729 Voice Activity Detection Mode</b>	Use this program to Enable or Disable Voice Activity Detection for G.729.	0 = Disabled 1 = Enabled (default = 0)		✓	
84-19-09	<b>SIP Extension CODEC Information Basic Setup – G.729 Jitter Buffer (min)</b>	Use this program to define G.729 Jitter Buffer minimum accepted value – values are set in ms.	0~270 ms (default = 20 ms)		✓	
84-19-10	<b>SIP Extension CODEC Information Basic Setup – G.729 Jitter Buffer (average)</b>	Use this program to define G.729 Jitter Buffer average accepted value – values are set in ms.	0~270 ms (default = 40 ms)		✓	
84-19-11	<b>SIP Extension CODEC Information Basic Setup – G.729 Jitter Buffer (max)</b>	Use this program to define G.729 Jitter Buffer maximum accepted value – values are set in ms.	0~270 ms (default = 80 ms)		✓	
84-19-17	<b>SIP Extension CODEC Information Basic Setup – Jitter Buffer Mode</b>	Use this program to define the Jitter Buffer mode – supported Static or Immediate.	1 = Static 2 = Adaptive during Silence 3 = Adaptive Immediately (default = 3)		✓	
84-19-18	<b>SIP Extension CODEC Information Basic Setup – VAD Threshold</b>	Use this program to define the VAD Threshold – Values set in db. Consult the UNIVERGE SV8100 Programming Manual for Threshold scale to set acceptable values.	0~30 (default = 20)		✓	
84-19-26	<b>SIP Extension CODEC Information Basic Setup – TX Gain</b>	Use this program to define to TX Gain Values – Adjusting this value increases or decreases volume levels for the receiving party. Consult the UNIVERGE SV8100 Programming Manual for Transmit Gain scale to set acceptable value.	0~40 = (-20dbm ~ +20dbm) 0 = -20 dbm 1 = -19 dbm : 20 = 0 dbm : 39 = +19 dbm 40 = +20 dbm (default = 20)		✓	
84-19-27	<b>SIP Extension CODEC Information Basic Setup – RX Gain</b>	Use this program to define to RX Gain Values – Adjusting this value increases or decreases volume levels for the sending party. Consult the UNIVERGE SV8100 Programming Manual for Transmit Gain scale to set acceptable value.	0~40 = (-20dbm ~ +20dbm) 0 = -20 dbm 1 = -19 dbm : 20 = 0 dbm : 39 = +19 dbm 40 = +20 dbm (default = 20)		✓	
84-19-28	<b>SIP Extension CODEC Information Basic Setup – Audio Capability Priority</b>	Use this program to define to. Consult the UNIVERGE SV8100 Programming Manual for Transmit Gain scale to set acceptable value.	0 = G.711_PT 1 = G.723_PT 2 = G.729_PT 3 = G.722 4 = G.726 5 = Not Used (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
84-19-31	SIP Extension CODEC Information Basic Setup – DTMF Payload Number	Use this program to define the DTMF Payload Number.	96~127 (default = 96)		✓	
84-19-32	SIP Extension IP CODEC Information Basic Setup – DTMF Relay Mode	Use this program to define the DTMF Relay Mode.	0 = Disable 1 = RFC2833 (default = 0)		✓	
84-19-33	SIP Extension IP CODEC Information Basic Setup – Number of G.722 Audio Frames	Use this program to define the number of Audio Frames for G.722 CODEC.	1~4 1 = 10 ms 2 = 20 ms 3 = 30 ms 4 = 40 ms (default = 3)		✓	
84-19-34	SIP Extension IP CODEC Information Basic Setup – G.722 Voice Activity Detection Mode	Use the program to define the G.722 Voice Activity Detection Mode.	0 = Disabled 1 = Enabled (default = 0)		✓	
84-19-35	SIP Extension IP CODEC Information Basic Setup – G.722 Jitter Buffer (min)	Use this program to define the minimum setting for the G.722 Jitter Buffer.	0~160 ms (default = 30)		✓	
84-19-36	SIP Extension IP CODEC Information Basic Setup – G.722 Jitter Buffer (Average)	Use this program to define the average setting for the G.722 Jitter Buffer.	0~160 ms (default = 60)		✓	
84-19-37	SIP Extension IP CODEC Information Basic Setup – G.722 Jitter Buffer (Max)	Use this program to define the maximum setting for the G.722 Jitter Buffer.	0~160 ms (default = 120)		✓	
84-19-38	SIP Extension IP CODEC Information Basic Setup – Number of G.726 Audio Frames	Use this program to define the number of G.726 Audio Frames.	1~4 1 = 10 ms 2 = 20 ms 3 = 30 ms 4 = 40 ms (default = 3)		✓	
84-19-39	SIP Extension IP CODEC Information Basic Setup – G.726 Voice Activity Detection Mode	Use this program to define the G.726 Voice Activity Detection Mode.	0 = Disabled 1 = Enabled (default = 0)		✓	
84-19-40	SIP Extension IP CODEC Information Basic Setup – G.726 Jitter Buffer (min)	Use this program to set the minimum setting for the G.726 Jitter Buffer.	0~160 ms (default = 30)		✓	
84-19-41	SIP Extension IP CODEC Information Basic Setup – G.726 Jitter Buffer (Average)	Use this program to define the average setting for the G.726 Jitter Buffer.	0~160 ms (default = 60)		✓	
84-19-42	SIP Extension IP CODEC Information Basic Setup – G.726 Jitter Buffer (Max)	Use this setting to define the maximum setting for the G.726 Jitter Buffer	0~160 ms (default = 120)		✓	

**SIP Extension Basic Information Setup:**

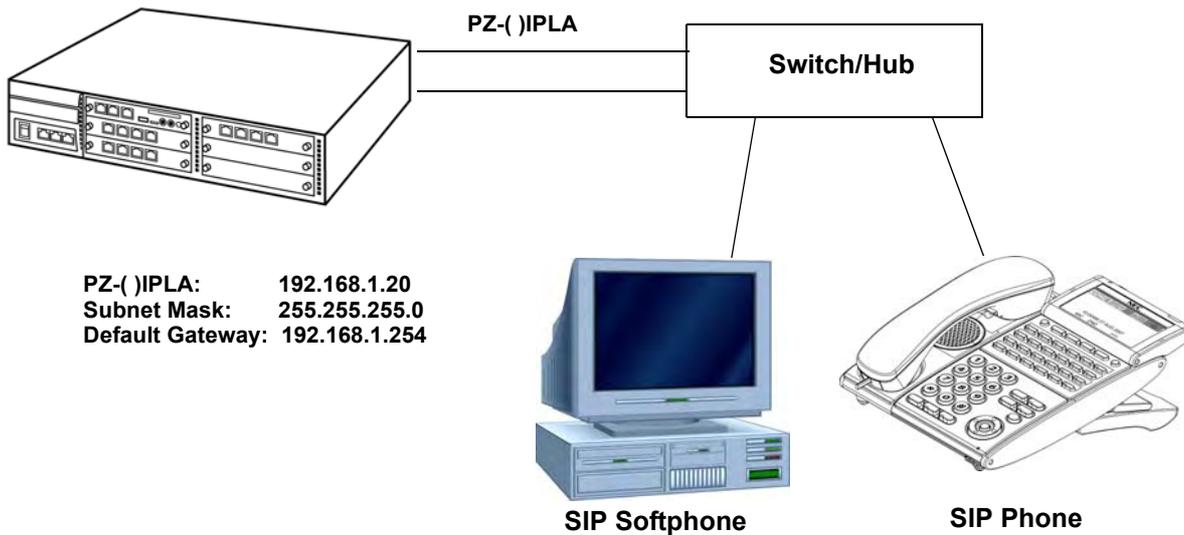
Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
84-20-01	<b>SIP Extension Basic Information Setup – Registrar/Proxy Port</b>	Use this program to define SIP station Proxy Port.	1~65535 (default = 5070)		✓	
84-20-02	<b>SIP Extension Basic Information Setup – Session Timer Value</b>	Use this program to define the periodic refresh time that allows both user agents and proxies to determine if the SIP session is still active.	0~65535 (default = 180)		✓	
84-20-03	<b>SIP Extension Basic Information Setup – Minimum Session Timer Value</b>	Use this program to define to convey the minimum allowed value for the SIP session timer.	0~65535 (default = 180)		✓	
84-20-04	<b>SIP Extension Basic Information Setup – Called Party Info</b>	Use this program to define the SIP Extension presented Caller ID information.	0 = Request URI 1 = To Header (default = 0)		✓	
84-20-05	<b>SIP Extension Basic Information Setup – Expire Value of Invite</b>	Use this program to define the time out response value for SIP invite.	0~256 (seconds) (default = 180 seconds)		✓	
84-26-01	<b>IPL Basic Setup – IP Address</b>	Assign the IP address for each DSP on the IPLA.	xxx.xxx.xxx.xxx Defaults: Slot 1 = 172.16.0.20 : Slot 4 = 172.16.0.44	✓		
84-26-02	<b>IPL Basic Setup – RTP Port Number</b>	Assign the RTP port number to be used for each DSP on the IPLA.	0~65534 Defaults: VoIP GW1 = 10020 VoIP GW2 = 10052 VoIP GW3 = 10084 VoIP GW4 = 10116 VoIP GW5 = 10148 VoIP GW6 = 10180 VoIP GW7 = 10212 VoIP GW8 = 10244		✓	
84-26-03	<b>IPL Basic Setup – RTCP Port Number (RTP Port Number + 1)</b>		0~65534 Defaults: VoIP GW1 = 10021 VoIP GW2 = 10053 VoIP GW3 = 10085 VoIP GW4 = 10117 VoIP GW5 = 10149 VoIP GW6 = 10181 VoIP GW7 = 10213 VoIP GW8 = 10245		✓	

**IP Phone Configuration:**

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-01-01	<b>Basic Extension Data Setup – Extension Name</b>	Define the extension/virtual extension name.	Up to 12 characters Default: STA 101 = Ext 101 STA 102 = Ext 102, etc.	✓		
15-05-02	<b>IP Telephone Terminal Basic Data Setup – IP Phone Fixed Port Assignment</b>	MAC Address of registered MLT SIP phone is stored and/or can input the MAC address of an MLT SIP phone so when it comes online it will be provided with the extension in which the MAC address matches.	MAC address 00-00-00-00-00-00 to FF-FF-FF-FF-FF-FF (default = 00-00-00-00-00-00)	✓		
15-05-07	<b>IP Telephone Terminal Basic Data Setup – Using IP Address</b>	Use this program to review the registered IP Phones IP Address [Informational Only].	0.0.0.0 ~ 255.255.255.255 (default = 0.0.0.0)	✓		
15-05-15	<b>IP Telephone Terminal Basic Data Setup – CODEC Type</b>	Use this program to set the registered IP Phone Codec type – Reference Program 84-11 Dterm IP Codec Basic Information.	1-Type 1 2-Type 2 3-Type 3 4-Type 4 5-Type 5 (default = 1)	✓		
15-05-16	<b>IP Telephone Terminal Basic Data Setup – Authentication Password</b>	Assign the authentication password for SIP single line telephones.	Up to 24 characters (default not assigned)	✓		
15-05-17	<b>IP Telephone Terminal Basic Data Setup – Calling Party Display Info</b>	The part of the Invite message the calling party information is taken from. There are four choices: <b>Nickname:</b> Displays the nickname programmed in 15-05-04. <b>Display Name:</b> Some SIP phones have a Field called “Display Name”. If configured, in the SIP phone, this will display upon a call from that station. <b>User Part:</b> Some SIP phones have a field called “User Part”. If configured in the SIP phone, this will display upon a call from that station. <b>Extension:</b> Display shows extension of the SIP phone.	0 = Nickname 1 = Display Name 2 = User Part 3 = Extension (default = 0)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-05-18	IP Telephone Terminal Basic Data Setup – IP Duplication Allowed Group	If there is an adapter that has one IP address coming into it but has multiple extensions off of it. Assign all the extensions to a group so that way the CPU knows that the one IP address is assigned to multiple extensions.	0 = Not Used 1 = Group 1 2 = Group 2 3 = Group 3 4 = Group 4 5 = Group 5 6 = Group 6 7 = Group 7 8 = Group 8 9 = Group 9 10 = Group 10 (default = 0)	✓		

**SIP Phone Example**



**Figure 2-1 Example – SIP Phone**

The following menu items require programming in your SIP IP Phone (consult SIP Phone vendor specific documentation):

<b>Program/ Item No.</b>	<b>Description/Selection</b>	<b>Default Assigned Data</b>	<b>Comments</b>
1	IP Address	0.0.0.0	Enter a Static IP Address for the SIP Phone.
2	Subnet Mask	0.0.0.0	Enter the Subnet Mask Address.
3	Default Gateway	0.0.0.0	Enter the Default Gateway address.
4	IPLA Address	0.0.0.0	Enter the IPLA IP Address.  <i>This information can be located in PRG 10-12-09 UNIVERGE SV8100 Network Setup IP Address.</i>
5	Extension Number	0	Assign the SIP Phone extension. This information must match Program 11-02-01 Extension Numbering.

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## *IP Trunk – (SIP) Session Initiation Protocol*

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### **Description**

The UNIVERGE SV8100 IP Trunk SIP package sends the real time voice over the corporate LAN or WAN. The voice from the telephone is digitized and then put into frames to be sent over a network using Internet protocol.

Using VoIP equipment at a gateway (a network point that acts as an entrance to another network), the packetized voice transmissions from users in the company are received and routed to other parts of the company intranet (local area or wide area network) or they can be sent over the Internet using CO lines to another gateway.

The PZ-32IPLA / PZ-64IPLA / PZ-128IPLA is an interface that can provide IP trunks and Tie Lines. It can operate in the following modes:

- COI
- COID
- DID
- TLI
- DTI

Depending on the requirements and resource allocation in the LAN/WAN/Internet, the PZ-( )IPLA - SIP can be configured to use any of the following voice compressions:

- G.711 Mu Law – Highest Bandwidth
- G.729 (a) – Most often used
- The LAN/WAN or Internet connection is provided by a 10 Base-T/100 Base-TX Ethernet.

### **Conditions**

None

### **Default Setting**

None

## System Availability

### Terminals

All Multiline Terminals

### Required Component(s)

## Related Features

None

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-12-03	CD-CP00-AU Network Setup – Default Gateway	Assign the default gateway IP address for the CD-CP00-AU.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.254.255.254 192.0.0.1 ~ 223.255.255.254 (default = 0.0.0.0)	✓		
10-12-05	CD-CP00-AU Network Setup – NIC Interface	Use to setup the NIC Interface.	0 = Auto Detect 1 = 100Mbps, Full Duplex 2 = 100Mbps, Half Duplex 3 = 10Mbps, Full Duplex 4 = 10Mbps, Half Duplex (default = 0)	✓		
10-12-06	CD-CP00-AU Network Setup – NAPT Router	Used to define if using an external NAT router or not.	0 = No (Disable) 1 = Yes (Enable) (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-12-07	CD-CP00-AU Network Setup – NAPT Router IP Address (G/W[WAN])	Used to define the IP Address of the WAN side of the router.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.255.255.254 192.0.0.1 ~ 223.255.255.254 (default = 0.0.0.0)		✓	
10-12-08	CD-CP00-AU Network Setup – ICMP Redirect	When receiving ICMP redirect messages, this determines if the IP Routing Table updates automatically or not.	0=No (Disable) 1=Yes (Enable) (default = 0)	✓		
10-12-09	CD-CP00-AU Network Setup – IP Address	Set for IPLA.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.255.255.254 192.0.0.1 ~ 223.255.255.254 (default = 172.16.0.10)	✓		
10-12-10	CD-CP00-AU Network Setup – Subnet Mask	Use this program to define the Media Gateway Subnet Mask Address.	128.0.0.0 192.0.0.0 224.0.0.0 240.0.0.0 248.0.0.0 252.0.0.0 254.0.0.0 255.0.0.0 255.128.0.0 255.192.0.0 255.224.0.0 255.240.0.0 255.248.0.0 255.252.0.0 255.254.0.0 255.255.0.0 255.255.128.0 255.255.192.0 255.255.224.0 255.255.240.0 255.255.248.0 255.255.252.0 255.255.254.0 255.255.255.0 255.255.255.128 255.255.255.192 255.255.255.224 255.255.255.240 255.255.255.248 255.255.255.252 255.255.255.254 255.255.255.255 (default = 255.255.0.0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-12-11	<b>CD-CP00-AU Network Setup – NIC Setup</b>	Use this program to define the LAN interface Speed and Mode of the VoIP Application supported.	0 = Auto Detect 1 = 100 Mbps, Full Duplex 2 = 100 Mbps, Half Duplex 3 = 10 Mbps, Full Duplex 4 = 10 Mbps, Half Duplex (default = 0)	✓		
10-19-01	<b>VoIP DSP Resource Selection</b>	Select type of IPLA DSP Resource. This program setting has no affect on the terminal/trunk port assignment or usage.	0 = Common 1 = IP Extension 2 = SIP Trunk 3 = CCIS 4 = Use for NetLink 5 = Blocked Default: Resource 1 = 1 Resource 2~128 = 0	✓		
10-23-01	<b>SIP System Interconnection Setup – System Interconnection</b>	Used to determine if the system is interconnected to another system.	0 = No (Disable) 1 = Yes (Enable) (default = 0)	✓		
10-23-02	<b>SIP System Interconnection Setup – IP Address</b>	Use this program to define the IP Address of the SIP System Interconnection.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.255.255.254 192.0.0.1 ~ 223.255.255.254 (default = 0.0.0.0)	✓		
10-23-04	<b>SIP System Interconnection Setup – Dial Number</b>	Use this program to define Dial Number for the SIP System Interconnection.	Up to 12 digits (0~9) (default not assigned)	✓		
10-28-01	<b>SIP System Information Setup – Domain Name</b>	Use this program to define the Domain name. This information is generally provided by the SIP carrier.	Up to 64 Characters (default not assigned)	✓		
10-28-02	<b>SIP System Information Setup – Host Name</b>	Use this program to define the Domain name. This information is generally provided by the SIP carrier.	Up to 48 Characters (default not assigned)	✓		
10-28-03	<b>SIP System Information Setup – Transport Protocol</b>	Use this program to define the Transport type. This option is always set to UDP.	0 = UDP 1 = TCP (default = 0)	✓		
10-28-04	<b>SIP System Information Setup – User ID</b>	Use this program to define the User ID.	Up to 32 Characters When assigning the User ID, the ID may contain only alpha characters. (A space and/or special characters are not allowed in the User ID field). (default not assigned)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-28-05	<b>SIP System Information Setup – Domain Assignment</b>	Define the Domain Assignment. This entry is determined by what information the SIP carrier provides. If the SIP carrier provides a server name: SIPconnect-sca@L0.cbeyond.net, then the domain is: L0.cbeyond.net and the host name is SIPconnect-sca.	0 = IP Address 1 = Domain Name (default = 0)	✓		
10-28-06	<b>SIP System Information Setup – IP Trunk Port Binding</b>	Used to Enable or Disable IP Trunk Port binding.	0 = Disable 1 = Enable (default = 0)	✓		
10-29-01	<b>SIP Server Information Setup – Default Proxy (Outbound)</b>	Define the SIP Proxy setup, Default Proxy (Outbound). When SIP trunking is used, this must be on.  <i>If entries are made in Program 10-29-xx for an SIP Server and the SIP Server is removed or not used, the entries in Program 10-29-xx must be set back to their default settings. Even if PRG 10-29-01 is set to 0 (off), the UNIVERGE SV8100 still checks the settings in the remaining 10-29 programs.</i>	0 = Off 1 = On (default = 0)	✓		
10-29-02	<b>SIP Server Information Setup – Default Proxy (Inbound)</b>	Define the Default Proxy (Inbound).	0 = Off 1 = On (default = 0)	✓		
10-29-03	<b>SIP Server Information Setup – Default Proxy IP Address</b>	Enter the default Proxy IP Address if the SIP carrier is using an IP address for the proxy. In most cases, this is left at the default entry as the domain name is used.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.255.255.254 192.0.0.1 ~ 223.255.255.254 (default = 0.0.0.0)	✓		
10-29-04	<b>SIP Server Information Setup – Default Proxy Port Number</b>	Define the Proxy Port Number.	0 ~ 65535 (default = 5060)	✓		
10-29-05	<b>SIP Server Information Setup – Registrar Mode</b>	Define the Registrar Mode. This should always be set to manual when using SIP trunking.	0 = None 1 = Manual 2 = Auto (default = 0)	✓		
10-29-06	<b>SIP Server Information Setup – Registrar IP Address</b>	Define the Registrar IP Address. The carrier may provide an IP address. In most cases, a domain name is used so this entry is left at the default.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.255.255.254 192.0.0.1 ~ 223.255.255.254 (default = 0.0.0.0)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-29-07	SIP Server Information Setup – Registrar Port Number	Define the Registrar Port Numbers.	0 ~ 65535 (default = 5060)	✓		
10-29-08	SIP Server Information Setup – DNS Server Mode	Define the DNS Mode. If the SIP carrier provides a domain name, turn this option on.	0 = Off 1 = On (default = 0)	✓		
10-29-09	SIP Server Information Setup – DNS Server IP Address	Define the DNS IP Address (normally provided by the SIP carrier). Enter the carrier-provided information or enter a valid DNS server IP address.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.255.255.254 192.0.0.1 ~ 223.255.255.254 (default = 0.0.0.0)	✓		
10-29-10	SIP Server Information Setup – DNS Port Number	Define the DNS Transport port.	0 ~ 65535 (default = 53)	✓		
10-29-11	SIP Server Information Setup – Registrar Domain Name	Define the Registrar Domain Name (normally provided by the SIP carrier).	Up to 128 Characters (default not assigned)	✓		
10-29-12	SIP Server Information Setup – Domain Name	Define the Proxy Domain Name (UNIVERGE SV8100 domain name).	Up to 64 Characters (default not assigned)	✓		
10-29-13	SIP Server Information Setup – Proxy Host Name	Define the Proxy Host name (UNIVERGE SV8100 proxy name).	Up to 48 Characters (default not assigned)	✓		
10-29-14	SIP Server Information Setup – SIP Carrier Choice	Define the SIP Carrier Choice.	0 ~ 7 1 = Carrier A 2 = Carrier B 3 = Carrier C 4 = Carrier D 5 = Carrier E 6 = Carrier F 7 = Carrier G (default = 0)	✓		
10-29-15	SIP Server Information Setup – Registration Expiry (Expire) Time	Define the Registration Expire time – the time allowed to register with the SIP carrier.	120 ~ 65535 seconds (default = 3600)	✓		
10-29-18	SIP Registration Retry Timer		0~65536 seconds (default = 60 seconds)			
10-30-02	SIP Authentication Information – User Name	Define the authentication User name provided by the SIP carrier.	Up to 64 Characters (default not assigned)	✓		
10-30-03	SIP Authentication Information – Password	Enter the authentication password provided by the SIP carrier. When the UNIVERGE SV8100 registers its own ID with the carrier SIP server or makes an outgoing call via the carrier SIP server, the SIP server requests the authentication. This data is used as Register ID 0.	Up to 32 Characters (default not assigned)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-30-04	<b>SIP Authentication Information – Authentication Trial</b>	Define the Authentication Trial. When a call tries to register with the SIP carrier and they refuse, this entry determines how many times the UNIVERGE SV8100 sends authentication.	0~9 (default = 1)	✓		
10-36-01	<b>SIP Trunk Registration Information Setup – Registration</b>	Enable or Disable the SIP trunk registration.	0 = Disable 1 = Enable (default = 0)	✓		
10-36-02	<b>SIP Trunk Registration Information Setup – User ID</b>	Used to define the USER ID for the SIP Trunk.	Up to 32 Characters. (default not assigned)	✓		
10-36-03	<b>SIP Trunk Registration Information Setup – Authentication User ID</b>	Used to define the Authentication USER ID for the SIP Trunk.	Up to 64 Characters. (default not assigned)	✓		
10-36-04	<b>SIP Trunk Registration Information Setup – Authentication Password</b>	Use to define the Authentication Password for the SIP Trunk.	Up to 32 Characters. (default not assigned)		✓	
10-37-01	<b>UPnP Setup – UPnP Mode</b>	Use to Enable or Disable UPnP.	0 = Disable 1 = Enable (default = 0)	✓		
10-37-02	<b>UPnP Setup – Retry Time</b>	Define the retry time for UPnP.	0,60 ~ 3600 (1~59 cannot be input) (default = 60)	✓		
10-40-01	<b>IP Trunk Availability – IP Trunk Availability</b>	Use to Enable or Disable IP Trunks.	0 = Disable 1 = Enable (default = 0)	✓		
10-40-02	<b>IP Trunk Availability – Number of Ports</b>	Define the number of IP Trunks when enabled.	0 ~ 128 (default = 0)	✓		
11-01-01	<b>System Numbering – Service Code</b>	Set the system internal (Intercom) numbering plan. The numbering plan assigns the first and second digits dialed and affects the digits an extension user must dial to access other extensions and features, such as service codes and trunk codes. If the default numbering plan does not meet the site requirements, use this program to tailor the system numbering to the site.	Refer to System Numbering Default Settings table in the UNIVERGE SV8100 Programming Manual for a list of default settings.	✓		
14-01-24	<b>Basic Trunk Data Setup – Trunk-to-Trunk Outgoing Caller ID through Mode</b>	Enable (1) or Disable (0) the ability to send the original Caller ID through when the call is Forward Off-Premise.	0 = Disable (No) 1 = Enable (Yes) (default = 0)		✓	
14-02-01	<b>Analog Trunk Data setup – Signaling Type (DP/DTMF)</b>	At default, Program 14-02-01 is set to 2 (DTMF). For the IAD trunks this must be set for Dial Pulse [either 0 (10PPS) or 1 (20PPS)].	0=Dial Pulse (10 PPS) 1=Dial Pulse (20 PPS) 2=DTMF (default = 2)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-05-01	<b>Trunk Group – Trunk Group Number</b>	Assign trunks to trunk groups then go to Program 14-06-01 below to set up Trunk Group Routing.	Trunks 1~200 Trunk Port 1~200, Group 1, Priority 1~200	✓		
21-17-01	<b>IP Trunk (SIP) Calling Party Number Setup for Trunk</b>	This program assigns the Caller Party Number for each IP trunk. The assigned number is sent to the central office when the caller places an outgoing call. If the Calling Party Number is assigned by both Program 21-17 and Program 21-18/ 21-19, the system uses the entry in Program 21-18/ 21-19.	Up to 16 Digits (1~0, *, #) (default not assigned)	✓		
21-19-01	<b>IP Trunk (SIP) Calling Party Number Setup for Extension</b>	This program is used to assign the Calling Party Number for each extension. The assigned number is sent to the central office when the caller places an outgoing call. If the Calling Party Number is assigned by both Program 21-17 and Program 21-18/Program 21-19, the system uses the data in Program 21-18/Program 21-19.	Up to 16 Digits (1~0, *, #) (default not assigned)	✓		
22-02-01	<b>Incoming Call Trunk Setup</b>	Assign the incoming trunk type for each trunk.	Trunks 1~200 0 = Normal 1 = VRS (second dial tone if no VRS installed) 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie line 6 = Delayed VRS 7 = ANI/DNIS 8 = DID(DDI) Mode Switching (default = 0)	✓		
44-02-01	<b>Dial Analysis Table for ARS/F-Route Access – Dial</b>	Set the Dial digits for the Pre-Transaction Table for selecting ARS/F-Route (eight digits max: 1~9, 0 * #, @). To enter a wild card/don't care digit, press Line Key 1 to enter an @.	Up to eight digits (Use line key 1 for a 'Don't Care' digit, @) (default not assigned)		✓	
44-02-02	<b>Dial Analysis Table for ARS/F-Route Access – Service Type</b>	Set the Service Type (0~3) for the Pre-Transaction Table for selecting ARS/F-Route.	0 = No Setting (None) 1 = Extension Call (Own) 2 = ARS/F-Route Table (F-Route) 3 = Dial Extension Analyze Table (Option) (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
44-02-03	Dial Analysis Table for ARS/F-Route Access – Additional Data	If a Service Type is selected in Program 44-02-02, set the additional data, if required, for the Pre-Transaction Table for selecting ARS/F-Route (24 digits max: 1~9, 0 * #, @). To enter a wild card/don't care digit, press Line Key 1 to enter an @.	1 = Delete Digit = 0~255 (255 : Delete All Digits) 2 = 0~500 (0 = No Setting) 3 = Dial Extension Analyze Table Number = 0~4 (0 = No Setting) (default = 0)		✓	
44-05-01	ARS/F-Route Table – Trunk Group Number	Assign the trunk group to be used by the ARS/F-Route Table.	0~100, 255 0 = No Setting 255 = Extension Call (default = 0)		✓	
44-05-09	ARS/F-Route Table – Maximum Digit	Input the maximum number of digits to send when using the F-Route.	0~24 (default = 0)		✓	
84-06-01	PVA Data Setting – RTP Port Number	Use this program to define the Media Gateway starting RTP Port Number.	0~65535 (default = 10020)		✓	
84-06-02	PVA Data Setting – RTCP Port Number	Use this program to define the Media Gateway Starting RTCP Port Number . The RTCP Port Number must be the (RTP port number + 1).	RTP Port Number + 1 (default = 10021)		✓	
84-06-04	PVA Data Setting – Fract Lost Threshold	Use this program to define the fractional lost threshold – this data will be sent to the UNIVERGE SV8100 CD-CP00-AU when the value exceeds the defined value.	0~100% (default = 0)		✓	
84-06-05	PVA Data Setting – Packets Lost Threshold	Use this program to define the packet lost threshold – this data will be sent to the UNIVERGE SV8100 CD-CP00-AU when the value exceeds the defined value.	0~16777215 (default = 0)		✓	
84-06-07	PVA Data Setting – Jitter Threshold	Use this program to define the Jitter Threshold – this data will be sent to the UNIVERGE SV8100 CD-CP00-AU when the value exceeds the defined value.	0~4294967295 (seconds) (default = 0)		✓	
84-06-09	PVA Data Setting – Delay LSR Threshold	Use this program to define the Delay threshold – this data will be sent to the UNIVERGE SV8100 CD-CP00-AU when the value exceeds the defined value.	0~4294967295 (default = 0)		✓	
84-06-16	VoIP Info – IMCP Redirect	The IPLA daughter board supports sending the Internet Message Control Protocol (IMCP) redirect message.	0=No 1=Yes (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
84-10-01	ToS Setup – ToS Mode	When Input Data is set to 1, Item No. 07 is invalid. When Data is set to 2, Item No. 02 ~ 06 are invalid.	0 = Disable (Invalid) 1 = IP Precedence 2 = Diffserv (default = 0)	✓		
84-10-02	ToS Setup – Priority, IP Precedence	1 = Router queuing priority.	0~7 0 = Low 7 = High (default = 0)	✓		
84-10-03	ToS Setup – Low Delay	1 = Optimize for low delay routing.	0~1 0 = Normal Delay, Low Delay (default = 0)	✓		
84-10-04	ToS Setup – Wideband (Throughput)	1 = Optimize for high bandwidth routing.	0~1 0 = Normal Throughput 1 = High Throughput (default = 0)	✓		
84-10-05	ToS Setup – High Reliability	1 = Optimize for reliability routing.	0~1 0 = Normal Reliability 1 = Low Reliability (default = 0)	✓		
84-10-07	ToS Setup – Priority (D.S.C.P. - Differentiated Services Code Point)	DSCP (Differentiated Services Code Point).	0~63 (default = 0)	✓		
84-13-01	SIP Trunk CODEC Information Basic Setup – Number of G.711 Audio Frames	Set the G.711 Audio Frame Number.	1~4 (default = 2)	✓		
84-13-02	SIP Trunk CODEC Information Basic Setup – G.711 Voice Activity Detection Mode	Enable or Disable the G.711 VAD Detection Mode.	0 = Disable 1 = Enable (default = 0)	✓		
84-13-03	SIP Trunk CODEC Information Basic Setup – G.711 Type	Define the G.71 type.	0 = A-law 1 = u-law (default = 0)	✓		
84-13-04	SIP Trunk CODEC Information Basic Setup – G.711 Jitter Buffer (min)	Set the minimum G.71 Jitter Buffer.	0~160 ms (default = 20)	✓		
84-13-05	SIP Trunk CODEC Information Basic Setup – G.711 Jitter Buffer (Average)	Set the average G.711 Jitter Buffer.	0~160 ms (default = 40)	✓		
84-13-06	SIP Trunk CODEC Information Basic Setup – G.711 Jitter Buffer (max)	Set the maximum G.711 Jitter Buffer.	0~160 ms (default = 60)	✓		
84-13-07	SIP Trunk CODEC Information Basic Setup – Number of G.729 Audio Frames	Set the G.729 Audio Frame Number.	1 = 10 ms 2 = 20 ms 3 = 30 ms 4 = 40 ms 5 = 50 ms 6 = 60 ms (default = 2)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
84-13-08	SIP Trunk CODEC Information Basic Setup – G.729 Voice Activity Detection Mode	Enable or Disable the G.729 VAD Detection Mode.	0 = Disable 1 = Enable (default = 0)	✓		
84-13-09	SIP Trunk CODEC Information Basic Setup – G.729 Jitter Buffer (min)	Set the minimum G.729 Jitter Buffer.	0~270 ms (default = 20)	✓		
84-13-10	SIP Trunk CODEC Information Basic Setup – G.729 Jitter Buffer (Average)	Set the average G.729 Jitter Buffer.	0~270 ms (default = 40)	✓		
84-13-11	SIP Trunk CODEC Information Basic Setup – G.729 Jitter Buffer (max)	Set the maximum G.729 Jitter Buffer.	0~270 ms (default = 60)	✓		
84-13-17	SIP Trunk CODEC Information Basic Setup – Jitter Buffer Mode	Set the Jitter Buffer Mode.	1 = Fixed 2 = Adaptive during silence 3 = Adaptive Immediately (default = 3)	✓		
84-13-18	SIP Trunk CODEC Information Basic Setup – VAD Threshold	Set the VAD (Voice Activity Detection) threshold.	0~30 = -19db~-+10db 1 = -19db (-49dbm) : 2 = 0db (-30dbm) : 29 = 9dbm (-21dbm) 30 = 0dbm (-20dbm) (default = 20)	✓		
84-13-26	SIP Trunk CODEC Information Basic Setup – TX Gain	Set the transmit gain.	0~40 (-20dbm ~ +20dbm) 0 = -20dbm 1 = -19 dbm : 20 = 0dbm : 39 = 19 dbm 40 = 20dbm (default = 20)	✓		
84-13-27	SIP Trunk CODEC Information Basic Setup – RX Gain	Set the receive gain.	0~40 (-20dbm ~ +20dbm) 0 = -20dbm 1 = -19 dbm : 20 = 0dbm : 39 = 19 dbm 40 = 20dbm (default = 20)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
84-13-28	SIP Trunk CODEC Information Basic Setup – Audio Capability Priority	Define the CODEC Priority.	0 = G.711_PT 1 = G.723_PT 2 = G.729_PT 3 = G.722_PT 4 = G.726_PT 5 = Not Used (default = 0)	✓		
84-13-31	SIP Trunk CODEC Information Basic Setup – DTMF Payload Number	Define the DTMF Payload Number.	96~127 (default = 110)	✓		
84-13-32	SIP Trunk CODEC Information Basic Setup – DTMF Relay Mode	Determine the DTMF setup.	0 = Disable 1 = RFC2833 (default = 0)	✓		
84-13-33	SIP Trunk CODEC Information Basic Setup – Number of G.722 Audio Frames	Define the number of G.722 Audio Frames.	1~4 1 = 10ms 2 = 20ms 3 = 30ms 4 = 40ms (default = 3)		✓	
84-13-34	SIP Trunk CODEC Information Basic Setup – G.722 VAD Mode	Define the G.722 VAD Mode.	0 = Disable 1 = Enable (default = 0)		✓	
84-13-35	SIP Trunk CODEC Information Basic Setup – G.722 Jitter Buffer (min)	Define the minimum level for the G.722 jitter buffer.	0~160 ms (default = 30)		✓	
84-13-36	SIP Trunk CODEC Information Basic Setup – G.722 Jitter Buffer (average)	Define the average level for the G.722 Jitter Buffer.	0~160 ms (default = 60)		✓	
84-13-37	SIP Trunk CODEC Information Basic Setup – G.722 Jitter Buffer (max)	Define the Max level for the G.722 Jitter buffer.	0~160 ms (default = 120)		✓	
84-13-38	SIP Trunk CODEC Information Basic Setup – Number of G.726 Audio Frames	Define the number of G.726 audio frames.	1~4 1 = 10ms 2 = 20ms 3 = 30ms 4 = 40ms (default = 3)		✓	
84-13-39	SIP Trunk CODEC Information Basic Setup – G.726 VAD Mode	Define the VAD mode for G.726.	0 = Disable 1 = Enable (default = 0)		✓	
84-13-40	SIP Trunk CODEC Information Basic Setup – G.726 Jitter Buffer (min)	Define the minimum level for the G.726 jitter buffer.	0~160 ms (default = 30)		✓	
84-13-41	SIP Trunk CODEC Information Basic Setup – G.726 Jitter Buffer (average)	Define the average level for the G.726 jitter buffer.	0~160 ms (default = 60)		✓	
84-13-42	SIP Trunk CODEC Information Basic Setup – G.726 Jitter Buffer (max)	Define the max level for the G.726 jitter buffer.	0~160 ms (default = 120)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
84-14-06	SIP Trunk Basic Information Setup – SIP UA Trunk Port Number	Set the SIP UA (User Authorized) Trunk port number (Receiving Transport for UNIVERGE SV8100 SIP).	1~ 65535 (default = 5060)	✓		
84-14-07	SIP Trunk Basic Information Setup – Session Timer Value	Set the Session Timer Value.	1~ 65535 seconds (default = 0)	✓		
84-14-08	SIP Trunk Basic Information Setup – Minimum Session Timer Value	Set the Minimum Session Timer Value.	1~ 65535 seconds (default = 1800 seconds)	✓		
84-14-09	SIP Trunk Basic Information Setup – Called Party Information	Set the Called Party Information.	0 = Request URI 1 = To Header (default = 0)	✓		
84-14-10	SIP Trunk Basic Information Setup – URL Type	Define the URL type for SIP trunks.	0 = SIP-URL 1 = TEL-URL (default = 0)	✓		
84-17-01	IPL Echo Cancellor Control Setup (IN Level) – Echo Cancellor Mode	Use this program to Disable or Enable the Echo Cancellor.	0 = Disable 1 = Enable Default: Type 4 = 1 Type 5 = 1	✓		
84-17-02	IPL Echo Cancellor Control Setup (IN Level) – Echo Cancellor Tail Size	Use this program to select the time threshold for the Echo Cancellor.	1 = 8 ms 2 = 16 ms 3 = 32 ms 4 = 64 ms 5 = 128 ms Default: Type 4 = 5 Type 5 = 1	✓		
84-17-03	IPL Echo Cancellor Control Setup (IN Level) – Echo Cancellor NLP Mode	Use this program to Disable or Enable the NLP Mode.	0 = Disable 1 = Enable Default: Type 4 = 1 Type 5 = 0	✓		
84-26-01	IPL Basic Setup – IP Address	Define the IP address for each DSP on the IPLA daughter board. PZ-32IPLA has 2 DSPs, PZ-64IPLA has 4 DSPs, PZ-128IPLA has 8 DSPs.	xxx.xxx.xxx.xxx Defaults: Slot 1 = 172.16.0.20 : Slot 4 = 172.16.0.44	✓		
84-26-02	IPL Basic Setup – RTP Port Number	Define the TCP port number for RTP to use for each DSP.	0~65534 Defaults: VoIP GW1 = 10020 VoIP GW2 = 10052 VoIP GW3 = 10084 VoIP GW4 = 10116 VoIP GW5 = 10148 VoIP GW6 = 10180 VoIP GW7 = 10212 VoIP GW8 = 10244	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
84-26-03	<b>IPL Basic Setup – RTCP Port Number (RTP Port Number + 1)</b>	Define the TCP port number for RTCP to use for each DSP.	0~65534 Defaults: VoIP GW1 = 10021 VoIP GW2 = 10053 VoIP GW3 = 10085 VoIP GW4 = 10117 VoIP GW5 = 10149 VoIP GW6 = 10181 VoIP GW7 = 10213 VoIP GW8 = 10245	✓		
90-10-01	<b>System Alarm Setup – Alarm Type</b>	Define if Alarms are Minor, Major, or Not Set.	0 = Not Set 1 = Major Alarm 2 = Minor Alarm (default not assigned)	✓		

## Operation

None

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## *IP Trunk – H.323*

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### **Description**

H.323 is an International Telecommunication Union (ITU) standard for Packet Based Multimedia Communication Systems. The UNIVERGE SV8100 can use H.323 to connect to another UNIVERGE SV8100 system or a third party product.

The feature set is limited. When using H.323, it is not possible to use the advanced networking features. If these features are required, use IP KCCIS. The UNIVERGE SV8100 Voice over IP Trunk Blade H.323 package sends the real-time voice over the corporate LAN or WAN. The voice from the telephone is digitized and then put into frames to be sent over a network using Internet Protocol.

The UNIVERGE SV8100 Voice over IP Trunk – H.323 blade package allows communication using standard H.323 (Normal and Fast Start) Protocol and allows connectivity to any H.323 standards compliant voice gateway and gatekeeper. This VoIP Trunk Blade also allows Registration and Authentication Server (RAS) support to register with an RAS Server and use Gatekeeper for dynamic call routing.

The PZ-(x)IPLA blade – H.323 is an optional interface that can provide IP trunks and Tie Lines. It can operate in the following modes:

- COI
- COID
- DID
- TLI
- DTI

Depending on the requirements and resource allocation in the LAN/WAN/Internet, the IAD(8)-U( ) ETU - H.323 can be configured to use any of the following voice compressions:

- G.729 Low bandwidth requirement, and is used on most Wide Area Network links.
- G.711 High bandwidth requirement - usually used on Local Area Networks.
- G.722 This codec is useful in fixed network, Voice over IP applications, where the required bandwidth is typically not prohibitive.
- G.723 This codec is a ITU-T standard wide band speech codec. This is an extension of Recommendation G.721 adaptive differential pulse code modulation to 24 and 40 kbit/s for digital circuit multiplication equipment application.

## System Availability (US Only)

### Terminals

All Multiline Terminals

### Required Component(s)

PZ-32IPLA, PZ-64IPLA or PZ-128IPLA

## Related Features

None

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 2** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

 *The items highlighted in gray are read only and cannot be changed.*

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-01	ETU Setup (IPLA Pkg) – Trunk Logical Port Number	Displays the port number assigned to the IPLA.	0~200 (default = 0)		✓	
10-03-02	ETU Setup (IPLA Pkg) – Trunk Type	Define if the IP Trunks are H.323 or SIP.	0 = H.323 1 = SIP (default = 1)	✓		
10-12-03	CD-CP00-US Network Setup – Default Gateway	Assign the default gateway IP address for the CD-CP00-AU.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.254.255.254 192.0.0.1 ~ 223.255.255.254 (default = 0.0.0.0)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-12-09	CD-CP00-US Network Setup – IP Address	Set for IPLA.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.255.255.254 192.0.0.1 ~ 223.255.255.254 (default = 172.16.0.10)	✓		
10-12-10	CD-CP00-AU Network Setup – Subnet Mask	Use this program to define the Media Gateway Subnet Mask Address.	128.0.0.0 192.0.0.0 224.0.0.0 240.0.0.0 248.0.0.0 252.0.0.0 254.0.0.0 255.0.0.0 255.128.0.0 255.192.0.0 255.224.0.0 255.240.0.0 255.248.0.0 255.252.0.0 255.254.0.0 255.255.0.0 255.255.128.0 255.255.192.0 255.255.224.0 255.255.240.0 255.255.248.0 255.255.252.0 255.255.254.0 255.255.255.0 255.255.255.128 255.255.255.192 255.255.255.224 255.255.255.240 255.255.255.248 255.255.255.252 255.255.255.254 255.255.255.255 (default = 255.255.0.0)	✓		
10-17-02	H.323 Gatekeeper Setup – Gatekeeper IP Address	Use to define the Gatekeeper IP address for H.323.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.255.255.254 192.0.0.1 ~ 223.255.255.254 (default = 0.0.0.0)	✓		
10-17-04	H.323 Gatekeeper Setup – Preferred Gatekeeper	When 10-17-01 is set to 1, this is used and sets the preferred ID of multiple Gatekeepers.	Maximum 124 characters (default not assigned)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-18-01	H.323 Alias Address Setup – Alias Address	Set the telephone number (Alias Address) to external gatekeeper.	Dial up to 12 digits (0~9, *, #) (default not assigned)	✓		
10-18-02	H.323 Alias Address Setup – Alias Address Type	Set the Alias Address Type to external gatekeeper.	0 = E164 (default = 0)	✓		
10-23-01	SIP System Interconnection Setup – System Interconnection	Used to determine if the system is interconnected to another system.	0 = No (Disable) 1 = Yes (Enable) (default = 0)	✓		
10-23-02	SIP System Interconnection Setup – IP Address	Define the IP Address for the SIS System Interconnection.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.255.255.254 192.0.0.1 ~ 223.255.255.254 (default = 0.0.0.0)	✓		
10-23-04	SIP System Interconnection Setup – Dial Number	Define the Dial Number for the SIP System.	Up to 12 digits (0~9) (default not assigned)	✓		
10-40-01	IP Trunk Availability – IP Trunk Availability	Use to Enable or Disable IP Trunks.	0 = Disable 1 = Enable (default = 0)	✓		
10-40-02	IP Trunk Availability – Number of Ports	Define the number of IP Trunks when enabled.	0 ~ 128 (default = 0)	✓		
14-02-01	Analog Trunk Data Setup – Signaling Type (DP/DTMF)	At default, Program 14-02-01 is set to 2 (DTMF). For the IP trunks this must be set for Dial Pulse [either 0 (10PPS) or 1 (20PPS)].	0=Dial Pulse (10 PPS) 1=Dial Pulse (20 PPS) 2=DTMF (default = 2)	✓		
14-05-01	Trunk Group – Trunk Group Number	Assign trunks to trunk groups then go to Program 14-06-01 below to set up Trunk Group Routing.	Trunks 1~200 Trunk Port 1~200, Group 1, Priority 1~200	✓		
14-06-01	Trunk Group Routing – Priority Order Number	Used to set the priority order number 1~4.	0 = Not Specify 1~100 : (Trunk Group Number) 1001~1100 : (1000 + Route Table Number) Default: Route 1, Order Number 1 = 1 (Trunk Group 1) Order Numbers 2, 3, 4 = 0 (Not Specified) All Other Routes (2~100) and Order Numbers (1~4) = 0 (Not Specified)	✓		
20-08-13	Class of Service Options (Outgoing Call Service) – ISDN CLIP	Determine if the ISDN calling line identity presentation and screening indicators are to be allowed.	0 = Off 1 = On (default = 1)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-09-02	<b>Class of Service Options (Incoming Call Service) – Caller ID Display</b>	Turns Off (0) or On (1) the Caller ID display at an extension.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
21-17-01	<b>IP Trunk (SIP) Calling Party Number Setup for Trunk</b>	This program assigns the Caller Party Number for each IP trunk. The assigned number is sent to the central office when the caller places an outgoing call. If the Calling Party Number is assigned by both Program 21-17 and Program 21-18/21-19, the system uses the entry in Program 21-18/21-19.	Up to 16 Digits (1~0, *, #) (default not assigned)	✓		
21-18-01	<b>IP Trunk (H.323) Calling Party Number Setup for Extension – IP Trunk (H.323) Calling Party Number Setup for Extension</b>	Use to assign the Calling Party Number for each extension. The assigned number is sent to the exchange when the caller places an outgoing call.	Up to 16 digits (1~0, *, #) (default not assigned)	✓		
22-02-01	<b>Incoming Call Trunk Setup</b>	Assign the incoming trunk type for each trunk.	Trunks 1~200 0 = Normal 1 = VRS (second dial tone if no VRS installed) 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie line 6 = Delayed VRS 7 = ANI/DNIS 8 = DID(DDI) Mode Switching (default = 0)	✓		
44-02-01	<b>Dial Analysis Table for ARS/F-Route Access – Dial</b>	Set the number of digits to be analyzed by the system for ARS routing.	Up to eight digits (Use line key 1 for a 'Don't Care' digit, @) (default not assigned)		✓	
44-02-02	<b>Dial Analysis Table for ARS/F-Route Access – Service Type</b>	Set the Service Type (0~3) for the Pre-Transaction Table for selecting ARS/F-Route.	0 = No Setting (None) 1 = Extension Call (Own) 2 = ARS/F-Route Table (F-Route) 3 = Dial Extension Analyze Table (Option) (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
44-02-03	Dial Analysis Table for ARS/ F-Route Access – Additional Data	If a Service Type is selected in Program 44-02-02, set the additional data, if required, for the Pre-Transaction Table for selecting ARS/F-Route (24 digits max: 1~9, 0 * #, @). To enter a wild card/don't care digit, press Line Key 1 to enter an @.	1 = Delete Digit = 0~255 (255 : Delete All Digits) 2 = 0~500 (0 = No Setting) 3 = Dial Extension Analyze Table Number = 0~4 (0 = No Setting) (default = 0)		✓	
44-05-01	ARS/F-Route Table – Trunk Group Number	Select the trunk group number to be used for the outgoing ARS call.	0~100, 255 0 = No Setting 255 = Extension Call (default = 0)		✓	
44-05-09	ARS/F-Route Table – Maximum Digit	Input the maximum number of digits to send when using the F-Route.	0~24 (default = 0)		✓	
84-01-02	H.323 Trunk Basic Information Setup – Number of G.711 audio frames	Use to define the number of G.711 Audio Frames.	1~4 (default = 3)		✓	
84-01-03	H.323 Trunk Basic Information Setup – G.711 VAD mode	Use to define the G.711 VAD mode for H.323.	0 = Disable 1 = Enable (default = 0)		✓	
84-01-04	H.323 Trunk Basic Information Setup – G.711 Type	Use to define the G.711 type for H.323.	0 = A-law 1 = u-law (default = 1)		✓	
84-01-05	H.323 Trunk Basic Information Setup – Number of G.729 audio frames	Use to define the number of G.729 audio frames for H.323.	1~6 1 = 10ms 2 = 20ms 3 = 30ms 4 = 40ms 5 = 50ms 6 = 60ms (default = 3)		✓	
84-01-06	H.323 Trunk Basic Information Setup – G.729 VAD mode	Use to define the G.729 VAD mode for H.323.	0 = Disable 1 = Enable (default = 0)		✓	
84-01-07	H.323 Trunk Basic Information Setup – G.729 Jitter Buffer (min)	Use to define the G.729 jitter buffer (minimum) for H.323.	0~270ms (default = 30)		✓	
84-01-08	H.323 Trunk Basic Information Setup – G.729 Jitter Buffer (average)	Use to define the G.729 jitter buffer (average) for H.323.	0~270ms (default = 60)		✓	
84-01-09	H.323 Trunk Basic Information Setup – G.729 Jitter Buffer (max)	Use to define the G.729 jitter buffer (maximum) for H.323.	0~270ms (default = 120)		✓	
84-01-11	H.323 Trunk Basic Information Setup – Number of G.723 audio frames	Use to define the number of G.723 audio frames for H.323.	1~2 (default = 1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
84-01-12	H.323 Trunk Basic Information Setup – G.723 VAD mode	Use to define the G.723 VAD mode for H.323.	0 = Disable 1 = Enable (default = 0)		✓	
84-01-15	H.323 Trunk Basic Information Setup – Jitter Buffer Mode	Use to define the jitter buffer mode for H.323.	1 = Fixed 2 = Self adjusting (silence period) 3 = Self adjusting (default = 3)		✓	
84-01-16	H.323 Trunk Basic Information Setup – G.711 Jitter Buffer (min)	Use to define the G.711 jitter buffer (minimum) for H.323.	0~160 (default = 30)		✓	
84-01-17	H.323 Trunk Basic Information Setup – G.711 Jitter Buffer (average)	Use to define the G.711 jitter buffer (average) for H.323.	0~160 (default = 60)		✓	
84-01-18	H.323 Trunk Basic Information Setup – G.711 Jitter Buffer (max)	Use to define the G.711 jitter buffer (maximum) for H.323.	0~160 (default = 120)		✓	
84-01-19	H.323 Trunk Basic Information Setup – G.723 Jitter Buffer (min)	Use to define the G.723 jitter buffer (minimum) for H.323.	0~270 (default = 30)		✓	
84-01-20	H.323 Trunk Basic Information Setup – G.723 Jitter Buffer (average)	Use to define the G.723 jitter buffer (average) for H.323.	0~270 (default = 60)		✓	
84-01-21	H.323 Trunk Basic Information Setup – G.723 Jitter Buffer (max)	Use to define the G.723 jitter buffer (maximum) for H.323.	0~270 (default = 120)		✓	
84-01-22	H.323 Trunk Basic Information Setup – VAD Threshold	Use to define the VAD threshold for H.323.	0~30 (-19db~ +10db and self adjustment) 0 = Self adjustment 1 = -19db (-49dbm) : 20 = 0db (-30dbm) : 29 = 9db (-21dbm) 30 = 10db (-20dbm) (default = 20)		✓	
84-01-23	H.323 Trunk Basic Information Setup – Idle Noise Level	Use to define the idle noise level for H.323.	-5000dbm ~ -7000dbm (default = 7000)		✓	
84-01-24	H.323 Trunk Basic Information Setup – Echo Canceller Mode	Use to define the echo canceller mode for H.323.	0 = Disable 1 = Enable (default = 1)		✓	
84-01-25	H.323 Trunk Basic Information Setup – Echo Canceller Tail Size	Use to define the echo canceller tail size for H.323.	1 = 4ms 2 = 8ms 3 = 16ms 4 = 32ms 5 = 64ms 6 = 128ms (default = 6)		✓	
84-01-26	H.323 Trunk Basic Information Setup – Echo Canceller NLP Mode	Use to define the echo canceller NLP mode for H.323.	0 = Disable 1 = Enable (default = 1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
84-01-28	H.323 Trunk Basic Information Setup – Echo Canceller NLP Noise Setting	Use to define the echo canceller NLP noise setting for H.323.	0 = Automatic level adjustment 1 = Fixed level (default = 0)		✓	
84-01-30	H.323 Trunk Basic Information Setup – TX Gain	Use to define the TX gain for H.323.	0~40 (-20dbm~+20dbm) (default = 20)		✓	
84-01-31	H.323 Trunk Basic Information Setup – RX Gain	Use to define the RX gain for H.323.	0~40 (-20dbm~+20dbm) (default = 20)		✓	
84-01-33	H.323 Trunk Basic Information Setup – Priority CODEC setting	Priority of voice encoding method.	0~3 0 = G.711 1 = G.723 2 = G.729 3 = G.722 (default = 0)		✓	
84-01-36	H.323 Trunk Basic Information Setup – The Maximum FAX Transmission Rate	Use to define the the maximum FAX transmission rate for H.323.	0 = V.27ter, 2400bps 1 = V.27ter, 4800bps 2 = V.29, 7200bps 3 = V.29, 9600bps 4 = V.17, 12000bps 5 = V.17, 14400bps (default = 5)		✓	
84-01-37	H.323 Trunk Basic Information Setup – FAX FIFO Considering Delay Time	Use to define the FAX FIFO considering delay time for H.323.	0~600ms (default = 300)		✓	
84-01-38	H.323 Trunk Basic Information Setup – Size of FAX Packet	Use to define the size of FAX packet for H.323.	20~48 bytes (default = 20)		✓	
84-01-39	H.323 Trunk Basic Information Setup – FAX Modem Transmission Level	Use to define the FAX modem transmission level for H.323.	0~13 (0dBm ~ -13dBm) (default = 9)		✓	
84-01-40	H.323 Trunk Basic Information Setup – FAX Modem Carrier Signal Detection Threshold	Use to define the FAX modem carrier signal detection threshold for H.323.	0 = -26dBm 1 = -33dBm 2 = -43dBm (default = 1)		✓	
84-01-41	H.323 Trunk Basic Information Setup – FAX Communication no Communication Time-Out	Use to define the FAX communication no communication time-out for H.323.	10~32000 seconds (default = 30)		✓	
84-01-43	H.323 Trunk Basic Information Setup – High-speed Signal Data (fax picture signal) Packet Length	Use to define the high-speed signal data (fax picture signal) packet length for H.323.	1 = 10ms 2 = 20ms 3 = 30ms 4 = 40ms (default = 4)		✓	
84-01-44	H.323 Trunk Basic Information Setup – Low-speed Signal Data (FAX Procedure Signal)	Use to define the low-speed signal data (FAX procedure signal) for H.323.	0~5 (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
84-01-45	H.323 Trunk Basic Information Setup – High-speed Signal Data (FAX Procedure Signal)	Use to define the high-speed signal data (FAX procedure signal) for H.323.	0~2 (default = 0)		✓	
84-01-46	H.323 Trunk Basic Information Setup – TCF Operation Setting	Use to define the TCF operation setting for H.323.	1 = Training signal (TCF) of the fax is locally generated and checked. 2 = Training signal (TCF) of the fax is sent over the network. (default = 1)		✓	
84-01-47	H.323 Trunk Basic Information Setup – The Maximum, Low-speed Signal Data (Size of Packet)	Use to define the the maximum, low-speed signal data (Size of packet) for H.323.	1~65535 bytes (default = 1)		✓	
84-01-48	H.323 Trunk Basic Information Setup – Network Transmission Time-out	Use to define the network transmission time-out for H.323.	10~32000 seconds (default = 150)		✓	
84-01-49	H.323 Trunk Basic Information Setup – Eflag Beginning Timer	Use to define the Eflag beginning timer for H.323.	0~65535 (default = 2600)		✓	
84-01-50	H.323 Trunk Basic Information Setup – Eflag Stop Timer	Use to define the Eflag stop timer for H.323.	0~65535 (default = 2300)		✓	
84-01-51	H.323 Trunk Basic Information Setup – The Former Line Substitution of Scanning Line	Use to define the the former line substitution of scanning line for H.323.	0 = Disable 1 = Enable (default = 1)		✓	
84-01-52	H.323 Trunk Basic Information Setup – Eflag Setting at Head DIS	Use to define the Eflag setting at head DIS for H.323.	0 = Disable 1 = Enable (default = 1)		✓	
84-01-53	H.323 Trunk Basic Information Setup – TFOP Protocol	Use to define the TFOP protocol for H.323.	0 = Disable 1 = Enable (default = 1)		✓	
84-01-54	H.323 Trunk Basic Information Setup – NSF Superscription	Use to define the NSF superscription for H.323.	0 = Disable 1 = Enable (default = 0)		✓	
84-01-55	H.323 Trunk Basic Information Setup – ECM (Error Correction Mode)	Use to define the ECM (error correction mode) for H.323.	0 = Disable 1 = Enable (default = 1)		✓	
84-01-56	H.323 Trunk Basic Information Setup – Enable Modified Read Code	Use to define the enable modified read code for H.323.	0 = Disable 1 = Enable (default = 1)		✓	
84-01-57	H.323 Trunk Basic Information Setup – NSF Country Code Setting	Use to define the NSF country code setting for H.323.	0~65535 (default = 0)		✓	
84-01-58	H.323 Trunk Basic Information Setup – NSF Vendor Code Setting	Use to define the NSF vendor code setting for H.323.	0~65535 (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
84-01-59	H.323 Trunk Basic Information Setup – FAX Relay Function	Use to define the FAX relay function for H.323.	0 = Disable 1 = Enable 2 = Each port mode (default = 0)		✓	
84-01-60	H.323 Trunk Basic Information Setup – Echo Canceller Type	Use to define the echo canceller type for H.323.	0~3 (default = 0)		✓	
84-01-61	H.323 Trunk Basic Information Setup – Auto Gain Control	Use to define the auto gain control for H.323.	0~5 (default = 0)		✓	
84-01-62	H.323 Trunk Basic Information Setup – DTMF Relay Mode	Set up information of VoIP is set by Program 84-06-10.	0 = VoIP 1 = RFC2833 2 = H.245 3 = Disable (default = 0)		✓	
84-01-63	H.323 Trunk Basic Information Setup – Number of G.722 audio frames	Use to define the number of G.722 audio frames for H.323.	1~4 1 = 10ms 2 = 20ms 3 = 30ms 4 = 40ms (default = 3)		✓	
84-01-64	H.323 Trunk Basic Information Setup – G.722 Voice Activity Detection Mode	Use to define the G.722 voice activity detection mode for H.323.	0 = Disable 1 = Enable (default = 0)		✓	
84-01-65	H.323 Trunk Basic Information Setup – G.722 Jitter Buffer (min)	Use to define the G.722 jitter buffer (minimum) for H.323.	0~160ms (default = 30)		✓	
84-01-66	H.323 Trunk Basic Information Setup – G.722 Jitter Buffer (average)	Use to define the G.722 jitter buffer (average) for H.323.	0~160ms (default = 60)		✓	
84-01-67	H.323 Trunk Basic Information Setup – G.722 Jitter Buffer (max)	Use to define the G.722 jitter buffer (maximum) for H.323.	0~160ms (default = 120)		✓	

## Operation

None

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## *ISDN Compatibility*

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### Description

#### ISDN-BRI

Integrated Service Digital Network – Basic Rate Interface (ISDN-BRI) is a Public Switched Telephone Network (PSTN) service that provides two B channels and a D channel (2B + D) for voice call trunking. The B channels provide two voice path connections. Caller ID is usually a standard feature on ISDN-BRI provided trunks. Caller ID indication displays the calling party telephone number on the LCD of the Multiline Terminal for CO incoming calls. This interface provides voice communication path only.

#### ISDN-PRI

ISDN-PRI (Integrated Service Digital Network – Primary Rate Interface) is a Public Switched Telephone Network (PSTN) service that provides 30 B channels and two D channels (30B+2D) for trunking. Caller ID indication displays the calling party telephone number on the LCD of the Multiline Terminal for CO incoming calls. This interface provides voice communication path only.

#### ISDN – BRI/PRI Features

- DID Line Service  
When configured for DID Line Service, the trunks emulate Loop Start trunks for outgoing calls and DID trunks for incoming calls.
- Calling Line Identification Presentation (CLIP)  
Program 10-03-05: ETU Configuration – CLIP Information Announcement, will allow the Calling Party Number IE in the Setup Message for a call when placed out an ISDN Trunk.
- Calling Party Number (CPN) Presentation from Station  
Calling Party Number (CPN) Presentation from Station allows each unique station or virtual extension 10-digit number (representing the DID number of the originating station) to be sent out over the ISDN Network, if it is programmed. If there is no Extension Calling Number assigned, the system will send the calling number for the ISDN trunk. If both the extension and trunk information is programmed, the extension information is sent as it takes priority.
- SMDR Includes Dialed Number  
The SMDR report can optionally print the trunk name (entered in system programming) or the number the incoming caller dialed (i.e., the dialed ISDN digits). This gives you the option of analyzing the SMDR report based on the number your callers dial. (This option also applies to a DID trunk as well.)
- Display Shows Why Caller ID is Not Available  
With Caller ID enabled, the system provides information for ISDN calls that do not contain the Caller ID information. If the Caller ID information is restricted, the telephone display shows PRIVATE. If the system is not able to provide Caller ID information because the Telco information is not available, then the display shows OUT OF AREA.

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## Conditions

### Primary Rate Interface (PRI):

- The system is compatible with ISDN Primary Rate Interface (PRI) services. PRI services currently supported include:
  - Basic PRI Call Control (BCC)
  - Display of incoming caller's name and number when allowed by Telco
  - Routing in the system based on the number the caller dialed
  - ISDN maintenance functions (such as In Service/Out of Service Messaging)
  - Speech and 3.1 KHz audio

PRI capability requires the installation of CD-PRTA. Each PRI circuit provides 24 PRI channels (23B + D) 4 with 64K Clear Channel response. The T1/PRI Interface uses a single slot. When installed, the T1/PRI Interface uses the first block of 24 consecutive trunks. For example, if you have an CD-4COT + PZ-4COT installed for trunks 1~8, the T1/PRI Interface will automatically use trunks 9~32. If you have CD-4COT + PZ-4COT installed for trunks 1~8 and 17~24, the T1/PRI ETU will use trunks 25~48. The T1/PRI Interface cannot use trunks 9~16 (even if available) since they are not part of a consecutive block of 24 trunks.

- When using fractional PRI, the blade comes up as zero ports until Program 10-03-06 is set to the 4/8/12/16/20/24(auto), and then reset.
- If fractional PRI has the number of ports changed, the Trunk Port number might change if they become split or fit into an empty gap of trunk ports. For example, if you have a CD-4COT + PZ-4COT for Trunks ports 1~8 and 17~24 and the PRI (12 ports) was assigned as 25~36 and the PRI is changed to be eight ports instead of 12 ports, the new trunk port numbers would be 9~16 because the eight ports can now fit into the gap without being split ports. Another example, if you have a CD-4COT + PZ-4COT for Trunks ports 1~8 and 17~24 and the PRI (8 ports) was assigned as 9~16 and then you change the PRI to be 12 ports instead of eight, the new trunk ports would be 25~36 because the ports have to be split to keep the original port numbers, and this is not supported.
- If using a CSU/DSU, Program 10-03-13 must be set to 0. If not using a CSU/DSU, Program 10-03-13 must be set to 1~7 or anything other than 0.
- Restrictions for Calling Party Name:

The UNIVERGE SV8100 supports receiving the name from the Network (if provided) in supported formats only and cannot send the Calling Name. This is network dependant.

- CO Line Service is not supported.

ISDN – PRI cannot be configured for CO Emulation

○ B-Channel to Trunk Association

When an Incoming ISDN-BRI/PRI call is received, the system assigns the lowest trunk number of the ISDN circuit to the incoming call associated with the B-Channel. When an Outgoing call is placed using the ISDN-PRI/BRI, the system assigns the Trunk and B-Channel association according to the chart below. This is based on the Trunk-to-Trunk Group and Trunk Group Priority assignment in (Program 14-05-01).

Refer to the charts below for examples:

**Incoming Call**

Station User Talking on TK009 →

Trunk Number	B-Channel Number
9	1
10	2
11	3
12	4
13	5
14	6
15	7
16	8
17	9
18	10
19	11
20	12
21	13
22	14
...31	...23

← Incoming call from the Network on Channel 23. In most cases, the Network will control/select the B-Channel used for an incoming call.

**Outgoing Call**

Trunk Number	Trunk Group	Trunk Priority	B-Channel Number
9	1	9	1
10	1	8	2
11	1	7	3

Outgoing Call	Trunk Number	Trunk Group	Trunk Priority	B-Channel Number
	12	1	6	4
	13	1	5	5
	14	1	4	6
	15	1	3	7
	16	1	2	8
Station user →	17	1	1	9
places outgoing trunk call by dialing Trunk Access code. Outgoing call is placed on the associated B-Channel.	18	2	3	10
	19	2	2	11
	20	2	1	12
	21	3	11	13
	22	3	10	14
	...31	3	...1	...23

### Basic Rate Interface (BRI)

- Caller ID Name to Single Line Telephone is *NOT* supported for ISDN (BRT) Trunks.
- The system is compatible with ISDN Basic Rate Interface (BRI) services. BRI services currently supported include:
  - Basic BRI Call Control (BCC)
  - Point-to-Point BRI Terminal Connection (no daisy-chaining)
  - Multipoint BRI Terminal Connection (daisy-chaining)
- BRI services require the installation of CD-2BRIA. Each CD-2BRIA has two BRI circuits. The CD-2BRIA uses a single universal slot.
  -  A PZ-2BRIA daughter board can be added to the CD-2BRIA to add two more BRI circuits for a total of 4.
- For each BRI line, two different Terminal Endpoint Unidentified (TEIs) are assigned to two different Service Profile Identifiers (SPIDs).

The two different SPIDs for each BRI line, are related to different trunk logical port numbers. One BRI provides two trunk logical ports when it is connected to a CO line. Each SPID is assigned to a different TEI. This relationship is made in the initialization of the BRI line when it is connected to the CO.

This relationship between SPID and TEIs are created as follows.

LOGICAL-PORT-NUMBER + 0 = SPID-1

LOGICAL-PORT-NUMBER + 1 = SPID-2

- When using the SMDR reports for BRI, all incoming BRI calls are displayed under the CLASS column as IVIN.

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- Automatic Data Link Failure Recovery

If a data link error is detected by the BRI ETU, the system tries to recover the data link and send the SPID to the central office. To provide this enhancement, the BRI ETU must be able to indicate to the system when a data link error has occurred.

In addition to the BRI Interface ETU, BRI Services require the installation of NT1 Network Terminators and interconnecting cabling.

- CO Line Service is not supported.

ISDN–BRI cannot be configured for CO Emulation.

- BRI and DID Callers with Non-Matching SPID Numbers

This feature allows you to determine whether the system checks the called party number with the SETUP message and the SPID setup. Depending on the system programming, this can allow DID calls to be received on BRI trunks and direct them according to the DID Translation Table (Program 22-11).

- Calling Party Number (CPN) presentation from station is available for virtual extensions.

### **Default Setting**

None

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## **System Availability**

### **Terminals**

Not Applicable

### **Required Component(s)**

To provide ISDN-PRI trunk connection:

- CD-PRTA

To provide ISDN-BRI trunk connection:

- CD-2BRIA or CD-2BRIA with PZ-2BRIA
- NT-1 for each BRI (locally provided)

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## **Related Features**

**Central Office Calls, Answering****Central Office Calls, Placing****Direct Inward Dialing (DID)****Direct Inward Line (DIL)****E911 (US only) Compatibility****Forced Trunk Disconnect****Station Message Detail Recording****Transfer****Guide to Feature Programming**

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

**ISDN – BRI Installation**

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-01	<b>ETU Setup (BRIA PKG) – ISDN Line Mode</b>	Setup and confirm the Basic Configuration data for each CD-2BRIA. Use this program to select the ISDN Line Mode.	0 = Not Used 1 = T-Point (default = 1)	✓		
10-03-03	<b>ETU Setup (BRIA PKG Setup) – Connection Type</b>	Setup and confirm the Basic Configuration data for each CD-2BRIA. Confirm the connection type for each CD-2BRIA.	0 = Point-to-Multipoint 1 = Point-to-Point (default = 0)	✓		
10-03-04	<b>ETU Setup (BRIA PKG Setup) – Layer 3 Timer Type</b>	Setup and confirm the Basic Configuration data for each CD-PRTA. This program selects the Layer 3 timer type (1~5). Each timer value of Layer 3 is set up for each type in Program 81-06 (T-Bus).	1~5 (default = 1)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-08	<b>ETU Setup (BRIA PKG Setup) – Dial Sending Mode</b>	ISDN protocol definition. Select either enblock or overlap sending.	0 = Enblock Sending 1 = Overlap Sending (default = 1)	✓		
10-03-09	<b>ETU Setup (BRIA PKG Setup) – Dial Information Element</b>	ISDN Protocol definition. If Overlap Sending is selected in Program 10-03-08, select either Keypad Facility (0) or Called Party Number (1) for the dial information element.	0 = Keypad Facility 1 = Called Party Number (default = 0)	✓		
10-03-13	<b>ETU Setup (PRTA PKG Setup) – Loss of Signal Detection Limit</b>	If the transmit/receive voltage is less than the setting in Program 10-03-13, the system considers this as Loss-Of-Signal and the PRI does not come up. Note that there are different values based on the setting in Program 10-03-12 for the PRI.	0 = Level 0 (lowest sensitivity) 1 = Level 1 2 = Level 2 3 = Level 3 4 = Level 4 5 = Level 5 6 = Level 6 7 = Level 7 (highest sensitivity) (default = 2)	✓		
10-06-01	<b>ISDN BRI Setup – TEI Selection</b>	Select the method the system uses when assigning Terminal Endpoint Identifier (TEI) values to the BRI Circuit.	0 = Select by SPID number 1 = Select by Channel ID Number (default = 0)		✓	
10-06-02	<b>ISDN BRI Setup – DID Mode</b>	Select the method the system uses when assigning DID Mode to the BRI Circuit.	0 = Route by Called Party Number 1 = Route by Redirecting Number (default = 0)		✓	
10-06-03	<b>ISDN BRI Setup – SPID 1</b>	Assign the SPID Number for B-Channel 1.	Dial up to 20 digits (default not assigned)		✓	
10-06-04	<b>ISDN BRI Setup – SPID 2</b>	Assign the SPID Number for B-Channel 2.	Dial up to 20 digits (default not assigned)		✓	
21-12-01	<b>ISDN Calling Party Number Setup for Trunks – Calling Party Number Data</b>	Assign Calling Party Numbers for each trunk (maximum 16 digits per entry).  <i>After the above programming is complete a reset of the CD-2BRIA is required.</i>	(maximum 16 digits) 1-0, *, # Default: (All trunks = No setting)		✓	

## ISDN – PRI Installation

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-04	ETU Setup (PRTA PKG Setup) – Layer 3 Timer Type	Setup and confirm the Basic Configuration data for each CD-PRTA. This program selects the Layer 3 timer type (1~5). Each timer value of Layer 3 is set up for each type in Program 81-06 (T-Bus).	1~5 (default = 1)	✓		
10-03-06	ETU Setup (PRTA PKG Setup) – Length of Cable	Setup and confirm the Basic Configuration data for each CD-PRTA. Select the length of cable to be used.	0 = Level 1 1 = Level 2 2 = Level 3 3 = Level 4 4 = Level 5 (default = 2)	✓		
10-03-08	ETU Setup (PRTA PKG Setup) – Dial Sending Mode	ISDN protocol definition. Select either enblock or overlap sending.	0 = Enblock Sending 1 = Overlap Sending (default = 0)	✓		
10-03-09	ETU Setup (PRTA PKG Setup) – Dial Information Element	ISDN protocol definition. If Overlap Sending is selected in Program 10-03-08, select either Keypad Facility (0) or Called Party Number (1) for the dial information element.	0 = Keypad Facility 1 = Called Party Number (default = 0)	✓		
10-03-18	ETU Setup (PRTA PKG Setup) – Type of Number	Select the number type for the ISDN circuit.	0 = Unknown 1 = International number 2 = National number 3 = Network Specific number 4 = Subscriber number 5 = Abbreviated number (default = 2)	✓		
10-03-19	ETU Setup (PRTA PKG Setup) – Numbering Plan Identification	Select the Numbering Plan used for the ISDN circuit.	0 = Unknown 1 = ISDN numbering plan 2 = Data numbering plan 3 = Telex numbering plan 4 = National standard numbering plan 5 = Private numbering plan (default = 1)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-20	<b>ETU Setup (PRTA PKG Setup) – Network Exchange Selection</b>	Select the ISDN protocol for the ISDN circuit.	0 = Standard (Same as NI-2) 1 = reserved 2 = reserved 3 = DMS (A211) 4 = 5ESS 5 = DMS (A233) 6 = 4ESS 7 = NI-2 (default = 0)	✓		
10-03-21	<b>ETU Setup (PRTA PKG Setup) – PRI Number of Ports</b>	Select the number of ports for the PRI.	0 = Auto 1 = 4 Ports 2 = 8 Ports 3 = 12 Ports 4 = 16 Ports 5 = 20 Ports (default = 0)	✓		
10-39-01	<b>Fractional Setup</b>	Use this to enable (1) or disable (0) the T1/PRI fractional function.	0 = Disable 1 = Enable (default = 0)	✓		
14-05-01	<b>Trunk Group – Trunk Group Number</b>	Assign trunks to trunk groups then go to Program 14-06-01 below to set up Trunk Group Routing.	Trunk Group Number: 0~100 Priority Number: 1~200 (default = Trunk Group 1, with priority in ascending order.)	✓		
21-01-03	<b>System Options for Outgoing Calls – Trunk Interdigit Time (External)</b>	The time the system waits for the timer to expire before placing the call in a talk state.	0~64800 (seconds) (default = 5)		✓	
21-12-01	<b>ISDN Calling Party Number Setup for Trunks – Calling Party Number Data</b>	Assign Calling Party Numbers for each trunk (maximum 16 digits per entry).  <i>After the above programming is complete a reset of the CD-PRTA is required.</i>	(maximum 16 digits) 1-0, *, # Default: (All trunks = No setting)		✓	

**DID Services for either ISDN – BRI or PRI**

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
22-02-01	<b>Incoming Call Trunk Setup</b>	Assign the incoming trunk type for each trunk.	Trunks 1~200 0 = Normal 1 = VRS (second dial tone if no VRS installed) 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie line 6 = Delayed VRS 7 = ANI/DNIS 8 = DID(DDI) Mode Switching (default = 0)	✓		
22-09-01	<b>DID Basic Data Setup – Expected Number of Digits</b>	For each DID Translation Table (1~20), enter the number of digits the table expects to receive from the CO (eight maximum). For example, for a table used with 3-digit DID service, enter 3. For additional DID Services refer to <a href="#">Direct Inward Dialing (DID) on page 2-371</a> .	1~8 (default = 2)	✓		
22-11-01	<b>DID Translation Number Conversion – Received Number</b>	For each DID Translation Table entry (1~2000), specify the digits received by the system.	(maximum eight digits) (default not assigned)	✓		
22-11-02	<b>Translation Number Conversion – Target Number</b>	For each DID Translation Table entry (1~2000), specify the extension the system dials after translation.	(maximum 24 digits) (default not assigned)	✓		

## Calling Party Number Presentation for either ISDN – BRI or PRI

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-05	<b>ETU Setup (PRTA PKG Setup) – CLIP Information Announcement</b>	Based on this setting, the system includes a Presentation Allowed (1) or Presentation Restricted (0) in the Setup message to allow or deny the Calling Party Number. Program 15-01-04 must also be set to 1 if this option is enabled.	0 = Disable 1 = Enable (default = 1)	✓		
15-01-04	<b>Basic Extension Data Setup – ISDN Caller ID</b>	If both Program 15-01-04 and Program 10-03-05 are enabled (1), the system includes Caller ID in the Setup message as Presentation Allowed. If these options are disabled (0), it is Presentation Restricted.	0 = Disable 1 = Enable (default = 1)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-08-13	<b>Class of Service Options (Outgoing Call Service) – ISDN CLIP</b>	Determine if the ISDN calling line identity presentation and screening indicators are to be allowed.	0 = Off 1 = On (default = 1)		✓	
21-12-01	<b>ISDN Calling Party Number Setup for Trunks</b>	Assign Calling Party Numbers for each trunk (maximum 16 digits per entry). When a call is made by an extension which does not have an Extension Calling Number assigned (Program 21-13), the system sends the calling number for the ISDN trunk defined in 21-12. If the Calling Party Number is assigned in both Program 21-12 and Program 21-13, the system sends the data in Program 21-13.	(maximum 16 digits) 1-0, *, # Default: (All trunks = No setting)		✓	
21-13-01	<b>ISDN Calling Party Number Setup for Extensions</b>	Assign each extension a Calling Party Number (maximum 16 digits per entry). The calling number is the subscriber number of the dial-in number. When a call is made by an extension which does not have an Extension Calling Number assigned (Program 21-12), the system sends the calling number for the ISDN trunk defined in Program 21-13. If a Calling Party Number is assigned in both Program 21-12 and Program 21-13, the system sends the data in Program 21-13.	0~9, *, # (Max. 16 digits) (default not assigned)		✓	

## ISDN – PRI Network Specific Assignment

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
26-02-07	Dial Analysis Table for ARS/LCR – Network Specified Parameter Table	Use this program to define the network specified parameter table for each ARS Table.	0~16 (default = 0)		✓	
26-12-01	Network Specified Parameter Table for ARS – Type of Number	Use this program to define the type of Number parameter for an ISDN outgoing call.	0 = System Default 1 = Unknown 2 = International No. 3 = National No. 4 = Network Specific No. 5 = Subscriber No. 6 = Abbreviated No. (default = 0)		✓	
26-12-02	Network Specified Parameter Table for ARS – Numbering Plan Identification	Use this program to define the Numbering Plan Identification Parameter for an ISDN outgoing call.	0 = System Default 1 = Unknown 2 = ISDN Plan 3 = Data Plan 4 = Telex Plan 5 = National Standard Plan 6 = Private Plan (default = 0)		✓	
44-05-11	ARS/F-Route Table – Network Specified Parameter Table	Use this program to define the network specified parameter table for each F-Route table.	0~16 (default = 0)		✓	

## SMDR Dialed Digits for either ISDN – BRI or PRI

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
35-02-15	SMDR Output Options – CLI/DID Number Switching	Determine if the CLI/DID Number should be displayed.	0 = CLI (CLIP) 1 = DID Calling Number (default = 0)		✓	
35-02-16	SMDR Output Options – Trunk Name or Received Dialed Number	Determine how the SMDR should print incoming calls on ANI/DNIS or DID trunks. If set to (1), ANI/DNIS trunks can print DNIS digits, if set to (0) trunk names are printed instead.  For additional SMDR Services refer to <a href="#">Station Message Detail Recording</a> on page 2-977.	0 = Trunk Port Name 1 = Received Dialed Number (default = 0)		✓	

## General ISDN Programs

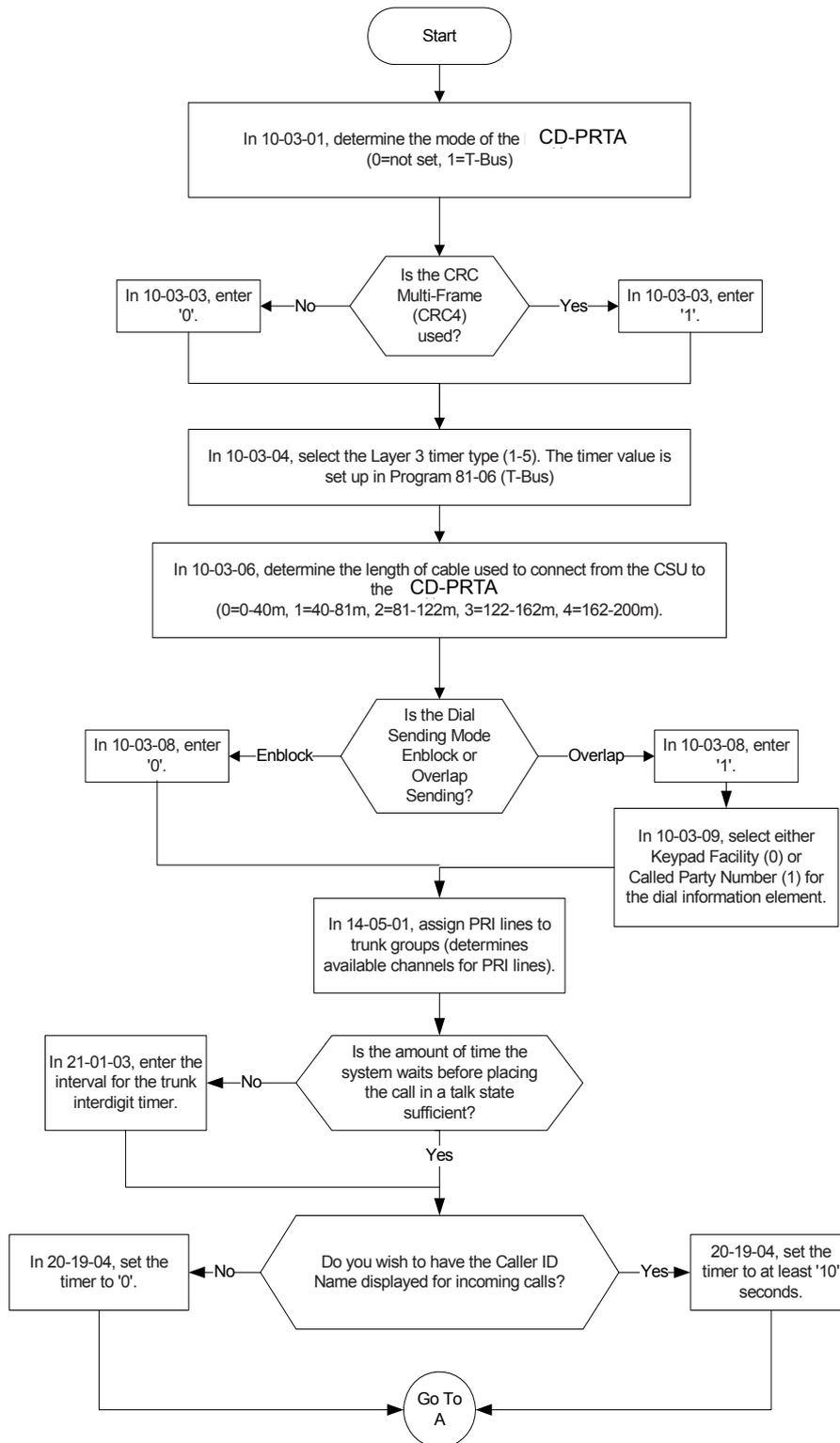
Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-01-13	<b>Basic Trunk Data Setup – Trunk-to-Trunk Transfer</b>	For each trunk that should be able to participate in a tandem call, enter 1. To disable a trunk from Tandem Trunking, enter 0. Required for 2 B-Channel transfer.	0 = Disable 1 = Enable (default = 1)		✓	
15-02-29	<b>Multiline Telephone Basic Data Setup – PB Back Tone Level</b>	This program option can be used to adjust the PB Back Tone level when calling an ISDN line.	1~63 (-15.5dB ~ +15.5dB) (default = 32) 0db			✓
15-07-01	<b>Programmable Function Keys</b>	Assign a function key for Caller ID Block for ISDN (63) if required.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-09-02	<b>Class of Service Options (Incoming Call Service) – Caller ID Display</b>	Turns Off (0) or On (1) the Caller ID display at an extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-09-03	<b>Class of Service Options (Incoming Call Service) – Sub Address Identification</b>	Define whether an extension displays the Caller Sub-Address, 0 = Deny, 1 = Allow.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-11	<b>Class of Service Options (Hold/Transfer Service) – Auto On-Hook Transfer</b>	In an extensions Class of Service, turns Off (0) or On (1) an extension ability to transfer when the user hangs up.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-14	<b>Class of Service Options (Hold/Transfer Service) – Trunk-to-Trunk Transfer Restriction</b>	Turns Off (0) or On (1) the Trunk-to-Trunk Transfer Restriction. If enabled, Trunk-to-Trunk Transfer is not possible.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-21	<b>Class of Service Options (Hold/Transfer Service) – Restriction for Tandem Trunking on Hang Up</b>	Allow (0) an extension user's ability to set up a tandem call automatically when they hang up.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	

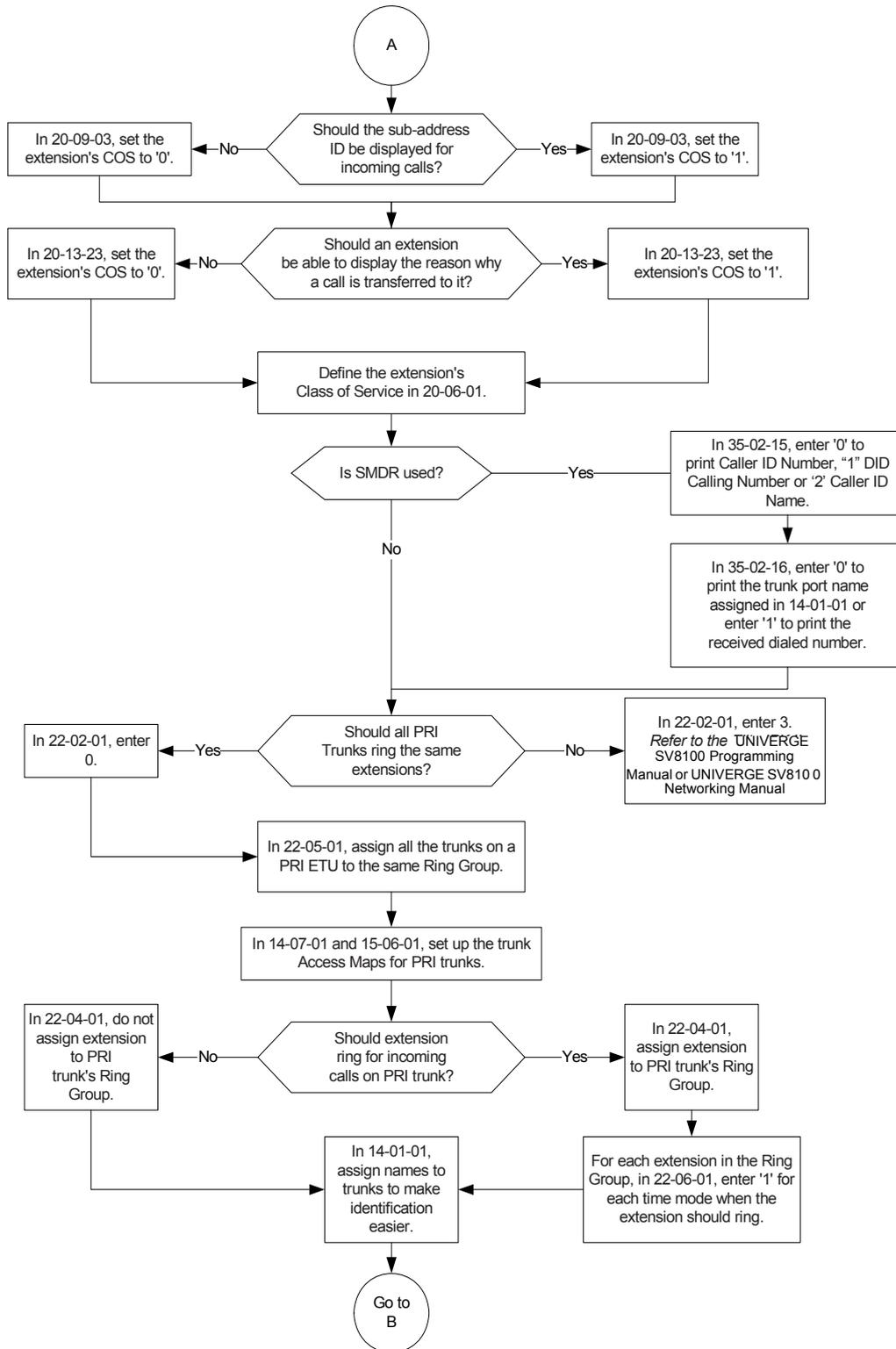
Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-23	<b>Class of Service Options (Supplementary Service) – Display the Reason for Transfer</b>	Select whether an extension should display the reason a call is being transferred to their extension (Call Forward Busy, Call Forward No Answer, DND).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-19-02	<b>Caller ID Wait Timer</b>		2 seconds			
20-19-03	<b>Caller ID Edit Mode</b>		1 = On			
20-19-04	<b>System Options for Caller ID – Wait Facility IE Timer</b>	This is the time an ISDN trunks uses to determine how long the system waits for the Caller ID name from the Telco.	0~64800 seconds (default = 10)			✓
20-25-14	<b>ISDN Options – No response Release Send</b>	Operation mode setting for when second T303 timer expires.	0 = Off 1 = On (default = 0)			✓

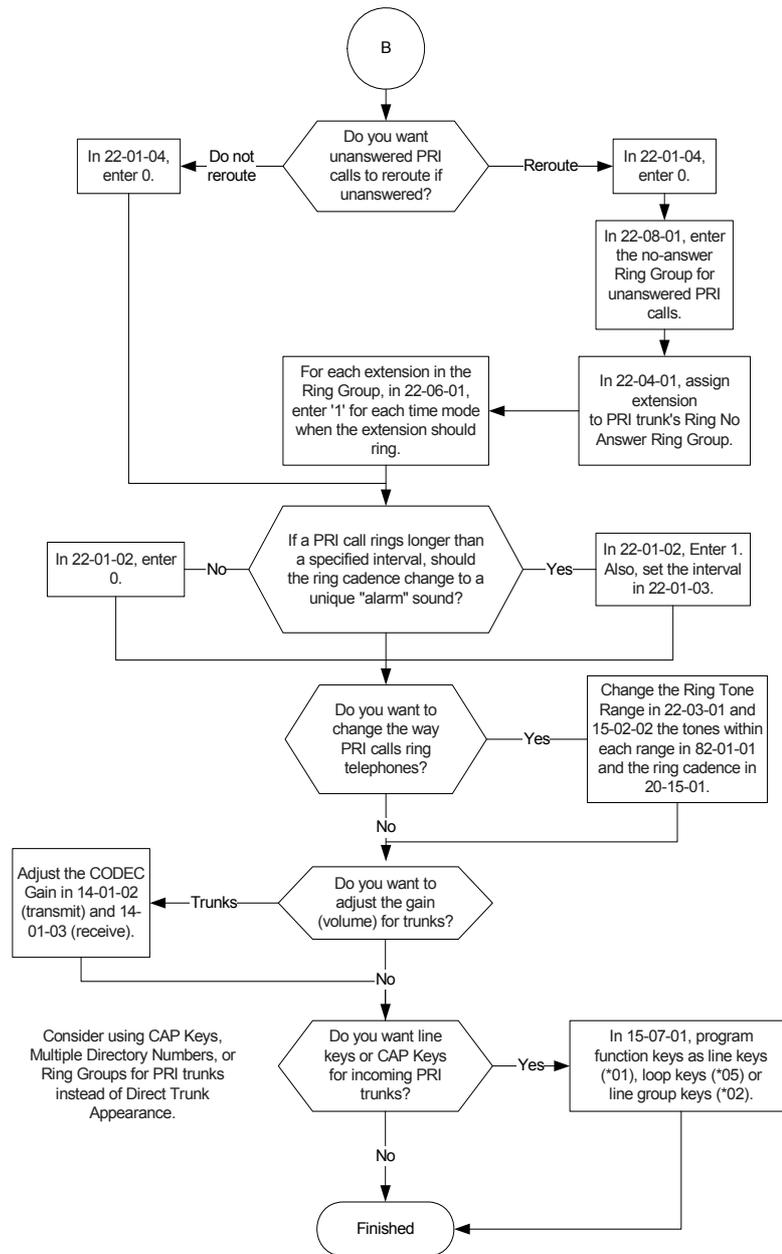
## Operation

None

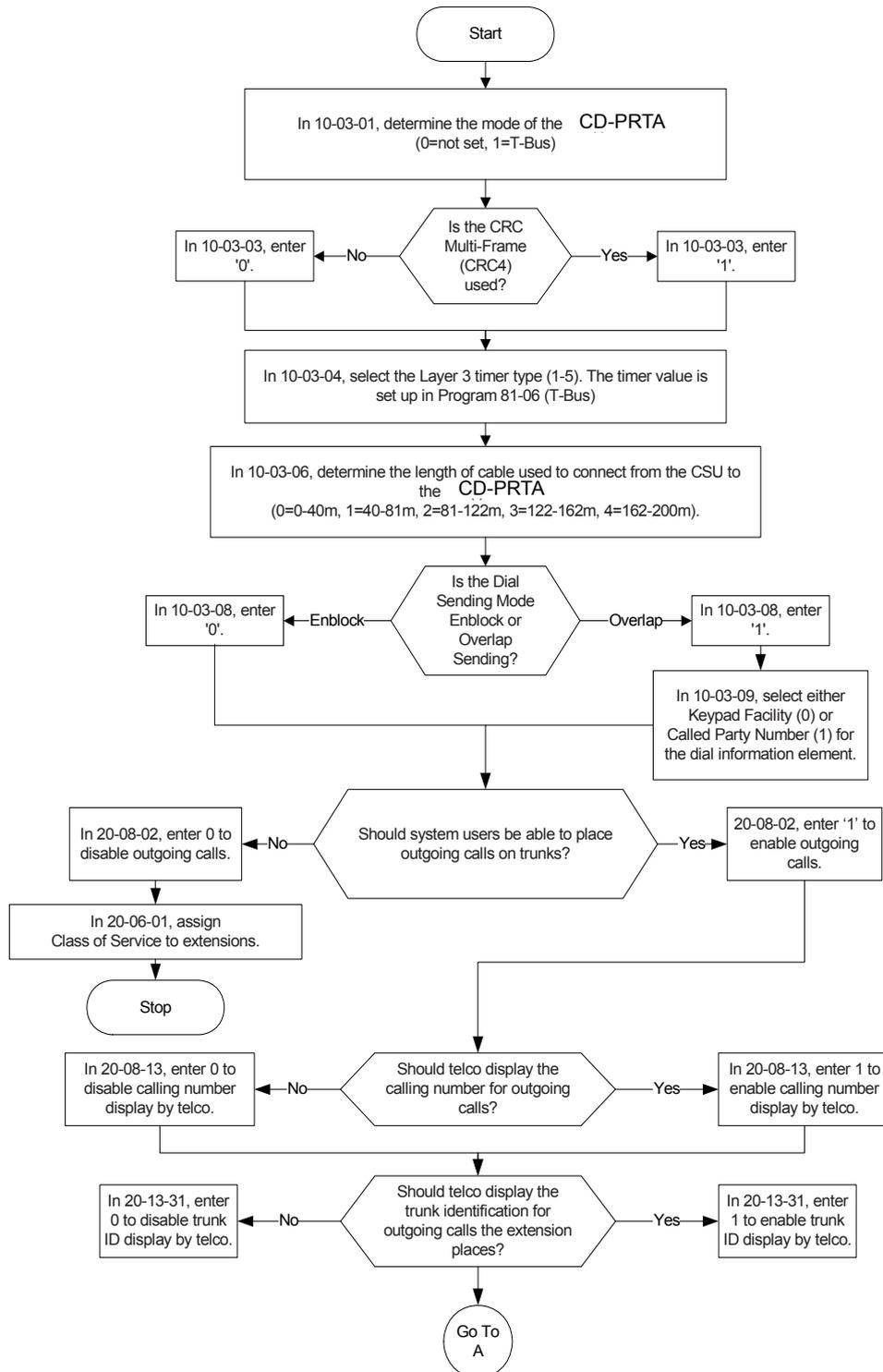
## Programming Flowchart for ISDN-PRI – Answering Calls

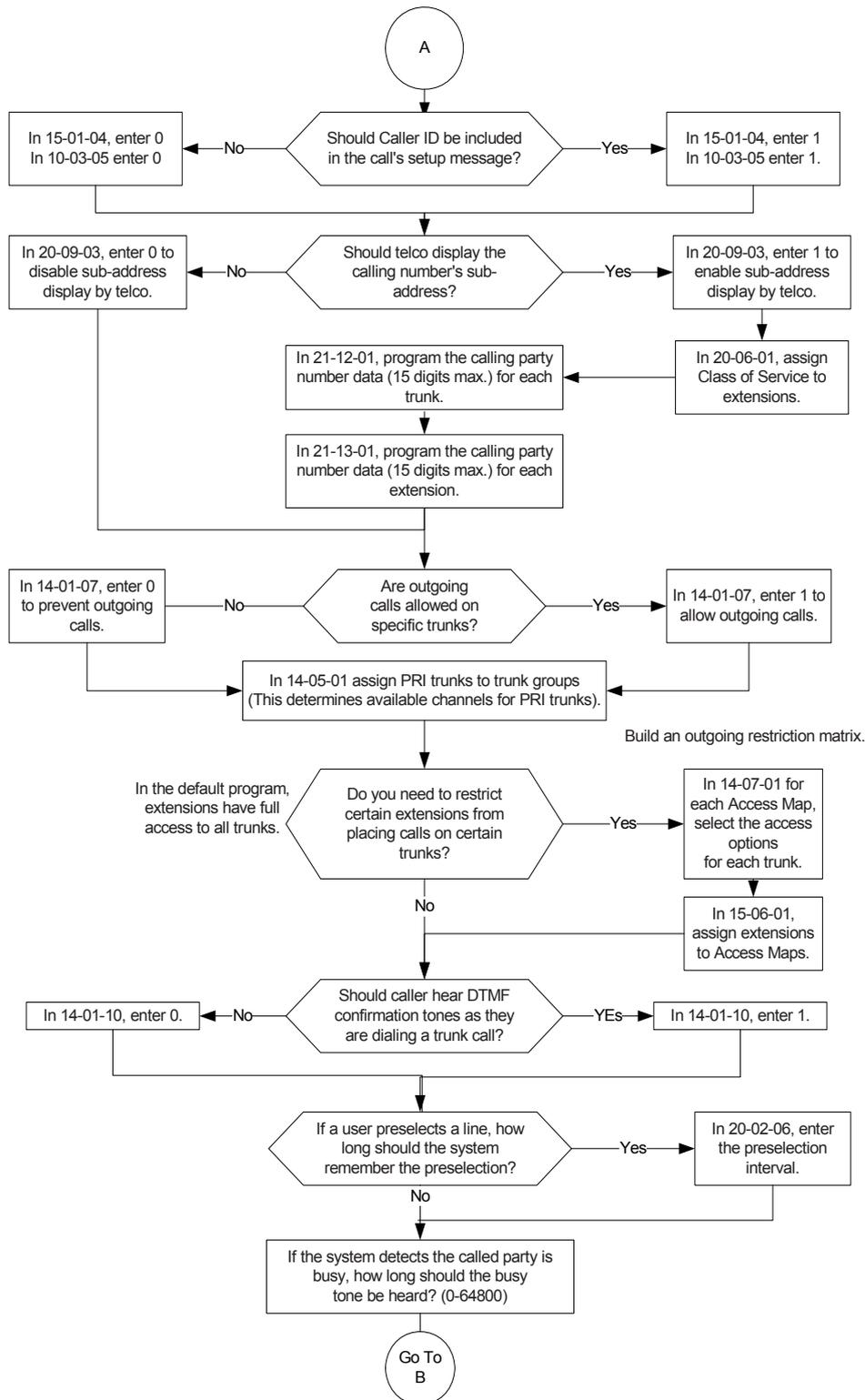


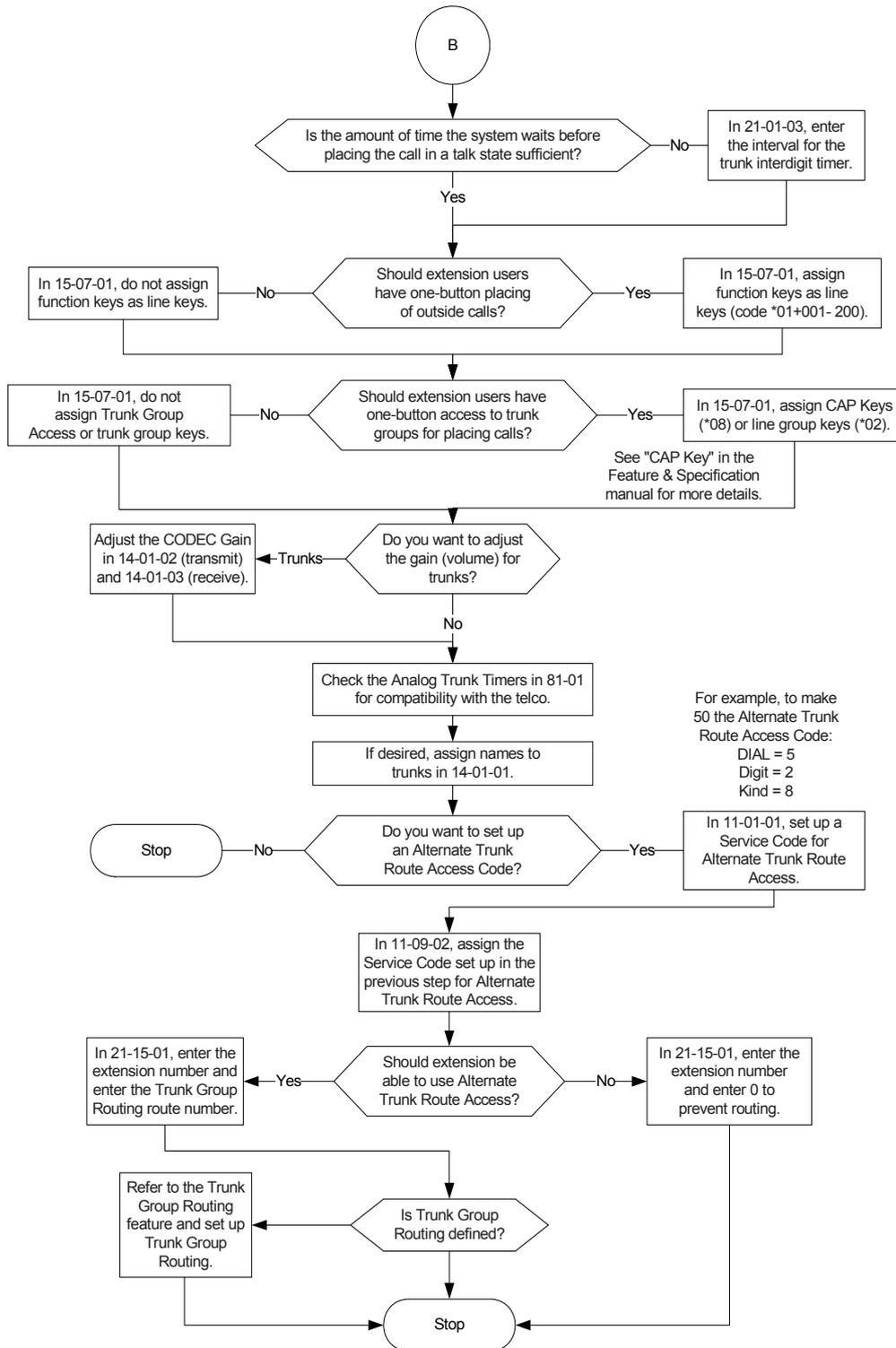




## Programming Flowchart of ISDN-PRI – Placing Calls







## Description

The system uses the PZ-32IPLA, PZ-64IPLA or PZ-128IPLA daughter board to connect multiple systems together over a Data Communication IP Network (Intranet). Key-Common Channel Interoffice Signaling (KCCIS) is used to provide telephony services between the UNIVERGE SV8100 and another UNIVERGE SV8100 or a NEAX PBX system.

CCIS Networking via IP (Non Peer-to-Peer Connections Basis).

- ❑ IP trunk connections over CCIS Networking via IP is used to provide telephony services between UNIVERGE SV8100 and UNIVERGE SV8100 and a NEAX IPS, IPX, SV7000 and UNIVERGE SV8300.
- ❑ The UNIVERGE SV8100 uses the NEC proprietary CCIS Peer to Peer protocol over IP to communicate between system to system.
- ❑ The PZ-(X)IPLA is required for connections between IP terminals and IP trunks. Only one PZ-(X)IPLA daughter board can be accommodated per system with a maximum of 128 DSP resources per system.

The PZ-(X)IPLA daughter board is an optional interface package for converting the Real Time Transfer Protocol (RTP) packets on the IP network to PCM highway. IP telephones are required to be connected directly to the IP bus. When IP telephones are required to be connected to conventional PCM based digital circuit, the PZ-(X)IPLA converts IP packet signals. The PZ-(X)IPLA provides the digital signal processors (DSPs) for IP station and trunks.

A DSP provides format conversion from circuit switched networks (TDM) to packet switched networks (IP). Each voice channel from the circuit switched network is compressed and packetized for transmission over the packet network. In the reverse direction, each packet is buffered for de-jittering, decompressed, and sent to the circuit switched network. Each DSP converts a single speech channel from IP to TDM and vice versa.

The following are examples of DSP allocation:

- ❑ Calling from IP telephone to a TDM telephone uses one DSP.
- ❑ Calling from an IP telephone to another IP telephone that is registered to the same CPU uses no DSPs.
- ❑ Calling from a TDM telephone to a TDM telephone uses no DSPs.
- ❑ Calling from a TDM telephone and out an IP trunk uses one DSP.



- Calling from a TDM telephone across IP K-CCIS to another TDM telephone uses one DSP.
- Calling from an IP telephone across IP K-CCIS to another IP telephone uses two DSP resources at each location.

As stated earlier in this document, using Encryption (sRTP) or Packet Loss Recovery (PLR) can reduce the number of available DSPs. Another thing that can reduce the amount of available DSPs is CODEC choice.

### **Systems Requirements**

Only voice (RTP/RTCP) processing functions are mounted among VoIP functions on the PZ-32IPLA, PZ-64IPLA or PZ-128IPLA, and all call control functions are handled by the CD-CP00-AU.

Three kinds of hardware are offered according to the number of voice channels:

- PZ-32IPLA Voice channel 32
- PZ-64IPLA Voice channel 64
- PZ-128IPLA Voice channel 128

Only one PZ-32IPLA, PZ-64IPLA or PZ-128IPLA daughter board can be mounted on the CD-CP00-AU.

The PZ-32IPLA, PZ-64IPLA or PZ-128IPLA daughter board has Layer2 Switch ability, along with a Gigabit Ethernet LAN interface and RTP/RTCP packet is transmitted and received directly.

The number of ports supported by the IP K-CCIS (Peer to Peer) application depends on which PZ-32IPLA, PZ-64IPLA or PZ-128IPLA is installed on the CD-CP00-AU and on the number of ports licensed in the CD-CP00-AU. For example, if the CD-CP00-AU is installed with a PZ-64IPLA, the maximum configuration supported by the CCISoIP application is 64 CCISoIP channels.

### **Conditions**

- A maximum of 128 IP Trunks are supported in the SV8100.
- When using ARS Class of Service Matching, CCIS calls will always follow Class of Service 1.

### **Default Setting**

Enabled

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## System Availability

### Terminals

None

### Required Component(s)

CD-CP00-US with PZ-32IPLA, PZ-64IPLA, or PZ-128IPLA Daughter Board

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## Related Features

None

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## Guide to Feature Programming

Refer to the UNIVERGE SV8100 Networking Manual for programming details.

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## Operation

Refer to the UNIVERGE SV8100 Networking Manual for detailed feature information.

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## *K-CCIS – T1*

### Description

Key-Common Channel Interoffice Signaling (K-CCIS) allows multiple systems to be connected together to provide additional feature compatibility, above what normal Tie Lines provide. The system is configured with a 24 channel T1 Connection and CD-CCTA for receiving or transmitting common signaling data from/to a distant office. The system can provide a variety of interoffice service features such as Calling Name display, Centralized Voice Mail Integration, or Link Reconnect.

The following features are provided:

- Call Forwarding – All Calls – K-CCIS
- Call Forwarding – Busy/No Answer – K-CCIS
- Call Park Retrieve – K-CCIS
- Call Transfer – All Calls – K-CCIS
- Calling Name Display – K-CCIS
- Calling Number Display – K-CCIS
- Calling Party Number (CPN) Presentation from Station – K-CCIS
- Centralized Billing – K-CCIS
- Centralized BLF (K-CCIS)
- Centralized Day/Night Mode Change – K-CCIS
- Centralized E911 (K-CCIS) (US Only)
- Dial Access to Attendant – K-CCIS
- Direct Inward Dialing – K-CCIS
- Dual Hold – K-CCIS
- Elapsed Time Display – K-CCIS
- Flexible Numbering of Stations – K-CCIS
- Hands-Free Answerback – K-CCIS
- Hot Line – K-CCIS
- IP (K-CCIS)
- IP (K-CCIS) to NEAX (Point-to-Multipoint)
- Link Reconnect – K-CCIS
- Multiple Call Forwarding – All Calls – K-CCIS
- Multiple Call Forwarding – Busy/No Answer – K-CCIS
- Paging Access – K-CCIS
- Quick Transfer to Voice Mail – K-CCIS
- Station-to-Station Calling – K-CCIS
- Uniform Numbering Plan – K-CCIS
- Voice Call – K-CCIS
- Voice Mail Integration – K-CCIS \*

\* Not supported with VM8000 InMail.

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## Conditions

- Each UNIVERGE SV8100 system can have up to four K-CCIS routes.
- Four CD-CCTAs can be used to support/connect a maximum of four K-CCIS Links.
- The Basic Port Package can have up to 63 T1 trunks for K-CCIS voice path.
- The Expanded Port Package can have up to 199 T1 trunks for K-CCIS voice path.
- The K-CCIS feature shares the CO/PBX/Tie/DID trunks available for the system.
- When assigning a Closed Numbering Plan and DID conversion across K-CCIS is required, the UNIVERGE SV8100 uses the ARS/F-Route Tables.
- The UNIVERGE SV8100 uses the F-Route Tables to assign an Open Numbering Plan.
- When all K-CCIS voice channels are busy, the UNIVERGE SV8100 originator of a K-CCIS call hears a busy tone from the system.
- Outgoing CO calls in a K-CCIS network can be routed over the K-CCIS link and use the distant system CO lines.
- Distant system extension numbers in the K-CCIS network can be assigned to Feature Access or One Touch keys and Speed Dial buffers.
- When a K-CCIS trunk is on hold, the Specified Line Seizure access codes can be used to retrieve the call from its held state.
- The UNIVERGE SV8100 can support only 2~8-digit station numbers.
- Station Numbers are assigned by the 10s group for 4-digit station numbers, 100s group for 5-digit station numbers, 1,000s group for 6-digit station numbers, 10,000s group for 7-digit station numbers.
- When Voice Mail Message Waiting status must be sent across the K-CCIS to a remote system, F-Routes must be used.
- For a Closed Numbering Plan network using F-Routes, a maximum of 120 F-Route Tables are available allowing a maximum of 121 connected systems per K-CCIS network.
- When a Closed Numbering Plan Network is used, a user can call another station by dialing the distant extension number, but extensions in the network cannot have the same prefix.
- For an Open Numbering Plan network, a user can dial another station by dialing the office location number plus an extension number and the extension number can have the same prefix, but the office location cannot be the same.
- When an UNIVERGE SV8100 system is a tandem system (in the middle) between systems with higher K-CCIS feature support (including NEAX PBXs), only the K-CCIS features supported by the UNIVERGE SV8100 tandem system are passed through and supported.
- An UNIVERGE SV8100 K-CCIS network should never have more than five hops (tandem connections) because of the message delay through each tandem system.
- A Star topology network supports only five systems because of the four CD-CCTA maximum in the Main/Hub system.
- A Tree topology network is supported. The maximum number of systems depends on the Numbering Plan used and the maximum number of hops (tandem connections).

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- A Mesh topology network is not supported.
  - K-CCIS requires assigning a point code for each office. Point codes differentiate between an originating office and a destination office in the K-CCIS Network. Assigning point codes requires the following considerations:
    - The point code must be unique in the network.
    - When a system has two or more CCH channels, the same originating point code must be assigned to all channels in the system.
    - The UNIVERGE SV8100 can have a maximum of 255 codes assigned to distant systems.
  - Using an UNIVERGE SV8100-to-UNIVERGE SV8100 network, centralized voice mail is not supported when an Open Numbering Plan is used.
  - Centralized E911 – K-CCIS is supported (US Only).
  - When Centralized E911 – K-CCIS is not used, each UNIVERGE SV8100 system in a K-CCIS network must have at least one trunk for Emergency 911 calls (US Only).
  - Using a NEAX-to-UNIVERGE SV8100 network, the PBX must supply centralized voice mail.
  - Multiline terminals must have an available Call Appearance (CAP) key to originate or answer a K-CCIS trunk call.
  - Direct access of K-CCIS voice or data channels using Line keys or Specified Line Seizure access codes is prohibited.
  - The Recall key or Drop key does not function on K-CCIS calls. When either key is pressed, operation is ignored, and the call continues.
  - Trunk queuing is prohibited on a K-CCIS trunk route.
  - The ability to route an incoming DID call directly across a K-CCIS link (Direct Inward Dialing - K-CCIS) is supported only when a Closed Numbering Plan using F-Routes is used.
  - This feature is not supported by the CD-4ODTA Analog Line interface.
  - Up to four CD-CCTA blades can be assigned per system.
  - Extension numbers cannot start with 0 or 9.
  - Internal Calls, transferred calls, and K-CCIS calls do not provide Caller ID to single line telephones.
  - Caller ID Call Return feature is not supported with K-CCIS calls.
  - Call Park Searching is supported only in the local system.
  - When the system searches the Dial Extension Analyze Table (PRG 11-20-01), the system uses prefix searching, giving the lower table number the higher priority. For example, the user programs 211 in table 1 and 2113 in table 2, then dials 2113, the system selects table 1.
  - When using ARS Class of Service Matching, CCIS calls will always follow Class of Service 1.

## Default Setting

Not installed

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## System Availability (US Only)

### Terminals

All Stations

### Required Component(s)

- CD-CCTA
- The following table shows the chassis system software compatibility with CD-CCTA firmware and K-CCIS feature compatibility.

Chassis Software	CCTA
SV8100 V	X

X = Compatible

– = Not Compatible

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## Related Features

### T1 Trunking (with ANI/DNIS Compatibility)

#### Universal Slots

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## Programming

Refer to the UNIVERGE SV8100 Key-Common Channel Interoffice Signaling (K-CCIS) Manual.

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## Operation

Refer to the UNIVERGE SV8100 Key-Common Channel Interoffice Signaling (K-CCIS) Manual.

# *Last Number Redial*

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## Description

Last Number Redial allows an extension user to quickly redial the last number dialed. For example, a user may quickly recall a busy or unanswered number without manually dialing the digits.

Last Number Redial saves in system memory the last 24 digits a user dials. The number can be any combination of digits 0~9, # and \*. The system remembers the digits regardless of whether the call was answered, unanswered or busy. The system normally uses the same trunk group as for the initial call. However, the extension user can preselect a specific trunk if desired.

When pressing the Redial key, the display indicates REDIAL [#] / SYS. The user can then press # to redial the number displayed, or enter an System Speed Dialing bin number to be dialed. Pressing the Redial key repeatedly will scroll through the last 10 numbers dialed.

## Conditions

- Redial List requires the use of a display telephone. Non-display and single line telephones can not use this feature.
- When using Automatic Route Selection, ARS selects the trunk for the call unless the user preselects.

## Default Setting

Enabled

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## System Availability

### Terminals

All Stations

### Required Component(s)

None

## Related Features

Automatic Route Selection

Repeat Redial

Save Number Dialed

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-12-12	Service Code Setup (for Service Access) – Last Number Dial	Assign a service code (#5) to use Last Number Dial.	MLT, SLT (default = #5)		✓	
11-12-17	Service Code Setup (for Service Access) – Clear Last Number Dialing Data	Assign a service code (776) to clear the Last Number Dial.	MLT, SLT (default = 776)		✓	
15-02-13	Multiline Telephone Basic Data Setup – Redial List Mode	Select the type of numbers that are stored in the Redial List – Internal and External numbers (0) or External only (1).	0 = ICM/Trunk (Extension/Trunk Mode) 1 = Trunk Mode (default = 1)		✓	
20-08-05	Class of Service Options (Outgoing Call Service) – Dial Number Preview (Preset Dial)	Turns Off (0) or On (1) an extension ability to use Dial Number Preview. This program also Turns Off or On the Last Number Redial function.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

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## Operation

### To redial your last call:

1. Without lifting the handset, press **Redial**.

 *The last dialed number is displayed.*

2. To redial the last number, press **#**.

- OR -

Search for the desired number from the Redial List by pressing **Redial** or VOLUME ▲ or VOLUME ▼ keys.

3. Lift the handset or press **Speaker** to place the call.

 *The system automatically selects a trunk from the same group as your original call and dials the last number dialed.*

- OR -

1. At the multiline terminal, press **Speaker** or lift the handset (optional).

 *The system automatically selects a trunk from the same group as your original call.*

2. Press **Redial**.

- OR -

At the single line telephone, lift the handset.

3. Dial **#5**.

 *The system automatically selects a trunk from the same group as your original call and dials the last number dialed.*

### To check the number saved for Last Number Redial:

1. Press **Redial**.

 *The stored number displays for six seconds. The stored number dials out if you:*

- Lift the handset,
- Press an idle line key,
- or -
- Press **Speaker**.

2. Press the **Exit** key.

### To erase the stored number:

1. At the multiline terminal, press **Speaker** or lift handset.

- OR -

At the single line telephone, lift the handset.

2. Dial **776**.

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## Licensing

### Description

Licenses are used to activate certain features and applications for the UNIVERGE SV8100. The UNIVERGE SV8100 system provides the following licenses:

#### System Licenses:

##### System Capacity

- Max Port - This licenses the system for up to 712 ports. (Requires 256 Port License and PZ-ME50).
- 256 Port - This licenses the system for up to 256 ports. (Requires PZ-ME50).

##### System Feature License

- Net-Link – This licenses the number of remote system that can be connected to the main system.
- Hotel/Motel (PMS) – This licenses the system to run the Hotel/Motel feature.
- SMDR – This licenses the system to print SMDR reports.
- Remote Software Upgrade – This licenses the system to be upgraded remotely.
- InACD – This licenses the system to run the In ACD feature.

##### Voice Mail (Embedded)

- VRS Channels - This licenses the number of VRS channels that be used in the system.
- In-Mail channels - This licenses the number of In-Mail channels that be used in the system.
- VRS/In-Mail Multi-language – This licenses the number of languages that can be used simultaneously.

#### Applications:

##### Voice Mail (InSkin US)

- UMS Channel – This licenses the number Voice channels that be used in the UMS.
- UMS Fax Channel – This licenses the number Fax channels that be used in the UMS.
- UMS Client (View Apps) – This licenses the number of simultaneous Client (View Apps) that be connected to the UMS.
- UMS Multi-language – This licenses the number of languages that can be used simultaneously.
- UMS Hospitality/PMS – This licenses the UMS to run Hospitality/PMS.
- UMS Hospitality Language – This licenses the number of languages that can be used simultaneously with UMS Hospitality.
- UMS Amis/Plus Net – This licenses the UMS for Amis/Plus Net.

##### Desktop Application

- Softphone – This licenses the number of Desktop Applications that can be used for Softphone.
- PC Attendant – This licenses the number of Desktop Applications that can be used for either PC Attendant, PC Assistant or Softphone.

- PC Assistant – This licenses the number of Desktop Applications that can be used for either PC Assistant or Softphone.
- Soft phone Enhancement – This licenses the number of Desktop Applications that can use White Board, Apps Share, and IM.

#### Call Management

- Comm Analyst Base Package (20 Stations) – This licenses the Communications Analyst to report for 20 stations.
- Comm Analyst 256 Stations – This licenses the Communications Analyst to report for 256 stations.
- Comm Analyst Upgrade 20 to 256 – This licenses the Communications Analyst to upgrade from 20 stations to 256 stations to report.
- Comm Analyst Network User Pack – This licenses the Communications Analyst for simultaneously Network Clients to connect to the database.
- Comm Analyst Add Remote Site – This licenses the Communications Analyst for the number of sites that it can collect data from.
- Comm Analyst Traffic Analysis – This licenses the Communications Analyst for Traffic Analysis.
- Comm Analyst PMS Integration – This licenses the Communications Analyst to use the PMS Integration module.
- Comm Analyst Web Reporting – This licenses the Communications Analyst to use Web Reporting Feature.
- Comm Analyst Migration from IPK II CA – This licenses the migration of the IPKII CA to Communication Analyst.
- Comm Analyst Migration from IPK II CES – This licenses the migration of the IPKII CES to Communication Analyst.
- Comm Analyst Additional 256 Stations – This licenses the Communications Analyst to upgrade from 256 stations to 512 stations to report.

#### ACD MIS

- ACD MIS Basic – This license the SV8100 ACD MIS for 1 Monitor/Report and 3 Agent Clients.
- ACD MIS Add Monitor – This licenses the SV8100 ACD MIS additional Monitor/Report.
- ACD MIS Agent – This licenses the SV8100 ACD MIS for additional Agent Client.

### 60 Day Free License

The 60 Day Free License is what the CD-CP00-US comes with. It allows for all the features to be active for 60 days. The count down starts on the first power on and will end at midnight of the 60th day.

### 30-Day Promo License

The 30-Day Promo license turns on all the licenses for up to 30 days.

To request for a 30 Day Promo license, go to <http://eip.necunified.com/Default.aspx> and then go to the license portal and enter in the CD-CP00-US generated key and your Tech ID. This can only be done twice per CD-CP00-AU.

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## Conditions

- This can be used only twice for each UNIVERGE SV8100 CD-CP00-AU.
- When the Promo License is generated, it gives the date that the license ends (30 days include the day generated).
- If the date is changed in PRG 10-01-XX, while the license is in effect, to a date before the generated date it subtracts one day from the Promo license.
- If the date is changed in PRG 10-01-XX, while the license is in effect, to a date after the generated date, it runs until the End Date specified when the License was generated.
- If the date is changed in PRG 10-01-XX, while the license is in effect, to a date after the End Date specified when the License was generated, the system resets when it is applied (transfer key pressed), not when exiting program mode.
- When the System time turns to midnight of the End Date, the system resets and comes back with no licenses.
- The 30 Day Promo License can only be activated from PCPro or WebPro, not a Multiline Terminal.
- If any CD-CP00-AU license is activated when the Promo licensing is being used, the CD-CP00-AU license resets with only the activated license(s).

## Default Settings

No licensing.

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## System Availability

### Terminals

N/A

### Required Component(s)

Refer to the particular Feature for required component(s)

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## Related Features

### Programming from Multiline Terminal

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-48-01	License Activation – Software Key Code		20-digit character (default not assigned)		✓	
10-48-02	License Activation – Activation Code		8-digit hexadecimal number (default not assigned)		✓	
10-48-03	License Activation – Feature Code		7-digit figure (default not assigned)		✓	
10-49-01	License File Activation – Save License File on USB Drive	Use to enable the command to save the license file via USB memory which is issued from the license server.	Dial 1 + TRF (Press TRF to cancel) (default not assigned)		✓	
10-50-01	License Information – License Name	Use to confirm license information that is stored in a system.	(default not assigned)		✓	
10-50-02	License Information – License Quantity		0~32767 (default not assigned)		✓	
10-50-03	License Information – Free License Quantity		0~32767 (default not assigned)		✓	
10-50-04	License Information – Free License Remaining Days		0~9999 (default not assigned)		✓	
10-52-01	Free/Demo License Information – Remaining Days of Free/Demo License	Use to display information on free of charge/Demo license.	0~9999 (default not assigned)		✓	

Table 2-18 License Information

License Code	License Name	Reset Required	Min	Max	Note
0001	712 Port	Yes	On/Off		
0002	NetLink	Yes	1	49	
0007	Hotel/Motel (PMS)	Yes	On/Off		
0008	SMDR		On/Off		

Table 2-18 License Information (Continued)

License Code	License Name	Reset Required	Min	Max	Note
0009	Remote Upgrade	Yes		On	PZ-ME50-AU or USB Drive required to load software
0014	256 Port	Yes		On/Off	
0021	Main S/W Version	Yes	1	16	
0111	1stPartyCTI Ether		1	128	
0112	3rdPartyCTI Client	Yes		On/Off	
1001	VRS		1	16	
1002	In-Mail		1	8	
1011	In-Mail Multi Lan		1	20	
1401	UMS Port		1	16	
1402	UMS Fax Port		1	4	
1403	UMS TTS Port		1	6	
1404	UMS Client		1	512	
1406	UMS Multi Language		1	25	
1407	UMS Hosp. and PMS			On/Off	
1408	UMS Hosp. Language		1	10	
1409	UMS Amis/Plus Net			On/Off	
1410	UMS TTS Language		1	10	
2001	ACD			On/Off	
2102	ACD-MIS Basic			On/Off	
2103	ACD-MIS Add.Monit		1	4	
2104	ACD-MIS Agent		1	197	
2105	ACD-MIS XML Manag		1	200	
3000	CA-Basic			On/Off	
3001	CA-256 Station			On/Off	
3002	CA-Up 20 to 256			On/Off	
3003	CA-Network Client		1	999	
3004	CA-AddRemote Site		1	999	

Table 2-18 License Information (Continued)

License Code	License Name	Reset Required	Min	Max	Note
3005	CA-RemoteSiteSoft		1	999	
3006	CA-Traffic Analys		On/Off		
3007	CA-PMS Intergratio		On/Off		
3008	CA-Web Reporting		On/Off		
3009	CA-IPKII CA Migra		On/Off		
3010	CA-IPKII CESHigra		On/Off		
3013	CA-Add Stations		1	256	
5001	IP Trunk		1	128	Limited by IPL Channels
5101	IP Terminal Basic		1	512	Limited by IPL Channels
5111	IP Terminal Advan		1	512	Limited by IPL Channels
5131	IP Megaco Migrati		On/Off		
5301	SoftPhone		1	128	
5303	SoftPhone Enhance		1	128	
5304	Attendant		1	128	
5305	Assistant		1	128	
6000	PVA-CONF Port		1	16	
6101	PVA-IVR Port		1	16	

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## Operation

There are four different ways to activate the licenses in the system:

### Manual Enter Software Key Code

- In PRG 10-48-01 enter the Software Key Code.
- In PRG 10-48-02 enter the activation code.
- In PRG 10-48-03 enter the feature code(s) in the Software Key Code.
- In PRG 10-48-03 hit the Submit Softkey.

### Manually Load the License File via the USB Drive

- Manually register the software key.
- Save the License file to the USB Drive.
- Install the USB Drive onto the CD-CP00-US.
- In PRG 10-49-01 assign to 1 and then hit transfer.

 *Multiple License files can be loaded at the same time.*

### Upload the License File via WebPro/PCPro

- Manually register the software key.
- Save the license file.
- Connect to the system.
- Go to the Feature Activation screen.
- Click on Load File.
- Select the location of the license file to upload.

### Auto Register the License for the System

- Connect to the system.
- Go to the Feature Activation screen.
- Enter Email Address and Password.
- Add Software Key code(s).
-  *If left blank it will register all attached licenses for the Hardware Key code.*
- Click on Auto Register.

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# *Line Preference*

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## Description

Line Preference determines how a multiline terminal user places and answers calls. There are two types of Line Preference: Incoming Line Preference and Outgoing Line Preference.

### Incoming Line Preference

Incoming Line Preference establishes how a multiline terminal user answers calls. When a call rings the multiline terminal, lifting the handset answers either the ringing call (for **Ring Line Preference**) or seizes an idle line (for **Idle Line Preference**). The idle line can provide either Intercom or trunk dial tone (see Outgoing Line Preference below). Ringing Line Preference helps users whose primary function is to answer calls (such as a receptionist). Idle Line Preference is an aid to users whose primary function is to place calls (such as a telemarketer).

### Outgoing Line Preference

Outgoing Line Preference sets how a multiline terminal user places calls. If a multiline terminal has Outgoing Intercom Line Preference, the user hears Intercom dial tone when they lift the handset. If a multiline terminal has Outgoing Trunk Line Preference, the user hears trunk dial tone when they lift the handset. Outgoing Line Preference also determines what happens at extensions with Idle Line Preference. The user hears either trunk (dial 0) or Intercom dial tone.

### Auto-Answer of Non-Ringing Lines

With Auto-Answer of Non-Ringing Lines, an extension user can automatically answer trunk calls that ring other extensions (not their own). This would help a user that has to answer calls for co-workers that are away from their desks. When the user lifts the handset, they automatically answer the ringing calls based on Trunk Group Routing programming. The extension user's own ringing calls, however, always have priority over calls ringing other co-worker's extensions.

## Conditions

- If a multiline terminal extension has more than one call ringing its line keys, Ringing Line Preference answers the calls on a first-in first-answered basis.
- DILs do not affect Incoming Line Preference operation.
- Trunks ring extensions according to Ring Group programming.
- If an extension gets trunk dial tone when the user lifts the handset, the system uses the dial 0 routing to select the trunk. This bypasses ARS.

## Default Setting

Enabled

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## System Availability

### Terminals

Multiline Terminals

### Required Component(s)

None

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## Related Features

Direct Inward Line (DIL)

Ring Groups

Trunk Groups

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## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of

the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-05-01	<b>Trunk Group – Trunk Group Number</b>	For Auto-Answer of Non-Ringing Lines, assign trunks to trunk groups. This is part of Trunk Group Routing programming.	Trunk Group Number: 0~100 Priority Number: 1~200 (default = Trunk Group 1, with priority in ascending order)	✓		
14-06-01	<b>Trunk Group Routing – Priority Order Number</b>	Used to set the priority order number 1~4.	0 = Not Specify 1~100 : (Trunk Group Number) 1001~1100 : (1000 + Route Table Number) Default: Route 1, Order Number 1 = 1 (Trunk Group 1) Order Numbers 2, 3, 4 = 0 (Not Specified) All Other Routes (2~100) and Order Numbers (1~4) = 0 (Not Specified)	✓		
14-07-01	<b>Trunk Access Map Setup</b>	For Outgoing Line Preference and Auto-Answer of Non-Ringing Lines, set up the Trunk Access Maps.	0 = No access 1 = Outgoing access only 2 = Incoming access only 3 = Access only when trunk on Hold 4 = Outgoing access and access when trunk on Hold 5 = Incoming access and access when trunk on Hold 6 = Incoming and Outgoing access 7 = Incoming access, outgoing access and access when trunk on Hold Trunk Access Maps: 1~200 Default: Access Maps 1~200 = Trunk Ports 1~200 assigned with option 7 access (incoming and outgoing access and access when trunk is on Hold).		✓	
15-01-02	<b>Basic Extension Data Setup – Outgoing Trunk Line Preference</b>	Turns On (1) or Off (0) Outgoing Trunk Line Preference for extensions.	0 = Off 1 = On (default = 0)	✓		
15-02-10	<b>Multiline Telephone Basic Data Setup – Ringing Line Preference for Trunk Calls</b>	Enable Idle (0) or Ringing (1) Line Preference for trunk calls. Program 22-01-01 sets Intercom (0) or trunk (1) call priority.	0 = Idle 1 = Ringing (default = 1)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-06-01	Trunk Access Map for Extensions	For Outgoing Line Preference and Auto-Answer of Non-Ringing Lines, assign trunk Access Maps to extensions.	Trunk Access Maps: 1~200 (default = 1)		✓	
20-10-07	Class of Service Options (Answer Service) – Automatic Off-Hook Answer	Turns Off (0) or On (1) an extension to use Universal Auto Answer (no service code required).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
22-01-01	System Options for Incoming Calls – Incoming Call Priority	Use this option to determine if Intercom calls or trunk calls have answer priority when both are ringing simultaneously.	0 = Intercom call priority 1 = Trunk call priority (default = 1)		✓	
22-04-01	Incoming Extension Ring Group Assignment	Assign extensions to ring groups. Auto-Answer for Non-Ringing Lines only works for trunks that do not ring an extension.	Maximum eight digits Default: Extensions 101~108 (first eight ports) ring for incoming Ring Group 1 calls. No other extensions ring for incoming Ring Group 1 calls.	✓		
22-05-01	Incoming Trunk Ring Group Assignment	Assign trunks to ring groups. Auto-Answer for Non-Ringing Lines only works for trunks that do not ring an extension.	Incoming Group Number for Day/Night Mode (1~8): 0 (No Setting) 001~100 (Incoming Group) 102 (In-Skin/ External Voice Mail or VM8000 InMail) (default = 1)		✓	
23-03-01	Universal Answer/Auto Answer	Use this program to let an extension user automatically answer trunk calls that ring other extensions. When the user lifts the handset, they automatically answer the ringing calls based on Trunk Group Routing programming (defined in Program 14-06).	Maximum eight digits Day/Night Mode 1~8 Route Table Number 0~100 (default = 0)		✓	

## Operation

### Ringling Trunk or intercom (ICM) call:

Lift the handset or press **Speaker**.

 The setting assigned for Program 15-02-10 and Program 22-01-01 determines which call is answered first.

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## *Long Conversation Cutoff*

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### **Description**

For incoming and outgoing central office calls, each trunk can be programmed to disconnect after a defined time. The timer begins when the trunk is seized and disconnects the call after the time expires.

When used with the Warning Tone for Long Conversation feature, the system can provide a warning tone on outgoing trunks calls before the call is disconnected.

### **Conditions**

- Long Conversation Cutoff can disconnect incoming and outgoing CO calls after a set time.
- Long conversation cutoff is controlled separately for DISA and Tie Lines.
- Using the Warning Tone for Long Conversation feature allows users on outgoing calls to hear a warning tone prior to the call disconnecting.

### **Default Setting**

Disabled

---

### **System Availability**

#### **Terminals**

All Terminals

#### **Required Component(s)**

None

## Related Features

Central Office Calls, Answering

Central Office Calls, Placing

Direct Inward System Access (DISA)

Multiple Trunk Types

Warning Tone for Long Conversation

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-01-14	Basic Trunk Data Setup – Long Conversation Cutoff	Enable (1) or disable (0) a trunk ability to disconnect incoming and outgoing central office calls automatically.	0 = Disable 1 = Enable (default = 0)	✓		
14-01-15	Basic Trunk Data Setup – Long Conversation Alarm Before Cut Off	Enable (1) or disable (0) the Long Conversation Alarm for each trunk.	0 = Disable 1 = Enable (default = 0)	✓		
20-06-01	Class of Service for Extensions	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-13-02	Class of Service Options (Supplementary Service) – Long Conversation Cutoff (Incoming)	Turns Off (0) or On (1) an extension ability to use Long Conversation Cutoff for incoming calls.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-03	<b>Class of Service Options (Supplementary Service) – Long Conversation Cutoff (Outgoing)</b>	Turns Off (0) or On (1) an extension ability to use Long Conversation Cutoff for outgoing calls.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
20-21-03	<b>System Options for Long Conversation – Long Conversation Cutoff for Incoming Call</b>	Enter the time the system waits before disconnecting incoming trunks (0~64800 seconds).	0~64800 (seconds) (default = 0)	✓		
20-21-04	<b>System Options for Long Conversation – Long Conversation Cutoff for Outgoing Call</b>	Enter the time the system waits before disconnecting outgoing trunks (0~64800 seconds).	0~64800 (seconds) (default = 0)	✓		

## Operation

This feature is automatic once it is programmed.

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## Description

The UNIVERGE SV8100 system has several utilities to assist in troubleshooting and diagnosing problems both during and after installation.

PCPro can remotely access the UNIVERGE SV8100 for maintenance and diagnostics. Within PCPro, the debug terminal can be accessed to monitor the systems activity and logging. PCPro also has built-in reports that can display alarm data. If need be, an option within PCPro allows the technician to reset or initialize the system remotely. If the technician determines the problem is isolated to a specific slot, PCPro has the ability to reset only the slot in question.

The SV8100 Maintenance manual contains a number of flow charts to help technicians diagnose and resolve problems that may arise during and after the installation of the UNIVERGE SV8100 system.

For detailed information on the Maintenance feature, refer to the UNIVERGE SV8100 System Maintenance Manual.



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### Conditions

None

### Default Setting

Enabled

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## System Availability

### Terminals

None

### Required Component(s)

None

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## **Related Features**

None

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## **Programming**

None

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## **Operation**

None

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## *Meet Me Conference*

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### **Description**

With Meet Me Conference, an extension user can set up a Conference with their current call and up to 32 other internal or external parties. Each party joins the Conference by dialing a Meet Me Conference code. Meet Me Conference lets extension users have a telephone meeting – without leaving the office.

The CD-CP00-AU provides two blocks of 32 conference circuits, allowing each block to have any number of internal or external parties conferenced up to the block limit of 32.

### **Conditions**

None

### **Default Setting**

Enabled

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### **System Availability**

#### **Terminals**

Multiline Terminals

#### **Required Component(s)**

None

---

### **Related Features**

**Conference**

**Meet Me Paging**

**Programmable Function Keys**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-07-01	<b>Programmable Function Keys</b>	Assign function keys for Conference (code 07).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-10-06	<b>Class of Service Options (Answer Service) – Meet-Me Conference and Paging</b>	Turns Off (0) or On (1) an extension to use Meet-Me Conference and Paging.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
31-01-04	<b>System Options for Internal/ External Paging – Privacy Release Time</b>	Set the Privacy Release Time. After the user initiates Meet Me Conference, the system waits this interval for the Paged party to join the conversation.	0~64800 (seconds) (default = 90 seconds)		✓	

 For additional programming for Paging, refer to the *Paging External* and *Paging Internal* features.

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## Operation

### Meet Me External Conference

#### To make a Meet Me External Conference:

##### Multiline Terminal

1. While on a call, press **Conf**.
2. Dial **\*1** and the Combined Paging Zone code **1~8** (for Internal/External Zones 1~8) or **0** (for Internal/External All Call).
3. Announce the zone.
4. When a co-worker answers your page, press **Conf** twice.
5. Repeat steps 1~4 for each co-worker you want to add.

##### Single Line Telephone

1. While on a call, hookflash and dial **#1**.
2. Dial **703** and the External Paging zone code (**1~8** or **0** for All Call).  
- OR -  
Dial **\*1** and the Combined Paging Zone code **1~8** (for Internal/External Zones 1~8) or **0** (for Internal/External All Call).
3. Announce the zone.
4. When a co-worker answers your page, press hookflash twice.
5. Repeat steps 1~4 for each co-worker you want to add.

#### To join a Meet Me External Conference:

1. At the multiline terminal, press **Speaker**.  
- OR -  
At a single line telephone, lift the handset.
2. Dial **765**.
3. Dial the announced External Paging Zone code (**0~8**).  
 *You connect to the other parties.*

## Meet Me Internal Conference

### To make a Meet Me Internal Conference:

#### Multiline Terminal

1. While on a call, press **Conf**.
2. Dial **\*1** and the Combined Paging Zone code **1~8** (for Internal/External Zones 1~8) or 0 (for Internal/External All Call).
3. Announce the zone.
4. When a co-worker answers your page, press **Conf** twice.
5. Repeat steps 1~4 for each co-worker you want to add.

#### Single Line Telephone

1. While on a call, hookflash and dial **#1**.
2. Dial **\*1** and the Combined Paging Zone code **1~8** (for Internal/External Zones 1~8) or 0 (for Internal/External All Call).
3. Announce the zone.
4. When a co-worker answers your page, press hookflash twice.
5. Repeat steps 1~4 for each co-worker you want to add.

### To join a Meet Me Internal Conference:

1. At the multiline terminal, press **Speaker** (or lift the handset).

- OR -

At the single line telephone, lift the handset.

2. Dial **763** (if your extension is in the zone called).

- OR -

Dial **764** and the zone number (if your extension is not in the zone called).

- OR -

Press the Meet Me Conference/Paging Pickup key (PRG 15-07 or 23) if your extension is in the zone called.

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## *Meet Me Paging*

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### **Description**

Meet Me Paging allows an extension user to Page a co-worker and privately meet with them on a Page zone. The Paging zone is busy to other users while the meeting takes place. While the co-workers meet on the zone, no one else can hear the conversation, join in or make an announcement using that zone. Meet Me Paging is a good way to talk to a co-worker when their location is unknown. If the co-worker can hear the Page, they can join in the conversation.

### **Conditions**

- With Meet Me Paging Transfer, a user can page a co-worker and have the call automatically transfer when the co-worker answers the page.
- An extension access to internal and external page zones affects the Meet Me Paging feature.
- Internal and External Paging keys simplify Meet Me Paging operation.

### **Default Setting**

Enabled

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### **System Availability**

#### **Terminals**

Multiline Terminals

#### **Required Component(s)**

External zone paging requires a PGD(2)-U10 ADP be installed in the system.

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### **Related Features**

**Meet Me Conference**

**Meet Me Paging Transfer**

**Paging, External**

## Paging, Internal

### Programmable Function Keys

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-12-21	<b>Service Code Setup (for Service Access) – Meet-Me Answer to Specified Internal Paging Group</b>	Use to customize the Service Codes used for meet-me answer to specified internal paging group service access.	MLT, SLT (default = 764)		✓	
11-12-22	<b>Service Code Setup (for Service Access) – Meet-Me Answer to External Paging</b>	Use to customize the Service Codes used for meet-me answer to external paging service access.	MLT, SLT (default = 765)		✓	
11-12-23	<b>Service Code Setup (for Service Access) – Meet-Me Answer in Same Paging Group</b>	Use to customize the Service Codes used for meet-me answer in same paging group service access.	MLT, SLT (default = 763)		✓	
15-07-01	<b>Programmable Function Keys</b>	Assign function keys for External Zone Paging (code 19 + zone), External All Call Paging (code 20), Internal Zone Paging (code 21 + zone) or Meet Me Conference/ Paging Pickup (code 23).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-10-06	<b>Class of Service Options (Answer Service) – Meet-Me Conference and Paging</b>	Turns Off (0) or On (1) an extension to use Meet-Me Conference and Paging.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
31-02-01	<b>Internal Paging Group Assignment – Internal Paging Group Number</b>	Assign extensions to Internal Paging Groups (i.e., Page Zones).	0~64 (0 = No Setting) Default: 1 0 for IP Station 1 for TDM Station		✓	
31-02-02	<b>Internal Paging Group Assignment – Internal All Call Paging Receiving</b>	Allow or deny All Call Internal Paging for each extension. If allowed, extension can place and receive All Call Internal Paging announcements. If prevented, extensions can only make (not receive) All Call Internal Paging announcements. If combined, Paging zones should be restricted as well, change the internal page zone group in Program 31-07-01 to 0.	0 = Off 1 = On (default = 1)		✓	

 For additional programming information on Paging, refer to the [Paging, External](#) and [Paging, Internal](#) features.

## Operation

### Meet Me External Page

#### To make a Meet Me External Page:

- At multiline terminal, press **Speaker** or pick up the handset.  
- OR -  
At the single line telephone, lift the handset.
  - Dial **703** and the External Paging Zone code (1~8 or 0 for All Call).  
- OR -  
Dial **\*1** and the Combined Paging Zone code 1~8 (for Internal/External Zones 1~8) or 0 (for Internal/External All Call).
  - Announce the zone.  
- OR -
- At the multiline terminal, press the **External Paging Zone** key (Program 15-07 or SC 751: 19 + zone).
  - Announce the zone.

**To join a Meet Me External Page:**

1. At the multiline terminal, press **Speaker** or pick up the handset.

- OR -

At the single line telephone, lift the handset.

2. Dial **765**.
3. Dial the announced External Paging Zone (0~8).

 *You connect to the other party.*

**Meet Me Internal Page****To make a Meet Me Internal Page:**

1. At the multiline terminal, press **Speaker** or pick up the handset.

- OR -

At the single line telephone, lift the handset.

2. Dial **701** and dial the Internal Paging Zone code (0~9, 00~32 or 00~64).

- OR -

Dial **\*1** and the Combined Paging Zone code 1~8 (for Internal/External Zones 1~8) or 0 (for Internal/External All Call).

3. Announce the zone.

- OR -

1. At the multiline terminal, press the **External Paging Zone** key (Program 15-07 or SC 751: 19 + zone).
2. Announce the zone.

**To join a Meet Me Internal Page:**

1. At the multiline terminal, press **Speaker** or pick up the handset.

- OR -

At the single line telephone, lift the handset.

2. Dial **763** (if your extension is in the zone called).

- OR -

Dial **764** and the zone number (if your extension is not in the zone called).

- OR -

Press the Meet Me Conference/Paging Pickup key (Program 15-07 or SC 751: 23) if your extension is in the zone called.

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## *Meet Me Paging Transfer*

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### **Description**

If a user wants to Transfer a call to a co-worker but they do not know where the co-worker is, they can use Meet Me Paging Transfer. With Meet Me Paging Transfer, the user can Page the co-worker and have the call automatically Transfer when the co-worker answers the Page. Since Meet Me Paging Transfer works with both Internal and External Paging, a call can be quickly extended to a co-worker anywhere in the facility.

### **Conditions**

- An extension user can set up a conference with their current call and up to 31 other inside parties.
- An extension user can Page a co-worker and meet with them on a page zone.
- With External Paging, an extension user can broadcast an announcement over paging equipment connected to external paging zones.
- Internal Paging lets extension users broadcast announcements to other multiline terminals.
- Function keys simplify Meet Me Paging Transfer operation.

### **Default Setting**

Enabled

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### **System Availability**

#### **Terminals**

All Multiline Terminals

#### **Required Component(s)**

External zone paging requires a PGD(2)-U10 ADP be installed in the system.

## Related Features

Meet Me Conference

Meet Me Paging

Paging, External

Paging, Internal

Programmable Function Keys

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-21-04	CD-CP00-AU Hardware Setup – External Source I/O Selection on CD-CP00-AU	Define what the I/O ports on the CD-CP00-AU are used for.	0 = External MOH (CN8)/ External Speaker(CN9) 1 = BGM source (CN8)/ External Speaker(CN9) 2 = External MOH (CN8)/ BGM source (CN9)  <i>Relations between CN number and Relay number are as follows:</i> CN8 = Relay2 CN9 = Relay1 (default = 1)		✓	
11-12-21	Service Code Setup (for Service Access) – Meet-Me Answer to Specified Internal Paging Group	Use to customize the Service Codes used for meet-me answer to specified internal paging group service access.	MLT, SLT (default = 764)		✓	
11-12-22	Service Code Setup (for Service Access) – Meet-Me Answer to External Paging	Use to customize the Service Codes used for meet-me answer to external paging service access.	MLT, SLT (default = 765)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-12-23	<b>Service Code Setup (for Service Access) – Meet-Me Answer in Same Paging Group</b>	Use to customize the Service Codes used for meet-me answer in same paging group service access.	MLT, SLT (default = 763)		✓	
15-07-01	<b>Programmable Function Keys</b>	Assign function keys for External Zone Paging (code 19 + zone), External All Call Paging (code 20), Internal Zone Paging (code 21 + zone) or Meet Me Conference/ Paging Pickup (code 23).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-10-06	<b>Class of Service Options (Answer Service) – Meet-Me Conference and Paging</b>	Turns Off (0) or On (1) an extension to use Meet-Me Conference and Paging.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
31-02-01	<b>Internal Paging Group Assignment – Internal Paging Group Number</b>	Assign extensions to Internal Paging Groups (i.e., Page Zones).	0~64 (0 = No Setting) Default: 1 0 for IP Station 1 for TDM Station		✓	
31-02-02	<b>Internal Paging Group Assignment – Internal All Call Paging Receiving</b>	Allow or prevent All Call Internal Paging for each extension. If allowed, extension can place and receive All Call Internal Paging announcements. If prevented, extensions can only make (not receive) All Call Internal Paging announcements. If combined, Paging zones should be restricted as well, change the internal page zone group in Program 31-07-01 to 0.	0 = Off 1 = On (default = 1)		✓	
31-03-01	<b>Internal Paging Group Settings – Internal Paging Group Name</b>	Assign name to Internal Paging Groups (i.e., Page Zones). The system shows the name you program on the telephone display.	Up to 12 characters Refer to table in Programming Manual.		✓	

 For additional programming information on Paging, refer to the [Paging, External](#) and [Paging, Internal](#) features.

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## Operation

### Meet Me External Paging Transfer

#### To make a Meet Me External Paging Transfer:

1. At the multiline terminal, while on a call, press **Hold**.  
- OR -  
At the single line telephone, while on a call, hookflash.
2. Press the **External Paging Zone** key (Program 15-07 or SC 751: 19 + zone or 20 for all external zones).  
- OR -  
Dial **703** and the External Paging Zone code (1~8 or 0 for All Call).  
- OR -  
Dial **\*1** and the Combined Paging Zone code 1~8 (for Internal/External Zones 1~8) or 0 (for Internal/External All Call).
3. Announce the call.
4. From a multiline terminal, when the paged party answers, press **Transfer** or the **Transfer** softkey.  
- OR -  
From a single line telephone, when the paged party answers, hang up.  
 *The party is transferred.*

#### To join a Meet Me External Paging Transfer:

1. At the multiline terminal, press **Speaker** or pick up handset.  
- OR -  
At single line telephone, lift the handset.
2. Dial **765**.
3. Dial the announced External Paging Zone (0~8).  
 *The Paging party is connected.*
4. Stay on the line.  
From a multiline terminal, press **Transfer** or the **Transfer** softkey.  
- OR -  
From a single line telephone, hang up.  
 *The party is transferred.*

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## Meet Me Internal Paging Transfer

### To make a Meet Me Internal Paging Transfer:

1. At multiline terminal, while on a call, press **Hold**.  
- OR -  
At the single line telephone, while on a call, hookflash.
2. Press **Internal Paging Zone** key (Program 15-07 or SC 751: 21 + zone or 22 for all internal zones).  
- OR -  
Dial **701** and the Internal Paging Zone code (0~9 or 00~64).  
- OR -  
Dial **\*1** and the Combined Paging Zone code 1~8 (for Internal/External Zones 1~8) or 0 (for Internal/External All Call).
3. Announce the call.
4. From a multiline terminal, when the paged party answers, press **Transfer** or the **Transfer** softkey.  
- OR -  
From a single line telephone, when the paged party answers, hang up.  
 *The party is transferred.*

### To join a Meet Me Internal Paging Transfer:

1. At the multiline terminal, press **Speaker** or pick up handset.  
- OR -  
At the single line telephone, lift the handset.
2. Dial **763** (if your extension is in the zone called).  
- OR -  
Dial **764** and the zone number (if your extension is not in the zone called).  
- OR -  
Press the Meet Me Conference/Paging Pickup key (Program 15-07 or SC 751: 23) if your extension is in the zone called.
3. Stay on the line.  
From a multiline terminal, when the paged party answers, press **Transfer** or the **Transfer** softkey.  
- OR -  
From a single line telephone, when the paged party answers, hang up.  
 *The party is transferred.*

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## *Memo Dial*

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### **Description**

While on an outside call, Memo Dial lets a multiline terminal user store an important number for easy redialing later on. The telephone can be like a notepad. For example, a user could dial Directory Assistance and ask for a client's telephone number. When Directory Assistance plays back the requested number, the caller can use Memo Dial to jot the number down in the telephone memory. They can quickly call the Memo Dial number after hanging up.

When a user enters a Memo Dial number, the dialed digits do not output over the trunk. Dialing Memo Dial digits does not interfere with a call in progress.

### **Conditions**

- When Memo Dial calls out, it outdials the entire stored number. Memo Dial does not automatically strip out trunk or PBX access codes if entered as part of the stored number.
- Only one number can be stored at a time.
- If a number is already stored in Memo Dial and you are on an internal or external call and the Dial Memo Key is pressed, the number is erased.
- A user's outgoing dialing options affect how a Memo Dial call is placed.
- Memo Dial is not available at single line telephones.

### **Default Setting**

Disabled

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### **System Availability**

#### **Terminals**

All Multiline Terminals

#### **Required Component(s)**

None

## Related Features

Central Office Calls, Placing

Last Number Redial

Save Number Dialed

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-07-01	Programmable Function Keys	Assign a function key for Memo Dial (code 31).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		

## Operation

### To store a number while you are on a call:

1. While on a call, press Memo Dial key (Program 15-07 or SC 751: 31).
2. Dial number you want to store.
3. Press Memo Dial key again and continue with conversation.

**To call a stored Memo Dial number:**

1. Do not lift the handset.
  2. Press the Memo Dial key (Program 15-07 or SC 751: 31).
  3. Press **Speaker**.
    -  *The stored number dials out only if you store a trunk access code before the number.*
- OR -**
- Press the **line** key.
-  *The stored number dials out.*

**To check to see the stored Memo Dial number:**

1. Do not lift the handset.
2. Press **Memo Dial** key (Program 15-07 or SC 751: 31).
  -  *The stored number displays.*

**To cancel (erase) a stored Memo Dial number:**

1. Press **Speaker**.
2. Press the **Memo Dial** key (Program 15-07 or SC 751: 31).

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## Message Waiting

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### Description

An extension user can leave a Message Waiting indication at a busy or unanswered extension requesting a return call. The indication is a flashing MW lamp at the called extension and a steadily lit MW lamp on the calling extension. Answering the Message Waiting automatically calls the extension which left the indication. Message Waiting ensures that a user does not have to recall an unanswered extension. It also ensures that a user does not miss calls when their extension is busy or unattended. Additionally, Message Waiting lets extension users:

- View and selectively answer messages left at their extension (display multiline terminal only)
- Cancel all messages left at their extension
- Cancel messages they left at other extensions

An extension user can leave Messages Waiting at any number of extensions. Also, any number of extensions can leave a Message Waiting at the same extension. A periodic VRS announcement may remind users that they have Messages Waiting.

### Message Key will Operate as Voice Mail Key

The system enhances a telephone Message key function when connected to a system which has voice mail installed. When an extension receives a voice mail, the Message key can be used to check the number of messages in voice mail, as well as call the voice mail to listen to the messages. If no Voice Mail Programmable Function Key is defined (Program 15-07-01, code 77), the telephone Message Waiting LED flashes to indicate new messages.

This option is not available with a networked voice mail – the voice mail must be local.

Refer to the [Voice Mail Integration \(Analog\) on page 2-1253](#) feature for the feature operation.

### LED Color Indication

The software allows you to select whether the Message Wait LED located at the top of the multiline terminal flashes green (0) or red (1) when a Message Wait indication is flashing. By default, this option is set to flash red.

 *If this LED is also used for voice mail indications (no Programmable Function Key programmed for voice mail), and there are both voice mail messages and Message Wait indications, the color set for Message Wait overrides the color used for voice mail indications (red).*

### Conditions

- Reminder messages require a DSP daughter board for VRS messages.
- Analog ports from APA or APR adapters do not provide Message Waiting lamping.
- When a user responds to a Message Waiting, the system does not cancel the Message

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Waiting indication if the called party uses Handsfree Answerback. The system cancels the indication only if the called party lifts the handset or presses Speaker.

- With the Hotel/Motel set up, an employee with a multiline terminal can send a Message Waiting to a room telephone if allowed in system programming.
- A Message Waiting key simplifies this feature operation.
- Telephone-to-telephone Message Waiting works when the voice mail is installed.
- The MW (Message Waiting) LED may be used to indicate voice mail messages if no extension number is assigned to the voice mail key in system programming.
- If the following programs are changed while the phone is online, a reset of the feature is required before the setting takes effect.
  - ❑ Program 15-02-35 Message Waiting Lamp Cycle for Calling Extension
  - ❑ Program 15-02-36 Message Waiting Lamp Cycle for Called Extension
  - ❑ Program 15-02-37 Voice Mail Message Wait Lamp Color
  - ❑ Program 15-02-38 Voice Mail Message Wait Lamp Cycle

*✎ For example, if a message waiting was set before any of these programs were changed, the lamp remains the same until the message waiting is set again.*
- If both Voice Mail Message and Message Wait indication is set, the color set for Message Wait overrides the color used for Voice Mail Message indication.

## Default Setting

Enabled

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## System Availability

### Terminals

All Terminals

### Required Component(s)

None

## Related Features

Handsfree Answerback/Forced Intercom Ringing

Hotel/Motel

Programmable Function Keys

UM8000 Mail

VM8000 InMail

Voice Response System (VRS)

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-10-16	<b>Service Code Setup (for System Administrator) – Leaving Message Waiting (Requires CPU to be licensed for Hotel/Motel)</b>	Use to customize the leave message waiting Service Codes (requires CD-CP00-AU to be licensed for Hotel/Motel).	MLT (default = 626)		✓	
11-11-09	<b>Service Code Setup (for Setup/Entry Operation) – Answer Message Waiting</b>	Use to customize the answer message waiting service code.	MLT, SLT (default = *0)		✓	
11-11-10	<b>Service Code Setup (for Setup/Entry Operation) – Cancel All Messages Waiting</b>	Used to customize the Cancel All Messages Waiting service code.	MLT, SLT (default = 773)		✓	
11-11-11	<b>Service Code Setup (for Setup/Entry Operation) – Cancel Message Waiting</b>	Use to cancel message waiting used for registration and setup.	MLT, SLT (default = 771)		✓	
11-16-07	<b>Single Digit Service Code Setup – Message Waiting</b>	Customize the message waiting Service Codes used to set message waiting when a busy or ring back signal is heard.	(default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-02-28	<b>Multiline Telephone Basic Data Setup – Message Waiting Lamp Color</b>	Determine whether an extension Message Waiting Lamp lights Green (0) or Red (1) when a message is received.	0 = Green 1 = Red (default = 0)		✓	
15-02-35	<b>Multiline Telephone Basic Data Setup – Message Waiting Lamp Cycle for Calling Extension</b>	Select the cycle method that the Large LED flashes when the extension has set Message Waiting.	1 = Cycle 1 2 = Cycle 2 3 = Cycle 3 4 = Cycle 4 5 = Cycle 5 6 = Cycle 6 7 = Cycle 7 (default = 7)		✓	
15-02-36	<b>Multiline Telephone Basic Data Setup – Message Waiting Lamp Cycle for Called Extension</b>	Select the cycle method that the Large LED flashes when the extension has Message Waiting set to the extension.	1 = Cycle 1 2 = Cycle 2 3 = Cycle 3 4 = Cycle 4 5 = Cycle 5 6 = Cycle 6 7 = Cycle 7 (default = 3)		✓	
15-02-37	<b>Multiline Telephone Basic Data Setup – Voice Mail Message Wait Lamp Color</b>	This option allows you to select the Message Waiting flash pattern for the station that set the Message Waiting reminder.	0 = Green 1 = Red (default = 1)		✓	
15-02-38	<b>Multiline Telephone Basic Data Setup – Voice Mail Message Wait Lamp Cycle</b>	Select the cycle method that the Large LED flashes when the extension has a VM Message Waiting set to the extension.	1 = Cycle 1 2 = Cycle 2 3 = Cycle 3 4 = Cycle 4 5 = Cycle 5 6 = Cycle 6 7 = Cycle 7 (default = 3)		✓	
15-07-01	<b>Programmable Function Keys</b>	Assign a function key for Message Waiting (code 38).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-13-07	<b>Class of Service Options (Supplementary Service) – Message Waiting</b>	Turns Off (0) or On (1) an extension ability to leave Message Waiting.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-01-01 (48)	Service Tone Setup – Repeat Count	Set repeat count for tone 16 Lockout.	0~255 (default 0 = until On-Hook) Refer to <a href="#">Table 2-14 Service Tone Setup, Program 80-01-01 on page 2-555</a>			✓
80-01-02 (48)	Service Tone Setup – Basic Tone Number	Use to customize Service Tones.	(default = 0) Refer to <a href="#">Table 2-15 Service Tone Setup, Program 80-01-02 on page 2-558</a> .			✓

## Operation

### To leave a Message Waiting:

1. Call busy or unanswered extension.
2. Dial **0** or press the **Message Waiting** key (Program 15-07 or SC 751: 38).
3. Hang up.
  -  *With multiline terminal telephones, the Message Waiting LED lights.*

### To answer a Message Waiting:

 *When you have a message, your Message Waiting LED flashes fast for multiline terminals.*

1. At the multiline terminal, press **Speaker** and dial **\*0**.

- OR -

Press the **Message Waiting** key (Program 15-07 or SC 751: 38).

- OR -

At the single line telephone, lift the handset and dial **\*0**.

 *If the called extension does not answer, dial 0 or press your **Message Waiting** key to automatically leave them a message.*

 *Normally, your Message Waiting LED goes out. If it continues to flash, you have new messages in your Voice Mail mailbox or a new General Message. See “To check your messages” below.*

### To cancel all your Messages Waiting:

 *This includes messages you have left for other extensions and messages other extension have left for you.*

1. At the multiline terminal, press **Speaker**.

- OR -

At the single line telephone, lift the handset.

2. Dial **773**.

3. Hang up.

### To cancel the Messages Waiting you have left at a specific extension:

1. At the multiline terminal, press **Speaker**.  
- OR -  
At the single line telephone, lift the handset.
2. Dial **771**.
3. Dial the number of the extension you do not want to have your messages.
4. Hang up.

### To check your messages:

1. Press **Message** key or the **MW** (Message Waiting) softkey.
2. Dial **\*0**.

 You can have any combination of the message types in the table below on your telephone.

If you see. . .	You have. . .
<b>VOICE MESSAGE</b> <b>n MESSAGE</b>	New messages in your Voice Mail mailbox.
<b>CHECK MESSAGE</b> <b>VRS GENERAL MESSAGE</b>	A General message in Voice Mail that has not been heard.
<b>CHECK MESSAGE</b> <b>(name)</b>	Message Waiting requests left at your telephone by your co-workers.

3. Press VOL ▲ or VOL ▼ to scroll through your display.
4. When you find the message you want to answer, press **Speaker**. You either:
  - Go to your Voice Mail mailbox.
  - Listen to the new General Message.
  - Automatically call the extension that left you a Message Waiting.

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## *Microphone Cutoff*

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### **Description**

Microphone Cutoff lets a multiline terminal user turn off their telephone handsfree or handset microphone at any time. When activated, Microphone Mute prevents the caller from hearing conversations in the user's work area. The user may turn off the microphone while their telephone is idle, busy on a call or ringing. The microphone stays off until the user turns it back on.

### **Conditions**

- Microphone Cutoff does not operate if the user calls another extension and the called extension responds without lifting the handset or pressing Speaker.
- When using the Handset Transmission Cutoff key during an intercom call with the handset on-hook, you hear three beep tones and the LED is lit solid. This also occurs when on an outside call.
- When using the Handset Transmission Cutoff key during an intercom call with the handset off-hook, you hear three beep tones through the handset and the Handset Transmission Cutoff and MIC keys flash. This also occurs when on an outside call.
- When Handset Transmission Cutoff is activated and the handset is off-hook, pressing Speaker and returning the handset to the cradle turns off the Handset Transmission Cutoff key. Three beep tones are heard over the telephone speaker.

### **Default Setting**

Enabled (using MIC key)

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### **System Availability**

#### **Terminals**

Any Multiline Terminal

#### **Required Component(s)**

None

## Related Features

### Handsfree Answerback/Forced Intercom Ringing

### Handset Mute

### Programmable Function Keys

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-07-01	Programmable Function Keys	If an extension needs handset microphone cutoff, program a Handset Transmission Cutoff key (code 40). To program a MIC Cutoff key, use code 02 as the entry. The MIC Cutoff key mutes conversation on a handsfree call, but the Handset Transmission Cutoff key mutes the handset transmission on a non-handsfree call.	For Line Keys: 1~48 0 ~ 99 (Normal Function Code) (default = Service Code 751)* 00* ~ *99 (Appearance Function Code) (default = Service Code 752)	✓		
20-02-11	System Options for Multiline Telephones – Handsfree Microphone Control	Use this option to control the setting for multiline terminal handsfree microphone after being disconnected and reconnected. If set to 0, the microphone is always off when the terminal is reconnected. If set to 1, the microphone remains in the same state it was in when the terminal is reconnected.	0 = Off 1 = On (default = 1)		✓	

## Operation

### To mute your telephone handset or Handsfree microphone while on a call:

1. Press **MIC**.

 *This only turns off the Handsfree microphone.*

**- OR -**

Press the **Microphone Cutoff** key (Program 15-07 or SC 751: 40).

 *This turns off both the handset and Handsfree microphone.*

### To turn your telephone microphone back on:

1. Press **MIC**.

 *Use **MIC** only if you pressed it initially to turn off your Handsfree microphone.*

**- OR -**

Press the **Microphone Cutoff** key (Program 15-07 or SC 751: 40).

 *Use the **Microphone Cutoff** key only if you pressed it initially to turn off your handset or Handsfree microphone.*

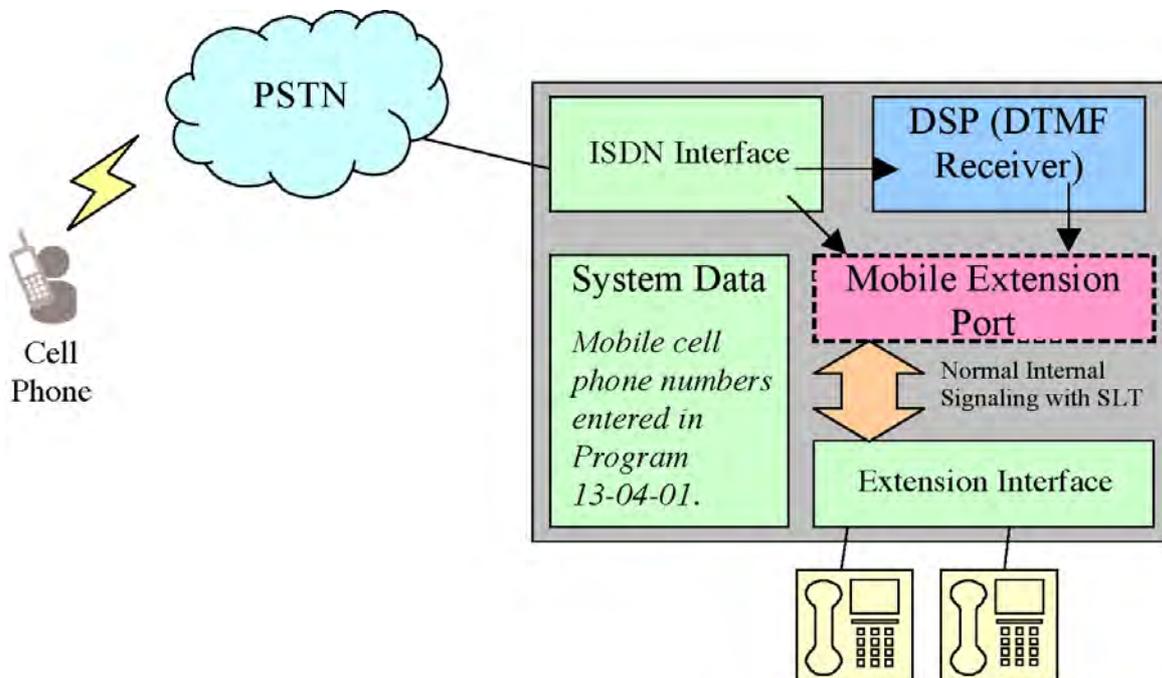
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## Mobile Extension

### Description

A mobile extension is an external telephone (preferably a mobile phone) linked to the UNIVERGE SV8100 via a Proxy Port to operate as an internal SLT extension. The extension sends DTMF signals to the system allowing access to the system features. A registered Mobile Extension uses 1 analog port (ports are reserved in groups of 4), however, **no** PCB support (analog or digital) is required. The Mobile Extension port must be an unequipped extension port on the UNIVERGE SV8100 system - no physical keyset is required on the SV8100 system.

 *A mobile extension cannot be used as a voice mail port.*



**Figure 2-2 Mobile Extension Layout**

This feature can currently be used with ISDN PRI trunks or SIP trunks.

-  *It is recommended to use this feature with an ISDN PCB (PRI or BRI), however, analog trunks can be used as well.*
-  *To provide a proper disconnect, Disconnect Supervision is required for the trunks used for this feature.*

The Mobile extension internal extension number (Proxy Port) is linked to a speed dial bin to provide integration.

-  *If all external trunks are busy when a call is made to the mobile extension, ringback tone is presented giving the impression the phone is ringing.*

A DID is directed to the Mobile Extension internal extension number (Proxy Port), and to provide internal dial tone to the Mobile Extension, the incoming CLI of the Mobile Extension must match the number in the Speed Dial bin. Once internal dial tone is presented, the operation is similar to an SLT user lifting the handset.

In the absence of DIDs, the VRS can be used to transfer the Mobile Extension call to the Mobile Extension extension number. This provides internal dial tone when the CLI is presented and matches the number in the associated Speed Dial bin.

Alternatively, if CLI routing is enabled, the relevant Speed Dial bin could be transferred to the Mobile Extension proxy port which would then provide internal dial tone.

The number of Mobile Extensions per system is limited by the following CD-CP00-AU rules:

64-Port Basic CD-CP00-AU:

Number of Mobile Extension ports = 25% of physical ports (8 ports allows for 2 Mobile Extension entries).

This restriction is based on the number of ports which could be required to call the mobile extension (for example: 1 port for an SV8100 keyset, 1 port for the Mobile Extension, and 1 or 2 trunk ports – depending on whether the call being sent to the Mobile Extension is an intercom call or an outside caller).

256-Port CD-CP00-AU:

Unlimited (limited only by available unequipped extension ports)

Max Port CD-CP00-AU:

Unlimited (limited only by available unequipped extension ports)

When the limit is reached, the Mobile Extensions can be added in programming, but give the indication of an invalid dial entry when called.

## Features

The features available from a Mobile Extension are listed below. As the Mobile Extension is based on an SLT port, the service codes used are as per an SLT port. Any feature not listed should be assumed to be not supported:

- Hold
- Transfer
- Incoming Ring Group member
- Department Group member
- DID
- Toll Restriction
- Class of Service
- DSS Keys

Though DSS keys are available for the Mobile Extension, they cannot provide an exact indication of busy status if, for example, the Mobile Extension is active on a call not linked to the UNIVERGE SV8100.

The following service codes are supported:

**Table 2-19 Supported Service Codes**

Type Incoming Feature	Program	Code	Set By Mobile Extension	Set to Mobile Extension
Night Mode Switching	11-10-01	718	Yes	
Night Mode Switching for Other Group	11-10-12	618	Yes	
Call Forward – All	11-11-01	741	Yes	Yes
Call Forward – Busy	11-11-02	742	Yes	Yes
Call Forward – No Answer	11-11-03	743	Yes	Yes
Call Forward – Busy/No Answer	11-11-04	744	Yes	Yes
Call Forward – Both Ring	11-11-05	745	Yes	Yes
Call Forward – Follow-Me	11-11-07	746	Yes	Yes
Do Not Disturb	11-11-08	747	Yes	
Answer Message Waiting	11-11-09	*0	Yes	
Cancel All Messages Waiting	11-11-10	773	Yes	
Automatic Transfer Setup for Each Extension Group	11-11-25	602	Yes	
Automatic Transfer Cancellation for Each Extension Group	11-11-26	603	Yes	
Delayed Transfer for Every Extension Group	11-11-28	605	Yes	
Delayed Transfer Cancellation for Each Extension Group	11-11-29	606	Yes	
DND Setup for Each Extension Group	11-11-30	607	Yes	
DND Cancellation for Each Extension Group	11-11-31	608	Yes	
Pilot Group Withdrawing	11-11-35	650	Yes	
Station Speed Dial Number Entry	11-11-39	755	Yes	
Auto Attendant	11-11-44	No Setting	Yes	
Bypass Call	11-12-01	707	Yes	Yes
Conference	11-12-02	#1	Yes	
Override (Off-Hook Signalling)	11-12-03	709	Yes	
Set Camp-On	11-12-04	750	Yes	Yes
Cancel Camp-On	11-12-05	770	Yes	Yes
Switching of Voice Call and Signal Call	11-12-06	712	Yes	
Step Call	11-12-07	708	Yes	Yes
Barge-In	11-12-08	710	Yes	Yes
Change to STG (Department Group) All Ring	11-12-09	No Setting	Yes	

Table 2-19 Supported Service Codes (Continued)

Type Incoming Feature	Program	Code	Set By Mobile Extension	Set to Mobile Extension
Station Speed Dialling	11-12-10	#2	Yes	
Group Speed Dialling	11-12-11	#4	Yes	
Trunk Group Access	11-12-14	704	Yes	
Specified Trunk Access	11-12-15	#0	Yes	
Trunk Access Via Networking	11-12-16	No Setting	Yes	
Internal Group Paging (Mobile Extension cannot be a member of a paging group)	11-12-19	701	Yes	
External Paging	11-12-20	703	Yes	
Meet-Me Answer to Specified Internal Paging Group	11-12-21	764	Yes	
Meet-Me Answer to External Paging	11-12-22	765	Yes	
Meet-Me Answer in Same Paging Group (although Mobile Extension cannot be paged)	11-12-23	763	Yes	Yes
Combined Paging	11-12-24	*1	Yes	
Direct Call Pickup – Own Group	11-12-25	756	Yes	Yes
Call Pickup for Specified Group	11-12-26	768	Yes	Yes
Call Pickup	11-12-27	*#	Yes	Yes
Call Pickup for Another Group	11-12-28	769	Yes	Yes
Direct Extension Call Pickup	11-12-29	**	Yes	
Park Hold	11-12-31	#6	Yes	
Answer for Park Hold	11-12-32	*6	Yes	
Group Hold	11-12-33	732	Yes	
Answer for Group Hold	11-12-34	762	Yes	
Personal (Extension) Park	11-12-35	757	Yes	
Door Box Access (Door Box can also ring the Mobile Extension. *# operates relay)	11-12-36	702	Yes	
Common Canceling Service Code	11-12-37	620	Yes	
General Purpose Indication	11-12-38	783	Yes	
Voice Mail Center Access	11-12-39	784	Yes	
Station Speed Dialling	11-12-40	#7	Yes	
Voice Over	11-12-41	690	Yes	
Flash on Trunk lines	11-12-42	#3	Yes	
Enabled On Hook when Holding (SLT)	11-12-45	749	Yes	
Answer On Hook when Holding (SLT)	11-12-46	759	Yes	
Call Waiting Answer/Split Answer	11-12-47	794	Yes	
Account Code	11-12-48	##	Yes	

Table 2-19 Supported Service Codes (Continued)

Type Incoming Feature	Program	Code	Set By Mobile Extension	Set to Mobile Extension
General Purpose Relay	11-12-50	780	Yes	
VM Access (SV8000 In-Mail and VMS)	11-12-51	*8	Yes	
Live Recording at SLT	11-12-53	654	Yes	
VRS Routing for ANI/DNIS	11-12-54	682	Yes	
Tandem Trunking	11-12-57	#8	Yes	
Transfer into Conference	11-12-58	624	Yes	
Set DND for Other Extension	11-14-03	629	Yes	Yes
Cancel DND for Other Extension	11-14-04	630	Yes	Yes
Set Wake Up Call for Own Extension	11-14-05	631	Yes	
Cancel Wake Up Call for Own Extension	11-14-06	632	Yes	
Set Wake Up Call for Other Extension	11-14-07	633	Yes	Yes
Cancel Wake Up Call for Other Extension	11-14-08	634	Yes	Yes
Set Room to Room Call Restriction	11-14-09	635	Yes	Yes
Cancel Room to Room Call Restriction (Hotel)	11-14-10	636	Yes	Yes
Change Toll Restriction Class for Other Extension	11-14-11	637	Yes	Yes
Check-in	11-14-12	638	Yes	Yes
Check-out	11-14-13	639	Yes	Yes
Room Status Change for Own Extension	11-14-14	640	Yes	
Room Status Change for Other Extension	11-14-15	641	Yes	Yes
Room Status Output	11-14-16	642	Yes	
Hotel Room Monitor	11-14-17	675	Yes	Yes

Although some features may be available to the Mobile Extension, it may be advisable to disable them in Class of Service. There are also features that should be disabled in any case.

The features **to be disabled/not used** for Mobile Extension include:

- ACD
- TAPI (including applications such as PC Attendant, PC Assistant, etc.)
- H.323 Trunks
- Analog Trunks
- Port Swap
- Hotline
- General Message

- Message Waiting
- Headset Mode for SLT
- Flexible Transfer/Virtual Loop Back
- Tandem Ringing
- Park over CCIS
- Virtual extension key as Call Coverage Key for mobile extension
- Automatic Conversation Record for trunks

### Conditions

- It is recommended that this feature uses ISDN platform (as these trunks provide answer supervision).
- The analog line must provide CLI information to allow the Mobile Extension to dial into the system to access features.
- For the **extension** DTMF, the minimum Detect Level for the DTMF Tone (Program 80-03-03) must be set to allow a minimum detection level of -25dBm. This entry is dependent on the Detect Level selected in Program 80-03-01.
- The Mobile Extension uses the \* to perform a flash, so any service codes which begin with \* must be changed (Programs 11-10, 11-11, 11-12, 11-13).***
- To provide a proper disconnect, Disconnect Supervision is required for the trunks used for this feature.***
- When an entry is made in Program 15-22-01 for a Mobile Extension, ports are reserved for Mobile Extension usage in groups of 4.
- To keep consecutive port numbering for blades, you may wish to consider starting Mobile Extensions at the upper extension port range.

### Default Setting

No Mobile Extensions are configured.

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## System Availability

### Terminals

Any Multiline Terminal

### Required Component(s)

None

## Related Features

Speed Dial – System/Group/Station

Caller ID

Direct Inward Dialing (DID)

Direct Inward Line (DIL)

Station Message Detail Recording

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-02-01	<b>Extension Numbering</b>	The Mobile Extension port must be an unequipped extension port on the SV8100 system. This extension port is directed to an Abbreviated Dial bin.	Up to eight digits 1 101 2 102 3 103 ~ ~ 99 199 100 3101 ~ ~ 512 3513	✓		
11-10	<b>Service Code Setup (for System Administrator)</b>	Used to customize the System Administrator service codes.	Please refer to the SV8100 Programming Manual for more information on this program.		✓	
11-11	<b>Service Code Setup (for Setup/Entry Operation)</b>	Used to customize the service code for Setup and Entry.	Please refer to the SV8100 Programming Manual for more information on this program.		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-12	<b>Service Code Setup (for Service Access)</b>	Used to customize the service codes for Service Access.	Please refer to the SV8100 Programming Manual for more information on this program.		✓	
11-13	<b>Service Code Setup (for ACD)</b>	Used to customize the service codes for ACD.	Please refer to the SV8100 Programming Manual for more information on this program.		✓	
13-04-01	<b>Speed Dialing Number and Name – Speed Dialing Data</b>	For the bin number defined in Program 15-22-01 for the Mobile Extension, enter the external number of the Mobile Extension. This must exactly match the Caller ID number of the Mobile Extension or the user cannot access the internal features.	1~9, 0, *, # Pause (Press line key 1) Recall/Flash (Press line key 2) @ = Code to wait for answer supervision in ISDN (Press line key 3) (maximum 24 digits) (default not assigned)	✓		
15-22-01	<b>Mobile Extension Setup – Mobile Extension Target Setup</b>	For each Mobile Extension number, select the Abbreviated Dial bin number to be associated with it.	0~1999 (0 = No setting 1~1999 = target of mobile extension) (default = 0)	✓		
15-22-02	<b>Mobile Extension Setup – Connect Confirmation</b>	As the Mobile Extension can be a GSM phone, it is necessary to be certain a person and not, for example, a GSM voice mail has answered the call. This is achieved by returning Music on Hold/ring tone to the Mobile Extension on answer, after which the Mobile Extension user presses * to connect the call. For each Mobile Extension number, select whether the user needs to use DTMF confirmation before a call is answered. Until the * is pressed, the call is treated as not being answered.	0 = Always 1 = On analog line 2 = Never (default = 0)	✓		
15-22-03	<b>Mobile Extension Setup – Trunk Access Code</b>	Select if the Normal (0) or Individual (1) Trunk access is used when making the call to the mobile number.	0 = Use normal trunk access code (Program 11-09-01) 1 = Use individual trunk access code (Program 11-09-02) (default = 0)	✓		
20-03-04	<b>System Options for Single Line Telephones – Dial Sending Start Time for SLT or ARS</b>	When an extension user dials a Mobile Extension number, the system uses this timer to determine how long the system waits before dialing the number.	0~64800 seconds (default = 1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-09-02	<b>Class of Service (Incoming Call Service) – Caller ID Display</b>	Turns Off (0) or On (1) the Caller ID display at an extension.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
22-11-01	<b>DID Translation Number Conversion – Received Number</b>	Define the digits received by the system for the telephone number on which a Mobile Extension user calls into the system.	Maximum eight digits (default not assigned)	✓		
22-11-02	<b>DID Translation Number Conversion – Target Number</b>	For the DID number defined in Program 22-11-01, enter the extension number for the Mobile Extension user.	Maximum 24 digits (default not assigned)	✓		
80-01-01	<b>Service Tone Setup – Tone 44, External Dial Tone</b>	It is necessary to adjust the DID/ DISA dial tone (tone 44) to a Repeat Count of 250 (by default, this is set to 0). The system must be reset for this change to take affect.	0~255 (0 = until On-Hook) Refer to <a href="#">Table 2-14 Service Tone Setup, Program 80-01-01 on page 2-555</a>		✓	
80-01-01	<b>Service Tone Setup – Tone 57, Off-Hook Beep Tone - Headset Earpiece ringing Tone</b>	If required, use this option to change the tone heard when a Mobile Extension user goes off hook to answer a call prior to pressing *. The system must be reset for this change to take affect.	0~255 (default 0 = until On-Hook) Refer to <a href="#">Table 2-14 Service Tone Setup, Program 80-01-01 on page 2-555</a>		✓	
80-03-01	<b>DTMF Tone Receiver Setup – Detect Level</b>	Select the Detect Level to be used for DTMF Tone detection. For the extension DTMF, this entry must allow for a detection of -25dBm. Set the minimum detection level in Program 80-03-03. The system must be reset for this change to take affect.	0 = 0dBm ~ -25dBm 1 = -5dBm ~ -30dBm 2 = -10dBm ~ -35dBm 3 = -15dBm ~ -40dBm 4 = -20dBm ~ -45dBm 5 = -25dBm ~ -50dBm 6 = -30dBm ~ -55dBm default: Type 1~5 = 0		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-03-03	<b>DTMF Tone Receiver Setup – Min. Detect Level</b>	For the extension DTMF, the minimum Detect Level (0-15) for the DTMF Tone must be set to allow a minimum detection level of -25dBm. This entry is dependent on the Detect Level selected in Program 80-03-01. For example, if Detect Level 0 were selected in Program 80-03-01, the entry in this option would be 15 for -25dBm. The system must be reset for this change to take affect.	0~15 detect level 0: -10dBm(0) to -25dBm(15) detect level 1: -15dBm(0) to -30dBm(15) detect level 2: -20dBm(0) to -35dBm(15) detect level 3: -25dBm(0) to -40dBm(15) detect level 4: -30dBm(0) to -45dBm(15) detect level 5: -35dBm(0) to -50dBm(15) detect level 6: -40dBm(0) to -55dBm(15) detect level 7: -45dBm(0) to -60dBm(15) detect level 8: -50dBm(0) to -65dBm(15) detect level 9: -55dBm(0) to -70dBm(15) detect level 10: -60dBm(0) to -75dBm(15) detect level 11: -65dBm(0) to -80dBm(15) detect level 12: -70dBm(0) to -85dBm(15) detect level 13: -75dBm(0) to -90dBm(15) detect level 14: -80dBm(0) to -95dBm(15) detect level 15: -85dBm(0) to -100dBm(15) default: Type 1 = 10 (-20dBm) Type 2 = 15 (-25dBm) Type 3~5 = 10 (-20dBm)		✓	

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## Operation

With any feature, if the Mobile Extension user presses \*, an existing call is placed in hold. Pressing \* a second time or the timeout of the inter-digit timer returns the call to conversation mode.

### Using Analog Lines with the Mobile Extension

Analog lines can be used for integration with the Mobile Extension using either DILs or VRS Auto Attendant to access the Mobile Extension Proxy Port. However, it must be noted that the \*0 Hang Up code must be used prior to terminating any call (e.g., transfer, hang up etc.) as analog trunks do not provide Disconnect Supervision.

### Placing an Intercom Call to a Mobile Extension

1. Lift the handset or press **SPK**.
2. Dial the extension number assigned to the Mobile Extension.  
If the Mobile Extension is turned off, incoming calls hear a message indicating the user is not available. The setting in the DTMF Confirmation programming (Program 15-22-02) determines how the call is handled.

**Program 15-22-02 set to 0 or 1 (DTMF Confirmation Required):**

The caller is retrieved by the UNIVERGE SV8100 and follows the no-answer programming (ring another extensions, forward to UNIVERGE SV8100 voice mail, etc.)

**Program 15-22-02 set to 2 (No DTMF Confirmation Required):**

The caller is forwarded to the external extension voice mail, if available.

### Outside Party Dialing the Mobile Extension

1. Dial the DID or DIL telephone number for the Mobile Extension.  
System programming (DID=22-11-01 or DIL=22-07-01) must be defined.  
If the Mobile Extension is turned off, incoming callers hear a message indicating the user is not available. The setting in the DTMF Confirmation programming (Program 15-22-02) determines how the call is handled.

**Program 15-22-02 set to 0 or 1 (DTMF Confirmation Required):**

The caller is retrieved by the SV8100 and follows the no-answer programming (ring another extension, forward to SV8100 voice mail, etc.)

**Program 15-22-02 set to 2 (No DTMF Confirmation Required):**

The caller is forwarded to the external extension voice mail, if available.

### Placing a Call from the Mobile Extension

1. Dial the DID or DIL telephone number for the Mobile Extension.  
If the Caller ID of the Mobile Extension matches the Speed Dial bin entry (Program 13-04 and 15-22), internal dial tone is heard by the Mobile Extension user.
2. Dial the desired Intercom number or dial the trunk access code to place an outgoing call.

**Answering a Call on the Mobile Extension**

1. Answer the ringing call.
2. If Program 15-22-02 is set to 0 or 1, the Mobile Extension user hears Music on Hold/ring tone. Press \* (within 10 seconds) to answer the call.  
This step is required when using analog trunks for the Mobile Extension feature.

**Sending a Flash from the Mobile Extension**

1. While on a conversation, a hook flash is returned by dialing \*# from the Mobile Extension.

**Internal Dial Tone After Hang Up**

1. When a call is finished, disconnect the call and receive internal dial tone by dialing \*0.

**Placing/Retrieving a Call on Hold from the Mobile Extension**

1. While on a call, press \* #.
2. To retrieve the held call, with system dial tone, press \* #.

**Swapping Between Two Held Calls from the Mobile Extension**

1. While on a call, press \* #.  
The first call is placed on Hold.
2. Place second call, then place on Hold by pressing \* #.  
The second call is placed on Hold and the first call is picked up.
3. The Mobile Extension can connect the two held calls with Automatic On-Hook Transfer if Program 20-11-11 is enabled by dialing \* 0.

**Transferring a call from the Mobile Extension**

1. With an active call, press \* #.
2. Dial the extension number to which the call is to be transferred.
3. Dial \* 0.
4. Hang up.

**Call Forwarding**

When setting Call Forwarding from the Mobile Extension, the service code(s) must be redefined in Programs 11-10-18, 11-11-06 and 11-11-40 and also must be defined in Programs 11-11-01 - 11-11-05 and 11-11-07.

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**To activate or cancel Call Forwarding to/from the Mobile Extension:****1. When activating Call Forwarding From the Mobile Extension:**

Dial the DID or DIL telephone number for the Mobile Extension.

If the Caller ID of the Mobile Extension matches the Speed Dial bin entry (Program 13-04 and 15-22), internal dial tone is heard by the Mobile Extension user.

**-OR-**

When activating Call Forwarding to the Mobile Extension:

Press CALL key or lift the handset.

2. Dial the service code defined in Program 11-11-06.
3. Dial Call Forwarding condition:
  - 1 = Personal Answering Machine Emulation (then skip to step 5).
  - 2 = Busy or not answered
  - 4 = Immediate
  - 6 = Not answered
  - 7 = Immediate with simultaneous ringing (not for Voice Mail)
  - 0 = Cancel
4. Dial destination extension or Voice Mail master number.
5. Dial Call Forwarding type:
  - 2 = All calls
  - 3 = Outside calls only
  - 4 = Intercom calls only

When you enable Call Forwarding, stutter dial tone is heard on the ICM dial tone of the Mobile extension or, on a keyset DND flashes slowly.

**To activate Call Forward Follow Me:****1. When activating Call Forwarding From the Mobile Extension:**

Dial the DID or DIL telephone number for the Mobile Extension.

If the Caller ID of the Mobile Extension matches the Speed Dial bin entry (Program 13-04 and 15-22), internal dial tone is heard by the Mobile Extension user.

**-OR-**

When activating Call Forwarding to the Mobile Extension:

Press SPK or lift the handset.

2. Dial the service code defined in Program 11-11-07.
3. Dial 3 + Dial your own extension number (i.e., the source).
4. Dial Call Forwarding Type:
  - 2 = All Calls
  - 3 = Outside calls only
  - 4 = Intercom calls only
5. Hang up.

**To cancel Call Forward Follow Me:**1. ***When activating Call Forwarding From the Mobile Extension:***

Dial the DID or DIL telephone number for the Mobile Extension.

If the Caller ID of the Mobile Extension matches the Speed Dial bin entry (Program 13-04 and Program 15-22), internal dial tone is heard by the Mobile Extension user.

**-OR-**

When activating Call Forwarding to the Mobile Extension:

Press SPK or lift the handset.

2. Dial the service code defined in Program 11-11-07.
3. Dial 0.
4. Hang up.

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## *Multiple Trunk Types*

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### **Description**

The UNIVERGE SV8100 supports many different Trunks in the system (DID, E&M Tie Lines, Loop Start, Ground Start, ISDN BRI, ISDN PRI, and T-1 trunks). The system supports up to 200 trunks in the expanded port package, and a maximum of 56 trunks in the basic port package.

#### **DID**

Refer to the [Direct Inward Dialing \(DID\)](#) feature for related information.

#### **E&M Tie Lines**

E&M Tie Lines (4-Wire) can be connected to the system to provide communication between remote systems and facilities. The system can receive and/or transmit DTMF or DP signals on E&M Tie Lines.

#### **Ground Start Trunks (US Only)**

Ground Start Trunks can be connected to the system. Ground and Loop Start Trunks can be mixed in the system per trunk. Ground Start Trunks are provided with line supervision to reduce call collisions.

#### **Loop Start Trunks**

Loop Start Trunks can be connected to the UNIVERGE SV8100 system. Loop Start is assigned per trunk at the associated blade. Ground Start and Loop Start Trunks can be mixed in the system per trunk.

#### **ISDN BRI**

Refer to the [ISDN Compatibility on page 2-655](#) feature for related information.

#### **ISDN PRI**

Refer to the [ISDN Compatibility on page 2-655](#) feature for related information.

#### **T-1 Trunks (US Only)**

Refer to the [T1 Trunking \(with ANI/DNIS Compatibility\) on page 2-1067](#) feature for related information.

### **Conditions**

- Each CD-4ODTA supports four 4-wire E&M Tie Lines.
- Ground Start Trunks do not support Caller ID.

### **Default Setting**

None

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## System Availability

### Terminals

All Terminals

### Required Component(s)

Any Trunk Blade

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## Related Features

Automatic Route Selection

Call Appearance (CAP) Keys

Caller ID

Direct Inward Dialing (DID)

ISDN Compatibility

T1 Trunking (with ANI/DNIS Compatibility)

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## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-01-01	<b>Basic Trunk Data Setup – Trunk Name</b>	Set the names for trunks. The trunk name displays on a multiline terminal for incoming and outgoing calls.	Up to 12 Characters Default: Line 001 Line 002 Line 003 : Line 200		✓	
25-07-01	<b>System Timers for VRS/DISA – VRS/DISA Dial Tone Time</b>	After answering a VRS/DISA trunk, the system waits this time for the caller to dial the first digit of the DISA password. If the caller fails to dial in this time, the system drops the call.	0~64800 (seconds) (default = 10 seconds)		✓	
34-01-02	<b>E&amp;M Tie Line Basic Setup – Receive Dial Type for E&amp;M Tie Line</b>	For DID and tie trunks, use this option to set the trunk.s signaling type (Dial Pulse or DTMF).	0 = DP 1 = DTMF (default = 1)		✓	

**Loop Start/Ground Start Trunks**

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-02-14	<b>Analog Trunk Data Setup – Loop Start/Ground Start</b>	Indicate if the Analog trunk is Loop Start or Ground Start.	0 = Loop Start (Loop) 1 = Ground Start (Ground) (default = 0)	✓		
14-04-01	<b>Behind PBX Setup</b>	Indicate if the trunk is installed behind a PBX (1) or not (0). There is one item for each of the Night Service Modes.	0 = Stand Alone (Trunk) 1 = Behind PBX (PBX) 2 = Not Used 3 = CTX assume 9 (default = 0)		✓	
14-05-01	<b>Trunk Group – Trunk Group Number</b>	Assign trunks to Trunk Groups. You can also assign the outbound priority for trunks in the group. When users dial the trunk group, they seize the trunks in the order you specify in the outbound priority entry.	Trunk Group Number: 0~100 Priority Number: 1~200 (default = Trunk Group 1, with priority in ascending order.)	✓		
22-02-01	<b>Incoming Call Trunk Setup</b>	For each Night Service mode, enter service type for each trunk.	0 = Normal 1 = VRS (second dial tone if no VRS installed) 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie line 6 = Delayed VRS 7 = ANI/DNIS 8 = DID(DDI) Mode Switching (default = 0)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
81-10-01	COI Initial Data Setup – DP Interdigit Time Selection	Select the DP Interdigit Time (minimum pause time between Dial Pulses).	0 = Pattern A (Pattern A: 10pps – 650 ms, 20pps - 500 ms) 1 = Pattern B (Pattern B: 10pps – 800 ms, 20pps - 800 ms) [default = 1 (Pattern B)]			✓
81-10-02	COI Initial Data Setup – Prepause Time Selection	Specify the loop open time for a hookflash signal sent to the CO or PBX when the Recall key on a multiline terminal is pressed. A single line telephone generates a hookflash to the CO or PBX line when a single line telephone hookflash is assigned.	1~13 (1~13 seconds) (0 = No Setting) [default = 1 (1 second)]			✓
81-10-03	COI Initial Data Setup – Incoming Signal Detect Time Selection	Specify the time after the incoming signal from another system is detected before the acknowledge signal is sent out.	0~15 (50~800 ms) [default = 3 (200 ms)]			✓
81-10-04	COI Initial Data Setup – Disconnect Recognition Time Selection	Specify the minimum time before a disconnected circuit can be accessed again.	1~15 (100 ms~1.5 seconds) (0 = No Setting) [default = 3 (300 ms)]			✓
81-10-05	COI Initial Data Setup – Auto Release Signal Detection Time	Specify the signal detection time for release of a CO/PBX line after a disconnect signal is received from the distant Central Office or PBX.	1~14 (50~700 ms) 15 = (No limit) (0 = No Setting) [default = 7 (350 ms)]			✓

## Tie Lines

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-09-01	DTMF and Dial Tone Circuit Setup	If the system has DTMF Tie Lines, be sure to reserve at least one circuit for analog trunk DTMF reception (type 0 or 2). ○ Use the following as a guide when allocating DTMF receivers: ✎ <i>In light traffic sites, allocate one DTMF receiver for every 10 devices that use them.</i> ✎ <i>In heavy traffic sites, allocate one DTMF receiver for every five devices that use them.</i>	0 = Common Use 1 = Extension Only 2 = Trunk Only Default: Circuit/Resource 01~08 = 1 (Extensions) Circuit/Resource 09~32 = 2 (Trunks) Circuit/Resource 33~96 = 0 (Not Used) Circuit/Resource 97~160 = 0 (Common) When PZ-BS10 is installed, 97~160 are available		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-01-02	Basic Trunk Data Setup – Transmit Level	Customize the transmit level of the CODEC Gain for each trunk.	Trunks 1~200 1~63 (-15.5 ~ +15.5dB in 0.5dB intervals) [default = 32 (0dB)]			✓
14-01-03	Basic Trunk Data Setup – Receive Level	Customize the receive level of the CODEC Gain for each trunk as required.	Trunks 1~200 1~63 (-15.5 ~ +15.5dB in 0.5dB intervals) [default = 32 (0dB)]			✓
14-01-13	Basic Trunk Data Setup – Trunk-to-Trunk Transfer	Enable (1) loop supervision for each Tie Line that should be able to place outgoing calls.	0 = Disable 1 = Enable (default = 1)		✓	
14-02-01	Analog Trunk Data Setup – Signaling Type (DP/DTMF)	Set the outgoing signaling type for the tie trunk. The options are 0 (DP 10 pps), 1 (DP 20 pps) and 2 (DTMF). To set incoming signaling, refer to Program 34-01-02.	0=Dial Pulse (10 PPS) 1=Dial Pulse (20 PPS) 2=DTMF (default = 2)			✓
14-05-01	Trunk Group – Trunk Group Number	Program Tie Lines of similar type into the same trunk group. The system uses trunk groups for outgoing access to Tie Lines (i.e., Service Code 704 + group). Also see Program 34-05-01.	Trunk Group Number: 0~100 Priority Number: 1~200 (default = Trunk Group 1, with priority in ascending order.)	✓		
14-06-01	Trunk Group Routing – Priority Order Number	Used to set the priority order number 1~4.	0 = Not Specify 1~100 : (Trunk Group Number) 1001~1100 : (1000 + Route Table Number) Default: Route 1, Order Number 1 = 1 (Trunk Group 1) Order Numbers 2, 3, 4 = 0 (Not Specified) All Other Routes (2~100) and Order Numbers (1~4) = 0 (Not Specified).	✓		
20-01-05	System Options – DTMF Receive Active Time	After answering the Tie Line call, the system attaches a DTMF receiver to the Tie Line for this interval (0~64800 seconds).	0~64800 (seconds) (default = 10 seconds)		✓	
20-06-01	Class of Service for Extensions	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-09-01	<b>Class of Service Options (Incoming Call Service) – Second Call for DID/DISA/DIL/E&amp;M Override</b>	Turns Off (0) or On (1) the extension ability to receive a second call from a DID, DISA, DIL, or tie line caller.  ☞ <i>With this option set to 1, the destination extension must be busy for a second DNIS caller to ring through. If the destination extension does not have a trunk or CAP key available for the second call and a previous call is ringing the extension but has not yet been answered, the second caller hears busy regardless of this program setting.</i>	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-14-01	<b>Class of Service Options for DISA/E&amp;M – First Digit Absorption (Delete First Digit Dialed)</b>	For Tie Lines, Enable or Disable the ability to absorb (ignore) the first incoming digit. Use this to make the tie trunk compatible with 3- and 4-digit Tie Line service. This option does not apply to DISA.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-02	<b>Class of Service Options for DISA/E&amp;M – Trunk Group Routing/ARS Access</b>	This option Enables or Disables a DISA or tie trunk caller's ability to dial 9 for Trunk Group Routing or Automatic Route Selection.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-03	<b>Class of Service Options for DISA/E&amp;M – Trunk Group Access</b>	This option Enables or Disables a DISA or tie trunk caller's ability to access trunk groups for outside calls (Service Code 704).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-14-04	<b>Class of Service Options for DISA/E&amp;M – Outgoing System Speed Dial</b>	This option Enables or Disables a DISA or tie trunk caller's ability to use the System Speed Dialing.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-05	<b>Class of Service Options for DISA/E&amp;M – Operator Calling</b>	This option Enables or Disables a DISA or tie trunk caller's ability to dial 0 for the telephone system operator.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-14-06	<b>Class of Service Options for DISA/E&amp;M – Internal Paging</b>	This option Enables or Disables a DISA or tie trunk caller's ability to use the telephone system Internal Paging.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-14-07	<b>Class of Service Options for DISA/E&amp;M – External Paging</b>	This option Enables or Disables a DISA or tie trunk caller's ability to use the telephone system External Paging.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-14-08	<b>Class of Service Options for DISA/E&amp;M – Direct Trunk Access</b>	This option Enables or Disables a DISA or tie trunk caller's ability to use Direct Trunk Access (Service Code 715).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-14-09	<b>Class of Service Options for DISA/E&amp;M – Forced Trunk Disconnect &lt;Not for ISDN T-point&gt;</b>	This option Enables or Disables a tie trunk caller's ability to use Forced Trunk Disconnect (Service Code *26). This option is not available to DISA callers.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-10	<b>Class of Service Options for DISA/E&amp;M – Call Forward Setting by Remote via DISA</b>	Enable or Disable a DISA callers ability to use the Call Forward service codes (Program 11-11-01 through Program 11-11-05).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-11	<b>Class of Service Options for DISA/E&amp;M – DISA/Tie Trunk Barge-In</b>	In an extension Class of Service, enable (1) or disable (0) a DISA or tie trunk user from using the Barge-In feature.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-12	<b>Class of Service Options for DISA/E&amp;M – Retrieve Park Hold</b>	Turns Off or On the ability for a DISA caller to retrieve parked or held calls.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
21-05-01	<b>Toll Restriction Class – International Call Restriction Table</b>	For the Toll Restriction Class you select, assigned (1) or unassigned (0) the International Call Restrict Table (Program 21-06-01).	0 = Unassigned (No) 1 = Assigned (Yes) default: 1, 6~15 = 0 2~5 = 1		✓	
21-05-02	<b>Toll Restriction Class – International Call Permit Code Table</b>	For the Toll Restriction Class you select, assigned (1) or unassigned (0) the International Call Permit Table (Program 21-06-02).	0 = Unassigned 1 = Assigned default: 1, 3~15 = 0 2 = 1		✓	
21-05-04	<b>Toll Restriction Class – Maximum Number of Digits Table Assignment</b>	Select the table (defined in Program 21-06-03) to be used to determine the maximum number of digits allowed for outgoing calls.	1~4 =Table 0 =Disable (None) Default: 1, 2, 6~15 = 0 3 = 1 4 = 2 5 = 3		✓	
21-05-05	<b>Toll Restriction Class – Common Permit Code Table</b>	It chooses whether the table set up by Program 21-06-04 is referred to, or not referred to.	0 = Unassigned 1 = Assigned Default: 1, 8~15 = 0 2~7 = 1		✓	
21-05-06	<b>Toll Restriction Class – Common Restriction Table</b>	It chooses whether the table set up by Program 21-06-05 is referred to, or not referred to.	0 = Unassigned 1 = Assigned Default: 1, 6~15 = 0 2~5 = 1		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
21-05-07	<b>Toll Restriction Class – Permit Code Table</b>	Set the tables 1~4 when referring to the table set up by Program 21-06-06.	1~4 =Table 0 = Disable (None) Default: 1, 2, 6~15 = 0 3 = 1 4 = 2 5 = 3		✓	
21-05-08	<b>Toll Restriction Class – Restriction Table</b>	Set the tables 1~4 when referring to the table set up by Program 21-06-07.	1~4 =Table 0 = Disable (None) Default: 1, 2, 6~15 = 0 3 = 1 4 = 2 5 = 3		✓	
21-05-09	<b>Toll Restriction Class – Restriction for Common Speed Dials</b>	For the Code Restriction Class you select, enable (1) or disable (0) Code Restriction for Common Speed Dialing numbers.	0 = Does Not Restrict 1 = Following Restriction Check (default =0)		✓	
21-05-10	<b>Toll Restriction Class – Restriction for Group Speed Dials</b>	For the Toll Restriction Class you select, enable (1) or disable (0) Code Restriction for Group Speed Dialing numbers.	0 = Does Not Restrict 1 = Following Restriction Check (default =0)		✓	
21-05-11	<b>Toll Restriction Class – Intercom Call Restriction</b>	For the Toll Restriction Class you select, enable (1) or disable (0) Intercom Call Restriction. If enabled, extensions cannot place or receive Intercom calls.	0 = Disable 1 = Enable (default = 0)		✓	
21-05-12	<b>Toll Restriction Class – PBX Call Restriction</b>	If Program 34-01-05 is set to (1), define the toll restriction settings for Tie Lines.	1~4 =Table 0 = Disable (None) Default: 1~6, 8~15 = 0 7 = 1		✓	
21-05-13	<b>Toll Restriction Class – Restriction of Tie Line Calls</b>	Enable (1) or disable (0) toll restriction for Tie Line calls (defined in Program 34-08-01).	0 = Disable 1 = Enable (default = 0)		✓	
22-02-01	<b>Incoming Call Trunk Setup</b>	For each Night Service mode, enter service type 5 when the trunk should be a tie trunk.	0 = Normal 1 = VRS (second dial tone if no VRS installed) 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie line 6 = Delayed VRS 7 = ANI/DNIS 8 = DID(DDI) Mode Switching (default = 0)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
34-01-01	<b>E&amp;M Tie Line Basic Setup – DID/ E&amp;M Start Signaling</b>	Enter 0 for 2nd dial tone, 1 for wink, 2 for immediate, or 3 for delay start signaling. To set outgoing signaling, refer to Program 14-02-01.	0 = 2nd Dial Tone 1 = Wink (default) 2 = Immediate 3 = Delay (default = 2)		✓	
34-01-03	<b>E&amp;M Tie Line Basic Setup – E&amp;M Dial-In Mode</b>	Determine if the incoming Tie Line call should be directed as an intercom call or if it should follow the DID Translation Table in Program 22-11-01.	0 = Specify Extension Number (Intercom) 1 = Use Conversion Table (NTT) (default = 0)		✓	
34-01-04	<b>E&amp;M Tie Line Basic Setup – E&amp;M Line Dial Tone</b>	Enter (1) if the Tie Line should send dial tone to the calling system once the call is set up. Enter (0) if the Tie Line should not send dial tone.	0 = Disable (No) 1 = Enable (Yes) (default = 1)		✓	
34-01-05	<b>E&amp;M Tie Line Basic Setup – System Toll Restriction</b>	Determine if an incoming Tie Line call should be subject to Toll Restriction.	0 = No (Off) 1 = Yes (On) (default = 0)		✓	
34-02-01	<b>E&amp;M Tie Line Class of Service</b>	Assign the Tie Line Class of Service (1~15). Use Program 20-14-01 to set the Tie Line Class of Service options. You cannot use Program 20-06 ~ Program 20-17 to assign Class of Service to Tie Lines.	Day/Night Mode 1~8 Class: 1~15 (default = 1)		✓	
34-03-01	<b>Trunk Group Routing for E&amp;M Tie Lines</b>	Use this program to assign the trunk group route chosen when a user seizes a Tie Line and dials 0. Set Trunk Group Routing in Program 14-06-01. If the system has ARS, dialing 0 accesses ARS.	0~100 (0 = Setting) (default = 1)		✓	
34-04-01	<b>E&amp;M Tie Line Toll Restriction Class</b>	If the system uses Toll Restriction, enter a Toll Restriction Class (1~15) for each Tie Line. The system uses the class you enter in Program 21-05-01. You cannot use Program 21-04 to assign Toll Restriction to Tie Lines.	1~15 (default = 2)		✓	
34-05-01	<b>Tie Line Outgoing Call Restriction</b>	This program lets you build a restriction matrix for trunk calls placed over a Tie Line. For each Tie Line trunk group, enable (0) or disable (1) outgoing access to each CO trunk group.	0 = Enable (Y-Tandem) 1 = Disable (N-Tandem) (default = 0)	✓		
34-06-01	<b>Add/Delete Digit for E&amp;M Tie Line – Delete Digit</b>	Some Tie Line networks pass the location number and extension number to the remote side. If the system should ignore these digits, use this program to define the number of digits which should be deleted for a call.	0~255 (255 = delete all digits) (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
34-06-02	Add/Delete Digit for E&M Tie Line – Additional Dial Digits	If a Tie Line network requires additional digits to reroute the call to a location, enter the digits for the location which should be added to the received digits.	Up to four digits 0~9, *, # (default not assigned)		✓	
34-07-01	E&M Tie Line Timer – First Digit Pause (E&M Immediate Start)	Used to define the First Digit Pause (E&M Immediate Start) timer.	0~64800 (default = 3)			✓
34-07-02	E&M Tie Line Timer – First Digit Pause (E&M Wink Start)	Used to define the First Digit Pause (E&M Wink Start) timer.	0~64800 (default = 0)			✓
34-07-03	E&M Tie Line Timer – First Digit Pause (LD Trunk)	Used to define the First Digit Pause (LD Trunk) timer.	0~64800 (default = 3)			✓
34-07-04	E&M Tie Line Timer – LD Trunk Guard Time	Used to define the LD Trunk Guard Time.	0~64800 (default = 0)			✓
34-07-05	E&M Tie Line Timer – Trunk Answer Detect Timer for E&M	Used to define the Trunk Answer Detect Timer for E&M timer.	0~64800 (default = 30)			✓
34-08-01	Toll Restriction Data for E&M Tie Lines	Define the toll restriction data for E&M Tie Lines if required. This should be defined if toll restriction is enabled in Program 21-05-13.	Up to 10 digits (0~9, *, #) (default not assigned)		✓	
80-03-01	DTMF Tone Receiver Setup – Detect Level	Use Items 11~32 to set the criteria for dial tone detection for outgoing ARS calls.	0 = 0dBm ~ -25dBm 1 = -5dBm ~ -30dBm 2 = -10dBm ~ -35dBm 3 = -15dBm ~ -40dBm 4 = -20dBm ~ -45dBm 5 = -25dBm ~ -50dBm 6 = -30dBm ~ -55dBm default: Type 1~5 = 0			✓
80-03-02	DTMF Tone Receiver Setup – Start Delay Time	Use this option to define the start delay time for DTMF Tone Receiver.	0~255 (0.25 ms ~ 64 ms) default: Type 1~5 = 0			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-03-03	DTMF Tone Receiver Setup – Min. Detect Level	Use this option to define the minimum detection level for DTMF Tone Receiver.	0~15 detect level 0: -10dBm(0) to -25dBm(15) detect level 1: -15dBm(0) to -30dBm(15) detect level 2: -20dBm(0) to -35dBm(15) detect level 3: -25dBm(0) to -40dBm(15) detect level 4: -30dBm(0) to -45dBm(15) detect level 5: -35dBm(0) to -50dBm(15) detect level 6: -40dBm(0) to -55dBm(15) detect level 7: -45dBm(0) to -60dBm(15) detect level 8: -50dBm(0) to -65dBm(15) detect level 9: -55dBm(0) to -70dBm(15) detect level 10: -60dBm(0) to -75dBm(15) detect level 11: -65dBm(0) to -80dBm(15) detect level 12: -70dBm(0) to -85dBm(15) detect level 13: -75dBm(0) to -90dBm(15) detect level 14: -80dBm(0) to -95dBm(15) detect level 15: -85dBm(0) to -100dBm(15) default: Type 1 = 10 (-20dBm) Type 2 = 15 (-25dBm) Type 3~5 = 10 (-20dBm)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-03-04	<b>DTMF Tone Receiver Setup – Max. Detect Level</b>	Use this option to define the maximum detection level for DTMF Tone Receiver.	0~15 detect level 0: 0dBm(0) to -15dBm(15) detect level 1: -5dBm(0) to -20dBm(15) detect level 2: -10dBm(0) to -25dBm(15) detect level 3: -15dBm(0) to -30dBm(15) detect level 4: -20dBm(0) to -35dBm(15) detect level 5: -25dBm(0) to -40dBm(15) detect level 6: -30dBm(0) to -45dBm(15) detect level 7: -35dBm(0) to -50dBm(15) detect level 8: -40dBm(0) to -55dBm(15) detect level 9: -45dBm(0) to -60dBm(15) detect level 10: -50dBm(0) to -65dBm(15) detect level 11: -55dBm(0) to -70dBm(15) detect level 12: -60dBm(0) to -75dBm(15) detect level 13: -65dBm(0) to -80dBm(15) detect level 14: -70dBm(0) to -85dBm(15) detect level 15: -75dBm(0) to -90dBm(15) default: Type 1~5 = 0			✓
80-03-05	<b>DTMF Tone Receiver Setup – Forward Twist Level</b>	Use this option to define the forward twist level for DTMF Tone Receiver.	0~9 (1dB ~ 10dB) default: All Receivers = 9			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-03-06	<b>DTMF Tone Receiver Setup – Backwards Twist Level</b>	Use this option to define the backwards twist level for DTMF Tone Receiver.	0~9 (1dB ~ 10dB) default: All Receivers =			✓
80-03-07	<b>DTMF Tone Receiver Setup – ON Detect Time</b>	Use this option to define the On detection time for DTMF Tone Receiver.	1~255 (15+ 15 ms ~ 3825 ms) default: All Receivers = 1			✓
80-03-08	<b>DTMF Tone Receiver Setup – OFF Detect Time</b>	Use this option to define the Off detection time for DTMF Tone Receiver.	1~255 (15+ 15 ms ~ 3825 ms) default: All Receivers = 1			✓
80-04-01	<b>Call Progress Tone Detector Setup – Detection Level</b>	Use to define the detection levels for the Call Progress Tone Detector.	0 = 0dBm ~ -25dBm 1 = -5dBm ~ -30dBm 2 = -10dBm ~ -35dBm 3 = -15dBm ~ -40dBm 4 = -20dBm ~ -45dBm 5 = -25dBm ~ -50dBm 6 = -30dBm ~ -55dBm default: Type 1 (DT) – 0 (-25dBm) Type 2 (BT) – 0 (-25dBm) Type 3 (RBT) – 0 (-25dBm) Type 4, Type 5 – 0			✓
80-04-02	<b>Call Progress Tone Detector Setup – Min. Detection Level</b>	Use to define the minimum detection levels for the Call Progress Tone Detector.	0~15 detect level 0: –15dBm(0) to –30dBm(15) detect level 1: –30dBm(0) to –45dBm(15) detect level 2: –40dBm(0) to –55dBm(15) default: Type 1 (DT) – 15 (-25dBm) Type 2 (BT) – 15 (-25dBm) Type 3 (RBT) – 15 (-25dBm) Type 4, Type 5 – 0			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-04-03	Call Progress Tone Detector Setup – S/N Ratio	Use to define the S/N ratio for the Call Progress Tone Detector.	0~4 (0dB ~ -20dB) default: Type 1 (DT) – 4 (-20dB) Type 2 (BT) – 4 (-20dB) Type 3 (RBT) – 4 (-20dB) Type 4, Type 5 – 0			✓
80-04-04	Call Progress Tone Detector Setup – No Tone Time	Use to define the no tone time for the Call Progress Tone Detector.	0~255 (30+30-7680ms) default: Type 1 (DT) – 132 (3990ms) Type 2 (BT) – 132 (3990ms) Type 3 (RBT) – 132 (3990ms) Type 4, Type 5 – 0			✓
80-04-05	Call Progress Tone Detector Setup – Pulse Count	Use to define the pulse count for the Call Progress Tone Detector.	1~255 default: Type 1 (DT) – 1 Type 2 (BT) – 1 Type 3 (RBT) – 1 Type 4, Type 5 – 0			✓
80-04-06	Call Progress Tone Detector Setup – ON minimum time	Use to define the on minimum time for the Call Progress Tone Detector.	1~255 (30+30-7680ms) default: Type 1 (DT) – 9 (300ms) Type 2 (BT) – 9 (300ms) Type 3 (RBT) – 25 (780ms) Type 4, Type 5 – 0			✓
80-04-07	Call Progress Tone Detector Setup – ON maximum time	Use to define the on maximum time for the Call Progress Tone Detector.	0~255 (30+30-7680ms) default: Type 1 (DT) – 0 Type 2 (BT) – 14 (450ms) [ET] Type 3 (RBT) – 40 (1230ms) Type 4, Type 5 – 0			✓
80-04-08	Call Progress Tone Detector Setup – OFF minimum time	Use to define the off minimum time for the Call Progress Tone Detector.	1~255 (30+30-7680ms) default: Type 1 (DT) – 1 (60ms) Type 2 (BT) – 9 (300ms) Type 3 (RBT) – 83 (2520ms) Type 4, Type 5 – 0			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-04-09	Call Progress Tone Detector Setup – OFF maximum time	Use to define the off maximum time for the Call Progress Tone Detector.	0~255 (30+30-7680ms) default: Type 1 (DT) – 1 (60ms) Type 2 (BT) – 14 (450ms) Type 3 (RBT) – 115 (3480ms) Type 4, Type 5 – 0			✓
81-11-01	Tie Line Initial Setup – DP Interdigit Time Selection	Select the DP Interdigit Time (minimum pause time between Dial Pulses).	0 = Pattern A (Pattern A: 10pps – 650 ms, 20pps - 500 ms) 1 = Pattern B (Pattern B: 10pps – 800 ms, 20pps - 800 ms) (default = 1)			✓
81-11-02	Tie Line Initial Setup – Prepause Time Selection	Specify the loop open time for a hookflash signal sent to the Tie Line when the Recall key on a multiline terminal is pressed. A single line telephone generates a hookflash to the Tie Line when a single line telephone hookflash is assigned.	1~4 (1~4 = 0.5~2.0 seconds) (5~15 = 3.0~13 seconds) (0 = No Setting) (default = 0)			✓
81-11-03	Tie Line Initial Setup – Tie Line Answer Detect Time Selection	Specify the time before a SV8100 System answer (off-hook) is recognized as an answer.	0~15 (130 ms~1950 ms) (0 = No Setting) [default = 4 (520 ms)]			✓
81-11-04	Tie Line Initial Setup – Tie Line Release Detect Time Selection	Specify the before the circuit disconnect detected on the Tie Line on the distant system side is recognized as Tie Line release.	0~15 (130 ms~1950 ms) (0 = No Setting) [default = 4 (520 ms)]			✓
81-11-05	Tie Line Initial Setup – Incoming Signal Detect Time Selection	Specify the time after the incoming signal from another system is detected before the acknowledge signal is sent out.	[Wink Start] 1~15 (130 ms~1950 ms) (0 = No Setting) [Delay] 1~15 (30 ms~450 ms) (0 = No Setting) Default: [Wink Start] 3 (390 ms) [Delay] 3 (90 ms)			✓
81-11-06	Tie Line Initial Setup – Loop Off-Guard Time Selection	Assign the loop off-guard time to prevent noise that could cause the system to be unable to answer an incoming Tie Line.	1~4 (0.5 sec~2.0 seconds) 5~15 (3 sec~13 seconds) (0 = No Setting) [default = 4 (2.0 ms)]			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
81-11-07	<b>Tie Line Initial Setup – Length of Wink Signal Selection</b>	Specify the time a wink pulse is sent to another system.	0~15 (30 ms~480 ms) [default = 5 (180 ms)]			✓
81-11-08	<b>Tie Line Initial Setup – Length of Delay Signal Selection</b>	Specify the time a delay pulse is sent to another system.	1~15 (300 ms~4.5 seconds) (0 = No Setting) [default = 1 (300 ms)]			✓
81-11-09	<b>Tie Line Initial Setup – Incoming Interdigit Timeout Selection</b>	Specify the time, in seconds, that an address signal is missing during the incoming call detection process before an error tone is returned to the other system.	0 = 8 1~15 (1~15 seconds) [default = 6 (6 seconds)]			✓
81-11-10	<b>Tie Line Initial Setup – Wink/Delay Signal Detect Timeout Selection</b>	Specify a maximum time, in seconds, for receiving an acknowledgment signal from a distant system before sending a busy tone.	0 = 8 1~15 (1~15 seconds) [default = 7 (7 seconds)]			✓
81-11-11	<b>Tie Line Initial Setup – Disconnect Recognition Time Selection</b>	Specify the minimum time before a disconnected circuit can be accessed again.	1~15 (0.1~1.5 seconds) (0 = No Setting) [default = 3 (0.3 seconds)]			✓
81-11-12	<b>Tie Line Initial Setup – Automatic Release Signal Detection Selection</b>	Specify the signal detection time for release of a Tie Line after a disconnect signal is received from the distant Central Office or PBX.	1~14 (50~700 ms) 15 = (No Limit) (0 = No Setting) [default = 7 (350 ms)]			✓

## Operation

None

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## *Music on Hold*

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### **Description**

Music on Hold (MOH) sends music to calls on Hold and parked calls. The music lets the caller know that their call is waiting, not forgotten. Without Music on Hold, the system provides silence to these types of calls. The Music on Hold source can be internal (synthesised) or from a customer-provided music source (i.e., tape deck, receiver, etc.).

**Note:** In accordance with copyright law, a license may be required if radio, television broadcasts or music other than material not in the public domain are transmitted through the Music on Hold feature of telecommunications systems. NEC Australia Pty Ltd hereby disclaims any liability arising out of the failure to obtain such a license.

### **Music on Hold Source**

There are 3 options available: (Program 10-04-01 & 10-04-02)

Internal Music Tune – The tune is set by Program 10-04-02.

External Source – Via the MOH IN input or audio input via a PGD(2) Unit.

Silence – Callers on hold hear silence.

### **Music on Hold per DDI Number**

The music on hold source can be selected for individual DDI numbers by Program 22-11-09.

There are 3 options available:

0 – Use the music source set by Program 10-04-01.

1 – Back Ground Music input.

2 – ACI input via a PGD(2) Unit.

The music source will be used for incoming DDI calls only.

### **Music on Hold for Internal calls**

The music source is set by Program 10-04-01.

It is not possible to have an input via a PGD(2) Unit for internal calls, the external input must be via the MOH IN input on the chassis.

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### Music on Hold for non-DDI Trunk calls

The music on hold source is set per trunk port by Program 14-08

There are 3 options available:

- 0 – Use the music source set by Program 10-04-01
- 1 – Back Ground Music input.
- 2 – ACI input via a PGD(2) Unit.

The music source will be used for outgoing trunk calls or incoming non-DDI calls only.

### Option Available for Using System Tone

The Music on Hold feature has been enhanced to allow callers to hear a system tone instead of playing the internal or external music.

### Conditions

- A maximum of 97 Music on Hold sources are possible; 96 from PGD(2)-U( ) ADP ports and one from the side of the chassis.
- External music on hold source for internal calls is only provided via audio input on the CD-CP00-AU. Program 10-04-01 is to be set for 1 = External Source.
- No music is provided to internal calls on hold via the ACI input.
- Use the combination of Program 10-04, Program 10-21, Program 10-38 and Program 14-08.
- The PGD(2)-U( ) ADP can connect to a CD-8DLCA, CD-16DLCA, or CD-LTA.
  - 🔗 A maximum of 56 PGD(2)-U( ) ADP units can be installed in an UNIVERGE SV8100 system. Refer to the UNIVERGE SV8100/SV8300 System Hardware Manual for more information.

### Default Setting

Music on Hold is provided from the internal (synthesized) music source.

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## System Availability

### Terminals

None

### Required Component(s)

PGD(2)-U( ) ADP

ESIB(8)-U( ) ETU with ESIE(8)-U( ) fitted

## Related Features

None

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

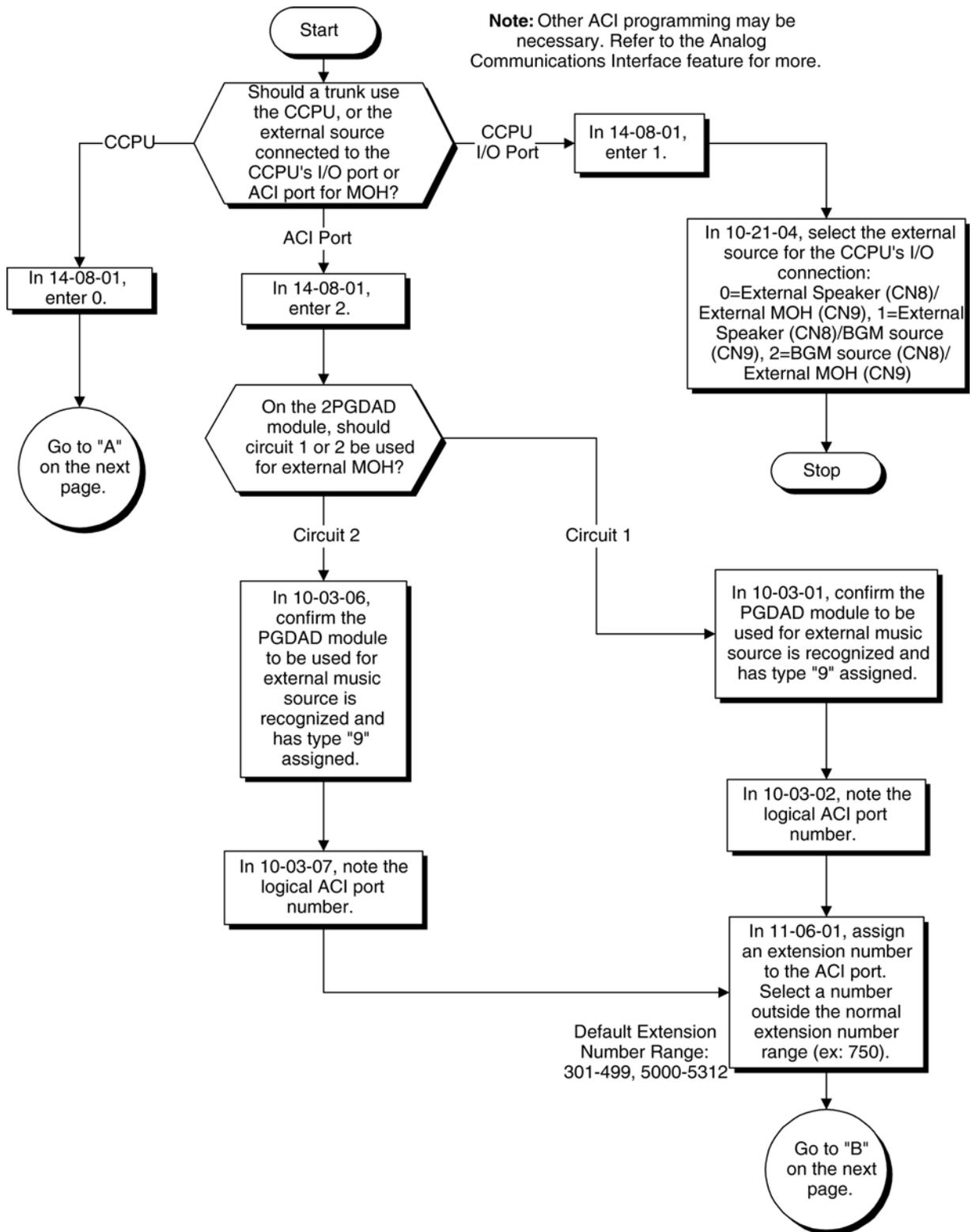
Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-04-01	<b>Music on Hold Setup – Music on Hold Source Selection</b>	Determine whether the system should use No Tone (0), External (1) Music Source, or Internal Service Tone (2). If set to 1, Program 14-08-01 must be set to 0 or 1.	0 = No Tone 1 = External MOH 2 = Service Tone 3 = Internal MOH (default = 2)	✓		
10-04-02	<b>Music on Hold Setup – Music on Hold Tone Selection</b>	When Program 10-04-01 is set to 1 (Internal), define the music that is played for Music on Hold.	[In case Item 1 is 0] 1 = Download File1 2 = Download File2 3 = Download File3 [In case Item 1 is 1, 2, or 3] 1~100 = VRS Message Number (default not assigned)		✓	
10-04-03	<b>Music on Hold Setup – Audio Gain Setup</b>	Set the Music on Hold audio gain (1~63).	1~63 (-15.5 +15.5dB) [default = 32 (0dB)]		✓	
10-21-04	<b>CD-CP00-AU Hardware Setup – External Source I/O Selection on CD-CP00-AU</b>	Define what the I/O ports on the CD-CP00-AU are used for.	0 = External MOH (CN8)/ External Speaker(CN9) 1 = BGM source (CN8)/ External Speaker(CN9) 2 = External MOH (CN8)/ BGM source (CN9)  <i>Relations between CN number and Relay number are as follows:</i> CN8 = Relay2 CN9 = Relay1 (default = 1)		✓	

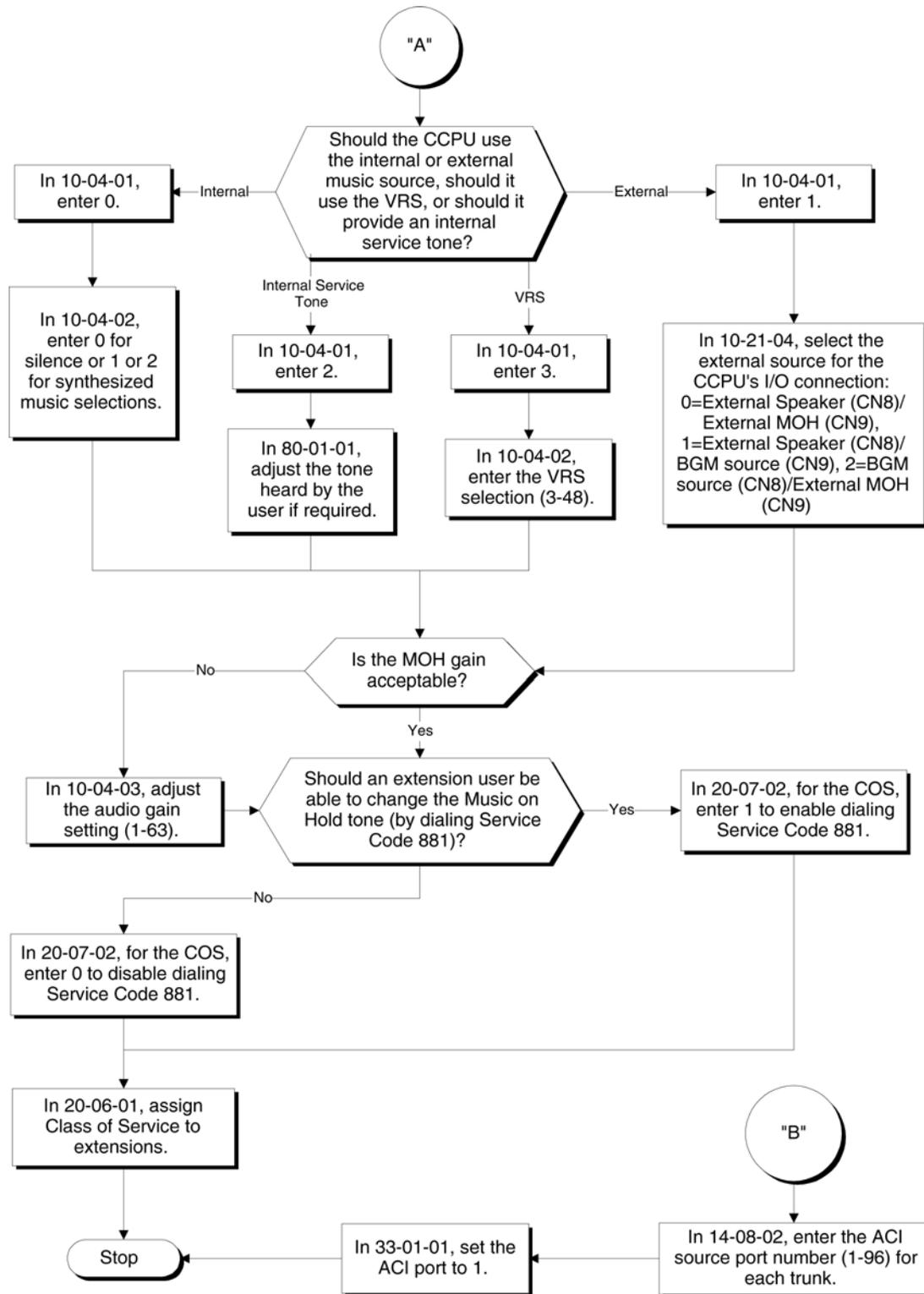
Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-08-01	<b>Music on Hold Source for Trunks – MOH Type</b>	For each trunk, set the Music on Hold source.	0 = Internal/External MOH 1 = Customer Provided Source Connected to BGM Port 2 = Customer Provided Source Connected to ACI Port (default = 0)	✓		
14-08-02	<b>Music on Hold Source Port Number – Source Port Number</b>	If the MOH type is 2 in Program 14-08-01, for each trunk enter the ACI source port number (1~96).	Source port 0-96 (default = 0)	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-07-02	<b>Class of Service Options (Administrator Level) – Changing the Music on Hold Tone</b>	Turns Off or On an extension ability to change the Music on Hold tone.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
22-11-09	<b>DID Translation Number Conversion – Music On Hold Source</b>	For each DID Translation Table entry (1~2000), specify the source of music to be used for DID trunks.	0 = IC/MOH Port 1 = BGM Port 2 = ACI Port (default = 0)		✓	
22-11-10	<b>DID Translation Number Conversion – ACI Music Source Port</b>	For each DID Translation Table entry (1~2000), if item 2 is selected in Program 22-11-09, specify the port to be used for the source of music heard on DID trunks.	When a sound source type is 2 in above : (0~96) (default = 0)		✓	
80-01-01	<b>Service Tone Setup – Music On Hold Tone (Service Tone 64)</b>	Used to customize the repeat count for the musing on hold tone if Program 10-01-01 is set to 2.	0~255 (0=Until On-Hook) (Default 0) Refer to <a href="#">Table 2-14 Service Tone Setup, Program 80-01-01 on page 2-555</a>			✓
80-01-02	<b>Basic Tone Number</b>	Used to customize the basic tone number for the musing on hold tone if Program 10-01-01 is set to 2.	1~33 (0 = No Tone) (33=Default Time Slot)		✓	
80-01-03	<b>Duration Count</b>	Used to customize the duration count for the musing on hold tone if Program 10-01-01 is set to 2.	1~255 (100~25500ms)		✓	
80-01-04	<b>Gain Level (dB)</b>	Used to customize the Gain Level for the musing on hold tone if Program 10-01-01 is set to 2.	1~63 (-15.5 ~ +15.5)		✓	

### When Using a PGD(2)-U( ) ADP:

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-01	<b>ETU Setup (DLC PKG Setup) – Terminal Type (B1)</b>	If a PGD(2)-U( ) ADP is used for the external music source, the module is automatically assigned type 9 if the jumper straps in the module were set prior to connecting it to the system. If another type was assigned, disconnect the PGD(2)-U( ) ADP from the system, delete the type setting, and, with the jumper straps positioned correctly in the PGD(2)-U( ) ADP, reconnect the module to the system. Refer to the UNIVERGE SV8100 System Hardware Manual for the jumper strap settings.	0 = Not set 1 = Multiline Terminal 2 = SLT Adapter 3 = Bluetooth Cordless Handset 6 = PGD (Paging) 7 = PGD (Tone Ringer) 8 = PGD (Doorbox) 9 = PGD (ACI) 10 = DSS Console 11 = -- Not Used -- (default = 0)	✓		
11-06-01	<b>ACI Extension Numbering</b>	Each ACI port must be assigned an extension number. Use this program to assign the extension numbers to ACI software ports. Select a number outside of the normal extension number range.	ACI Ports: 1~96 (default not assigned)	✓		
11-08-01	<b>ACI Group Pilot Number</b>	Assign pilot numbers to ACI groups. When a user dials the pilot number, they reach an available ACI software port within the group.	ACI Groups: 1~16 (default not assigned)	✓		
33-01-01	<b>ACI Port Type Setup</b>	Set each ACI software ports for input (1) or input/output (2). Use input ports for Music on Hold sources. Use output ports for External Paging/Ringer Control.	ACI Ports: 1~96 ACI Types: 0 = None 1 = MOH/BGM (Input) 2 = External Audio Port (Input/Output (default = 2)	✓		
33-02-01	<b>ACI Department Calling Group</b>	Assign ACI software ports to an ACI Department Group. This lets ACI callers connect to ACI software ports by dialing the group pilot number (set in Program 11-08).	ACI Ports: 1~96 ACI Groups: 1~16 Default: ACI Port/Group/Priority 01/ 1/ 1 02/ 1/ 2 : / : / : 96/ 1/ 96  Refer to <a href="#">Analog Communications Interface (ACI)</a> on <a href="#">page 2-37</a> for additional information.	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-01-02	Service Tone Setup – Basic Tone Number	<p>The following features require that the system tones listed below be changed to match the table. After changing these settings the chassis must be reset for the changes to take effect.</p> <ul style="list-style-type: none"> <li>○ Call Screening</li> <li>○ Call Holding</li> <li>○ Busy Greeting</li> <li>○ Await Answer Transfer</li> </ul>	<p>1~33                      (0 = No Tone)                      (33=Default Time Slot)                      Refer to <a href="#">Table 2-15 Service Tone Setup, Program 80-01-02</a> on <a href="#">page 2-558</a>.</p>	✓		





**Operation**

None

# Name Storing

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## Description

Extensions and trunks can have names instead of just circuit numbers. These names show on a multiline terminal display when the user places or answers calls. Extension and trunk names make it easier to identify callers. The user does not have to refer to a directory when processing calls. A name can have up to 12 digits, consisting of alphanumeric characters, punctuation marks and spaces.

## Additional Characters Available

When using the Name Storing feature, the system now provides additional characters which can be used. These characters are available with any option which allows Name Storing - Speed Dial – System/Group/Station, One-Touch Keys, Extension Name, Trunk Naming.

## Conditions

- Display telephones use extension names for Directory Dialing.
- Single line extensions cannot program names.
- If a name is not assigned to the Extension/Virtual Extension, it does not show in the Extension Directory.
- Extension Directory only shows telephones/virtual extensions that have a name assigned in Program 15-01-01.

## Default Setting

Enabled

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## System Availability

### Terminals

All Multiline Terminals with Display

### Required Component(s)

None



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## Related Features

Directory Dialing

Single Line Telephones

Speed Dial – System/Group/Station

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-11-22	<b>Service Code Setup (for Setup/Entry Operation) – Extension Name Programming</b>	Used to customize the service code used to edit Extension Name Programming.	MLT (default = 700)		✓	
14-01-01	<b>Basic Trunk Data Setup – Trunk Name</b>	Set the names for trunks. The trunk name displays on a multiline terminal for incoming and outgoing calls.	Up to 12 Characters Line 001 Line 002 Line 003 : Line 200		✓	
15-01-01	<b>Basic Extension Data Setup – Extension Name</b>	Define the extension/virtual extension name.	Up to 12 characters Default: STA 101 = Ext 101 STA 102 = Ext 102, etc.	✓		
20-09-02	<b>Class of Service Options (Incoming Call Service) – Caller ID Display</b>	Turns Off (0) or On (1) the Caller ID display at an extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-21	<b>Class of Service Options (Supplementary Service) – Extension Name</b>	Turns Off (0) or On (1) an extension user ability to program its name.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-47	<b>Class of Service Options (Supplementary Service) – Station Number Display</b>	Determine if a station Number will be displayed (On) or not displayed (Off) in the LCD when the phone is in an idle state.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-48	Class of Service Options (Supplementary Service) – Station Name Display	Determine if a station Number will be displayed (On) or not displayed (Off) in the LCD when the phone is in an idle state.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-51	Class of Service Options (Supplementary Service) – Number and Name appear in the Directory	Determine if an extension name and number will be listed (On) or unlisted (Off) in the directory.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

## Operation

Refer to [Table 2-20 Keys for Entering Names](#) for and explanation for using the keypad to enter names.

**Table 2-20 Keys for Entering Names**

Use this keypad digit . . .	When you want to . . .
1	Enter characters: 1 @ [ ¥ ] ^ _ ` {   } → ← Á À Â Ã Ç É Ê Ì Ó
2	Enter characters: A-C, a-c, 2.
3	Enter characters: D-F, d-f, 3.
4	Enter characters: G-I, g-i, 4.
5	Enter characters: J-L, j-l, 5.
6	Enter characters: M-O, m-o, 6.
7	Enter characters: P-S, p-s, 7.
8	Enter characters: T-V, t-v, 8.
9	Enter characters: W-Z, w-z, 9.
0	Enter characters: 0 ! “ # \$ % & ’ ( ) ð Õ ú ä ö ü α ε θ
*	Enter characters: * + , - . / : ; < = > ? π Σ σ Ω ϕ £
#	# = Accepts an entry (only required if two letters on the same key are needed – ex: TOM). Pressing # again = Space. (In system programming mode, use the right arrow Softkey instead to accept and/or add a space.)
CONF	Clear the character entry one character at a time.
HOLD	Clear all the entries from the point of the flashing cursor and to the right.

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## *Night Service*

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### **Description**

Night Service lets system users activate one of the Night Service modes. Night Service redirects calls to their night mode destination, as determined by Assigned and Universal Night Answer programming. A user typically activates Night Service after normal working hours, when most employees are unavailable to answer calls.

- ❑ There are eight Service Modes. At default, the mode names are assigned as follows:
  - Mode 1 = No setting
  - Mode 2 = Night
  - Mode 3 = Midnight
  - Mode 4 = Rest
  - Mode 5 = Day2
  - Mode 6 = Night2
  - Mode 7 = Midnight2
  - Mode 8 = Rest2

There are 32 Service Patterns/Groups available.

### **Assigned Night Answer (ANA)**

With Assigned Night Answer (ANA), Night Service has calls ring extensions directly. Assigned Night Answer provides an answering point for Night Service calls. For certain applications, this may be more appropriate than Universal Night Answer. For example, you could program trunks to ring the security station telephone during off hours.

For more information on assigning trunks to ring extensions, refer to [Direct Inward Line \(DIL\) on page 2-387](#).

### **Universal Night Answer (UNA)**

Universal Night Answer makes incoming calls ring over the External Paging speakers. With UNA, an employee can go to a telephone and press the flashing line key or use "Universal Answer" to pick up the call. Only ring groups calls can be used with Universal Night Answer. For more on setting up Universal Answer, refer to [Central Office Calls, Answering on page 2-219](#).

You may also be able to use Transfer to UNA. An extension user can transfer their call to UNA (i.e., External Paging at night). Once transferred, the call rings the External Paging speakers like any other UNA call and can be picked up at any extension. You can also set up Transfer to UNA through the Voice Response System (VRS). This lets outside callers, answered by the VRS, dial a code to have their call ring External Paging.

## Automatic Night Service

The system allows or denies Automatic Night Service. If allowed, the calls route according to the service patterns programmed. The Night Service programming is stored in the RAM memory. This means that if the system is not using the Automatic Night Service, for a power failure in night mode, when the power is restored, the system continues to be in night mode.

## Programmable Function Key Can Toggle Night Modes

The software allows a Night Service Programmable Function Key (Program 15-07-01 or SC 751: 09 + 0) to toggle night modes. You can determine in programming (Program 12-08-01) how many modes through which the user toggles. Note that the additional data for the Programmable Function Key must be set to 0 for the toggle function to work.

## Conditions

- Almost all features are affected by Night Mode except for the following:
  - Dial Tone Detection
  - External Alarm Sensors
  - Flexible System Numbering
  - Pulse to Tone conversion
  - SMDR
  - Volume Control
- Call Arrival (CAR) Keys and Virtual Extension keys do not support Day/Night Mode (09) Programmable Function keys.
- Universal Night Answer will only work when Call is sent to a ring group.
- There are separate Access Map and Ring Group programming entries for each Night Service mode (modes 1~8). Also, Universal Answer allows an extension user to pick up a Universal Night Answer (UNA) call.
- Mode Keys can be assigned as required for DSS Consoles.
- With Universal Night Answer, outside calls can ring External Paging Zones.
- Programmable Function Keys simplify activating Night Service.
- The relay circuits (5~8) are on the PGD(2)-U( ) ADP are programmed and used for General Purpose Relays.
- When programming Night Service function keys, multiple keys must be used for switching between each Night Service Mode.

## Default Setting

System is always in the Mode 1

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## **System Availability**

### **Terminals**

Not Applicable

### **Required Component(s)**

None

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## **Related Features**

**Central Office Calls, Answering**

**Central Office Calls, Placing**

**Direct Station Selection (DSS) Console**

**Paging, External**

**Programmable Function Keys**

**Ring Groups**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-10-01	<b>Service Code Setup (for System Administrator) – Night Mode Switching</b>	Customize the service code (718) to be used for day/night mode switching.	MLT,SLT (default = 718)		✓	
11-10-12	<b>Service Code Setup (for System Administrator) – Night Mode Switching for Other Group</b>	Customize the service code (618) to be used for Day/Night mode switching for another Night service group.	MLT (default = 618)		✓	
11-12-43	<b>Service Code Setup (for Service Access) – Answer No-Ring Line (Universal Answer)</b>	Customize the service code (#9) to be used to manually answer a Universal Night Answer.	MLT, SLT (default = #9)		✓	
11-12-50	<b>Service Code Setup (for Service Access) – General Purpose Relay</b>	Define the service code to be used for turning the general purpose relay on and off.	MLT, SLT (default = 780)		✓	
12-01-01	<b>Night Mode Function Setup – Manual Night Mode Switching</b>	Turns Off (0) or On (1) any extensions from activating Manual Night Service.	0 = Off 1 = On (default = 1)	✓		
12-01-02	<b>Night Mode Function Setup – Automatic Night Mode Switching</b>	According to a preset schedule, enable (1) or disable (0) Automatic Night Service for the system. Make sure to set the Service Patterns in Program 12-02-01, Program 12-02-02 and Program 12-02-03.	0 = Off 1 = On (default = 0)	✓		
12-02-01	<b>Automatic Night Service – Start Time</b>	For each Night Service Group, enter up to 20 start times for each Time Pattern (1~10). The first pattern start time (Pattern 1) should begin at 00:00 (midnight).	0000~2359 Please refer to the SV8100 Programming manual for default settings.	✓		
12-02-02	<b>Automatic Night Service – End Time</b>	For each Night Service Group (01~32), enter up to 20 end times (0000~2359) for each Time Pattern (1~10).	0000~2359 Please refer to the SV8100 Programming manual for default settings.	✓		
12-02-03	<b>Automatic Night Service – Operation Mode</b>	For each Night Service Group (01~32), define the Night Service Mode (1~8) for up to 20 start/end times for each Time Pattern (1~10).	1~8 Please refer to the SV8100 Programming manual for default settings.	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
12-03-01	<b>Weekly Night Service Switching</b>	Assign one of the 10 Time Patterns programmed in Program 12-02-01 to each day of the week.	Night Mode Service Group Numbers: 01~32 Time Schedule Pattern Number: 1~10 Day of Week: 01 = Sunday (default = Time Pattern 2) 02 = Monday (default = Time Pattern 1) 03 = Tuesday (default = Time Pattern 1) 04 = Wednesday (default = Time Pattern 1) 05 = Thursday (default = Time Pattern 1) 06 = Friday (default = Time Pattern 1) 07 = Saturday (default = Time Pattern 2)S	✓		
12-04-01	<b>Holiday Night Service Switching</b>	Assign one of the 10 Time Patterns to holidays.	Days and Months: 0101~1231 (e.g. 0101 = Jan. 1; 1231 = Dec. 31) Time Pattern Number: 0~10 (0 = No Setting) (default not assigned)	✓		
12-05-01	<b>Night Mode Group Assignment for Extensions</b>	Assign a Day/Night Mode Group (01~32), for each extension.	Night Mode Service Group Number: 01~32 (default = 1)	✓		
12-06-01	<b>Night Mode Group Assignment for Trunks</b>	Assign a Day/Night Mode Group (01~32), for each trunk port (1~200).	Trunk Port Number: 001~200 Night Mode Service Group Number: 01~32 (default Night Mode Service Group Number = 1)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
12-07-01	Text Data for Night Mode	Create an original text message which is displayed on an LCD of multiline terminal in each Night Mode.	Night Mode Service Group Number: 01~32 Day/Night Mode: 1~8 Text Message: Maximum 12 Characters (alphabetic or numeric) Default Text Messages for Day/Night Modes: Mode 1 = No Setting Mode 2 = <Night> Mode 3 = <Midnight> Mode 4 = <Rest> Mode 5 = <Day2> Mode 6 = <Night2> Mode 7 = <Midnight2> Mode 8 = <Rest2>	✓		
12-08-01	Night Mode Service Range	For each Night Mode Group (01~32), determine how many night modes a user toggles through when the Night Mode key is pressed.	Night Mode Service Group Number: 01~32 Range: 2~8 (default Range = 2)	✓		
14-07-01	Trunk Access Map Setup	To allow for Universal Night Answer (UNA) answering, set up the Trunk Access Maps (1~200). For UNA, extension must have incoming access to trunk ringing the External Paging speakers.	0 = No access 1 = Outgoing access only 2 = Incoming access only 3 = Access only when trunk on Hold 4 = Outgoing access and access when trunk on Hold 5 = Incoming access and access when trunk on Hold 6 = Incoming and Outgoing access 7 = Incoming access, outgoing access and access when trunk on Hold Trunk Access Maps: 1~200 Default: Access Maps 1~200 = Trunk Ports 1~200 assigned with option 7 access (incoming and outgoing access and access when trunk is on Hold).	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-06-01	<b>Trunk Access Map for Extensions</b>	For Universal Night Answer (UNA) answering, assign Trunk Access Maps (1~200) to extensions. Make one entry for each Night Service mode.	Trunk Access Maps: 1~200 (default = 1)	✓		
15-07-01	<b>Programmable Function Keys</b>	Assign Night Service function keys (09) to extensions and set the key for the proper mode (Day, Night, Rest, etc.). If the additional data is set to 0, the toggle mode is assigned.	For Line Keys: 1~48 0 ~ 99 (Normal Function Code) (default = Service Code 751)* 00* ~ *99 (Appearance Function Code) (default = Service Code 752)	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-07-01	<b>Class of Service Options (Administrator Level) – Manual Night Service Enabled</b>	Turns Off (0) or On (1) an extension for manually Switching the Night Mode (Service Code 718). This option must be enabled for an extension to be able to display the Night indication.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-10-07	<b>Class of Service Options (Answer Service) – Automatic Off-Hook Answer</b>	Turns Off (0) or On (1) an extension to use Universal Auto Answer (no service code required).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
22-02-01	<b>Incoming Call Trunk Setup</b>	Assign the incoming trunk type for each trunk. There is one item for each Night Service Mode (1~8).	0 = Normal 1 = VRS (second dial tone if no VRS installed) 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie line 6 = Delayed VRS 7 = ANI/DNIS 8 = DID(DDI) Mode Switching (default = 0)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
22-04-01	<b>Incoming Extension Ring Group Assignment</b>	To have trunks ring extensions during the different Night Service modes (for ANA), assign extensions to Ring Groups. For each extension in the Ring Groups (1~100), indicate in Program 22-06-01 if trunk should ring (1) or not ring (0).	Maximum eight digits Default: Extensions 101~108 (first eight ports) ring for incoming Ring Group 1 calls. No other extensions ring for incoming Ring Group 1 calls.	✓		
22-05-01	<b>Incoming Trunk Ring Group Assignment</b>	To have trunks ring extensions for ANA, assign trunks to Ring Groups (1~100), You make a different entry for each Night Service mode.	Incoming Group Number for Day/Night Mode (1~8): 0 (No Setting) 001~100 (Incoming Group) 102 (In-Skin/ External Voice Mail or VM8000 InMail) (default = 1)	✓		
22-08-01	<b>DIL/IRG No Answer Destination</b>	If a Universal Answer call rings longer than the DIL No Answer Time (Program 22-01-04), it routes to the Ring Group specified in this option.	0 (No Setting) 001~100 (Incoming Ring Group) 102 (In-Skin/ External Voice Mail or VM8000 InMail) (default = 1)	✓		
31-05-01	<b>Universal Night Answer/Ring Over Page</b>	For each Night Service Mode, assign which trunks should ring which External Paging Zones.	0 = No Ringing (No) 1 = Ringing (Yes) (default = 0)		✓	

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## Operation

### To activate Night Service by dialing codes:

1. At a Multiline Terminal, press **Speaker**.  
- OR -  
At the single line telephone, lift the handset.
2. Dial **718**. To change a different group's mode, dial **718** + the group number (01~32).
3. Dial the Night Service Code:  
1 = Day 1 Mode  
2 = Night 1 Mode  
3 = Midnight 1 Mode  
4 = Rest 1 Mode  
5 = Day 2 Mode  
6 = Night 2 Mode  
7 = Midnight 2 Mode  
8 = Rest 2 Mode
4. Press **Speaker** or hang up.

### To activate Night Service by using programmable keys:

1. Press **Night Service** key (Program 15-07-01 or SC 751:09 + Mode code number below).  
1 = Day 1 Mode  
2 = Night 1 Mode  
3 = Midnight 1 Mode  
4 = Rest 1 Mode  
5 = Day 2 Mode  
6 = Night 2 Mode  
7 = Midnight 2 Mode  
8 = Rest 2 Mode

### To transfer a call to the Universal Answer External Page zones:

1. Place the CO call on hold and dial the Transfer to Trunk Ring Group code (assigned in Program 11-15-09).  
 *You hear a confirmation tone.*
2. Hang up.  
 *The call rings over the External Paging, enabling anyone to answer the call.*

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# Off-Hook Signaling

## Description

Off-Hook ringing alerts a Multiline Terminal user that an incoming outside call is ringing to that station during another call. Off-Hook Signaling helps important callers get through, without waiting in line for the called extension to become free. The system provides the following Off-Hook Signaling options:

### **Called Extension Block**

The called extension Class of Service may block incoming Off-Hook Signaling attempts. This is beneficial to users that do not want interruptions while on a call.

### **Automatic Signaling**

Calling a busy extension automatically initiates Off-Hook Signaling. This option is useful to receptionists, operators and others that must quickly process calls. This is set in the called extension Class of Service.

### **Manual Signaling**

After reaching a busy extension, manual signaling gives the caller the choice of using Off-Hook Signaling or activating other features. Extensions without automatic signaling have manual signaling. The users can dial a service code or press a Programmable Function Key to send Off-Hook Signaling to the called telephone.

### **Selectable Off-Hook Signaling Mode**

The Off-Hook Signal can be muted ringing, no off-hook ringing or a beep in the handset - based on the caller's programming.

### **Off-Hook Ringing**

Use this option to Enable or Disable an extension Off-Hook Signaling for incoming calls. If enabled, Off-Hook Signaling occurs normally. If disabled, calls queue behind the extension busy line appearance and the user gets no Off-Hook Signaling indication.  
T787

he second line appearance stays idle. The caller hears ringback tone while their call waits. This is set in the called extension Class of Service.

### **DID Call Waiting**

An extension can optionally have DID calls camp-on with Off-Hook/Call Wait signaling, without Off-Hook/Call Wait signaling or no signaling. This is set in the called extension Class of Service.

### **Block Manual Off-Hook Signals**

This Class of Service option enables/disables a busy extension ability to block off-hook signals manually sent from a co-worker. If disabled (not blocked), callers can dial \* at busy or busy/ring to signal the extension. If enabled (blocked), nothing happens when the caller dials \* to off-hook signal.



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## ❑ Block Camp-On

If an extension has Block Camp-On enabled, callers to the extension cannot dial 2 to Camp-On after hearing busy or busy/ring. If the extension has Block Camp-On disabled, callers are not prevented from dialing 2 to Camp-On after hearing busy or busy/ring. This is set in the called extension Class of Service.

### Conditions

- An extension user cannot Camp-On to a busy extension or leave a callback if Off-Hook Signaling has already gone through. Off-Hook Signaling allows an extension to block a caller's ability to dial # to camp-on.
- You cannot send off-hook signals to an extension busy on a Handsfree (Speakerphone) call. The called extension large LED flashes fast, with no ringing.
- The setting of Program 20-13-06 affects the BLF display for Hotline and Reverse Voice Over. Refer to [Hotline](#) and [Reverse Voice Over](#) features for additional information.
- You cannot send off-hook signals to an extension that is already receiving a voice announcement.
- An extension user can store the Off-Hook Signaling Service Code (709) under a One-Touch Key to provide quick Off-Hook Signaling access.
- An extension set as Operator in Program 20-17-01 does not follow settings in Program 20-13-05, Program 20-13-06 or Program 20-09-07 and always receives Off-Hook Signaling.
- Program 20-09-07 and 20-13-06 must be set to 1 in Class of Service for a normal extension to receive automatic Off-Hook Signaling.
- Off-Hook signaling is not supported for Wireless DECT (SIP) telephones.

### Default Setting

Enabled

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## System Availability

### Terminals

All Multiline and Single Line Terminals

### Required Component(s)

None



## **Related Features**

**Callback**

**Call Waiting/Camp-On**

**Direct Inward Dialing (DID)**

**Handsfree and Monitor**

**Hotline**

**Intercom**

**One-Touch Calling**

**Programmable Function Keys**

**Reverse Voice Over**

**Single Line Telephones**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-12-03	<b>Service Code Setup (for Service Access) – Override (Off-Hook Signaling)</b>	Assign a service code (709 by default) to be used for Off-Hook Signaling Override.	MLT, SLT (default = 709)		✓	
11-16-04	<b>Single Digit Service Code Setup – Intercom Off-Hook Signaling</b>	Assign a one-digit service code to be used for Off-Hook Signaling.	(default = *)		✓	
15-02-12	<b>Multiline Telephone Basic Data Setup – Off-Hook Ringing</b>	For each extension, set Off-Hook Ringing type: 0 (muted), 1 (none), 3 (beep in speaker), 4 (beep in handset), 5 (Speaker & Handset Beep). DID, DNIS and DIL trunks can use any of the four options - normal/ring group trunks can only use options "0" or "1".	0 = Muted Off-Hook Ringing 1 = No Off-Hook Ringing 2 = Not Used 3 = Beep in Speaker (SP) 4 = Beep in Handset (HS) 5 = Speaker & Handset Beep (default = 5)	✓		
15-07-01	<b>Programmable Function Keys</b>	Assign a function key for Off-Hook Signaling (code 33).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-09-07	<b>Class of Service Options (Incoming Call Service) – Call Queuing</b>	Turns Off (0) or On (1) an extension ability to have calls queued if a call rings the extension when it is busy.  <i>Must be set to 1 to enable automatic Off-Hook Signaling.</i>	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
20-13-05	<b>Class of Service Options (Supplementary Service) – Intercom Off-Hook Signaling</b>	Turns On (1) or Off (0) the ability of an extension to receive Off-Hook Signals.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-06	<b>Class of Service Options (Supplementary Service) – Automatic Off-Hook Signaling (Automatic Override)</b>	Allows a busy extension ability to automatically (1) or manually (0) receive Off-Hook Signals.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-13-34	<b>Class of Service Options (Supplementary Service) – Block Manual Off-Hook Signaling</b>	Turns Off (0) or On (1) an extension ability to block off-hook signals manually sent from a co-worker.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-18-06	<b>Service Tone Timers – Interval of Call Waiting Tone</b>	Use this timer to set the time between Off-Hook Signaling alerts.	0~64800 (seconds) (default = 10 seconds)		✓	
80-01-01 (39)	<b>Service Tone Setup – Repeat Count</b>	Customize the system basic tones and system service tones. You need to reset for the changes to take affect.	0~255 (default 0 = until On-Hook) Refer to <a href="#">Table 2-14 Service Tone Setup, Program 80-01-01 on page 2-555</a>			✓
80-01-02 (39)	<b>Service Tone Setup – Basic Tone Number</b>	The following features require that the system tones listed below be changed to match the table. After changing these settings the chassis must be reset for the changes to take effect. <ul style="list-style-type: none"> <li>○ Call Screening</li> <li>○ Call Holding</li> <li>○ Busy Greeting</li> <li>○ Await Answer Transfer</li> </ul>	Refer to <a href="#">Table 2-15 Service Tone Setup, Program 80-01-02 on page 2-558</a>			✓

## Operation

### To send Off-Hook signals to an extension busy on a call:

 Your extension may send off-hook signals automatically.

1. Dial 7.

- OR -

**Press Off-Hook Signaling key (Program 15-07 or SC 751: 33).**

 You hear ringback.

 To have your call voice-announce, dial 1.

### Receiving Off-Hook Signaling on a single line telephone while engaged on an internal or external call:

1. When Off-Hook Signaling is heard in the receiver, press the **Flash** Key to answer the call. The first call is placed on hold.
2. Press the **Flash Key** again to toggle between the two calls.

 If the single line phone hangs up with the active call, the other call on hold rings back to the single line.

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## One-Touch Calling

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### Description

One-Touch Calling gives a multiline terminal user one-button access to extensions, trunks, speed dial bins and selected system features. This saves users time when accessing co-workers, clients and features they use most often. Instead of dialing a series of codes, the user need only press the One-Touch key. An extension user can have One-Touch keys programmed for:

- Direct Station Selection – one-button access to extensions
- Station Speed Dial** – one-button access to stored numbers (up to 24 digits long)
- Speed Dial – System/Group/Station – one-button access to stored speed dialing numbers
- Trunk Calling** – one-button access to trunks or trunk groups
- Service Codes** – one-button access to specific Service Codes

An extension user can chain dial with One-Touch Keys. For example, a user can store the number for a company Automated Attendant in key 1 and employee extension numbers in keys 2~5. The user presses key 1 to call the company, then one of keys 2~5 to ring the employee to which they want to speak.

An extension user or system administrator can optionally store a Flash command under a One-Touch key. This is helpful for One-Touch Keys used as Station Speed Dial bins. The stored Flash may be helpful to access features of the connected Telco, PBX or Centrex.

### Conditions

- One-Touch keys provide a Busy Lamp Field (BLF).
- When a multiline terminal user is on a call, they can transfer to another station by pressing a DSS key for that station. It is not necessary to press Transfer to transfer to another station using a DSS key.
  -  When a multiline terminal user is on a call, they must press transfer to transfer a call off site with a DSS key.
  -  When a multiline terminal user is on a call, they must press transfer to transfer a call to a destination that is not a station (ACD/Voice Mail/Department group pilot, etc.).
- Pauses can be entered in the dial string of a DSS/One Touch button. The pause is entered as P in the dial string and causes the system to wait three seconds before sending the rest of the digits that follow the P (pause). Multiple pauses can be entered.
- The @ can be entered in the dial string of a DSS/One Touch button. The @ only applies to ISDN and Intercom calls. When using the @, the system waits for the destination to answer (answer supervision), and then sends the rest of the digits.
- Entering a P (pause) in a DSS/One Touch dial string can be used for CO calls, Intercom calls, or after the @ for ISDN calls.
- ARS with Max Digits is not supported when entering the @ or a P (pause) in the dial string of a DSS/One Touch button.

## Default Setting

None

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## System Availability

### Terminals

All Multiline Terminals and DSS Consoles

### Required Component(s)

None

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## Related Features

### Programmable Function Keys

Transfer

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## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-07-01	Programmable Function Keys	Define a Programmable Function Key for One-Touch Calling by defining the key as a DSS/One-Touch key (01).	For Line Keys: 1~48 0 ~ 99 (Normal Function Code) (default = Service Code 751)* 00* ~ *99 (Appearance Function Code) (default = Service Code 752)	✓		
11-11-17	Service Code Setup (for Setup/Entry Operation) – Programmable Function Key Programming (2-Digit Service Codes)	Use this option to set the service code (default 751) to assign 2-digit function codes to the Function keys.	MLT (default = 751)		✓	
20-13-18	Class of Service Options (Supplementary Service) – Programmable Function Key Programming (General Level)	Turns Off (0) or On (1) an extension user ability to program General function keys using Service Code 751 (by default). (Refer to Program 20-07-10 for Service Code 752.)	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
30-03-01	DSS Console Key Assignment	Customize DSS Console keys to function as DSS keys, Service Code keys, Programmable Function Keys, and One-Touch Calling keys. When programming a feature within a One-Touch Key, refer to the feature description for additional programming options.	Key Number 001~500 0~99 (General Functional Level) 97 = Door Box Access key (additional data: 1~8 Door Box No.) *00 ~ *99 (Appearance Functional Level)		✓	

## Operation

### Programmable Function Keys

#### To define a Programmable Function Key as a One-Touch Key:

1. Dial the service code for Function Key Programming (Program 11-11-17, 751 by default).
2. Press the key to be defined.
3. Dial **01** (DSS/One-Touch Key Operation).
4. For Direct Station Selection (Extension):
  - a. Dial extension number you want assigned to that key.
  - b. Press **Hold**.
  - c. Press **Speaker**.

**For Personal Speed Dial:**

- a. Dial the general trunk access code (**0**).

- OR -

Dial the Specific Trunk Service Code (**#0**) plus the trunk number (e.g., 005).

- OR -

Dial the Trunk Group Service Code (**704**) plus the trunk group number (e.g., 1).

- b. Dial the number you want to store.

☞ *The total of the digits stored in steps 3 and 4 cannot exceed 24.*

☞ *Valid entries are 0~9, # and \*. To enter a pause, press **MIC**. To store a Flash, press **Redial**.*

- c. Press **Hold**.

- d. Press **Speaker**.

**For Speed Dial – System/Group:**

- a. Dial **#2** to store a Speed Dial – System dialing number.

- OR -

Dial **#4** to store a Speed Dial – Group dialing number.

- b. Dial Speed Dial number storage code (e.g., 001).

- c. Press **Hold**.

- d. Press **Speaker**.

**For Central Office Calls, Placing (Trunk Calling):**

- a. a. Dial the general trunk access code (**0**).

- OR -

Dial the specific Trunk Service Code (**#0**) plus the trunk number (e.g., 005).

- OR -

Dial the Trunk Group Service Code (**704**) plus the trunk group number (e.g., 1).

- b. Dial the telephone number to be stored.

- c. Press **Hold**.

- d. Press **Speaker**.

**For Service Codes:**

- a. Dial the Service Code you want stored.

☞ *For example, if you want a One-Touch Key to automatically clear your Last Number Redial, enter 776.*

- b. Press **Hold**.

- c. Press **Speaker**.

## Checking the One-Touch Keys

### To check the function of a One-Touch key:

1. Press the **Help** key.
2. Press the **One-Touch** key.
  -  *The stored function displays.*
  -  *Repeat this step to check additional keys.*
3. Press the **Exit** key.

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## Operator

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### Description

When an extension user dials 9, calls are routed to a main system operator. The operator can answer and route outside calls or locate employees using the Page feature.

A maximum of eight operators is available.

### Conditions

- Attendant extensions can have up to 32 incoming calls queued before additional callers hear busy tone.
- The operator extension cannot be a CAR Key or virtual extension.
- When dialing 0 from VM8000 InMail across CCIS and CCISoIP, it follows Program 47-13-01 Key 10.
- When dialing 0 from the in-skin Voice Mail across CCIS and CCISoIP, it follows what is in the operator set up.
- Extensions and trunks can be assigned to an operator group. A call to an operator that is busy rolls to the next operator in the operator group.

### Default Setting

Extension 101 is an operator.

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### System Availability

#### Terminals

All Stations

#### Required Component(s)

None

## Related Features

### Attendant Call Queuing

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-01-01	<b>System Options – Operator Access Mode</b>	Use this program to set up priority of a call when calling an operator telephone (0 = Step, 1 = Circular).	0 = Step 1 = Circular (default = 0)	✓		
20-17-01	<b>Operator Extension – Operator's Extension Number</b>	Designate an extension as an operator. When an extension user dials 0 or 9 (defined by Program 11-01, Type 5), calls go to the operator selected in this program. If you do not assign an extension in Program 90-11-01, system alarms appear on the extension assigned in this option.	Up to eight digits (default = 101)		✓	
20-35-01	<b>Extension's Operator Setting</b>	Assign an extension to an operator group.	(Input: 0~15)		✓	
20-36-01	<b>Trunk's Operator Setting</b>	Allows the user to select Operator Group per trunk.	(Input: 0~15) (0 = Not assigned) (default = 0)		✓	
20-37-01	<b>Operator Extension Group Setup</b>	Define the initial operator extension in the operator group.	Up to eight Digits (default not assigned)		✓	
20-38-01	<b>Operator Group Setting</b>	Use this program to set up priority of a call when calling an operator telephone.	0 = Step 1 = Circular (default = 0)		✓	

## Operation

Refer to the individual features for operation.

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## *(OPX) Off-Premise Extension*

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### **Description**

Off-Premise Extension allows a single line telephone, located remotely from the main installation site, to access the system features with the same abilities as an on-premise single line telephone.

### **Conditions**

- Each CD-4DIOPA provides four off-premise circuits.
- The maximum loop resistance between a CD-4DIOPA and an Off-Premise Extension Single Line Telephone is 1600 ohms (including single line telephone set resistance).
- The CD-4DIOPA has a built-in ringer (RSG). This blade supports Synchronous Ringing and detects Dial Pulse/DTMF tones.
- The CD-4DIOPA does not support an interface to a Voice Mail unit.

### **Default Setting**

None

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### **System Availability**

#### **Terminals**

Single Line Telephones

#### **Required Component(s)**

CD-4DIOPA

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### **Related Features**

**Single Line Telephones**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-01	<b>ETU Setup</b>	Use program 10-03-XX to setup and confirm the basic configuration data for each blade. This program represents different data depending on the blade installed in the slot. Please refer the SV8100 Programming Manual for a more detailed description of this program.	The assigned data varies depending on the blade installed in the slot. Please refer to the SV8100 Programming Manual for a more detailed description of the 10-03-XX programs.		✓	
10-09-01	<b>DTMF and Dial Tone Circuit Setup</b>	Allocate the circuits on the CD-CP00-AU ETUs for either DTMF receiving or dial tone detection. Program 14-01-13 Basic Trunk Data Setup – Loop Supervision Enable (1) loop supervision for each trunk that should be able to use Call Forwarding – Centrex.	0 = Common Use 1 = Extension Only 2 = Trunk Only Default: Circuit/Resource 01~08 = 1 (Extensions) Circuit/Resource 09~32 = 2 (Trunks) Circuit/Resource 33~96 = 0 (Not Used) Circuit/Resource 97~160 = 0 (Common) When PZ-BS10 is installed, 97~160 are available		✓	
15-03-01	<b>Single Line Telephone Basic Data Setup – SLT Signaling Type</b>	For each UNIVERGE SV8100 voice mail extension, this option must be set to 0.	0 = DP 1 = DTMF (default = 1)		✓	
15-03-03	<b>Single Line Telephone Basic Data Setup – Terminal Type</b>	Enter 1 for this option to allow a single line port to receive DTMF tones after the initial call setup. Enter 0 to have the port ignore DTMF tones after the initial call setup. For Voice Mail, always enter 1 (e.g., receive DTMF tones).	0 = Normal 1 = Special (default = 0)		✓	
15-03-05	<b>Single Line Telephone Basic Data Setup – Trunk Polarity Reverse</b>	--Not Used in U.S. – Do Not Change Default Entry as DTMF issues may arise with voice mail.	0 = Off 1 = On (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-03-06	Single Line Telephone Basic Data Setup – Extension Polarity Reverse	-- Not Used in U.S. -- Do Not Change Default Entry as DTMF issues may arise with voice mail.	0 = Disable (Off) 1 = Enable (On) (default = 0)		✓	
15-03-07	Single Line Telephone Basic Data Setup – Enabled On-Hook When Holding (SLT)	Used to Enable or Disable Enabled On-Hook When Holding for SLT.	0 = No 1 = Yes (default = 1)		✓	
15-03-08	Single Line Telephone Basic Data Setup – Answer On-Hook when Holding (SLT)	Used to Enable or Disable Answer On-Hook when Holding for SLT.	0 = Disable (No) 1 = Yes (Enable) (default = 1)		✓	
15-03-09	Single Line Telephone Basic Data Setup – Caller ID Function - For External Module	Enable (1) or disable (0) the Caller ID FSK signal for an external Caller ID module or a 3rd party vendor telephone with Caller ID display. <b>Important:</b> If voice mail is used, this setting must be disabled for the system integration codes to be correct.  <i>With a 2500 set (no Caller ID) installed, this must be set to 0 for incoming callers to have a talk path.</i>	0 = Disable 1 = Enable (default = 0)		✓	
15-03-10	Single Line Telephone Basic Data Setup – Caller ID Name	Determine if an extension user telephone should display the Caller ID name.	0 = Disable 1 = Enable (default = 1)		✓	
15-03-11	Single Line Telephone Basic Data Setup – Caller ID Type	Determine whether the Caller ID type is FSK or DTMF.	0 = FSK 1 = DTMF (default = 0)		✓	
15-03-14	Single Line Telephone Basic Data Setup – Forwarded Caller ID Display Mode	Determine what the display shows when a multiline terminal receives a forwarded outside call.	0 = Calling Extension Number (Calling) 1 = External Caller ID (Forward) (default = 0)		✓	
20-03-01	System Options for Single Line Telephones – SLT Call Waiting Answer Mode	For a busy single line (500/2500 type) telephone, set the mode used to answer a camped-on trunk call. For ESL sets, enabling this option (1) allows the user to dial Service Code for Voice Mail Conversation Record.	0 = Hookflash (Hooking) 1 = Hookflash + Service Code 654 (default = 0)		✓	
20-03-02	System Options for Single Line Telephones – Ignore Received DP Dial on DTMF SLT Port	Use this option to define whether the system should receive dial pulse and DTMF signals (0) or ignore dial pulse and only accept DTMF signals (1).	0 = Do Not Ignore (No) 1 = Ignore (Yes) (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-03-03	<b>System Options for Single Line Telephones – SLT DTMF Dial to Trunk Lines</b>	<ul style="list-style-type: none"> <li>○ <b>Type 0:</b> The system keeps the digits dialed by the single line telephone on a trunk in a buffer. After all the digits are received, the system sends all the digits to the trunk. If the time space between digits is longer than the time in Item 4, the system considers all digits received.</li> <li>○ <b>Type 1:</b> The system passes the received digits from the single line telephone to the trunk immediately. If the single line telephone has a Last Number Dial key without a pause, this key may not be able to use the Last Number Dial key with the Type 1 setting.</li> </ul> <p>When using a third-party external paging device, set this option to <b>1</b>. In addition, set Program 20-03-04 to <b>1</b>. These programs must be set for Wireless DECT (SIP) users to break dial tone on an analog trunk that is used for paging.</p>	0 = Receive all dialed data, before sending (All) 1 = Direct through out (Direct) (default = 0)		✓	
20-03-04	<b>System Options for Single Line Telephones – Dial Sending Start Time for SLT or ARS</b>	When ARS or an analog extension user accesses a trunk and dials an outside call, the system waits this interval before outdialing the first digit (0~64800 seconds).	0~64800 (seconds) (default = 1 second)		✓	
20-03-05	<b>System Options for Single Line Telephones – SLT Operation Mode</b>	Used to set the operation mode for SLT terminals.	0 = Normal Mode 1 = Extended Mode1 2 = Extended Mode2 (default = 0)		✓	
20-03-06	<b>System Options for Single Line Telephones – Headset Ringing Start Time (for SLT)</b>	Define the headset ringing start time. After this time expires from the time when a single line telephone is off-hook, the system sets the single line telephone to headset ringing mode.	0~64800 seconds (default = 5)		✓	
20-03-07	<b>System Options for Single Line Telephones – Trunk Call Dial Forced Sending Start Time (Forced Dial)</b>	Used to define the Trunk Call Dial Forced Sending Start Time (Forced Dial) for single line telephones.	0~64800 seconds (default = 0)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-13	<b>Class of Service Options (Supplementary Service) – Continued Dialing (DTMF) Signal on ICM Call</b>	Turns Off (0) or On (1) the extension ability to use Continued Dialing, which allows DTMF signal sending while talking on extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-15-01	<b>Ring Cycle Setup – Normal Incoming Call on Trunk</b>	Used to define the ring cycle for INcoming Internal calls.	Ringing Cycle = 1~13 (default = 3)		✓	
20-15-03	<b>Ring Cycle Setup – Incoming Internal Call</b>	Use to define the incoming internal call ringing cycles for each ring type.	Ringing Cycle = 1~13 (default = 3)		✓	
20-15-05	<b>Ring Cycle Setup – DID/DDI</b>	Used to define the ring cycle for DID/DDI calls.	Ringing Cycle = 1~13 (default = 8)		✓	
80-03-01	<b>DTMF Tone Receiver Setup – Detect Level</b>	Use Items 11~32 to set the criteria for dial tone detection for outgoing ARS calls.	0 = 0dBm ~ -25dBm 1 = -5dBm ~ -30dBm 2 = -10dBm ~ -35dBm 3 = -15dBm ~ -40dBm 4 = -20dBm ~ -45dBm 5 = -25dBm ~ -50dBm 6 = -30dBm ~ -55dBm default: Type 1~5 = 0			✓
80-03-02	<b>DTMF Tone Receiver Setup – Start Delay Time</b>	Use this option to define the start delay time for DTMF Tone Receiver.	0~255 (0.25 ms ~ 64 ms) default: Type 1~5 = 0			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-03-03	<b>DTMF Tone Receiver Setup – Min. Detect Level</b>	Use this option to define the minimum detection level for DTMF Tone Receiver.	0~15 detect level 0: -10dBm(0) to -25dBm(15) detect level 1: -15dBm(0) to -30dBm(15) detect level 2: -20dBm(0) to -35dBm(15) detect level 3: -25dBm(0) to -40dBm(15) detect level 4: -30dBm(0) to -45dBm(15) detect level 5: -35dBm(0) to -50dBm(15) detect level 6: -40dBm(0) to -55dBm(15) detect level 7: -45dBm(0) to -60dBm(15) detect level 8: -50dBm(0) to -65dBm(15) detect level 9: -55dBm(0) to -70dBm(15) detect level 10: -60dBm(0) to -75dBm(15) detect level 11: -65dBm(0) to -80dBm(15) detect level 12: -70dBm(0) to -85dBm(15) detect level 13: -75dBm(0) to -90dBm(15) detect level 14: -80dBm(0) to -95dBm(15) detect level 15: -85dBm(0) to -100dBm(15) default: Type 1 = 10 (-20dBm) Type 2 = 15 (-25dBm) Type 3~5 = 10 (-20dBm)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-03-04	<b>DTMF Tone Receiver Setup – Max. Detect Level</b>	Use this option to define the maximum detection level for DTMF Tone Receiver.	0~15 detect level 0: 0dBm(0) to -15dBm(15) detect level 1: -5dBm(0) to -20dBm(15) detect level 2: -10dBm(0) to -25dBm(15) detect level 3: -15dBm(0) to -30dBm(15) detect level 4: -20dBm(0) to -35dBm(15) detect level 5: -25dBm(0) to -40dBm(15) detect level 6: -30dBm(0) to -45dBm(15) detect level 7: -35dBm(0) to -50dBm(15) detect level 8: -40dBm(0) to -55dBm(15) detect level 9: -45dBm(0) to -60dBm(15) detect level 10: -50dBm(0) to -65dBm(15) detect level 11: -55dBm(0) to -70dBm(15) detect level 12: -60dBm(0) to -75dBm(15) detect level 13: -65dBm(0) to -80dBm(15) detect level 14: -70dBm(0) to -85dBm(15) detect level 15: -75dBm(0) to -90dBm(15) default: Type 1~5 = 0			✓
80-03-05	<b>DTMF Tone Receiver Setup – Forward Twist Level</b>	Use this option to define the forward twist level for DTMF Tone Receiver.	0~9 (1dB ~ 10dB) default: All Receivers = 9			✓
80-03-06	<b>DTMF Tone Receiver Setup – Backwards Twist Level</b>	Use this option to define the backwards twist level for DTMF Tone Receiver.	0~9 (1dB ~ 10dB) default: All Receivers = 9			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-03-07	<b>DTMF Tone Receiver Setup – ON Detect Time</b>	Use this option to define the On detection time for DTMF Tone Receiver.	1~255 (15+ 15 ms ~ 3825 ms) default: All Receivers = 1			✓
80-03-08	<b>DTMF Tone Receiver Setup – OFF Detect Time</b>	Use this option to define the Off detection time for DTMF Tone Receiver.	1~255 (15+ 15 ms ~ 3825 ms) default: All Receivers = 1			✓
80-04-04	<b>Call Progress Tone Detector Setup – No Tone Time</b>	Use to define the no tone time for the Call Progress Tone Detector.	0~255 (30+30-7680ms) default: Type 1 (DT) – 132 (3990ms) Type 2 (BT) – 132 (3990ms) Type 3 (RBT) – 132 (3990ms) Type 4, Type 5 – 0			✓
82-11-01	<b>LCA Initial Setup – Bounce Protect Time</b>	Specify a time for detection of a valid Off-Hook indication that is long enough to prevent an unintentional bounce of the receiver from being detected as a new Off-Hook indication from a Single Line Telephone.	0 = No Setting 1~15 = 100ms~1.5sec (default = 3)			✓
82-11-02	<b>LCA Initial Setup – HookFlash Start Time</b>	Specify the minimum hookflash time from a Single Line Telephone or analog Voice Mail system before it is detected as the beginning of a valid hookflash.	0 = 40ms 1~15 = 90ms~790ms (default = 5)			✓
82-11-03	<b>LCA Initial Setup – HookFlash End Time</b>	Specify the maximum hookflash duration from a Single Line Telephone to receive a second dial tone.	0 = HST+0ms 1~15 = HST+100ms~HST+1500ms (HST=Hookflash Start Time) (default = 7)			✓

Refer to [Single Line Telephones on page 2-933](#) for related programming.

## Operation

Normal call handling procedures for single line telephones apply.

# Paging, External

## Description

With External Paging, a user can broadcast announcements over paging equipment connected to external Paging zones. When a user pages on of these external zones, the system broadcasts the announcement over the speakers. Like Internal Paging, External Paging allows a user to locate another employee or make an announcement without calling each extension individually.

The UNIVERGE SV8100 system allows up to eight External Paging zones, or a common zone output provided by the CPU (Speaker #9). All other speakers (#1~8) require a port on a PGD(2)-U( ) ADP, with a maximum of two external paging circuits per module. You must have four PGD(2)-U( ) ADPs to get the eight external zones. In addition, each external zone has an associated relay contact. When a user pages to a zone, the corresponding contact activates (closes). This provides for Paging amplifier control.

## Combined Paging

Use Combined Paging when you want to simultaneously Page into an internal and corresponding external zone. For example, you can Page your company warehouse and outside loading dock at the same time. Combined Paging is available for zones 1~8 and All Call. Refer to [Paging, Internal on page 2-813](#) for more on setting up Combined Paging. In addition, you can program a Function Key as a Combined Paging key. Using the External Page Function Key, when an All Call External Page Function Key is programmed, it includes both the external zones and the assigned internal zone(s). If the internal page zone is busy or there are no extensions in a page group, the announcement is made on the external zones only.

## Conditions

- The UNIVERGE SV8100 provides a common zone output provided by the chassis. For more than one external page zone, External Paging requires PGD(2)-U( ) ADPs and customer-provided paging equipment.
- Talkback paging requires the use of a PGD(2)-U( ) ADP. The UNIVERGE SV8100 common zone output provided by the chassis does not allow talkback.
- A common zone output is provided by the chassis and is considered Zone #9 when programming.
- A Class of Service option is available in system programming to prevent display telephones from showing incoming paging information. This allows the system to save processor time and speed up system operation.
- DID and DIL trunks do not ring external page speakers. Only trunks defined as normal in Program 22-02-01 ring external page speakers.
- Paging keys can be assign on Programmable Function Keys and Direct Station Selection (DSS) Consoles to simplify External Paging operation.

- If a PGD(2)-U( ) ADP circuit has a Door Box connected, you cannot use that circuit for External Paging.
- To have outside calls ring External Paging Zones at night, refer to the Night Service feature and Program 31-05.
- The PGD(2)-U( ) ADP can only be connected to a DLC.
- A maximum number of PGD(2)-U( ) ADP is 56 and refer to the Hardware Manual for more information which describes how many of the 56 can be for paging, door box or Music on Hold (MOH).
- Phones that have an APR/APA installed will not pass voice to a trunk used for paging until the interdigit timer expires (Program 21-01-03).

### **Default Setting**

No External Paging defined.

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## **System Availability**

### **Terminals**

All Stations

### **Required Component(s)**

- CD-8DLCA, CD-16DLCA or CD-LTA for PGD(2)-U( ) ADP
- PGD(2)-U( ) ADP for Zone Paging
- 1- or 2-way amplifier and speakers (locally provided)

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## **Related Features**

**Central Office Calls, Placing**

**Direct Inward Dialing (DID)**

**Direct Inward Line (DIL)**

**Direct Station Selection (DSS) Console**

**Door Box**

**Night Service**

**Paging, Internal**

**Programmable Function Keys**

**Transfer**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-05-01	<b>General Purpose Relay Setup – Slot No. Physical Port of DLC Sensor Circuit No.</b>	Define which relay circuits (5~8) on the PGD(2)-U( ) ADP are used for General Purpose Relays.	Slot No: 0~24 DCLA Port: 0~16 Relay No: 0, 5~8  After each entry, pressing the Transfer Key advances to the next entry. (default = 0 - 0 - 0)	✓		
10-21-04	<b>CD-CP00-AU Hardware Setup – External Source I/O Selection on CD-CP00-AU</b>	Define what the I/O ports on the CD-CP00-AU are used for.	0 = External MOH (CN8)/ External Speaker(CN9) 1 = BGM source (CN8)/ External Speaker(CN9) 2 = External MOH (CN8)/ BGM source (CN9)  Relations between CN number and Relay number are as follows: CN8 = Relay2 CN9 = Relay1 (default = 1)		✓	
11-12-50	<b>Service Code Setup (For Service Access) – General Purpose Relay</b>	Specify the service code to be used for toggling the relay open and closed.	MLT, SLT (default = 780)		✓	
15-07-01	<b>Programmable Function Keys</b>	Assign function keys for External Paging zones (19 + zone) and External All Call Page (20). If required, define a function key for a multiline terminal to use the general purpose relay (51).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-29	<b>Class of Service Options (Supplementary Service) – Paging Display</b>	Turns Off (0) or On (1) an extension user ability to display paging information.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
31-01-02	<b>System Options for Internal/ External Paging – Page Announcement Duration</b>	Set the maximum allowable duration for a Paging announcement.	0~64800 (seconds) (default = 1200 seconds)		✓	
31-03-01	<b>Internal Paging Group Settings – Internal Paging Group Name</b>	Assign name to Internal Paging Groups (i.e., Page Zones). The system shows the name you program on the telephone display.	Up to 12 characters Refer to Programming Manual for table.		✓	
31-04-01	<b>External Paging Zone Group</b>	Assign each External Paging Speaker to an External Paging Group (1~8) used for accessing the zone. If zones 1~8 are not connected to PGD(2)-U( ) ADP, set these unused zones to External Paging Group 0.	External Paging Speaker/ Zones: 1~9 Speaker 1 [PGD(2)-U( )] = 1 (Group 1) Speaker 2 [PGD(2)-U( )] = 2 (Group 2) Speaker 3 [PGD(2)-U( )] = 3 (Group 3) Speaker 4 [PGD(2)-U( )] = 4 (Group 4) Speaker 5 [PGD(2)-U( )] = 5 (Group 5) Speaker 6 [PGD(2)-U( )] = 6 (Group 6) Speaker 7 [PGD(2)-U( )] = 7 (Group 7) Speaker 8 [PGD(2)-U( )] = 8 (Group 8) Speaker 9 (CD-CP00-AU) = 1 (Group 1)	✓		
31-05-01	<b>Universal Night Answer/Ring Over Page</b>	Assign Universal Night Answer ringing to each External Paging zone. For each trunk port, make a separate entry for each External Paging Speaker.	External Paging Speaker/ Zones: 1~9 0 = No Ringing (No) 1 = Ringing (Yes) (default = 0)		✓	
31-06-01	<b>External Speaker Control – Broadcast Splash Tone before Paging (Paging Start Tone)</b>	Use this option to Enable or Disable splash tone before Paging over an external zone. If enabled, the system broadcasts a splash tone before the External Paging announcement.	0 = No Tone (None) 1 = Splash Tone 2 = Chime Tone (default = 2)		✓	
31-06-02	<b>External Speaker Control – Broadcast Splash Tone after Paging (Paging End Time)</b>	Assign option for each External Paging Speaker (1~9).	0 = No Tone (None) 1 = Splash Tone 2 = Chime Tone (default = 2)		✓	
31-06-04	<b>External Speaker Control – CODEC Transmit Gain Setup</b>	Use to define the CODEC transmitting gain settings for the external speaker using an amplifier.	1~63 (-15.5 ~ +15.5dB) (default = 32)		✓	
31-06-05	<b>External Speaker Control – CODEC Receive Gain Setup</b>	Select the CODEC gain types (1~32) for each External Page Speaker.	External Paging Speaker/ Zone: 1~9 1~63 (-15.5 ~ +15.5dB) (default = 32)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
31-07-01	Combined Paging Assignments	Assign an External Paging Group (0~8) to an Internal Paging Zone (0 = All Call, Zones 1~64) for Combined Paging. When an extension user makes a Combined Page, they simultaneously broadcast into both the External and Internal Zone.	0~64 (0 = All internal paging) (default = 1)	✓		
31-08-01	BGM on External Paging – BGM	Assign the Background Music option for each External Paging Speaker. If enabled (1), the system plays Background Music over the zone when it is idle.	External Paging Speaker/ Zone: 1~9 0 = Disable 1 = Enable (default = 0)		✓	

## Operation

### To Page into an external zone:

1. Press External Paging key (Program 15-07 or SC 751: 19 for External Paging zones or 20 for External All Call Paging).
2. Make announcement.
  - OR -
  - 1. At the multiline terminal, press **Speaker** or pick up the handset.
    - OR -
    - At single line telephone, lift the handset.
  - 2. Dial **703** and the External Paging Zone code (1~8 or 0 for All Call).
    - OR -
    - Dial **\*1** and the Combined Paging Group code (1~8 or 0 for Internal/External All Call).
      -  *Display indicates the Combined Paging as an External Page.*
      -  *If the Internal Page Zone is busy or if there are no extensions in a page group, the page may be announced as an External Page only.*
3. Make an announcement.
4. Dial **703** and the External Paging Zone code (1~8 or 0 for All Call).
  - OR -
  - Dial **\*1** and the Combined Paging Group code (1~8 or 0 for Internal/External All Call).
    -  *Display indicates the Combined Paging as an External Page.*
    -  *If the Internal Page Zone is busy or if there are no extensions in a page group, the page may be announced as an External Page only.*
5. Make an announcement.

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## *Paging, Internal*

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### **Description**

Internal Paging lets extension users broadcast announcements to other multiline terminal users. When a user makes a Zone Paging announcement, the announcement broadcasts to all idle extensions in the zone dialed. With All Call Paging, the announcement broadcasts to all idle extensions programmed to receive All Call Paging. An extension can be a member of only one Internal Paging Zone. Like External Paging, Internal Paging allows a user to locate another employee or make an announcement without calling each extension individually.

### **Combined Paging**

Use Combined Paging when you want to simultaneously Page into an internal and corresponding external zone. For example, you can Page your company warehouse and outside loading dock at the same time. Combined Paging is available for Paging zones 1~8 and All Call. Optionally, you can change the Combined Paging assignments. For example, you can associate External Paging Zone 1 with Internal Paging Zone 4. You can program a Function Key as a Combined Paging key. When an All Call External Page Function Key is programmed, it includes both the external zones and the assigned internal zone(s). If the internal page zone is busy or there are no extensions in a page group, the announcement is made on the external zones only.

### **Conditions**

- Internal Paging does not require a PGD(2)-U( ) ADP.
- You can assign up to 50 extensions to an Internal or All Call Paging Group.
- A system must have at least one extension port idle to make an Internal Page. If no extension port is idle, the extension performing the Page hears a busy signal.
- There are 64 available Internal Paging Groups (Zones).
- A Class of Service option is available in system programming to prevent display telephones from showing incoming internal paging information. This allows the system to save processor time and speed up system operation.
- An extension user can broadcast an announcement over an External Paging Zone.
- Function keys simplify Internal Paging operation.
- You must assign an extension to be in a two-digit zone in Program 31-02-01 before you can assign a function key using the 751 service code as a two-digit Internal Group Paging Zone key.
- If Auto Hold in Program 15-02-07 is set to Cut(1), when a user presses the page key while on a trunk call, the trunk call is put on hold.
- A single line telephone can initiate an Internal Zone page, but cannot receive an Internal Zone Page.

- If an internal paging group has only IP Multiline Stations, multicast is used for the page. IP Multiline terminals must have a gateway programmed to accomplish a multicast transmission. When an actual gateway device does not exist on the network, a dummy gateway address on the same subnet must be defined. If the paging group has any TDM stations or an external speaker, multicast is not used and the gateway is not required.

## Default Setting

Enabled

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## System Availability

### Terminals

All Multiline Terminals

Single Line Telephones

### Required Component(s)

None

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## Related Features

Meet Me Paging

Meet Me Paging Transfer

Paging, External

Programmable Function Keys

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## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-12-19	<b>Service Code Setup (for Service Access) – Internal Group Paging</b>	Service code setup.	MLT, SLT (default = 701)		✓	
11-12-24	<b>Service Code Setup (for Service Access) – Combined Paging</b>	Combined paging, internal/external access code. Service code setup.	MLT, SLT (default = *1)		✓	
15-07-01	<b>Programmable Function Keys</b>	Assign function keys for Internal Paging Zones (code 21 + page zone) and Internal All Call Paging (code 22).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-13-29	<b>Class of Service Options (Supplementary Service) – Paging Display</b>	Turns Off (0) or On (1) an extension user ability to display paging information.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
31-01-01	<b>System Options for Internal/ External Paging – All Call Paging Zone Name</b>	Assign a name to the All Call Internal Paging Zone. The name shows on the display of the telephone making the announcement.	Up to 12 Characters (default = Group All)		✓	
31-01-02	<b>System Options for Internal/ External Paging – Page Announcement Duration</b>	Set the maximum allowable duration for a Paging announcement (External Paging only).	0~64800 (seconds) (default = 1200 seconds)		✓	
31-02-01	<b>Internal Paging Group Assignment – Internal Paging Group Number</b>	Assign extensions to Internal Paging Zones. An extension must be assigned to a 2-digit zone in order to access any of the 2-digit zones.	Internal Page Zones: 0, 1~9, 00, 01~64 0~64 (0 = No Setting) Default: 1 0 for IP Station 1 for TDM Station	✓		
31-02-02	<b>Internal Paging Group Assignment – Internal All Call Paging Receiving</b>	Turns On (1) or Off (0) All Call Internal Paging for each extension. If allowed, extensions can make and receive All Call Internal Paging announcements. If prevented, extension can only make All Call Internal Paging announcements.	0 = Off 1 = On (default = 1)	✓		
31-03-01	<b>Internal Paging Group Settings – Internal Paging Group Name</b>	Program names for the Internal Paging Zones.	Up to 12 Characters 01 = Group 1 02 = Group 2 : 64 = Group 64		✓	
31-07-01	<b>Combined Paging Assignments</b>	For each External Paging Group (1~8 and 0 for All Call), assign a corresponding Internal Zone for Combined Paging.	Internal Page Zones: 0, 1~9, 00, 01~64 0~64 (0 = All internal paging) (default = 1)		✓	

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## Operation

### To make an Internal Page announcement:

#### Multiline Terminal

1. Press the zone **Internal Paging** key (Program 15-07 or SC 751: 21 + 0 or 1~9 or 01~64 for zones (0 or 00 for All Call).

- OR -

1. Press **Speaker** or lift the handset.
2. Dial **701** and the Paging Zone number (0~9 or 00~64).

 *Dialing 0 or 00 calls All Call Internal Paging.*

- OR -

Dial **\*1** and the Combined Paging Group code 1~8 or 0 (for Internal/External All Call).

 *Display indicates the Combined Paging as an External Page.*

 *If the Internal Page Zone is busy or if there are no extensions in a page group, the page is announced as an External Page only.*

3. Make an announcement.
4. Press **Speaker** to hang up.

#### Single Line Telephone

1. Lift the handset.
2. Dial **701** and the Paging Zone number (0~9 or 00~64).

 *Dialing 0 or 00 calls All Call Internal Paging.*

 *Dial \*1 and the Combined Paging Group code 1~8 or 0 (for Internal/External All Call).*
3. Make an announcement.
4. Hang up.

## Park

### Description

Park places a call in a waiting state (called a Park Orbit) so that an extension user may pick it up. There are two types of Park: System and Personal. Use System Park when you want to have the call wait in a system orbit. Personal Park allows a user to Park a call at their extension so a co-worker can pick it up. After parking a call in orbit, a user can Page the person receiving the call and hang up. The paged party dials a code or presses a programmed Park key to pick up the call. With Park, it is not necessary to locate a person to handle their calls. A call parked for too long recalls the extension that initially parked it, however the call remains in the park orbit until it is answered. There are 64 Park Orbits (1~64) available for use.

### Extended Park

An extension Class of Service determines whether it uses the normal Park Orbit Recall time or the Extended Park Orbit Recall time. The timers are set in system programming. When an extension with Extended Park Recall Class of Service option parks a call, it recalls after the Extended Park Orbit Recall time. When an extension with the Normal Park Orbit Recall Class of Service option parks a call, it recalls after the normal Park Orbit Recall time, however the call remains in the park orbit until it is answered.

### Programmable Function Key and Service Code Available for Personal Park

The Personal Park feature is enhanced by using a Programmable Function Key or service code (3-digit or 1-digit) to place a call in Personal Park. This option is available for multiline terminals, single line sets, and UNIVERGE SV8100 Wireless DECT telephones and can be used for analog or ISDN trunks.

### Conditions

- An extension user can park a call in any Park Orbit. However, an extension user can pick up only a call Parked by a member of their own Park group (see Program 24-03).
- When a 2-button telephone user parks a call, they must wait the Interdigit Time (normally 10 seconds) before trying to retrieve it.
- An extension can have only one Personal Park key.
- When the terminal that has a call in Personal Park is unplugged, the Personal Park is released and the held caller is placed on Non-Exclusive Hold.
- The following table indicates what condition the service codes and Programmable Function key can be used.

Status	Using 3-Digit Service Code	Using 1-Digit Service Code	Using Personal Park Key
Speaking	Not Available	Not Available	Available
ICM Dial Tone or Busy Tone	Available	Not Available	Available
Calling Another Extension	Not Available	Available (with outside call on hold and when called extension does not answer)	Available
Receiving a Personal Park Recall	Not Available	Not Available	Available

- A user can display the Caller ID of a call in Park if Caller ID is enabled (1) in Program 20-09-02.
- Park keys can be assigned on DSS consoles.
- Calls on virtual extension keys cannot be put in Personal Park if Program 15-18-01 is set to Land on the key (1).
- Function keys simplify Park operation.
- Calls on Virtual Extension keys cannot be Call Parked.
- One Touch keys programmed for Park Hold Service Code cannot be used to park calls without using Hold or Transfer.
- Call Park – Step Call is supported in the local system only.
- A parked call cannot be retrieved from Hold Dial Tone (Second dial tone).

### Default Setting

Enabled

## System Availability

### Terminals

All Terminals

### Required Component(s)

None

## Related Features

Caller ID

Call Arrival (CAR) Keys

Direct Station Selection (DSS) Console

Hold

Programmable Function Keys

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-12-31	Service Code Setup (for Service Access) – Park Hold	Set the service code which should be used for placing a call in Park.	MLT, SLT (default: #6)		✓	
11-12-32	Service Code Setup (for Service Access) – Answer for Park Hold	Set the service code which should be used for answering a call in Park.	MLT, SLT (default: #6)		✓	
11-12-35	Service Code Setup (for Service Access) – Station Park Hold	Set the service code to be used for placing a call in a Personal Park.	MLT, SLT (default = 757)		✓	
11-16-11	Single Digit Service Code Setup – Station Park Hold	Customize the one-digit service code to be used when placing a call in Personal Park.	(default not assigned)		✓	
15-02-08	Multiline Telephone Basic Data Setup – Automatic Handsfree	Use this option to set whether pressing a One-Touch key preselects the key or goes off-hook to access the key.	0 = Preselect 1 = One-Touch (Automatic Handsfree) (default = 1)	✓		
15-07-01	Programmable Function Keys	Assign a keys as a Park Orbit key (code *04 plus Park orbit number [01~64]) or as a Personal Park key.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-18-01	<b>Virtual Extension Key Enhanced Options – Virtual Extension Key Operation Mode</b>	This program sets whether an incoming call to a Virtual Extension/CAR resides on the Virtual Extension/CAR key once answered (1) or appears on a CAP Key/CO Appearance Line key (0). This setting applies to Multiline Terminals, single line telephones and virtual extension numbers.	0 = Release 1 = Land On the Key (default = 0)		✓	
15-18-02	<b>Virtual Extension Key Enhanced Options – Display Mode when pacing a call on Virtual Extension Key</b>	Defines if calls to or from a Virtual Extension Key display the Virtual Extension Key name or the name of the extension it resides on.	0 = Secondary Extension Name 1 = Actual Station Name (default = 0)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-11-19	<b>Class of Service Options (Hold/Transfer Service) – Hold/Extended Park</b>	Determine whether an extension Class of Service should allow normal or extended Park (0 = Normal, 1 = Extended).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-24	<b>Class of Service Options (Hold/Transfer Service) – Trunk Park Hold Mode</b>	Set the hold type when a trunk call is put on hold by an extension.	0 = Non Exclusive Hold (Off) 1 = Exclusive Hold (On) (default = 1 for COS 1~15)		✓	
20-11-25	<b>Class of Service Options (Hold/Transfer Service) – Transfer Park Call</b>	Turns On or off an extensions ability to transfer a parked call.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-27	<b>Class of Service Options (Hold/Transfer Service) – Call Park Automatically Search</b>	Use this option to Turns On (1) or Off (0) using the Call Park Automatically Search option.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
24-01-02	<b>System Options for Hold – Hold Recall Callback Time</b>	A trunk recalling from Hold or Park rings an extension for this time. After this time the system invokes the Hold recall time again. Cycling between Hold recall time and callback time and normal or extended (Recall) Park Hold time continues until a user answers the call.	0~64800 (seconds) (default = 0)		✓	
24-01-06	<b>System Options for Hold – Park Hold Time - Normal</b>	Set the Park Hold Time. A call left parked longer than this time recalls the extension that initially parked it.	0~64800 (seconds) (default = 90 seconds)		✓	
24-01-07	<b>System Options for Hold – Park Hold Time - Extended (Recall)</b>	Set the Extended Park Hold Time. A call left parked longer than this time recalls the extension that initially parked it.	0~64800 (seconds) (default = 300 seconds)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
24-03-01	Park Group – Park Group Number	Assign an extension to a Park Group (01~64). An extension user can pick up only a call parked by a member of their own Park Group.	1~64 (default = 1)		✓	

## Operation

### To Park a call in a system orbit:

 You can Park Intercom or trunk calls.

1. Press the **Park** key (Program 15-07 or SC 752: \*04 + orbit).

 The Park key LED lights.

 If you hear busy tone, the orbit is busy. Try another orbit.

2. Use Paging to announce call.

3. Press **Speaker** to hang up.

 If not picked up, the call recalls to you.

- OR -

1. At the multiline terminal or 2-button telephone, press **Hold**.

- OR -

At a 500/2500 single line telephone, hookflash.

2. Dial **#6** and the Park orbit (01~64).

 If you hear busy tone, the orbit is busy. Try another orbit.

 If you hear a busy tone, the orbit is busy. Dial #6\* if enabled in Program 20-11-27 (Call Park AutoSearching) to search for an idle park location in ascending order.

3. Use Paging to announce the call.

4. Press **Speaker** to hang up.

 If not picked up, the call recalls to you.

 The parked call recalls after the Park Hold Time (Program 24-01-06). The call rings the extension to which it recalled for the Hold Recall Callback Time (Program 24-01-02). The call then goes on Hold for the Park Hold Time, then recalls again for the Hold Recall Callback Time. The call continues to cycle between Hold and recall until the extension user answers the call or the outside party hangs up.

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**To pick up a parked call:**

1. Lift the handset.
2. Press the **Park** key (Program 15-07 or SC 752: \*04 + orbit).  
- OR -
  1. At the multiline terminal or 2-button telephone, press **Speaker**.  
- OR -

At single line telephone, lift the handset.
  2. Dial \*6 and the Park orbit (01~64).

**To park a call at your extension:**

1. Do not hang up.
2. Press the **Personal Park** key (Program 15-07 or SC 752: \*07).  
- OR -

Press **Hold** and dial 757.

  
- OR -

Press **Hold** and the **Personal Park** key (Program 15-07 or SC 752: \*07).

  -  *At a 500/2500 single line telephone, hookflash instead of pressing HOLD.*
  -  *A confirmation tone is heard and the call is parked at your extension. If the extension has a Personal Park key, the key flashes.*
  -  *The Personal Park single-digit service code (Program 11-16-11) cannot be used in this operation.*
3. Page your co-worker to pick up the call.
4. Press **Speaker** to hang up (or hang up at the single line telephone).
  -  *If not picked up, the call recalls to you.*

**To Park an outside call at your extension after trying to call a co-worker:**

1. While on a call, press **Hold**.
2. Dial a co-worker's extension number.
  -  *The co-worker does not answer.*
3. Press the **Personal Park** key (Program 15-07 or SC 752: \*07).  
- OR -

Dial the Personal Park single digit code (Program 11-16-11).

  -  *The Intercom call to the co-worker is dropped. A confirmation tone is heard and the outside call is parked at your extension.*
  -  *If the co-worker answers the call, the outside call rings back after the intercom call is completed. The call can then be placed in Personal park if desired.*

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### To pick up a call parked at your extension:

1. Press the **Personal Park** key (Program 15-07 or SC 752: \*07).

- OR -

Press **Speaker** and dial 757.

 *At a single line telephone, skip pressing **Speaker**.*

 *The Personal Park single-digit service code (Program 11-16-11) cannot be used in this operation.*

 *If it recalls the extension, pressing the **Personal Park** key or flashing **Speaker** answers the call.*

### To answer a call parked at a co-worker's extension:

1. Press **Speaker**, dial \*\* plus the co-worker's extension number.

 *At a single line telephone, skip pressing **Speaker**.*

### To display Caller ID for a call in Park:

 *With Program 15-02-08 set to 0 (preselect) for this feature.*

1. With Program 15-02-08 set to 0 (preselect) and a call in Park, press the **Park** key. (Program 15-07 or SC 752: \*04).

- OR -

With Program 15-02-08 set to 1 (One-Touch), and a call in Park, press **Feature**, then the **Park** key (Program 15-07 or SC 752: \*04).

### Call Park – Step Call:

#### To Park a call in the first available system orbit:

 *You can Park Intercom or trunk calls.*

1. Press **Hold** or **Transfer**.

2. Dial **#6**.

 *If you hear a busy tone, the orbit is busy. Proceed to step 3.*

3. Dial **\***.

 *Program 20-11-27 must be enabled in the Multiline Terminals Class of Service.*

4. Press **Speaker** to hang up.

 *If not picked up, the call will recall to you.*

- OR -

1. Press **Hold** or **Transfer**.

2. Press the DSS/BLF key programmed as **#6\***  
(The Park location will be displayed in the LCD).

3. Press **Speaker** to hang up.

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## *PBX Compatibility*

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### Description

You can connect your telephone system trunks to Centrex/PBX lines, rather than to Telco trunk circuits. This makes the trunk inputs into the system analog Centrex/PBX extensions, rather than Telco circuits. PBX Compatibility lets the system be a node (i.e., satellite) in a larger private telephone network. To place outside calls when the system is behind a PBX, telephone system users must first dial the PBX trunk access code (usually 0).

The system provides the following PBX Compatibility options:

PBX Trunk Access Code Screening

The system can monitor the numbers users dial and screen for PBX trunk access codes. The system can screen up to four groups of trunk access codes. The codes can have one or two digits, consisting of the digits 0~9, # and \*. (You use Line Key 1 as a wild card entry.)

PBX Trunk Toll Restriction

The system can provide the Toll Restriction for the PBX trunk, or restriction can be handled solely by the connected PBX. If the telephone system provides the restriction, it restricts the digits dialed after the PBX access code.

PBX Call Restriction

When the telephone system does the Toll Restriction, it can further restrict users from dialing PBX extensions. In this case, the only valid numbers are those dialed after the PBX trunk access code. The only PBX facility telephone system users can access are the PBX outside trunks.

Automatic Pause

The system automatically pauses when it sees a PBX trunk access code during manual dialing, Speed Dialing, Last Number Redial, Repeat Redial and Save Number Dialed. This gives the connected PBX time to set up its trunk circuits.

### Conditions

- When using Account Codes, do not use \* in a PBX access code. Otherwise, after the \*, the trunk stops sending digits to the central office.
- The system automatically pauses after it finds a PBX access code in a Speed Dialing bin.
- If Speed Dialing routes a call to a PBX trunk, it does not automatically insert a PBX access code. It outdials the digits just as they are stored.
- Users answer incoming calls on PBX trunks just like other trunks. All of the relevant access and Ring Group programming applies.
- Except for dialing the PBX access code, users place calls on PBX trunks just like other trunks. All of the relevant access programming applies. Refer to the [Central Office Calls, Placing on page 2-229](#) feature for more details.

- You can have DILs route from the connected PBX. Users can access these trunks for outgoing PBX calls. All PBX Compatibility restrictions and programming apply.
- Flash may allow access to certain PBX features – like Transfer. Make sure you program Flash for compatibility with the connected PBX.
- The system does not provide automatic Pulse to Tone Conversion after outdialing the PBX trunk access code.
- You can program incoming DISA trunks to be outgoing PBX trunks. All PBX Compatibility restrictions and programming apply.
- PBX trunks can follow normal system Toll Restriction.
- Users can get outbound access to PBX trunks through Trunk Groups and/or Trunk Group Routing. All PBX Compatibility restrictions and programming apply.
- If the system routes a call to a PBX trunk, it does not automatically insert the PBX access code. It outdials the call just as the user dialed it.

### **Default Setting**

Disabled

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## **System Availability**

### **Terminals**

All Terminals

### **Required Component(s)**

None

---

## **Related Features**

**Account Code Entry**

**Call Forwarding – Centrex**

**Central Office Calls, Answering**

**Central Office Calls, Placing**

**Code Restriction**

**Direct Inward Line (DIL)**

**Direct Inward System Access (DISA)**

Flash

Pulse to Tone Conversion

Ring Groups

Speed Dial – System/Group/Station

Trunk Group Routing

Trunk Groups

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-01-01	<b>Basic Trunk Data Setup – Trunk Name</b>	Set the names for trunks. The trunk name displays on a multiline terminal for incoming and outgoing calls.	Up to 12 Characters Line 001 Line 002 Line 003 : Line 200	✓		
14-01-02	<b>Basic Trunk Data Setup – Transmit Level</b>	Set these options for compatibility with the connected PBX.	Trunks 1~200 1~63 (-15.5 ~ +15.5dB in 0.5dB intervals) [default = 32 (0dB)]	✓		
14-01-08	<b>Basic Trunk Data Setup – Toll Restriction</b>	For each PBX trunk port, enable (0) or disable (1) Toll Restriction.	0 = Restriction Disabled (No) 1 = Restriction Enabled (Yes) (default = 1)	✓		
14-02-01	<b>Analog Trunk Data Setup – Signaling Type (DP/DTMF)</b>	At default, Program 14-02-01 is set to 2 (DTMF).	0=Dial Pulse (10 PPS) 1=Dial Pulse (20 PPS) 2=DTMF (default = 2)	✓		
14-02-02	<b>Analog Trunk Data Setup – Ring Detect Type</b>	This option sets Extended Ring Detect or Immediate Ring Detect for the trunk. For T1 loop/ground start trunks, this option must be set to 1 for the trunks to ring and light correctly.	Trunks 1~200 0 = Normal/delayed 1 = Immediate Ringing (default = 1)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-04-01	Behind PBX Setup	For each PBX trunk port, enter 1. You make a separate entry for each Night Service mode.	0 = Stand Alone (Trunk) 1 = Behind PBX (PBX) 2 = Not Used 3 = CTX assume 9 (default = 0)	✓		
21-04-01	Toll Restriction Class for Extensions	Assign a Toll Restriction Class (1~15) to each extension.	Day/Night Mode 1~9 (9 = Power Failure Mode) 1~15 (default = 2)		✓	
21-05-12	Toll Restriction Class – PBX Call Restriction	For each Toll Restriction Class, enter 1 to restrict calls on the PBX trunk to outside calls only. Enter 0 to allow users to dial PBX extensions.	1~4 = Table 0 = Disable (None) Default: 1~6, 8~15 = 0 7 = 1		✓	
21-06-08	Toll Restriction Table Data Setup – PBX Access Code	Enter the system PBX access codes. The system can have up to four groups of codes. A code can have one or two digits. Valid entries are 0~9, # and *. Use Line Key 1 as a don't care digit. If using Account Codes, do not use the * in the PBX Access Code.	Dial (Up to two digits) default: Table 1~4 = No Setting		✓	

## Operation

### To place a call over a PBX trunk:

1. At multiline terminal, press **Speaker** and dial **704**.  
- OR -  
At single line telephone, lift the handset and dial **704**.
2. Dial PBX trunk group number (**1~9** or **001~100**).
3. Dial PBX access code and number.  
- OR -
  1. At the multiline terminal only, press **PBX trunk group** key (Program 15-07 or SC 752: \*02 + group).
  2. Dial PBX access code and number.  
- OR -
    1. At the multiline terminal, press **Speaker** and dial **0**.  
- OR -  
At the single line telephone, lift the handset and dial **0**.

2. Dial the PBX access code and number.

- OR -

1. At the multiline terminal, press **Speaker**.

- OR -

At the single line telephone, lift the handset.

2. Dial **#0**.

3. Dial the PBX trunk number (e.g., 005 for line 5).

4. Dial the PBX access code and number.

- OR -

1. Press the **PBX trunk key** (Program 15-07 or SC 752: \*01 + 1 to 200).

2. Dial the PBX access code and number.

 *In all cases above, Toll Restriction may prevent your call.*

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## PC Programming

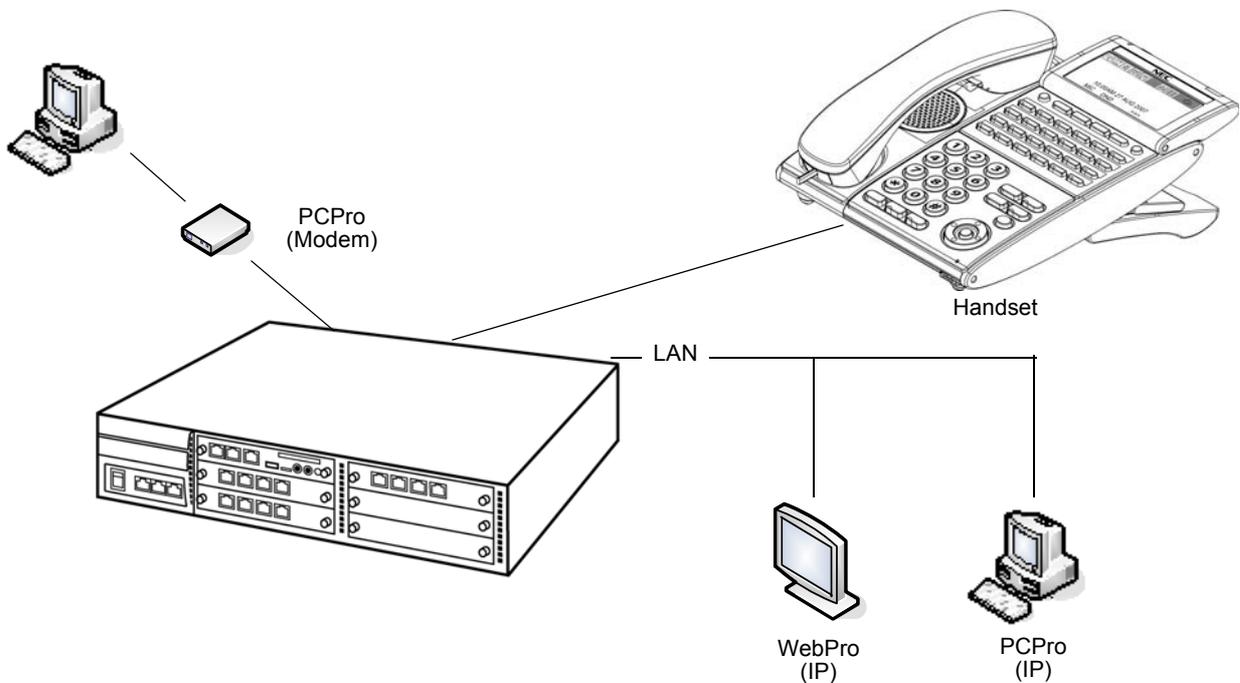
### Description

The UNIVERGE SV8100 has three different methods for programming. The first is via the handset, the second is by PCPro and third by WebPro.

PCPro is a Microsoft Windows based application. It allows the technician/system administrator to download a database from the system, make changes, and then upload.

The WebPro application is a web server running on the CD-CP00-AU blade of the KTS. No special installation program is required. A user programs the system using their standard web browser.

An overview of the three programming applications is given below.



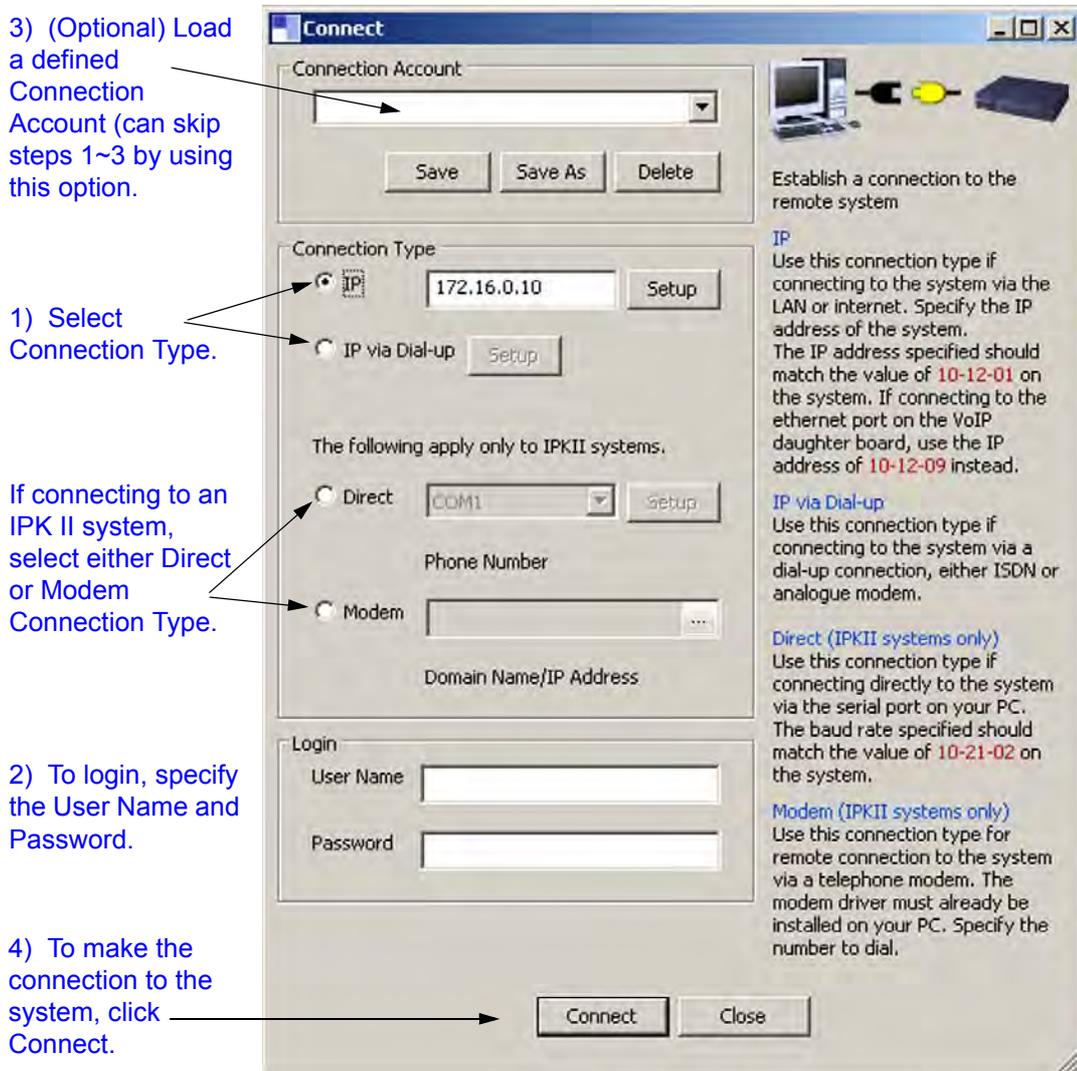
**Figure 2-3 PC Programming Overview**

## Connecting

As can be seen in [Figure 2-3 PC Programming Overview](#), three connection types are available to PCPro/ WebPro.

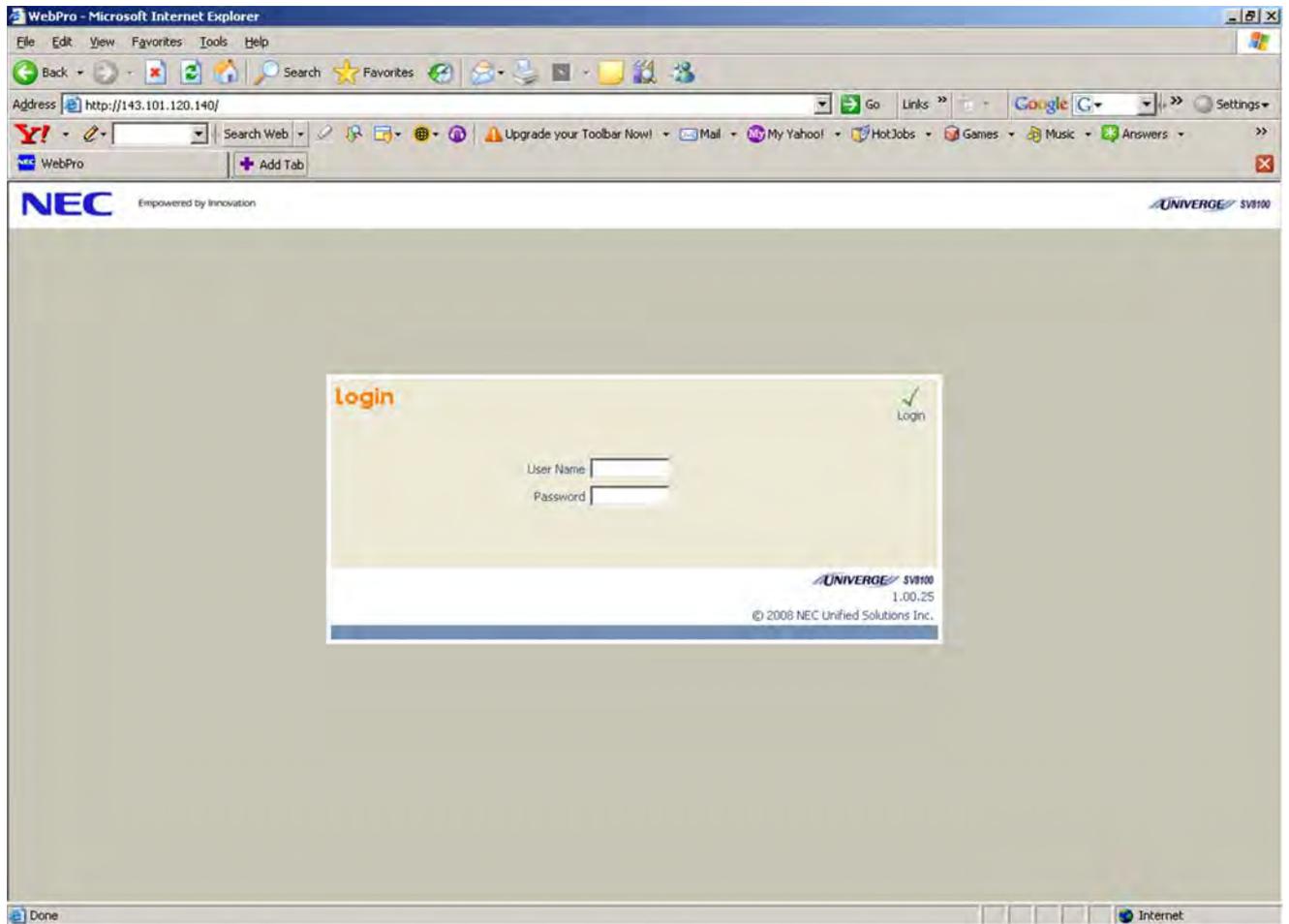
If using PCPro, a user can connect directly, remotely using a modem or via LAN. A connection with the system is made via the Connection Dialog in the application. (Refer to [Figure 2-4 PCPro Connection Dialog on page 2-832.](#))

- Direct* connections are established using the RS232 serial port (COM Port 1) on the side of the system.
- Modem* (remote) connections are established via the internal CD-CP00-AU modem. To access the modem, dial a trunk that is directed to the modem access service code (DIL or DID) or dial an extension that is redirected to the modem access service code.
- IP* (LAN) connections are established via the Ethernet connector on the CC-CP00 blade.



**Figure 2-4 PCPro Connection Dialog**

If using WebPro, a user can connect only via IP. To connect, launch a web browser (i.e., IE or Mozilla) and enter the IP address of the switch (refer to [Figure 2-5 WebPro Login Screen on page 2-833.](#))



**Figure 2-5 WebPro Login Screen**

## Conditions

- The hardware/software requirements for the host PC running the PCPro application are:

Item	Requirement
CPU	Pentium® III 598MHz (minimum) Pentium 4 2.5GHz (recommended)
Memory	128 MB of RAM, 256 MB (recommended)
Operating System (OS)	MS Windows 2000 Windows XP or Microsoft Vista
Other	Microsoft Internet Explorer 6.0 or higher
Communication Port	LAN, or Modem
Disk Space	35MB for PCPro (minimum)
TCP Port	TCP port 8000 must be open between the terminal and the host PC for uploading/downloading via LAN. PCPro/ WebPro TCP port is set for 8000 at default, but can be changed via WebPro using PRG 90-38-02. PRG 90-38-02 is not accessible from Phone Programming or PCPro. TCP port 5963 is required to be open if the Debug Terminal is going to be used.
Screen Resolution	800 x 600 (minimum) 1024 x 760 (recommended)

- The hardware/software requirements for the host PC running WebPro are:

Item	Requirement
Browser	MS Internet Explorer 6.0 (or higher) Mozilla Firefox 1.0.3 (or higher)
Network	IP connection to the KTS
Screen Resolution	800 x 600 (minimum) 1024 x 760 (recommended)

- You can have a maximum of four users logged into WebPro anytime.
- You can have up to two phones in programming mode anytime.
- You can have four WebPro users and two phone programming users logged in all at the same time for a **total of six users** in programming mode simultaneously. However, the two phone programming users do not show up in session management in WebPro.
- PCPro can be logged in with only one user. This is allowed only if no other users are logged into programming mode (PCPro, WebPro, or Phone). Also, if a user is connected to the switch via PCPro, no other user can log in through PCPro, WebPro, or Phone Programming.

- Only one PCPro/WebPro/Handset can be programming the switch at any one time.
- When programming via WebPro/PCPro, some data requires you to logout before the switch fully applies the changes. These Programs are: 10-21-2, 11-02 (for directory dial), 11-04 (for directory dial), 13-04 (for directory dial), 14-04, 15-05, 15-15, 16-02, 23-02, 31-02, 41-02, 41-17, 47-02, 47-03, 82-11 and 83-11.
- In the card configuration window, if you click a card type in the main menu, the menu will close. You must mouse over the card type to open the submenu to list all cards of that card type.
- To access the modem over K-CCIS, route the modem access service code to the target switch. Do not call a station that is call forwarded to the service code. When accessing the modem over K-CCIS, enter the service code to be dialed in PC Pro.
  - ✎ PC Pro follows the PC dialing properties. If dialing a service code, you must turn off the dial 9 for outside line and area code inclusion or PC Pro will dial these digits as well.
- Some program items require second initialization of the KTS before they take effect. These Programs are: 10-12-01, 10-12-02, 10-12-03, 10-12-04, 10-13-01, 10-13-02, 10-13-03, 10-14, 10-15, 10-16-01, 10-16-02, 10-16-03, 10-16-04, 20-01-03, 47-01-01, 80-01, 80-02-01, 80-02-02, 80-02-03, 80-02-04, 80-03, 80-04, 84-03-01, 84-03-02, 84-03-06, 84-03-07, 84-03-08, 84-05-01, 84-05-02, 84-06-01, 84-06-02, 84-06-03, 84-06-04, 84-06-05, 84-06-06, 84-06-07, 84-06-08, 84-06-09, 84-06-10, 84-06-11, 84-09 and 84-10.

## Default Setting

None

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## System Availability

### Terminals

Not Applicable

### Required Component(s)

Each copy of installed PC Programming requires a license.

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## Related Features

None

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-12-01	CD-CP00-AU Network Setup – IP Address	Assign the IP Address.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.254.255.254 192.0.0.1 ~ 223.255.255.254 (default = 192.168.0.10)	✓		
10-12-02	CD-CP00-AU Network Setup – Subnet Mask	The setting of Subnet Mask is invalid when all Host Addresses are 0. If the network section is: 0, 127, 128.0, 191.255, 192.0.0, 223.255.255 The setting of Subnet Mask is invalid.	128.0.0.0 240.0.0.0 254.0.0.0 255.192.0.0 255.252.0.0 255.255.128.0 255.255.248.0 255.255.255.0 255.255.255.224 255.255.255.252 192.0.0.0 248.0.0.0 255.0.0.0 255.224.0.0 255.254.0.0 255.255.192.0 255.255.252.0 255.255.255.128 255.255.255.240 255.255.255.254 224.0.0.0 252.0.0.0 255.128.0.0 255.248.0.0 255.255.0.0 (Default) 255.255.224.0 255.255.254.0 255.255.255.192 255.255.255.248 255.255.255.255 (default = 255.255.0.0)	✓		
10-12-03	CD-CP00-AU Network Setup – Default Gateway	Assign the default gateway IP address for the CD-CP00-AU.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.254.255.254 192.0.0.1 ~ 223.255.255.254 (default = 0.0.0.0)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-15-14	<b>Service Code Setup, Administrative (for Special Access) – Modem Access</b>	Assign the service code to be used to access the internal modem on the CD-CP00-AU.	(default = 740)		✓	
22-02-01	<b>Incoming Call Trunk Setup</b>	Define the service type for the trunk intended to access the internal modem as 4:DIL.	0 = Normal 1 = VRS (second dial tone if no VRS installed) 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie line 6 = Delayed VRS 7 = ANI/DNIS 8 = DID(DDI) Mode Switching (default = 0)	✓		
22-07-01	<b>DIL Assignment</b>	Assign the Modem Access service code set in Program 11-15-14 as the destination extension for the DIL trunk for modem access.	Extension Number (maximum eight digits) (default not assigned)	✓		
90-02-01	<b>Programming Password Setup – User Name</b>	Use to set the system passwords.	Maximum 10 characters User No. 1, Level 1 (MF) User Name = nec-i, Password = 374772 User No. 2, Level 2 (IN) User Name = tech, Password = 12345678 User No. 3, Level 3 (SA) User Name = admin1, Password = 0000 User No. 4, Level 4 (SB) User Name = admin2, Password = 9999		✓	
90-02-02	<b>Programming Password Setup – Password</b>	Configure the administrator accounts that are used when connecting to the KTS via PCPro/ WebPro. If using PCPro, these are the accounts that are used to <i>connect</i> . If using WebPro, these are the accounts that are used to login.  <i>If calls are answered by an Auto attendant first, instead of the DIL setup on Program 22-01 and PRG 22-07, set the transfer destination in the Auto Attendant to the Modem Access Service Code.</i>	Up to eight digits. Refer to the SV8100 Programming Manual for default settings.		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
90-02-03	Programming Password Setup – User Level	Use to set the system password user levels.	0 = Prohibited User 1 = MF (Manufacturer Level) 2 = IN (Installer Level) 3 = SA (System Administrator Level 1) 4 = SB (System Administrator Level 2) 5 = UA (User Programming Level 1) Refer to the SV8100 Programming Manual for default settings.		✓	
90-26-01	Program Access Level Setup – Maintenance Level	Define access levels to each program. This program defines which administrator accounts in Program 90-02 can access the program. If a program is not accessible, it does not appear in PCPro/WebPro.	1 = MF Level 2 = IN Level 3 = SA Level 4 = SB Level Default: Refer to the Level indication for each individual program (located in the upper left corner at the beginning of each program).		✓	

## Operation

Refer to the UNIVERGE SV8100 PC Programming Manual for details of operation.

## PCPro and WebPro Comparison

The table below gives a quick feature comparison of PCPro and WebPro. For further details refer to the UNIVERGE SV8100 PC Programming Manual.

Feature		Feature Application		Comments
		PCPro	WebPro	
Installation Program		Y	–	
File Handling	File New/Open/Save/Save As	Y	–	
	File Properties	Y	–	PCPro supports save/view/modify KTS Site Information, password protect files, add notes, connection settings.
	Version Conversion	Y	–	PCPro can convert databases between different KTS versions.

Feature		Feature Application		Comments
		PCPro	WebPro	
<b>Programming Modes</b>	Offline	Y	–	Ability to program offline and upload to the KTS at a later date.
	Live Update	–	Y	Changes made in WebPro apply immediately. No upload is required.
<b>Remote Connection</b>	Upload	Y	–	PCPro provides the ability to download the database from the KTS. This allows for backups.
	Download	Y	–	
	Connection Accounts	Y	–	PCPro supports Direct, Modem and IP connections. WebPro supports only IP.
<b>Accounts</b>		Y	Y	WebPro: Refer to PRG 90-02 in the Programming Manual.
<b>Programming</b>	Screen Help Text: System Data Help Text	Y	Y	Help in WebPro is more simplified than in PCPro.
	Control Hint Text	Y	Y	
	Smart Links	Y	–	WebPro has more simplified links than PCPro.
	Smart Labels	Y	Y	WebPro has more simplified labels than PCPro.
	Smart Controls	Y	–	WebPro has more simplified controls than PCPro.
	Validation	Y	Y	
	Multi-Assignments: Extension Numbers	Y	–	PCPro provides special screens that allow multiple values to be set easily. This applies mainly to table data. These screens shorten the programming time.
	Line Keys (CAP)	Y	–	
	Line Keys (General)	Y	–	
	Account Codes	Y	–	
	Defaults: View	Y	–	
	Copy: System Data Level	Y	Y	Copy items in an individual program.
	Group Level	Y	Y	Copy data for ports (telephone/trunk).
	Modification Tracking (See also Modification History.)	Y	–	PCPro keeps track of changes made to a database. This includes: <ul style="list-style-type: none"> <li>1. Changes made to a database that are not yet saved.</li> <li>2. Changes made to database that are not yet uploaded.</li> </ul>
<b>Wizards</b>		Y	Y	

Feature		Feature Application		Comments
		PCPro	WebPro	
<b>Configuration Screens</b>	Blade Configuration	Y	–	PCPro provides special screens that shorten the programming time to setup core KTS features.
	Class of Service	Y	–	
	Night Mode Switching	Y	–	
	Trunk Access Maps	Y	–	
	Trunk Groups	Y	–	
	Department Groups	Y	–	
	Direct Inward Dialing	Y	–	
	Ring Groups	Y	–	
	Timers (Trunk/Telephone)	Y	–	
<b>QuickSearch</b>		Y	Y	WebPro has a simplified search facility. It applies only to programs.  PCPro provides extensive searching on programs, Wizards and IPK cross-referencing.
<b>Reports</b>	System Data	Y	–	PCPro can generate various reports based on values in the database.
	Verify	Y	–	
	Maintenance	Y	–	
	CAP Keys	Y	–	
	Numbering Plan	Y	–	
	Class of Service	Y	–	
	Modification History	Y	–	
<b>Simulators</b>	LCR/ACR	Y	–	
<b>Import/Export</b>	Speed Dials	Y	–	PCPro allows import/export of speed dials (csv file). It can also import converted IPK databases.
	IPK Converted File	Y	–	
<b>Program Help</b>	Help Pages	Y	Y	WebPro has more simplified help than PCPro.
	Context Sensitive Help	Y	Y	
<b>Security</b>	Application Login	Y	Y	User name/password protection to login to PCPro/WebPro.
	KTS Connection Login	Y	–	PCPro connections to a KTS are user name/password protected.
	File Open	Y	–	You can password protected a PCPro saved database.
<b>Debug/Capture</b>	CD-CP00-AU Debug Capture	Y	–	PCPro provides a tool for capturing debug information from the KTS CD-CP00-AU.
	SMDR Capture	Y	–	PCPro provides a tool for capturing SMDR reports from the KTS.

Feature		Feature Application		Comments
		PCPro	WebPro	
<b>Modification History</b>		Y	–	PCPro keeps a running list of all the modifications made to a system databases. It also tracks uploads/downloads.
<b>System Initialize</b>		Y	Y	This is the ability to initialize the KTS.
<b>System Time Setting</b>		Y	Y	This is the ability to set the time on the KTS.
<b>Software Updates</b>	Firmware Upload	Y	–	The KTS CD-CP00-AU firmware can be upgraded via PCPro.
<b>Licensing / Feature Activation</b>	PCPro Registration	Y	–	PCPro requires product registration.
	KTS Feature Activation	Y	Y	Licensed KTS features can activated via PCPro/WebPro. You can also see what is licensed.

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## *Power Failure Transfer*

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### **Description**

Power Failure Transfer ensures that a customer has access to the Central Office network during a power outage. The CO/PBX tip and ring are automatically transferred to a DTL or ITL terminal multiline terminal with a PSA-L( ) adapter installed.

### **Conditions**

- The PSA-L( ) is not supported on DTL-2E-1( ) terminals.
- The single line telephones that are installed must provide dialing signal accepted by the outside exchange (Dial Pulse or Dual Tone Multifrequency).
- Multiline telephones with PSA-L( ) adapter or single line telephones cross-connected at the MDF can be used for this feature.
- Single Line or PSA-L( ) equipped multiline telephones and outside lines connected during power failure are fixed one-to-one.
- Single line telephones must be equipped with a ground start button for use with Ground Start Trunks (US Only).
- System features cannot be activated from single line telephone or multiline telephone with PSA-L( ) adapter when Power Failure Transfer is in operation.
- When power is restored to the system one of the following happens dependant on whether a single line telephone or multiline telephone with PSA-L( ) adapter is used:

### **Single Line Telephones**

Power Failure Transfer is cancelled. Calls in progress on Power Failure Transfer lines are disconnected.

### **Multiline Telephones with PSA-L( ) Adapter**

Calls in progress continue but the display does not show the date, time and system softkeys. When the user hangs up, the phone automatically switches to Digital mode and the display returns to normal.

- Refer to the UNIVERGE SV8100 System Hardware Manual for the MDF Pin Numbers and PFT Connections (Power Failure Transfer Relay 1).
- The PSA-L( ) adapter can be set to send DTMF or DP.
- The PSA-L( ) is supported on Loop Start Trunks only.
- A Power Fail circuit is required. The CD-4COTB has Power Failure circuits on the first two ports.
- The PZ-4COTx blade does not contain any Power Fail or Fax Branch Exchange circuits.

## Default Setting

None

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## System Availability

### Terminals

Multiline Telephones

### Required Component(s)

PSA-L( ) Handset Adapter

CD-4COTC

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## Related Features

None

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-02-09	Analog Trunk Data Setup – Busy Tone Detection	Use to set the basic options for each analog trunk port.	0 = Disable 1 = Enable (default = 1)	✓		
14-02-14	Analog Trunk Data Setup – Loop Start/Ground Start	Use to set the basic options for each analog trunk port.	0 = Loop Start (Loop) 1 = Ground Start (Ground) (default = 0)	✓		

## Operation

None

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## *Prime Line Selection*

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### **Description**

Prime Line Selection allows a multiline terminal user to place or answer a call over a specific trunk by just lifting the handset. The user does not have to first press keys or dial codes. This simplifies handling calls on a frequently used trunk.

Prime Line Selection has the following two modes of operation:

**Outgoing Prime Line Preference**

Lifting the handset seizes the Prime Line. Outgoing Prime Line Preference would help a telemarketer who always needs a free line to call prospective clients. The telemarketer just lifts the handset and the Prime Line is always available. (Outgoing Prime Line Preference may be affected by Incoming Prime Line Preference – refer to the Programming section of this feature.)

**Incoming Prime Line Preference**

When the Prime Line rings the extension, lifting the handset answers the call. Incoming Prime Line Preference could benefit the Service Department dispatcher who must quickly answer customer's service calls and then dispatch repair technicians. When a customer calls in, the dispatcher lifts the handset to get their call. (Incoming Prime Line Preference can optionally seize an idle line appearance – refer to the Programming section of this feature.)

### **Conditions**

- Prime Line Selection can be assigned for Wireless DECT (SIP) and single line telephones (Analog 500/2500), however, the telephones cannot access ICM dial tone.
- Prime Line Selection directly interacts with line preference.

### **Default Setting**

Disabled

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### **System Availability**

#### **Terminals**

Any Station

#### **Required Component(s)**

None

## Related Features

Central Office Calls, Placing

Direct Inward Dialing (DID)

Direct Inward Line (DIL)

Direct Inward System Access (DISA)

Line Preference

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-05-01	Trunk Group – Trunk Group Number	Assign Prime Line to a separate trunk group for outgoing Prime Line selection. (Also refer to Program 14-06 and Program 21-02.)	Trunk Group Number: 0~100 Priority Number: 1~200 (default = Trunk Group 1, with priority in ascending order.)	✓		
14-06-01	Trunk Group Routing – Priority Order Number	Used to set the priority order number 1~4.	0 = Not Specify 1~100 : (Trunk Group Number) 1001~1100 : (1000 + Route Table Number) Default: Route 1, Order Number 1 = 1 (Trunk Group 1) Order Numbers 2, 3, 4 = 0 (Not Specified) All Other Routes (2~100) and Order Numbers (1~4) = 0 (Not Specified)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-07-01	<b>Trunk Access Map Setup – Trunk Port Number</b>	For outgoing Prime Line selection, assign each Prime Line trunk to a different Access Map and deny outbound access to all trunks except the Prime Line trunk.	0 = No access 1 = Outgoing access only 2 = Incoming access only 3 = Access only when trunk on Hold 4 = Outgoing access and access when trunk on Hold 5 = Incoming access and access when trunk on Hold 6 = Incoming and Outgoing access 7 = Incoming access, outgoing access and access when trunk on Hold Trunk Access Maps: 1~200 Default: Access Maps 1~200 = Trunk Ports 1~200 assigned with option 7 access (incoming and outgoing access and access when trunk is on Hold)	✓		
15-01-02	<b>Basic Extension Data Setup – Outgoing Trunk Line Preference</b>	Turns On (1) or Off (0) Outgoing Trunk Line Preference for extensions.	0 = Off 1 = On (default = 0)	✓		
15-02-10	<b>Multiline Telephone Basic Data Setup – Ringing Line Preference for Trunk Calls</b>	Enter 1 if lifting the handset should answer ringing Prime Line; enter 0 to seize idle line appearance.	0 = Idle (Off) 1 = Ringing (On) (default = 1)		✓	
15-06-01	<b>Trunk Access Map for Extensions</b>	Set assignment so extension(s) can have access to Prime Line. Deny outbound access to extensions that should not have Prime Line.	Trunk Access Maps: 1~200 (default = 1)	✓		
21-02-01	<b>Trunk Group Routing for Extensions</b>	Assign extension(s) to a Prime Line route for outgoing Prime Line access.	Trunk Groups: 1~100 Day/Night Mode: 1~8 Route Table Number: 0~100 (0 = No Setting) (default = 1)	✓		
22-01-01	<b>System Options for Incoming Calls – Incoming Call Priority</b>	Use this option to determine if Intercom calls or trunk calls have answer priority when both are ringing simultaneously.	0 = Intercom call priority 1 = Trunk call priority (default = 1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
22-04-01	<b>Incoming Extension Ring Group Assignment</b>	Assign extension(s) to a ring group that consists of a Prime Line.	Maximum eight digits Default: Extensions 101~108 (first eight ports) ring for incoming Ring Group 1 calls. No other extensions ring for incoming Ring Group 1 calls.		✓	
22-05-01	<b>Incoming Trunk Ring Group Assignment</b>	Assign a Prime Line to a ring group.	Incoming Group Number for Day/Night Mode (1~8): 0 (No Setting) 001~100 (Incoming Group) 102 (In-Skin/ External Voice Mail or VM8000 InMail) (default = 1)		✓	

## Operation

### To place a call on your Prime Line:

- Lift the handset.  
 *You hear dial tone on your Prime Line.*

### To answer a call on your Prime Line:

- Lift the handset.  
 *Depending on your Line Preference programming, you either answer the Prime Line or get dial tone on the idle line appearance.*

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## *Private Line*

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### **Description**

A Private Line is a trunk reserved for a multiline terminal for placing and answering calls. A user with a Private Line always knows when important calls are for them. Additionally, the user has their own trunk for placing calls that is not available to others in the system.

### **Conditions**

- Incoming Only – The multiline terminal has a Private Line only for incoming calls. The user cannot place calls on the Private Line.
- Outgoing Only – The multiline terminal has a Private Line only for outgoing calls. The Private Line does not ring for incoming calls.
- Both Ways – The multiline terminal has a Private Line for both incoming and outgoing calls.
- Private Lines do not follow Call Forwarding if not Direct Inward Line (DIL).
- Other programmed options for outgoing calls also affect a Prime Line.
- Calls to extensions with DND active do not follow Call Forwarding programming. Direct Inward Line (DIL) calls ring an idle Department Group member, then follow Program 22-08 then Program 22-05.
- An extension user can have Line Preference options applied to their Private Line.
- A Private Line can also be a Prime Line.
- You should always program a line key for each Private Line.
- Private Lines are available on single line telephones.
- Private Lines follow normal Toll Restriction.
- An extension user can transfer their Private Line. If other users have hold access, the destination can answer the transferred Private Line and place it on Hold.
- NEC does not recommend assigning ringdown to a private line.

### **Default Setting**

Disabled

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## **System Availability**

### **Terminals**

All Stations

### **Required Component(s)**

None

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## **Related Features**

**Call Forwarding**

**Central Office Calls, Placing**

**Do Not Disturb**

**Line Preference**

**Prime Line Selection**

**Programmable Function Keys**

**Single Line Telephones**

**Toll Restriction**

**Transfer**

**VM8000 InMail**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-01-09	<b>Basic Trunk Data Setup – Private Line</b>	Determine if a trunk should be used as a normal (0) or private (1) line.  <i>A Private Line reserves a trunk for a multiline terminal for placing and answering calls. A user with a Private Line always knows when important calls are for them. Additionally, the user has their own trunk for placing calls that is not available to others in the system.</i>	0 = Disable Private Line (Normal) 1 = Enable Private Line (Private Line) (default = 0)	✓		
14-07-01	<b>Trunk Access Map Setup – Trunk Port Number</b>	Assign Private Line to the Private Line Access Map (refer to Program 15-06 in this section). Use option 5 for Incoming, option 7 for Both Ways and option 4 for Outgoing. In all other Access Maps, assign option 3 to the Private Line.	0 = No access 1 = Outgoing access only 2 = Incoming access only 3 = Access only when trunk on Hold 4 = Outgoing access and access when trunk on Hold 5 = Incoming access and access when trunk on Hold 6 = Incoming and Outgoing access 7 = Incoming access, outgoing access and access when trunk on Hold Trunk Access Maps: 1~200 Default: Access Maps 1~200 = Trunk Ports 1~200 assigned with option 7 access (incoming and outgoing access and access when trunk is on Hold).		✓	
15-06-01	<b>Trunk Access Map for Extensions</b>	Assign extension to have Private Line to an unused Private Line Access Map.	Trunks 1~200 (default = 1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-07-01	<b>Programmable Function Keys</b>	Make sure extension has a line key (e.g., 012) for the Private Line.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)		✓	
21-02-01	<b>Trunk Group Routing for Extensions</b>	Change the routing as needed.	1~100 (Trunk Groups) 0~100 (0 = No Setting) (default = 1)		✓	
22-02-01	<b>Incoming Call Trunk Setup</b>	Set the Trunk Service to Type 4 if routing unanswered Private Lines to voice mail or 0 if not routing to voice mail.	Ring Groups: 1~100 0 = Normal 1 = VRS (second dial tone if no VRS installed) 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie line 6 = Delayed VRS 7 = ANI/DNIS 8 = DID(DDI) Mode Switching (default = 0)	✓		
22-04-01	<b>Incoming Extension Ring Group Assignment</b>	Assign extension to Private Line ring group. Set the ringing in Program 22-06 – use option 1 for Incoming or Both Way Private Lines. Use option 0 for Outgoing Private Lines. Do not assign any other extensions to the Private Line ring group.	Maximum eight digits Default: Extensions 101~108 (first eight ports) ring for incoming Ring Group 1 calls. No other extensions ring for incoming Ring Group 1 calls.		✓	
22-05-01	<b>Incoming Trunk Ring Group Assignment</b>	Assign Private Line to an unused Private Line ring group (i.e., a ring group just for the Private Line).	Incoming Group Number for Day/Night Mode (1~8): 0 (No Setting) 001~100 (Incoming Group) 102 (In-Skin/ External Voice Mail or VM8000 InMail) (default = 1)		✓	
22-07-01	<b>DIL Assignment</b>	If routing unanswered Private Lines to voice mail, assign DILs to the extensions.	Extension Number (maximum eight digits) (default not assigned)	✓		

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## Operation

### To place a call on your Private Line:

1. Press **Private Line** key and then press **Speaker** or lift the handset.
2. Dial the number.

### To answer a call on your Private Line:

1. Press **Private Line** key and then press **Speaker** or lift handset.

### To place a call from your Multiline Terminal on you Private Line:

1. Press the **Private Line** key, then press **Speaker** or lift the handset.
2. Dial the number.

### To answer a call from your Multiline Terminal on your Private Line:

1. Press **Private Line** key or press **Speaker** or lift handset.

### To place a call on your Private line from a single line telephone:

1. Pick up handset.  
 *Private Line dial tone is heard.*
2. Dial the number.

### To answer a call on you Private Line from a single line telephone:

1. Lift the handset.

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## *Programmable Function Keys*

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### **Description**

Each multiline terminal has Programmable Function Keys. Programmable Function Keys simplify placing calls, answering calls and using certain features. You can customize the function of a multiline terminal programmable keys from each multiline terminal. Depending on your telephone style, you can have up to 32 Programmable Function keys.

### **Conditions**

- When a key is programmed using service code 752, that key cannot be programmed with a function using the 751 code until the key is undefined (000). For example with a Park Key programmed by dialing 752 + \*04 must be undefined by dialing 000 before it can be programmed as a Voice Over key by dialing 751 + 48.
- Using Program 92-01 to copy a multiline terminal Programmable Function Keys, copies all the keys whether or not they exist on the telephone to which the programming is being copied. This may cause confusion when trying to define a key which is already defined but which does not exist on the telephone (displays as DUPLICATE DATA). It is recommend to either clear these non-existent keys or to copy only from an extension which has the same or fewer number of keys than the extension to which the programming is being copied.
- When using Program 15-07-01 to program a D16(LD)-R( ) ADM, regardless of the type of multiline terminal connected, *start programming the D16(LD)-R( ) ADM keys at key number 17*. Service codes 751 and 752 can also be used to program these keys (US Only).
- Speed Dialing and One-Touch Calling also offer quick access to calls and features.
- Programming a 60-button console requires separate programming.

- If the feature key is not listed below, the LCD shows ALL-BLANK. (Program 15-07-01 Line Key Assign).

Function Number	Function	Display
00	None	[All Blank]
01	DSS/One-Touch	DSS (xxxxxxx xxxxxxx = Extension Number
02	Microphone Key (ON/OFF)	MIC
03	DND Key	DND
04	BGM (ON/OFF)	BGM
05	Headset	HSET
07	Conference Key	CONF
10	Call Forward – Immediate	CFA
11	Call Forward – Busy	CFB
12	Call Forward – No Answer	CFNA
13	Call Forward – Busy/No Answer	CFBNA
14	Call Forward – Both Ring	CFBOTH
15	Follow Me	FLWME

 If a key is programmed as a DSS/One-Touch key for a station that is set for Call Forward All Calls or Do Not Disturb, the DSS/One-Touch key flashes.

 Refer to the UNIVERGE SV8100 Programming Manual for a complete list of Function Numbers.

- One-Touch keys programmed for Park Hold Service Code cannot be used to park calls without using Hold or Transfer.
- Pauses can be entered in the dial string of a DSS/One Touch button. The pause is entered as P in the dial string and causes the system to wait three seconds before sending the rest of the digits that follow the P (pause). Multiple pauses can be entered.
- The @ can be entered in the dial string of a DSS/One Touch button. The @ only applies to ISDN and Intercom calls. When using the @, the system waits for the destination to answer (answer supervision), and then sends the rest of the digits.
- Entering a P (pause) in a DSS/One Touch dial string can be used for CO calls, Intercom calls, or after the @ for ISDN calls.
- DSS/One-Touch keys can be used for one-touch transfer.
- DSS keys can distinguish whether the telephone is set for DND/Call Forward All Calls or if the telephone is off-hook.
- When a Ring Group call rings a station, a BLF Indication for this station shows idle or busy based on Class of Service option (20-13-49).
- All features programmed under one touch keys are still subject to class of service restrictions.
- If you change the extension assigned to a port in Program 11-02, the line key programming does not follow. However, if you move the extension using the Station Relocation Feature, the line key programming does follow.
- In order for a station to retrieve a held ICM call, the station must have an ICM key assigned in 15-07 (\*00).

## **Default Setting**

The first eight keys on a telephone are line keys (e.g., key 1 = line 001). The remaining keys are unassigned.

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## **System Availability**

### **Terminals**

All Multiline Terminals

### **Required Component(s)**

Multiline Terminals

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## **Related Features**

**Direct Station Selection (DSS) Console**

**One-Touch Calling**

**Speed Dial – System/Group/Station**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-07-01	<b>Programmable Function Keys</b>	Assign the functions of a multiline terminal Programmable Function Keys. When using Program 15-07-01 to program <i>the function keys 17~32 on the D16(LD)-R( ) ADM start with key 17</i> . Service codes 751 and 752 can also be used to program these keys.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		
15-20-01	<b>LCD Line Key Name Assignment</b>	Used to define the Line Key Name for line keys on DESILESS terminals.	Up to eight digits Up to 13 characters Key Number: 01~16 (for 16LD TEL) 17~32 (for 16LD ADM) Default: LK01 CO001 : : LK08 CO006 LK09 All Blank : : LK32 All Blank		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-07-10	<b>Class of Service Options (Administrator Level) – Programmable Function Key Programming (Appearance Level)</b>	Turns Off (0) or On (1) the ability for an extension to program the Appearance function keys using Service Code 752.  <i>When programming a feature as a Programmable Function Key, refer to Program 15-07-01 in the UNIVERGE SV8100 Programming Manual.</i>	0 = Off 1 = On (default = 1 for COS 01~15)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-18	<b>Class of Service for Options (Supplementary Service) – Programmable Function Key Programming (General Level)</b>	Turns Off (0) or On (1) an extension user ability to program General function keys using Service Code 751 (by default). (Refer to Program 20-07-10 for Service Code 752.)	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-13-49	<b>Class of Service for Options (Supplementary Service) – BLF Indication on CO Incoming State</b>	Turns On (1) or Off (0) the BLF Indication on CO Incoming State.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	

## Operation

### To change a 2-digit programmable key:

1. Press **Speaker**.
2. Dial **751** for 2-digit codes.
3. Press the key you want to program.
4. Enter the 2-digit key function, any additional information needed for the key and press **Hold**.
  -  For available functions codes refer to Program 15-07 in the UNIVERGE SV8100 Programming Manual.
  -  To undefine a key, enter 00.

### To change a 3-digit programmable key:

1. Press **Speaker**.
2. Dial **752** for 3-digit codes.
3. Press the key you want to program.
4. Enter the 3-digit key function and any additional information needed for the key.
  -  For available functions codes, refer to Program 15-07 in the UNIVERGE SV8100 Programming Manual.
  -  To undefine a key, enter 000.
  -  When a key is programmed using service code 752, that key cannot be programmed with a function using the 751 code until the key is undefined (000). For example with a Park Key programmed by dialing 752 + \*04 must be undefined by dialing 000 before it can be programmed as a Voice Over key by dialing 751 + 48.

### To check the function of a programmable key:

1. Press the **Help** key.
2. Press the programmable key.
  -  The programmed function displays.

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## *Programming from a Multiline Terminal*

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### Description

System Programming can be performed from any display multiline terminal. Most programming changes become effective immediately. Other programming changes become effective after the data is backed up from temporary memory to permanent memory.

### Conditions

- You can have up to two telephones in programming mode anytime.
- You can have a maximum of four users logged into WebPro anytime.
- You can have four WebPro users and two phone programming users logged in all at the same time for a **total of six users** in programming mode simultaneously. However, the two phone programming users do not show up in session management in WebPro.
- PCPro can be logged in with only one user. This is allowed only if no other users are logged into programming mode (PCPro, WebPro, or Phone). Also, if a user is connected to the switch via PCPro, no other user can log in through PCPro, WebPro, or Phone Programming.
- Programming from a multiline terminal can require a password to enter programming.
- Temporary License can be activated only from a Multiline Terminal, not PCPro or WebPro.
  - ❑ When activated, the system is temporarily licensed for ACD, CTI, Firmware Upgrade, Hotel, 256 MEGACO stations, and SMDR.
  - ❑ Each time the temporary license is activated, the program is read only until the temporary license expires.
  - ❑ Each time the temporary license expires, it can be set again for up to 10 additional days.
  - ❑ After setting a number of days in the program, subsequent days show one less as it counts down to expiration.
  - ❑ When Program 90-37-01 shows 1, the license expires at midnight on that day. When the license expires, the system resets.
  - ❑ If the date is changed in Program 10-01-01 while the temporary license is in effect, one day is subtracted from the license period.
  - ❑ If the date is changed in Program 10-01-01 when the temporary license shows 1 day, the system resets when it is applied (Transfer), not when exiting programming mode.

### Default Setting

Enabled

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## System Availability

### Terminals

Multiline Terminals with Display

### Required Component(s)

- Any DLC Blade

### Required Software

None

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## Related Features

### PC Programming

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## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
90-02-01	Programming Password Setup – User Name	Use to set the system passwords.	Maximum 10 characters User No. 1, Level 1 (MF) User Name = nec-i, Password = 374772 User No. 2, Level 2 (IN) User Name = tech, Password = 12345678 User No. 3, Level 3 (SA) User Name = admin1, Password = 0000 User No. 4, Level 4 (SB) User Name = admin2, Password = 9999		✓	
90-02-02	Programming Password Setup – Password	Configure the administrator accounts that are used when connecting to the KTS via PCPro/ WebPro. If using PCPro, these are the accounts that are used to <i>connect</i> . If using WebPro, these are the accounts that are used to login.  <i>If calls are answered by an Auto attendant first, instead of the DIL setup on Program 22-01 and Program 22-07, set the transfer destination in the Auto Attendant to the Modem Access Service Code.</i>	Up to eight digits Please refer to the SV8100 Programming Manual for default settings.		✓	
90-02-03	Programming Password Setup – User Level	Use to set the system password user levels.	0 = Prohibited User 1 = MF (Manufacturer Level) 2 = IN (Installer Level) 3 = SA (System Administrator Level 1) 4 = SB (System Administrator Level 2) 5 = UA (User Programming Level 1) Please refer to the SV8100 Programming Manual for default settings.		✓	

## Operation

Refer to the UNIVERGE SV8100 Programming Manual for additional information.

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## *Pulse to Tone Conversion*

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### **Description**

An extension can use Pulse to Tone Conversion on trunk calls. Pulse to Tone Conversion lets a user change their extension dialing mode while placing a call. For systems in a Dial Pulse area, this permits users to access dial-up OCCs (Other Common Carriers – such as MCI) from their DP area. The user can, for example:

- Place a call to an OCC over a DP trunk.
- Depending on programming:
  - Manually implement Pulse to Tone Conversion
  - OR -
  - Wait 10 seconds.
- Dial the OCC security code and desired number. The system dials the digits after the conversion as DTMF.

### **Conditions**

Pulse to Tone Conversion is valid only for Dial Pulse trunks (Program 14-02-01, options 0 or 1).

### **Default Setting**

Enabled

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### **System Availability**

#### **Terminals**

All Multiline Terminals

#### **Required Component(s)**

CD-4COTC, PZ-4COTG

- OR -

CD-4ODTA

- OR -

CD-CCTA

## Related Features

Central Office Calls, Placing

Multiple Trunk Types

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-02-01	Analog Trunk Data setup – Signaling Type (DP/DTMF)	At default, Program 14-02-01 is set to 2 (DTMF).	0=Dial Pulse (10 PPS) 1=Dial Pulse (20 PPS) 2=DTMF (default = 2)	✓		
14-02-07	Analog Trunk Data Setup – DP to DTMF Conversion Options	For each trunk, set the type of DP to DTMF Conversion required: automatic (0), automatic and manual (1), or manual (2).	0 = Automatic 1 = Automatic and Manual 2 = Manual (default = 2)	✓		

## Operation

**To convert your telephone dialing to tone after placing your call on a pulse line:**

1. Place a call over pulse line.
2. Dial # to switch the DP trunk to DTMF dialing.

# Redial Function

---

## Description

Users can press Redial to cycle through the last 10 outside numbers dialed. Pressing # redials the number displayed. Users can also press Redial and dial a System Speed Dial bin number to access System Speed Dial.

### Conditions

- Redial List requires a display telephone.
- This feature is not supported on multiline cordless phones.
- UNIVERGE SV8100 telephones only support redial using Softkey or Navigation key.

### Default Setting

Enabled



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## System Availability

### Terminals

All Multiline Terminals

### Required Component(s)

None

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## Related Features

Last Number Redial

Speed Dial – System/Group/Station

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## Programming

None

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## Operation

### To redial the last number dialed:

For IPK Telephones Only:

1. Press **Redial**.  
REDIAL [#] / SYS is displayed along with the last dialed number.
2. Press the **up** or **down** arrow to view the number to dial.

For SV8100 Telephones Only:

1. Press the left **Navigation** key.  
REDIAL [#] / SYS is displayed along with the last dialed number.
2. Press the **up** or **down** arrow to view the number to dial.
3. Press **#** or press **Speaker** or lift the handset or press an idle trunk key.  
- OR -

For SV8100 and IPK Telephones:

1. Press the **List** softkey
2. Press **Redial**.  
REDIAL -01 is displayed along with the last dialed number.
3. Press the up and down arrow to view the number to dial.
4. Press the **#** key or press **Speaker** or lift the handset or press and idle trunk key.

### To scroll through the last 10 outside numbers dialed:

1. Press **Redial**. Each time the Redial key is pressed, it displays the next most recently dialed number.
2. When the desired number is displayed, press the **#** key or press **Speaker** or lift the handset.  
- OR -
1. Press the **List** softkey
2. Press **Redial**.
3. Press the up and down arrow to view the number to dial.
4. Press **#** or press **Speaker** or lift the handset.

**To access a System Speed Dial bin:**

For IPK Telephones Only:

1. Press **Redial**.  
REDIAL [#] / SYS is displayed along with the last dialed number.
2. Dial the System Speed Dial bin number.  
The number stored in that bin is displayed for your preview.
3. Press the **#** key or press **Speaker** or lift the handset or press an idle trunk key.  
- OR -

For SV8100 Telephones Only:

1. Press the left **Navigation** key.  
REDIAL [#] / SYS is displayed along with the last dialed number.
2. Dial the System Speed Dial bin number.  
The number stored in that bin is displayed for your preview.
3. Press **#** or press **Speaker** or lift the handset or press and idle trunk key.

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## *Remote (System) Upgrade*

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### **Description**

With PC Programming, the UNIVERGE SV8100 can be remotely upgraded to a newer version of main system software. When a new version of main system software is released, a firmware package file is provided. Using either the WebPro or PCPro application, a technician can remotely upgrade the firmware on the CD-CP00-AU. The upgrade can be applied immediately, or at a scheduled date and time. Remote Upgrade is supported only via a LAN connection. A modem or serial connection is NOT supported for Remote Upgrade.

### **Conditions**

- When doing a Firmware Upgrade, the telephone system can become sluggish during the file transfer portion of the update. You should perform updates after hours, even if the update is scheduled. The file transfer happens when the update is set. For example, at 2:00PM a technician schedules an update to happen at 12:00AM. When he/she clicks start (2:00PM), it begins transferring the file to the USB thumbdrive on the CD-CP00-AU. At this time the telephone system experiences sluggishness until the file transfer is complete. When the time turns to 12:00AM, the telephone system resets and switches to the new firmware.
- The Package file needed is provided by NEC at the time the new version of main system software is released.
- A USB thumbdrive is required to be connected to the CN5 connector for Remote (System) Upgrade. During the Firmware Upgrade, the Package file is copied to the CF and extracted. The system then resets and boots off the compact flash.
- Booting from the USB thumbdrive does not replace the firmware in Flash Memory on the CD-CP00-AU.
- Up to two versions of firmware are kept on the USB thumbdrive. One version is the current version that the CD-CP00-AU used to boot up from. The other version is the new version that is used on the next boot up. If the boot up fails when switching to the new version, the CD-CP00-AU can revert back to the old version.
- The CD-CP00-AU boots from its Flash Memory if no USB thumbdrive is installed.
- The time entered on the Firmware Upgrade screens is relative to the time on the CD-CP00-AU, not the PC that PCPro or WebPro was launched from. The user should take into account time zone differences when using this feature.
- The time to upload a firmware package file is directly related to the file size. Generally it takes a few minutes.
- Remote Upgrade is supported only via LAN connection. A modem or serial connection is not supported for Remote Upgrade.

### **Default Setting**

At default, both PCPro and WebPro are set to *Update Immediately* after the upload.

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## System Availability

### Terminals

Not applicable

### Required Component(s)

PCPro or WebPro

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## Related Features

### PC Programming

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## Guide to Feature Programming

Refer to [PC Programming on page 2-831](#).

---

## Operation

### PCPro

1. Obtain the firmware package file from NEC.
2. Open and login to PCPro.
3. Connect to the switch.
4. Under the Communications menu, choose the **Firmware Update** option.
5. In the firmware update window, browse to the location of the Firmware Package file. For example, the file name might be 'MainSWv0.36.pkg'.
6. Select the schedule type:
  - Immediately after upload
  - At the time...
    - *If you choose At the time..., select the date and time you want the CD-CP00-AU to reset and switch over to the new software version.*
7. Click **Start**. PCPro uploads the firmware package file, and updates the system at the time you specified in step 6.

## WebPro

1. Obtain the firmware package file from NEC.
2. Open Internet Explorer and connect to the following URL where xxx.xxx.xxx.xxx is the IP address of the CD-CP00-AU.  
<http://xxx.xxx.xxx.xxx>
3. Log to WebPro with a username and password defined in Program 90-02.
4. In the Administration section of the Home page, select the Firmware Upgrade Icon.
5. On the Firmware Update page, browse to the location of the firmware upgrade package file. For example, the file name might be MainSWv0.36.pkg.
6. Select the schedule type:
  - Immediately after upload.
  - At the time...
    - *If you choose At the time..., select the date and time you want the CD-CP00-AU to reset and switch over to the new software version.*
7. Click **Start**. WebPro uploads the firmware package file, and updates the system at the time you specified in step 6.

For additional information, refer to the UNIVERGE SV8100 PC Programming Manual.

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## *Repeat Redial*

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### **Description**

If a multiline terminal user places a trunk call that is busy or unanswered, they can have Repeat Redial try it again later on. The user does not continually have to try the number again – hoping it goes through. Repeat Redial automatically retries it until the called party answers (the number of retries is based on system programming).

### **Conditions**

- Lifting the handset during a callout cycle cancels Repeat Redial.
- Other programmed options for outgoing calls can affect how a Repeat Redial call is placed. Refer to Central Office Calls, Placing options as needed.
- For systems with Automatic Route Selection (ARS), ARS selects the trunk for the Repeat Redial call.
- Single line telephones cannot use Repeat Redial.

### **Default Setting**

Enabled

---

### **System Availability**

#### **Terminals**

All Multiline Terminals

#### **Required Component(s)**

None

## Related Features

Automatic Route Selection

Central Office Calls, Placing

Last Number Redial

Save Number Dialed

Single Line Telephones

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-07-01	<b>Programmable Function Keys</b>	Assign a function key for Repeat Redial (code 29).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-08-07	<b>Class of Service Options (Outgoing Call Service) – Repeat Redial</b>	Turns Off (0) or On (1) an extension to use Repeat Redial.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
21-08-01	<b>Repeat Dial Setup – Repeat Redial Count</b>	Set how many times Repeat Redial automatically repeats if the call does not go through.	Input Data = 0~15 (16~255 Not Allowed) (default = 3 for S002)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
21-08-02	Repeat Dial Setup – Repeat Redial Interval Time	Set the interval between Repeat Redial attempts.	Input Data 5~64800 (0~4 Not Allowed) (default = 60 for S002)	✓		
21-08-03	Repeat Dial Setup – Repeat Dial Calling Timer	Set how long the system waits for the called party to answer after a Repeat Redial. If the called party does not answer in this time, the system hangs up and tries again (after the Repeat Redial Interval Time). For unanswered calls, the total time between retries is the sum of Program 21-08-02 and Program 21-08-03.	0~64800 (seconds) (default = 30)	✓		
21-08-04	Repeat Dial Setup – Time for Send Busy Tone for ISDN Trunk	Sets the time (sec) to send out Busy Tone with an ISDN line, when called party is busy.	0~64800 (seconds) (default = 0)	✓		

## Operation

### To use Repeat Redial (if the outside party you call is unavailable or busy):

- Place a trunk call.
  - Listen for busy tone or ring no answer.*
- Press **Feature + Redial**.
  - OR -
  - Press the **Repeat Redial** key (Program 15-07 or SC 751: 29).
    - Repeat Redial key flashes while you wait for the system to redial.*
- Press **Speaker** to hang up.
  - The system periodically redials the call.*
- Lift the handset when called party answers.
  - When using trunks with answer supervision the Repeat Redial feature automatically cancels.*

### To cancel Repeat Redial:

- Press **Feature**.
- Press **Redial**.
  - OR -
  - Press **Repeat Redial** key (Program 15-07 or SC 751: 29).  
(Also refer to [Last Number Redial on page 2-683.](#))

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## *Resident System Program*

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### **Description**

When power is supplied to the system, the hardware configuration is scanned and Resident System Program default values are assigned including terminal types (e.g. PGD(2)-U( ) ADP, DSS Console). This enables immediate operation, even before the system is programmed to accommodate the individual site requirements.

### **Conditions**

- Default assignments for Multiline Terminals are: LK 01~LK 08 corresponds to CO 01~CO 08.
- DSS Console to Extension assignments for Attendant Add-On Consoles are not assigned.
- Default Attendant Add-On Console key assignments are:  
  
DSS Keys = 001~060  
Stations = 101~160
- First Initialization of the system returns all programming values to default. Without a PC-ATA Compact Flash card installed, press and hold the SW1 (Load Switch) and toggle the Reset (SW2) switch. Continue to hold the SW1 switch for approximately 5~10 seconds before releasing. The system boots loading Resident System Programming.

### **Default Setting**

None

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### **System Availability**

#### **Terminals**

Not Applicable

#### **Required Component(s)**

None

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### **Related Features**

None

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## **Guide to Feature Programming**

None

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## **Operation**

None

## *Reverse Voice Over*

### Description

While on a call, Reverse Voice Over lets a busy multiline terminal user make a private Intercom call to an idle co-worker. The idle co-worker can be at a multiline terminal or single line telephone. The busy user just presses a programmed Reverse Voice Over key to make a private call to a specified co-worker. The initial caller cannot hear the Reverse Voice Over conversation. The private Intercom call continues until the Reverse Voice Over caller presses the key again. The initial call can be an outside call or an Intercom call.

Reverse Voice Over could help a salesman, for example, when placing a call to an important client. The salesman can talk with the client and give special instructions to a secretary – without interrupting the initial call.

When the multiline terminal is idle, the Reverse Voice Over key functions the same as a Hotline or One-Touch key. A multiline terminal Reverse Voice Over key also shows at a glance the status of the associated extension:

When the key is . . .	The associated extension is . . .
Off	Idle
On	Busy or call ringing
Fast Flash	In Do Not Disturb

 *When the destination extension is idle, the Reverse Voice Over provides one button calling to the associated extension (like a Hotline key). An extension user cannot, however, use the Reverse Voice Over key to Transfer calls by one-touch operation.*

### Conditions

- An extension can have Reverse Voice Over keys for more than one extension (limited only by the number of available function keys).
- When the destination extension is in Do Not Disturb, a Reverse Voice Over placed to an extension always rings, regardless of how Handsfree Answerback/Forced Intercom Ringing is set at the destination.
- When the destination extension is not in Do Not Disturb, Reverse Voice Over follows Handsfree Answerback/Forced Intercom Ringing programming.
- Reverse Voice Over requires a uniquely programmed function key.
- Reverse Voice Over is not available from single line telephones, but a single line can be a Reverse Voice Over destination.

- If an extension user places a Reverse Voice Over to a busy destination extension, the system sets up a Voice Over. The Voice Over continues until the Reverse Voice Over key is pressed again.
- When a Reverse Voice Over call is placed to a destination station, while the originator is on a CO call, the Reverse Voice Over is dropped if the destination station is involved in another call and this call is terminated.

### **Default Setting**

Disabled

None

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## **System Availability**

### **Terminals**

All Multiline Terminals

### **Required Component(s)**

None

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## **Related Features**

**Do Not Disturb**

**Handsfree Answerback/Forced Intercom Ringing**

**Hotline**

**One-Touch Calling**

**Programmable Function Keys**

**Single Line Telephones**

**Voice Over**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-07-01	<b>Programmable Function Keys</b>	Assign a function key for Reverse Voice Over (code 47 + destination extension). Assign a function key for Voice Over to the destination extension (code 48). This will allow the user at the destination to switch between calls if they where busy when the Reverse Voice Over was initiated.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (COS) to each extension (1~15).	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-13-06	<b>Class of Service Options (Supplementary Service) – Automatic Off-Hook Signaling (Automatic Override)</b>	Allows a busy extension to Manually (0) or Automatically (1) receive Off-Hook signals.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

## Operation

### When on a call:

#### To place a Reverse Voice Over call:

1. Press your **Reverse Voice Over** key (Program 15-07 or SC 751: 47 + destination extension).  
 *Your Reverse Voice Over key lights steadily (red) and you can talk with the programmed Reverse Voice Over destination.*

#### To receive a Reverse Voice Over Call while busy:

1. Press the **Voice Over** key (Program 15-07 or SC 751: 48).  
 *The voice over key allows you to switch back and forth between the initial call and the Reverse Voice Over Call.*

#### To return to your initial caller:

1. Press the **Reverse Voice Over** key again.  
 *If the co-worker you call hangs up, you return to the initial call automatically.*

### When the telephone is idle:

#### To place a call to your Reverse Voice Over destination:

1. Press your **Reverse Voice Over** key (Program 15-07 or SC 751: 47 + destination extension).  
 *You can optionally lift the handset after this step for privacy.*

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## Ring Groups

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### Description

Ring Groups determine how trunks ring extensions. Generally, trunks ring extensions only if Ring Group programming allows. For example, to make a trunk ring an extension:

- Assign the trunk and the extension to the same Ring Group.
- In the extension Ring Group programming, assign ringing for the trunk.

Any number of extensions and trunks can be in a specific group. The system allows:

- Ring Groups = 1~100
- In-Skin/External Voice Mail = 102
- Centralized Voice Mail = 103

If an extension has a line key for the trunk, Ring Group calls ring the line key. If the extension does not have a line key, the trunk rings the line appearance key. If an extension has a key for a trunk that is not in its ring group, the trunk follows Access Map programming.

### Conditions

- DIL trunks disregard ring group programming until DIL overflow.

### Default Setting

All trunks are in Ring Group 1. The first 16 extensions ring for trunk calls and all other extensions only flash.

---

### System Availability

#### Terminals

All Multiline Terminals and Single Line Telephones

#### Required Component(s)

None

## Related Features

Automatic Call Distribution (ACD)

Automatic Route Selection

Direct Inward Line (DIL)

Direct Inward Dialing (DID)

Direct Inward System Access (DISA)

ISDN Compatibility

Night Service

Programmable Function Keys

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-07-01	Programmable Function Keys	Assign function keys as line (code *01 + trunk number) or Call Appearance (CAP) Keys [code *08 + CAP Key orbit 0001~9999 (or 0000 for auto assign)].	Trunks: 1~200 Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)		✓	
20-13-49	Class of Service Options (Supplementary Service) – BLF Indication on CO Incoming State	Turns On (1) or Off (0) BLF Indication on CO Incoming State.	1 = On 0 = Off (default = 0 for COS 01~15)		✓	
22-01-04	System Options for Incoming Calls – DIL No Answer Recall Time	A DIL that rings its programmed destination longer than this interval diverts to the DIL No Answer Ring Group (set in Program 22-08).	0~64800 (seconds) (default = 0 seconds)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
22-02-01	Incoming Call Trunk Setup	Assign the incoming trunk type (0) for each trunk. There is one item for each Night Service Mode.  This option must be set to 0 for Ring Groups to work.	Day/Night Mode: 1~8 0 = Normal 1 = VRS (second dial tone if no VRS installed) 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie line 6 = Delayed VRS 7 = ANI/DNIS 8 = DID(DDI) Mode Switching (default = 0)		✓	
22-04-01	Incoming Extension Ring Group Assignment	Assign extensions to ring groups.	Maximum eight digits Default: Extensions 101~108 (first eight ports) ring for incoming Ring Group 1 calls. No other extensions ring for incoming Ring Group 1 calls.	✓		
22-05-01	Incoming Trunk Ring Group Assignment	Assign trunks to ring groups.	Incoming Group Number for Day/Night Mode (1~8): 0 (No Setting) 001~100 (Incoming Group) 102 (In-Skin/ External Voice Mail or VM8000 InMail) (default = 1)	✓		
22-06-01	Normal Incoming Ring Mode	Define whether or not an extension should ring for the Normal Incoming Ring Mode.	0 = No Ring 1 = Ring (default = 1)	✓		
22-08-01	DIL/IRG No Answer Destination	For DIL Delayed Ringing, assign the DIL No Answer Ring Group. An unanswered DIL rings this group after the DIL No Answer Time (Program 22-01-04) expires. DIL Delayed Ringing can also reroute outside calls ringing a Ring Group In-Skin/External Voice Mail, or Centralized Voice Mail.	0 (No Setting) 001~100 (Incoming Ring Group) 102 (In-Skin/ External Voice Mail or VM8000 InMail) (default = 1)		✓	
22-12-01	DID Intercept Ring Group	For each DID Translation Table, assign the destination for DID Intercept. The destination can be a Ring Group, In-Skin/External Voice Mail, or Centralized Voice Mail. For each table, make a separate entry for each Night Service mode.	0 (No Setting) 1~100 (Incoming Ring Group) 102 (In-Skin/External Voice Mail or VM8000 InMail) (default = 1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
25-03-01	VRS/DISA Transfer Ring Group With Incorrect Dialing	Set the transfer destination for each DISA and Automated Attendant (OPA) trunk. The destination can be a Ring Group or Voice Mail. Make a separate entry for each Night Service mode. <i>For incoming calls, Ring Group programming (Program 22-04/Program 22-05) overrides Access Map programming (Program 14-07/Program 15-06).</i>	(Mode 1~8) All Trunks = Ring Group 1		✓	

Use the charts below to program the following example:

For this extension . . . <sup>1, 2</sup>			
301	Trunk 1 Rings	Trunk 2 Flashes	Trunk 3 Flashes
302	Trunk 1 Flashes	Trunk 2 Rings	Trunk 3 Flashes
303	Trunk 1 Flashes	Trunk 2 Flashes	Trunk 3 Rings

<sup>1</sup> Trunks ring the same in the day as at night.

<sup>2</sup> MLT has trunk appearances not CAP keys.

Program 22-04 : Incoming Extension Ring Group Assignment			
Ring Group <sup>1&gt;</sup>	1	2	3
Trunk 1	X	-	-
Trunk 2	-	X	-
Trunk 3	-	-	X

X = Trunk assigned to indicated Ring Group

<sup>1</sup> Make the same PRG 22-04 entry for all Night Service modes.

<b>Program 22-05 : Incoming Trunk Ring Group Assignment</b>			
Ring Group >	1	2	3
Ext. 301	1	0 <sup>1</sup>	0 <sup>1</sup>
Ext. 302	0 <sup>1</sup>	1	0 <sup>1</sup>
Ext. 303	0 <sup>1</sup>	0 <sup>1</sup>	1

1 = Extension rings

0 = Extension does not ring

<sup>1</sup> To allow extension user to answer flashing line, be sure to give extension incoming access to the trunk in Program 14-07 and Program 15-06.

## Operation

Refer to [Central Office Calls, Answering on page 2-219](#).

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## *Ringdown Extension, Internal/External*

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### **Description**

With a Ringdown Extension, a user can call another extension, outside number, or Speed Dialing number by just lifting the handset. The call automatically goes through – there is no need for the user to dial digits or press additional keys. Ringdown Extensions are frequently used for lobby telephones, where the caller just lifts the handset to get the information desk or off-site Reservation Desk.

After the Ringdown Extension user lifts the handset, ringdown occurs after a programmable time. Depending on the setting of this time, the extension user may be able to place other calls before the ringdown goes through.

This feature can also be used as an off-hook alarm application. For example, if a patient in a care facility fails to return the handset to the cradle, it routes to a care givers station after a programmed time.

### **Conditions**

- Ringdown extension has no effect on an extension current (active) call.
- The Ringdown Extension user can lift the handset or press Speaker to initiate ringdown.
- If the Ringdown/Hotline destination is a speed dial bin, the appropriate service code must precede the bin number.
- Ringdown Extension can use Speed Dial – System/Group/Station numbers (and follow their trunk routing) as the destination number.
- Ringdown Extension follows Call Forwarding. For example, the ringdown destination can forward their calls. When the Ringdown Extension user lifts the handset, ringdown automatically calls the extension to which calls are forwarded.
- If the Ringdown Extension user hears busy tone when they lift the handset, they can Camp-On to the destination, leave a Callback or activate Off-Hook Signaling.
- The ringdown destination user can activate Do Not Disturb. When the Ringdown Extension user lifts the handset, they hear DND. If enabled, the Ringdown Extension user can override the destination DND.
- If the destination extension has Handsfree Answerback enabled, the call voice announces. If the destination extension has Forced Intercom Ringing enabled, the call rings.
- A Call Arrival (CAR) Key or Virtual Extension can be a ringdown destination. This would allow a front door key to be programmed on every extension.
- Delayed Ringdown can occur by setting the Hotline Start Timer. However, Ringdown does not occur if the Hotline Start Timer is set longer than the Extension Dial Tone Timer.
- The @ code is used to make an outbound call automatically forward to a DISA Trunk or to VM Auto Attendant. This code can be used only on ISDN outbound calls. Internal calls and analog outbound calls are not supported.

## **Default Setting**

Disabled

---

## **System Availability**

### **Terminals**

All Stations

### **Required Component(s)**

None

---

## **Related Features**

**Call Arrival (CAR) Keys**

**Callback**

**Call Forwarding**

**Call Waiting/Camp-On**

**Do Not Disturb**

**Handsfree Answerback/Forced Intercom Ringing**

**Off-Hook Signaling**

**Speed Dial – System/Group/Station**

**Virtual Extensions**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-08-01	<b>Class of Service Options (Outgoing Call Service) – Intercom Calls</b>	Turns Off or On Intercom calling for the extension.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
21-01-09	<b>System Options for Outgoing Calls – Ringdown Extension Timer (Hotline Start)</b>	After the user lifts the handset, the extension automatically calls the ringdown destination after this interval (0~64800 seconds). A setting of 0 immediately rings the programmed extension. Any other setting delays the ringdown the number of seconds programmed.	0~64800 seconds (default = 0 seconds)	✓		
21-11-01	<b>Extension Ringdown (Hotline) Assignment</b>	Program the ringdown (Hotline) source and destination (target) number, up to 24 digits (512 Hotline assignments). Remember to include the trunk access code (usually 0) in front of the number when dialing outside numbers. When programming Speed Dial – System numbers as the destination, the entry should be 753 + bin number (the service code for Speed Dialing and the Speed Dial bin number).	0, *, #, Pause, Hook Flash, @ (Code to wait for answer supervision) (maximum 24 digits) (default not assigned)	✓		

## Operation

### To place a call if your extension has ringdown programmed:

1. Lift the handset.
  - If you want to place a trunk call, press a line key before lifting the handset.*
  - Depending on the setting of your ringdown timer, you may be able to dial an Intercom call before your ringdown goes through.*
  - If the destination has Handsfree Answerback enabled, your call voice announces. If the destination has Forced Intercom Ringing enabled, your call rings.*

### To answer a call if you are another extension ringdown destination:

1. Speak toward telephone to answer incoming voice announcement.

- OR -

Lift the handset or press **Speaker** to answer ringing Intercom call.

---

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## Room Monitor

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### Description

Room Monitor lets an extension user listen to the sounds in a co-workers area. For example, the receptionist could listen for sounds in the warehouse when it is left unattended. To use Room Monitor, the initiating extension **and** the receiving extension must activate it.

When using multiline terminals for monitoring, an extension user can Monitor only one extension at a time. However, many extensions can Monitor the same extension at the same time. However, only one single line telephone can monitor another single line telephone at a time.

### Room Monitor for Single Lines

This option enables you to monitor the room status through your single line telephones. Between multiline terminals, the monitored room status is picked up by the telephone microphone and the activity is heard through the speaker of the monitoring multiline terminal. Between single line telephones, at the station to be monitored, a user goes off-hook and dials a service code and the extension number of the monitoring telephone. At the monitoring station, a user goes off-hook and dials a service code and the extension number of the monitored telephone. The activity of the area where the monitored telephone is placed can then be heard at the monitoring telephone. This service is available until the handset of the monitored telephone is placed on-hook.



*The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record telephone conversation or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any telephone conversation. Some federal and state laws require some form of notification to all parties to a telephone conversation, such as using a beep tone or other notification methods or requiring the consent of all parties to the telephone conversation, prior to monitoring or recording the telephone conversation. Some of these laws incorporate strict penalties.*

### Conditions

- Room Monitor is for listening only. It does not allow for conversation between the monitoring and monitored extensions.
- An extension user cannot monitor an Attendant.
- A multiline terminal user cannot monitor a single line telephone and a single line telephone cannot monitor a multiline terminals.
- Call Arrival (CAR) Key (virtual extension) keys do not support Room Monitor Programmable Function keys (code 39).
- Room Monitor for single line telephones can be used with the Hotel/Motel feature.
- For a multiline terminal, Room Monitor requires uniquely programmed function keys.

## **Default Setting**

Disabled

---

## **System Availability**

### **Terminals**

Multiline Terminals and Single Line Telephones

### **Required Component(s)**

None

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## **Related Features**

**Hotel/Motel**

**Programmable Function Keys**

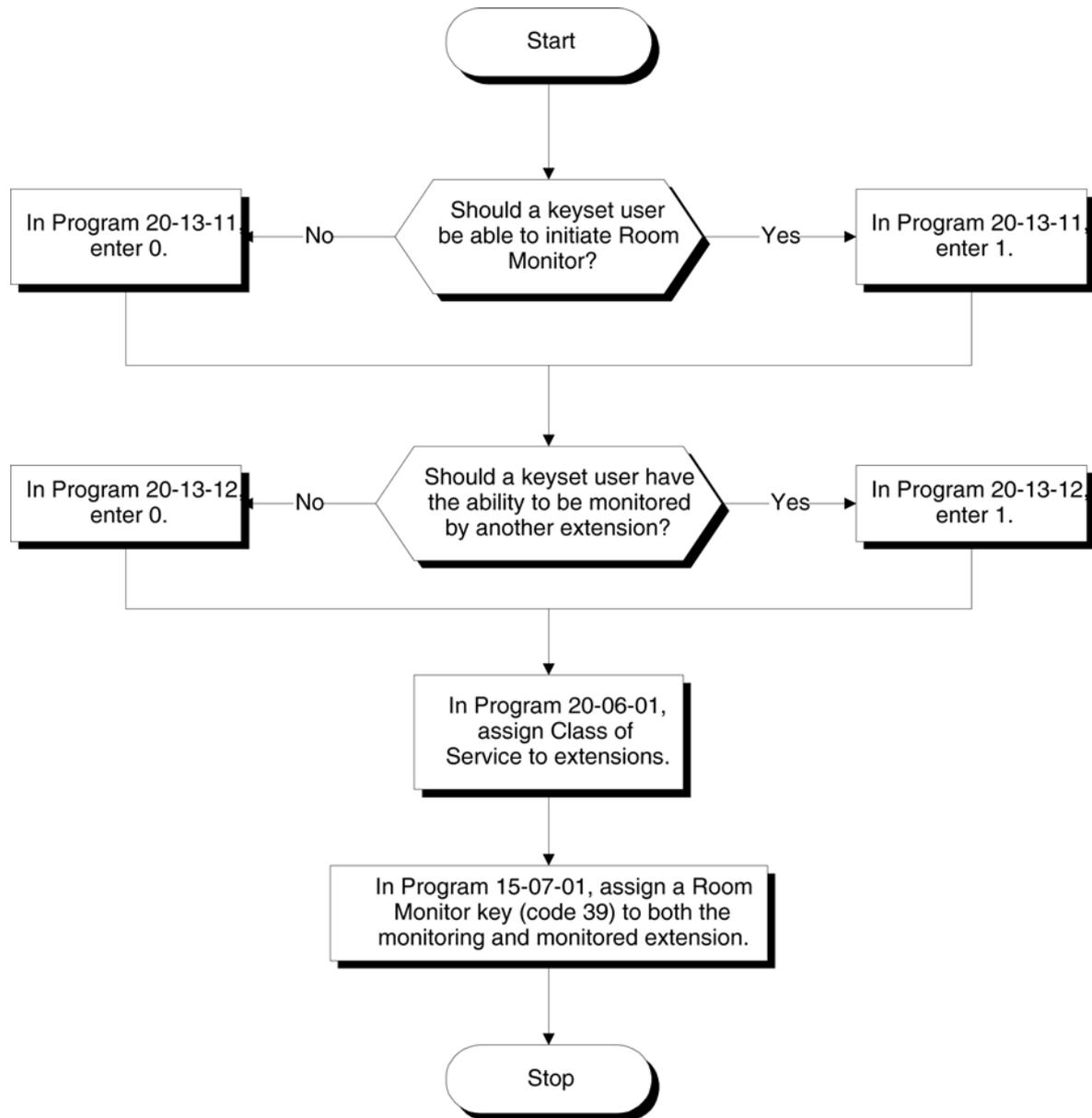
## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

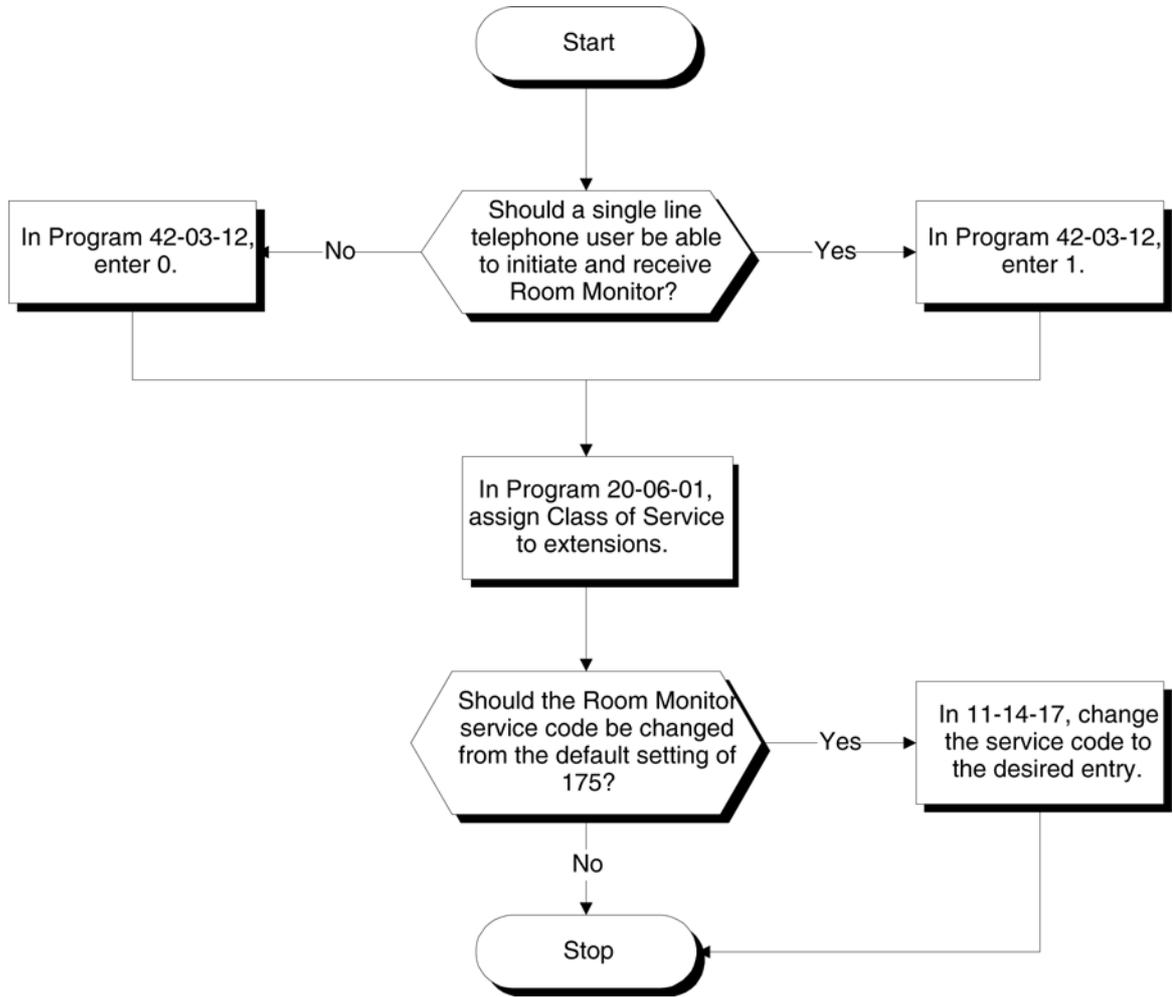
- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-14-17	<b>Service Code Setup (for Hotel) – Hotel Room Monitor</b>	Customize the service code (675 by default) to be used for Room Monitor.	MLT, SLT (default = 675)		✓	
15-07-01	<b>Programmable Function Keys</b>	Assign a function key as a Room Monitor key (code 39) for both the extension being monitored and the extension initiating Room Monitor.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-13-11	<b>Class of Service Options (Supplementary Service) – Room Monitor, Initiating Extension</b>	Turns Off (0) or On (1) an extension user ability to Room Monitor other extensions.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
20-13-12	<b>Class of Service Options (Supplementary Service) – Room Monitor, Extension Being Monitored</b>	Turns Off (0) or On (1) an extension ability to be monitored by other extensions.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
42-03-12	<b>Class of Service Options (Hotel/Motel) – SLT Room Monitor</b>	Enable (1) or disable (0) a single line telephone ability to use Room Monitor.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		

### Multiline Room Monitoring



### Single Line Telephone Room Monitoring



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## Operation

-  You must activate Room Monitor at the extension initiating the monitor and at the extension you want to monitor. You can only listen to one extension at a time.

### Multiline Terminals:

#### To activate Room Monitor from an idle Multiline Terminal (initiating extension):

1. Press the **Room Monitor** key (Program 15-07 or SC 751: 39).
2. Dial the number of extension you want to monitor.

 You can place and answer other calls while Room Monitor is active.

#### To activate Room Monitor from an idle Multiline Terminal (extension to be monitored):

1. Press **Room Monitor** key (Program 15-07 or SC 751: 39).
2. Dial the number of the extension where you are located.

 For example, if you are at extension 106, dial 106.

 You can place and answer other calls while Room Monitor is active.

#### To cancel Room Monitor (at either extension):

1. Press the **Room Monitor** key at both the initiating extension and the monitored extension.

### Single Line Telephones:

#### To activate Room Monitor (at the initiating extension):

1. Lift the handset at the telephone which is monitoring another telephone.
2. Dial **675**.
3. Dial **2**.
4. Dial number of extension number, which will be monitored.

 You cannot place or answer other calls while Room Monitor is active.

#### To activate Room Monitor (at the extension to be monitored):

1. Lift the handset at the telephone to be monitored.
2. Dial **675**.
3. Dial **1**.
4. Dial number of the extension number, which is monitoring the telephone.
5. Place the handset on the desk, placing the handset transmitter towards the room.

 You cannot place or answer other calls while Room Monitor is active.

#### To cancel Room Monitor (at either extension):

1. Hang up the handsets for both the monitored and the monitoring telephones.

# Save Number Dialed

---

## Description

Save Number Dialed allows an extension user to save their last outside number dialed and easily redial it later on. For example, an extension user can recall a busy or unanswered number without manually dialing the digits. The system retains the saved number until the user stores a new one in its place or clears the stored one.

Save Number Dialed saves in system memory a dialed number up to 24 digits. The number can be any combination of digits 0~9, # and \*. The system remembers the digits regardless of whether the call was answered, unanswered or busy. The system normally uses the same trunk group as for the initial call. However, the extension user can preselect a specific trunk if desired.

## Conditions

- For systems with Automatic Route Selection, ARS selects the trunk for the call unless the user preselects.
- Function keys simplify Save Number Dialed operation.

## Default Setting

Enabled

---

## System Availability

### Terminals

All Stations

### Required Component(s)

None



## Related Features

Automatic Route Selection

Central Office Calls, Placing

Dial Tone Detection

Last Number Redial

Programmable Function Keys

Repeat Redial

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-12-13	Service Code Setup (for Service Access) – Saved Number Dial	Customize the service code to be used for dialing a saved number.	MLT, SLT (default = 715)		✓	
11-12-18	Service Code Setup (for Service Access) – Clear Saved Number Dialing Data	Define the service code for Clear Save Number Dialing List if it is not acceptable.	MLT, SLT (default = 785)		✓	
15-07-01	Programmable Function Keys	Assign a function key as a Save key (code 30).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		

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## Operation

### To save the outside number you just dialed (up to 24 digits):

 Use this feature before hanging up.

#### Multiline Terminal

1. Press the **Save Number Dialed** key (Program 15-07 or SC 751: 30).

#### Single Line Telephone

1. Hookflash.
2. Dial **715**.

### To redial a saved number:

#### Multiline Terminal

1. Press an idle trunk line key.  
 This selects a specific trunk for the call.
2. Press the **Save Number Dialed** key (Program 15-07 or SC 751: 30).

 The stored number dials out.

- OR -

1. Press **Speaker**.
2. Dial **715**.

- OR -

Press **Save Number Dialed** key (Program 15-07 or SC 751: 30).

 Save Number Dialed automatically selects a trunk from the same group as your original call.

 The stored number dials out.

#### Single Line Telephone

1. Go off-hook.
2. Dial **715**.

### To view the number you have saved from a multiline terminal with a display:

1. Press the **Save Number Dialed** key (Program 15-07 or SC 751: 30).

 The stored number displays for 10 seconds.

 The stored number dials out if you:

- Lift the handset,
- Press an idle line key,
- Press the Speaker key.

2. Press the **Exit** key.

**To clear your saved number:**

Multiline Terminal

1. Press **Speaker**.
2. Dial **785**.
3. Press **Speaker** to hang up.

Single Line Telephone

1. Lift the handset and dial **785**.
2. Hang up.

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## *Secondary Incoming Extension*

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### **Description**

Secondary Incoming Extensions (SIE) are incoming appearance keys of actual stations assigned in the system. SIE keys are assigned to programmable function keys and can appear on an individual station, or multiple stations. Incoming internal calls, ringing DIL/Tie/DID/CO Transfer calls, or call forwarded calls can be picked up from an SIE.

### **Conditions**

- Calls can be originated from a Secondary Incoming Extension, but the actual station is unable to place or answer calls.
- Off-Hook ringing is provided with calls ringing into Secondary Incoming Extensions.
- Secondary Incoming Extensions are forwarded when the actual station is set for call forwarding.
- SIE keys can appear on an individual station, or multiple stations.
- A station can have more than one SIE key assigned.
- Up to 32 calls can be queued waiting on an SIE key.
- When a Secondary Incoming Extension call is received and answered while the user is on an outside line, the first call can be automatically put on hold.
- If a trunk call rings a Secondary Incoming Extension, to answer the call, the station must be programmed with the direct trunk appearance key or an available CAP key and the SIE must be programmed to allow the call to come off the SIE key and appear on the line or CAP key.
- The same SIE key cannot be programmed on multiple programmable function keys on the same Multiline Terminal.
- An SIE key does not ring during an Intercom Voice call to the actual station.
- If multiple CAR/SIE/VE keys are ringing on a station at the same time, the CAR/SIE/VE key on the lowest Line Key is answered first.

### **Default Setting**

None

## System Availability

### Terminals

All Multiline Terminals

### Required Component(s)

None

## Related Features

Call Waiting/Camp-On

Call Appearance (CAP) Keys

Call Arrival (CAR) Keys

Virtual Extensions

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-04-01	Virtual Extension Numbering	Assign virtual extension numbers.	Up to eight digits 1 201 2 202 3 203 ~ ~ 99 299 100 3601 ~ ~ 256 3757		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-01-01	<b>Basic Extension Data Setup – Extension Name</b>	Define the extension/virtual extension name.	Up to 12 characters Default: STA 101 = Ext 101 STA 102 = Ext 102, etc.		✓	
15-02-07	<b>Multiline Telephone Basic Data Setup – Automatic Hold for CO lines</b>	When talking on a CO call and another CO line key is pressed, the original trunk is placed on Hold (0) or Disconnected (1).	0 = Hold 1 = Disconnect (Cut) (default = 1)		✓	
15-02-21	<b>Multiline Telephone Basic Data Setup – Virtual Extension Access Mode (When idle Virtual Extension key pressed)</b>	Determine whether a Virtual Extension/Call Arrival Key (CAR) should function as a DSS key, a Virtual Extension, or a CAR key. When DSS (0) is selected, the key functions as a DSS key to the extension and for incoming calls to that extension. When Outgoing (1) is selected, the key functions as a virtual extension and can be used for incoming and outgoing calls. When Ignore (2) is selected, the key functions as a CAR key and can receive incoming calls only.	Virtual Extension Key Mode 0 = DSS 1 = OTG (Outgoing) 2 = Ignore (default = 2)		✓	
15-02-30	<b>Multiline Telephone Basic Data Setup – Toll Restriction Class</b>	Select the Toll Restriction Class to be used when placing a call from a virtual extension.	0 = Vir. Ext. (Virtual Extension Class) 1 = Real Ext. (Real Extension Class) (default = 1)		✓	
15-07-01	<b>Programmable Function Keys</b>	Assign the SIE key to the Multiline extension.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00~*99 (Appearance Function Code) (Service Code 752 by default)	✓		
15-08-01	<b>Incoming Virtual Extension Ring Tone Setup</b>	When an extension or a virtual extension is assigned to the function key on the key telephone, select the ring tone when receiving a call on that key. For ACD CAR keys, only tone pattern 1 (entry 0) can be used. The remaining patterns are not checked with this feature.	ICM Tone Pattern, 0 = Pattern 1 1 = Pattern 2 2 = Pattern 3 3 = Pattern 4 4 = Incoming Ring Tone Extension (default = 0)		✓	
15-09-01	<b>Virtual Extension Ring Assignment</b>	Use to assign the ringing options for an extension Virtual Extension Key or Virtual Extension Group Answer Key which is defined in Program 15-07.	Mode 1: 0 = No Ringing 1 = Ring (default = 0)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-10-01	Incoming Virtual Extension Ring Tone Order Setup	When two or more virtual extensions are set on a function key on the telephone, and the tone pattern by which the sound of each extension differs, the priority of ring sound is set up.	0 = Tone Pattern 1 1 = Tone Pattern 2 2 = Tone Pattern 3 3 = Tone Pattern 4 4 = Incoming Extension Ring Tone Order 1 Pattern 0 = Pattern 1 (default) Order 2 Pattern 1 = Pattern 2 (default) Order 3 Pattern 2 = Pattern 3 (default) Order 4 Pattern 3 = Pattern 4 (default)		✓	
15-11-01	Virtual Extension Delayed Ring Assignment	Use to assign the delayed ringing options for an extension Virtual Extension or Virtual Extension Group Answer keys (defined in Program 15-09).	KY01 Mode 1: 0 = Immediate Ring 1 = Delayed Ring (default = 0)		✓	
15-18-01	Virtual Extension Key Enhanced Options – Virtual Extension Key Operation Mode	Define key operation mode when the Virtual Extension key is pressed with it showing an incoming call.	0 = Release (Release to Line Appearance) 1 = Land On the Key (default = 0)		✓	
15-18-02	Virtual Extension Key Enhanced Options – Display mode when placing a call on Virtual Extension Key	Defines if calls to or from a Virtual Extension Key display the Virtual Extension Key name or the name of the extension it resides on.	0 = Secondary Extension Name 1 = Actual Station Name (default = 0)			
20-04-03	System Options for Virtual Extensions – CAR/SIE/Virtual Extension Delay Interval	CAR Keys/SIE Keys/Virtual Extensions set for Delayed Ringing (see Program 15-11) ring the extension after this interval.	0~64800 (default = 10 seconds)		✓	
20-06-01	Class of Service for Extensions	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-07-10	Class of Service Options (Administrator Level) – Programmable Function Key Programming (Appearance Level)	Turns Off (0) or On (1) the ability for an extension to program the Appearance function keys using Service Code 752.	0 = Off 1 = On (default = 1 for COS 01~15)		✓	
20-10-08	Class of Service Options (Answer Service) – Virtual Extension Off-Hook Answer	Turns Off (0) or On (1) an extension ability to answer an incoming call on a Call Arrival (CAR)/Secondary Incoming Extension (SIE)/ Virtual Extension simply by lifting the handset.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-27	<b>Class of Service Options (Supplementary Service) – Busy on Seizing Virtual Extension</b>	If set to 1, you can call a busy extension which is talking on a virtual extension key. Program 20-13-06 (Call Waiting) must be set to off for this option to work.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
21-01-15	<b>System Options for Outgoing Calls – Outgoing Disable on Incoming Line (Toll Restriction)</b>	Enable or Disable the Outgoing Disable on Incoming Line feature.	0 = Disable 1 = Enable (default = 1)		✓	
23-04-01	<b>Ringing Line Preference for Virtual Extensions</b>	When an extension has a virtual extension assigned to a Programmable Function Key, this program determines the priority for automatically answering the ringing calls when the handset is lifted. If 0 or 00 is selected, when the user lifts the handset, the user answers a ringing call from any group.	00~64 (0 or 00=Don't Care) (default = 00)		✓	

## Operation

### To answer a call ringing a SIE key:

1. Press the flashing **SIE** key.

### To program a SIE key on a phone:

1. Press **Speaker**.
2. Dial **752**.
3. Press the key you want to program.
4. Dial **\*03**.
5. Dial the number of the extension you want to appear on the key.
6. Press **Hold** once for Immediate Ring, (skip to step 8 for Delayed Ring).
7. Dial the mode number in which the key rings.
8. Press hold a second time for Delayed Ring, or Skip to step 10.
9. Dial the mode number in which the key delays ringing.
10. Press **Speaker**.

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## *Secretary Call (Buzzer)*

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### **Description**

Secretary Call lets two co-workers alert each other without disturbing their work. To have Secretary Call, both co-workers must have multiline terminals with Secretary Call buzzer keys. When a user presses their buzzer key, the system alerts the called extension by sending a splash tone and flashing the called extension buzzer key. The called user can respond by placing an intercom call to the calling party.

The called extension buzzer key continues to flash and the splash tone is heard until either user cancels the Secretary Call. A secretary could use this feature, for example, to get a message through to the boss in an important meeting. After being alerted, the boss could call the secretary when it is most convenient.

An extension can have Secretary Call keys for any number of extensions, limited only by the available number of programmable keys.

### **Conditions**

- Secretary Call is not available to single line telephone users.
- Secretary Call does not set up an Intercom call.
- When assigning Secretary Call, a user enters the associated extension numbers, not port numbers.
- Secretary Call requires a uniquely programmed function key.

### **Default Setting**

Disabled

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### **System Availability**

#### **Terminals**

All Multiline Terminals

#### **Required Component(s)**

None

## Related Features

### Programmable Function Keys

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-07-01	Programmable Function Keys	Assign function keys for Secretary Call buzzer (code 41 + the destination extension number). Both co-workers must have buzzer keys for each other.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		

## Operation

### To buzz your secretary or boss:

1. Do not lift the handset.
2. Press the buzzer key (Program 15-07 or SC 751: 41 + secretary extension).
  -  Your boss or secretary hears ringing.
  -  Your buzzer key lights steadily.
  -  Your boss's or secretary's buzzer key flashes fast.
  -  The telephone continues to ring until the Secretary Call key is pressed.

### To check to see who left you a Secretary Call:

1. Do not lift the handset.
2. Press the **Help** key.
3. Press the **Secretary Call** key that flashed.
4. Press the **Exit** key.

**To answer your Secretary Call indication:**

1. Place an Intercom call to the extension that called you.

**To cancel a Secretary Call you left at another extension:**

1. Press the lit **Secretary Call** key.

**To cancel a Secretary Call left at your extension:**

1. Do not lift the handset.
2. Press the flashing **Secretary Call** key.

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## *Secretary Call Pickup*

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### **Description**

Secretary Call Pickup lets a multiline terminal user easily reroute calls intended for a co-worker to themselves. By pressing a Secretary Call Pickup key, the user can have all calls to a co-worker's telephone ring or voice-announce theirs instead. Secretary Call Pickup is a simplified type of Call Forward with Follow Me for employees that work closely together. This feature could be helpful to customer service representatives that must frequently cover each other's clients. When a representative leaves their desk, an associate could press the Secretary Call Pickup key to intercept all their calls.

An extension can have Secretary Call Pickup keys for any number of extensions, limited only by the available number of programmable keys.

### **Conditions**

- Secretary Call Pickup is not available to single line telephone users.
- A Call Arrival (CAR) Key (virtual extension) cannot be programmed as the boss's extension.
- An extension user can also have Call Forwarding with Follow Me reroute a co-worker's calls to themselves.
- A multiline terminal can have a Secretary Call Pickup key for a single line telephone.
- This feature should not be used by ACD agents.

### **Default Setting**

Disabled

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### **System Availability**

#### **Terminals**

All Multiline Terminals

#### **Required Component(s)**

None

## Related Features

Call Forwarding with Follow Me

Programmable Function Keys

Secretary Call (Buzzer)

Single Line Telephones

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-07-01	Programmable Function Keys	Assign function keys for Secretary Call Pickup (42 + boss ext). Unlike Secretary Call, you do not have to program a corresponding key at the source and destination extensions.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		

## Operation

### To activate Secretary Call Pickup:

1. Press your **Secretary Call Pickup** key (Program 15-07 or SC 751: 42 + boss extension).
  -  *Your Secretary Call Pickup key lights and the boss's telephone display shows "BOSS FWD>>".*
  -  *Calls intended for covered extension ring your telephone instead.*

### To cancel Secretary Call Pickup:

1. Press your lit **Secretary Call Pickup** key (Program 15-07 or SC 751: 42 + boss extension).

### To check a key Secretary Call Pickup assignment:

1. Press the **Help** key.
2. Press your **Secretary Call Arrival (CAR)** key (Program 15-07 or SC 751: 42 + boss's extension).
3. Press the **Exit** key.

## Selectable Display Messaging

### Description

An extension user can select a preprogrammed Selectable Display Message for their extension. Display multiline terminal callers see the selected message when they call the user's extension. Selectable Display Messaging provides personalized messaging. For example, an extension user could select the message GONE FOR THE DAY. Any display multiline terminal user calling the extension may hear a DND signal and then see the message. See table below for a list of the standard messages.

An extension user can add digits for date, time or telephone number after messages 1~8 and 10 (up to 24 characters). For example, an extension user could select the message ON VACATION UNTIL and then enter the date. Callers see the original message followed by the appended date. They could then tell when the user is coming back from vacation. The system allows all telephones to use the Selectable Display Messaging feature at the same time.

All telephones are able to use Selectable Display Messaging at one time.

The default messages are:

**Table 2-21 Selectable Display Messaging Defaults**

No.	Message	Change “#” to...
1	IN MEETING UNTIL ##:##	Time (when meeting done)
2	MEETING ROOM - #####	Room Name or extension
3	COME BACK ##:##	Time (when returning)
4	PLEASE CALL #####	11 digits (telephone number)
5	BUSY CALL AFTER ##:##	Time (when returning)
6	OUT FOR LUNCH BACK ##:##	Time (when returning)
7	BUSINESS TRIP BACK ##/##	Date (when returning)
8	BUSINESS TRIP #####	10 digits (where reached)
9	GONE FOR THE DAY	
10	ON VACATION UNTIL ##/##	Date (when returning)
11~20	MESSAGE 11~20	

### Conditions

- The # cannot be used in a Message.
- When Selectable Display Messaging is set as DND All, all other DND modes are canceled when Selectable Display Messaging is canceled.

### Default Setting

Enabled

## System Availability

### Terminals

All Multiline Terminals with Display

### Required Component(s)

None

## Related Features

### Do Not Disturb

### Programmable Function Keys

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-11-14	<b>Service Code Setup (for Setup/Entry Operation) – Text Message Setting</b>	Define the service code to be used when setting a text message.	MLT (default not assigned)	✓		
15-07-01	<b>Programmable Function Keys</b>	Assign a function key for Text Message (code 18). The Text Message key automatically selects the message used when programming the key.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-01-02	<b>System Options – Text Message Mode</b>	Select whether and intercom caller should hear busy (1) or ring through (0) for extensions which have Selectable Display Messaging set. <i>Any extension previously set with Selectable Display Messaging must cancel the feature and reactivate for a change in this option to take affect.</i>	0 = Call mode 1 = No Answer/ Busy mode (default = 1)		✓	
20-02-07	<b>System Options for Multiline Telephones – Time and Date Display Mode</b>	Set the System Time and Date display mode. The time that displays in Selectable Display Messages follows this setting.	1~8 Type 1 = (12 hour) 10 MAR TUE 3:15PM Type 2 = (12 hour) 3:15PM MAR 10 TUE Type 3 = (12 hour) 3-10 TUE 3:15 PM Type 4 = (12 hour) 3:15PM TUE 10 MAR Type 5 = (24 hour) 10 MAR TUE 15:15 Type 6 = (24 hour) 15:15 MAR 10 TUE Type 7 = (24 hour) 3-10 TUE 15:15 Type 8 = (24 hour) 15:15 TUE 10 MAR (default = 4)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-13-19	<b>Class of Service Options (Supplementary Service) – Selectable Display Messaging (Text Messaging)</b>	Turns Off (0) or On (1) an extension user ability to use Selectable Display Messaging.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-16-01	<b>Selectable Display Messages</b>	Program the Selectable Display Messages (1~20). Refer to the chart below for character entry.	24 characters Default: Refer to <a href="#">Table 2-21 Selectable Display Messaging Defaults on page 2-919</a>		✓	

Table 2-22 Selectable Display Message – Character Entry Chart

Use this keypad digit . . .	When you want to . . .
1	Enter characters: 1 @ [ ¥ ] ^ _ ' {   } > <
2	Enter characters: A-C, a-c, 2.
3	Enter characters: D-F, a-f, 3.
4	Enter characters: G-I, g-i, 4.
5	Enter characters: J-L, j-l, 5.
6	Enter characters: M-O, m-o, 6.
7	Enter characters: P-S, p-s, 7.
8	Enter characters: T-V, t-v, 8.
9	Enter characters: W-Z, w-z, 9.
0	Enter characters: 0 ! " # \$ % & <space> ( )
*	Enter characters: * + , - . / : ; < = > ?
#	Accepts a numeric entry from the user when setting a display message. e.g., time or date. Back at ###:##
Conf	Clear the character entry one character at a time.
Hold	Clear all the entries from the point of the flashing cursor and to the right.

## Operation

### To select a message:

1. Press **Speaker** + press the **Text Message** key (Program 15-07 or SC 751: 18) + enter digits to append (if needed) + **Speaker** to hang up. Skip the remaining steps.
2. (Optional for messages 1~8 and 10.)  
Dial the digits you want to append to the message.
  -  You can append messages 1~8 and 10 with digits (e.g., the time when you will be back). Enter the time in 24-hour format.
3. Press **Speaker** to hang up.
  -  Intercom calls to extensions with Selectable Display Messaging set receive a DND signal and receive the display message on their telephone display instead of ringing the extension based on the setting in Program 20-01-02.
  -  To allow calls to ring through and have the message displayed on the calling extension display, cancel DND by pressing DND + 0.

**To cancel a message:**

1. Press **Speaker** and the **Text Message** key (Program 15-07 or SC 751: 18).
2. Press **Speaker** to hang up.

**Using the Text Message Service Code to select a message:**

1. Press **Speaker** and dial the Text Message service code (Program 11-11-14).
2. Dial the Selectable Display Message number to be used (**01~20**).  
(Optional messages 1~8, and 10, dial the digits you want to append to the message.)
3. Press **Speaker** to hang up.  
 *To cancel, repeat Step 1 and hang up.*

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## Selectable Ring Tones

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### Description

An extension user can change the way trunks or internal calls ring their telephone. Selectable Ring Tones allow an extension user to set up unique ringing for their calls. This is important in a crowded work area where several telephones are close together. Because their telephone has a characteristic ring, the user always can tell when their telephone is ringing.

#### Conditions

None

#### Default Setting

Enabled

---

### System Availability

#### Terminals

All Multiline Terminals

#### Required Component(s)

None

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### Related Features

Distinctive Ringing, Tones and Flash Patterns

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-11-20	<b>Service Code Setup (for Setup/Entry Operation) – Change Incoming CO and ICM Ring Tones</b>	If required, change the service code used for changing the incoming ring tones heard for CO and ICM calls.	MLT (default = 720)		✓	
11-11-21	<b>Service Code Setup (for Setup/Entry Operation) – Check Incoming Ring Tones</b>	If required, change the service code used for checking how the incoming ring tones sound.	MLT (default = 711)		✓	
15-02-02	<b>MultiLine Telephone Basic Data Setup – Trunk Ring Tone</b>	Use this option to set the tone (pitch) of the incoming trunk ring for the extension port you are programming.	1 = High 2 = Medium 3 = Low 4 = Ring Tone 1 5 = Ring Tone 2 6 = Ring Tone 3 7 = Ring Tone 4 8 = Ring Tone 5 (default = 2)		✓	
15-02-03	<b>Multiline Telephone Basic Data Setup – Extension Ring Tone</b>	Use this option to set the tone (pitch) of the incoming extension call ring for the extension port you are programming. Also refer to program 15-08.	1 = High 2 = Medium 3 = Low 4 = Ring Tone 1 5 = Ring Tone 2 6 = Ring Tone 3 7 = Ring Tone 4 8 = Ring Tone 5 (default = 8)		✓	
15-08-01	<b>Incoming Virtual Extension Ring Tone Setup</b>	When an extension or a virtual extension is assigned to the function key on the key telephone, select the ring tone when receiving a call on that key. For ACD CAR keys, only tone pattern 1 (entry 0) can be used. The remaining patterns are not checked with this feature.	ICM Tone Pattern, 0 = Pattern 1 1 = Pattern 2 2 = Pattern 3 3 = Pattern 4 4 = Incoming Ring Tone Extension (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-10-01	Incoming Virtual Extension Ring Tone Order Setup	When two or more virtual extensions are set on a function key on the telephone, and the tone pattern by which the sound of each extension differs, the priority of ring sound is set up.	0 = Tone Pattern 1 1 = Tone Pattern 2 2 = Tone Pattern 3 3 = Tone Pattern 4 4 = Incoming Extension Ring Tone Order 1 Pattern 0 = Pattern 1 (default) Order 2 Pattern 1 = Pattern 2 (default) Order 3 Pattern 2 = Pattern 3 (default) Order 4 Pattern 3 = Pattern 4 (default)		✓	
22-03-01	Trunk Ring Tone Range	Select the ring tone range for the trunk. The trunk uses a ring tone in the range selected when it rings an extension. Four ring tones are available.	0~8 (Ring Tone Pattern 1~4) (Melody 1~ Melody 5) (default = 0)		✓	

- 1 = High
- 2 = Mid Range
- 3 = Low
- 4 = Ring Tone 1
- 5 = Ring Tone 2
- 6 = Ring Tone 3
- 7 = Ring Tone 4
- 8 = Ring Tone 5

- 1 = High
- 2 = Mid Range
- 3 = Low
- 4 = Ring Tone 1
- 5 = Ring Tone 2
- 6 = Ring Tone 3
- 7 = Ring Tone 4
- 8 = Ring Tone 5

## Operation

### To change your extension incoming ring tones:

1. Press **Speaker**.
2. Dial **720**.
3. Dial **1** to set Intercom ring; **2** to set trunk ring.
4. Dial code for the desired ring pattern (**1~8**).
5. Press **Speaker** to hang up.

**To listen to the incoming ring choices:**

1. Press idle **Speaker**.
2. Dial **711**.
3. Dial **1** to listen to Intercom ring; **2** to listen to trunk ring.
4. *For Intercom Ring:*  
Dial the code for the ring pattern you want to hear (**1~8**).

**- OR -**

*For Trunk Ring:*

Dial code for the ring pattern you want to hear (Ring 1~3, Melody 4~8). If you select Ring 1~3, a second screen prompts for the tone pattern (1~4).

5. Press **Speaker** to hang up.

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## *Serial Call*

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### **Description**

Serial Call transfers a call so it automatically returns to the transferring extension. Serial Calling saves transferring steps between users. For example, a Customer Service Representative (CSR) has a client on the telephone who needs technical advice. The CSR wants to send the call to Technical Service, but needs to advise the client of certain costs when Technical Service is done. Rather than transferring the call back and forth, the CSR can use Serial Call to Technical Service and announce, "I have Ted on the telephone. I need to talk to him again. Just hang up when you're done and I'll get him back."

### **Conditions**

- The transferring extension can remain off-hook to auto-receive the callback or hang up and it rings back to them.
- Serial Call requires a uniquely programmed function key (Program 15-07 or SC 751: 43) or assigning the Transfer key as Call Back in (Program 15-02-05=1).
- Serial Call is not available to single line telephones.
- Serial Call can be activated only during a supervised transfer.

### **Default Setting**

Disabled

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### **System Availability**

#### **Terminals**

Multiline Terminals

#### **Required Component(s)**

None

## Related Features

### Programmable Function Keys

#### Transfer

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-02-05	<b>Multiline Telephone Basic Data Setup – Transfer Key Operation Mode</b>	Use this option to set the operating mode of the extension Transfer key. The keys can be for Call Transfer, Serial Calling or Flash. When selecting the Flash option (selection 2), refer also to Program 81-01-14.	0 = Transfer 1 = Call back 2 = Hook (default = 0)		✓	
15-07-01	<b>Programmable Function Keys</b>	Assign a programmable key as a Serial Call key (code 43).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)		✓	

## Operation

### To place a Serial Call to a co-worker:

1. Place or answer a call.
2. Press **Hold** or **Transfer**.
3. Dial co-worker's extension number.  
 *Co-worker must lift the handset to respond to your announcement.*
4. Press the Serial Call key (Program 15-07 or SC 751: 43).

**-OR-**

5. Press Transfer key if Program 15-02-05 is set to Call Back (Serial Call).
6. When MLT Display shows WAIT TRF extension can hang up.  
 *When your co-worker hangs up the call, the system makes an automatic live transfer back to your extension.*

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## *Single Line Telephones*

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### **Description**

The system is compatible with 500 type (Dial Pulse) and 2500 type (DTMF) analog single line telephones (SLTs). You can install single line telephones as On-Premise or Off-Premise extensions. Single line telephone users can dial codes to access many of the features available to multiline terminal users. With single line telephones, you can have your system simulate PBX type operation.

There are 320 single line telephones available (note that this number may be restricted due to system power requirements).

When installing single line telephones you must have:

- A port on an LCA blade for each single line telephone installed.
- If you have 2500 sets, at least one block reserved on the CD-CP00-AU for analog extension DTMF reception.

### **DTMF Dial Out Timer Added**

A program is added for DTMF dialing, Program 20-03-07 : System Options for Single Line Telephones - Trunk Call Dial Forced Sending Start Time (Forced Dial). When Program 20-03-03 : System Options for Single Line Telephones – SLT DTMF Dial to Trunk Lines is set to 0 (receive all digits before sending), the system follows the timers in Program 20-03-04 and Program 20-03-07.

The timer in Program 20-03-04 System Options for Single Line Telephones – Dial Sending Start Time for SLT or ARS resets when the user dials another digit.

The timer in Program 20-03-07 System Options for Single Line Telephones – Trunk Call Dial Forced Sending Start Time (Forced Dial) does not reset when a digit is dialed. The user must finish dialing all the digits before this timer expires (entries: 0~64800 seconds, default: 0).

### **Conditions**

- Dial Pulse (500 type) single line telephones cannot access any features that require the user to dial # or \*.
- A single line telephone connected to an APR adapter cannot place a call on hold by pressing the Flash key.
- A single line telephone can initiate an Internal Zone page, but cannot receive an Internal Zone Page.
- When a Ring Group call rings a single line station, the BLF indication shows busy.
- Stutter Dial Tone is supported to Single Line Telephones for Voice Mail Message Waiting.

## Default Setting

Single line telephones function as soon as they are installed and properly programmed.

## System Availability

### Terminals

DTR-1-1( )

DTR-1HM-1( )

DTP-1CHD-1( )

### Required Component(s)

Any LCA Blade

## Related Features

Single line telephone users have access to the following features:

- Speed Dialing
- Automatic Route Selection
- Call Forwarding with Follow Me
- Callback
- Conference
- Directed Call Pickup
- Flash
- Hold
- Last Number Redial
- Meet Me Paging
- Night Service
- PBX Compatibility
- Selectable Display Messages
- Trunk Queuing and Camp-On
- Warning Tone for Long Conversation
- Account Codes
- Barge-In
- Call Forwarding/DND Override
- Central Office Calls, Answering
- Department Calling
- Do Not Disturb
- Forced Trunk Disconnect
- Intercom
- Line Preference
- Meet Me Paging Transfer
- Off-Hook Signaling
- Ringdown Extension
- Toll Restriction
- Voice Mail
- Alarm
- Call Forwarding
- Call Waiting/Camp-On
- Central Office Calls, Placing
- Department Step Calling
- Door Box
- Group Call Pickup
- Handsfree Answerback/Forced Intercom Ringing
- Meet Me Conference
- Message Waiting
- Paging
- Save Number Dialed
- Transfer
- Voice Over

## Data Communications

APA and APR modules can be used with multiline terminals to provide an analog port.

Refer to the individual features for additional descriptive, programming and operational information.

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-01	<b>ETU Setup (DLC PKG Setup) – Terminal Type (B1)</b>	Program all on-premise 500/2500 type single line telephones with circuit type 2. Set the DIOPU trunk to type 1 when trunks should be defined for off-premise extension (OPX) use.	0 = Not set 1 = Multiline Terminal 2 = SLT Adapter 3 = Bluetooth Cordless Handset 6 = PGD (Paging) 7 = PGD (Tone Ringer) 8 = PGD (Doorbox) 9 = PGD (ACI) 10 = DSS Console 11 = -- Not Used -- (default = 0)		✓	
10-03-03	<b>ETU Setup (LCA PKG Setup) – Transmit Gain Level (S-Level)</b>	Use to setup and confirm the Basic Configuration data for each blade.	1~63 (-15.5 +15.5dB) [default = 32 (0dB)]		✓	
10-03-04	<b>ETU Setup (LCA PKG Setup) – Receive Gain Level (R-Level)</b>	Assign transmit and receive levels for 500/2500 type single line telephones.	1~63 (-15.5 +15.5dB) [default = 32 (0dB)]		✓	
10-09-01	<b>DTMF and Dial Tone Circuit Setup</b>	If the system has 2500 type (DTMF) single line extensions, allocate at least one circuit for analog extension DTMF reception (entry 0 or 1). Use the following as a guide when allocating DTMF receivers: <ul style="list-style-type: none"> <li>○ In light traffic sites, allocate one DTMF receiver for every 10 devices that use them.</li> <li>○ In heavy traffic sites, allocate one DTMF receiver for every five devices that use them.</li> </ul>	0 = Common Use 1 = Extension Only 2 = Trunk Only Default: Circuit/Resource 01~08 = 1 (Extensions) Circuit/Resource 09~32 = 2 (Trunks) Circuit/Resource 33~96 = 0 (Not Used) Circuit/Resource 97~160 = 0 (Common) When PZ-BS10 is installed, 97~160 are available		✓	
15-03-01	<b>Single Line Telephone Basic Data Setup – SLT Signaling Type</b>	Enter 0 if single line telephone is a 500 type (dial pulse). Enter 1 if single line telephone is a 2500 type (DTMF).  <i>In-Skin Voice Mail and In-Mail set to 0.</i>	0 = DP 1 = DTMF (default = 1)		✓	
15-03-03	<b>Single Line Telephone Basic Data Setup – Terminal Type</b>	Enter 1 for this option to allow a single line port to receive DTMF tones after the initial call setup. Enter 0 to have the port ignore DTMF tones after the initial call setup. For Voice Mail, always enter 1 (e.g., receive DTMF tones).	0 = Normal 1 = Special (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-03-05	Single Line Telephone Basic Data Setup – Trunk Polarity Reverse	-- Not Used in U.S. --Do Not Change Default Entry as DTMF issues may arise with voice mail.	0 = Off 1 = On (default = 0)		✓	
15-03-06	Single Line Telephone Basic Data Setup – Extension Polarity Reverse	-- Not Used in U.S. -- Do Not Change Default Entry as DTMF issues may arise with voice mail.	0 = Disable (Off) 1 = Enable (On) (default = 0)		✓	
15-03-07	Single Line Telephone Basic Data Setup – Enabled On-Hook When Holding (SLT)	Used to Enable or Disable Enabled On-Hook When Holding for SLT terminals.	0 = No 1 = Yes (default = 1)		✓	
15-03-08	Single Line Telephone Basic Data Setup – Answer On-Hook when Holding (SLT)	Used to Enable or Disable Answer ON-Hook when Holding for SLT terminals.	0 = Disable (No) 1 = Yes (Enable) (default = 1)		✓	
15-03-09	Single Line Telephone Basic Data Setup – Caller ID Function - For External Module	Enable (1) or disable (0) the Caller ID FSK signal for an external Caller ID module or a 3rd party vendor telephone with Caller ID display. Important: If voice mail is used, this setting must be disabled for the system integration codes to be correct. With a 2500 set (no Caller ID) installed, this must be set to 0 for incoming callers to have a talk path.	0 = Disable 1 = Enable (default = 0)		✓	
15-03-10	Single Line Telephone Basic Data Setup – Caller ID Name	Determine if an extension user telephone should display the Caller ID name.	0 = Disable 1 = Enable (default = 1)		✓	
15-03-11	Single Line Telephone Basic Data Setup – Caller ID Type	Determine whether the Caller ID type is FSK or DTMF.	0 = FSK 1 = DTMF (default = 0)		✓	
15-03-14	Single Line Telephone Basic Data Setup – Forwarded Caller ID Display Mode	Determine what the display shows when a multiline terminal receives a forwarded outside call.	0 = Calling Extension Number (Calling) 1 = External Caller ID (Forward) (default = 0)		✓	
20-03-01	System Options for Single Line Telephones – SLT Call Waiting Answer Mode	For a busy single line (500/2500 type) telephone, set the mode used to answer a camped-on trunk call. For ESL sets, enabling this option (1) allows the user to dial Service Code for Voice Mail Conversation Record.	0 = Hookflash (Hooking) 1 = Hookflash + Service Code 654 (default = 0)		✓	
20-03-02	System Options for Single Line Telephones – Ignore Received DP Dial on DTMF SLT Port	Use this option to define whether the system should receive dial pulse and DTMF signals (0) or ignore dial pulse and only accept DTMF signals (1).	0 = Do not ignore (No) 1 = Ignore (Yes) (default = 0)		✓	
20-03-03	System Options for Single Line Telephones – SLT DTMF Dial to Trunk Lines	Set the SLT phones to (0). Collect all digits before sending or (1), send out immediately after receiving. When using a third-party external paging device, set this option to 1. In addition, set Program 20-03-04 to 1.	0 = Receive all digits, before sending (All) 1 = Direct through out (Direct) (default = 0)		✓	
20-03-04	System Options for Single Line Telephones – Dial Sending Start Time for SLT or ARS	Set the time before the first digit is sent out. When using a third-party external paging device, set this option to 1. In addition, set Program 20-03-03 to 1.	0~64800 (seconds) (default = 1 second)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-03-05	<b>System Options for Single Line Telephones – SLT Operation Mode</b>	Used to define the Operation Mode for SLT terminals.	0 = Normal Mode 1 = Extended Mode1 2 = Extended Mode2 (default = 0)		✓	
20-03-06	<b>System Options for Single Line Telephones – Headset Ringing Start Time</b>	Define the headset ringing start time. After this time expires from the time when a single line telephone is off-hook, the system sets the single line telephone to headset ringing mode.	0~64800 seconds (default = 5 seconds)		✓	
20-03-07	<b>System Options for Single Line Telephones – Trunk Call Dial Forced Sending Start Time (Forced Dial)</b>	Used to define the Trunk Call Dial Forced Sending Start Time.	0~64800 seconds (default = 0)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign a unique Class of Service for Dual OPX telephones only when using Continued Dialing.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-13-13	<b>Class of Service Options (Supplementary Service) – Continued Dialing (DTMF) Signal on ICM Call</b>	Turns Off (0) or On (1) an extension user ability to use Continued Dialing, which allows DTMF signal sending while talking on extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-15-01	<b>Ring Cycle Setup – Normal Incoming Call on Trunk</b>	Define the ringing cycle (1~13) for normal incoming trunk calls (DIL, ring group, etc.).	Ringing Cycle = 1~13 (default = 3)		✓	
20-15-03	<b>Ring Cycle Setup – Incoming Internal Call</b>	Define the ringing cycle (1~13) for ICM calls.	Ringing Cycle = 1~13 (default = 3)		✓	
20-15-05	<b>Ring Cycle Setup – DID/DDI</b>	Define the ringing cycle (1~13) for DID calls.	Ringing Cycle = 1~13 (default = 8)		✓	
80-03-01	<b>DTMF Tone Receiver Setup – Detect Level</b>	Use Items 11~32 to set the criteria for dial tone detection for outgoing ARS calls.	0 = 0dBm ~ -25dBm 1 = -5dBm ~ -30dBm 2 = -10dBm ~ -35dBm 3 = -15dBm ~ -40dBm 4 = -20dBm ~ -45dBm 5 = -25dBm ~ -50dBm 6 = -30dBm ~ -55dBm default: Type 1~5 = 0			✓
80-03-02	<b>DTMF Tone Receiver Setup – Start delay time</b>	Use this option to define the start delay time for DTMF Tone Receiver.	0~255 (0.25 ms ~ 64 ms) default: Type 1~5 = 0			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-03-03	DTMF Tone Receiver Setup – Min. detect level	Use this option to define the minimum detection level for DTMF Tone Receiver.	0~15 detect level 0: -10dBm(0) to -25dBm(15) detect level 1: -15dBm(0) to -30dBm(15) detect level 2: -20dBm(0) to -35dBm(15) detect level 3: -25dBm(0) to -40dBm(15) detect level 4: -30dBm(0) to -45dBm(15) detect level 5: -35dBm(0) to -50dBm(15) detect level 6: -40dBm(0) to -55dBm(15) detect level 7: -45dBm(0) to -60dBm(15) detect level 8: -50dBm(0) to -65dBm(15) detect level 9: -55dBm(0) to -70dBm(15) detect level 10: -60dBm(0) to -75dBm(15) detect level 11: -65dBm(0) to -80dBm(15) detect level 12: -70dBm(0) to -85dBm(15) detect level 13: -75dBm(0) to -90dBm(15) detect level 14: -80dBm(0) to -95dBm(15) detect level 15: -85dBm(0) to -100dBm(15) default: Type 1 = 10 (-20dBm) Type 2 = 15 (-25dBm) Type 3~5 = 10 (-20dBm)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-03-04	<b>DTMF Tone Receiver Setup – Max. detect level</b>	Use this option to define the maximum detection level for DTMF Tone Receiver.	0~15 detect level 0: 0dBm(0) to -15dBm(15) detect level 1: -5dBm(0) to -20dBm(15) detect level 2: -10dBm(0) to -25dBm(15) detect level 3: -15dBm(0) to -30dBm(15) detect level 4: -20dBm(0) to -35dBm(15) detect level 5: -25dBm(0) to -40dBm(15) detect level 6: -30dBm(0) to -45dBm(15) detect level 7: -35dBm(0) to -50dBm(15) detect level 8: -40dBm(0) to -55dBm(15) detect level 9: -45dBm(0) to -60dBm(15) detect level 10: -50dBm(0) to -65dBm(15) detect level 11: -55dBm(0) to -70dBm(15) detect level 12: -60dBm(0) to -75dBm(15) detect level 13: -65dBm(0) to -80dBm(15) detect level 14: -70dBm(0) to -85dBm(15) detect level 15: -75dBm(0) to -90dBm(15) default: Type 1~5 = 0			✓
80-03-05	<b>DTMF Tone Receiver Setup – Forward twist level</b>	Use this option to define the forward twist level for DTMF Tone Receiver.	0~9 (1dB ~ 10dB) default: All Receivers = 9			✓
80-03-06	<b>DTMF Tone Receiver Setup – Backward twist level</b>	Use this option to define the backwards twist level for DTMF Tone Receiver.	0~9 (1dB ~ 10dB) default: All Receivers = 9			✓
80-03-07	<b>DTMF Tone Receiver Setup – ON detect time</b>	Use this option to define the On detection time for DTMF Tone Receiver.	1~255 (15+ 15 ms ~ 3825 ms) default: All Receivers = 1			✓
80-03-08	<b>DTMF Tone Receiver Setup – OFF detect time</b>	Use this option to define the Off detection time for DTMF Tone Receiver.	1~255 (15+ 15 ms ~ 3825 ms) default: All Receivers = 1			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-04-01	Call Progress Tone Detector Setup – Detection Level	If required, modify the criteria for dial tone detection and call progress tone detection for the DTMF tones received at a single line telephone.	0 = 0dBm ~ -25dBm 1 = -5dBm ~ -30dBm 2 = -10dBm ~ -35dBm 3 = -15dBm ~ -40dBm 4 = -20dBm ~ -45dBm 5 = -25dBm ~ -50dBm 6 = -30dBm ~ -55dBm default: Type 1 (DT) – 0 (-25dBm) Type 2 (BT) – 0 (-25dBm) Type 3 (RBT) – 0 (-25dBm) Type 4, Type 5 – 0		✓	
80-04-04	Call Progress Tone Detector Setup – No tone time	Use this option to set No Tone Time.	0~255 (30+30-7680ms) default: Type 1 (DT) – 132 (3990ms) Type 2 (BT) – 132 (3990ms) Type 3 (RBT) – 132 (3990ms) Type 4, Type 5 – 0			✓
82-11-01	LCA Initial Setup – Bounce Protect Time	Specify a time for detection of a valid Off-Hook indication that is long enough to prevent an unintentional bounce of the receiver from being detected as a new Off-Hook indication from a Single Line Telephone.	0 = No Setting 1~15 = 100ms~1.5sec (default = 3)			✓
82-11-02	LCA Initial Setup – HookFlash Start Time	Specify the minimum hookflash time from a Single Line Telephone or analog Voice Mail system before it is detected as the beginning of a valid hookflash.	0 = 40ms 1~15 = 90ms~790ms (default = 5 [290ms])			✓
82-11-03	LCA Initial Setup – HookFlash End Time	Define various timers for the SLI ETUs. The entries you make in this program affect all SLI ETUs installed.	0 = HST+0ms 1~15 = HST+100ms~HST+1500ms (HST=Hookflash Start Time) (default = 7)			✓

## Operation

Refer to the individual features listed in the Related Features section above in this feature.

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## *SLT Adapter*

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### Description

The SLT (Single Line Telephone) Adapter allows a port of an CD-8DLCA, PZ-8DLCB, CD-16DLCA or CD-LTA to support a single line telephone. A single line telephone can be connected to the DLC port using the SLT Adapter and 2-wire cable. Eight SLTII(1)-U( ) ADP Single Line Telephone Adapters can be installed in the UNIVERGE SV8100 system.

### Conditions

- A maximum of 368 SLTII(1)-U( ) ADPs can be used in the UNIVERGE SV8100 system.
- Dial Pulse and Dual-Tone Multifrequency Single Line Telephones are supported.
- The SLTII(1)-U( ) ADP does not support voice mail.
- Message Waiting LED is not supported.
- A single line telephone connected to an SLTII(1)-U( ) ADP cannot perform a Trunk-to-Trunk Transfer or support a 1-terminal to 2-outside party conference call.

### Default Setting

None

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### System Availability (US Only)

#### Terminals

Single Line Telephones

#### Required Component(s)

SLTII(1)-U( ) ADP

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### Related Features

Ancillary Device Connection

Cordless Telephone Connection

Single Line Telephones

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

 *The items highlighted in gray are read only and cannot be changed.*

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-01	<b>ETU Setup (DLC PKG Setup) – Terminal Type (B1)</b>	The system automatically assigns the terminal type (2) for the port which has a SLT Adapter installed.	0 = Not set 1 = Multiline Terminal 2 = SLT Adapter 3 = Bluetooth Cordless Handset 6 = PGD (Paging) 7 = PGD (Tone Ringer) 8 = PGD (Doorbox) 9 = PGD (ACI) 10 = DSS Console 11 = -- Not Used -- (default = 0)		✓	
10-03-02	<b>ETU Setup (DLC PKG Setup) – Logical Port Number (B1)</b>	Use to confirm the Basic Configuration data for logical port number (B1).	0 = Not set 1 = Multiline Terminal (1~256) 2 = SLT Adapter (1~256) 6 = PGD(2)-U( ) ADP (Paging) (1~8) 7 = PGD(2)-U( ) ADP (for Tone Ringer) (1~8) 8 = PGD(2)-U( ) ADP (for Door Box) (1~8) 9 = PGD(2)-U( ) ADP (for ACI) (1~96) 10 = DSS (1~32) 11 = -- Not Used -- (default = 0)		✓	
11-02-01	<b>Extension Numbering</b>	Assign extension numbers to extension ports.	Up to eight digits 1 101 2 102 3 103 ~ ~ 99 199 100 3101 ~ ~ 512 3513		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-07-01	<b>Class of Service Options (Administrator Level) – Manual Night Service Enabled</b>	Turns Off (0) or On (1) an extension for manually Switching the Night Mode (Service Code 718). This option must be enabled for an extension to be able to display the Night indication.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-02	<b>Class of Service Options (Administrator Level) – Changing the Music on Hold Tone</b>	Turns Off or On an extension ability to change the Music on Hold tone.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-03	<b>Class of Service Options (Administrator Level) – Time Setting</b>	Turns Off or On an extension ability to set the Time via Service Code 728.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-07-04	<b>Class of Service Options (Administrator Level) – Storing Speed Dialing Entries</b>	Turns Off (0) or On (1) an extension to store System or Group Speed Dialing numbers.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-07-05	<b>Class of Service Options (Administrator Level) – Set/Cancel Automatic Trunk-to-Trunk Transfer</b>	Turns On (1) or Off (0) the ability of an extension to use the Trunk-to-Trunk Forwarding service codes.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-07-10	<b>Class of Service Options (Administrator Level) – Programmable Function Key Programming (Appearance Level)</b>	Turns Off (0) or On (1) the ability for an extension to program the Appearance function keys using Service Code 752.	0 = Off 1 = On (default = 1 for COS 01~15)		✓	
20-07-11	<b>Class of Service Options (Administrator Level) – Forced Trunk Disconnect (analog trunk only)</b>	Turns Off (0) or On (1) an extension to use Forced Trunk Disconnect. This allows the extension to disconnect an Unsupervised Conference in progress.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-12	<b>Class of Service Options (Administrator Level) – Trunk Port Disable</b>	Turns Off (0) or On (1) the extension ability to use the Trunk Port Disable feature.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-13	<b>Class of Service Options (Administrator Level) – VRS Record (VRS Msg Operation)</b>	Turns Off (0) or On (1) an extension ability to record, erase and listen to VRS messages.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-14	<b>Class of Service Options (Administrator Level) – VRS General Message Play</b>	Turns an extension Off (0) or On (1) to dial 4 or Service Code 611 to listen to the General Message.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-07-15	<b>Class of Service Options (Administrator Level) – VRS General Message Record/Delete</b>	Turns Off (0) or On (1) an extension for dialing Service Code 612 and record, listen to, or erase the General Message.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-18	<b>Class of Service Options (Administrator Level) – SMDR Printout Accumulated Extension Data</b>	Used to define if the Accumulated Extension Data is included in the SMDR printout for each COS.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-19	<b>Class of Service Options (Administrator Level) – SMDR Printout Department Group (STG) Data</b>	Used to define if the Department Group (STG) Data is included in the SMDR printout for each COS.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-20	<b>Class of Service Options (Administrator Level) – SMDR Printout Accumulated Account Code Data</b>	Used to define if the Accumulated Account Code Data is included in the SMDR printout for each COS.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-21	<b>Class of Service Options (Administrator Level) – Register/Delete DECT</b>	Turns Off or On an extension ability to register or unregister an Wireless DECT (SIP) handset using the service codes defined in Program 11-10-30 and Program 11-10-31.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-07-23	<b>Class of Service Options (Administrator Level) – CO Message Waiting Indication Callback Number Programming</b>	Enable or Disable an extension ability to receive CO Message Waiting Indication.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-07-24	<b>Class of Service Options (Administrator Level) – Set/Cancel Private Call Refuse</b>	Enable or Disable an extension ability to set or cancel Private Call Refuse.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-07-25	<b>Class of Service Options (Administrator Level) – Set/Cancel Caller ID Refuse</b>	Enable or Disable an extension ability to set or cancel Caller ID Refuse.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-07-26	<b>Class of Service Options (Administrator Level) – Dial-In Mode Switch</b>	Enable or Disable an extension ability to set or cancel dial-in mode switch.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-07-27	<b>Class of Service Options (Administrator Level) – Do-Not-Call Administrator</b>	Enable or Disable an extension ability to set or cancel do not call administrator.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-01	<b>Class of Service Options (Outgoing Call Service) – Intercom Calls</b>	Turns Off or On Intercom calling for the extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-08-02	<b>Class of Service Options (Outgoing Call Service) – Trunk Outgoing Calls</b>	Turns Off (0) or On (1) outgoing trunk calling for the extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-03	<b>Class of Service Options (Outgoing Call Service) – System Speed Dialing</b>	Turns Off (0) or On (1) an extension ability to make outbound calls using system speed dial numbers.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-04	<b>Class of Service Options (Outgoing Call Service) – Group Speed Dialing</b>	Turns Off (0) or On (1) an extension ability to make outbound calls using group speed dial numbers.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-05	<b>Class of Service Options (Outgoing Call Service) – Dial Number Preview (Preset Dial)</b>	Turns Off or On an extension ability to use Dial Number Preview.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-06	<b>Class of Service Options (Outgoing Call Service) – Toll Restriction Override</b>	Turns Off or On Toll Restricting Override (Service Code 663).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-07	<b>Class of Service Options (Outgoing Call Service) – Repeat Redial</b>	Turns Off (0) or On (1) an extension to use Repeat Redial.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-08	<b>Class of Service Options (Outgoing Call Service) – Toll Restriction Dial Block</b>	Turns Off or On an extension ability to use Dial Block.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-09	<b>Class of Service Options (Outgoing Call Service) – Hotline/ Extension Ringdown</b>	Turns Off or On Ringdown Extension for extensions with this COS.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-10	<b>Class of Service Options (Outgoing Call Service) – Signal/ Voice Call</b>	Turns Off or On an extension allowing it to force Handsfree Answerback or Forced Intercom Ringing for outgoing Intercom calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-11	<b>Class of Service Options (Outgoing Call Service) – Protect for the Call Mode Switching from Caller</b>	When an extension is set to ring mode for ICM calls, enabling this option prevents callers from changing the call to voice announce mode.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-12	<b>Class of Service Options (Outgoing Call Service) – Department Group Step Calling</b>	Turns Off or On an extension ability to use Department Group Step Calling.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-13	<b>Class of Service Options (Outgoing Call Service) – ISDN CLIP</b>	Determine if the ISDN calling line identity presentation and screening indicators are to be allowed.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-14	<b>Class of Service Options (Outgoing Call Service) – Call Address Information</b>	Used to Enable or Disable Call Address Information for each COS.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-08-15	<b>Class of Service Options (Outgoing Call Service) – Block Outgoing Caller ID</b>	Turns Off (0) or On (1) a user Class of Service from automatically blocking outgoing Caller ID information when a call is placed. If block is enabled, the system automatically inserts the Caller ID block code 1831 (defined in Program 14-01-21) before the user dialed digits (this requires Program 14-02-10 to be enabled). If block is disabled, the system outdials the call just as it was dialed by the user.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-16	<b>Class of Service Options (Outgoing Call Service) – Display E911 Dialed Extension Name and Number</b>	Turns Off or On an extension ability to display the name and number of the extension that dialed 911. (US Only)	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-17	<b>Class of Service Options (Outgoing Call Service) – ARS Override of Trunk Access Map</b>	Turns Off or On an extension ability to override the trunk access map programming for outgoing calls.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-19	<b>Class of Service Options (Outgoing Call Service) – Hotline for SPK</b>	Turns Off or On an extensions' ability to activate hotline or ringdown when pressing the Speaker key.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-20	<b>Class of Service Options (Outgoing Call Service) – Hot Key Pad</b>	Turns On (1) or Off (0) the ability of an extension to make a call by just dialing the number without first going off hook.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-21	<b>Class of Service Options (Outgoing Call Service) – Automatic Trunk Seizing by Pressing Speaker Key</b>	Enable or Disable the ability of an extension to automatically access Trunk Route when going off hook via the Speaker key.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-22	<b>Class of Service Options (Outgoing Call Service) – Voice Over to busy Virtual Extension</b>	Enable or Disable the ability of an extension to make Voice Over to Busy Virtual Extension.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-09-01	<b>Class of Service Options (Incoming Call Service) – Second Call for DID/DISA/DIL/E&amp;M Override</b>	Turns Off (0) or On (1) the extension ability to receive a second call from a DID, DISA, DIL, or tie line caller.  <i>With this option set to 1, the destination extension must be busy for a second DNIS caller to ring through. If the destination extension does not have a trunk or CAP key available for the second call and a previous call is ringing the extension but has not yet been answered, the second caller hears busy regardless of this program setting.</i>	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-09-02	Class of Service Options (Incoming Call Service) – Caller ID Display	Turns Off (0) or On (1) the Caller ID display at an extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-09-03	Class of Service Options (Incoming Call Service) – Sub Address Identification	Define whether an extension displays the Caller Sub-Address.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-09-04	Class of Service Options (Incoming Call Service) – Notification for Incoming Call List Existence	Determine whether or not the CHECK LIST message is displayed to indicate a missed call.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-09-05	Class of Service Options (Incoming Call Service) – Signal/Voice Call	Turns Off or On an extension ability to enable Handsfree Answerback or Forced Intercom Ringing for their incoming Intercom calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-09-06	Class of Service Options (Incoming Call Service) – Incoming Time Display	If this option is set to 1, the Incoming Call Time is displayed on the multiline terminal LCD while the telephone is ringing.	0 = Off 1 = On (default = 0 for COS 01~15)		✓	
20-09-07	Class of Service Options (Incoming Call Service) – Call Queuing	Turns Off (0) or On (1) an extension ability to have calls queued if a call rings the extension when it is busy.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-09-08	Class of Service Options (Incoming Call Service) – Calling Party Information	Turns Off or On and extension ability to display calling party information on CCIS calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-01	Class of Service Options (Answer Service) – Group Call Pickup (Within Group)	Turns Off or On Group Call Pickup for calls ringing an extension Pickup Group as well as ring group calls (Service Code *#).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-02	Class of Service Options (Answer Service) – Group Call Pickup (Another Group)	Turns Off or On Group Call Pickup for calls ringing outside a group (Service Code 769).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-03	Class of Service Options (Answer Service) – Group Call Pickup for Specific Group	Turns Off or On Group Call Pickup for a specific group using service code 768.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-04	Class of Service Options (Answer Service) – Telephone Call Pickup	Turns Off or On an extension ability to pick up a call ringing into a Pickup Group (Service Codes * #).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-05	Class of Service Options (Answer Service) – Directed Call Pickup for Own Group	Turns Off or On Directed Call Pickup for calls ringing an extension Pickup Group (Service Code 756).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-06	Class of Service Options (Answer Service) – Meet-Me Conference and Paging	Turns Off (0) or On (1) an extension to use Meet-Me Conference and Paging.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-10-07	<b>Class of Service Options (Answer Service) – Automatic Off-Hook Answer</b>	Turns Off (0) or On (1) an extension to use Universal Auto Answer (no service code required).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-10-08	<b>Class of Service Options (Answer Service) – Virtual Extension Off-Hook Answer</b>	Turns Off (0) or On (1) an extension ability to answer an incoming call on a Call Arrival (CAR)/Secondary Incoming Extension (SIE)/ Virtual Extension simply by lifting the handset.	0 = Off 1 = On (default = 1 for COS 01~15)		✓	
20-10-09	<b>Class of Service Options (Answer Service) – Call Pickup Callback</b>	Turns Off or On an extensions ability to us Call Pickup to Pick up Callback calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-10	<b>Class of Service Options (Answer Service) – Answer Preset</b>	Used to Enable or Disable Answer Preset for each COS.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-01	<b>Class of Service Options (Hold/ Transfer Service) – Call Forward All</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forward Immediate.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-02	<b>Class of Service Options (Hold/ Transfer Service) – Call Forward When Busy</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forwarding when Busy.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-03	<b>Class of Service Options (Hold/ Transfer Service) – Call Forwarding When Unanswered</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forwarding when Unanswered.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-04	<b>Class of Service Options (Hold/ Transfer Service) – Call Forwarding (Both Ringing)</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forwarding with Both Ringing.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-05	<b>Class of Service Options (Hold/ Transfer Service) – Call Forwarding with Follow Me</b>	In an extension's Class of Service, turns On (1) or Off (0) an extensions ability to set Call Forward with Follow Me.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-06	<b>Class of Service Options (Hold/ Transfer Service) – Unscreened Transfer (Ring Inward Transfer)</b>	Turns Off (0) or On (1) an extension ability to use Unscreened Transfer.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-07	<b>Class of Service Options (Hold/ Transfer Service) – Transfer Without Holding</b>	Turns Off or On an extension ability to use Transfer Without Holding.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-08	<b>Class of Service Options (Hold/ Transfer Service) – Transfer Information Display</b>	Turns Off or On an extension incoming Transfer pre-answer display.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-11-09	<b>Class of Service Options (Hold/Transfer Service) – Group Hold Initiate</b>	Turns Off or On an extension ability to initiate a Group Hold.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-10	<b>Class of Service Options (Hold/Transfer Service) – Group Hold Answer</b>	Turns Off or On an extension ability to pick up a call on Group Hold.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-11	<b>Class of Service Options (Hold/Transfer Service) – Automatic On-Hook Transfer</b>	Turns Off (0) or On (1) an extension ability to use Automatic On-Hook Transfer.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-12	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding Off-Premise (External Call Forwarding)</b>	In an extensions Class of Service, turns On (1) or Off (0) setting up Call Forwarding Off-Premise at the extension.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-13	<b>Class of Service Options (Hold/Transfer Service) – Operator Transfer After Hold Callback</b>	Turns Off or On an extension ability to have a call which recalls from hold transfer to the operator.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-14	<b>Class of Service Options (Hold/Transfer Service) – Trunk-to-Trunk Transfer Restriction</b>	Turns Off (0) or On (1) the Trunk-to-Trunk Transfer Restriction. If enabled, Trunk-to-Trunk Transfer is not possible.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-15	<b>Class of Service Options (Hold/Transfer Service) – VRS Personal Greeting (Message Greeting)</b>	Turns Off or On an extension ability to dial Service Code *4 7 to record, listen to or erase the Personal Greeting Message.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-16	<b>Class of Service Options (Hold/Transfer Service) – Call Redirect</b>	Turns On (1) or Off (0) a multiline terminal user's ability to transfer a call to a pre-defined destination (such as an operator, voice mail, or another extension) without answering the call.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-17	<b>Class of Service Options (Hold/Transfer Service) – Department Group Trunk-to-Trunk Transfer (Each Telephone Group Transfer)</b>	Turns On (1) or Off (0) the ability of an extension in a Department Group to use the Trunk-to-Trunk Forwarding service codes.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-18	<b>Class of Service Options (Hold/Transfer Service) – No Recall</b>	Allow (0) or Deny (1) answered Transferred calls from recalling the originating extension.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-19	<b>Class of Service Options (Hold/Transfer Service) – Hold/Extended Park</b>	Determine whether an extension Class of Service should allow normal or extended Park (0 = Normal for Program 24-01-06, 1 = Extended for Program 24-01-07).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-20	<b>Class of Service Options (Hold/Transfer Service) – No Callback</b>	Turns Off or On an extension ability to receive Callbacks.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-11-21	<b>Class of Service Options (Hold/Transfer Service) – Restriction for Tandem Trunking on Hang Up</b>	Allow (0) or Deny (1) an extension users's ability to set up a tandem/ conference call automatically when they hang up.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-22	<b>Class of Service Options (Hold/Transfer Service) – Restrict Unsupervised Conference</b>	Allow or Deny an extensions ability to initiate a Trunk-to-Trunk Transfer (Tandem Trunking).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-23	<b>Class of Service Options (Hold/Transfer Service) – CAR/VE Call Forward Set/Cancel</b>	In an extension Class of Service, turns On (1) or Off (0) the ability to set and cancel Call Forwarding for a CAR or Virtual Extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-24	<b>Class of Service Options (Hold/Transfer Service) – Trunk Park Hold Mode</b>	Set the hold type when a trunk call is put on hold by an extension.	0 = Non Exclusive Hold (Off) 1 = Exclusive Hold (On) (default = 1 for COS 1~15)		✓	
20-11-25	<b>Class of Service Options (Hold/Transfer Service) – Transfer Park Call</b>	Turns On or off an extensions ability to transfer a parked call.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-12-02	<b>Class of Service Options (Charging Cost Service) – Advice of Charge</b>	ISDN-AOC This option Turns Off (0) or On (1) a DISA or tie trunk caller's ability to dial 9 for Trunk Group Routing or Automatic Route Selection.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-12-03	<b>Class of Service Options (Charging Cost Service) – Cost Display (TTU)</b>	ISDN billing information.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-01	<b>Class of Service Options (Supplementary Service) – Long Conversation Alarm</b>	Turns Off (0) or On (1) the Warning Tone for Long Conversation (not for single line telephones).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-02	<b>Class of Service Options (Supplementary Service) – Long Conversation Cutoff (Incoming)</b>	Turns Off or On an extension ability to use Long Conversation Cutoff for incoming calls.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-03	<b>Class of Service Options (Supplementary Service) – Long Conversation Cutoff (Outgoing)</b>	Turns Off or On an extension ability to use Long Conversation Cutoff for outgoing calls.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-04	<b>Class of Service Options (Supplementary Service) – Call Forward/DND Override (Bypass Call)</b>	Turns On or Off the ability to use Call Forwarding/DND Override.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-05	<b>Class of Service Options (Supplementary Service) – Intercom Off-Hook Signaling</b>	Turns On (1) or Off (0) the ability of an extension to receive Off-Hook Signals.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-06	<b>Class of Service Options (Supplementary Service) – Automatic Off-Hook Signaling (Automatic Override)</b>	Allows a busy extension ability to Manually (0) or Automatically (1) receive Off-Hook signals.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-07	<b>Class of Service Options (Supplementary Service) – Message Waiting</b>	Turns Off (0) or On (1) an extension ability to leave Message Waiting.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-08	<b>Class of Service Options (Supplementary Service) – Conference</b>	Turns Off or On an extension ability to initiate a conference or Meet Me Conference.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-09	<b>Class of Service Options (Supplementary Service) – Privacy Release</b>	Turns Off or On an extension ability to initiate a Voice Call Conference.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-10	<b>Class of Service Options (Supplementary Service) – Barge-In Monitor</b>	In an extension Class of Service, enable the Barge-In Speech Mode (0) or Monitor Mode (1) at the initiating extension (i.e., Barge-In initiator).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-11	<b>Class of Service Options (Supplementary Service) – Room Monitor, Initiating Extension</b>	Turns Off (0) or On (1) an extension user ability to Room Monitor other extensions.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-12	<b>Class of Service Options (Supplementary Service) – Room Monitor, Extension Being Monitored</b>	Turns Off (0) or On (1) an extension ability to be monitored.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-13	<b>Class of Service Options (Supplementary Service) – Continued Dialing (DTMF) Signal on ICM Call</b>	Turns Off (0) or On (1) the extension ability to use Continued Dialing, which allows DTMF signal sending while talking on extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-14	<b>Class of Service Options (Supplementary Service) – Department Calling (PLT No Called Extension)</b>	Turns Off or On an extension user ability to call a Department Group Pilot.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-15	<b>Class of Service Options (Supplementary Service) – Barge-In, Initiate</b>	Turns Off (0) or On (1) an extension user ability to barge-in on other's calls.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-16	<b>Class of Service Options (Supplementary Service) – Barge-In, Receive</b>	In an extension Class of Service, turns On (1) or Off (0) Barge-In at the receiving extension (i.e., Barge-In receive).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-17	<b>Class of Service Options (Supplementary Service) – Barge-In Tone/Display (Intrusion Tone)</b>	In an extension Class of Service, turns On (1) or Off (0) the Barge-In (Intrusion) Tone. If disabled, this also turns off the Barge-In display at the called extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-18	<b>Class of Service Options (Supplementary Service) – Programmable Function Key Programming (General Level)</b>	Turns Off (0) or On (1) an extension user ability to program General function keys using Service Code 751 (by default). (Refer to Program 20-07-10 for Service Code 752.)	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-19	<b>Class of Service Options (Supplementary Service) – Selectable Display Messaging (Text Messaging)</b>	Turns Off (0) or On (1) an extension user ability to use Selectable Display Messaging.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-20	<b>Class of Service Options (Supplementary Service) – Account Code/Toll Restriction Operator Alert (Restricted Operation Transfer)</b>	Turns Off or On operator alert when an extension improperly enters an Account Code or violates Toll Restriction.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-21	<b>Class of Service Options (Supplementary Service) – Extension Name</b>	Turns Off (0) or On (1) an extension user ability to program its name.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-22	<b>Class of Service Options (Supplementary Service) – Busy Status Display (Called Party Status)</b>	Turns Off or On the ability to display the detailed state of the called party.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-23	<b>Class of Service Options (Supplementary Service) – Display the Reason for Transfer</b>	Select whether an extension should display the reason a call is being transferred to their extension (Call Forward Busy, Call Forward No Answer, DND).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-24	<b>Class of Service Options (Supplementary Service) – Privacy Release by Pressing Line Key</b>	Turns Off or On the user ability to press a line key to barge into an outside call. The Barge-In feature must be enabled if this option is to be used.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-26	<b>Class of Service Options (Supplementary Service) – Group Listen</b>	Turns Off or On an extension ability to use Group Listen.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-27	<b>Class of Service Options (Supplementary Service) – Busy on Seizing Virtual Extension</b>	If set to 1, a busy extension can be called, while someone is talking on a virtual extension key. Program 20-13-06 (Call Waiting) must be set to off for this option to work.	1 = On 0 = Off (default = 1 for COS 01~15)		✓	
20-13-28	<b>Class of Service Options (Supplementary Service) – Allow Class of Service to be Changed</b>	Turns Off or On the ability of an extension COS to be changed via Service Code 677.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-29	<b>Class of Service Options (Supplementary Service) – Paging Display</b>	Turns Off (0) or On (1) an extension user ability to display paging information.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-30	<b>Class of Service Options (Supplementary Service) – Background Music</b>	For extension Class of Service, allow (1) or deny (0) an extension from turning Background Music on and off.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-31	<b>Class of Service Options (Supplementary Service) – Connected Line Identification (COLP)</b>	Use to define the supplementary feature availability for each extension Class of Service (COS).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-32	<b>Class of Service Options (Supplementary Service) – Deny Multiple Barge-Ins</b>	In an extension Class of Service, allow (1) or deny (0) the extension ability to have multiple users Barge-In to their conversation.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-33	<b>Class of Service Options (Supplementary Service) – ACD Supervisor's Position Enhancement</b>	This option must be on for the operator to use service codes in Program 11-13-10 through Program 11-13-13.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-34	<b>Class of Service Options (Supplementary Service) – Block Manual Off-Hook Signaling</b>	Turns Off (0) or On (1) an extension ability to block off-hook signals manually sent from a co-worker.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-35	<b>Class of Service Options (Supplementary Service) – Block Camp-On</b>	Use this option to Turns On (1) or Off (0) extension ability to block callers from dialing # to camp-on.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-36	<b>Class of Service Options (Supplementary Service) – Call Duration Timer Display</b>	In an extension Class of Service, turns On (1) or Off (0) a Call Timer for the extension.	0 = Off 1 = On (default = 1 for COS 01~15)		✓	
20-13-38	<b>Class of Service Options (Supplementary Service) – Headset Ringing</b>	In an extension Class of Service, turns Off or On an extension ability to use the Headset ringing.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-39	<b>Class of Service Options (Supplementary Service) – ACD Queue Status Display</b>	Turns Off or On the ACD Queue Status Display for an extension Class of Service. Any extension which has this option enabled also hears the queue alarm.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-40	<b>Class of Service Options (Supplementary Service) – Do Not Disturb</b>	Turns Off or On an extension user ability to set or cancel Do Not Disturb.	0 = Disable 1 = Enable (default = 1 for COS 1~15)		✓	
20-13-41	<b>Class of Service Options (Supplementary Service) – Voice Mail Message Indication on DSS</b>	Turns Off (0) or On (1) the Voice Mail Message Indication for an extension on a DSS console.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-42	<b>Class of Service Options (Supplementary Service) – Extension Data Swap Enabling</b>	Turns Off or On an extensions ability to use the Station Relocation feature.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-44	<b>Class of Service Options (Supplementary Service) – Live Monitor Enabling</b>	Turns Off or On an extensions ability to use Live Monitor.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-45	<b>Class of Service Options (Supplementary Service) – MIC Key Mode While Call Monitoring</b>	Set per class of service, when in Call Monitoring Mode determines if the monitored parties receives the barge in alert tone when Coaching Mode is enabled.	0 = Enable 1 = Disable (default = 1 for COS 1~15)		✓	
20-13-47	<b>Class of Service Options (Supplementary Service) – Station Number Display</b>	Determine if a station Number will be displayed (On) or not displayed (Off) in the LCD when the phone is in an idle state.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-48	<b>Class of Service Options (Supplementary Service) – Station Number Display</b>	Determine if a station Name will be displayed (On) or not displayed (Off) in the LCD when the phone is in an idle state.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-49	<b>Class of Service Options (Supplementary Service) – BLF Indication on CO Incoming State</b>	Determine if a BLF of the station will light when a Normal CO call is ringing the phone.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-50	<b>Class of Service Options (Supplementary Service) – AIC Agent Display Which Call is from</b>	Determine if the station logged in via AIC codes will show which queue the call is coming from.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-51	<b>Class of Service Options (Supplementary Service) – Number and Name Appear in the Directory</b>	Determine if an extension name and number will be listed (On) or unlisted (Off) in the directory.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-14-01	<b>Class of Service Options for DISA/E&amp;M – First Digit Absorption (Delete First Digit Dialed)</b>	For Tie Lines, Enable or Disable the ability to absorb (ignore) the first incoming digit. Use this to make the tie trunk compatible with 3- and 4-digit Tie Line service. This option does not apply to DISA.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-02	<b>Class of Service Options for DISA/E&amp;M – Trunk Group Routing/ARS Access</b>	This option Enables or Disables a DISA or tie trunk caller's ability to dial 9 for Trunk Group Routing or Automatic Route Selection.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-03	<b>Class of Service Options for DISA/E&amp;M – Trunk Group Access</b>	This option Enables or Disables a DISA or tie trunk caller's ability to access trunk groups for outside calls (Service Code 704).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-14-04	<b>Class of Service Options for DISA/E&amp;M – Outgoing System Speed Dialing</b>	This option Enables or Disables a DISA or tie trunk caller's ability to use the System Speed Dialing.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-05	<b>Class of Service Options for DISA/E&amp;M – Operator Calling</b>	This option Enables or Disables a DISA or tie trunk caller's ability to dial 0 for the telephone system operator.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-14-06	<b>Class of Service Options for DISA/E&amp;M – Internal Paging</b>	This option Enables or Disables a DISA or tie trunk caller's ability to use the telephone system Internal Paging.	0 =Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-14-07	<b>Class of Service Options for DISA/E&amp;M – External Paging</b>	This option Enables or Disables a DISA or tie trunk caller's ability to use the telephone system External Paging.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-14-08	<b>Class of Service Options for DISA/E&amp;M – Direct Trunk Access</b>	This option Enables or Disables a DISA or tie trunk caller's ability to use Direct Trunk Access (Service Code 715).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-09	<b>Class of Service Options for DISA/E&amp;M – Forced Trunk Disconnect &lt;Not for ISDN T-point&gt;</b>	This option Enables or Disables a tie trunk caller's ability to use Forced Trunk Disconnect (Service Code *26). This option is not available to DISA callers.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-10	<b>Class of Service Options for DISA/E&amp;M – Call Forward Setting by Remote via DISA</b>	Enable or Disable a DISA callers ability to use the Call Forward service codes (Program 11-11-01 through Program 11-11-05).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-11	<b>Class of Service Options for DISA/E&amp;M – DISA/Tie Trunk Barge-In</b>	In an extension Class of Service, enable (1) or disable (0) a DISA or tie trunk user from using the Barge-In feature.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-12	<b>Class of Service Options for DISA/E&amp;M – Retrieve Park Hold</b>	Turns Off or On the ability for a DISA caller to retrieve parked or held calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

## Operation

### To originate internal calls:

1. Lift the handset, and wait for internal dial tone.
2. Dial the applicable internal number.
3. Talk when called party answers.

### To originate outside calls:

1. Lift the handset, and wait for dial tone.
2. Dial Trunk Access Code (default: 0).
3. Dial the number of outside party.
4. Talk when the called party answers.

### To answer outside or internal calls:

Lift the handset, and talk.

**To transfer an outside call or internal call with a call in progress:**

1. Press the hookswitch momentarily, and wait for second dial tone.
2. Dial the station number where call is to be transferred.
3. Hang up.

**To perform a Trunk-to-Trunk Transfer with an outside call in progress:**

1. Provide hookflash. The call is placed on Exclusive Hold. Receive internal dial tone.
2. Dial the Trunk Access Code for the applicable trunk.
3. Dial the applicable number.
4. Hang up.

**To initiate a conference with a call in progress:**

1. Provide hookflash and dial **#1**.
  2. Dial the applicable number and wait for the party to answer.
  3. Provide hookflash and repeat the second step to add parties to the conference.
- OR -
1. Provide hookflash twice to set up the conference.

**To access the feature:**

1. Lift the handset, and wait for internal dial tone.
2. Dial the applicable Feature Access Code.

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## Softkeys

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### Description

Each display telephone provides interactive softkeys for intuitive feature access. It is no longer necessary to remember feature codes to access the telephone advanced features because the function of the softkeys change as the user processes calls.

Additional options allow you to fine tune the multiline terminal volume levels for handset receive and transmit, speaker volume, ringer and handset volume, and headset volume levels. You can also customize the point at which the built-in speakerphone switches from transmit to receive; a boon for noisy environments. The display telephones also have a contrast control for the LCD display.

### Conditions

- If a feature is restricted by an extension Class of Service, though the Softkey menu still displays the option, the user cannot set the feature.
- Using the Directory Dialing Softkeys, Recall can toggle the language display from English to Japanese.
- The feature must be active to change the volume (e.g., telephone must be ringing, page being heard, etc.). Pressing the volume keys when the telephone is idle adjusts the display contrast.

### Default Setting

Display shows time/date/extension/Softkey menu information.

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### System Availability

#### Terminals

All Display Multiline Terminals with softkeys

#### Required Component(s)

None

## Related Features

Directory Dialing

Volume Controls

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-11-13	<b>Service Code Setup (for Setup/Entry Operation) – Display Language Selection for Multiline Terminal</b>	Used to customize the service code used to select the display language for a multiline terminal.	MLT (default = 678)		✓	
15-02-01	<b>Multiline Telephone Basic Data Setup – Display Language Selection</b>  <i>(To select options 8~10, press either 8 or Recall, then press line keys 1~3. Key 1 is option 8, Key 2 is option 9, and Key 3 is option 10.)</i>	Used to set the display language for a multiline terminal.	0 = Japanese 1 = English 2 = German 3 = French 4 = Italian 5 = Spanish 6 = Dutch 7 = Portuguese 8 = Norwegian 9 = Danish 10 = Swedish 11 = Turkish 12 = Latin American Spanish 13 = Romanian 14 = Polish (default = 1)		✓	

## Operation

None

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## *Speed Dial – System/Group/Station*

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### **Description**

Speed Dialing gives an extension user quick access to frequently called numbers. This saves time, for example, when calling a client with whom they deal often. Instead of dialing a long telephone number, the extension user just dials the Speed Dialing code.

There are three types of Speed Dialing: System, Group and Station. All co-workers can share the System Speed Dialing numbers. All co-worker's in the same Speed Dialing Group can share the Group Speed Dialing numbers. Station Speed Dialing numbers are available only at a user's own extension. The system has 2000 Speed Dialing bins that you can allocate between System and Group Speed Dialing and a maximum of 65 Speed Dialing Groups are available. Each extension has 10 Station Speed Dial bins.

Each Speed Dialing bin can store a number with up to 24 digits.

When placing an Speed Dialing call, the system normally routes the call through Trunk Group Routing or ARS (whichever is enabled). Or, the user can preselect a specific trunk for the call. In addition, the system can optionally force System Speed Dialing numbers to route over a specific Trunk Group. User preselection always overrides the system routing.

### **System Bins Limited to 1000 with Speaker Key or #2 Service Code**

Though there are 2000 Speed Dialing bins available in the system, once programmed, these bins can currently be dialed only using the Directory Dial feature (Press Directory key + SYS softkey + use arrow keys to locate number or enter the Speed Dial bin name + Speaker to place call.)

The Speaker key and service code #2 operations are not available for any 4-digit Speed Dial System bin number.

### **DSS Console Chaining**

DSS Console chaining allows an extension user with a DSS Console to chain to an Speed Dialing number stored under a DSS Console key. The stored number dials out (chains) to the initial call. This can, for example, simplify dialing when calling a company with an Automated Attendant. You can program the bin for the company number under one DSS Console key (e.g., #200) and the client's extension number under the other (e.g., #201). The DSS Console user presses the first key to call the company, waits for the Automated Attendant to answer, then presses the second key to call the client (extension 400). See the Programming section below for additional details.

The DSS Console user can also chain to an Speed Dialing number dialed manually, from a Programmable Function Key or a One-Touch Key.

## Storing a Flash

To enhance compatibility with connected Centrex and PBX lines, Speed Dialing bin can have a stored Flash command. For example, storing 0 Flash 9264 3111 causes the system to dial 0, flash the line and then dial 9264 3111. The Flash can be stored by the user from their telephone or by the system administrator during system programming.

## Using a Programmable Function Key

To streamline frequently-called numbers, a Speed Dialing Programmable Function Key can also store a Speed Dialing bin number. When the extension user presses the key, the telephone automatically dials out the stored number. This provides true one-touch calling via a telephone function keys.

## Conditions

- Speed Dial bins can contain stored Account Codes. To prevent them from being displayed use PRG 20-07-04.
- ARS selects the trunk for the call unless the user preselects.
- A user can implement Speed Dial only if their extension has outgoing access to trunks.
- An extension can have a One-Touch Key for Speed Dial operation.
- If you enter a PBX trunk access code in a Speed Dial bin, the system automatically inserts a pause after the bin.
- Single line telephones can only dial System and Group Speed Dial numbers.
- Toll Restriction may prevent a user from using a stored Speed Dial number.
- Unless a user preselects a trunk, Trunk Group Routing selects the trunk Speed Dial uses for trunk calls.
- If the Speed Dial bin does not have a name assigned it does not show when scrolling through the directory of speed dials.
- If Program 13-01-01 is set to 1 (Intercom Access mode), system speed dial bins require inserting a trunk access code.

## Default Settings

Available (No Speed Dialing bins are assigned).

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## **System Availability**

### **Terminals**

All Terminals

### **Required Component(s)**

None

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## **Related Features**

**Account Code Entry**

**Automatic Route Selection**

**Central Office Calls, Placing**

**Code Restriction**

**Dial Tone Detection**

**One-Touch Calling**

**PBX Compatibility**

**Programmable Function Keys**

**Single Line Telephones**

**Trunk Group Routing**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-09-01	<b>DTMF and Dial Tone Circuit Setup</b>	If dial tone detection is enabled, be sure to allocate at least one circuit for dial tone detection (Type 0 or 2).	0 = Common Use 1 = Extension Only 2 = Trunk Only Default: Circuit/Resource 01~08 = 1 (Extensions) Circuit/Resource 09~32 = 2 (Trunks) Circuit/Resource 33~96 = 0 (Not Used) Circuit/Resource 97~160 = 0 (Common) When PZ-BS10 is installed, 97~160 are available		✓	
11-10-04	<b>Service Code Setup (for System Administrator) – Storing Common Speed Dialing Numbers</b>	Used to customize the service code used for storing Common Speed Dialing Numbers.	MLT (default = 753)		✓	
11-10-05	<b>Service Code Setup (for System Administrator) – Storing Group Speed Dialing Numbers</b>	Used to customize the service code used for storing group speed dialing numbers.	MLT (default = 754)		✓	
11-11-39	<b>Service Code Setup (for Setup/Entry Operation) – Station Speed Dial Number Entry</b>	Used to customize the service code used for entering station speed dial numbers.	MLT, SLT (default = 755)		✓	
11-12-10	<b>Service Code Setup (for Service Access) – Station Speed Dialing</b>	Assign Service code for accessing System Speed Dial bins (default #2).	MLT, SLT (default = #2)		✓	
11-12-11	<b>Service Code Setup (for Service Access) – Group Speed Dialing</b>	Used to customize the service code for group speed dialing.	MLT, SLT (default = #4)		✓	
13-01-01	<b>Speed Dialing Option Setup – Speed Dialing Auto Outgoing Call Mode</b>	Designate trunk or intercom outgoing mode, (default: 0, trunk).	0 = Trunk Outgoing Mode 1 = Intercom Outgoing Mode (default = 0)		✓	
13-01-03	<b>Speed Dialing Option Setup – Number of Common Speed Dialing Bins</b>	Designate the bins the system uses for System Speed Dialing.	0~2000 0 = No Common Speed Dialing (default = 1000)		✓	
13-02-01	<b>Group Speed Dialing Bins</b>	Designates the starting bin number the system uses for Group Speed Dialing.	01~64 (default not assigned)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
13-03-01	<b>Speed Dialing Group Assignment for Extensions</b>	For Group Speed Dialing, assign extensions to Speed Dialing groups (1~64).	01~64 (default = 1)		✓	
13-04-01	<b>Speed Dialing Number and Name – Speed Dialing Data</b>	Enter the System and Group Speed Dialing numbers and names.	1~9, 0, *, # Pause (Press line key 1) Recall/Flash (Press line key 2) @ = Code to wait for answer supervision in ISDN (Press line key 3) (maximum 24 digits) (default not assigned)	✓		
13-04-02	<b>Speed Dialing Number and Name – Name</b>	Assign a name to each System Speed Dial bin.	Maximum 12 Characters (Use dial pad to enter name) (default not assigned)	✓		
13-04-03	<b>Speed Dialing Number and Name – Transfer Mode</b>	When the incoming caller ID matches the number programmed in the speed dial bin, this setting determines the destination of the call.	0 = Not Used 1 = Internal Dial 2 = Incoming Ring Group (IRG) (default = 0)		✓	
13-04-04	<b>Speed Dialing Number and Name – Transfer Destination Number</b>	When the incoming caller ID matches the number programmed in the speed dial bin, this setting determines the destination of the call.	If Transfer mode is (Refer to 13-04-03): 1 = Internal Dial Mode 1~9, 0, *, #, P, R, @ (Maximum 24 Characters) 2 = Incoming Ring Group 0 ~ 100 (IRG Number) P=Pause R=Recall @= Additional Digits when using ISDN functionality (default not assigned)		✓	
13-04-05	<b>Speed Dialing Number and Name – Incoming Ring Pattern</b>	Define the ring tone for the caller ID routed call.	Incoming Ring Pattern 0 = Normal Pattern 1 ~ 4 = Tone Pattern (1~4) 5 ~ 9 = Scale Pattern (1~5) (default = 0)		✓	
13-05-01	<b>Speed Dialing Trunk Group – Trunk Group Number</b>	For each System Speed Dialing number, enter the routing option Trunk Group Number (1~100) to dial out on.	0~100 (default not assigned)		✓	
14-02-06	<b>Analog Trunk Data Setup – Pause at 1st digit after Line Seize in Manual Dial Mode</b>	Enable/disable the system ability to pause after dialing the first digit.	0 = No Pause (No) 1 = Pause (Yes) (default = 1)		✓	
15-02-04	<b>Multiline Telephone Basic Data setup – Redial (Speed Dial) Control</b>	Assign the extension Redial key for either Common (0) or Group (1) Speed Dialing.	0 = Common and Individual Speed Dialing 1 = Group Speed Dialing (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-07-01	<b>Programmable Function Keys</b>	Assign a function key for System Speed Dialing (27) or Group Speed Dialing (28). You can program the key as either a general Speed Dialing key or you can choose to store a bin number with the function key. This key would then always dial the associated bin number. If storing a bin number along with the code, do not store 0, 00 or 000. To bypass entering a bin number, press <b>Hold</b> ( <b>Hold</b> is also required if programming the function key using the service code 751).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)		✓	
15-14-01	<b>Programmable One-Touch Keys – Station Speed Dial Data</b>	Assign the extensions Speed Dial number (1~10).	1~0, *, #, Pause, Hookflash, @ (Code for Answer-Wait) Up to 24 digits (default not assigned)	✓		
15-14-02	<b>Programmable One-Touch Keys – Station Speed Dial Name</b>	Assign the name associated with the extension Speed Dial Bin (1~10).	Name (default not assigned)	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-07-04	<b>Class of Service Options (Administrator Level) – Storing Speed Dialing Entries</b>	Turns Off (0) or On (1) an extension to store System or Group Speed Dialing numbers.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-03	<b>COS Options (Outgoing Call Service) – System Speed Dialing</b>	Turns Off (0) or On (1) an extension ability to make outbound calls using system speed dial numbers.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-04	<b>COS Options (Outgoing Call Service) – Group Speed Dialing</b>	Turns Off (0) or On (1) an extension ability to make outbound calls using group speed dial numbers.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
30-03-01	<b>DSS Console Key Assignment</b>	For DSS Console Chaining, assign an Speed Dialing Service Code (or ) plus a 2-digit bin number to a DSS Console key.	Key Number 001~500 0~99 (General Functional Level) 97 = Door Box Access key (additional data: 1~8 Door Box No.) * 00 ~ * 99 (Appearance Functional Level)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-03-01	<b>DTMF Tone Receiver Setup – Detect Level</b>	Use to define the detect levels for the DTMF Tone Receiver.	0 = 0dBm ~ -25dBm 1 = -5dBm ~ -30dBm 2 = -10dBm ~ -35dBm 3 = -15dBm ~ -40dBm 4 = -20dBm ~ -45dBm 5 = -25dBm ~ -50dBm 6 = -30dBm ~ -55dBm default: Type 1~5 = 0			✓
80-03-02	<b>DTMF Tone Receiver Setup – Start delay time</b>	Use to define the start delay times for the DTMF Tone Receiver.	0~255 (0.25 ms ~ 64 ms) (default: Type 1~5 = 0)			✓
80-03-03	<b>DTMF Tone Receiver Setup – Min. detect level</b>	Use to define the minimum detect levels for the DTMF Tone Receiver.	0~15 detect level 0: -10dBm(0) to -25dBm(15) detect level 1: -15dBm(0) to -30dBm(15) detect level 2: -20dBm(0) to -35dBm(15) detect level 3: -25dBm(0) to -40dBm(15) detect level 4: -30dBm(0) to -45dBm(15) detect level 5: -35dBm(0) to -50dBm(15) detect level 6: -40dBm(0) to -55dBm(15) detect level 7: -45dBm(0) to -60dBm(15) detect level 8: -50dBm(0) to -65dBm(15) detect level 9: -55dBm(0) to -70dBm(15) detect level 10: - 60dBm(0) to - 75dBm(15) detect level 11: - 65dBm(0) to - 80dBm(15) detect level 12: - 70dBm(0) to - 85dBm(15) detect level 13: - 75dBm(0) to - 90dBm(15) detect level 14: - 80dBm(0) to - 95dBm(15) detect level 15: - 85dBm(0) to - 100dBm(15) default: Type 1 = 10 (-20dBm) Type 2 = 15 (-25dBm) Type 3~5 = 10 (-20dBm)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-03-04	<b>DTMF Tone Receiver Setup – Max. detect level</b>	Use to define the maximum detect levels for the DTMF Tone Receiver.	0~15 detect level 0: 0dBm(0) to -15dBm(15) detect level 1: -5dBm(0) to -20dBm(15) detect level 2: -10dBm(0) to -25dBm(15) detect level 3: -15dBm(0) to -30dBm(15) detect level 4: -20dBm(0) to -35dBm(15) detect level 5: -25dBm(0) to -40dBm(15) detect level 6: -30dBm(0) to -45dBm(15) detect level 7: -35dBm(0) to -50dBm(15) detect level 8: -40dBm(0) to -55dBm(15) detect level 9: -45dBm(0) to -60dBm(15) detect level 10: -50dBm(0) to -65dBm(15) detect level 11: -55dBm(0) to -70dBm(15) detect level 12: -60dBm(0) to -75dBm(15) detect level 13: -65dBm(0) to -80dBm(15) detect level 14: -70dBm(0) to -85dBm(15) detect level 15: -75dBm(0) to -90dBm(15) default: Type 1~5 = 0			✓
80-03-05	<b>DTMF Tone Receiver Setup – Forward twist level</b>	Use to define the forward twist levels for the DTMF Tone Receiver.	0~9 (1dB ~ 10dB) default: All Receivers = 9			✓
80-03-06	<b>DTMF Tone Receiver Setup – Backward twist level</b>	Use to define the backward twist levels for the DTMF Tone Receiver.	0~9 (1dB ~ 10dB) default: All Receivers = 9			✓
80-03-07	<b>DTMF Tone Receiver Setup – ON detect time</b>	Use to define the on detect times for the DTMF Tone Receiver.	1~255 (15+ 15 ms ~ 3825 ms) default: All Receivers = 1			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-03-08	<b>DTMF Tone Receiver Setup – OFF detect time</b>	Use to define the off detect timer for the DTMF Tone Receiver.	1~255 (15+ 15 ms ~ 3825 ms) default: All Receivers = 1			✓
80-04-01	<b>Call Progress Tone Detector Setup – Detection Level</b>	Use to define the detection levels for the Call Progress Tone Detector.	0 = 0dBm ~ -25dBm 1 = -5dBm ~ -30dBm 2 = -10dBm ~ -35dBm 3 = -15dBm ~ -40dBm 4 = -20dBm ~ -45dBm 5 = -25dBm ~ -50dBm 6 = -30dBm ~ -55dBm default: Type 1 (DT) – 0 (-25dBm) Type 2 (BT) – 0 (-25dBm) Type 3 (RBT) – 0 (-25dBm) Type 4, Type 5 – 0			✓
80-04-02	<b>Call Progress Tone Detector Setup – Min. Detection Level</b>	Use to define the minimum detection levels for the Call Progress Tone Detector.	0~15 detect level 0 : -15dBm (0) to -30dBm(15) detect level 1 : -30dBm (0) to -45dBm(15) detect level 2 : -40dBm (0) to -55dBm(15) default: Type 1 (DT) – 15 (-25dBm) Type 2 (BT) – 15 (-25dBm) Type 3 (RBT) – 15 (-25dBm) Type 4, Type 5 – 0			✓
80-04-03	<b>Call Progress Tone Detector Setup – S/N Ratio</b>	Use to define the S/N ratio for the Call Progress Tone Detector.	0~4 (0dB ~ -20dB) default: Type 1 (DT) – 4 (-20dB) Type 2 (BT) – 4 (-20dB) Type 3 (RBT) – 4 (-20dB) Type 4, Type 5 – 0			✓
80-04-04	<b>Call Progress Tone Detector Setup – No tone time</b>	Use to define the no tone time for the Call Progress Tone Detector.	0~255 (30+30-7680ms) default: Type 1 (DT) – 132 (3990ms) Type 2 (BT) – 132 (3990ms) Type 3 (RBT) – 132 (3990ms) Type 4, Type 5 – 0			✓
80-04-05	<b>Call Progress Tone Detector Setup – Pulse Count</b>	Use to define the pulse count for the Call Progress Tone Detector.	1~255 default: Type 1 (DT) – 1 Type 2 (BT) – 1 Type 3 (RBT) – 1 Type 4, Type 5 – 0			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-04-06	Call Progress Tone Detector Setup – ON minimum time	Use to define the on minimum time for the Call Progress Tone Detector.	1~255 (30+30-7680ms) default: Type 1 (DT) – 9 (300ms) Type 2 (BT) – 9 (300ms) Type 3 (RBT) – 25 (780ms) Type 4, Type 5 – 0			✓
80-04-07	Call Progress Tone Detector Setup – ON maximum time	Use to define the on maximum time for the Call Progress Tone Detector.	0~255 (30+30-7680ms) default: Type 1 (DT) – 0 Type 2 (BT) – 14 (450ms) [ET] Type 3 (RBT) – 40 (1230ms) Type 4, Type 5 – 0			✓
80-04-08	Call Progress Tone Detector Setup – OFF minimum time	Use to define the off minimum time for the Call Progress Tone Detector.	1~255 (30+30-7680ms) default: Type 1 (DT) – 1 (60ms) Type 2 (BT) – 9 (300ms) Type 3 (RBT) – 83 (2520ms) Type 4, Type 5 – 0			✓
80-04-09	Call Progress Tone Detector Setup – OFF maximum time	Use to define the off maximum time for the Call Progress Tone Detector.	0~255 (30+30-7680ms) default: Type 1 (DT) – 1 (60ms) Type 2 (BT) – 14 (450ms) Type 3 (RBT) – 115 (3480ms) Type 4, Type 5 – 0			✓

## Operation

### To store an Speed Dialing number (display telephones only):

1. Press **Speaker**.
2. Dial **753** (for system) or **754** (for group).
3. Dial system or group storage code.
  -  *Initially, there are 1000 System Speed Dialing codes. There are Group Speed Dialing codes only if you define them in programming.*
4. Dial telephone number you want to store (up to 24 digits).
  -  Valid entries are 0~9, # and \*. To enter a pause, press Transfer. To store a Flash, press Recall.
  -  Enter @ for await answer before sending following digits on ISDN.
5. Press **Hold**.
6. Enter the name associated with the Speed Dialing number.

Table 2-23 Keys for Entering Names

Use this keypad digit . . .	When you want to . . .
1	Enter characters: 1 @ [ ¥ ] ^ _ ` {   } → ← Á À Â Ã Ç É Ê Ì Ó
2	Enter characters: A-C, a-c, 2.
3	Enter characters: D-F, d-f, 3.
4	Enter characters: G-I, g-i, 4.
5	Enter characters: J-L, j-l, 5.
6	Enter characters: M-O, m-o, 6.
7	Enter characters: P-S, p-s, 7.
8	Enter characters: T-V, t-v, 8.
9	Enter characters: W-Z, w-z, 9.
0	Enter characters: 0 ! “ # \$ % & ’ ( ) ô õ ú ä ö ü α ε θ
*	Enter characters: * + , - . / : ; < = > ? π Σ σ Ω ϕ £
#	# = Accepts an entry (only required if two letters on the same key are needed – ex: TOM). Pressing # again = Space. (In system programming mode, use the right arrow Softkey instead to accept and/or add a space.)
FEATURE	Clear the character entry one character at a time.
HOLD	Clear all the entries from the point of the flashing cursor and to the right.

7. Press **Hold**.
8. Press **Speaker** to hang up or repeat steps 3~7 to program another System or Group Speed Dial bin.

#### To dial a System Speed Dialing number:

1. Go off-hook.
2. Press **Redial**.
3. Dial the System Speed Dialing storage code.
  -  Unless you preselect, Trunk Group Routing selects the trunk for the call. The system may optionally select a specific Trunk Group for the call.
  -  If you have a DSS Console, you may be able to press a DSS Console key to chain to a stored number.

**To store a System Speed Dialing number under a Programmable Function Key:**

1. At multiline terminal, press **Speaker**.
2. Dial **751**.
3. Press the key where the number is to be stored.
4. Dial **27**.
5. Dial System Speed Dial Bin number to put under the key.
6. Press **Speaker** to hang up.

**To dial a System Speed Dialing number under a Programmable Function Key:**

1. At the multiline terminal, press **Speaker**.
2. Press the key, which has the stored number to be dialed.
  -  *The number seizes an outside line and dials out.*

**To dial a Group Speed Dialing number:**

1. Go off-hook.
2. Press **Redial**.
  - OR -
3. Press the **Group Speed Dialing** key (Program 15-07-01 or SC 751: 28).
  -  *To preselect, press a line key in step 1 (instead of **Speaker**) before pressing **Redial** or **Speed Dialing** key.*
4. Dial the Group Speed Dialing code.
  -  *The stored number dials out.*
  -  *Unless you preselect, Trunk Group Routing selects the trunk for the call.*
  -  *If you have a DSS Console, you may be able to press a DSS Console key to chain to a stored number.*

**To check your stored Speed Dialing numbers (display telephone only):**

1. Press the **Help** key.
2. For System Speed Dialing, press **Redial**.  
Dial the Speed Dialing Code (e.g., common code **001**).
  -  *If the entire stored number is too long for your telephone display, press\* to see the rest of the number.*
  - OR -For Group Speed Dialing, press the **Group Speed Dialing** key.
  - OR -For System Speed Dialing key, press the **System Speed Dialing** key.
3. Press the **Exit** key.
  -  *To display additional numbers, repeat from step 1.*

**To store a Station Speed Dialing number (display telephones only):**

1. Press **Speaker**.
2. Dial **755**.
3. Dial the Station Speed Dial buffer number to be programmed (**0~9**).
  - 1 = Station Speed Dial buffer 1
  - 2 = Station Speed Dial buffer 2
  - " " " " " "
  - 0 = Station Speed Dial buffer 10
4. Dial the telephone number you want to store (up to 24 digits).
 

*Valid entries are 0~9, # and \*. To enter a pause, press MIC. To store a Flash, press Recall.*
5. Press **Hold**.
6. Enter the name associated with the Speed Dialing number (display telephones only).

Key for Entering Names	
Use this keypad digit . . .	When you want to . . .
1	Enter characters: 1 @ [ ¥ ] ^ _ ` {   } → ← Á À Â Ã Ç É Ê ì ó
2	Enter characters: A-C, a-c, 2.
3	Enter characters: D-F, d-f, 3.
4	Enter characters: G-I, g-i, 4.
5	Enter characters: J-L, j-l, 5.
6	Enter characters: M-O, m-o, 6.
7	Enter characters: P-S, p-s, 7.
8	Enter characters: T-V, t-v, 8.
9	Enter characters: W-Z, w-z, 9.
0	Enter characters: 0 ! “ # \$ % & ’ ( ) ô õ ú ä ö ü α ε θ
*	Enter characters: * + , - . / : ; < = > ? π Σ σ Ω ϕ £
#	# = Accepts an entry (only required if two letters on the same key are needed – ex: TOM). Pressing # again = Space.
Conf	Clears the character entry one character at a time (used when entering the name).
Exit	Clears all the entries from the point of the flashing cursor and to the right (used when entering the number, this clears both the number and name).

7. Press **Hold**.
8. Press **Speaker** to hang up.

### To store a Station Speed Dialing number (Single Line Telephones only):

1. Lift the Handset.
2. Dial 755.
3. Dial the Station Speed Dial buffer number to be programmed (0~9).
  - 1 = Station Speed Dial Buffer 1
  - 2 = Station Speed Dial Buffer 2
  - 3 = Station Speed Dial Buffer 3
  - 4 = Station Speed Dial Buffer 4
  - 5 = Station Speed Dial Buffer 5
  - 6 = Station Speed Dial Buffer 6
  - 7 = Station Speed Dial Buffer 7
  - 8 = Station Speed Dial Buffer 8
  - 9 = Station Speed Dial Buffer 9
  - 0 = Station Speed Dial Buffer 10
4. Dial the telephone number you want to store (up to 24 digits).
  -  Valid entries are 0~9, # and \*.
  -  A Single line set cannot program a pause or flash in a spd bin.
5. Hang up.

### To dial a Station Speed Dialing number (Multiline Terminal):

1. Press **Speaker**.
2. Dial **#7** (default Service Code).
  - OR -
  - Press the **System Speed Dialing** key (Service Code 751: 27).
  -  To preselect, press a line key in step 1 (instead of Speaker).
3. Dial the Station Speed Dial buffer number (**0 ~9**).
  - 1 = Station Speed Dial buffer 1
  - 2 = Station Speed Dial buffer 2
  - : : : : : :
  - 0 = Station Speed Dial buffer 10
  -  The stored number dials out.
  -  Unless you preselect, Trunk Group Routing selects the trunk for the call. The system may optionally select a specific Trunk Group for the call.
  -  If you have a DSS Console, you may be able to press a DSS Console key to chain to a stored number.

**To dial a Station Speed Dialing number (Single Line Telephone):**

1. Lift the Handset.
2. Station Speed Dial #7  
Group Speed Dial #4  
System Speed Dial #2
3. Dial the Speed Dial Memory Location.  
Station Speed Dial 0~9  
Group Speed Dial xxx (none at default)  
System Speed Dial 000~999
4. Converse.

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## *Station Hunt*

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### **Description**

After calling a busy extension, a call immediately hunts to the next available member of the Hunt Group (Department Group). The caller does not have to hang up and place another Intercom call if the first extension called is unavailable.

### **Conditions**

- If required, use this option to change the Department Step Calling Single Digit Service Code (default code = 2).
- A function key for Department Step Calling can be assigned (code 36).
- In Program 20-08-12, enable (1) or disable (0) an extension user ability to use Department Step Calling.

### **Default Setting**

Not Enabled

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### **System Availability**

#### **Terminals**

All Terminals

#### **Required Component(s)**

None

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### **Related Features**

**Department Calling**

**Department Step Calling**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
16-01-03	<b>Department Group Basic Data Setup – Department Routing When Busy (Auto Step Call)</b>	Assign if a call to busy station hunts (1) or not hunts (0) to the next available member of the Hunt Group (Department Group). ✎ Refer <a href="#">Department Calling on page 2-343</a> to set up the Department Group.	0 = Normal (Intercom caller to busy department member hears busy) 1 = Circular (Intercom callers to busy department member routes to idle member) (default = 0)	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-09-07	<b>Class of Service Options (Incoming Call Service) – Call Queuing</b>	In an extension Class of Service, turns On (1) or Off (0) Call Queuing to the extension. This must be set to (0) for Station Hunting to work.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
20-13-06	<b>Class of Service Options (Supplementary Service) – Automatic Off-Hook Signaling (Automatic Override)</b>	In an extension Class of Service, allows a busy extension to Manually (0) or Automatically (1) receive off-hook signals. This must be set to (0) for Station Hunting to work.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		

## Operation

### To make a Step Call:

1. Place a call to a busy extension.

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## *Station Message Detail Recording*

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### Description

Station Message Detail Recording (SMDR) provides a record of the system trunk calls. Typically, the record outputs to a customer-provided printer, terminal or SMDR data collection device. SMDR allows you to monitor the usage at each extension and trunk. This makes charge-back and traffic management easier.

SMDR provides the following options:

- Abandoned Call Reporting**

The SMDR report includes calls that rang into the system but were unanswered (i.e., abandoned). SMDR can include all abandoned calls or only those abandoned calls that rang longer than the specified duration. The Abandoned Call Report helps you keep track of lost business.
- Blocked Call Reporting**

When Toll Restriction blocks a call, you can have SMDR print the blocked call information. Or, you can have SMDR exclude these types of calls. With Blocked Call Reporting, you can better customize Toll Restriction for the site application.
- Customized Date Format**

The SMDR header can show the report date in one of three formats: American, European or Japanese. Set the format for your preference.
- Transferred Call Tracking**

SMDR shows each extension share of a transferred call. If an outside call is transferred among four extensions, SMDR shows how long each of the callers stayed on the call.
- Data Call Tracking**

Data Call Tracking can log the system internal data calls. Since SMDR normally logs external (trunk) data calls, Data Call Tracking lets you get a complete picture of data terminal activity.
- Digit Counting**

With Digit Counting, SMDR can selectively keep track of toll calls. For example, if the digit count is nine, SMDR does not include toll calls in the home area code. Digit Counting permits SMDR to include only the calls you want to monitor.
- Digit Masking**

Digit Masking lets you X out portions of the number dialed on the SMDR report. A digit mask of seven, for example, masks out all exchange codes (NNXs) and local addresses. Digit Masking makes it easier to keep track of calling patterns, without having to interpret each individual number. You can also use Digit Masking to block out access and security codes.
- Duration Monitoring**

SMDR can include calls of any duration, or only those that last longer than the interval you specify. If you want to keep track of all trunk activity, use a short duration. To keep track of only significant usage, use a longer duration.
- Extension Exclusion**

You can selectively exclude extensions from the SMDR report. This ensures privacy for high-profile callers. For example, the company attorney negotiating a merger may not want his calls to show up on an in-house report.

**PBX Call Reporting**

If your system is behind a PBX, you can have SMDR monitor all traffic into the PBX or just calls placed over PBX trunks. The SMDR record can include all PBX calls (including calls to PBX extensions) or just calls that include the PBX trunk access code.

**Trunk Exclusion**

Use Trunk Exclusion to exclude certain trunks not subject to per-call charges (like WATS lines) from the SMDR report. This makes call accounting easier, since you review only those calls with variable costs.

**Usage Summaries**

SMDR can automatically print daily, weekly and monthly call activity summaries. Each summary includes the total number of regular trunk calls and ISDN trunk calls, and the costs for each type. The daily report prints every day at midnight. The weekly report prints every Sunday night at midnight. The monthly report prints at midnight on the last day of the month.

**Extension Name or Number**

The SMDR report can include an extension name or extension number. Choose the method that makes it easier for you to track call usage.

(The LAN port only provides information through LAN-capable programs, such as HyperTerminal. Printing of the SMDR information must be done from within that program.)

### SMDR Enhanced for Caller ID

The SMDR output is enhanced to include up to 16 or 24 characters of the Caller ID name information (depending on the view option selected in Program 35-02-18). You can select to display the Caller ID number or name or the DID number. If you wish to display the Caller Name in the DIALLED NO./CLI and ACCOUNT area, select 2 in the updated Program 35-02-15 and 1 in Program 35-02-17.

If the Caller ID name is not received, the area for Caller ID Name is left blank.

### Sample SMDR Report

For example, with Program 35-01-09 = 0 (Format for NA) and Program 35-02-17 = 1 (Caller ID Name), if a call is received with the Caller ID Name of NEC Business Solutions (22 characters), the following SMDR record is displayed:

CLASS	TIME	DATE	LINE	DURATION	STATION	DIALLED No./CLI	ACCOUNT
POT	10:52	12/09	002	00:00:10	2001	2142623801	08754
PIN	10:52	12/09	001	00:00:20	2017	2142623802	NEC Business Sol
PIN	10:53	12/09	002			2142623801	NO ANSWER

If Program 35-02-18 = 1 (Caller ID Name Output Method) is set to line feed, the SMDR displays as follows:

CLASS	TIME	DATE	LINE	DURATION	STATION	DIALLED No./CLI	ACCOUNT
POT	10:52	12/09	002	00:00:10	2001	2142623801	08754
PIN	10:52	12/09	001	00:00:20	2017	2142623802	NEC Business Sol
NEXT NEC Business Solutions							
PIN	10:53	12/09	002			2142623801	NO ANSWER

**Table 2-24 SMDR Report Definitions**

Report Headings	Definitions
<b>Call Record Number</b>	SMDR record number (consecutive)
<b>CLASS</b>	Type of call (see Class Definitions below)
<b>TIME</b>	Time call placed or answered. (For Transferred calls, shows time user picked up Transfer.)
<b>DATE</b>	Date the call was made
<b>LINE</b>	Trunk number used for call
<b>DURATION</b>	How long call lasted. (For Transferred calls, shows how long user was on call after answering the Transfer.)
<b>STATION</b>	Extension number of call owner (i.e., extension that first placed or answered call) (For Transferred calls, there can be more than one owner – depending on how many extensions shared the call.)
<b>DIALLED No./CLI</b>	For outgoing calls, the number dialed or, for incoming calls, the Caller ID information
<b>ACCOUNT</b>	Account Code number entered by extension user
<b>Class Definitions</b>	
<b>PIN</b>	Incoming trunk calls
<b>POT</b>	Outgoing trunk call
<b>POTA</b>	Outgoing trunk call placed using Toll Restriction Override
<b>POTP</b>	Outgoing call with Personal Code
<b>POTW</b>	Outgoing call by using Walking Toll Restriction
<b>PTRS</b>	Call Transfer (Incoming/Outgoing)
<b>IVIN</b>	Incoming call on ISDN
<b>IVOT</b>	Outgoing call on ISDN
<b>IVOTP</b>	Outgoing call on ISDN with Personal Code
<b>IDIN</b>	Incoming call on CCIS/TIE Trunk
<b>IDOT</b>	Outgoing call on CCIS/TIE Trunk
<b>ITRS</b>	Call Transfer on ISDN (Incoming/Outgoing)
<b>SDTA</b>	Internal Data Call
<b>ALB</b>	All Lines (Trunks) Busy
<b>BRD</b>	Barred (Restricted) Outgoing Call
<b>BFL</b>	SMDR Buffer Full
<b>NEXT</b>	Calling Party Name for previous record

Table 2-25 SMDR Report Format with Program 35-02-14 Set to '0'

Character Position	Field Definition
<b>Header Line 1</b>	
1~60	Spaces
61~70	DD/MM/YYYY
71	Space
72~75	PAGE
76	Space
77~79	Report page number (e.g., 001)
CR & LF	Carriage return and line feed
<b>Header Line 2</b>	
1~5	CLASS
6	Space
7~10	TIME
11~14	Spaces
15~18	LINE
19~22	Spaces
23~30	DURATION
31~32	Spaces
33~39	STATION
40~44	Spaces
45~51	DIALLED
52	Space
53~59	No./CLI
60~63	Spaces
64~70	ACCOUNT
CR & LF	Carriage return and line feed
LF	Line feed
<b>SMDR Record</b>	
1~4	Call type (e.g., POT for outgoing)
5	Space
6~10	Time in 24 hour clock (HH:MM)
11	Space
12~21	LINE
22	Space
23~30	Call Duration (HH:MM:SS)
31	Space
32~41	Station number or name
42	Space
43~62	Number dialed (20 digits maximum)
63	Space
64~79	Account number or NO ANSWER

Table 2-26 SMDR Report Format with Program 35-02-14 Set to '1'

Character Position	Field Definition
<b>Header Line 1</b>	
1~60	Spaces
61~70	DD/MM/YYYY
71	Space
72~75	PAGE
76	Space
77~79	Report page number (e.g., 001)
CR & LF	Carriage return and line feed
<b>Header Line 2</b>	
1~5	CLASS
6	Space
7~10	TIME
11	Spaces
12~15	DATE
16~17	Spaces
18~21	LINE
22	Space
23~30	DURATION
31~32	Spaces
33~39	STATION
40~44	Spaces
45~51	DIALLED
52	Space
53~59	No./CLI
60~63	Spaces
64~70	ACCOUNT
CR & LF	Carriage return and line feed
LF	Line feed
<b>SMDR Record</b>	
1~4	Call type (e.g., POT for outgoing)
5	Space
6~10	Time in 24 hour clock (HH:MM)
11	Space
12~16	DATE
17	Space
18~21	LINE
22	Space
23~30	Call Duration (HH:MM:SS)
31	Space
32~41	Station number or name
42	Space
43~62	Number dialed (20 digits maximum)
63	Space
64~79	Account number or NO ANSWER

**Table 2-27 SMDR Summary Report**

<p>OUTGOING CALL/COST SUMMARY FOR DAY OF nn/nn/nn</p> <p>TOTAL NO. OF OUTGOING PSTN CALLS: 0 TOTAL NO. OF OUTGOING ISDN CALLS: 0 NO. OF OUTGOING PSTN CALLS COSTED: 0 COST: 0 NO. OF OUTGOING ISDN CALLS COSTED: 0 COST: 0</p> <p>OUTGOING CALL/COST SUMMARY FOR WEEK ENDING nn/nn/nn</p> <p>TOTAL NO. OF OUTGOING PSTN CALLS: 49 TOTAL NO. OF OUTGOING ISDN CALLS: 0 NO. OF OUTGOING PSTN CALLS COSTED: 0 COST: 0 NO. OF OUTGOING ISDN CALLS COSTED: 0 COST: 0</p> <p>OUTGOING CALL/COST SUMMARY FOR MONTH ENDING nn/nn/nn</p> <p>TOTAL NO. OF OUTGOING PSTN CALLS: 49 TOTAL NO. OF OUTGOING ISDN CALLS: 0 NO. OF OUTGOING PSTN CALLS COSTED: 0 COST: 0 NO. OF OUTGOING ISDN CALLS COSTED: 0 COST: 0</p>
---

## Conditions

- SMDR data does not include Intercom calls.
- The SMDR call buffer stores 500 calls. The buffer stores calls when the SMDR device is unavailable. When the buffer fills, the oldest record is deleted to allow the new record to be saved.
- When SMDR reports are enabled using the same port as the Traffic Reporting feature (example: 147), the SMDR blocks the Traffic reports. Unplugging the cable and plugging it back in again allows Traffic reports to print.
- SMDR requires a connection to the CD-CP00-AU LAN.
- If no answer is received, NO ANSWER is displayed regardless of the system programming for the Caller ID display option.
- The setting in Program 35-02-18 works regardless of the entry in Program 35-02-15 or 35-02-17.
- When Program 35-02-18 is set to 1, the first and second lines are sometimes separated. When the buffer is full, the overflowed data may not be shown.
- The special characters used in the UNIVERGE SV8100 system cannot be output to the SMDR – they are converted to \_.
- To use the PBX Call Reporting option, program system for behind PBX operation.

## **Default Setting**

Disabled

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## **System Availability**

### **Terminals**

All Stations

### **Required Component(s)**

Software License for SMDR

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## **Related Features**

**PBX Compatibility**

**Traffic Reports**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-12-01	CD-CP00-AU Network Setup – IP Address	Assign the IP Address.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.254.255.254 192.0.0.1 ~ 223.255.255.254 (default = 192.168.0.10)	✓		
10-20-01	LAN Setup for External Equipment – TCP Port	Define the TCP port (0~65535) when communicating to the SMDR (type 5).	0~65535 default: External Device 1 (CTI Server) = 0 External Device 2 (ACD MIS) = 4000 External Device 5 (SMDR Output) = 0 External Device 6 (DIM Output) = 0 External Device 11 (O&M Server) = 8010	✓		
10-20-03	LAN Setup for External Equipment – Keep Alive Time	Use to define the keep alive time for communicating to external equipment.	1~255 (seconds) (default = 30)	✓		
14-01-06	Basic Trunk Data Setup – SMDR Printout	Use this option to have the system include(1) or exclude (0) the trunk you are programming from the SMDR printout. Refer to Program 35-01 and 35-02 for SMDR printout options.	0 = No Print Out 1 = Prints Out (default = 1)	✓		
14-04-01	Behind PBX Setup	For ANI/DNIS, the following additional setting is recommended: Behind PBX = 0 (Stand Alone).	0 = Stand Alone (Trunk) 1 = Behind PBX (PBX) 2 = Not Used 3 = CTX assume 9 (default = 0)		✓	
15-01-03	Basic Extension Data Setup – SMDR Printout	For each extension, enter 1 if extension calls should appear on SMDR report. Enter 0 if extension calls should not appear on SMDR report.	0 = Do not print on SMDR report 1 = Include on SMDR report (default = 1)	✓		
20-07-18	Class of Service Options (Administrator Level) – SMDR Printout Accumulated Extension Data	Used to determine if Accumulated Extension Data is included in the SMDR report for each COS.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-07-19	<b>Class of Service Options (Administrator Level) – SMDR Printout Department Group (STG) Data</b>	Used to determine if Department Group (STG) Data is included in the SMDR report for each COS.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-13-20	<b>Class of Service Options (Administrator Level) – SMDR Printout Accumulated Account Code Data</b>	Used to determine if Accumulated Account Code Data is included in the SMDR report for each COS.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-13-36	<b>Class of Service Options (Supplementary Service) – Call Duration Timer Display</b>	In an extension Class of Service, turns On (1) or Off (0) a Call Timer for the extension.	0 = Off 1 = On (default = 1 for COS 01~15)		✓	
35-01-01	<b>SMDR Options – Output Port Type</b>	This option specifies the type of connection used for SMDR. The baud rate for the COM port should be set in Program 15-02-19.	0 = None 3 = LAN 4 = CTA/CTU (default = 0)	✓		
35-01-03	<b>SMDR Options – Header Language</b>	Specify the language in which the SMDR header should be printed.	0 = English 1 = German 2 = French 3 = Italian 4 = Spanish (default = 0)		✓	
35-01-04	<b>SMDR Options – Omit Digits</b>	Enter the number of digits (1~24) you want SMDR to block (i.e., X out). Enter 0 not to block any digits.	0~24 (0 = Not applied) (default = 0)		✓	
35-01-05	<b>SMDR Options – Minimum Digits</b>	Enter the minimum number of digits a user must dial (1~24) before the system includes a call on the SMDR report. Enter 0 to include all outgoing calls, regardless of the number of digits dialed.	0~24 (0 = Not applied) (default = 0)	✓		
35-01-06	<b>SMDR Options – Minimum Call Duration</b>	Enter the minimum duration of a call that prints on the SMDR report. Enter 0 to have calls of any duration print.	0~65535 (sec) (0 = All) (default = 0)	✓		
35-01-07	<b>SMDR Options – Minimum Ring Time (For Incoming Calls)</b>	Enter how long an unanswered call must ring (1~65535 seconds) before SMDR logs it as No Answer). Enter 0 to allow all No Answer calls to print.	0~65535 (sec) (0 = All) (default = 0)		✓	
35-01-08	<b>SMDR Options – Format Selection</b>	<i>Do not change:</i> This option is added to allow an increased account code field from eight to 16 when used in the U.K. This allows 16 characters of the Caller ID name to be displayed. For the AUS/NZ, this option is set to 0 and should remain at this setting as 16 characters are already provided for the account code field.	0 = NA Type (North America) 1 = G/J Type (Overseas/Japan) (default = 0)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
35-02-01	<b>SMDR Output Options – Toll Restricted Call</b>	SMDR can include or exclude calls blocked by Toll Restriction.	0 = Not Displayed 1 = Displayed (default = 1)		✓	
35-02-02	<b>SMDR Output Options – PBX Calls</b>	When the system is behind a PBX, SMDR can include all calls or just calls dialed using the PBX trunk access code.	0 = Not Displayed 1 = Displayed (default = 1)		✓	
35-02-03	<b>SMDR Output Options – Trunk Number or Name</b>	Select whether the system should display the trunk name (0) or the number (1) on SMDR reports. <i>If this option is set to 0, Program 35-02-14 must be set to 0.</i>	0 = Name 1 = Number (default = 1)		✓	
35-02-04	<b>SMDR Output Options – Summary (Daily)</b>	Set this option to (1) to have the SMDR report provide a daily summary (at midnight every night).	0 = Not Displayed 1 = Displayed (default = 1)		✓	
35-02-05	<b>SMDR Output Options – Summary (Weekly)</b>	Set this option to (1) to have the SMDR report provide a weekly summary (every Saturday at midnight).	0 = Not Displayed 1 = Displayed (default = 1)		✓	
35-02-06	<b>SMDR Output Options – Summary (Monthly)</b>	Set this option to (1) to have the SMDR report provide a monthly summary (at midnight on the last day of the month).	0 = Not Displayed 1 = Displayed (default = 1)		✓	
35-02-07	<b>SMDR Output Options – Toll Charge Cost</b>	Set this option to (1) have the SMDR report include toll charges.	0 = Not Displayed 1 = Displayed (default = 1)		✓	
35-02-08	<b>SMDR Output Options – Incoming Call</b>	Enable this option (1) to have the SMDR report include incoming calls. If you disable this option (0), incoming calls do not print.	0 = Not Displayed 1 = Displayed (default = 1)		✓	
35-02-09	<b>SMDR Output Options – Extension Number or Name</b>	Set this option (1) to have the SMDR report include extension numbers. Set this option (0) to have the SMDR report include extension names.	0 = Name 1 = Number (default = 1)		✓	
35-02-10	<b>SMDR Output Options – All Lines Busy (ALB) Output</b>	Determine if the All Lines Busy (ALB) indication should be displayed.	0 = Not Displayed 1 = Displayed (default = 0)		✓	
35-02-12	<b>SMDR Output Options – DID Table Name Output</b>	Determine if the DID table name should be displayed for incoming DID calls.	0 = Not Displayed 1 = Displayed (default = 0)		✓	
35-02-13	<b>SMDR Output Options – CLI Output When DID to Trunk</b>	Determine if the Caller ID should be displayed when the incoming DID number is transferred to an outgoing trunk.	0 = Not Displayed 1 = Displayed (default = 0)		✓	
35-02-14	<b>SMDR Output Options – Date</b>	Determine whether the date should be displayed on SMDR reports. <i>This option must be set to 0 if the trunk name is set to be displayed in Program 35-02-03.</i>	0 = Not Displayed 1 = Displayed (default = 0)		✓	

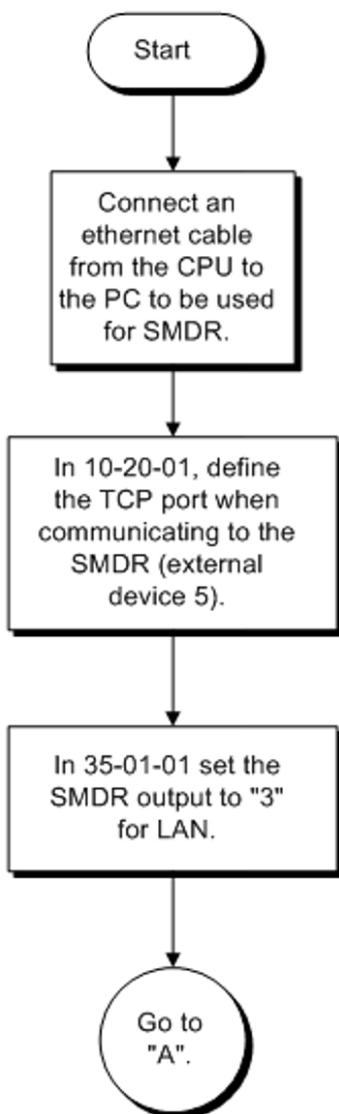
Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
35-02-15	<b>SMDR Output Options – CLI/DID Number Switching</b>	Enter 0 to display the Caller ID number. Determine if the Caller ID number (0), DID number (1) or Caller ID name (2) should be displayed in the SMDR output.	0 = CLI (CLIP) 1 = DID Calling Number (default = 0)		✓	
35-02-16	<b>SMDR Output Options – Trunk Name or Received Dialed Number</b>	Determine how the SMDR should print incoming calls on ANI/DNIS or DID trunks. If set to (1), ANI/DNIS trunks can print DNIS digits. For DID trunks, if the received number is not defined in Program 22-11-01, a number is not printed. If set to (0) trunk names are printed instead (as assigned in Program 14-01-01).	0 = Trunk Port Name 1 = Received Dialed Number (default = 0)		✓	
35-02-17	<b>SMDR Output Options – Print Account Code or Caller Name of Incoming Call</b>	Determine whether the Account Code (0) or Caller ID name (1) should appear in the SMDR record. By default, the Account Code is displayed.  <i>Program 35-01-08 must be set to 0 for this entry to be followed.</i>	0 = ACC 1 = CNAME (default = 0)		✓	
35-02-18	<b>SMDR Output Options – Print Mode for Caller Name of Incoming Call</b>	Select whether to display up to 16 characters of the Caller Name on the same line as the call record (0) or if a line feed should be added and up to 24 characters of the Caller Name will be displayed on the following line (1). If the line feed option is selected, the Caller Name is displayed on the next line as : NEXT Caller Name. The default entry for this option is 0. This setting works regardless of the setting in Program 35-02-15.  <i>With this option set to 1, if your communications program (such as HyperTerminal) has the line wrap option enabled in the ASCII setup, an additional line break may appear above the Caller name line.</i>	0 = Normal 1 = Line Feed (default = 0)		✓	
35-03-01	<b>SMDR Port Assignment for Trunk Group</b>	Assign the SMDR port for each trunk group. For each Trunk Group, select the SMDR port to which the incoming SMDR information should be sent.	Trunk Groups: 1~100 SMDR Ports: 1~8 (default = 1)		✓	
35-04-01	<b>SMDR Port Assignment for Department Groups</b>	Assign the SMDR port for each Department Group. For each Department Group, select the SMDR port to which the outgoing SMDR information should be sent.	Department Groups: 1~64 SMDR Ports: 1~8 (default = 1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-05-01	Date Format for SMDR and System – Date Format	Set the date format for SMDR.	0 = American Format (Month / Day / Year) 1 = Japanese Format (Year / Month / Day) 2 = European Format (Day / Month / Year) (default = 2)		✓	

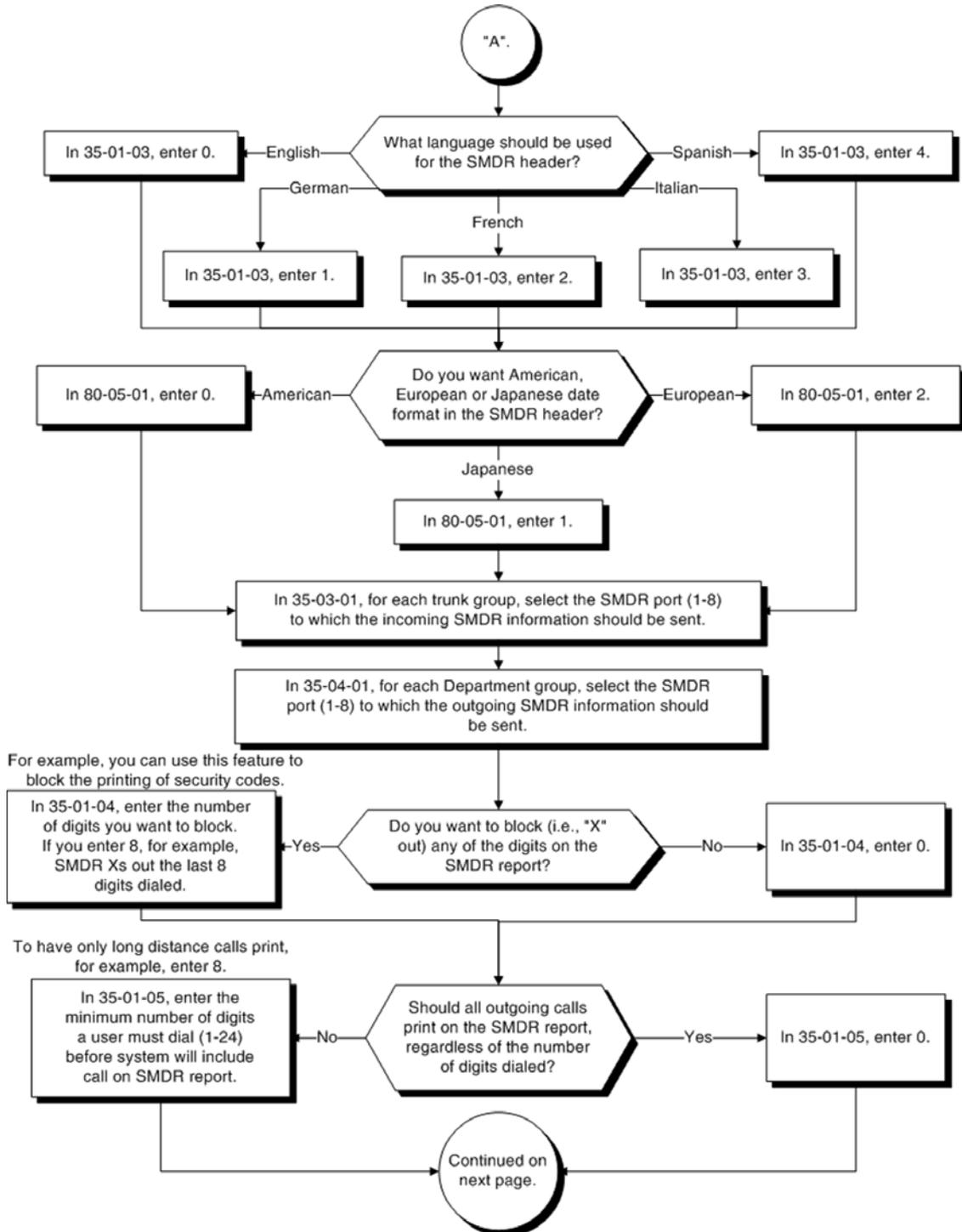
SMDR flowcharts are located on the following pages.

**SMDR with a CD-CP00-AU Connection Ethernet**

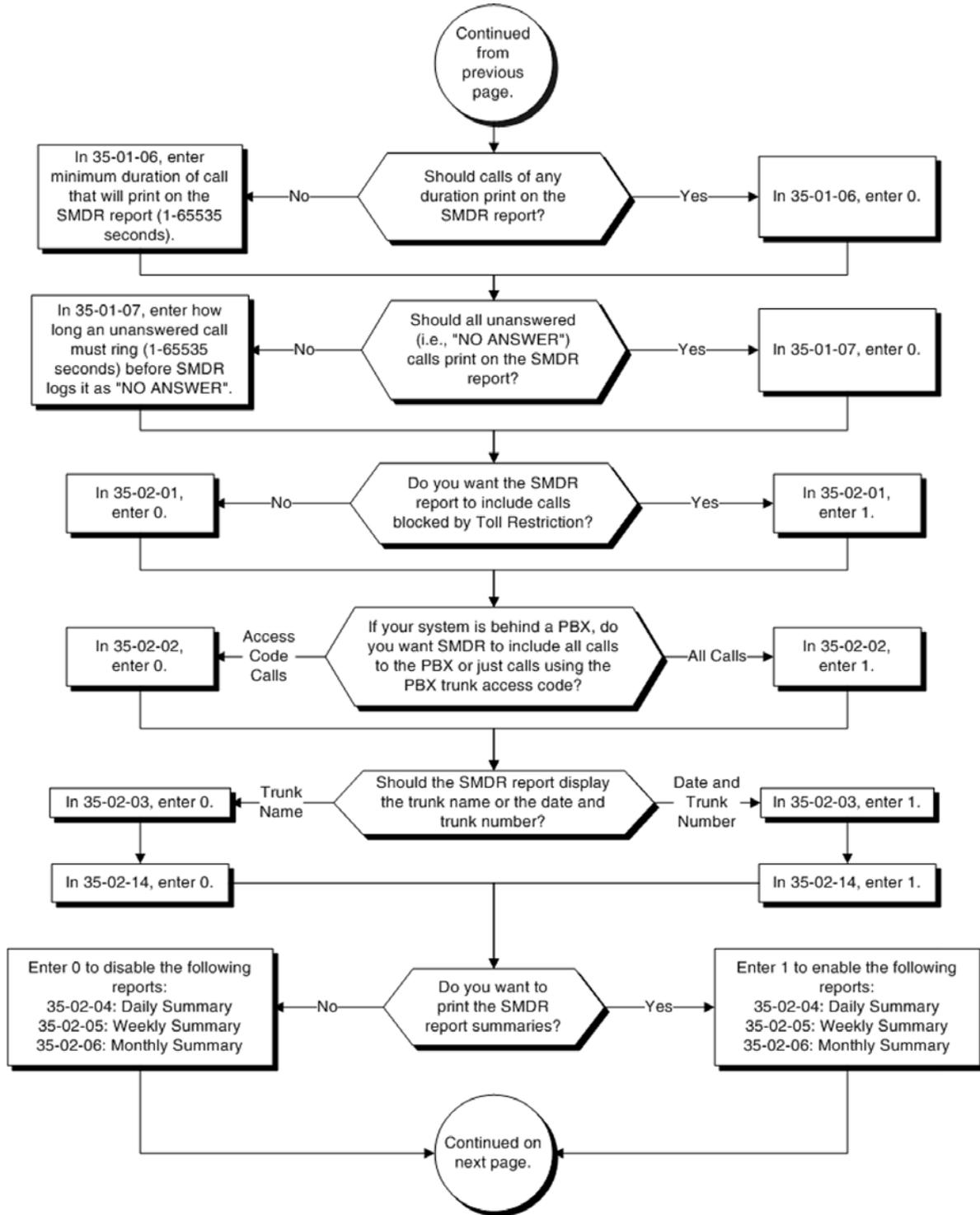
SMDR With a CPU Connection - Ethernet



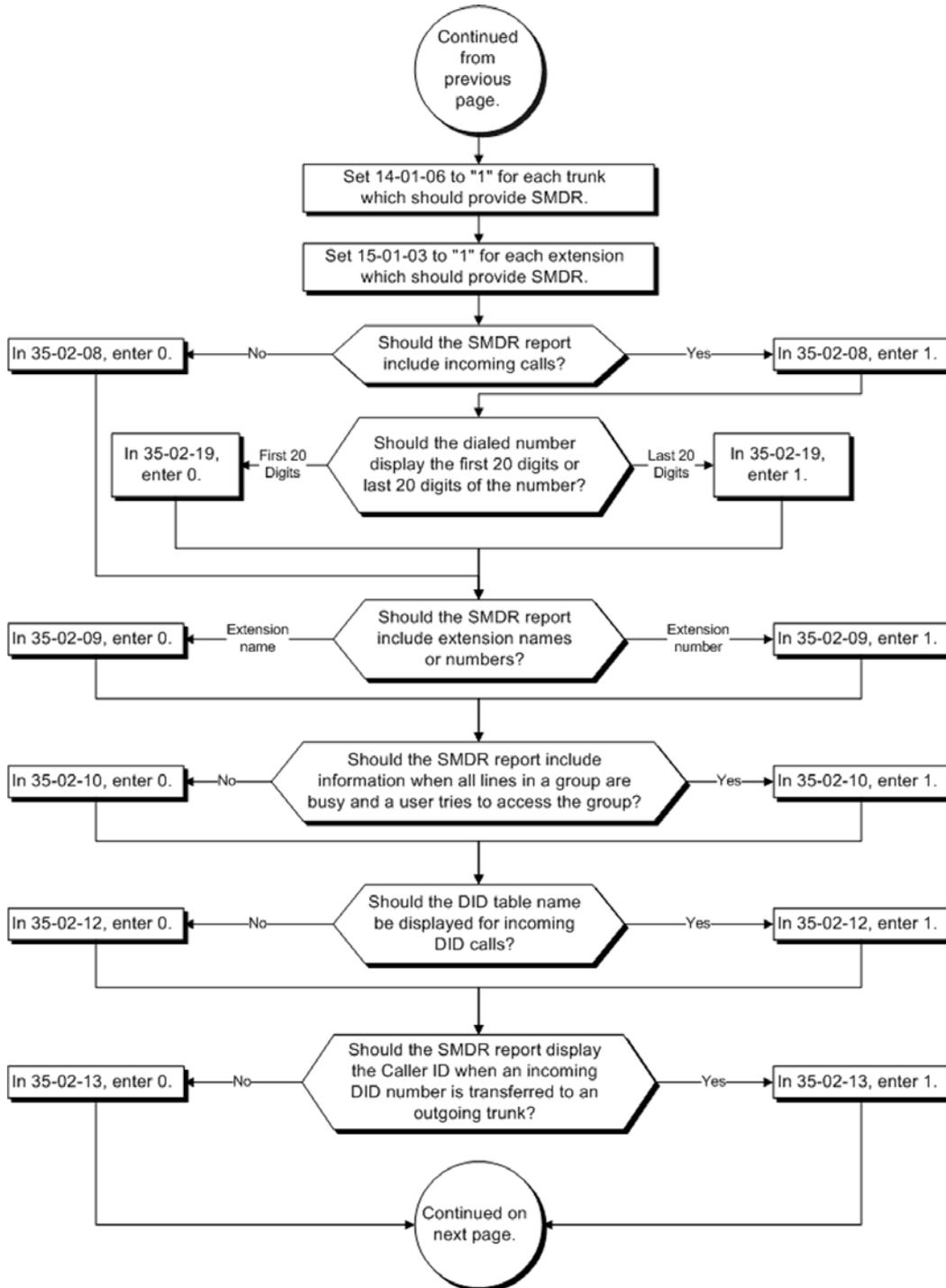
**SMDR Flowchart**



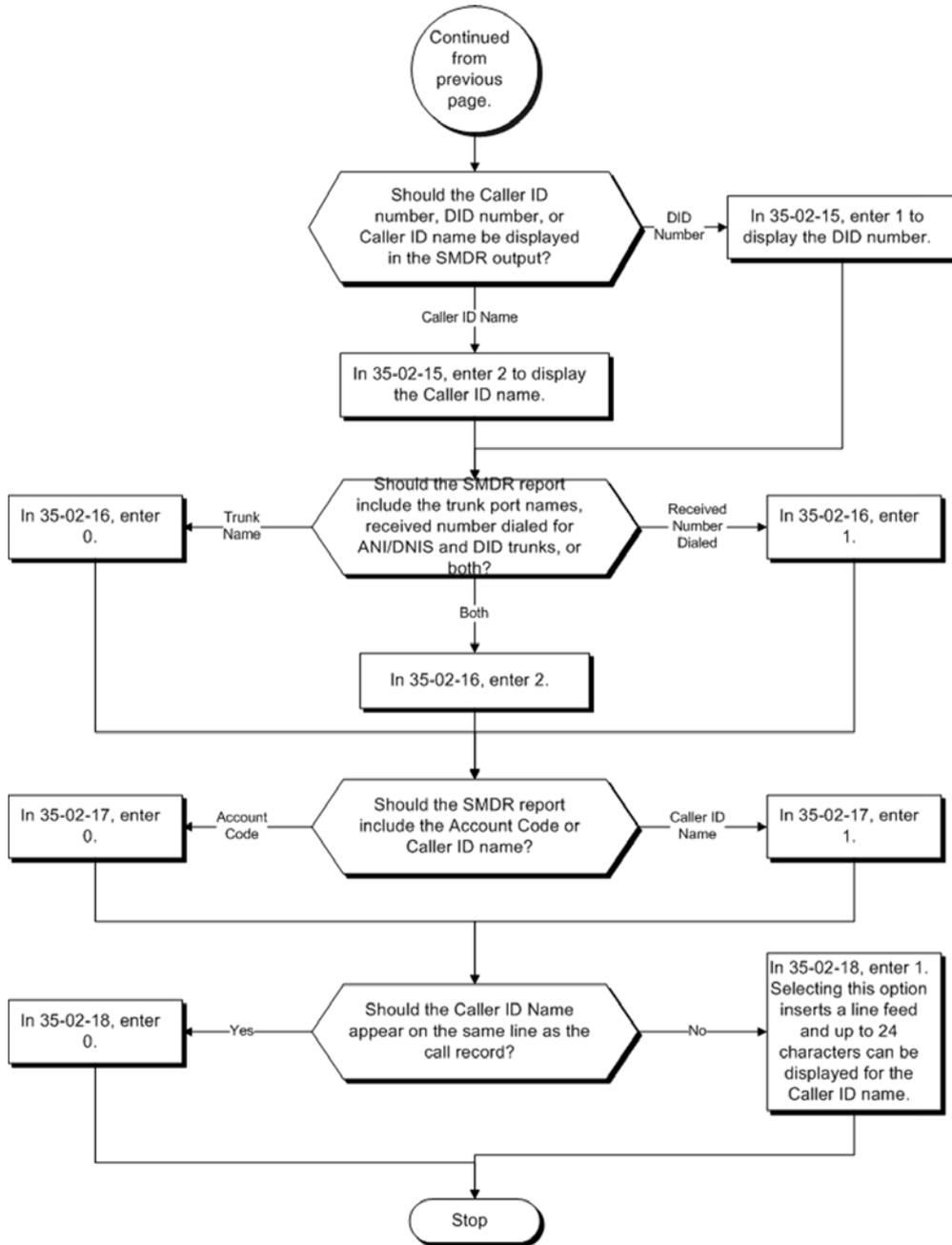
### SMDR Flowchart (Continued)



### SMDR Flowchart (Continued)



### SMDR Flowchart (Continued)



## Operation

Once installed and programmed, SMDR operation is automatic.

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## *Station Name Assignment – User Programmable*

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### **Description**

This feature allows a user to program the Station Name for their telephone extension or any extension within the system. The name is displayed on the multiline terminal LCD when an intercom or K-CCIS call is placed.

### **Conditions**

- Display telephones use extension names for Directory Dialing.
- Single line telephone extensions cannot program names.

### **Default Setting**

Enabled

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### **System Availability**

#### **Terminals**

All display Multiline Terminals

#### **Required Component**

None

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### **Related Features**

**Directory Dialing**

**Name Storing**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-11-22	<b>Service Code Setup (for Setup/Entry Operation) – Extension Name Programming</b>	Use to customize the extension name programming used for registration and setup.	MLT (default = 700)		✓	
15-01-01	<b>Basic Extension Data Setup – Extension Name</b>	Define the extension/virtual extension name.	Up to 12 characters Default: STA 101 = Ext 101 STA 102 = Ext 102, etc.	✓		
15-07-01	<b>Programmable Function Keys</b>	Assign an Extension Name Change key (55) to extensions.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-13-21	<b>Class of Service Options (Supplementary Service) – Extension Name</b>	Turns Off (0) or On (1) an extension user ability to program its name.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

## Operation

### To program your extension name:

1. Press **Speaker**.
2. Dial **700**.  
- OR -  
Press the **Extension Name Change** key (Program 15-07 or SC 751: 55).
3. Press **Hold**.

4. Enter the name. (Refer to [Table 2-21 Selectable Display Messaging Defaults on page 2-919.](#))  
 Your name can be up to 12 digits maximum.
5. Press **Hold**.
6. Press **Speaker** to hang up.

#### To program any extension name:

1. Press **Speaker**.
2. Dial **700**  
 - OR -  
 Press the **Extension Name Change** key (Program 15-07 or SC 751: 55).
3. Enter the extension number to be named.
4. Enter a name. (Refer to [Table 2-28 Keys for Entering Names.](#))  
 The name can be have to 12 digits maximum.
5. Press **Hold**.
6. Press **Speaker** to hang up.

**Table 2-28 Keys for Entering Names**

Use this keypad digit . . .	When you want to. . .
1	Enter characters: 1 @ [ ¥ ] ^ _ ` {   } →← ← Á À Â Ã →Ç É Ê Ì Ó
2	Enter characters: A-C, a-c, 2.
3	Enter characters: D-F, d-f, 3.
4	Enter characters: G-I, g-i, 4.
5	Enter characters: J-L, j-l, 5.
6	Enter characters: M-O, m-o, 6.
7	Enter characters: P-S, p-s, 7.
8	Enter characters: T-V, t-v, 8.
9	Enter characters: W-Z, w-z, 9.
0	Enter characters: 0 ! “ # \$ % & ’ ( ) ô õ ú å ä ö ü α ε θ β
*	Enter characters: * + , - . / : ; < = > ? π Σ σ Ω ¢ £
#	# = Accepts an entry (only required if two letters on the same key are needed – ex: TOM). Pressing # again = Space. (In system programming mode, use the right arrow Softkey instead to accept and/or add a space.)
Conf	Clear the character entry one character at a time.
Hold	Clear all the entries from the point of the flashing cursor and to the right.

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## *Station Relocation*

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### **Description**

Station Relocation allows a station to be moved from one location to another, without having to reprogram the station data. The stations features and extension number are the same after it is moved to the new location.

### **Conditions**

- This feature can be used to swap or relocate multiline and single line terminals.
- Single line includes SLT adaptors.
- The destination extension must be idle. If the station is not idle, busy tone is heard.
- If the Extension Swap service code is dialed from an extension that does not have an extension swap password programmed, busy tone is heard.
- If the Extension Swap service code is dialed from an extension whose Class of Service does not allow Extension Data Swap, busy tone is heard.
- If the destination extension entered is not a valid extension, busy tone is heard.
- The following user setting data is relocated with the extension. All other user setting data is not relocated or cleared.
  - DND
  - Call Forwarding
  - Memo Dial
  - Last Number Dial History
  - Saved Number Dial
  - Incoming History
  - MIC LED Status
  - VM MW LED Status

Refer to the Programming section in this feature for system programs that are swapped.

### **Default Setting**

None

## System Availability

### Terminals

All Multiline Terminals and Single Line Telephones

### Required Component(s)

None

## Related Features

None

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-15-12	Service Code Setup, Administrative (for Special Access – Extension Data Swap	Ext. Data Swap = xxx (service code in accordance with Program 11-01).	MLT (default not assigned)	✓		
20-13-42	Class of Service Options (Supplementary Service) – Extension Data Swap Enabling	Turns Off or On an extensions ability to use the Station Relocation feature.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
92-05-01	Extension Data Swap Password – Password	Fixed 4-Digits.	Fixed four digits (No setting at default) (default not assigned)	✓		

### ➔ The following programs are swapped when Station Relocation is used:

- Program 11-02 Extension Numbering
- Program 12-05 Night Mode Group Assignment for Extensions
- Program 13-03 Speed Dialing Group Assignment for Extensions

- 
- 
- Program 15-01 Basic Extension Data Setup
  - Program 15-02 Multiline Telephone Basic Data Setup
  - Program 15-03 Single Line Telephone Basic Data Setup
  - Program 15-06 Trunk Access Map for Extensions
  - Program 15-07 Programmable Function Keys
  - Program 15-08 Incoming Virtual Extension Ring Tone Setup
  - Program 15-09 Virtual Extension Ring Assignment
  - Program 15-10 Incoming Virtual Extension Ring Tone Order Setup
  - Program 15-11 Virtual Extension Delayed Ring Assignment
  - Program 15-12 Conversation Recording Destination for Extensions
  - Program 15-14 Programmable One-Touch Keys
  - Program 15-20 LCD Line Key Name Assignment
  - Program 16-02 Department Group Assignment for Extensions
  - Program 20-06 Class of Service for Extensions
  - Program 21-02 Trunk Group Routing for Extensions
  - Program 21-04 Toll Restriction Class for Extensions
  - Program 21-07 Toll Restriction Override Password Setup
  - Program 21-10 Dial Block Restriction Class Per Extension
  - Program 21-11 Extension Ringdown (Hotline) Assignment
  - Program 21-13 ISDN Calling Party Number Setup for Extensions
  - Program 21-15 Individual Trunk Group Routing for Extensions
  - Program 21-19 IP Trunk (SIP) Calling Party Number Setup for Extension
  - Program 23-02 Call Pickup Groups
  - Program 23-03 Universal Answer/Auto Answer
  - Program 23-04 Ringing Line Preference for Virtual Extensions
  - Program 24-03 Park Group
  - Program 26-04 ARS Class of Service
  - Program 30-02 DSS Console Extension Assignment
  - Program 31-02 Internal Paging Group Assignment
  - Program 41-02 ACD Group and Agent Assignments
  - Program 41-17 ACD Login Mode Setup
  - Program 42-02 Hotel/Motel Telephone Setup

## Operation

### To exchange two terminals:

1. Pick up the handset or press **Speaker**.
2. Dial the Extension Data Swap Service Code – not assigned at default (Program 11-15-12).
3. Dial the Extension Data Swap Password – not assigned at default (Program 92-05-01).
4. Dial the extension to be swapped with or relocated to.
5. When successfully completed, confirmation tone will be heard and the display will show completed.
6. Press **Speaker** twice to exit.

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# *SV8100 Communications Analyst Enterprise*

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## **Description**

SV8100 Communications Analyst Enterprise is an easy to use, graphically oriented software package that allows you to monitor and analyze telephone calls, understand telephone usage, and cut costs. Incoming and outgoing calls are tracked accurately along with the date and time of the call. When the incoming telephone call must be tracked with name and/or telephone numbers, SV8100 Communications Analyst Enterprise requires Caller ID service from the local telephone company.

SV8100 Communications Analyst Enterprise increases productivity, facilitates billing, and helps detect toll fraud and telephone abuse. It also has powerful tabular (text) and graphic report generating ability. Reports include extension/line summaries, date, time, and department summaries, longest/most expensive calls, and most frequently called numbers. These reports can be used to analyze your telephone as a critical business communication tool, improve its business effectiveness, and reduce your telephone costs. A report can be generated showing calling patterns by volume or duration on a color-coded United States map. This can help a Customer Support, Sales Order, or Telemarketing business become more focused, more productive, and more cost effective.

### **SV8100 Communications Analyst Enterprise keeps track of:**

- The date and time calls were made or received
- The duration of each call
- Which extension made or received the call
- The CID/ANI, DNIS of the caller
- The trunk or line numbers which handled the call
- Account codes and authorization codes used for the call
- CCIS calls are now logged with extension number and trunks used for CCIS. These trunks can be placed in a different line group in order to track usage across a CCIS link using the Traffic Analysis add-on feature.

### **Highlights of SV8100 Communications Analyst Enterprise and SMB8000 Communications Analyst:**

- Network based.
- Fraud Alert. This module can generate alarms by e-mail, pager screen, screen pop-up, .wav file etc. when it detects user defined patterns in the call records.
- Automatic report and data archival scheduling, to include automatic e-mailing of reports to pre-determined destinations.
- Real-time inbound/outbound call monitoring.
- Changes can now be made to the call record such as Account Code Entry, DNIS, and comments field.
- Call costing and user configurable rate plans
- Time billing

**Included Reports:**

- Date and time summaries
- Most frequently called numbers
- Department summaries
- Extension and line summaries
- Longest and most expensive calls
- And many more

**Conditions**

- The following software items are installed on the PC:
  - Multi Site Process Manager (MSPM) to collect call records from the system.
  - SMB8000 Communications Analyst (version depends on license purchased, lite or full) to allow reports and other Communications Analyst features.
  - There is no lite package for SMB8000 Communications Analyst.
  - Scheduler (default installed) to allow reports and database archival depending on the CallAnalyst version.
  - SMB8000 Communications Analyst Installation Guide (default installed, PDF format).
- The following optional modules of SMB8000 Communications Analyst Software require license upgrade:
  - Network Client  
Network clients must then call NEC for additional licensing. The license is issued on the Communications Analyst Server installation. All license information is maintained on the UNIVERGE SV8100 CD-CP00-AU.
  - Traffic Analysis  
This tool allows users to view and analyze trunk capacity usage by date, time, and call direction.
- Refer to the SMB8000 Communications Analyst Installation Guide installed with the software for more detailed information.
- SMDR does not print Intercom calls.
- The SMDR call buffer stores 500 calls. The buffer stores calls when the SMDR device is unavailable. When the buffer fills, the oldest record is deleted to allow the new record to be saved.
- The UNIVERGE SV8100 SMDR does not provide data to support the tracking of tandem calls or conference calls. Tandem calls appear as one call with extension number shown as the trunk it was answered on, and out with the extension number as the trunk used to make the call. Conference calls show only the last party to join the conference and the party that answered the call.

## Default Setting

None

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## System Availability

### Terminals

All Terminals:

- Incoming CO/PBX Call
- Outgoing CO/PBX Call
- Conference CO/PBX Call
- Transferred CO/PBX Call

### Required Component(s)

LAN connection for SMDR over Ethernet

#### Minimum PC Requirements:

- PC with Pentium Processor
- 64 MB RAM
- VGA monitor 800 X 600 resolution (SVGA 1024 X 768 recommended)
- Windows 98 (SE), Windows 2000/XP Professional, Windows 2000/2003 server
- 80 MB free hard drive space
- CD-ROM drive (When using CD for installation)
- Available serial port and RS-232 cable
- Printer for reports

The SMB8000 Communications Analyst software should be installed on a separate PC, but other applications may be installed. Performance depends on the need for memory and processing for the other applications.

## Related Features

Account Code – Forced/Verified/Unverified

Account Code Entry

Central Office Calls, Answering

Central Office Calls, Placing

Clock/Calendar Display

E911 (US only) Compatibility

ISDN Compatibility

Multiple Trunk Types

Station Message Detail Recording

T1 Trunking (with ANI/DNIS Compatibility)

Traffic Reports

Trunk Groups

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-01-06	Basic Trunk Data Setup – SMDR Printout	Use this option to have the system include(1) or exclude (0) the trunk you are programming from the SMDR printout. Refer to Program 35-01 and 35-02 for SMDR printout options.	0 = No Print Out 1 = Prints Out (default = 1)	✓		
15-01-03	Basic Extension Data Setup – SMDR Printout	For each extension, enter 1 if an extension call should appear on the SMDR report. Enter 0 for the extension if the calls should not appear.	0 = Do not print on SMDR report 1 = Include on SMDR report (default = 1)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
35-01-01	SMDR Options – Output Port Type	This option specifies the type of connection used for SMDR. The baud rate for the COM port should be set in Program 15-02-19.	0 = None 3 = LAN 4 = CTA/CTU (default = 0)	✓		
35-01-02	SMDR Options – Output Destination Number	This option specified the SMDR printer output extension (CTA extension number).	Up to eight digits (default not assigned)		✓	
35-01-03	SMDR Options – Header Language	Specify the language in which the SMDR header should be printed.	0 = English 1 = German 2 = French 3 = Italian 4 = Spanish (default = 0)		✓	
35-01-04	SMDR Options – Omit Digits	The number of digits entered for this option do not print on the SMDR Report (0~24). For example, if the entry is 10, the first 10 digits a user dials do not appear on the SMDR report.	0~24 (0 = Not applied) (default = 0)	✓		
35-01-05	SMDR Options – Minimum Digits	Outgoing calls must have at least this number of digits for inclusion in the SMDR report (0~24).	0~24 (0 = Not applied) (default = 0)	✓		
35-01-06	SMDR Options – Minimum Call Duration	A call must last at least this time to be included in the SMDR report.	0~65535 (seconds) (0 = All) (default = 0)	✓		
35-01-07	SMDR Options – Minimum Ring Time (For Incoming Calls)	A call must ring for at least this time to be included in the SMDR report.	0~65535 (seconds) (0 = All) (default = 0)	✓		
35-01-08	SMDR Options – Format Selection	Use to set the SMDR (Station Message Detail Recording) format for each of the eight SMDR ports.	0 = NA Type (North America) 1 = G/J Type (Overseas/ Japan) (default = 0)		✓	
35-02-01	SMDR Output Options – Toll Restricted Call	SMDR can include or exclude calls blocked by Toll Restriction.	0 = Not Displayed 1 = Displayed (default = 1)	✓		
35-02-02	SMDR Output Options – PBX Calls	When the system is behind a PBX, SMDR can include all calls or just calls dialed using the PBX trunk access code.	0 = Not Displayed 1 = Displayed (default = 1)		✓	
35-02-03	SMDR Output Options – Trunk Number or Name	Select whether the system should display the trunk name (0) or the number (1) on SMDR reports.  If this option is set to 0, Program 35-02-14 must be set to 0.	0 = Name 1 = Number (default = 1)		✓	
35-02-04	SMDR Output Options – Summary (Daily)	Set this option to (1) to have the SMDR report provide a daily summary (at midnight every night).	0 = Not Displayed 1 = Displayed (default = 1)		✓	
35-02-05	SMDR Output Options – Summary (Weekly)	Set this option to (1) to have the SMDR report provide a weekly summary (every Saturday at midnight).	0 = Not Displayed 1 = Displayed (default = 1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
35-02-06	<b>SMDR Output Options – Summary (Monthly)</b>	Set this option to (1) to have the SMDR report provide a monthly summary (at midnight on the last day of the month).	0 = Not Displayed 1 = Displayed (default = 1)		✓	
35-02-07	<b>SMDR Output Options – Toll Charge Cost</b>	Set this option to (1) have the SMDR report include toll charges.	0 = Not Displayed 1 = Displayed (default = 1)		✓	
35-02-08	<b>SMDR Output Options – Incoming Call</b>	Enable this option (1) to have the SMDR report include incoming calls. If you disable this option (0), incoming calls do not print.	0 = Not Displayed 1 = Displayed (default = 1)		✓	
35-02-09	<b>SMDR Output Options – Extension Number or Name</b>	Set this option (1) to have the SMDR report include extension numbers. Set this option (0) to have the SMDR report include extension names.	0 = Name 1 = Number (default = 1)	✓		
35-02-10	<b>SMDR Output Options – All Lines Busy (ALB) Output</b>	Determine if the All Lines Busy (ALB) indication should be displayed.	0 = Not Displayed 1 = Displayed (default = 0)		✓	
35-02-11	<b>SMDR Output Options – Walking Toll Restriction Table Number</b>	Use to set the SMDR (Station Message Detail Recording) walking toll restriction table number output options for each of the eight SMDR ports.	0 = No Output 1 = Output (default = 1)		✓	
35-02-12	<b>SMDR Output Options – DID Table Name Output</b>	Determine if the DID table name should be displayed for incoming DID calls.	0 = Not Displayed 1 = Displayed (default = 0)		✓	
35-02-13	<b>SMDR Output Options – CLI Output When DID to Trunk</b>	Determine if the Caller ID should be displayed when the incoming DID number is transferred to an outgoing trunk.	0 = Not Displayed 1 = Displayed (default = 0)		✓	
35-02-14	<b>SMDR Output Options – Date</b>	Determine whether the date should be displayed on SMDR reports.  <i>This option must be set to 0 if the trunk name is set to be displayed in Program 35-02-03.</i>	0 = Not Displayed 1 = Displayed (default = 0)	✓		
35-02-15	<b>SMDR Output Options – CLI/DID Number Switching</b>	Enter 0 to display the Caller ID number. Determine if the Caller ID number (0), or DID number (1) should be displayed in the SMDR output.	0 = CLI (CLIP) 1 = DID Number (default = 0)		✓	
35-02-16	<b>SMDR Output Options – Trunk Name or Received Dialed Number</b>	Determine how the SMDR should print incoming calls on ANI/DNIS or DID trunks. If set to (1), ANI/DNIS trunks can print DNIS digits. For DID trunks, if the received number is not defined in Program 22-11-01, a number is not printed. If set to (0) trunk names are printed instead (as assigned in Program 14-01-01).	0 = Trunk Port Name 1 = Received Dialed Number (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
35-02-17	<b>SMDR Output Options – Print Account Code or Caller Name of Incoming Call</b>	Determine whether the Account Code (0) or Caller ID name (1) should appear in the SMDR record. By default, the Account Code is displayed. <i>Program 35-01-08 must be set to 0 for this entry to be followed.</i>	0 = ACC 1 = CNAME (default = 0)		✓	
35-02-18	<b>SMDR Output Options – Print Mode for Caller Name of Incoming Call</b>	Select whether to display up to 16 characters of the Caller Name on the same line as the call record (0) or if a line feed should be added and up to 24 characters of the Caller Name is displayed on the following line (1). If the line feed option is selected, the Caller Name is displayed on the next line as : NEXT Caller Name. The default entry for this option is 0. This setting works regardless of the setting in Program 35-02-15. <i>With this option set to 1, if your communications program (such as HyperTerminal) has the line wrap option enabled in the ASCII setup, an additional line break may appear above the Caller name line.</i>	0 = Normal 1 = Line Feed (default = 0)		✓	
35-03-01	<b>SMDR Port Assignment for Trunk Group</b>	Assign the SMDR port for each trunk group. This is the SMDR port to which the incoming call information should be sent.	Trunk Group: 1~100, SMDR Port: 1~8 (default = 1)	✓		
35-04-01	<b>SMDR Port Assignment for Department Groups</b>	Assign the SMDR port for each department group. This is the SMDR port to which the outgoing call information should be sent.	Department Group: 01~64 SMDR Port: 1~8 (default = 1)		✓	

**LAN Connection:**

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-12-01	<b>CD-CP00-AU Network Setup – IP Address</b>	When using an IP connection, set up the IP address used to connect from the CallAnalyst PC to the system.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.254.255.254 192.0.0.1 ~ 223.255.255.254 (default = 192.168.0.10)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-20-01	LAN Setup for External Equipment – TC Port	When using an IP connection, define the TCP port used for communicating to the CallAnalyst (External Device 5 = SMDR, Entries: 0~65535). This entry must match the entry made in the CDM setup with the CallAnalyst program.	0~65535 default: External Device 1 (CTI Server) = 0 External Device 2 (ACD MIS) = 4000 External Device 5 (SMDR Output) = 0 External Device 6 (DIM Output) = 0 External Device 11 (O&M Server) = 8010	✓		
10-20-03	LAN Setup for External Equipment – Keep Alive Time	Use to define the TCP port/ address/etc.	1~255 (seconds) (default = 30 seconds)		✓	

For additional SMDR programming options, see [Station Message Detail Recording on page 2-977](#).

### Programming Notes:

- If the system is programmed to display the date (Program 35-02-14=1), the date is displayed regardless of the setting for display of trunk name (Program 35-02-03) and only the trunk number is printed.
- For example, if trunk port 049 has a trunk name of PRI Ch1, if Program 35-02-03 = 0 (name) and PRG 35-02-14 = 1 (display date), then SMDR shows 8/19 049. However, if Program 35-02-14 = 0 (date not displayed), the SMDR shows PRI Ch1.
- For proper handling of DNIS calls, the name field (Program 22-11-03) must be the same as the received DNIS digits (Program 22-11-01). If this is not set, CallAnalyst cannot track transferred calls since the system displays the DNIS number when a call is received and displays the DNIS name for transferred calls. This setting has no impact on outgoing calls, which display the trunk name instead of the DNIS name.
- Caller ID name can be displayed in SMDR records. Program 35-02-17 must be set to 0 and Program 35-02-18 set to 1.

## Operation

Refer to [Central Office Calls, Answering on page 2-219](#) and [Central Office Calls, Placing on page 2-229](#) features for detailed operations for placing or answering calls.

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## *SV8100 Desktop Applications*

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### **Description**

The SV8100 Desktop Applications is a suite of software that combines the telephony functionality of three standard products:

- SP310 (IP Softphone)
- PC Assistant
- PC Attendant

Through licensing control and user selection, the application can be tailored to meet the needs of a variety of end users. Three additional utilities are provided as part of the Desktop Application suite:

- Configuration Wizard – steps the user through the process of providing the settings that are required to start the desktop application.
- Outlook Add-In – allows the user to dial out and perform screen pops through the Contacts folder within Microsoft Outlook.
- Video Test Tool - Helps verify that the SP310 can communicate with and utilize the video camera connected to the PC.

 *The SV8100 Desktop Applications uses a 1st Party CTI connection to the SV8100 for each client. With the 1st Party CTI connection, any DSS/BLF appearances that should appear in the Desktop Application must be programmed on buttons on the phone. If the need to monitor more than 120 DSS/BLFs, the 3rd Party Services is needed. Please refer to the 3rd Party Services section for more detailed information.*

### **PC Assistant**

The PC Assistant enhances the operation of the NEC digital telephone set by providing easy access to common, and not so common, UNIVERGE SV8100 voice control features. This software application provides a very intuitive user interface that can be conveniently located at the top or bottom of the PC screen. The user interface can even "shrink" into the edge of the screen and become visible when a call arrives, or when the user moves the mouse to the edge of the display.

In addition to quick access to these SV8100 features, the Assistant provides a call log for easy viewing of recent received, missed, or made calls – just like your cell phone. It also includes a directory to keep your commonly dialed numbers close at hand, and optional features like voice recording, personal greeting, and screen pops using Microsoft Outlook, ACT! 2005, or Goldmine 6.7 or higher.

PC Assistant has the following main components:

1. PC Assistant Application Software

This application runs on a PC and provides the PC-based GUI (Graphical User Interface) and features.

2. Headset (Optional)

The headset can be plugged into the multiline telephone and used when making or receiving calls with the PC Assistant. PC Assistant runs on a PC and communicates with the UNIVERGE SV8100 through TCP/IP. The PC Assistant can be run for a physical deskset station or a softphone station. When calls come into the station, the PC Assistant displays it on the PC, and provides several features that allow the user to handle the call quickly. PC Assistant can be minimized to run in the background and pop to the front when call activity occurs. Calls can then be handled using either the keyboard or the mouse. The user speaks to the caller through the telephone handset, headset, or speakerphone of the multiline telephone the application is running on, or through a USB handset or headset connected to PC running the softphone.

## **PC Attendant**

The PC Attendant Console is a software product that provides access to the most common functions required by an operator or receptionist. By using this application in conjunction with an UNIVERGE SV8100 64, 256, or unlimited system, the attendant can easily manage their call handling tasks without having to switch their attention between the telephone and the PC. A company directory, recording capability, and PC-to-PC messaging, provide additional features to further enhance the operation. Through an Ethernet connection over the company LAN, and an UNIVERGE SV8100 multiline terminal or softphone for audio, the PC Attendant application can monitor all line keys and control the actions of the attendant phone, including placing calls. The application on the PC communicates with the SV8100 system through a TCP port on the telephone system. The PC Attendant application can also be installed on multiple PCs for installations that need to support more than one attendant position (each PC Attendant requires a license for the PC Attendant on the SV8100 CD-CP00-AU). The PC Attendant application also includes a supporting application, called Quick Message. By installing the Quick Message client on individual PCs, the attendant is able to quickly send short messages to other employees, who can respond with a single keystroke. The PC to be used requires Windows XP SP2, Windows 2000 SP3, or Windows Vista and an interface to the SV8100 system through the ethernet link to monitor and control the telephone activity.

## **Soft Phone**

The SP310 softphone is a software phone that functions as an IP Multiline Station (SIP). The SP310 provides access to all the features of a physical IP Multiline Station with a few exceptions. Through the VoIP connection to the SV8100 system, the user can speak to the caller through a USB Handset or USB Headset connected to the PC running the SP310 softphone. The user can handle the call through a Toolbar view, Compact Phone view, or an Emulation Phone view that looks like a physical IP Multiline Station.

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## Third Party Services

The SV8100 Desktop application includes the option to install third-party services that will be available for use by all Desktop application users. These third-party services are required to support some of the functionality that was available in the IPK II PC Attendant and PC Assistant.

The third-party services will manage shared resources and provide communication facilities between user endpoints. The functionality implemented by the third-party services includes the following:

- ❑ Shared Directory/Contact List – provides a shared database that includes the company directory and external contact list, that can be accessed by all users. Without third-party services, each Desktop user must maintain their own Directory and Contact list.
- ❑ Centralized BLF Monitoring – the third-party TSP is used to monitor the status of all stations on the system and updates are provided by the shared services to the individual clients. Without third-party services, the TSP is not used and any stations that a users wishes to see status updates for must have DSS/BLF buttons for those stations programmed on the phone.
- ❑ Common Trunk Labeling – provides a central storage for assigning labels to trunks.
- ❑ Quick Messaging – manages delivery of messages and responses from attendant level users to end users. This is the same functionality that is available in the IPK II products.
- ❑ Phone Messaging – manages the delivery of messages and responses from attendant level users to end user desksets. This is the same level of communication that is available in the IPK II products, with the addition of allowing users to customize the set of pre-defined messages.

## Conditions

- The Desktop Applications require a ADA-L( ) Adapter installed on the multiline terminal with connection directly to the client PC for Call Recording and Personal Greeting voice functions when running in deskset mode.
- The CD-CP00-US must be licensed for a SIP Client for each Desktop Applications whether it is running in deskset or softphone mode.
- If a Desktop Application is run in Deskset (CTI) mode and the system capacity is maxed out, the desktop will not launch.
- The Microsoft Outlook Add-in also uses a SIP Client license for each Add-in used. If the PC is already tied to a license via a softphone, PC Assistant, or PC Attendant, and additional SIP Client license is not required.
- Desktop Applications cannot dial digits while a call is in progress.
- If the Attendant presses the disconnect button in PC Attendant to abort a transfer, the call shows up in Attendant as a held call. The Attendant is not automatically connected back to the caller.
- When Desktop Application is in Toolbar mode, if the docked edge is changed from Top to Bottom or Bottom to Top, it may rearrange the icons on the PC Desktop.
- Recording with deskset mode, either digital multiline or IP multiline, requires ADA-L( ) adaptor.

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- Recording with Softphone mode does not require an ADA. Recording is done through the softphone.
  - When using the Chat feature within the Desktop Applications, the maximum number of characters in a chat message is 256.
  - The integration between the desktop applications and the CP-00 does not support CAP keys 1000-9999. Only 0001-0999 can be supported.
  - In order to reset the Telephony Settings (i.e., Service Codes) to default, you must delete the c:\Documents and Settings\All Users\Application Data\Cygnus Application Suite\PC Phone\TapiConfig.xml file and it will recreate with defaults on the next launch of the application.
  - Using an ADA-L( ) for recording in Deskset mode for the Desktop applications: DIPS 1 and 6 on the ADA-L( ) should be on with all others off.
  - Intercom calls that are parked in the Desktop Applications will not show up, only parked trunk calls.
  - Any station utilizing Desktop Applications, in softphone or deskset mode, must have an ICM key programmed in 15-07 (\*00).
  - BLF indication for another station is solid green and blinking green if the BLF is for the station the application is running. There is no difference between busy or ringing for a BLF of another station.
  - If DND and CFA are set for another station, its BLF will show red.
  - In the 1st party solution, Parked Calls will show up as a held call (Yellow). In the 3rd party server solution, Parked Calls will show up as a parked call (Blue).
  - In the 1st party solution, BLF/DSS to be monitored in the Desktop Application must be programmed on a physical key on the phone or DSS console attached to the phone. DSS/BLF buttons that are programmed on buttons that do not physically exist on the phone or on a DSS console that is not physically present will not show up in the Desktop Application.
  - In the 1st Party solution, ringing trunk calls will show green. In the 3rd party server solution, ringing trunk calls will show as red.
  - Application Sharing utilizes Microsoft Net Meeting. When using application sharing, the Forward Control and Window Bar options are not available.
  - Usually, Windows Vista does not include NetMeeting. NEC distributes a Vista version of NetMeeting. The full installation will install NetMeeting if the OS is Vista and NetMeeting is not present.
  - Application Sharing has a 1 to 1 functionality. A desktop suite client cannot share to multiple clients.
  - Usually, Windows Vista does not include NetMeeting. NEC distributes a Vista version of NetMeeting. The full installation installs NetMeeting if the OS is Vista and NetMeeting is not present.
  - Application Sharing has a 1 to 1 functionality. A desktop suite client cannot share to multiple clients.

- When running Desktop Applications in deskset mode for an IP phone when the registration mode is set to automatic or manual, the user name and password must be different than that of the IP phone.
- A soft phone that is assigned a DSS console cannot override another IP phone.
- A soft phone cannot override an IP phone that is assigned a DSS console.
- Once a soft phone with a DSS console is logged in, it cannot log in with a different user name and password.
- Once a desktop is launched on one PC using a User ID and Password in deskset or soft phone mode, the same User ID and Password cannot be used on a different PC in a different mode.
- If an IP Multiline phone has been controlled by the Desktop Application, this IP multiline extension cannot be overridden by another IP multiline phone or soft phone.
- Only one 3rd Party CTI connection to the SV8100 is supported. If a SV8100 system has UCB (Unified Communications for Business), then the 3rd Party Shared Services feature of SV8100 Desktop Applications cannot be used. If a SV8100 system has SV8100 Desktop Applications with the 3rd Party Shared Services, then UCB cannot be used.

### **Default Setting**

None

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## **System Availability (US Only)**

### **Terminals**

All Multiline Terminals

### **Required Component(s)**

- PC Class: Pentium 3
- Processor Speed: 1Ghz
- RAM: 512MB Minimum, 1GB Recommended
- Display: Super VGA (800x600) or higher
- 50MB Available Disk Space
- CD ROM Drive
- Network Adapter
- Sound Card
- ADA-L( ) for Recording/Personal Greeting in deskset mode

- Windows 2000 SP3, Windows XP SP2, Windows Vista

### **Optional Component(s)**

- Video Camera
- Microphone/Headset/USB Handset
- Speakers

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## **Related Features**

Refer to the UNIVERGE SV8100 Desktop Applications Manual for detailed feature information.

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-12-03	CD-CP00-AU Network Setup – Default Gateway	Define the default gateway to be used by the IPLA interface .	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.254.255.254 192.0.0.1 ~ 223.255.255.254 (default = 0.0.0.0)	✓		
10-12-09	CD-CP00-US Network Setup – IP Address	Set for IPLA.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.255.255.254 192.0.0.1 ~ 223.255.255.254 (default = 172.16.0.10)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-12-10	CD-CP00-AU Network Setup – Subnet Mask	Use this program to define the Media Gateway Subnet Mask Address.	128.0.0.0 192.0.0.0 224.0.0.0 240.0.0.0 248.0.0.0 252.0.0.0 254.0.0.0 255.0.0.0 255.128.0.0 255.192.0.0 255.224.0.0 255.240.0.0 255.248.0.0 255.252.0.0 255.254.0.0 255.255.0.0 255.255.128.0 255.255.192.0 255.255.224.0 255.255.240.0 255.255.248.0 255.255.252.0 255.255.254.0 255.255.255.0 255.255.255.128 255.255.255.192 255.255.255.224 255.255.255.240 255.255.255.248 255.255.255.252 255.255.255.254 255.255.255.255 (default = 255.255.0.0)		✓	
10-20-01	LAN Setup for External Equipment – TCP Port	Define the TCP port number for the LAN CTI and O&M communication between the CD-CP00-AU and the Desktop Applications.	0~65535 default: External Device 1 (CTI Server) = 0 External Device 2 (ACD MIS) = 4000 External Device 5 (SMDR Output) = 0 External Device 6 (DIM Output) = 0 External Device 11 (O&M Server) = 8010	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-46-01	<b>DT700 Series Server Information Setup – Register Mode</b>	0 = Normal mode: When the phone boots up it will report the ext. assigned in the phone or choose the next available extension in the system. No password is required. 1= Auto: If set to Auto then the SIP user name and password must be entered into the actual IP phone. These settings must match 84-22/15-05-27, or the phone will not come on-line. 2 = Manual: When the phone boots up it will prompt user to enter a user id and password before logging in. It checks this user id/password against 84-22/15-05-27. If there is no match, the phone will not come on-line.	0 = Normal 1 = Auto 2 = Manual (default = 0)		✓	
15-05-27	<b>IP Telephone Terminal Basic Data Setup – Personal ID Index</b>	Used when the SIP Multiline telephone is using manual/auto registration. Assign each phone a unique personal index. Then go to command 84-22 to assign the user name and password.	0~512 (default = 0)		✓	
15-05-28	<b>IP Telephone Terminal Basic Data Setup – Addition Information Setup</b>	Talking Party Off Set to 0 for Desktop Application softphone	0 = Disable 1 = Enable (default = 0)		✓	
15-07-01	<b>Programmable Function Keys</b>	Used to assign function keys to terminals.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)		✓	
30-01-01	<b>DSS Console Operating Mode</b>	Set the mode of the system DSS Consoles. The available options are Regular (Business) Mode (0), Hotel Mode (1), ACD Monitor Mode (2) or Business/ACD Mode (3).	0 = Business Mode 1 = Hotel Mode 2 = ACD Monitor Mode 3 = Business/ACD Mode (default = 0)		✓	
30-02-01	<b>DSS Console Extension Assignment – Extension Number</b>	The extension number for the multiline terminal connected with the DSS console (up to eight digits).	Up to eight digits. (default not assigned)	✓		
30-03-01	<b>DSS Console Key Assignment</b>	For DSS Console Chaining, assign an Speed Dialing Service Code (or ) plus a 2-digit bin number to a DSS Console key.	Key Number 001~500 0~99 (General Functional Level) 97 = Door Box Access key (additional data: 1~8 Door Box No.) * 00 ~ * 99 (Appearance Functional Level)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
84-20-02	<b>SIP Extension Basic Information Setup – Session Timer Value</b>	Use this program to define the periodic refresh time that allows both user agents and proxies to determine if the SIP session is still active.	0~65535 (default = 180)		✓	
84-20-03	<b>SIP Extension Basic Information Setup – Minimum Session Timer Value</b>	Use this program to define to convey the minimum allowed value for the SIP session timer.	0~65535 (default = 180)		✓	
84-22-01	<b>DT700 Series Multiline Logon Information Setup – User ID</b>	Input the User ID for each Personal ID Index (1-512) when using auto or manual registration in 10-46-01.	Up to 32 characters (default not assigned)		✓	
84-22-02	<b>DT700 Series Multiline Logon Information Setup – Password</b>	Input the Password for each Personal ID Index (1-512) when using auto or manual registration in 10-46-01.	Up to 16 characters (default not assigned)		✓	
84-26-01	<b>IPL Basic Setup – IP Address</b>	Assign the IP address for each DSP on the IPLA.	xxx.xxx.xxx.xxx Defaults: Slot 1 = 172.16.0.20 : Slot 4 = 172.16.0.44		✓	

In addition to the above programming, define the programming options as required for the system features. Refer to the UNIVERGE SV8100 Programming Manual for programming details. Callback, Callback Request, and Auto Redial are not supported.

## Operation

Refer to the UNIVERGE SV8100 Desktop Applications Manual for detailed feature information.

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## *SV8100 Interactive Voice Response*

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### **Description**

SV8100 Interactive Voice Response (IVR) is a software application that accepts a combination of voice telephone input, database information, and telephone keypad selection to provide audio (usually voice) information to callers and databases, place calls, transfer calls, and send e-mail messages. IVRs also allow callers to provide voice and data information to be stored in databases used by other user applications. Common IVR applications include:

- Bank and stock account balances and transfers
- Surveys and polls
- Call center hold and forwarding
- Order entry tracking
- Simple order entry transactions
- Selective information lookup (movie schedules, etc.)

The IVR application uses prerecorded voice, optional text-to-speech, call flow logic, access to relevant data, and records voice input for later handling. Using computer telephony integration (CTI), the IVR can hand off a call to someone that can view data related to the caller at a display.

The programmable IVR uses open database connectivity (ODBC) connections to databases to allow complete customizing of call flows and information anytime. The IVR can generate e-mail messages and can be remotely monitored and configured using a LAN or WAN in a totally secure environment.

Basically, the IVR receives calls, collects information, and forwards the call.

A customer can use NEC Professional Services to customize the IVR to meet a unique user application.

The following major functions are provided:

- Call control
  - Answer an inbound call.
  - Place an outbound call.
  - Collect DTMF digits from a caller.
  - Play one or more audio files to a caller.
  - Play text to a caller as digits, number, date, time, or money.
  - Record from a caller into a file.
  - Select a menu item.
  - Access caller ID information.
  - Set all call control parameters.
  - Supervise normal and Blind transfers.
  - Announce a call prior to connection to another port.

- Multilingual support.
- Database Access (ODBC)
  - Open a Data Source Name (DSN).
  - Close an opened DSN.
  - Execute a direct SQL statement to query, insert, update, and delete records.
  - Get data fields from a selected record.
  - Get the next selected record.
  - Use database information to control program logic or present data to callers.
- Program Control
  - Script driven for total control.
  - if, else, else if, end if logic control with up to 20 levels of nesting.
  - goto for branching to a label.
  - exec to start a whole new program.
  - run and return to execute a function (with nesting) and continue.
  - User embedding of comments and tracing information.
  - User generation of events.
- Logging
  - Unlimited number of user definable logs.
  - User specified information in logs.
  - Date and time stamping of all log entries.
- Caching
  - Audio files are automatically cached in Zeus cache.
  - Memory is available for caching that can be configured.
  - No user actions are required.
  - Modified audio files are automatically updated in cache.
- Timers
  - Pause for configured number of milliseconds.
  - Mark the current date and time.
  - Get the number of seconds from a marked time now.
  - Assign a new script to be executed after user specified number of seconds.
  - Suspend a timer.
  - Cancel a timer.
- Variables
  - Variables are user definable.
  - Variables can be integer or string type.
  - Set a variable to the result of an expression.
  - Set a variable to a string.
  - Set a variable to another variable.
  - Set a variable to the results of a function( ).

- Use variables anywhere in script syntax.
- **Strings**
  - String extraction: Left, Mid, Right.
  - String replacement.
  - System information: current day of month, day of week, year, month, hour, minute, date.
  - Temporary unique name generation.
  - File Control.
  - Rename files.
  - Remove files.
  - Copy files.
  - Test the existence of a file or directory.

### **Conditions**

None

### **Default Setting**

None

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## **System Availability (US Only)**

### **Terminals**

All Stations

### **Required Component(s)**

None

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## **Related Features**

**VM8000 InMail**

**Voice Mail Integration (Analog)**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-02-01	<b>Extension Numbering</b>	Use to set the extension number.	Up to eight digits 1 101 2 102 3 103 ~ ~ 99 199 100 3101 ~ ~ 512 3513		✓	
11-07-01	<b>Department Group Pilot Numbers – Dial</b>	Use to assign pilot numbers to each Department Group set up.	Up to eight digits (default not assigned)		✓	
15-03-03	<b>Single Line Telephone Basic Data Setup – Terminal Type</b>	Enter 1 for this option to allow a single line port to receive DTMF tones after the initial call setup. Enter 0 to have the port ignore DTMF tones after the initial call setup. For Voice Mail, always enter 1 (e.g., receive DTMF tones).	0 = Normal 1 = Special (default = 0)		✓	
16-01-01	<b>Department Group Basic Data Setup – Department Name</b>	Use to set the function mode for each department group.	Maximum 12 characters (default not assigned)		✓	
16-01-02	<b>Department Group Basic Data Setup – Department Calling Cycle</b>	Use this option to set the call routing for Department Calling. Routing can be either circular (cycles to all phones in group) or priority (cycles to highest priority extensions first).	0 = Normal Routing (Priority) 1 = Easy – UCD Routing (Circular) (default = 0)		✓	
16-01-03	<b>Department Group Basic Data Setup – Department Routing when Busy (Auto Step Call)</b>	Use this option to set how the system routes an Intercom call to a busy Department Group member. Intercom callers to the extension can either hear busy or route to the first available department number. This only occurs for calls to the extension directly, not the department number assigned in Program 11-07.	0 = Normal (Intercom caller to busy department member hears busy) 1 = Circular (Intercom callers to busy department member routes to idle member) (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
16-02-01	<b>Department Group Assignment for Extensions</b>	Set up the Department Group called by the pilot number and the extension priority when a group is called. Call Pickup Groups are set up in 23-02.	Department Groups 1-64 Priority 1-512 Default = All extensions in Department Group 1 with priority in port order: Port 1 priority = 1 Port 512 priority = 512		✓	

## Operation

Operating procedures depend on the application.

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## *SV8100 Internal Router*

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### Description

The SV8100 Internal Router converged network appliance is an intelligent, all-in-one networking solution for enterprises and service providers. It reduces costs by simplifying the deployment, management, and security of converged voice, video, and data networks. The Internal Router provides the following important functions for converged networks:

#### T1 Wide Area Network (WAN) access router

Acts as an integrated T1 CSU/DSU (Channel Service Unit/Data Service Unit) for small and medium office connectivity.

- Fully integrated CSU/DSU
- T1 support
- Fractional T1 support
- Layer 2 protocol support for: HDLC, Cisco HDLC (cHDLC), PPP, Frame Relay
- On-board RJ-48 connector for easy direct connection
- T1/E1 framer and transceiver
  - B8ZS/HDB3 zero suppression
  - Response to Inband Loop codes

#### Manual payload loop through the GUI

- External transmit clock input and receive clock output headers
- Timing: internal or external (loop times from the network)
- Provides long haul CSU or short haul DSU signaling
- Meets FCC part 68 protection requirements

### Security

Uses a stateful packet inspection firewall in combination with a voice over IP (VoIP) application layer gateway to provide comprehensive media-aware security. The Internal Router also supports IPSec for secure site-to-site networking.

### VoIP

Resolves NAT/FW traversal problems for SIP, MGCP and H.323 traffic, and allows a single public IP address to be used for multiple VoIP clients. VoIP survivability is also provided so that local SIP PSTN gateways are available for inbound and outbound calling during WAN link failures.

### Quality of service

Maximizes WAN link utilization while optimizing voice quality using prioritization and shaping.

### **Call quality monitoring**

Provides passive call quality monitoring statistics for each VoIP call to enforce SLAs and resolve networking problems that negatively affect call quality.

### **Future-proof scalability**

Can be deployed initially as a low-cost WAN access router and then licensed through software for more advanced VoIP features and increased call performance. It is the ideal platform for service providers offering DIA, hosted VoIP, and managed security services or enterprises migrating to converged voice and data networks.

### **Conditions**

- The SV8100 Internal Router, CD-RTB, is a blade that occupies a slot in the SV8100 chassis CHS2U-US.
- The SV8100 Internal Router receives power from the backplane of the CHS2U-US chassis.

### **Default Setting**

None

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## **System Availability**

### **Terminals**

IP Multiline Station (SIP)

IP Single Line Station (SIP)

### **Required Component(s)**

SV8100 Internal Router Blade CD-RTB

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## **Related Features**

None

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## **Guide to Feature Programming**

There is no system programming for SV8100 Internal Router. It receives power from the CHS2U-US chassis. Programming is done via a web interface through one of the LAN ports on the board.

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## **Operation**

Reference Edgemar Internal router board Manual

Operating procedures depend on the application.

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## *SV8100 NetLink*

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### **Description**

The NetLink feature allows up to 16 sites to be linked together over a Data Communication IP NetLink that allows Remote Sites to have the same service features as at the Main Site, acting as one system. Systems can be installed separately in the same building or in remote offices connected via a qualified IP network.

With NetLink, the maximum system capacity still applies (200 Trunks and 512 Stations), but the ports can be distributed between sites using an SV8100 CHS2U-AU chassis at each location.

Each site requires a PZ-(X)IPLA daughter board and a PZ-ME50-AU Memory Expansion Board to be installed on its CD-CP00-AU blade. The CD-CP00-AU blade at each Remote Site must have the same data as the Main Site CD-CP00-AU blade. The Main Site automatically uploads the system data to the Remote Sites anytime the data is changed.

The Main Site requires a proper LK-SYS-NETLINKX-LIC license for each Remote Site.

When a communication failure occurs between the Main Site and any Remote Site, the Main Site CD-CP00-AU blade automatically changes to survival mode and operates as a stand-alone system. If multiple Remote Sites are installed, a Remote Site can be assigned as a temporary Main Site to control remaining connected sites.

### **Conditions**

- The Primary System (Main Site) requires the appropriate NetLink licenses dependant upon the number of nodes in the NetLink network.
- Up to 16 Nodes can be supported in a NetLink network at R1.
- A maximum of 240 Virtual slots are supported.
- Port assignment is performed sequentially by the requested order from the Secondary Systems.
- It is recommended that all nodes in a NetLink network have the same main CD-CP00-AU software.
- When a Terminal is placed on hold, the Music on Hold comes from the system that the Terminal resides in.
- When a trunk is placed on hold, the Music on Hold comes from the system that the trunk resides in.
- External Paging uses an output on the CD-CP00-AU of the Primary System.
- During a fail-over, the Secondary (Remote) sites will utilize the 10 day license.

- When fail-over occurs, the following features are disabled:
  - ❑ SMDR
  - ❑ ACD-MIS
  - ❑ IP K-CCIS
  - ❑ SIP MLT
- The following Programs are not updated by the Primary System during fail-over :  
Program 10-01, Program 10-02, Program 10-12, Program 10-13, Program 10-14, Program 10-15, Program 10-16, Program 10-45, Program 51-01, Program 90-01 or Program 90-09
- Data in SRAM area is not transferred to the Secondary Systems during fail-over, therefore when fail-over occurs DND and Caller ID History may be lost.
- When Legacy Phone talks via Net-Link, a VoIP Resource in the system which the phone is connecting is used.
- When IP Phone talks to Legacy Phone via Net-Link: For the IP Phone, VoIP Resource is not required. For the Legacy Phone, one VoIP Resource is required.
- When IP Phone talks to IP Phone via Net-Link, each node will utilize two VoIP Resources.
- When a Legacy Phone talks to CO Line via Net-Link: The SV8100 which has the Legacy Phone needs one VoIP Resource, and the chassis which has the CO Line needs one VoIP Resource.
- When an IP Phone talks to CO Line via Net-Link: The SV8100 which has the CO Line needs one VoIP Resource.
- When an IP Phone talks to IP Trunk: The Primary System requires two VoIP Resources.
- When a Legacy Phone talks to an IP Trunk via Net-Link: The SV8100 which has Legacy Phone needs one VoIP Resource and the Primary System requires two VoIP Resources.
- The number of conference blocks in a Net-Link network is the same as a stand-alone system.
- **Invalid data** will be displayed in the LCD of the terminal if Program 51-01 is enabled and there is not a PZ-ME50-AU installed.

**Restrictions:**

- ❑ All IP Trunks and IP Terminals must be connected to the Primary System.
  - ❑ The number of total ports is dependant upon the Primary System.
  - ❑ System ID (Program 51-01-02) must be unique for each system in a NetLink network.
  - ❑ ACD/MIS can connect to the Primary (Main) site only.
  - ❑ Only one Voice Mail can be installed in a Net-Link network.
  - ❑ In-Mail and VRS use the VMDB of the Primary (Main) site.
  - ❑ APSU can be installed in the Secondary (Remote) System, however the NetLink time zone will follow the Primary (Main) System.
- Synchronous Ringing via Net-Link does not work.

- Web Pro and PcPro can be used to view the individual Card Configuration screens of all systems in a Net-Link Network, however the System Data is for all systems combined.

## Default Setting

None

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## System Availability

### Terminals

All Terminals

### Required Component(s)

PZ-(X)IPLA

PZ-ME50-AU

LK-SYS-NETLINKX-LIC

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## Related Features

### Voice Over Internet Protocol (VoIP)

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## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

 The items highlighted in gray are read only and cannot be changed.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-12-03	CD-CP00-AU Network Setup – Default Gateway	Define the default gateway to be used by the IPLA interface.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.254.255.254 192.0.0.1 ~ 223.255.255.254 (default = 0.0.0.0)	✓		
10-12-09	CD-CP00-US Network Setup – IP Address	Set for IPLA.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.255.255.254 192.0.0.1 ~ 223.255.255.254 (default = 172.16.0.10)	✓		
10-12-10	CD-CP00-AU Network Setup – Subnet Mask	Use this program to define the Media Gateway Subnet Mask Address.	128.0.0.0 192.0.0.0 224.0.0.0 240.0.0.0 248.0.0.0 252.0.0.0 254.0.0.0 255.0.0.0 255.128.0.0 255.192.0.0 255.224.0.0 255.240.0.0 255.248.0.0 255.252.0.0 255.254.0.0 255.255.0.0 255.255.128.0 255.255.192.0 255.255.224.0 255.255.240.0 255.255.248.0 255.255.252.0 255.255.254.0 255.255.255.0 255.255.255.128 255.255.255.192 255.255.255.224 255.255.255.240 255.255.255.248 255.255.255.252 255.255.255.254 255.255.255.255 (default = 255.255.0.0)	✓		
51-01-01	Net-Link System Property Setting – Net-Link System ID	This is the ID of each Net-Link system. Setting should insure that no overlap occurs between nodes.	0~50 (0 = No operation) (default = 0)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
51-01-02	<b>Net-Link System Property Setting – Primary Candidate Order</b>	When the Primary system is turned off or disconnect from network, this value is used to select a new Primary system. Smaller number is higher priority. If this value is the same number, the System ID (Program 51-01-01) is referred, and the system which has the smaller number is selected as Primary system.	1~50 (default = 30)		✓	
51-01-03	<b>Net-Link System Property Setting – Secondary System Flag</b>	0: NetLink is dynamically established based on Node List in PRG51-03-01. Primary System will be selected in the order which the system wakes up. 1: The system will connect with Top Priority Primary System. If Top Priority Primary System was not found, the system will search Primary System like this setting is 0.	0 = Disable 1 = Enable (default = 0)	✓		
51-02-01	<b>Net-Link System Individual Setting – System Name</b>	This is the name given to each system.	Up to 20 characters. (default not assigned)		✓	
51-02-02	<b>Net-Link System Individual Setting – Time Zone (Hour)</b>	Determines the time offset from the Primary system. (0 = -12, 1 = -11, 2 = -10.... 24 = +12) This setting affects Time Display on MLT (see 51-13-02).	0~24 (default = 12)		✓	
51-02-03	<b>Net-Link System Individual Setting – Time Zone (Minute)</b>	Determines the time offset from the Primary system. (0 = -60, 1 = -59, 2 = -58.... 120 = +60) This setting affects Time Display on MLT (see 51-13-02).	0~120 (default = 60)		✓	
51-02-04	<b>Net-Link System Individual Setting – Authenticate System MAC Address</b>	To use this function, set Program 51-13-03 to 1 (enable), Net-Link systems will reject the connection from unauthenticated system access.	00-00-00-00-00-00~ FF-FF-FF-FF-FF-FF (default = 00-00-00-00-00-00)		✓	
51-03-01	<b>Net-Link Internet Protocol Address List Setting – Internet Protocol Address List</b>	The system seeks the Primary system based on this list. When there is no Primary system yet, or Fail Over occurs, Node List is referred to establish new link. This setting is necessary when Program 51-01-03 is 0, or Program 51-05-02 is other than 0. Once the system connects to the Primary System, this setting is updated by the Primary system when Program 51-13-01 is On. So, enter IP address of the systems which may become Primary at least.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.255.255.254 192.0.0.1 ~ 223.255.255.254 (default = 0.0.0.0)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
51-04-01	<b>IP Address Setting of Top Priority Primary System of Net-Link – Internet Protocol Address of Top Priority Primary</b>	Enter the IP address of the Top Priority Primary System. To use this feature, set Program 51-06-01 to 1(On).	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.255.255.254 192.0.0.1 ~ 223.255.255.254 (default = 0.0.0.0)	✓		
51-05-01	<b>Net-Link Timer Settings – Keep Alive Sending Interval</b>	This is the Keep Alive timer sending interval from the Secondary system to confirm communication with the Primary system.	1~3600 (default = 5)		✓	
51-05-02	<b>Net-Link Timer Settings – Keep Alive Response Waiting Time</b>	This is the time interval the Secondary system waits for a response from the Primary system before cutting off communication.	0, 3~10800 (0 = infinity) (default = 20)		✓	
51-05-03	<b>Net-Link Timer Settings – Primary Search Packet Sending Interval</b>	While searching the Primary system, the system sends a packet at this interval.	1~3600 (default = 5)		✓	
51-05-04	<b>Net-Link Timer Settings – Primary Search Time Maximum Value</b>	Total time of Primary system seek time.	5~10800 (default = 20)		✓	
51-05-05	<b>Net-Link Timer Settings – Top Priority Primary Detection Packet Sending Interval</b>	When current Primary system is not Top Priority Primary System, the system sends packet to check if Top Priority System exists.	1~3600 (default = 10)		✓	
51-05-06	<b>Net-Link Timer Settings – Primary Compulsion Specification Trial Maximum Time</b>	When the forced change Primary command is executed, the system will search the new Primary system for this amount of time.	1~10800 (default = 30)		✓	
51-05-07	<b>Net-Link Timer Settings – Socket Refresh Time</b>	For some reason, the IP connection may become unstable. Then keep-alive function does not work. To avoid this, if there is no data traffic for this time, the socket is refreshed.	20~3600 (default = 40)		✓	
51-06-01	<b>Net-Link Primary Automatic Integration Setting – Primary Integration Right or Wrong</b>	When LAN cable was divided, multiple Primary systems may appear. If the LAN connection is recovered, multiple Net-Links exist in the network. When this option is enabling, Net-Link will be composed around Top priority Primary System.	0 = Off 1 = On (default = 0)	✓		
51-06-02	<b>Net-Link Primary Automatic Integration Setting – Package Reset Timing Option</b>	When Primary System Automatic Integration is done, all packages of secondary systems will reset. This option can select the timing of package reset.	0 = Reset when all packages are in idle condition 1 = Anytime (default = 0)		✓	
51-07-01	<b>Net-Link Primary Compulsion Specification Setting – Forced Change Primary System Enabling</b>	Set this item whether the Forced Change Primary is available or not.	0 = Disable 1 = Enable (default = 1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
51-07-02	<b>Net-Link Primary Compulsion Specification Setting – Package Reset Timing Option</b>	When Forced Change Primary System is done, all packages will reset. This option can select the timing of package reset. 0 = Reset when all packages are in idle condition, otherwise reject Primary System Integration. 1 = Anytime	0 = Off 1 = On (default = 0)		✓	
51-08-01	<b>Primary Net-Link Setting – IP Address of New Primary System</b>	Enter target IP address for New Primary system. When the Forced Change Primary system is done, this setting will be erased.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.255.255.254 192.0.0.1 ~ 223.255.255.254 (default = 0.0.0.0)		✓	
51-08-02	<b>Primary Net-Link Setting – System ID of New Primary System</b>	When set to 0, top priority Primary system is assumed to be the new Primary system.	0~50 (default not assigned)		✓	
51-09-01	<b>Net-Link Communication Port Settings – Primary Waiting Port</b>	Sets the communication port that the Primary system uses to communicate with the Secondary system.	0~65535 (default = 58000)		✓	
51-09-02	<b>Net-Link Communication Port Settings – Communication Waiting Port</b>	Port used to communicate between nodes. It is always opened by all nodes.	0~65535 (default = 58001)		✓	
51-09-03	<b>Net-Link Communication Port Settings – Secondary Communication Port</b>	Secondary system communicates with Primary system at this port number. If 0 is specified, temporary port is selected by dynamic.	0~65535 (default = 0)		✓	
51-09-04	<b>Net-Link Communication Port Settings – Primary Search Port</b>	When Fail-Over occurred, each system communicates with other system at this port number. If 0 is set, temporary port is selected by dynamic. If 0 is not specified, the number and continuous maximum 50 number is used. (Ex. 5000 is specified 5001, 5002...5049 will be used).	0~65535 (default = 0)		✓	
51-09-05	<b>Net-Link Communication Port Settings – Primary Detection Port</b>	Enter port number to seek the Top Priority Primary system. If 0 is specified, temporary port is selected by dynamic.	0~65535 (default = 0)		✓	
51-09-06	<b>Net-Link Communication Port Settings – Database Replication Communication Listening Port</b>	This port is used to replicate database.	0~65535 (default = 58002)		✓	
51-09-07	<b>Net-Link Communication Port Settings – Database Replication Primary Detection Port</b>	This port is used to replicate database. If 0 is specified, temporary port is selected by dynamic.	0~65535 (default = 0)		✓	
51-10-01	<b>Virtual Slot Setting – Number of Available Virtual Slots</b>	240 slots can be controlled in NetLink. This command can check how many slots are available.	(default not assigned)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
51-11-01	Net-Link System Information – System Name	For reference only.	(default not assigned)			✓
51-11-02	Net-Link System Information – Connected State	For reference only.	(default = 0)			✓
51-11-03	Net-Link System Information – IP Address	For reference only.	(default = 000.000.000.000)			✓
51-11-04	Net-Link System Information – MAC Address	For reference only.	(default = 00:00:00:00:00:00)			✓
51-11-05	Net-Link System Information – Primary Priority Level	For reference only.	(default = 0)			✓
51-11-06	Net-Link System Information – Main Software Version	For reference only.	(default = XX.XX)			✓
51-12-01	Primary System Information – System ID	For reference only.	(default = 0)			✓
51-12-02	Primary System Information – System Name	For reference only.	(default not assigned)			✓
51-12-03	Primary System Information – IP Address	For reference only.	(default = 000.000.000.000)			✓
51-12-04	Primary System Information – MAC Address	For reference only.	(default = 00:00:00:00:00:00)			✓
51-12-05	Primary System Information – Primary Priority Level	For reference only.	(default = 0)			✓
51-12-06	Primary System Information – Main Software Version	For reference only.	(default = XX.XX)			✓
51-13-01	Net-Link Options– Automatic IP Address List Operation Update	When set to 1 (On), the list in Program 51-03-01 is automatically updated.	0 = Disable (Off) 1 = Enable (On) (default = 1)	✓		
51-13-02	Net-Link Options– Time Zone Option	When set to 0, the following features are affected: Clock Display, Incoming/Outgoing History List. When set to 1, the following features are affected: VRS Time Announce, Date and Time Setting Service Code, Alarm Clock setting.	0 = Off 1 = On (default = 0)		✓	
51-13-03	Net-Link Options– MAC Address Authorization Enable	Refers to Program 51-02-04 for setting MAC address.	0 = Disable (Off) 1 = Enable (On) (default = 0)		✓	
51-14-01	Net-Link System Control – Delete System Information	This command is used to delete system information and the slot information. The system must be disconnected.	1~50 (default = 1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
51-15-01	Demonstration Setting	Used to automatically set the minimum setting values in NetLink. A system reset occurs after this command is executed. <i>(This program is available only via telephone programming and not through PC Programming).</i>	1 = Primary automatic setting 2 = Secondary 1 - automatic operation setting 3 = Secondary 2 - automatic operation setting 4 = Secondary 3 - automatic operation setting			✓
51-16-01	Net-Link System Data Replication Mode Setting – System Data Replication Mode	Sets the synchronous mode of the system data. When set to 1 (Setting Time Mode), the systems are synchronized at the time set in Item 02 below. When set to 2 (Interval Mode), the systems are synchronized at regular time intervals set in Item 03 below.	0 = Disable 1 = Setting Time Mode 2 = Interval Mode (default = 2)		✓	
51-16-02	Net-Link System Data Replication Mode Setting – System Data Replication Time Setting	Sets the time of day that both systems synchronize database (when Item 01 is set to 1).	0000~2359 (default = 0000)		✓	
51-16-03	Net-Link System Data Replication Mode Setting – System Data Replication Interval Setting	Sets the time interval that both systems synchronize database (when Item 01 is set to 2).	15~1440 (minutes) (default = 30 minutes)		✓	
51-16-04	Net-Link System Data Replication Mode Setting – Replication Time Stamp	Show next replication time.	(default not assigned)			✓
51-16-05	Net-Link System Data Replication Mode Setting – System Data Replication Wait Time	This sets the wait time until replication starts when Net-Link is created.	1~86400 (seconds) (default = 180 seconds)		✓	
51-16-06	Net-Link System Data Replication Mode Setting – System Data Replication Interval	This program sets an interval time to start replication to the next node after replication to one node is completed.	0~86400 (seconds) (default = 1 second)		✓	
84-26-01	IPL Basic Setup – IP Address	Assign the IP address for each DSP on the IPLA.	xxx.xxx.xxx.xxx Defaults: Slot 1 = 172.16.0.20 : Slot 4 = 172.16.0.44	✓		
84-26-02	IPL Basic Setup – RTP Port Number	Assign the RTCP port number used for each DSP on the IPLA.	0~65534 Defaults: VoIP GW1 = 10020 VoIP GW2 = 10052 VoIP GW3 = 10084 VoIP GW4 = 10116 VoIP GW5 = 10148 VoIP GW6 = 10180 VoIP GW7 = 10212 VoIP GW8 = 10244		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
84-26-03	IPL Basic Setup – RTCP Port Number (RTP Port Number +1)		0~65534 Defaults: VoIP GW1 = 10021 VoIP GW2 = 10053 VoIP GW3 = 10085 VoIP GW4 = 10117 VoIP GW5 = 10149 VoIP GW6 = 10181 VoIP GW7 = 10213 VoIP GW8 = 10245		✓	

## Operation

None

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## *SV8100 PoE Gigabit Switch*

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### Description

The NEC PoE Gigabit Switch card (GSWU) is a fully managed switch which brings gigabit speeds to users while adding a whole new level of intelligence and security to networks.

The eight 10/100/1000 Mbps ports enable users to take advantage of the Gigabit Ethernet interfaces. The NEC PoE Gigabit Switch Card supporting the Univerge SV8100 and SV8300 system.

All user ports can support up to Gigabit Ethernet and may also support the primary Layer 2 protocols, with an emphasis on QoS features such as 802.1p and Diffserv.

The CD-ETIA blade has 8 RJ45 ports for 10BASE-T, 100BASE-T and 1000BaseT along the front. The CD-ETIA design is based on one card and one software build. However, all the cards in the system will be managed as a Master/Slave configuration. The Master will provide full distributed Layer 2 management to all Ethernet Switch cards in the system.

The CD-ETIA card will have the ability to be a standalone card providing 8 Gigabit Ethernet PoE ports. However, the real advantage with this card is that additional cards can be “stacked” by external “daisy chain” connections to provide up to 76 contiguous ports (all on the same managed domain/network). Below are the primary features of the card set.

Switches, unlike hubs, use *microsegmentation* to create collision domains, one per connected segment. This way, only the Ethernet devices which are directly connected via a point-to-point link, or directly connected hubs are contending for the medium. By eliminating collisions, full-duplex point-to-point connections on the switch are possible.

When multiple blades requiring Ethernet data connections are installed in an UNIVERGE SV8100 chassis, the CD-ETIA can provide a neat and simple installation.

The CD-ETIA is an in-skin, fast Ethernet switching hub unit that provides the following services:

- Eight 10/100/1000 Gigabit Ethernet ports.
- PoE  
802.3af compliant, supplies up to IEEE standard maximum 15.4W on eight 10/100/1000 ports Link/ACT, POE System.
- Simplified QoS management using 802.1p, Diffserv or ToS traffic prioritization specifications.
- Granular security and QoS implementation.
- 802.1Q based VLANs enable segmentation of networks for improved performance and security.
- VLAN  
Port Based and 802.1Q Tag-based VLANS Management VLAN.
- Automatic configuration of VLANs across multiple switches through GVRP/ GARP.
- Auto MDI/MDIX.
- Port Mirroring.

Traffic on a port can be mirrored to another port for analysis with a network analyzer.

- Firmware Upgrade.
- Built in Web UI for easy browser-based configuration (HTTP).
- Rate Limiting.
- Ingress Policer.
- Egress rate control.

### Conditions

- When Auto Negotiation is denied and port speed is set to 100Mbps, the yellow LED (located on the RJ45 connector) is **ON**. When port speed is set to 10Mbps, this LED is **OFF**.
- The number of supported CD-ETIA blades are to be determined by the power consumption chart. Reference Hardware manual for more details.
- When linking multiple CD-ETIA cards each card will have to be statically assigned IP address and each blade will be linked.

### Default Setting

None

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## System Availability

### Terminals

None

### Required Components:

CD-ETIA

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## Related Features

None

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## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-55-01	Package Network Setup – IP Address	Use to define the IP Address for the CD-ETIA. <i>When the blade is deleted from the system using Program 90-05, the programming for the slot in 10-55 is set back to default.</i>	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.255255.254 192.0.0.1 ~ 223.255.255.254 (default = 172.16.1.100)	✓		
10-55-03	Package Network Setup – Main/ Add-on	The Main setting is to be utilized to distribute an IP Address to the blade.	0 = Main 1 = Add-on (default = 1)	✓		
10-55-04	Package Network Setup – Sub Net Mask	Define the subnet mask for the CD-ETIA.	128.0.0.0 192.0.0.0 224.0.0.0 240.0.0.0 248.0.0.0 252.0.0.0 254.0.0.0 255.0.0.0 255.128.0.0 255.192.0.0 255.224.0.0 255.240.0.0 255.248.0.0 255.252.0.0 255.254.0.0 255.255.0.0 255.255.128.0 255.255.192.0 255.255.224.0 255.255.240.0 255.255.248.0 255.255.252.0 255.255.254.0 255.255.255.0 255.255.255.128 255.255.255.192 255.255.255.224 255.255.255.240 255.255.255.248 255.255.255.252 255.255.255.254 255.255.255.255 (default = 255.255.0.0)	✓		
10-55-05	Package Network Setup – Default Gateway	Define the default gateway for the CD-ETIA.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.255255.254 192.0.0.1 ~ 223.255.255.254 (default = 0.0.0.0)	✓		

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Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
84-26-01	IPL Basic Setup – IP Address	Assign the IP address for each DSP on the IPLA.	xxx.xxx.xxx.xxx Defaults: Slot 1 = 172.16.1.100 : Slot 4 = 172.16.1.124		✓	

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## Operation

None

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## *SV8100/SV8300 Terminals*

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### Description

The *D<sup>term</sup>* Handset Cordless Terminal is a stand-alone telephone with a direct connection to one digital port on the CD-8DLCA or CD-16DLCA blades.

The *D<sup>term</sup>* Handset Cordless Terminal has the following features:

- 40 separate Channels for Base unit communication
- 3-Channel semi-auto scan (MCA)
- 900 MHz Analog FM spectrum with Voice Scramble
- MW Lamp for incoming call and voice mail message notification
- 30~100 foot operating range between Handset and Base unit without obstructions or other environmental factors
- AutoTalk™ Feature
  -  *AutoTalk is a trademark of Uniden America Corp.*
- Any Key Answer
- LED Low Battery Warning
- Talk (Talk), Transfer (Trf), Mute (Mute), Channel (Ch), Volume (Vol), and Ringer On/Off keys
- 4-hour Talk Time
- 40-hour Standby Time

### Conditions

- The Handset Cordless terminal provides 40 different channels for communication with the Base Unit.
- When communication is stopped for about 30 seconds during handset conversation, the Handset Cordless terminal automatically searches for a clear channel. An error tone rings the handset when it is not on the Base Unit.
- When reception becomes garbled or static occurs during conversation, channels can be changed manually. Press the **Ch** key to activate the 3-channel automatic scan (MCA). When channel change fails, an error tone is generated and the channel does not change. While the channel is changing, the Talk/Batt.low LED flashes (On 100 msec., Off 100 msec.).
- When a communication path is established between the Handset Cordless terminal and the Base Unit, the Talk/Batt.low LED is on and dial tone is generated.
- When a communication path cannot be established in five seconds, an error tone is generated and the Handset returns to standby.
- A pencil eraser or contact cleaner should be used monthly to clean the battery contacts on the Handset and Base Unit to maintain stable charge.

- When the battery is low during standby, the Talk/Batt.low LED blinks (On 50 msec., Off 50 msec.).
- When the battery is low during a call, an alarm tone is generated, and the Talk/Batt.low LED blinks (On 50 msec., Off 50 msec.). The Handset must be returned to the Base Unit.
- The battery is charged by the line voltage.
- Only one Handset Cordless terminal can be connected per ESI port.
- A provided RF line cord should be used for best performance.
- The Handset Cordless is a stand-alone terminal.
- Base units of the Handset Cordless terminals should be installed at least 17 feet apart for optimum performance. The distance range between the Base Unit and the handset is 30~100 feet without obstructions, depending on the environment.
- Distance of DTP-16HC-1( ) from the switch is 60 Meters (197 feet). Condition is less than 10 ohms loop resistance. Maximum distance when ACA-U Unit is connected, is 330 meters (1,083 Feet). Condition is less than 57 ohms loop resistance.
- The Handset does not ring when the battery is low.
- The standard charged nickel-cadmium battery may last four hours for conversation and 40 hours for standby. Initially the battery must be charged without interruption for 17.5 hours. The charge LED (below the Base Unit contacts) is red during charging and remains on after charging is completed.
- After continuous charging, the Handset battery may fail to charge or discharge quickly. In either case, operate the Handset until the low battery alarm sounds, auto shutoff occurs, and the battery is fully discharged. Charge the battery without interruption for 17.5 hours. When the battery no longer charges, replace it.
- The ACA-U Unit is the only adapter that can be used for the Handset Cordless Terminal.
  - ✎ Using the ACA-U Unit minimizes normal display blanking when the cordless handset is returned to the Base Unit.
- The *D<sup>term</sup>* Handset Cordless is not wall mountable.
- Depending on your environment, the maximum number of cordless devices used without interference varies.
- Multiple base and handset units should not be closer than 20 feet anytime.
- Radio interference causes interruptions in conversation. When this happens, your unit is not defective. When noise continues, move to a different location while you talk. (You might even need to move the Base Unit.) When the situation persists, contact NEC Unified Solutions, Inc., National Technical Assistance Center (NTAC).
- When adding an 8LK module to a 12 button phone, the first key on the 8LK module is button 25.

## Default Setting

None

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## System Availability

### Terminals

- DTP-16HC-1( ) TEL
- AC(A)-U Power Adapter

### Required Component(s)

None

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## Related Features

None

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

 *The items highlighted in gray are read only and cannot be changed.*

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-01	ETU Setup (DLC PKG Setup) – Terminal Type (B1)	The system automatically assigns the terminal type (10) for the port which has a DSS console installed.	0 = Not set 1 = Multiline Terminal 2 = SLT Adapter 3 = Bluetooth Cordless Handset 6 = PGD (Paging) 7 = PGD (Tone Ringer) 8 = PGD (Doorbox) 9 = PGD (ACI) 10 = DSS Console 11 = -- Not Used -- (default = 0)		✓	
10-03-02	ETU Setup (DLC PKG Setup) – Logical Port Number (B1)	Use to setup and confirm the Basic Configuration data for logical port number (B1).	0 = Not set 1 = Multiline Terminal (1~256) 2 = SLT Adapter (1~256) 6 = PGD(2)-U( ) ADP (Paging) (1~8) 7 = PGD(2)-U( ) ADP (for Tone Ringer) (1~8) 8 = PGD(2)-U( ) ADP (for Door Box) (1~8) 9 = PGD(2)-U( ) ADP (for ACI) (1~96) 10 = DSS (1~32) 11 = -- Not Used -- (default = 0)		✓	
10-03-04	ETU Setup (DLC PKG Setup) – Optional Installed Unit 1 (Only Applies to DTH/DTR telephones)	Use to setup and confirm the Basic Configuration data for optional installed Unit 1.	0 = None 1 = APR Module 2 = APA Module 3 = ADA Module 4 = CTA/CTU Module (default = 0)		✓	
10-03-05	ETU Setup (DLC PKG Setup) – Optional Installed Unit 2	Use to setup and confirm the Basic Configuration data for optional installed Unit 2.	0 = None 1 = APR Module 2 = APA Module 3 = ADA Module 4 = CTA/CTU Module (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-06	ETU Setup (DLC PKG Setup) – Terminal Type (B2)	Use to setup and confirm the Basic Configuration data for terminal type.	0 = Not set 6 = PGD(2)-U( ) ADP (Paging) 7 = PGD(2)-U( ) ADP (Tone Ringer) 8 = PGD(2)-U( ) ADP (Door Box) 9 = PGD(2)-U( ) ADP (ACI) 12 = APR (B2 Mode) (default = 0)		✓	
10-03-07	ETU Setup (DLC PKG Setup) – Logical Port Number (B2)	Use to setup and confirm the Basic Configuration data for logical port number (B2).	0 = Not Set 6 = PGD(2)-U( ) ADP (Ext. Speaker) 7 = PGD(2)-U( ) ADP (Paging/Tone Ringer = 1~8) 8 = PGD(2)-U( ) ADP (for Door Box = 1~8) (ACI) = (1~96) 9 = PGD(2)-U( ) ADP 12 = APR (for B2 Mode) (193~512) (default = 0)		✓	
13-07-01	Telephone Book Dial Number and Name – Speed Dialing Data		(max. 24 digits) 1~9, 0, *, #, Pause (Press line key 1), Recall/Flash (Press line key 2) @ = Code to wait for answer supervision in ISDN (Press line key 3) (default not assigned)		✓	
13-07-02	Telephone Book Dial Number and Name – Name		Maximum 12 Characters (Use dial pad to enter name) (default not assigned)		✓	
13-07-04	Telephone Book Dial Number and Name – Group Number		1~20 (default = 1)		✓	
13-08-01	Telephone Book System Name – Telephone Book Name		Up to six characters (default not assigned)		✓	
13-09-01	Telephone Book Group Name – Group Name	Used to set up the group name of the Telephone Book.	Up to 12 characters 1 = Group 01 2 = Group 02 3 = Group 03 : : : 20 = Group 20 (default not assigned)		✓	
13-10-01	Telephone Book Routing – Outgoing Mode	Used to set up outgoing mode when using the Telephone Book.  <i>Trunk outgoing mode follows Program 14-06 setting.</i>	0 = Trunk Outgoing 1 = Intercom Outgoing (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-02-41	Multiline Telephone Basic Data Setup – Incoming Ring Setup		0 = Speaker Normal Ring 1 = Headset Ring (default = 0)		✓	
15-02-42	Multiline Telephone Basic Data Setup – Incoming Off-Hook Ring Setup		0 = Speaker Off-Hook Ring 1 = Headset Off-Hook Ring (default = 0)		✓	
15-02-43	Multiline Telephone Basic Data Setup – Headset Ring Duration		0 = No Switch to Speaker Ring 1 = 10 seconds 2 = 20 seconds 3 = 30 seconds 4 = 40 seconds 5 = 50 seconds 6 = 1 minute (default = 0)		✓	
15-02-44	Multiline Telephone Basic Data Setup – Reversing Display Indication	The display on the DT300/DT700 style telephones can be set to Normal (0) or Reversed (1).	0 = Normal Indication 1 = Reversing Indication (default = 0)		✓	
15-02-45	Multiline Telephone Basic Data Setup – Double Height Character Indication	On the DT300/DT700 style phones Name and Number Line (2), Calender Line (1) or No Line (0) set to has double height characters	0 = Normal Indication 1 = Double height character indication of calendar display line 2 = Double height character indication of name and number display line (default = 0)		✓	
15-02-46	Multiline Telephone Basic Data Setup – Backlight LCD Duration	On the DT300/DT700 style phones set how long the Backlight LCD stays on.	0 = Continuous on 1 = 5 seconds 2 = 10 seconds 3 = 15 seconds 4 = 30 seconds 5 = 60 seconds (default = 2)		✓	
15-02-47	Multiline Telephone Basic Data Setup – Icon Display of DESI-less	On the DTL/ITL-8LD style phones will icons be displayed (1), or not displayed (0).	0 = OFF 1 = ON (default = 1)		✓	
15-02-48	Multiline Telephone Basic Data Setup – Short Ring Setup		0 = Disable 1 = Enable (default = 0)		✓	
15-07-01	Programmable Function Keys	Used to assign function keys to terminals.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-19-01	System Telephone Book Setup for Extension – Telephone Book 1		0~100 Defaults: Port 1 : 1 Port 2 : 2 : : Port 100 : 100		✓	
15-19-02	System Telephone Book Setup for Extension – Telephone Book 2		0~100 (default = 0)		✓	
15-19-06	System Telephone Book Setup for Extension – Locking of Telephone Book		0 = On 1 = Off (default = 0)		✓	
15-19-07	System Telephone Book Setup for Extension – Password		0000~9999 (Fixed four digits) (default = 0000)		✓	
20-07-01	Class of Service Options (Administrator Level) – Manual Night Service Enabled	Turns Off (0) or On (1) an extension for manually Switching the Night Mode (Service Code 718). This option must be enabled for an extension to be able to display the Night indication.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-02	Class of Service Options (Administrator Level) – Changing the Music on Hold Tone	Turns Off or On an extension ability to change the Music on Hold tone.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-03	Class of Service Options (Administrator Level) – Time Setting	Turns Off or On an extension ability to set the Time via Service Code 728.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-07-04	Class of Service Options (Administrator Level) – Storing Speed Dialing Entries	Turns Off (0) or On (1) an extension to store System or Group Speed Dialing numbers.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-07-05	Class of Service Options (Administrator Level) – Set/Cancel Automatic Trunk-to-Trunk Transfer	Turns On (1) or Off (0) the ability of an extension to use the Trunk-to-Trunk Forwarding service codes.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-07-10	Class of Service Options (Administrator Level) – Programmable Function Key Programming (Appearance Level)	Turns Off (0) or On (1) the ability for an extension to program the Appearance function keys using Service Code 752.	0 = Off 1 = On (default = 1 for COS 01~15)		✓	
20-07-11	Class of Service Options (Administrator Level) – Forced Trunk Disconnect (analog trunk only)	Turns Off (0) or On (1) an extension to use Forced Trunk Disconnect. This allows the extension to disconnect an Unsupervised Conference in progress.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-07-12	<b>Class of Service Options (Administrator Level) – Trunk Port Disable</b>	Turns Off (0) or On (1) the extension ability to use the Trunk Port Disable feature.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-13	<b>Class of Service Options (Administrator Level) – VRS Record (VRS Msg Operation)</b>	Turns Off (0) or On (1) an extension ability to record, erase and listen to VRS messages.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-14	<b>Class of Service Options (Administrator Level) – VRS General Message Play</b>	Turns an extension Off (0) or On (1) to dial 4 or Service Code 611 to listen to the General Message.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-15	<b>Class of Service Options (Administrator Level) – VRS General Message Record/Delete</b>	Turns Off (0) or On (1) an extension for dialing Service Code 612 and record, listen to, or erase the General Message.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-18	<b>Class of Service Options (Administrator Level) – SMDR Printout Accumulated Extension Data</b>	Use to define the Class of Service (COS) for the SMDR printout of accumulated extension data.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-19	<b>Class of Service Options (Administrator Level) – SMDR Printout Department Group (STG) Data</b>	Use to define the Class of Service (COS) for the SMDR printout of department group (STG) data.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-20	<b>Class of Service Options (Administrator Level) – SMDR Printout Accumulated Account Code Data</b>	Use to define the Class of Service (COS) for the SMDR printout of accumulated account code data.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-07-21	<b>Class of Service Options (Administrator Level) – Register/Delete DECT</b>	Turns Off or On an extension ability to register or unregister an Wireless DECT (SIP) handset using the service codes defined in Program 11-10-30 and Program 11-10-31.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-07-23	<b>Class of Service Options (Administrator Level) – CO Message Waiting Indication Callback Number Programming</b>	Enable or Disable an extension ability to receive CO Message Waiting Indication.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-07-24	<b>Class of Service Options (Administrator Level) – Set/Cancel Private Call Refuse</b>	Enable or Disable an extension ability to set or cancel Private Call Refuse.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-07-25	<b>Class of Service Options (Administrator Level) – Set/Cancel Caller ID Refuse</b>	Enable or Disable an extension ability to set or cancel Caller ID Refuse.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-07-26	<b>Class of Service Options (Administrator Level) – Dial-In Mode Switch</b>	Enable or Disable an extension ability to set or cancel dial-in mode switch.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-07-27	<b>Class of Service Options (Administrator Level) – Do-Not-Call Administrator</b>	Enable or Disable an extension ability to set or cancel do not call administrator.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-01	<b>Class of Service Options (Outgoing Call Service) – Intercom Calls</b>	Turns Off or On Intercom calling for the extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-02	<b>Class of Service Options (Outgoing Call Service) – Trunk Outgoing Calls</b>	Turns Off (0) or On (1) outgoing trunk calling for the extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-03	<b>Class of Service Options (Outgoing Call Service) – System Speed Dialing</b>	Turns Off (0) or On (1) an extension ability to make outbound calls using system speed dial numbers.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-04	<b>Class of Service Options (Outgoing Call Service) – Group Speed Dialing</b>	Turns Off (0) or On (1) an extension ability to make outbound calls using group speed dial numbers.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-05	<b>Class of Service Options (Outgoing Call Service) – Dial Number Preview (Preset Dial)</b>	Turns Off or On an extension ability to use Dial Number Preview.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-06	<b>Class of Service Options (Outgoing Call Service) – Toll Restriction Override</b>	Turns Off or On Toll Restricting Override (Service Code 663).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-07	<b>Class of Service Options (Outgoing Call Service) – Repeat Redial</b>	Turns Off (0) or On (1) an extension to use Repeat Redial.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-08	<b>Class of Service Options (Outgoing Call Service) – Toll Restriction Dial Block</b>	Turns Off or On an extension ability to use Dial Block.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-09	<b>Class of Service Options (Outgoing Call Service) – Hotline/Extension Ringdown</b>	Turns Off or On Ringdown Extension for extensions with this COS.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-08-10	<b>Class of Service Options (Outgoing Call Service) – Signal/Voice Call</b>	Turns Off or On an extension allowing it to force Handsfree Answerback or Forced Intercom Ringing for outgoing Intercom calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-11	<b>Class of Service Options (Outgoing Call Service) – Protect for the Call Mode Switching from Caller</b>	When an extension is set to ring mode for ICM calls, enabling this option prevents callers from changing the call to voice announce mode.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-12	<b>Class of Service Options (Outgoing Call Service) – Department Group Step Calling</b>	Turns Off or On an extension ability to use Department Group Step Calling.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-13	<b>Class of Service Options (Outgoing Call Service) – ISDN CLIP</b>	Determine if the ISDN calling line identity presentation and screening indicators are to be allowed.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-08-14	<b>Class of Service Options (Outgoing Call Service) – Call Address Information</b>	Use to define the Class of Service (COS) for call address information.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-15	<b>Class of Service Options (Outgoing Call Service) – Block Outgoing Caller ID</b>	Turns Off (0) or On (1) a user Class of Service from automatically blocking outgoing Caller ID information when a call is placed. If block is enabled, the system automatically inserts the Caller ID block code 1831 (defined in Program 14-01-21) before the user dialed digits (this requires Program 14-02-10 to be enabled). If block is disabled, the system outdials the call just as it was dialed by the user.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-16	<b>Class of Service Options (Outgoing Call Service) – Display E911 Dialed Extension Name and Number</b>	Turns Off or On an extension ability to display the name and number of the extension that dialed 911. (US Only)	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-17	<b>Class of Service Options (Outgoing Call Service) – ARS Override of Trunk Access Map</b>	Turns Off or On an extension ability to override the trunk access map programming for outgoing calls.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-19	<b>Class of Service Options (Outgoing Call Service) – Hotline for SPK</b>	Turns Off or On an extensions' ability to activate hotline or ringdown when pressing the Speaker key.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-20	<b>Class of Service Options (Outgoing Call Service) – Hot Key Pad</b>	Turns On (1) or Off (0) the ability of an extension to make a call by just dialing the number without first going off-hook.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-08-21	<b>Class of Service Options (Outgoing Call Service) – Automatic Trunk Seizing by Pressing Speaker Key</b>	Use to define the Class of Service (COS) for automatic trunk seizing by pressing Speaker key.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-08-22	<b>Class of Service Options (Outgoing Call Service) – Voice Over to busy Virtual Extension</b>	Use to define the Class of Service (COS) for voice over to busy virtual extension.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-09-01	<b>Class of Service Options (Incoming Call Service) – Second Call for DID/DISA/DIL/E&amp;M Override</b>	Turns Off (0) or On (1) the extension ability to receive a second call from a DID, DISA, DIL, or tie line caller.  <i>With this option set to 1, the destination extension must be busy for a second DNIS caller to ring through. If the destination extension does not have a trunk or CAP key available for the second call and a previous call is ringing the extension but has not yet been answered, the second caller hears busy regardless of this program setting.</i>	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-09-02	<b>Class of Service Options (Incoming Call Service) – Caller ID Display</b>	Turns Off (0) or On (1) the Caller ID display at an extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-09-03	<b>Class of Service Options (Incoming Call Service) – Sub Address Identification</b>	Define whether an extension displays the Caller Sub-Address.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-09-04	<b>Class of Service Options (Incoming Call Service) – Notification for Incoming Call List Existence</b>	Determine whether or not the CHECK LIST message is displayed to indicate a missed call.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-09-05	<b>Class of Service Options (Incoming Call Service) – Signal/Voice Call</b>	Turns Off or On an extension ability to enable Handsfree Answerback or Forced Intercom Ringing for their incoming Intercom calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-09-06	<b>Class of Service Options (Incoming Call Service) – Incoming Time Display</b>	If this option is set to 1, the Incoming Call Time is displayed on the multiline terminal LCD while the telephone is ringing.	0 = Off 1 = On (default = 0 for COS 01~15)		✓	
20-09-07	<b>Class of Service Options (Incoming Call Service) – Call Queuing</b>	Turns Off (0) or On (1) an extension ability to have calls queued if a call rings the extension when it is busy.  <i>Must be set to 1 to enable automatic Off-Hook Signaling.</i>	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-09-08	<b>Class of Service Options (Incoming Call Service) – Calling Party Information</b>	Turns Off or On and extension ability to display calling party information on CCIS calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-01	<b>Class of Service Options (Answer Service) – Group Call Pickup (Within Group)</b>	Turns Off or On Group Call Pickup for calls ringing an extension Pickup Group as well as ring group calls (Service Code *#).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-10-02	<b>Class of Service Options (Answer Service) – Group Call Pickup (Another Group)</b>	Turns Off or On Group Call Pickup for calls ringing outside a group (Service Code 769).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-03	<b>Class of Service Options (Answer Service) – Group Call Pickup for Specific Group</b>	Turns Off or On Group Call Pickup for a specific group using service code 768.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-04	<b>Class of Service Options (Answer Service) – Telephone Call Pickup</b>	Turns Off or On an extension ability to pick up a call ringing into a Pickup Group (Service Codes * #).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-05	<b>Class of Service Options (Answer Service) – Directed Call Pickup for Own Group</b>	Turns Off or On Directed Call Pickup for calls ringing an extension Pickup Group (Service Code 756).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-06	<b>Class of Service Options (Answer Service) – Meet-Me Conference and Paging</b>	Turns Off (0) or On (1) an extension to use Meet-Me Conference and Paging.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-07	<b>Class of Service Options (Answer Service) – Automatic Off-Hook Answer</b>	Turns Off (0) or On (1) an extension to use Universal Auto Answer (no service code required).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-10-08	<b>Class of Service Options (Answer Service) – Virtual Extension Off-Hook Answer</b>	Turns Off (0) or On (1) an extension ability to answer an incoming call on a Call Arrival (CAR)/Secondary Incoming Extension (SIE)/ Virtual Extension simply by lifting the handset.	0 = Off 1 = On (default = 1 for COS 01~15)		✓	
20-10-09	<b>Class of Service Options (Answer Service) – Call Pickup Callback</b>	Turns Off or On an extensions ability to us Call Pickup to Pick up Callback calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-10-10	<b>Class of Service Options (Answer Service) – Answer Preset</b>	Use to define the Class of Service (COS) for answer preset.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-01	<b>Class of Service Options (Hold/ Transfer Service) – Call Forward All</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forward Immediate.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-02	<b>Class of Service Options (Hold/ Transfer Service) – Call Forward When Busy</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forwarding when Busy.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-03	<b>Class of Service Options (Hold/ Transfer Service) – Call Forwarding When Unanswered</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forwarding when Unanswered.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-11-04	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding (Both Ringing)</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forwarding with Both Ringing.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-05	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding with Follow Me</b>	In an extension's Class of Service, turns On (1) or Off (0) an extensions ability to set Call Forward with Follow Me.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-06	<b>Class of Service Options (Hold/Transfer Service) – Unscreened Transfer (Ring Inward Transfer)</b>	Turns Off (0) or On (1) an extension ability to use Unscreened Transfer.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-07	<b>Class of Service Options (Hold/Transfer Service) – Transfer Without Holding</b>	Turns Off or On an extension ability to use Transfer Without Holding.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-08	<b>Class of Service Options (Hold/Transfer Service) – Transfer Information Display</b>	Turns Off or On an extension incoming Transfer pre-answer display.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-09	<b>Class of Service Options (Hold/Transfer Service) – Group Hold Initiate</b>	Turns Off or On an extension ability to initiate a Group Hold.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-10	<b>Class of Service Options (Hold/Transfer Service) – Group Hold Answer</b>	Turns Off or On an extension ability to pick up a call on Group Hold.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-11	<b>Class of Service Options (Hold/Transfer Service) – Automatic On-Hook Transfer</b>	Turns Off (0) or On (1) an extension ability to use Automatic On-Hook Transfer.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-12	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding Off-Premise (External Call Forwarding)</b>	In an extensions Class of Service, turns On (1) or Off (0) setting up Call Forwarding Off-Premise at the extension.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-13	<b>Class of Service Options (Hold/Transfer Service) – Operator Transfer After Hold Callback</b>	Turns Off or On an extension ability to have a call which recalls from hold transfer to the operator.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-14	<b>Class of Service Options (Hold/Transfer Service) – Trunk-to-Trunk Transfer Restriction</b>	Turns Off (0) or On (1) the Trunk-to-Trunk Transfer Restriction. If enabled, Trunk-to-Trunk Transfer is not possible.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-15	<b>Class of Service Options (Hold/Transfer Service) – VRS Personal Greeting (Message Greeting)</b>	Turns Off or On an extension ability to dial Service Code *4 7 to record, listen to or erase the Personal Greeting Message.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-11-16	<b>Class of Service Options (Hold/Transfer Service) – Call Redirect</b>	Turns On (1) or Off (0) a multiline terminal user's ability to transfer a call to a predefined destination (such as an operator, voice mail, or another extension) without answering the call.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-17	<b>Class of Service Options (Hold/Transfer Service) – Department Group Trunk-to-Trunk Transfer (Each Telephone Group Transfer)</b>	Turns On (1) or Off (0) the ability of an extension in a Department Group to use the Trunk-to-Trunk Forwarding service codes.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-18	<b>Class of Service Options (Hold/Transfer Service) – No Recall</b>	Allow (0) or Deny (1) answered Transferred calls from recalling the originating extension.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-19	<b>Class of Service Options (Hold/Transfer Service) – Hold/Extended Park</b>	Determine whether an extension Class of Service should allow normal or extended Park (0 = Normal for Program 24-01-06, 1 = Extended for Program 24-01-07).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-20	<b>Class of Service Options (Hold/Transfer Service) – No Callback</b>	Turns Off or On an extension ability to receive Callbacks.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-21	<b>Class of Service Options (Hold/Transfer Service) – Restriction for Tandem Trunking on Hang Up</b>	Allow (0) or Deny (1) an extension users's ability to set up a tandem/conference call automatically when they hang up.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-22	<b>Class of Service Options (Hold/Transfer Service) – Restrict Unsupervised Conference</b>	Allow or Deny an extensions ability to initiate a Trunk-to-Trunk Transfer (Tandem Trunking).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-23	<b>Class of Service Options (Hold/Transfer Service) – CAR/VE Call Forward Set/Cancel</b>	In an extension Class of Service, turns On (1) or Off (0) the ability to set and cancel Call Forwarding for a CAR or Virtual Extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-24	<b>Class of Service Options (Hold/Transfer Service) – Trunk Park Hold Mode</b>	Set the hold type when a trunk call is put on hold by an extension.	0 = Non Exclusive Hold (Off) 1 = Exclusive Hold (On) (default = 1 for COS 1~15)		✓	
20-11-25	<b>Class of Service Options (Hold/Transfer Service) – Transfer Park Call</b>	Turns On or off an extensions ability to transfer a parked call.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-12-02	<b>Class of Service Options (Charging Cost Service) – Advice of Charge</b>	ISDN-AOC This option Turns Off (0) or On (1) a DISA or tie trunk caller's ability to dial 9 for Trunk Group Routing or Automatic Route Selection.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-12-03	<b>Class of Service Options (Charging Cost Service) – Cost Display (TTU)</b>	ISDN billing information	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-01	<b>Class of Service Options (Supplementary Service) – Long Conversation Alarm</b>	Turns Off (0) or On (1) the Warning Tone for Long Conversation (not for single line telephones).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-02	<b>Class of Service Options (Supplementary Service) – Long Conversation Cutoff (Incoming)</b>	Turns Off or On an extension ability to use Long Conversation Cutoff for incoming calls.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-03	<b>Class of Service Options (Supplementary Service) – Long Conversation Cutoff (Outgoing)</b>	Turns Off or On an extension ability to use Long Conversation Cutoff for outgoing calls.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-04	<b>Class of Service Options (Supplementary Service) – Call Forward/DND Override (Bypass Call)</b>	Turns On or Off the ability to use Call Forwarding/DND Override.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-05	<b>Class of Service Options (Supplementary Service) – Intercom Off-Hook Signaling</b>	Turns On (1) or Off (0) the ability of an extension to receive Off-Hook Signals.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-06	<b>Class of Service Options (Supplementary Service) – Automatic Off-Hook Signaling (Automatic Override)</b>	Allows a busy extension ability to Manually (0) or Automatically (1) receive Off-Hook signals.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-07	<b>Class of Service Options (Supplementary Service) – Message Waiting</b>	Turns Off (0) or On (1) an extension ability to leave Message Waiting.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-08	<b>Class of Service Options (Supplementary Service) – Conference</b>	Turns Off or On an extension ability to initiate a conference or Meet Me Conference.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-09	<b>Class of Service Options (Supplementary Service) – Privacy Release</b>	Turns Off or On an extension ability to initiate a Voice Call Conference.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-10	<b>Class of Service Options (Supplementary Service) – Barge-In Monitor</b>	In an extension Class of Service, enable the Barge-In Speech Mode (0) or Monitor Mode (1) at the initiating extension (i.e., Barge-In initiator).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-11	<b>Class of Service Options (Supplementary Service) – Room Monitor, Initiating Extension</b>	Turns Off (0) or On (1) an extension user ability to Room Monitor other extensions.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-12	<b>Class of Service Options (Supplementary Service) – Room Monitor, Extension Being Monitored</b>	Turns Off (0) or On (1) an extension ability to be monitored.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-13	<b>Class of Service Options (Supplementary Service) – Continued Dialing (DTMF) Signal on ICM Call</b>	Turns Off (0) or On (1) the extension ability to use Continued Dialing, which allows DTMF signal sending while talking on extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-14	<b>Class of Service Options (Supplementary Service) – Department Calling (PLT No Called Extension)</b>	Turns Off or On an extension user ability to call a Department Group Pilot.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-15	<b>Class of Service Options (Supplementary Service) – Barge-In, Initiate</b>	Turns Off (0) or On (1) an extension user ability to barge-in on other's calls.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-16	<b>Class of Service Options (Supplementary Service) – Barge-In, Receive</b>	In an extension Class of Service, turns On (1) or Off (0) Barge-In at the receiving extension (i.e., Barge-In receive).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-17	<b>Class of Service Options (Supplementary Service) – Barge-In Tone/Display (Intrusion Tone)</b>	In an extension Class of Service, turns On (1) or Off (0) the Barge-In (Intrusion) Tone. If disabled, this also turns off the Barge-In display at the called extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-18	<b>Class of Service Options (Supplementary Service) – Programmable Function Key Programming (General Level)</b>	Turns Off (0) or On (1) an extension user ability to program General function keys using Service Code 751 (by default). (Refer to Program 20-07-10 for Service Code 752.)	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-19	<b>Class of Service Options (Supplementary Service) – Selectable Display Messaging (Text Messaging)</b>	Turns Off (0) or On (1) an extension user ability to use Selectable Display Messaging.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-20	<b>Class of Service Options (Supplementary Service) – Account Code/Toll Restriction Operator Alert (Restricted Operation Transfer)</b>	Turns Off or On operator alert when an extension improperly enters an Account Code or violates Toll Restriction.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-21	<b>Class of Service Options (Supplementary Service) – Extension Name</b>	Turns Off (0) or On (1) an extension user ability to program its name.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-22	<b>Class of Service Options (Supplementary Service) – Busy Status Display (Called Party Status)</b>	Turns Off or On the ability to display the detail state of called party.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-23	<b>Class of Service Options (Supplementary Service) – Display the Reason for Transfer</b>	Select whether an extension should display the reason a call is being transferred to their extension (Call Forward Busy, Call Forward No Answer, DND).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-24	<b>Class of Service Options (Supplementary Service) – Privacy Release by Pressing Line Key</b>	Turns Off or On a user's ability to press a line key to barge into an outside call. The Barge-In feature must be enabled if this option is to be used.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-26	<b>Class of Service Options (Supplementary Service) – Group Listen</b>	Turns Off or On an extension ability to use Group Listen.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-27	<b>Class of Service Options (Supplementary Service) – Busy on Seizing Virtual Extension</b>	If set to 1, a busy extension can be called, while someone is talking on a virtual extension key. Program 20-13-06 (Call Waiting) must be set to off for this option to work.	1 = On 0 = Off (default = 1 for COS 01~15)		✓	
20-13-28	<b>Class of Service Options (Supplementary Service) – Allow Class of Service to be Changed</b>	Turns Off or On the ability of an extension COS to be changed via Service Code 677.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-29	<b>Class of Service Options (Supplementary Service) – Paging Display</b>	Turns Off (0) or On (1) an extension user ability to display paging information.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-30	<b>Class of Service Options (Supplementary Service) – Background Music</b>	For extension Class of Service, allow (1) or deny (0) an extension from turning Background Music on and off.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-31	<b>Class of Service Options (Supplementary Service) – Connected Line Identification (COLP)</b>	Use to define the supplementary feature availability for each extension Class of Service (COS).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-32	<b>Class of Service Options (Supplementary Service) – Deny Multiple Barge-Ins</b>	In an extension Class of Service, allow (1) or deny (0) the extension ability to have multiple users Barge-In to their conversation.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-33	<b>Class of Service Options (Supplementary Service) – ACD Supervisor's Position Enhancement</b>	This option must be on for the operator to use service codes in Program 11-13-10 through Program 11-13-13.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-34	<b>Class of Service Options (Supplementary Service) – Block Manual Off-Hook Signaling</b>	Turns Off (0) or On (1) an extension ability to block off-hook signals manually sent from a co-worker.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-35	<b>Class of Service Options (Supplementary Service) – Block Camp-On</b>	Use this option to Turns On (1) or Off (0) extension ability to block callers from dialing # to camp-on.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-36	<b>Class of Service Options (Supplementary Service) – Call Duration Timer Display</b>	In an extension Class of Service, turns On (1) or Off (0) a Call Timer for the extension.	0 = Off 1 = On (default = 1 for COS 01~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-38	<b>Class of Service Options (Supplementary Service) – Headset Ringing</b>	In an extension Class of Service, turns Off or On an extension ability to use the Headset ringing.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-39	<b>Class of Service Options (Supplementary Service) – ACD Queue Status Display</b>	Turns Off or On the ACD Queue Status Display for an extension Class of Service. Any extension which has this option enabled also hears the queue alarm.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-40	<b>Class of Service Options (Supplementary Service) – Do Not Disturb</b>	Turns Off or On an extension user ability to set or cancel Do Not Disturb.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-41	<b>Class of Service Options (Supplementary Service) – Voice Mail Message Indication on DSS</b>	Turns Off (0) or On (1) the Voice Mail Message Indication for an extension on a DSS console.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-42	<b>Class of Service Options (Supplementary Service) – Extension Data Swap Enabling</b>	Turns Off or On an extensions ability to use the Station Relocation feature.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-44	<b>Class of Service Options (Supplementary Service) – Live Monitor Enabling</b>	Turns Off or On an extensions ability to use Live Monitor.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-45	<b>Class of Service Options (Supplementary Service) – MIC Key Mode While Call Monitoring</b>	Set per class of service, when in Call Monitoring Mode determines if the monitored parties receives the barge in alert tone when Coaching Mode is enabled.	0 = Enable 1 = Disable (default = 1 for COS 1~15)		✓	
20-13-47	<b>Class of Service Options (Supplementary Service) – Station Name Display</b>	Determine if a station Number will be displayed (On) or not displayed (Off) in the LCD when the phone is in an idle state.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-49	<b>Class of Service Options (Supplementary Service) – BLF Indication on CO Incoming State</b>	Determine if a BLF of the station will light when a Normal CO call is ringing the phone.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-50	<b>Class of Service Options (Supplementary Service) – AIC Agent display which call is from</b>	Determine if the station logged in via AIC codes will show which queue the call is coming from.	0 = Disable 1 = Enable (default = 1 for COS 1~15)		✓	
20-13-51	<b>Class of Service Options (Supplementary Service) – Number and Name appear in the directory</b>	Determine if an extension name and number will be listed (On) or unlisted (Off) in the directory.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-14-01	<b>Class of Service Options for DISA/E&amp;M – First Digit Absorption (Delete First Digit Dialed)</b>	For Tie Lines, Enable or Disable the ability to absorb (ignore) the first incoming digit. Use this to make the tie trunk compatible with 3- and 4-digit Tie Line service. This option does not apply to DISA.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-14-02	<b>Class of Service Options for DISA/E&amp;M – Trunk Group Routing/ARS Access</b>	This option Enables or Disables a DISA or tie trunk caller's ability to dial 9 for Trunk Group Routing or Automatic Route Selection.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-03	<b>Class of Service Options for DISA/E&amp;M – Trunk Group Access</b>	This option Enables or Disables a DISA or tie trunk caller's ability to access trunk groups for outside calls (Service Code 704).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-14-04	<b>Class of Service Options for DISA/E&amp;M – Outgoing System Speed Dialing</b>	This option Enables or Disables a DISA or tie trunk caller's ability to use the System Speed Dialing.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-05	<b>Class of Service Options for DISA/E&amp;M – Operator Calling</b>	This option Enables or Disables a DISA or tie trunk caller's ability to dial 0 for the telephone system operator.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-14-06	<b>Class of Service Options for DISA/E&amp;M – Internal Paging</b>	This option Enables or Disables a DISA or tie trunk caller's ability to use the telephone system Internal Paging.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-14-07	<b>Class of Service Options for DISA/E&amp;M – External Paging</b>	This option Enables or Disables a DISA or tie trunk caller's ability to use the telephone system External Paging.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-14-08	<b>Class of Service Options for DISA/E&amp;M – Direct Trunk Access</b>	This option Enables or Disables a DISA or tie trunk caller's ability to use Direct Trunk Access (Service Code 715).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-09	<b>Class of Service Options for DISA/E&amp;M – Forced Trunk Disconnect &lt;Not for ISDN T-point&gt;</b>	This option Enables or Disables a tie trunk caller's ability to use Forced Trunk Disconnect (Service Code *26). This option is not available to DISA callers.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-10	<b>Class of Service Options for DISA/E&amp;M – Call Forward Setting by Remote via DISA</b>	Enable or Disable a DISA callers ability to use the Call Forward service codes (Program 11-11-01 through Program 11-11-05).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-11	<b>Class of Service Options for DISA/E&amp;M – DISA/Tie Trunk Barge-In</b>	In an extension Class of Service, enable (1) or disable (0) a DISA or tie trunk user from using the Barge-In feature.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-12	<b>Class of Service Options for DISA/E&amp;M – Retrieve Park Hold</b>	Turns Off or On the ability for a DISA caller to retrieve parked or held calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
90-48-01	<b>Button Kit Information of Multiline Telephone</b>	Used to set the button kit information on a new telephone on the SV8100 system.	0 = No Setting 1 = Not Used 2 = Type A with Cursor Key 3~9 = Not Used 10 = Type A without Cursor Key (Retrofit) (default not assigned)		✓	

## Operation

**All Operating Procedures assume these features are assigned to the DTP-16HC-1( ) terminal:**

- Prime Line Pickup to the Primary Extension
- Ringing Line Preference

### To change the Auto Talk mode:

1. Hold down **Trf** key while changing the Ringer On/Off switch from Off to On.
2. When the mode changes, a confirmation tone is generated:  
Auto Talk Off: 3 Beeps  
Auto Talk On: 2 Beeps

### Answering calls:

1. When the Handset is on the Base Unit, only the Base Unit rings and the Large LED flashes as usual.
2. When in Standby mode, the handset and Base Unit both ring and the message waiting LED flashes rapidly in conjunction with the Base Unit Talk/Batt.low LED.  
 *When Ringer On/Off switch is in Off mode, the Handset does not ring, but the message waiting LED flashes.*

### With Auto Talk off:

1. When the Handset is on the Base Unit, lift it and press any key.
2. The Talk/Batt.low LED flashes then lights continuously to indicate established communication path between the Handset and the Base Unit.
3. Talk to the caller. The Message waiting LED is Off.
4. When finished, press the **Talk** key or place Handset back in the Base Unit to disconnect the call.

### With Auto Talk On:

1. When the Handset is on the Base Unit, lift it.
2. The Talk/Batt.low LED flashes then lights continuously to indicate established communication path between the Handset and the Base station.
3. Talk to the caller. The Message waiting LED is Off.
4. When finished, press the **Talk** key or place Handset back in the Base Unit to disconnect the call.
5. In Auto Standby, the Talk key does not have to be pressed to disconnect. Place the Handset in the Base Unit to disconnect the call.
6. After call is disconnected the Message Waiting LED becomes active again when messages are waiting.

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### Setting handset ringer On/Off Volume in Standby Mode:

1. Press **Vol** key to adjust volume normal or high.
2. While **Vol** is pressed, the ringer starts to ring based on the current setting.  
 *Ringer Volume can be adjusted with Ringer On/Off key in Off.*

### To Adjust Receiver Volume with a call in progress:

Press the **Vol** key repeatedly to adjust from Medium † High † Low † Normal in this order.

 *When call is disconnected, default volume returns to Normal.*

### To Mute Handset to disable the microphone:

1. Press **Mute** key.
2. The Talk/Batt.low Led Blinks 500 msec On, 500msec Off during Mute.
3. Press **Mute** again to reactivate the microphone.  
 *Voice is not transmitted during Mute.*

### To make a call with Auto Talk Off:

1. Lift the Handset from the Base Unit.
2. Press **Talk** key.
3. The Talk/Batt.low LED flashes then lights continuously to indicate an established communication path between the Handset and the Base Unit and dial tone is generated.
4. Dial the number.
5. Talk to the party.
6. When finished, press the **Talk** key or place Handset back in the Base Unit to disconnect the call.

### To make a call with Auto Talk On:

1. Lift the Handset from the Base Unit.
2. The Talk/Batt.low LED flashes then lights continuously to indicate established communication path between the Handset and the Base Unit and dial tone is generated.
3. Dial the number.
4. Talk to the party.
5. When finished, press the **Talk** key or place Handset back in the Base Unit to disconnect the call.

### To Hold a call in progress at the Base Unit:

1. Press **Hold** and return the Handset to the Base Unit.
2. To return to the held party press the flashing green line key and press **Talk** or pick up the Handset.  
 *After a programmed time, the held call recalls to the originating terminal.*

**To Hold a call in progress at the handset:**

1. Press **Trf**.
2. An Internal Dial tone is generated.
3. To return to the held party press the flashing green line key or conference key.  
 *After a programmed time the held call recalls to the originating terminal.*

**To establish a conference call at the Base Unit:**

1. With a call in progress, press **Conf** on the Base Unit.
2. Dial another station number.
3. Announce Conference (Optional).
4. Press **Conf** on the Base Unit to establish the conference.

**To Install the battery:**

1. Slide the battery compartment cover on the lower Handset back down to remove it.
2. Remove the IMPORTANT charging NOTE from the battery compartment.
3. Align the guides on the bottom of the battery plug and insert it in the connector.
4. Put the battery in the compartment with the description visible.
5. Replace and push up the cover to snap it in place.  
 *Ensure that the wires are inside the cover.*

**To install the belt clip:**

1. Position the clip to the back side of the Handset unit with the clip spring pointed up.
2. Align the four prongs of the clip to the four slots on the sides of the Handset.
3. Gently press the belt clip to snap the prongs into place.

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## *Synchronous Ringing*

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### **Description**

Synchronous Ringing synchronizes CO/PBX incoming ringing with the incoming ringing pattern from a Central Office.

### **Conditions**

- When the multiline terminal is ringing at Secondary Extension (SE)/Virtual Extension (VE) key, Synchronous Ring works.
- Synchronous Ringing is not supported for Tie/DID incoming calls, Off-Hook Ringing, or CO/PBX Ring Transfers.
- If Synchronous Ringing is enabled, the VRS Preamble Message cannot be used.

### **Default Setting**

Enabled

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### **System Availability**

#### **Terminals**

All Stations except single line telephones connected to AP(R)-R( ) or APR-U Unit

#### **Required Component(s)**

None

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### **Related Features**

None

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-02-17	Analog Trunk Data Setup – Sync. Ringing	Enable or Disable per trunk.	0 = Disable 1 = Enable (default)	✓		
20-15-01	Ring Cycle Setup – Normal Incoming Call on Trunk	Used to define the ring cycle for Normal Incoming trunk calls.	Ring Cycle = 1~13 (default = 3)		✓	
20-15-02	Ring Cycle Setup – PBX, CES Incoming Call	Used to define the ring cycle for PBX and CES incoming trunk calls.	Ring Cycle = 1~13 (default = 8)		✓	
20-15-04	Ring Cycle Setup – DID/DISA/VRS	Used to define the ring cycle for DID/DISA/VRS incoming calls.	Ring Cycle = 1~13 (default = 8)		✓	
20-15-05	Ring Cycle Setup – DID/DDI	Used to define the ring cycle for DID/DDI incoming calls.	Ring Cycle = 1~13 (default = 8)		✓	
20-15-06	Ring Cycle Setup – Dial-In in the E&M Tie Line	Used to define the ring cycle for Dial IN and E&M Tie line calls.	Ring Cycle = 1~13 (default = 12)		✓	
20-15-07	Ring Cycle Setup – Door Box Ringing for SLT	Used to define the ringing cycle for Door Box Ringing for SLT terminals.	Ring Cycle = 1~13 (default = 8)		✓	
20-15-08	Ring Cycle Setup – Virtual Extension Ring	Used to define the ringing cycle for Virtual Extensions.	Ring Cycle = 1~13 (default = 8)		✓	
20-15-09	Ring Cycle Setup – Callback	Used to define the ringing cycle for callbacks.	Ring Cycle = 1~13 (default = 11)		✓	
20-15-10	Ring Cycle Setup – Alarm for SLT	Used to define the ring cycle for Alarm for SLT terminals.	Ring Cycle = 1~13 (default = 5)		✓	
20-15-11	Ring Cycle Setup – VRS Waiting Message Incoming Call	Used to define the ring cycle for incoming VRS Waiting messages.	Ring Cycle = 1~13 (default = 8)		✓	
22-03-01	Trunk Ring Tone Range – Ring Tone Pattern	Assign Ring Tone Ranges to trunks. Trunks ring extensions according to the Ring Tone Range selected in Program 22-03-0 and the settings made with either Service Code 720 or Program 15-02-02.	0~8 (Ring Tone Pattern 1~4) (Melody 1~ Melody 5) (default = 0)		✓	

## Operation

None

# T1 Trunking (with ANI/DNIS Compatibility)

## Description

The T1/PRI Interface gives the system T1 trunking ability. This blade uses a single universal slot and provides up to 24 trunk circuits. In addition to providing digital-quality trunking, the T1/PRI Interface allows you to have maximum trunking ability with fewer blades. This in turn makes more universal slots available for other functions.

You can program each T1/PRI for any combination of the following trunks:

- CO loop start
- CO ground start
- Direct Inward Dialing
- Tie Lines <sup>2</sup>

CD-PRTA uses the first block of 24 consecutive trunks. For example, if you have a CD-4COTC and PZ-4COTG installed for trunks 1~8, the T1/PRI Interface automatically uses trunks 9~32. If you have CD-4COTC and PZ-4COTG installed for trunks 1~8 and 17~24, the T1/PRI uses trunks 25~48. The T1/PRI Interface cannot use trunks 9~16 (even if available) since they are not part of a consecutive block of 24 trunks. Each T1/PRI requires that 24 consecutive ports be available in the system even if not all the ports are used otherwise the blade does not function.

The CD-PRTA can be programmed as a 4/8/12/16/20/24 port Fractional T1/PRI.

## ANI/DNIS Compatibility

The system is compatible with Telco T1 Automatic Number Identification (ANI) and Dialed Number Information Service (DNIS) services. A compliment to Caller ID service, ANI/DNIS Compatibility provides:

- Receive Format

The Receive Format must be set as \*ANI\*DNIS\* in Program 34-09-01 option 4, which is treated as a Feature Group D format. (Example of ANI Information KP009727517645STKP7100ST.)

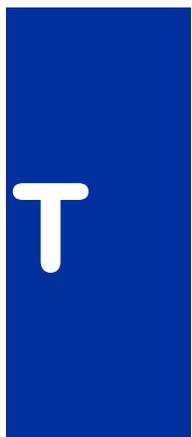
- Flexible Routing

Based on the data received, the system can route the incoming ANI/DNIS call to:

- An extension
- An ACD or Voice Mail master extension number
- A VRS and play a VRS message to the caller
- A Department Group pilot number

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2. Two-wire (four-lead) type 1 Tie Lines (FIC TL11M) only.



- A trunk Ring Group
- Route According to DID Translation Table or Speed Dial Bins

Calls can be routed based on either the number of digits defined in Program 22-09-01 (digits 1~8) or by digits entered in Speed Dial bins in Program 13-04-01.

### **ANI/DNIS Data Displayed as Caller ID Data**

- Data Error and Unanswered Call Handling

If a call can not be completed, send it to a predetermined Ring Group or play supervisory tones to the caller.

### **Conditions**

- T1 Trunking requires a T1/PRI Interface and a customer-provided CSU/DSU to interface with the Telco. Consult your sales representative and the System Hardware Manual for additional details.
- ANI/DNIS Compatibility requires the use of system DTMF receivers. When all receivers are busy, the incoming ANI/DNIS call waits for a receiver to become available.
- The ANI/DNIS/Address data received from the Telco can have up to 10 digits.
- An extension Class of Service (Program 20-09-02) determines whether ANI information is displayed.
- Refer to [Digital Trunk Clocking on page 2-365](#) for the specifics on how the system detects dial tone.
- The T1 Tie Line can be used for networking.
- The T1/PRI Interface provides Tie Line service. All programming parameters are the same as those used for analog Tie Lines (except for the additional T1/PRI Interface settings).
- DTI-U40 ETUs can be installed in any Interface slot (1~8) of any cabinet (1~3).
- The DTI-U40 ETU supports Dial Pulse and DTMF signaling.
- With an UNIVERGE SV8100 – Expanded Port Package, up to 200 T1 trunks can be assigned.
- You can use T1 trunks in place of standard analog trunks. The procedures for placing and answering calls are the same for both trunks.
- The T1/PRI Interface provides DID service. All programming parameters are the same as those used for analog DID trunks (except for the additional T1/PRI Interface settings).
- SMDR can print trunk port names or received dialed number for ANI/DNIS or DID trunks. If enabled in programming, DNIS digits can be printed on the SMDR reports instead of the trunk name.
- T1 trunks follow Tie Line toll restriction programming (Program 34-01-05 and Program 34-08).
- When using Fractional T-1s, the blade comes up with zero ports until Program 10-03-06 is set to the 4/8/12/16/20/24(auto) and then reset.

- If the number of ports are changed for a fractional T-1 in Program 10-03-06, the trunk ports could be reassigned if the numerical sequence would split or it could fit into an empty gap of trunk ports.

Examples:

The CD-4COTC with PZ-4COTG is assigned for trunk ports 1~8 and 17~24 and the T-1 (12 ports) was assigned as ports 25~36, the number of T-1s change to eight ports instead of 12. The new trunk port numbers are assigned as 9~16 because the eight ports can fit into the gap between ports 8 and 17 without splitting the numerical port number sequence.

The CD-4COTC with PZ-4COTG is assigned for trunk ports 1~8 and 17~24 and the T-1 (eight ports) was assigned as 9~16 and then the T-1 was changed from eight to 12 ports. The new trunk port numbers are assigned as 25~36 because the port number sequence would have to be split in order to keep them within the original number sequence (9~16) and splitting the numerical port number sequence is not supported.

## Default Setting

Disabled

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## System Availability (US Only)

### Terminals

All Stations

### Required Component(s)

CD-PRTA

Locally provided CSU/DSU

### Required Software

None

## Related Features

### Caller ID

### Central Office Calls, Answering

### Central Office Calls, Placing

### Code Restriction

### Dial Tone Detection

### Direct Inward Dialing (DID)

### ISDN Compatibility

### Station Message Detail Recording

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

 *The items highlighted in gray are read only and cannot be changed.*

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-01	ETU Setup (DTI (T1) PKG Setup) – Logical Port Number	Set various T1 trunk options for compatibility with the local Telco. For ANI/DNIS, the following settings in Program 10-03 are recommended: Item 02: Frame Type = 0 (D4) Item 03: Zero Suppression = 1 (AMI/ZCS) Item 04: Distance Between ETU and CSU = 0 (0~133') Item 05: Clock Select = 1 (Internal) Item 06: DTI No. of Ports= 0 (Auto/24), 1 (4 Ports), 2 (8 Ports), 3 (12 ports), 4 (16 ports), and 5 (20 Ports)	The start port number of a T1 line is displayed, and 24 logic ports are automatically assigned to a DTI (T1) line. 0~200 (default = 0)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-02	<b>ETU Setup (DTI (T1) PKG Setup) – T1 Signal Format Selection</b>	Used to setup and confirm the basic configuration data for logical port number T1.	0 = D4 (12 Multi Frame) 1 = ESF (24 Multi Frame) (default = 1)	✓		
10-03-03	<b>ETU Setup (DTI (T1) PKG Setup) – Zero Code Suppression</b>	Used to setup and confirm the basic configuration data for the Clear Channel Selection.	0 = B8ZS 1 = AMI/ZCS (default = 0)	✓		
10-03-04	<b>ETU Setup (DTI (T1) PKG Setup) – Line Length Selection</b>	Used to setup and confirm the basic configuration data for the Line Length Selection.	0 = 0 feet ~ 133 feet 1 = 133 feet ~ 266 feet 2 = 266 feet ~ 399 feet 3 = 399 feet ~ 533 feet 4 = 533 feet ~ 655 feet (default = 0)	✓		
10-03-05	<b>ETU Setup (DTI (T1) PKG Setup) – T1 Clock Source</b>	Used to setup and confirm the basic configuration data for the DTI trunk type assignment.	0 = Internal 1 = External (default = 1)	✓		
10-03-06	<b>ETU Setup (DTI (T1) PKG Setup) – Number of Ports</b>	Used to setup and confirm the basic configuration data for the number of ports required.	0 = Auto 1 = 4 Ports 2 = 8 Ports 3 = 12 Ports 4 = 16 Ports 5 = 20 Ports (default = 0)	✓		
10-09-01	<b>DTMF and Dial Tone Circuit Setup</b>	For ANI/DNIS, reserve at least one DTMF receiver for DTMF reception (entry 0 or 2). Use the following as a guide when allocating DTMF receivers: In light traffic sites, allocate one DTMF receiver for every 10 devices that use them. In heavy traffic sites, allocate one DTMF receiver for every five devices that use them.	0 = Common Use 1 = Extension Only 2 = Trunk Only Default: Circuit/Resource 01~08 = 1 (Extensions) Circuit/Resource 09~32 = 2 (Trunks) Circuit/Resource 33~96 = 0 (Not Used) Circuit/Resource 97~160 = 0 (Common) When PZ-BS10 is installed, 97~160 are available		✓	
10-39-01	<b>Fractional Setup – Fractional</b>	Use to enable (1) or disable (0) T1/PRI fractional function.	0 = Disable 1 = Enable (default = 0)		✓	
14-01-02	<b>Basic Trunk Data Setup – Transmit Level</b>	Use to select transmit level of CODEC Gain (signal amplification) for each trunk.	Trunks 1~200 1~63 (-15.5 ~ +15.5dB in 0.5dB intervals) [default = 32 (0dB)]		✓	
14-01-03	<b>Basic Trunk Data Setup – Receive Level</b>	Use to select receive level of CODEC Gain (signal amplification) for each trunk.	Trunks 1~200 1~63 (-15.5 ~ +15.5dB in 0.5dB intervals) [default = 32 (0dB)]		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-01-07	<b>Basic Trunk Data Setup – Outgoing Calls</b>	Use this option to allow (1) or prevent (0) outgoing calls on the trunk you are programming.	0 = Deny (No) 1 = Allow (Yes) (default = 1)		✓	
14-02-01	<b>Analog Trunk Data Setup – Signaling Type (DP/DTMF)</b>	For ANI/DNIS, the following additional settings in Program 14-02 are recommended: <ul style="list-style-type: none"> <li>○ Item 1: Signaling Type (DP/DTMF) = 2 (DTMF)</li> <li>○ Item 2: Ring Detect Type = 1 (Immediate)</li> <li>○ Item 3: Flash Type = 0 (Open Loop Flash)</li> <li>○ Item 4: Flash for Time Flash or Disconnect = 0 (Timed Flash)</li> <li>○ Item 5: Dial Tone Detection for Manually Dialed Calls = 1 (Outgoing calls allowed)</li> </ul>	0 = Dial Pulse (10 PPS) 1 = Dial Pulse (20 PPS) 2 = DTMF (default = 2)	✓		
14-02-02	<b>Analog Trunk Data Setup – Ring Detect Type</b>	Set the trunks for Extended Ring Detect or Immediate Ring Detect. For T1 loop/ground start trunks, this option must be set to '1' in order for the trunks to ring and lamp correctly.	Trunks 1~200 0 = Normal/delayed 1 = Immediate Ringing (default = 1)		✓	
14-04-01	<b>Behind PBX Setup</b>	For ANI/DNIS, the following additional setting is recommended: Behind PBX = 0 (Stand Alone).	0 = Stand Alone (Trunk) 1 = Behind PBX (PBX) 2 = Not Used 3 = CTX Assume 9 (default = 0)		✓	
14-05-01	<b>Trunk Group – Trunk Group Number</b>	For ANI/DNIS, place all your ANI/DNIS trunks in Trunk Groups as required.	Trunks 1~200 Trunk Port 1~200, Group 1, Priority 1~200	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extensions 101 = Class 15 All other extensions = Class 1	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-09-01	<b>Class of Service Options (Incoming Call Service) – Second Call for DID/DISA/DIL/E&amp;M Override</b>	Turns Off (0) or On (1) the extension ability to receive a second call from a DID, DISA, DIL, or tie line caller. <i>With this option set to 1, the destination extension must be busy for a second DNIS caller to ring through. If the destination extension does not have a trunk or CAP key available for the second call and a previous call is ringing the extension but has not yet been answered, the second caller hears busy regardless of this program setting.</i>	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-09-02	<b>Class of Service Options (Incoming Call Service) – Caller ID Display</b>	Turns Off (0) or On (1) the Caller ID display at an extension.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-14-01	<b>Class of Service Options for DISA/E&amp;M – First Digit Absorption (Delete First Digit Dialed)</b>	For Tie Lines, Enable or Disable the ability to absorb (ignore) the first incoming digit. Use this to make the tie trunk compatible with 3- and 4-digit Tie Line service. This option does not apply to DISA.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-02	<b>Class of Service Options for DISA/E&amp;M – Trunk Group Routing/ARS Access</b>	This option Enables or Disables a DISA or tie trunk caller's ability to dial 9 for Trunk Group Routing or Automatic Route Selection	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-03	<b>Class of Service Options for DISA/E&amp;M – Trunk Group Access</b>	This option Enables or Disables a DISA or tie trunk caller's ability to access trunk groups for outside calls (Service Code 704).	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-14-04	<b>Class of Service Options for DISA/E&amp;M – Outgoing System Speed Dial</b>	This option Enables or Disables a DISA or tie trunk caller's ability to use the System Speed Dialing.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-05	<b>Class of Service Options for DISA/E&amp;M – Operator Calling</b>	This option Enables or Disables a DISA or tie trunk caller's ability to dial 0 for the telephone system operator.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-14-06	<b>Class of Service Options for DISA/E&amp;M – Internal Paging</b>	This option Enables or Disables a DISA or tie trunk caller's ability to use the telephone system Internal Paging.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-14-07	<b>Class of Service Options for DISA/E&amp;M – External Paging</b>	This option Enables or Disables a DISA or tie trunk caller's ability to use the telephone system External Paging.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-14-08	<b>Class of Service Options for DISA/E&amp;M – Direct Trunk Access</b>	This option Enables or Disables a DISA or tie trunk caller's ability to use Direct Trunk Access (Service Code 715).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-09	<b>Class of Service Options for DISA/E&amp;M – Forced Trunk Disconnect &lt;Not for ISDN T-point&gt;</b>	This option Enables or Disables a tie trunk caller's ability to use Forced Trunk Disconnect (Service Code *26). This option is not available to DISA callers.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-10	<b>Class of Service Options for DISA/E&amp;M – Call Forward Setting by Remote via DISA</b>	Enable or Disable a DISA callers ability to use the Call Forward service codes (Program 11-11-01 through Program 11-11-05).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-11	<b>Class of Service Options for DISA/E&amp;M – DISA/Tie Trunk Barge-In</b>	In an extension Class of Service, enable (1) or disable (0) a DISA or tie trunk user from using the Barge-In feature.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-12	<b>Class of Service Options for DISA/E&amp;M – Retrieve Park Hold</b>	Turns Off or On the ability for a DISA caller to retrieve parked or held calls.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
22-02-01	<b>Incoming Call Trunk Setup – Incoming Type</b>	For each T1 trunk, set the Trunk Service Type to match the Telco connected T1 service. For each T1 trunk that should support ANI/DNIS service, enter 7. (ANI/DNIS trunks must be immediate start or wink start T1 trunks with E&M signaling.) For T1 loop/ground start trunks defined as 0, Program 14-02-02 must be set to 1 for the trunks to ring and light correctly.	0 = Normal 1 = VRS (second dial tone if no VRS installed) 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie line 6 = Delayed VRS 7 = ANI/DNIS 8 = DID(DDI) Mode Switching (default = 0)	✓		
22-11-01	<b>DID Translation Number Conversion – Received Number</b>	For each DID Translation Table entry (1~2000), specify the digits received by the system.	Maximum eight digits (default not assigned)	✓		
22-11-02	<b>DID Translation Number Conversion – Target Number</b>	For each DID Translation Table entry (1~2000), specify the extension the system dials after translation.	Maximum 24 digits (default not assigned)	✓		
22-11-03	<b>DID Translation Number Conversion – DID Name</b>	For each DID Translation Table entry (1~2000), specify the name that should show on the dialed extension display when it rings.	Maximum 12 digits (default not assigned)	✓		
22-13-01	<b>DID Trunk Group to Translation Table Assignment</b>	Assign DID translation tables to trunk groups.	DID Translation Tables: 1~20 Trunk Groups: 1~100 0~20 (0 = No Setting) (default = 1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
34-01-01	E&M Tie Line Basic Setup – DID/ E&M Start Signaling	For each ANI/DNIS trunk, set the start signaling mode to 1 (wink start).	0 = 2nd Dial Tone 1 = Wink (default) 2 = Immediate 3 = Delay (default = 2)		✓	
34-01-02	E&M Tie Line Basic Setup – Receive Dial Type for E&M Tie Line	For DID and tie trunks, use this option to set the trunk signaling type (Dial Pulse or DTMF)	Related Programming 10-09 0 = DP 1 = DTMF (default = 1)		✓	
34-01-03	E&M Tie Line Basic Setup – E&M Dial-In Mode	Determine if the incoming Tie Line call should be directed as an intercom call (0) or if it should follow the DID Translation Table in Program 22-11 (1).	0 = Specify Extension Number (Intercom) 1 = Use Conversion Table (NTT) (default = 0)		✓	
34-01-04	E&M Tie Line Basic Setup – E&M Line Dial Tone	Enter 1 if the Tie Line should send dial tone to the calling system after the call is set up. Enter 0 if the Tie Line should not send dial tone.	0 = Disable (No) 1 = Enable (Yes) (default = 1)		✓	
34-02-01	E&M Tie Line Class of Service	Assign a Class of Service (1~15) to a Tie Line. The Class of Service options are defined in Program 20-14. For each Tie Line, you make a separate entry for each Night Service mode.	Day/Night Mode 1~8 Class: 1~15 (default = 1)		✓	
34-09-01	ANI/DNIS Service Options – Receive Format	Use this option to specify the format of the ANI/DNIS data received from the Telco. Make sure your entry is compatible with the service the Telco provides (4 = *ANI*DNIS* [* = Delimiter Code]). <i>If PRG34-01-02 is selected to 2 (MF), this PRG works only as 4 =*ANI*DNIS*</i>	0 = Address 1 = *ANI* 2 = *DNIS* 3 = *ANI*Address* 4 = *ANI*DNIS* 5 = *DNIS*ANI* (* = Delimiter Code) (default = 0 for COS 1~15)		✓	
34-09-02	ANI/DNIS Service Options – Delimiter Dial Code	This option defines the character Telco uses as a delimiter (see entries 1~5 in Program 34-09-01). Valid entries are: 0~9, #, and *.	1~9, 0, *, # (default = * for COS 1~15)		✓	
34-09-03	ANI/DNIS Service Options – Route Setup of Receive Dial	This option specifies the source of the data the system uses to route incoming ANI/DNIS calls. If option '2' is selected, refer to Program 34-09-04: 0 = Fixed Route (Item 08) 1 = Routes on Received DNIS or Address Data 2 = Routes on Received ANI Data	0 = Fixed Route (Item 08) (No Routing) 1 = Routes on Received DNIS or Address Data 2 = Routes on Received ANI Data (default = 0 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
34-09-04	<b>ANI/DNIS Service Options – Route Table Setup of Target Dial</b>	<p>The option sets how the system uses the route data (gathered in Item 3) to route incoming ANI/DNIS calls (0 = ABB Table [Program 13-04], 1 = DID Table [Program 22-11]).</p> <p>If option 2 is selected and the call is to be routed using the DID table (1), up to eight digits can be matched. The number of expected digits set in Program 22-09-01 must match the ANI digits defined in Program 22-11-01. For example, if an ANI/DNIS number received was *2035551234*3001* and Program 22-09-01=4, then the entry in Program 22-11-01 must be 1234 with the defined target extension.</p> <p>If the call is to be routed using the ABB table (0), up to 24 digits can be matched. Define the range of the ABB table to be used in Program 34-09-06. The data is then compared to the entries in Program 13-04-01 and then routed according to Program 13-04-03.</p>	<p>0 = SPD Table (Program 13-03)            1 = DID Table (Program 22-11)            (default = 0 for COS 1~15)</p>		✓	
34-09-05	<b>ANI/DNIS Service Options – ANI/DNIS Display as Target Dial Name</b>	Use this option to set if ANI data should appear on telephone displays as part of Caller ID display.	<p>Caller ID Display:            0 = Display Off            1 = Display On            (default = 1 for COS 1~14            default = 0 for COS 15)</p>		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
34-09-06	<b>ANI/DNIS Service Options – Routing SPD Table Setup</b>	Use this option to define which part of the SPD Dial Table set up in Program 13-04 the system uses for ANI/DNIS Caller ID look-ups and ANI/DNIS routing (Start = 0, 100~1900, End = 0, 99~1999). This is required if Items 4 and 5 above are 1 (Caller ID on). When you specify a starting and end address, the system uses the part of the table for look-ups. When you specify a starting address and length, the system uses that part of the table for routing. If the incoming ANI/DNIS number data matches the Number entry in the table, the system routes according to the associated Name data. That data can be an extension, Department Group pilot number, the voice mail master number or a trunk ring group.	Start=0, 100~1900 End= 0, 99~1999 Default: COS 1~14 Start = 1000 End = 1199 COS 15 Start = 0 End = 0		✓	
34-09-07	<b>ANI/DNIS Service Options – Routing on ANI/DNIS Error</b>	This option lets you determine how the system handles an ANI/DNIS call if a data error is detected in the incoming data string (0 = Play busy tone to caller, 1 = Route the caller to the ring group specified in Program 25-03).	0 = Play Busy Tone to Caller 1 = Route Caller to Ring Group Specified in Program 25-03 (Transfer) (default = 1 for COS 1~14 default = 0 for COS 15)		✓	
34-09-08	<b>ANI/DNIS Service Options – Routing When Destination Busy or No Answer</b>	This option lets you determine how the system handles an ANI/DNIS call if destination is busy or does not answer (0 = Play busy or ringback tone to caller, 1 = Route the caller to the ring group specified in Program 25-04).	0 = Play Busy or Ringback Tone to Caller (Busy/ NoAns) 1 = Route Caller to Ring Group Specified in Program 25-04 (Transfer) (default = 0 for COS 1~15)		✓	
34-09-09	<b>ANI/DNIS Service Options – Calling Number Address Length</b>	When Item 1=0 (ANI/DNIS receive format is address), use this option to specify the address length. The choices are 1~8 digits.	1~8 (default = 7 for COS 1~15)		✓	
34-10-01	<b>Digits Delete for T1 ANI Assignment</b>	This option defines the number of digits to delete from the information element received from Telco.	0~9 (default = 2)		✓	

## Operation

Refer to the operation for the following features:

- Central Office Calls, Answering
- Central Office Calls, Placing
- Direct Inward Dialing (DID)
- Tie Lines

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## *Tandem Ringing*

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### **Description**

Tandem Ringing allows an extension user to have two telephones with one telephone number. For example, extension 105 (the master telephone) sets Tandem Ringing with extension 106. When extension 105 receives an incoming call, both extensions 105 and 106 ring. Callers would dial the master extension number (extension 105 in this example). When either the master telephone or slave telephone is in use, the other telephone cannot be used for outgoing calls or incoming calls.

The multiline terminal must be paired with either a single line telephone or a Wireless DECT (SIP) handset. It cannot be paired with another multiline terminal.

A single line telephone must be paired with another single line telephone or a Wireless DECT (SIP) handset. It cannot be paired with a multiline telephone.

### **Conditions**

- The slave telephone cannot call the master telephone.
- Extension numbers up to eight digits can be registered on the Tandem Ringing key. Extension numbers over nine digits cannot be registered.
- If Tandem Ringing is enabled, and one of the extensions is busy, no additional calls can be received or placed from either telephone.
- Tandem Ringing can support up to 128 pairs of Tandem Ringing extensions.
- The extension user which enables Tandem Ringing is the master, while the slave telephone is the extension entered by the user while setting up the feature.
- A slave telephone ignores the settings for DND and follows the master telephone settings instead.
- Voice Call is not supported on a multiline terminal with Tandem Ringing.
- Calls placed on Hold while Tandem Ringing is active, immediately recall if the handset is placed On-hook.
- When an extension leaves a Message Waiting for a Tandem Ringing extension, both extensions indicate the message until one of the extensions returns the call.
- A slave telephone ignores the settings for Ring Groups and follows the master telephone settings instead.
- To transfer calls between the two Tandem Ringing stations, a System Park Orbit should be used.

### **Default Setting**

Disabled

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## System Availability

### Terminals

Master Telephone:  
Multiline Terminals or Single Line telephones

Slave Telephone:  
Single Line telephones or Wireless DECT (SIP) handsets

### Required Component(s)

ID using Wireless DECT (SIP) handsets (Refer to [Wireless DECT \(SIP\) on page 2-1307.](#))

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## Related Features

Call Forwarding

Call Forwarding/Do Not Disturb Override

Direct Station Selection (DSS) Console

Do Not Disturb

Hold

Intercom

Message Waiting

Ring Groups

Multiple Trunk Types

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-11-41	<b>Service Code Setup (for Setup/Entry Operation) – Tandem Ringing</b>	Define a service code to be used to set up Tandem Ringing.	MLT, SLT (default not assigned)		✓	
15-07-01	<b>Programmable Function Keys</b>	Assign a function key for Tandem Ringing (code 80).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)		✓	
30-03-01	<b>DSS Console Key Assignment</b>	Assign a DSS function key for Tandem Ringing (code 80).	Key Number 001~500 0~99 (General Functional Level) 97 = Door Box Access key (additional data: 1~8 Door Box No.) * 00 ~ * 99 (Appearance Functional Level)		✓	

## Operation

### To set up Tandem Ringing:

1. Press **Speaker** at the extension considered to be the master telephone (optional).
2. Press the Tandem Ringing key (Program 15-07 or SC 751: 80).
3. Dial **1** to set the feature.
4. Enter the extension number to be considered the slave telephone (the telephone that rings when the master extension rings).  
A confirmation tone is heard (if **Speaker** was used).

5. Press **Speaker** to hang up (if the key is lit).

While the feature is active, if either the master or slave telephone is on a call, no calls can be placed or answered at the other extension until the busy telephone has hung up. Multiline Terminals indicate TANDEM IN USE in the display and single line telephone users hear a busy signal when the handset is lifted.

#### **To cancel Tandem Ringing:**

1. Press the **Tandem Ringing** key (Program 15-07 or SC 751: 80).
2. Dial **0** to cancel the feature.

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## *Tandem Trunking (Unsupervised Conference)*

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### **Description**

Tandem Trunking allows an extension user to join two outside callers in a Trunk-to-Trunk Conference. The extension user can then drop out of the call, leaving the trunks in an Unsupervised Conference. The extension user that established the conference is not part of the conversation. The conference continues until either outside party hangs up. The extension user that set up the conference can end the tandem call anytime.

The number of simultaneous conference calls is limited by the number of conference circuits in the system. Due to this fact, the maximum number of conference calls cannot exceed the limits defined below:

The CD-CP00-AU provides two blocks of 32 conference circuits, allowing each block to have any number of conferences with any number of internal or external parties conferenced as long as the total number of conference channels used does not exceed the block limit of 32.

Tandem Trunking could help an office manager, for example, put two outside sales people in touch. The office manager could:

- Answer a call from one salesperson
- Place a call to the second salesperson
- Set up the Trunk-to-Trunk Conference
- Drop out of the call

The office manager could terminate the conference anytime.

There are four methods for Tandem Trunking:

- Method A - Tandem Trunking from Conference

An extension user can set up Tandem Trunking (Unsupervised Conference) by dialing a 2-digit service code (#8) or a uniquely programmed Transfer key.
- Method B - Tandem Trunking with Transfer Key

This method allows an extension user to easily set up an Unsupervised Conference with a call they have placed on Hold. It uses a uniquely programmed Transfer key to set up a tandem call.
- Method C - Automatic Tandem Trunking on Hang Up

This method allows an extension user to easily set up an Unsupervised Conference without having to place the conference call on Hold. A Class of Service option is available, which allows or denies an extension user from automatically setting up a Conference/Tandem Trunking call after hanging up the telephone.

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Method D - Automatic Tandem Trunking Setup to Speed Dial Number

This method allows an extension user to easily set up an Unsupervised Conference with a call they have placed on Hold. A Class of Service option is available, which allows or denies an extension user from automatically setting up a Conference/Tandem Trunking call after hanging up the telephone.

### Trunk Continue/Disconnect Codes Added

Software enhances the forced trunk release option with the Tandem Trunking and DISA features. Users can be allowed to use a Continue or Disconnect service code. The Continue service code extends the conversation a programmed time. If the user enters the Disconnect service code, the call is disconnected immediately.

#### EXAMPLE:

The following example indicates how a call is handled with the system programmed as follows:

- Program 14-01-25: 1 (Continued/Discontinued Trunk-to-Trunk Conversation)
  - Program 20-28-01: # (Conversation Continue Code)
  - Program 20-28-02: No Setting (No Conversation Disconnect Code is entered)
  - Program 20-28-03: 180 (Conversation Continue Time)
  - Program 24-02-07: 600 (Only used with Trunk-to-Trunk Transfer Release Warning Tone)
  - Program 24-02-10: 30 (Only used with Disconnect Trunk-to-Trunk)
  - Program 25-07-07: 600 (Long Conversation Warning Tone Timer)
  - Program 25-07-08: 30 (Long Conversation Disconnect)
1. An external call connects to an external number (either by transferring with Tandem Trunking or by DISA caller).
  2. After 10 minutes (Tandem Trunking = Program 24-02-07 or DISA = Program 25-07-07), a warning tone is heard and the user dials # (Program 20-28-01) to extend the conversation.
  3. After three minutes (Program 20-28-03), the warning tone is heard again. After 30 seconds (Tandem Trunking = Program 24-02-10 or DISA = Program 25-07-08), the call is disconnected.

### Conditions

- Tandem Trunking requires ISDN trunks or loop start trunks with disconnect supervision.
- The maximum number of simultaneous trunk-to-trunk conferences allowed is determined by the Conference feature setup. Refer to the Programming section for this feature.
- The Continue/Disconnect code must be DTMF.
- With an analog trunk, the Continue/Disconnect code may work using DTMF sounds from the opposite side trunk. With an ISDN trunk, Program 14-01-25 must be enabled to detect the Continue/Disconnect code.
- The Continue/Disconnect code is not accepted while dialing a trunk.
- Continue/Disconnect codes do not work if all receivers are busy.

- When used with the Networking feature, both systems must be programmed the same for the Continue/Disconnect codes.
  - A trunk can be set up to automatically tandem trunk/forward to an outside telephone number or Speed Dial – System/Group Dialing bin.
  - Other programmed options for incoming and outgoing calls can affect how calls are handled. Refer to Central Office Calls, Answering/Central Office Calls, Placing and check or program these options as needed.
  - DISA calls also use the same Continue/Disconnect codes.
  - After initiating an unsupervised conference, selecting one of the CAP keys or line keys allows you to barge-in to the conference.
  - If the station that barges into an unsupervised conference hangs up, the conference is terminated.
  - A Trunk-to-Trunk transfer can be established by the following operation:
    1. While talking to an outside party, press **Hold**.
    2. Access a second outside line and dial the desired number.
    3. Press **Transfer** to complete the Trunk-to-Trunk transfer.
- ✎ When the second call is to be transferred to another station (Not Trunk-to-Trunk), the user should press **Hold** at step 3, then dial the desired station, and press **Transfer** to complete the transfer.*

## Default Setting

Disabled

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## System Availability

### Terminals

Multiline Terminals and Single Line Telephones

### Required Component(s)

None

## Related Features

Call Forwarding, Off-Premise

Central Office Calls, Answering

Central Office Calls, Placing

Direct Inward System Access (DISA)

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

### Method A – Tandem Trunking from Conference

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-12-57	Service Code Setup (for Service Access) – Tandem Trunking	If the default service code (#8) for Tandem Trunking is not acceptable, change the code as required.	MLT, SLT (default = #8)		✓	
14-01-04	Basic Trunk Data Setup – Transmit Gain Level for Conference and Transfer Calls	Select the Transmit CODEC gain level used by the trunk when it is part of an Unsupervised Conference.	1~63(-15.5dB ~ +15.5dB in 0.5dB intervals) [default = 32 (0dB)]		✓	
14-01-05	Basic Trunk Data Setup – Receive Gain Level for Conference and Transfer Calls	Select the Receive CODEC gain level used by the trunk when it is part of an Unsupervised Conference.	1~63(-15.5dB ~ +15.5dB in 0.5dB intervals) [default = 32 (0dB)]		✓	
14-01-13	Basic Trunk Data Setup – Trunk-to-Trunk Transfer	For each trunk that should be able to participate in a tandem call, enter 1.	0 = Disable 1 = Enable (default = 1)	✓		
15-07-01	Programmable Function Keys	(Optional) Assign a function key for Transfer (code 06).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-07-11	<b>Class of Service Options (Administrator Level) – Forced Trunk Disconnect (analog trunk only)</b>	Turns Off (0) or On (1) an extension to use Forced Trunk Disconnect. This allows the extension to disconnect an Unsupervised Conference in progress.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-11-14	<b>Class of Service Options (Hold/Transfer Service) – Trunk-to-Trunk Transfer Restriction</b>	Turns Off (0) or On (1) the Trunk-to-Trunk Transfer Restriction. If enabled, Trunk-to-Trunk Transfer is not possible.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-21	<b>Class of Service Options (Hold/Transfer Service) – Restriction for Tandem Trunking on Hang Up</b>	Deny (1) an extension user ability to set up a tandem call automatically when they hang up.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-22	<b>Class of Service Options (Hold/Transfer Service) – Restricted Unsupervised Conference</b>	In an extensions Class of Service, Disable (0) or Enable (1) the ability to initiate an unsupervised conference.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-08	<b>Class of Service Options (Supplementary Service) – Conference</b>	In an extension Class of Service, enable (1) or disable (0) the extension ability to initiate a conference.	0 = Disable 1 = Enable (default = 1 for COS 1~15)	✓		
20-13-10	<b>Class of Service Options (Supplementary Service) – Barge-In Monitor</b>	Enables the extension Barge-In Mode to be speech mode (0) or Monitor mode (1).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
24-02-07	<b>System Options for Transfer – Trunk-to-Trunk Transfer Release Warning Tone</b>	This timer starts when a trunk begins talking with another trunk (for example: Trunk-to-Trunk Transfer, outgoing from trunk, Tandem Trunking).	0~64800 (seconds) (default = 1800 seconds)		✓	
24-02-10	<b>System Options for Transfer – Disconnect Trunk-to-Trunk</b>	This timer starts after the Trunk-to-Trunk warning tone is heard.	0~64800 (seconds) (default = 0 seconds)		✓	
25-07-07	<b>System Timers for VRS/DISA – Ling Conversation Warning Tone Time</b>	Determine the time a DISA caller or a Tandem Trunking conversation can talk before the Long Conversation tone is heard.	0~64800 (seconds) (default = 1800 seconds)		✓	
25-07-08	<b>System Timers for VRS/DISA – Long Conversation Disconnect Time</b>	This timer determines how long the system waits before disconnecting a call after the Long Conversation tone is heard.	0~64800 (seconds) (default = 30 seconds)		✓	

## Method B – Tandem Trunking with Transfer Key

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-01-04	<b>Basic Trunk Data Setup – Transmit Gain Level for Conference and Transfer Calls</b>	Select the Transmit CODEC gain level used by the trunk when it is part of an Unsupervised Conference.	1~63(-15.5dB ~ +15.5dB in 0.5dB intervals) [default = 32 (0dB)]		✓	
14-01-05	<b>Basic Trunk Data Setup – Receive Gain Level for Conference and Transfer Calls</b>	Select the Receive CODEC gain level used by the trunk when it is part of an Unsupervised Conference.	1~63(-15.5dB ~ +15.5dB in 0.5dB intervals) [default = 32 (0dB)]		✓	
14-01-13	<b>Basic Trunk Data Setup – Trunk-to-Trunk Transfer</b>	For each trunk, enter 1 to enable loop supervision.	0 = Disable 1 = Enable (default = 1)	✓		
15-07-01	<b>Programmable Function Keys</b>	Assign a function key for Transfer (code 06).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-07-11	<b>Class of Service Options (Administrator Level) – Forced Trunk Disconnect (analog trunk only)</b>	Turns Off (0) or On (1) an extension to use Forced Trunk Disconnect. This allows the extension to disconnect an Unsupervised Conference in progress.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-11-14	<b>Class of Service Options (Hold/Transfer Service) – Trunk-to-Trunk Transfer Restriction</b>	Turns Off (0) or On (1) the Trunk-to-Trunk Transfer Restriction. If enabled, Trunk-to-Trunk Transfer is not possible.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-21	<b>Class of Service Options (Hold/Transfer Service) – Restriction for Tandem Trunking on Hang Up</b>	Deny (1) an extension user's ability to set up a tandem call automatically when they hang up.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-10	<b>Class of Service Options (Supplementary Service) – Barge-In Monitor</b>	Enables the extension Barge-In Mode to be speech mode (0) or Monitor mode (1).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
24-02-07	<b>System Options for Transfer – Trunk-to-Trunk Transfer Release Warning Tone</b>	This timer starts when a trunk begins talking with another trunk (for example: Trunk-to-Trunk Transfer, outgoing from trunk, Tandem Trunking).	0~64800 (seconds) (default = 1800 seconds)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
24-02-10	<b>System Options for Transfer – Disconnect Trunk-to-Trunk</b>	This timer starts after the Trunk-to-Trunk warning tone is heard.	0~64800 (seconds) (default = 0 seconds)		✓	
25-07-07	<b>System Timers for VRS/DISA – Long Conversation Warning Tone Time</b>	Determine the time a DISA caller or any trunk-to-trunk (such as Tandem Trunking) conversation can talk before the Long Conversation tone is heard.	0~64800 (seconds) (default = 1800 seconds)		✓	
25-07-08	<b>System Timers for VRS/DISA – Long Conversation Disconnect Time</b>	Determine the time the system waits before disconnecting a DISA or any trunk-to-trunk (such as Tandem Trunking) call after the Long Conversation tone is heard.	0~64800 (seconds) (default = 30 seconds)		✓	

### Method C – Tandem Trunking on Hang up

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-01-04	<b>Basic Trunk Data Setup – Transmit Gain Level for Conference and Transfer Calls</b>	Select the Transmit CODEC gain level used by the trunk when it is part of an Unsupervised Conference.	1~63(-15.5dB ~ +15.5dB in 0.5dB intervals) [default = 32 (0dB)]		✓	
14-01-05	<b>Basic Trunk Data Setup – Receive Gain Level for Conference and Transfer Calls</b>	Select the Receive CODEC gain level used by the trunk when it is part of an Unsupervised Conference.	1~63(-15.5dB ~ +15.5dB in 0.5dB intervals) [default = 32 (0dB)]		✓	
14-01-13	<b>Basic Trunk Data Setup – Trunk-to-Trunk Transfer</b>	For each trunk, enter 1 to enable loop supervision.	0 = Disable 1 = Enable (default = 1)	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-07-11	<b>Class of Service Options (Administrator Level) – Forced Trunk Disconnect (analog trunk only)</b>	Turns Off (0) or On (1) an extension to use Forced Trunk Disconnect. This allows the extension to disconnect an Unsupervised Conference in progress.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
20-11-11	<b>Class of Service Options (Hold/Transfer Service) – Automatic On-Hook Transfer</b>	Turns Off (0) or On (1) the Trunk-to-Trunk Transfer Restriction. If enabled, Trunk-to-Trunk Transfer is not possible.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-11-14	<b>Class of Service Options (Hold/Transfer Service) – Trunk-to-Trunk Transfer Restriction</b>	Turns Off (0) or On (1) the Trunk-to-Trunk Transfer Restriction. If enabled, Trunk-to-Trunk Transfer is not possible.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-21	<b>Class of Service Options (Hold/Transfer Service) – Restriction for Tandem Trunking on Hang Up</b>	Allow (0) an extension user's ability to set up a tandem call automatically when they hang up.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
24-02-07	<b>System Options for Transfer – Trunk-to-Trunk Transfer Release Warning Tone</b>	This timer starts when a trunk begins talking with another trunk (for example: Trunk-to-Trunk Transfer, outgoing from trunk, Tandem Trunking) (0~64800 seconds).	0~64800 (seconds) (default = 1800 seconds)		✓	
24-02-10	<b>System Options for Transfer – Disconnect Trunk-to-Trunk</b>	This timer starts after the Trunk-to-Trunk warning tone is heard (0~64800 seconds).	0~64800 (seconds) (default = 0 seconds)		✓	
25-07-07	<b>System Timers for VRS/DISA – Long Conversation Warning Tone Time</b>	Determine the time a DISA caller or any trunk-to-trunk (such as Tandem Trunking) conversation can talk before the Long Conversation tone is heard (0~64800 seconds).	0~64800 (seconds) (default = 1800 seconds)		✓	
25-07-08	<b>System Timers for VRS/DISA – Long Conversation Disconnect Time</b>	Determine the time the system waits before disconnecting a DISA or any trunk-to-trunk (such as Tandem Trunking) call after the Long Conversation tone is heard (0~64800 seconds).	0~64800 (seconds) (default = 30 seconds)		✓	

### Method D – Tandem Trunking to Speed Dial Number

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-10-06	<b>Service Code Setup (for System Administrator) – Setting the Automatic Transfer for Each Trunk Line</b>	If the default service code (733) for enabling Automatic Tandem Trunking feature is not acceptable, change the code as required.	MLT (default = 733)		✓	
11-10-07	<b>Service Code Setup (for System Administrator) – Canceling the Automatic Transfer for Each Trunk Line</b>	If the default service code (734) for canceling Automatic Tandem Trunking feature is not acceptable, change the code as required.	MLT (default = 734)		✓	
11-10-08	<b>Service Code Setup (for System Administrator) – Setting the Destination for Automatic Trunk Transfer</b>	If the default service code (735) for setting the destination of the Automatic Tandem Trunking feature is not acceptable, change the code as required.	MLT (default = 735)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
13-04-01	<b>Speed Dialing Number and Name – Speed Dialing Data</b>	Enter the number and names for the bins used to hold the Automatic Tandem Trunking destination.	1~9, 0, *, # Pause (Press line key 1) Recall/Flash (Press line key 2) @ = Code to wait for answer supervision in ISDN (Press line key 3) (maximum 24 digits) (default not assigned)	✓		
13-04-02	<b>Speed Dialing Number and Name – Name</b>	Assign a name to each System Speed Dial bin.	Maximum 12 Characters (Use dial pad to enter name) (default not assigned)		✓	
13-04-03	<b>Speed Dialing Number and Name – Transfer Mode</b>	Assign the transfer mode for each System Speed Dial bin.	0 = Not Used 1 = Internal Dial 2 = Incoming Ring Group (IRG) (default = 0)		✓	
13-04-04	<b>Speed Dialing Number and Name – Transfer Destination Number</b>	Use to store transfer destination number data in the Speed Dialing areas.	If Transfer mode is (Refer to 13-04-03): 1 = Internal Dial Mode 1~9, 0, *, #, P, R, @ (Maximum 24 Characters) 2 = Incoming Ring Group 0 ~ 100 (IRG Number) P=Pause R=Recall @= Additional Digits when using ISDN functionality (default not assigned)		✓	
13-04-05	<b>Speed Dialing Number and Name – Incoming Ring Pattern</b>	Use to store incoming ring pattern data in the Speed Dialing areas.	Incoming Ring Pattern 0 = Normal Pattern 1 ~ 4 = Tone Pattern (1~4) 5 ~ 9 = Scale Pattern (1~5) (default = 0)		✓	
14-01-04	<b>Basic Trunk Data Setup – Transmit Gain Level for Conference and Transfer Calls</b>	Select the Transmit CODEC gain level used by the trunk when it is part of an Unsupervised Conference.	1~63(-15.5dB ~ +15.5dB in 0.5dB intervals) [default = 32 (0dB)]		✓	
14-01-05	<b>Basic Trunk Data Setup – Receive Gain Level for Conference and Transfer Calls</b>	Select the Receive CODEC gain level used by the trunk when it is part of an Unsupervised Conference.	1~63(-15.5dB ~ +15.5dB in 0.5dB intervals) [default = 32 (0dB)]		✓	
14-01-13	<b>Basic Trunk Data Setup – Trunk-to-Trunk Transfer</b>	For each trunk, enter 1 to enable loop supervision.	0 = Disable 1 = Enable (default = 1)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-07-05	<b>Class of Service Options (Administrator Level) – Set/Cancel Automatic Trunk-to-Trunk Transfer</b>	Turns On (1) or Off (0) the ability of an extension to use the Trunk-to-Trunk Forwarding service codes.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
20-07-11	<b>Class of Service Options (Administrator Level) – Forced Trunk Disconnect (analog trunk only)</b>	Turns Off (0) or On (1) an extension to use Forced Trunk Disconnect. This allows the extension to disconnect an Unsupervised Conference in progress.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)		✓	
24-02-07	<b>System Options for Transfer – Trunk-to-Trunk Transfer Release Warning Tone</b>	This timer starts when a trunk begins talking with another trunk (for example: Trunk-to-Trunk Transfer, outgoing from trunk, Tandem Trunking).	0~64800 (seconds) (default = 1800 seconds)		✓	
24-02-10	<b>System Options for Transfer – Disconnect Trunk-to-Trunk</b>	This timer starts after the Trunk-to-Trunk warning tone is heard.	0~64800 (seconds) (default = 0 seconds)		✓	
24-04-01	<b>Automatic Trunk-to-Trunk Transfer Target Setup</b>	Assign the Speed Dialing number (0~1999) to be used as the destination for the Trunk-to-Trunk Transfer.	Trunks: 1~200 0~1999 (default = 1999)	✓		
25-07-07	<b>System Timers for VRS/DISA – Long Conversation Warning Tone Time</b>	Determine the time a DISA caller or any trunk-to-trunk (such as Tandem Trunking) conversation can talk before the Long Conversation tone is heard.	0~64800 (seconds) (default = 1800 seconds)		✓	
25-07-08	<b>System Timers for VRS/DISA – Long Conversation Disconnect Time</b>	Determine the time the system waits before disconnecting a DISA or any trunk-to-trunk (such as Tandem Trunking) call after the Long Conversation tone is heard.	0~64800 (seconds) (default = 30 seconds)		✓	

## Trunk Disconnect Continue/Disconnect Codes

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-01-25	<b>Basic Trunk Data Setup – Continued/Discontinued Trunk-to-Trunk Conversation</b>	When Program 24-02-10 is set to disconnect a trunk after the defined time, determine whether or not a user should have the ability to use the continue/disconnect code.	Entries: 0 = Disable 1 = Enable (default = 0)	✓		
20-28-01	<b>Trunk to Trunk Conversation – Conversation Continue Code</b>	When Program 14-01-25 is enabled, determine the 1-digit code the user should dial (0~9, *, #) to extend the conversation length for the time defined in 20-28-03. If the Continue and Disconnect codes are programmed the same (e.g., #), the system follows the "Continue" operation. Using the Continue code before the warning tone is heard has no effect.	0~9, #, * (default not assigned)		✓	
20-28-02	<b>Trunk to Trunk Conversation – Conversation Disconnect Code</b>	When Program 14-01-25 is enabled, determine the 1-digit code the user should dial (0~9, *, #) to immediately disconnect their call. Using the Disconnect code before the warning tone is heard disconnects the call.	0~9, #, * (default not assigned)		✓	
20-28-03	<b>Trunk to Trunk Conversation – Conversation Continue Time</b>	When Program 14-01-25 is enabled, determine the time a call is extended (0~64800 seconds) when the user dials the Continue code (defined in Program 20-28-01).	0~64800 (seconds) (default = 0 seconds)		✓	
24-02-07	<b>System Options for Transfer – Trunk-to-Trunk Transfer Release Warning Tone</b>	This timer starts when a trunk begins talking with another trunk (for example: Trunk-to-Trunk Transfer/Tandem Trunking). When this timer expires, a warning tone is heard. If Program 24-02-10 is set, the conversation disconnects after that timer expires. This timer is set again when the external digit timer expires. One of the trunks used must be an analog trunk (or leased line).	Entries: 0~64800 (seconds) (default = 1800 seconds)	✓		
24-02-10	<b>System Options for Transfer – Disconnect Trunk-to-Trunk</b>	Determine how long a conversation continues (0~64800 seconds) after the timer in Program 24-02-07 expires. If this option is set to 0, the conversation is disconnected immediately. This program has no affect if Program 24-02-07 is set to 0. One of the trunks used must be an analog trunk (or leased line).	0~64800 (seconds) (default = 0 seconds)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
25-07-07	<b>System Timers for VRS/DISA – Long Conversation Warning Tone Time</b>	Determine the time a DISA caller can talk before the Long Conversation tone is heard (0~64800 seconds). If Program 25-07-08 is set to 0, the call is disconnected after the timer expires. This timer is set again when the external digit timer expires.  <i>If this option is set to 0, the settings in PRG 24-02-07 and PRG 24-07-10 are followed – not PRG 25-07-07 and PRG 25-07-08.</i>	0~64800 (seconds) (default = 1800 seconds)		✓	
25-07-08	<b>System Timers for VRS/DISA – Long Conversation Disconnect Time</b>	This timer determines how long the system waits (0~64800 seconds) before disconnecting a DISA call after the Long Conversation tone is heard. This program has no affect if Program 25-07-07 is set to 0.	0~64800 (seconds) (default = 30 seconds)		✓	
80-01-02 (35)	<b>Service Tone Setup – Basic Tone Number</b>	Used to Edit the warning service tone within the system.	1~33 0 = No Tone 33 = Default Time Slot Please refer to the VS8100 Programming manual for defaults			✓

## Operation

### Method A – Tandem Trunking from Conference

#### To set up a Tandem Call:

- Place or answer first trunk call.
- Press **Conf**.
- Place or answer second trunk call.
- To set up the tandem call, press **Conf** twice.  
 *This sets up a Conference between you and both outside parties.*
- Press **Transfer**.

- OR -

Press **Hold** and dial **#8** or the service code set for Unsupervised Conference/Tandem Trunking in Program 11-12-57.

 *The line keys for the trunks blink green as long as the Unsupervised Conference continues.*

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### To end the Tandem Call:

1. Press either flashing **line key**.
  -  *The line keys light steadily (green). You can listen (i.e., monitor) to the call or rejoin the conversation, based on the setting in Program 20-13-10.*
2. Press **Speaker** or hang up.
  -  *If Program 20-13-10 is set to 0, the Conference ends and the line keys go out.*
  -  *If Program 20-13-10 is set to 1, to manually disconnect the Conference, Forced Trunk Disconnect (i.e., Press the line key + the service code set for Forced Trunk Disconnect in Program 11-10-26) must be used by an extension other than the originating extension.*

### Method B – Tandem Trunking with Transfer Key

#### To set up a Tandem Call:

1. Place or answer first trunk call.
2. Press **Hold** to place the first trunk call on hold.
3. Place a second trunk call.
4. Press **Transfer**.
  -  *This sets up an Unsupervised Conference with both outside parties.*
  -  *The line keys for the trunks light solid red.*
  -  *To disconnect the Conference, use Forced Trunk Disconnect (i.e., Press the line key + the service code set for Forced Trunk Disconnect in Program 11-10-26) must be used by an extension other than the originating extension.*

### Single Line Telephone

#### To set up a Tandem Call:

1. Place or answer first trunk call.
2. Press hookflash and dial **#1**.
3. Place or answer second trunk call.
4. To set up the tandem call, press hookflash and dial **#8**.
5. Hang up.
  -  *This sets up a Conference between both outside parties.*

### Method C – Tandem Trunking on Hang up

#### To set up a Tandem Call:

1. Place or answer first trunk call.
2. Press **Hold** to place the first trunk call on hold.
3. Place a second trunk call.

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#### 4. Hang up.

-  *This sets up an Unsupervised Conference with both outside parties.*
-  *The line keys for the trunks light solid red.*
-  *To disconnect the Conference, use Forced Trunk Disconnect (i.e., Press line key + the service code set for Forced Trunk Disconnect in Program 11-10-26).*

### Single Line Telephone

#### To set up a Tandem Call:

1. Place or answer first trunk call.
2. Press hookflash.
3. Place or answer second trunk call.
4. To set up the tandem call, hang up.
  -  *This sets up a Conference between both outside parties.*
  -  *To disconnect the Conference, use Forced Trunk Disconnect [i.e., Dial the trunk access code (#0 + trunk number) + the service code set for Forced Trunk Disconnect in Program 11-10-26].*

### Method D – Automatic Tandem Trunking Using Speed Dialing

#### To set Automatic Tandem Trunking:

1. Dial service code **733** (or the service code set for Set Automatic Transfer per Trunk).
2. Dial the desired trunk number (Trunk Number: 001~200).
3. Hang up.
  -  *The line key for the trunk is solid red as long as the Unsupervised Conference continues.*
  -  *To disconnect the Conference, use Forced Trunk Disconnect (i.e., Press the line key or #0 plus the trunk number + the service code set for Forced Trunk Disconnect in Program 11-10-26).*

#### To cancel Automatic Tandem Trunking:

1. Dial service code **734** (or the service code set for Disable Automatic Transfer per Trunk).
2. Dial the desired trunk number (Trunk Number: 001~200).
3. Hang up.
  -  *To disconnect the Conference, use Forced Trunk Disconnect (i.e., Press the line key or #0 plus the trunk number + the service code set for Forced Trunk Disconnect in Program 11-10-26).*

#### To set and change the destination of the Automatic Tandem Trunk call:

1. Dial service code **735** (or the service code set for Set Destination for Automatic Trunk-to-Trunk Transfer).
2. Dial the desired trunk number (Trunk Number: 001~200).
3. Dial the destination Number (trunk access code is not needed).
4. Dial the desired time mode (Time Mode: 1~8).

5. Press **Hold**.
6. Hang up.
  -  To disconnect the Conference, use *Forced Trunk Disconnect* (i.e., Press the line key or **#9** plus the trunk number + the service code set for *Forced Trunk Disconnect* in Program 11-10-26).

### Continue/Disconnect Codes

#### To use the Continue code to extend a Tandem Trunk call:

1. An external call connects to an external number either by transferring with Tandem Trunking or by DISA caller.
2. After the programmed time (Program 24-02-07), a warning tone is heard and the user dials the Continue code (Program 20-28-01) to extend the conversation.
3. After the programmed time (Program 20-28-03), the warning tone is heard again. After the programmed time (Program 24-02-10), the call is disconnected.

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## *TAPI Compatibility*

### Description

The system has Telephony Applications Programming Interface (TAPI) compatibility that provides:

- Reduced TAPI Feature Set (see the Supported TAPI Commands chart below).
- Caller ID data to the PC for data base lookups and screen pops (see the Caller ID Data chart below).
- Telephone control (Off-Hook, On-Hook and dialing).

The 1st Party TAPI Ethernet Driver provides an interface that allows the user personalized control of the telephone system from a desktop or laptop PC when used in conjunction with a TAPI-compliant application. The telephone system and PC are connected by installing an adapter on the telephone multiline terminal, allowing the PC user to access sophisticated communications services via the telephone lines.

### Conditions

- A maximum of 128 1st Party CTI over ethernet connections is supported. Any Desktop Applications connections will take away from the 128 maximum connections.
- Caller ID and Call status are available from the TAPI interface functions.
- Only one 3rd Party CTI connection to the SV8100 is supported. If a SV8100 system has UCB (Unified Communications for Business), then the 3rd Party Shared Services feature of SV8100 Desktop Applications cannot be used. If a SV8100 system has SV8100 Desktop Applications with the 3rd Party Shared Services, then UCB cannot be used.
- Refer to [Table 2-29 TAPI Commands](#) for a list of supported TAPI commands.
- The TAPI Compatibility feature does not support CAP keys 1000-9999. Only 0001-0999 can be supported.

**Table 2-29 TAPI Commands**

lineAddProvider	lineAnswer
lineConfigDialog	lineBlindTransfer
lineGetAddressCaps	lineCompleteCall
lineGetDevCaps	lineCompleteTransfer
lineGetDevConfig	lineDevSpecific
lineGetIcon	lineDial
lineGetID	lineDrop
lineInitializeEx	lineForward
lineNegotiateAPIVersion	lineHold
lineNegotiateExtVersion	lineMakeCall
lineRemoveProvider	linePark
lineSetDevConfig	linePickup

**Table 2-29 TAPI Commands (Continued)**

lineShutdown	linePrepareAddToConference
lineClose	lineRedirect
lineDeallocateCall	lineRemoveFromConference
lineGetAddressStatus	lineSetupConference
lineGetCallInfo	lineSetupTransfer
lineGetCallStatus	lineSwapHold
lineGetLineDevStatus	lineUncompleteCall
lineOpen	lineUnhold
lineSetAppSpecific	lineUnpark
lineSetLineDevStatus	lineGatherDigits
lineSetMediaMode	lineGenerateDigits
lineSetStatusMessages	lineGenerateTone
lineMonitorDigits	

## Default Setting

Disabled

## System Availability

### Terminals

- UNIVERGE SV8100 multiline terminals and UNIVERGE SV8100 SIP multiline terminals

### Required Component(s)

- CD-CP00 should have LAN connection capability
- Compatible system software version
- PC Driver for the 1st Party TAPI over Ethernet (CTE): PC running Windows 2000 Professional or higher.
- A TAPI compatible Windows application

## Related Features

### Headset Operation

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1** – these are the most commonly assigned programs for this feature.
- Level 2** – these are the next most commonly assigned programs for this feature.
- Level 3** – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-12-01	CD-CP00-AU Network Setup – IP Address	Assign the IP Address.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.254.255.254 192.0.0.1 ~ 223.255.255.254 (default = 192.168.0.10)	✓		
10-12-02	CD-CP00-AU Network Setup – Subnet Mask	The setting of Subnet Mask is invalid when all Host Addresses are 0. If the network section is: 0, 127, 128.0, 191.255, 192.0.0, 223.255.255 The setting of Subnet Mask is invalid.	128.0.0.0 240.0.0.0 254.0.0.0 255.192.0.0 255.252.0.0 255.255.128.0 255.255.248.0 255.255.255.0 255.255.255.224 255.255.255.252 192.0.0.0 248.0.0.0 255.0.0.0 255.224.0.0 255.254.0.0 255.255.192.0 255.255.252.0 255.255.255.128 255.255.255.240 255.255.255.254 224.0.0.0 252.0.0.0 255.128.0.0 255.248.0.0 255.255.0.0 (Default) 255.255.224.0 255.255.254.0 255.255.255.192 255.255.255.248 255.255.255.255 (default = 255.255.0.0)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-12-03	CD-CP00-AU Network Setup – Default Gateway	Assign the default gateway IP address for the CD-CP00-AU.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.254.255.254 192.0.0.1 ~ 223.255.255.254 (default = 0.0.0.0)	✓		
10-20-01	LAN Setup for External Equipment – TCP Port	Use to define the TCP port/ address/etc. for communicating to external equipment.	0~65535 default: External Device 1 (CTI) = 0 External Device 2 (ACD MIS) = 4000 External Device 5 (SMDR Output) = 0 External Device 6 (DIM Output) = 0 External Device 11 (O&M Server) = 8010	✓		

## Operation

TAPI operation is automatic once programmed in the telephone system and enabled in the PC TAPI application, unless a headset is used.

### Using the Headset with Automatic Answer:

1. With the multiline terminal in an idle state, press the **Help** key.
2. Press the **Headset** key (Program 15-07 or SC 751: 05) twice.
3. Press the **Exit** key to return the display to idle.
  -  *The Headset key blinks when Automatic Headset is activated.*
  -  *To cancel Automatic Headset, repeat these steps.*

### To redirect calls to the headset and disable the hookswitch (required for some TAPI features):

1. With the multiline terminal in an idle state, press the **Help** key.
2. Press the **Headset** key (Program 15-07 or SC 751: 05) twice.
3. Press the **Exit** key to return the display to idle.
  -  *The Headset key blinks when Automatic Headset is activated.*
  -  *To cancel Automatic Headset, repeat these steps.*
4. Press the **Headset** key (Program 15-07 or SC 751: 05) to go Off-Hook.

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## *Tone Override*

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### **Description**

The multiline terminal user that calls a busy station and receives a call waiting tone can generate a Tone Override that is heard by the originator and busy station. The busy station user can place the existing call on hold to answer the Override.

### **Conditions**

- One Tone Override at a time can be received at a multiline terminal.
- Tone Override can be accomplished only after receiving a BUSY tone.
- Tone Override originate is allowed from a single line telephone until the PBR times out.
- Virtual Extensions do not support Tone Override.

### **Default Setting**

None

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### **System Availability**

#### **Terminals**

All Multiline Terminals

#### **Required Component(s)**

None

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### **Related Features**

**Call Waiting/Camp-On**

**Data Line Security**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-12-03	<b>Service Code Setup (for Service Access) – Override (Off-Hook Signaling)</b>	Assign a service code (709 by default) to be used for Off-Hook Signaling Override.	MLT, SLT (default = 709)		✓	
11-16-04	<b>Single Digit Service Code Setup – Intercom Off-Hook Signaling</b>	Assign a one-digit service code (* by default) to be used for Off-Hook Signaling.	(default = *)		✓	
15-02-12	<b>Multiline Telephone Basic Data Setup – Off-Hook Ringing</b>	For each extension, set Off-Hook Ringing type: 0 (Muted), 1 (None), 3 (Beep in Speaker), 4 (Beep in Handset), 5 (Beep in Handset and Speaker).	0 = Muted Off-Hook Ringing 1 = No Off-Hook Ringing 2 = Not Used 3 = Beep in Speaker (SP) 4 = Beep in Handset (HS) 5 = Speaker & Handset Beep (default = 5)	✓		
15-07-01	<b>Programmable Function Keys</b>	Assign a function key for Off-Hook Signaling (code 33).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-09-01	<b>Class of Service Options (Incoming Call Service) – Second Call for DID/DISA/DIL/E&amp;M Override</b>	Turns Off (0) or On (1) the extension ability to receive a second call from a DID, DISA, DIL, or tie line caller. <i>With this option set to 1, the destination extension must be busy for a second DNIS caller to ring through. If the destination extension does not have a trunk or CAP key available for the second call and a previous call is ringing the extension but has not yet been answered, the second caller hears busy regardless of this program setting.</i>	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-09-07	<b>Class of Service Options (Incoming Call Service) – Call Queuing</b>	For each extension Turns Off (0) or On (1) the extensions ability to have multiple calls queued at the extension. If Allowed, Tone Override is automatic. Refer to Program 20-13-06.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
20-13-05	<b>Class of Service Options (Supplementary Service) – Intercom Off-Hook Signaling</b>	Turns On (1) or Off (0) the ability of an extension to receive Off-Hook Signals.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-13-06	<b>Class of Service Options (Supplementary Service) – Automatic Off-Hook Signaling (Automatic Override)</b>	Allows a busy extension ability to automatically (1) or manually (0) receive Off-Hook Signals.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-13-34	<b>Class of Service Options (Supplementary Service) – Block Manual Off-Hook Signaling</b>	Turns Off (0) or On (1) an extension ability to block Off-Hook signals manually sent from a co-worker.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-35	<b>Class of Service Options (Supplementary Service) – Block Camp On</b>	Use this option to Turns On (1) or Off (0) extension ability to block callers from dialing # to camp-on.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-18-06	<b>Service Tone Timers – Interval of Call Waiting Tone</b>	Use this timer to set the interval between Off-Hook Signaling alerts.	0~64800 (seconds) (default = 10 seconds)		✓	
80-01-01 (39)	<b>Service Tone Setup – Basic Tone Number</b>	Used to customize the service tones in the system. Tone Override is tone 39.	0~255 (default 0 = until On-Hook) Refer to <a href="#">Table 2-14 Service Tone Setup, Program 80-01-01 on page 2-555</a>			✓
80-01-02 (39)	<b>Service Tone Setup – Ring Busy Tone</b>	Define Ring Busy Tone.	Refer to <a href="#">Table 2-15 Service Tone Setup, Program 80-01-02 on page 2-558</a>			✓

## Operation

### To send Off-Hook signals to an extension busy on a call:

 *Your extension may send Off-Hook signals automatically.*

1. Dial \* (Program 11-16-04).

- OR -

Dial **709** (Program 11-12-02).

- OR -

Press the **Off-Hook Signaling** key (Program 15-07-01 code 33).

 *You hear Ring Busy Tone.*

 *The called extension hears Call Alert Notification.*

### To answer Tone Override:

1. Receive Tone Override.
2. Press **Hold** and talk with the party.

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## *Traffic Reports*

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### **Description**

The system provides the ability to send data to a PC connected to the UNIVERGE SV8100. The telephone call traffic data for each extension is captured for use with the Station Message Detail Recording (SMDR) feature.

### **Call Traffic**

The total of outgoing call frequency, outgoing call duration, incoming call frequency, answer frequency, incoming call duration, ringing duration for each line and extension, and abandon call frequency for each line is logged. The total of incoming calls, answer frequency, call duration for each line and extension, and abandon call frequency of each line is logged and the data is outputted to the PC. The system totals the hour, day, week, and month for each terminal and trunk number. This information is used by the SMDR feature. The extension which is totaled is determined by system programming. The system outputs this data to the PC for the total period.

### **Conditions**

- The SMDR call buffer stores 500 calls. The buffer stores calls when the SMDR device is unavailable. When the buffer fills, the oldest record is deleted to allow the new record to be saved.
- If connected to the output device, the reports print hourly. If not connected and the data is not output at the end of the hour, the traffic data is overwritten by new incoming data.
- The traffic data is lost if power failure occurs.
- Traffic Reports require connection to the serial connector on the CD-CP00-AU. Additional programming and a customer-provided printer are also required. Refer to the UNIVERGE SV8100 System Hardware Manual for more on setting up and connecting to the UNIVERGE SV8100 system.
- SMDR provides additional information about the system trunk calling patterns. Refer to [Station Message Detail Recording on page 2-977](#) for more information.

### **Default Setting**

Disabled

## System Availability

### Terminals

All Terminals

### Required Component(s)

Software Licenses for SMDR

### Traffic Total Report – Sample Report

Terminal	OTG	Duration	Cost	ICM	Answer	Duration	Ringling	Abandon
301	54	01:45:14	720	326	115	02:11:52	00:09:36	
301	92	02:37:22	1855	84	84	01:58:31	00:04:19	
LINE001	--	--	--	79	71	01:05:26	--	8

Term	Definition
<b>Terminal</b>	Terminal Number/Called Party Number (maximum 24 digits)
<b>OTG</b>	Outgoing Call Frequency/number of outgoing calls (maximum 65535 calls)
<b>Duration</b>	Call Duration for an Outgoing Call
<b>Cost</b>	Call Charge (Not Used)
<b>ICM</b>	Incoming Call Frequency/number of incoming calls (maximum 65535 calls)
<b>Answer</b>	Answer Frequency (maximum 65535 calls)
<b>Duration</b>	Call Duration for an Incoming Call
<b>Ringling</b>	Ringling Duration
<b>Abandon</b>	Number of Abandoned Calls (maximum 65535 calls)

## Related Features

### Station Message Detail Recording

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-20-01	LAN Setup for External Equipment - TCP Port	Define a TCP port against External Device 12 for Traffic Report Output.	0~65536 (default = not assigned)			
90-20-01	Traffic Report Data Setup – Call Traffic Output	Determine whether or not the Call Traffic Output should be measured.	0 = Not Measured 1 = Measure (default = 0)	✓		
90-20-03	Traffic Report Data Setup – All Line Busy Output	All Line Busy Output.	0 = Not Detected 1~256 (Report when the data reaches the defined value) (default = 0)		✓	
90-20-04	Traffic Report Data Setup – DTMF Receiver Busy Output	Use to define the DTMF receiver busy output details of the traffic report.	0 = Not Detected 1~256 (Report when the data reaches the defined value) (default = 0)		✓	
90-20-05	Traffic Report Data Setup – Dial Tone Detector Busy Output	Use to define the dial tone detector busy output details of the traffic report.	0 = Not Detected 1~256 (Report when the data reaches the defined value) (default = 0)		✓	
90-20-06	Traffic Report Data Setup – Caller ID Receiver Busy Output	Use to define the caller ID receiver busy output details of the traffic report.	0 = Not Detected 1~256 (Report when the data reaches the defined value) (default = 0)		✓	
90-20-07	Traffic Report Data Setup – Voice Mail Channel All Busy Output	Use to define the voice mail channel all busy output details of the traffic report.	0 = Not Detected 1~256 (Report when the data reaches the defined value) (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
90-20-08	Traffic Report Data Setup – ACD Operator All Busy Output	Use to define the ACD operator all busy output details of the traffic report.	0 = Not Detected 1~256 (Report when the data reaches the defined value) (default = 0)		✓	
90-20-09	Traffic Report Data Setup – Attendant Channel All Busy Output	Use to define the attendant channel all busy output details of the traffic report.	0 = Not Detected 1~256 (Report when the data reaches the defined value) (default = 0)		✓	
90-20-10	Traffic Report Data Setup – Base Station All Busy Output	Use to define the base station all busy output details of the traffic report.	0 = Not Detected 1~256 (Report when the data reaches the defined value) (default = 0)		✓	
90-21-01	Traffic Report Output – Output Port Type	Define the output port to be used for the traffic reports. The reports print hourly when connected to the output device.	3 = LAN Port CD-CP00-AU	✓		

## Operation

None

## *Transfer*

### Description

Transfer permits an extension user to send an active Intercom or outside call to any other extension in the system. With Transfer, any extension user can quickly send a call to the desired co-worker. A call a user transfers automatically recalls if not picked up at the destination extension. This assures that users do not lose or inadvertently abandon their transfers. While a transferred call is ringing an extension the system can optionally play ringback tone or Music on Hold to the caller.

The system allows the following types of transfers:

**Screened Transfer**

The transferring user announces the call to the destination before hanging up.

**Unscreened Transfer**

The transferring party extends the call without an announcement.

**Extension (Department) Groups Transfer**

The Transferring party sends the call to a Department instead of an extension.

**Transfer Without Holding**

A user presses a busy line key or the same (busy) CAP key and waits for the call to complete. The system automatically sends them the call when the internal caller hangs up.

### Automatic On-Hook Transfer Operation

With Automatic On-Hook Transfer, a transfer goes through as soon as the transferring user hangs up. For example, extension 104 can answer a trunk, press Transfer, dial 105 and hang up. The system extends the call to extension 105. Without Automatic On-Hook Transfer, the call would stay on Hold at extension 104 when the user hangs up. To extend the call, the user at extension 104 would have to press the Transfer key again before hanging up.

Each method has advantages. Automatic On-Hook Transfer makes transferring calls easier. However, users have to be more aware of how they handle their calls on Hold. Without Automatic On-Hook Transfer, extending a call becomes a two-step operation – but separate from placing calls on Hold.

### Prevent Recall of Transferred Call

The Class of Service program has an option that allows you to prevent a Transferred call from recalling the originating extension if the call is not answered.

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## Transfer Call into Conference/Existing Call

This feature allows either a multiline terminal or single line telephone user with Barge-In ability to transfer a call into an existing call. This call can be a 2-party call, a Conference call, or a Barge-In Conference. The system allows Intercom and trunk calls to be transferred into a Conference call. This allows, for example, an attendant to locate co-workers and then transfer them into an existing telephone meeting. There is no need for the attendant to locate all the parties at the same time and sequentially add them into the Conference.

## Transfer to Trunk Ring Group Available

It is possible to transfer a trunk call to the trunk defined ring group (defined in Program 22-05-01: Incoming Trunk Ring Group Assignment). The trunk then rings the defined extensions for the ring group.

This also allows the transferred call to ring over the External Paging (Program 31-05: Universal Night Answer/Ring Over Page) so that an employee can answer the call from any available telephone.

To enable this feature, the system has a program option, Program 11-15-09: Service Code Setup Administrative (for Special Access) – Transfer to Trunk Ring Group Code (not assigned at default). When a call is transferred using this service code, it is transferred to the ring group destination for that incoming trunk. For example, trunk 2 is in Ring Group 4. When the call is transferred using this service code, the trunk rings all extensions programmed for Ring Group 4 or rings the External Paging Group for Ring Group 4, depending on how the system is programmed.

Program 22-04-01: Extension Ring Group Assignment and Program 22-05-01: Incoming Trunk Ring Group Assignment must be programmed to allow an extension access to the ring groups. If the call is not answered, it can overflow to the destination defined in Program 22-08-01: DIL/IRG No Answer Destination.

This service code can also be used with the VRS. This provides the caller listening to the VRS message with the ability to transfer their call and have it ring the external page. The code the caller would dial is defined in Program 25-06-02: VRS/DISA One-Digit Code Attendant Setup.

## Transfer Key Can Place Call on Hold

While on a call, and the Transfer key is pressed, the call is placed on hold.

### Conditions

- An existing call can be transferred into a call with Barge-In enabled.
- Unscreened Transfers from voice mail show pre-answer Caller ID information.
- With Transfer to Busy Extensions enabled (Program 24-02-01 = 1), Call Forwarding with Both Ringing offers a unique option. A transferred call waits for either the forwarding or destination extension to become free. The call goes through to the extension that first becomes available. If neither extension becomes free in the Transfer Recall Time, the call recalls the transferring extension.

 *With Transfer to Busy Extensions disabled (Program 24-02-02 = 0), you must also set Program 20-09-07 for the extensions COS to 0 to disable call queuing and Program 20-13-06 to set Automatic Off-hook Signaling to manual.*

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- An existing call can be transferred into a conference call.
  - Meet Me Paging Transfer allows the user to page a co-worker and have the call automatically transferred when the co-worker answers the page.
  - When transferring, an extension user can press a One-Touch key instead of dialing the extension number.
  - Serial calls allow for transferring a call so it automatically returns to the transferring extension when completed.
  - When a multiline terminal user is on a call, they can transfer to another station by pressing a DSS key for that station. It is not necessary to press Transfer to transfer to another station with a DSS key.
    - ✎ *When a multiline terminal user is on a call, they must press transfer to transfer a call off site with a DSS key.*
  - The following features require certain tones be changed in Program 80-01-02. Refer to the table in the [VM8000 InMail](#) feature programming section for settings:
    - Call Holding
    - Busy Greeting
    - Call Screening
    - Await Answer Transfer
  - A Trunk-to-Trunk transfer can be established by the following operation:
    1. While talking to an outside party, press **Hold**.
    2. Access a second outside line and dial the desired number.
    3. Press **Transfer** to complete the Trunk-to-Trunk transfer.
      - ✎ *When the second call is to be transferred to another station (Not Trunk-to-Trunk), the user should press Hold at step 3, then dial the desired station and press Transfer to complete the transfer.*
  - If station A calls Station B, and station A puts station B on hold and then calls station C, station C cannot transfer the call.

## Default Setting

Enabled

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## **System Availability**

### **Terminals**

All Multiline Stations

### **Required Component(s)**

None

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## **Related Features**

**Barge-In**

**Call Waiting/Camp-On**

**Caller ID**

**Call Forwarding**

**Conference**

**Meet Me Paging Transfer**

**One-Touch Calling**

**Quick Transfer to Voice Mail**

**Serial Call**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-12-58	<b>Service Code Setup (for Service Access) – Transfer into Conference</b>	Use this program to assign the code users dial to Transfer a call into a Conference call. This code is normally 624.	MLT, SLT (default = 624)		✓	
11-15-09	<b>Service Code Setup Administrative (for Special Access) – Transfer to Incoming Ring Group</b>	When a call is transferred using this service code, it is transferred to the ring group destination for that incoming trunk. For example, trunk 2 is in Ring Group 4. When the call is transferred using this service code, the trunk rings all extensions programmed for Ring Group 4 or ring the External Paging Group for Ring Group 4, depending on how the system is programmed.	(default not assigned)		✓	
15-02-05	<b>Multiline Telephone Basic Data Setup – Transfer Key Operation Mode</b>	Use this option to set the operating mode of the extension Conf key. The keys can be for Call Transfer (0), Serial Calling (1) or Flash (2). When selecting the Flash option, refer also to Program 81-10-07 and Program 81-10-08.	0 = Transfer 1 = Call back 2 = Hook (default = 0)		✓	
15-02-24	<b>Multiline Telephone Basic Data Setup – Conference Key Mode</b>	This option allows an extension Conf key to be programmed for Conference or for Transfer. When set for Transfer (1), the user places a call on hold, dials the extension to which it should be transferred, the presses the Conf key. The call is then transferred. When set for Conference (0), with an active call, the user presses the Conf key, places a second call, then presses the Conf key twice. All the calls are then connected.	0 = Conference 1 = Transfer (Default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-07-01	<b>Programmable Function Keys</b>	Extension users may want a function keys programmed for Transfer (code 06).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code)(Service Code 752 by default)		✓	
20-02-04	<b>System Options for Multiline Telephones – Retrieve the Line After Transfer</b>	Enable (1) or disable (0) an extension ability to answer a call after it is transferred, but before it is answered.	0 = Not Holding (No Keep) 1 = Holding (Keep) (default = 1)		✓	
20-03-01	<b>System Options for Single Line Telephones – SLT Call Waiting Answer Mode</b>	For a busy single line (500/2500 type) telephones, set the mode used to answer a camped-on trunk call. Modes: 0 = Press and release hookswitch to pick up waiting call 1 = Press and release hookswitch and dial Service Code 794 (Call Waiting Answer/Split Answer for SLT) to answer waiting call.	0 = Hookflash (Hooking) 1 = Hookflash + Service Code 654 (default = 0)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-09-07	<b>Class of Service Options (Incoming Call Service) – Call Queuing</b>	Turns Off (0) or On (1) an extension ability to have calls queued if a call rings the extension when it is busy	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
20-11-06	<b>Class of Service Options (Hold/Transfer Service) – Unscreened Transfer (Ring Inward Transfer)</b>	Turns Off (0) or On (1) an extension ability to use Unscreened Transfer.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-11-07	<b>Class of Service Options (Hold/Transfer Service) – Transfer Without Holding</b>	Turns Off or On an extension ability to use Transfer Without Holding.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
20-11-08	<b>Class of Service Options (Hold/Transfer Service) – Transfer Information Display</b>	In an extension Class of Service, turns Off or On the incoming Transfer preanswer display.	0 = Off 1 = On (default = 1 for COS 01~15)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-11-11	<b>Class of Service Options (Hold/Transfer Service) – Automatic On-Hook Transfer</b>	In an extension Class of Service, turns On (1) or Off (0) the ability to use Automatic On-Hook Transfer. If enabled, user must press Hold and dial the extension number to Transfer the call. If disabled, a user must have a Transfer Programmable Function Key. To transfer the call, the user would press Hold, dial the extension number, then press the Transfer Programmable Function key to complete the transfer.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-18	<b>Class of Service Options (Hold/Transfer Service) – No Recall</b>	Allow (0) or Deny (1) unanswered Transferred calls to the COS from recalling the originating extension. <i>For example, with this option set to 1 for COS 1, calls transferred by any COS to any extension with a COS of 1, do not recall.</i>	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-20	<b>Class of Service Options (Hold/Transfer Service) – No Callback</b>	Turns Off or On an extension to receive callbacks.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-06	<b>Class of Service Options (Supplementary Service) – Automatic Off-Hook Signaling (Automatic Override)</b>	Allows a busy extension the ability to Manually (0) or Automatically (1) receive off-hook signals.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-13-10	<b>Class of Service Options (Supplementary Service) – Barge-In Monitor</b>	Enables the extension Barge-In Mode to be speech mode (0) or Monitor mode (1) (i.e., Barge-In initiator). This is required to transfer a call into a conference.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-15	<b>Class of Service Options (Supplementary Service) – Barge-In, Initiate</b>	Turns Off (0) or On (1) an extension user ability to barge-in on other's calls.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-16	<b>Class of Service Options (Supplementary Service) – Barge-In, Receive</b>	In an extension COS, turns On (1) or Off (0) the ability to receive a Barge-In on a call.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-17	<b>Class of Service Options (Supplementary Service) – Barge-In Tone/Display (Intrusion Tone)</b>	Turns On (1) or Off (0) the Barge-In Tone. If disabled, this also turns off the Barge-In display at the called extension. As this option is for extensions and trunks do not have an option for a Barge-In Tone, the tone is sent to the trunks based on the Class of Service of the transferring extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-32	<b>Class of Service Options (Supplementary Service) – Deny Multiple Barge-Ins</b>	In an extension Class of Service, allow (1) or deny (0) the extension ability to have multiple users Barge-In to their conversation.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-14-11	<b>Class of Service Options For DISA/E&amp;M – DISA/Tie Trunk Barge-In</b>	In an extension Class of Service, enable (1) or disable (0) a DISA or tie trunk user from using the Barge-In feature.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-18-07	<b>Service Tone Timers – Intrusion Tone Repeat Time</b>	After a user barges in, the system repeats the Barge-In tone after this interval. Normally, you should disable this time by entering 0. (This time also affects any other call interruption features, such as Voice Mail Conversation Recording, Voice Over, etc.)	0~64800 (seconds) (default = 0 seconds)		✓	
21-01-03	<b>System Options for Outgoing Calls – Trunk Interdigit Time (External)</b>	Program the time an extension must wait before the Barge-In feature can be used on a call (this time expires before putting a call in a talk state). This time also affects Voice Over.	0~64800 (seconds) (default = 5 seconds)		✓	
22-04-01	<b>Incoming Extension Ring Group Assignment</b>	Assign extensions to ring groups.	Maximum eight digits Default: Extensions 101~108 (first eight ports) ring for incoming Ring Group 1 calls. No other extensions ring for incoming Ring Group 1 calls.		✓	
22-05-01	<b>Incoming Trunk Ring Group Assignment</b>	Define a trunk ring group. When transferring a DID or trunk call to the trunk defined ring group, the trunk then rings the defined extensions for the ring group.	Incoming Group Number for Day/Night Mode (1~8): 0 (No Setting) 001~100 (Incoming Group) 102 (In-Skin/ External Voice Mail or VM8000 InMail) (default = 1)		✓	
22-08-01	<b>DIL/IRG No Answer Destination</b>	Assign the DIL No Answer Ring Group to which an unanswered call should overflow.	0 (No Setting) 001~100 (Incoming Ring Group) 102 (In-Skin/ External Voice Mail or VM8000 InMail) (default = 1)		✓	
24-02-01	<b>System Options for Transfer – Busy Transfer</b>	Disable (0) or enable (1) extensions to transfer calls to busy extensions. If disabled, calls transferred to busy extensions recall immediately.	0 = Disable (No) 1 = Enable (Yes) (default = 1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
24-02-02	<b>System Options for Transfer – MOH or Ringback on Transferred Calls</b>	Use these options to enable (0) or disable (1) MOH on Transfer. If enabled (0), a transferred caller hears Music on Hold while their call rings the destination extension. If disabled (1), a transferred caller hears ringback while their call rings the destination extension. For this option to work with voice mail, the transferred call must be an unscreened transfer.	0 = Hold Tone 1 = Ring Back Tone (default = 0)		✓	
24-02-03	<b>System Options for Transfer – Delayed Call Forwarding Time</b>	If activated at an extension, Delayed Call Forwarding occurs after this time (0~64800 seconds). This also sets how long a Transferred call waits at an extension forwarded to Voice Mail before routing to the called extension mailbox.	0~64800 (seconds) (default = 10 seconds)		✓	
24-02-04	<b>System Options for Transfer – Transfer Recall Time</b>	Set the Transfer Recall Time (0~64800 seconds). An unanswered transferred call recalls to the extension that initially transferred it after this time. This time also sets how long a transferred call camps-on to a busy extension.	0~64800 (seconds) (default = 30 seconds)		✓	
24-02-05	<b>System Options for Transfer – Message Wait Ring Interval Time</b>	For Single Line Telephones (SLTs) without message waiting lamps, this is the time between intermittent ringing. If this value is set to 0, the system rings once.  <i>A release transfer to a busy Department Group only follows this time if the Department Group is set to 0 = No Queue in Program 16-01-10, if set to 1, 2 or 3 it follows the time in Program 24-02-04.</i>	0~64800 (seconds) (default = 30 seconds)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
25-06-01	<b>VRS/DISA One-Digit Code Attendant Setup – Next Attendant Message Number</b>	<p>Set up single digit dialing through the VRS. This gives VRS callers single-key access to extensions, the company operator, Department Calling Groups and Voice Mail. For each VRS message set to answer outside calls (see Program 25-02 and Program 25-05), you specify:</p> <ul style="list-style-type: none"> <li>○ The digit the VRS caller dials (0~9, *, #). (Keep in mind that if you assign destinations to digits, outside callers cannot dial system extensions, starting with that digit.</li> <li>○ The destination reached (eight digits maximum) when the caller dials the specified digit.</li> </ul> <p>The destination can be an extension, a Department Calling pilot number or the Voice Mail master number. A one-digit code can be assigned for each Automated Attendant message.</p>	0~100 (0 = No Setting) 101 = Voice MAil Answers 104 = Refer to 25-04: VRS/DISA Transfer Ring Group with No Answer/ Busy 105 = Dial the other extension (default = 0)		✓	
25-06-02	<b>VRS/DISA One-Digit Code Attendant Setup – Destination Number</b>	Define the digit to be used by a VRS caller which allows their call to be transferred to the external page.	Up to eight digits (default not assigned)		✓	
31-05-01	<b>Universal Night Answer/Ring Over Page</b>	For each trunk which should ring the external page, set the External Page zone (1~9) to allow ringing (1).	0 = No Ringing (No) 1 = Ringing (Yes) (default = 0)		✓	
81-10-07	<b>COI Initial Data Setup – Hookflash Time Selection 1</b>	Set the flash duration for analog trunk calls (1~255 in 16 ms steps).	0 = 20 ms 1 = 40 ms 2 = 60 ms 3 = 80 ms 4 = 100 ms 5 = 140 ms 6 = 160 ms 7 = 200 ms 8 = 400 ms 9 = 600 ms 10 = 800 ms 11 = 1.0 seconds 12 = 1.5 seconds 13 = 2.0 seconds 14 = 3.0 seconds 15 = 5.0 seconds [default = 4 (100ms) All Trunks]		✓	

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## Operation

### Transferring Trunk Calls

#### To Transfer a trunk call to a co-worker's extension:

1. At the multiline terminal, press **Transfer**.  
**- OR -**  
At 500/2500 single line telephone, hookflash.  
 *You hear Transfer dial tone.*
2. Dial the co-worker's extension number.  
 *If the extension is busy or does not answer, you can dial another extension number or press the line key to return to the call. In addition, you may be able to hang up and have the call Camp-On.*  
 *SLT users can retrieve the call by pressing hookflash. If a call has been transferred and the 500/2500 user has hung up the handset, the call can be retrieved by dialing \*\* and the extension number to which it had been transferred.*
3. Announce the call and press **Transfer** (Program 15-07 or SC 751: 06) or hang up.  
 *If you do not have Automatic On-Hook Transfer, you must press Conf (Program 15-02-24=1) or your Transfer Programmable Function Key to Transfer the call.*  
 *If your co-worker does not want the call, press the flashing line key to return to the call.*  
 *Single line telephone users can retrieve the call by pressing hookflash. If a call has been transferred and the 500/2500 user has hung up the handset, the call can be retrieved by dialing \*\* and the extension number to which it had been transferred.*  
 *If you do not want to screen the call, hang up without making an announcement.*

#### To answer a call transferred to your extension:

1. Lift the handset or press **Speaker** when a co-worker announces the call.

### Transferring without Holding

#### To Transfer without holding (multiline terminal only):

1. Lift the handset.
2. Press busy line or press **Speaker**.
3. When original caller hangs up, you are connected.

### Transferring Intercom Calls

#### To Transfer your Intercom call:

1. At the multiline terminal, press **Hold**.  
**- OR -**  
At single line telephone, hookflash.

## 2. Dial extension to receive your call.

 *If the extension is busy, does not answer or does not want the call, you can dial another extension number or press the lit line key to return to the call. In addition, you may be able to hang up and have the call Camp-On.*

 *Single line telephone users can retrieve the call by pressing hookflash. If a call has been transferred and the 500/2500 user has hung up the handset, the call can be retrieved by dialing **\*\*** and the extension number to which it transferred.*

## 3. Announce your call and press **Transfer** (Program 15-07 or SC 751: 06) or hang up.

### **With Automatic On-Hook Transfer**

*When you hang up, the call is automatically transferred.*

### **Without Automatic On-Hook Transfer**

*You must press your Transfer Programmable Function Key to Transfer the call.*

*To Transfer the call unscreened, press your Transfer Programmable Function Key and hang up without making an announcement.*

## Transferring a Call Into a Conference/Existing Call

### 1. While on a call, press **Transfer** and dial service code **624**.

 *The display shows Transfer to Conf. ICM Dial.*

### 2. Enter the extension number of the co-worker currently on a Conference call to which the call should be transferred.

 *To cancel the transfer, press the flashing line key to retrieve the call.*

 *If an error tone is heard, Barge-In is not enabled for the extension and the call does not go through. Retrieve the call by pressing the flashing line key or hang up and the call recalls the extension.*

### 3. The transferred call is incorporated into the conference call.

 *The callers hear the Barge-In tone if enabled in Program 20-13-17.*

 *If a call is transferred into a Barge-In Conference (an existing 2-party call into which an extension user has used the Barge-In feature to join), the Conference becomes a regular 4-party Conference call.*

### 4. Hang up.

## Transferring a Call to a Trunk Ring Group

### 1. While on a call, press **Transfer**.

### 2. Dial the Transfer to Ring Group service code defined in Program 11-15-09.

 *You hear confirmation tone.*

### 3. Hang up.

 *The call is transferred to the trunk ring group defined in Program 22-05-01 and all assigned extensions in the group (Program 22-04-01) ring or it rings the External Paging, enabling anyone to answer the call.*

## Transferring an Intercom or Trunk Call using a DSS/One-Touch Key

### 1. While on a call, press the **DSS/One-Touch** key.

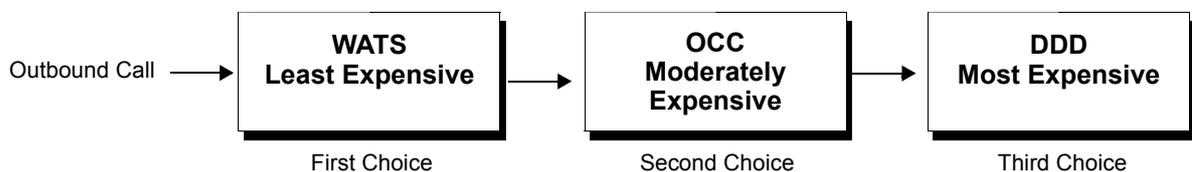
### 2. Announce the call or hang up.

## Trunk Group Routing

### Description

Trunk Group Routing sets outbound call routing options for users that dial the Trunk Group Routing code (0) for trunk calls. Trunk Group Routing routes calls in the order specified by system programming. If a user dials 0 and all trunks in the first group are busy, the system may route the call to another group. When you are setting up your system, Trunk Group Routing helps you minimize the expense of toll calls. For example, if your system has outbound WATS lines, OCC lines and DDD lines, use Trunk Group Routing to route calls to the WATS lines first.

There are 100 available Trunk Groups and 100 Routes.



### Conditions

- DISA (Program 25-10) and Tie Lines (Program 34-03) have separate Trunk Group Routing programs.
- The system uses Trunk Group Routing programming (Program 14-06) when setting up Ringing Line Preference.
- Use trunk group programming to set the order in which users access trunks within a specific trunk group.
- Dialing 0 activates ARS, overriding trunk group routing if ARS service is turned on.
- Call Forwarding, Off-Premise is not supported when using Alternate Trunk Group Routing.

### Default Setting

Enabled (All trunks are in Group 1)

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## **System Availability**

### **Terminals**

All Stations

### **Required Component(s)**

None

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## **Related Features**

**Automatic Route Selection**

**Central Office Calls, Placing**

**Direct Inward Dialing (DID)**

**Dial Tone Detection**

**Multiple Trunk Types**

**Programmable Function Keys**

**Prime Line Selection**

**Trunk Groups**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-01-01	<b>System Numbering – Service Code</b>	Set up a Service Code for Alternate Trunk Route Access.	Refer to Univerge SV8100 System Program Manual		✓	
11-09-01	<b>Trunk Access Code – Trunk Access Code</b>	If required, change the single-digit Trunk Access Code (normally 0). If you change this code, you must also review the settings in Program 11-01 for the new code selected.	Dial (up to four digits) (default = 0)		✓	
11-09-02	<b>Trunk Access Code – 2nd Trunk Route Access Code</b>	Assign the Service Code set up in Program 11-01 for Alternate Trunk Route Access.	Dial (up to four digits) (default not assigned)		✓	
14-05-01	<b>Trunk Group – Trunk Group Number</b>	Assign trunks to trunk groups.	Trunk Group Number: 0~100 Priority Number: 1~200 (default = Trunk Group 1, with priority in ascending order.)	✓		
14-06-01	<b>Trunk Group Routing – Priority Order Number</b>	Used to set the priority order number 1~4.	0 = Not Specify 1~100 : (Trunk Group Number) 1001~1100 : (1000 + Route Table Number) Default: Route 1, Order Number 1 = 1 (Trunk Group 1) Order Numbers 2, 3, 4 = 0 (Not Specified) All Other Routes (2~100) and Order Numbers (1~4) = 0 (Not Specified).	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-07-01	<b>Trunk Access Map Setup – Trunk Port Number</b>	Access Map programming may limit Trunk Group Routing options.	0 = No access 1 = Outgoing access only 2 = Incoming access only 3 = Access only when trunk on Hold 4 = Outgoing access and access when trunk on Hold 5 = Incoming access and access when trunk on Hold 6 = Incoming and Outgoing access 7 = Incoming access, outgoing access and access when trunk on Hold Trunk Access Maps: 1~200 Default: Access Maps 1~200 = Trunk Ports 1~200 assigned with option 7 access (incoming and outgoing access and access when trunk is on Hold).		✓	
15-06-01	<b>Trunk Access Map for Extensions</b>	Access Map programming may limit Trunk Group Routing options.	Trunk Access Maps: 1~200 (default = 1)		✓	
15-07-01	<b>Programmable Function Keys</b>	Assign a function key for Trunk Group Routing access (code *02 + trunk group #).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)		✓	
21-02-01	<b>Trunk Group Routing for Extensions</b>	Assign the trunk routes to extensions.	Trunk Group Routes: 1~100 Day/Night Mode: 1~8 Route Table Number: 0~100 (0 = No Setting) (default = 1)		✓	
21-15-01	<b>Individual Trunk Group Routing for Extensions</b>	Designate the trunk route accessed when a user dials the Alternate Trunk Route Access Code assigned in Program 11-09-02. Trunk Group Routing is set up in Program 14-06.	Trunk Group Routes: 1~100 0~100 (0 = No Setting) (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
23-03-01	Universal Answer/Auto Answer	Use this program to let an extension user automatically answer trunk calls that ring other extensions. When the user lifts the handset, they automatically answer the ringing calls based on Trunk Group Routing programming (defined in Program 14-06).	Maximum eight digits Day/Night Mode 1~8 Route Table Number 0~100 (default = 0)		✓	
25-10-01	Trunk Group Routing for DISA	Assign the Trunk Group Route chosen when a user places a DISA call into the system and dials 0. The Trunk Group Routing is defined in Program 14-06. If the system has ARS, dialing 0 accesses ARS. The route chosen is based on the DISA Class of Service, which is determined by the password the caller dials.	Trunk Group Routes: 1~100 Day/Night Mode = 1~8 Route Table Number = 0~100 (0 = No Setting) (default = 1)		✓	
25-12-01	Alternate Trunk Group Routing for DISA	Define the trunk route selected when a DISA caller dials the Alternate Trunk Access Code assigned in Program 11-09-02. The route selected is based on the DISA caller's Class of Service, which is in turn determined by the password the caller dials. Program 14-06 is used to set up the Trunk Group Routing.	Trunk Group Routes: 1~100 Day/Night Mode = 1~8 Route Table Number = 0~100 (0 = No Setting) (default = 1)		✓	
34-03-01	Trunk Group Routing for E&M Tie Lines	Use this program to assign the Trunk Group Route chosen when a user seizes a Tie Line and dials 0. Set Trunk Group Routing in Program 14-06. If the system has ARS, dialing 0 accesses ARS.	Trunk Group Routes: 1~100 0~100 (0 = Setting) (default = 1)		✓	

## Operation

### To place a call using Trunk Group Routing:

1. At the multiline terminal, press **Speaker**.

- OR -

At single line telephone, lift the handset.

2. Dial **9**.

3. Dial number.

- OR -

1. At the multiline terminal, press **Trunk Group Routing** key (Program 15-07 or SC 752: \*05).

 Also refer to the [Call Appearance \(CAP\) Keys on page 2-125](#).

2. Dial the number.

## Trunk Groups

### Description

Trunk Groups let you optimize trunk usage for incoming and outgoing calls. Each group can be accessed by an Access Code plus the group number. There are 100 available Trunk Groups and you set the access order in trunk group programming. Using Call Appearance (CAP) Keys give an extension user more available function keys, since the user does not need a separate line key for each trunk.

Like Trunk Group Routing, Trunk Groups help you minimize the expense of toll calls. For example, if your system has outbound WATS lines, OCC lines and DDD lines, program the trunk group to route to the WATS lines first.

Priority	Type of Trunk
1	WATS
2	OCC
3	DDD

### Conditions

- Unless a user preselects a trunk, Trunk Group programming selects the trunk Speed Dialing used for trunk calls.
- If a user dials a number that is not programmed in ARS, the system can route the call to a trunk group.
- All DID trunks of the same type should be placed in the same trunk group. These trunk groups must then be assigned to a DID Translation Table.
- Trunks ring extensions according to Ring Group programming.

### Default Setting

All trunks are in group 1.

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## **System Availability**

### **Terminals**

All Stations

### **Required Component(s)**

None

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## **Related Features**

**Automatic Route Selection**

**Call Appearance (CAP) Keys**

**Central Office Calls, Placing**

**Dial Tone Detection**

**Direct Inward Dialing (DID)**

**Programmable Function Keys**

**Ring Groups**

**Speed Dial – System/Group/Station**

**Trunk Group Routing**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-09-01	<b>DTMF and Dial Tone Circuit Setup</b>	Allocate the circuits on the CD-CP00-AU for either DTMF receiving or dial tone detection.	0 = Common Use 1 = Extension Only 2 = Trunk Only Default: Circuit/Resource 01~08 = 1 (Extensions) Circuit/Resource 09~32 = 2 (Trunks) Circuit/Resource 33~96 = 0 (Not Used) Circuit/Resource 97~160 = 0 (Common) When PZ-BS10 is installed, 97~160 are available		✓	
11-12-14	<b>Service Code Setup (for Service Access) – Trunk Group Access</b>	If the service code for Trunk Group Access (704 by default) is not acceptable, change it as necessary.	MLT, SLT (default = 704)		✓	
14-02-11	<b>Analog Trunk Data Setup – Next Trunk in Rotary if No Dial Tone</b>	Use this option to Disable (0) or Enabled (1) the system ability to skip over a trunk if dial tone is not detected. This pertains to calls using Call Appearance (CAP) Keys, Speed Dial, ARS, Last Number Redial, or Save Number Dialed. It does not pertain to line keys or Direct Trunk Access calls.	0 = Disable 1 = Enable (default = 0)		✓	
14-05-01	<b>Trunk Group – Trunk Group Number</b>	Assign trunks to trunk groups.	Trunk Group Number: 0~100 Priority Number: 1~200 (default = Trunk Group 1, with priority in ascending order.)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-06-01	Trunk Group Routing – Priority Order Number	Used to set the priority order number 1~4.	0 = Not Specify 1~100 : (Trunk Group Number) 1001~1100 : (1000 + Route Table Number) Default: Route 1, Order Number 1 = 1 (Trunk Group 1) Order Numbers 2, 3, 4 = 0 (Not Specified) All Other Routes (2~100) and Order Numbers (1~4) = 0 (Not Specified).	✓		
14-07-01	Trunk Access Map Setup – Trunk Port Number	Assign trunks to Access Maps.	0 = No access 1 = Outgoing access only 2 = Incoming access only 3 = Access only when trunk on Hold 4 = Outgoing access and access when trunk on Hold 5 = Incoming access and access when trunk on Hold 6 = Incoming and Outgoing access 7 = Incoming access, outgoing access and access when trunk on Hold Trunk Access Maps: 1~200 Default: Access Maps 1~200 = Trunk Ports 1~200 assigned with option 7 access (incoming and outgoing access and access when trunk is on Hold).		✓	
15-06-01	Trunk Access Map for Extensions	Assign Access Maps to extensions.	Trunk Access Maps: 1~200 Trunks 1~200 (default = 1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-07-01	<b>Programmable Function Keys</b>	Assign function keys for trunk group access (code *02 + group) or Call Appearance (CAP) Keys (code *08 + CAP Key orbit 0001~9999 (or 0000 for auto assign).	Trunk Groups: 1~100 Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)		✓	
20-02-02	<b>System Options for Multiline Telephones – Trunk Group Access Key Operating Mode</b>	Set the operating mode of the extension trunk group keys. Operating Modes: Incoming and Outgoing Access = 0 Outgoing Access = 1 Incoming Access = 2	0 = Outgoing / Incoming 1 = Outgoing 2 = Incoming (default = 0)		✓	
20-29-01	<b>Timer Class for Extension – Day/ Night Mode 1~8, Class Number</b>	Assign the timer class to each extension. There are 16 Classes that can be assigned. You make eight entries for this Program, one for each Night Service Mode. This entry includes virtual extension numbers.	0~15 0 = Not assigned (default = 0)		✓	
20-31-04	<b>Timer Class Timer Assignment – Intercom Interdigits Time (Intercom I/D Timer)</b>	When placing Intercom calls, extension users must dial each digit in this time.	0~64800 (seconds) (default = 10 seconds)		✓	
21-01-02	<b>System Options for Outgoing Calls – Intercom Interdigit Time</b>	When placing Intercom calls, extension users must dial each digit in this time.	0~64800 (seconds) (default = 10 seconds)		✓	
21-01-05	<b>System Options for Outgoing Calls – Disconnect Time When Dial Tone Not Detected</b>	If 14-02-11 is enabled, the system skips over a trunk if dial tone is not detected. This option pertains to calls placed using Speed Dial, ARS, Last Number Redial or Save Number dialed. It does not pertain to line key or Direct Trunk Access calls.	0~64800 (seconds) (default = 3 seconds)		✓	

## Operation

### To place a call over a trunk group:

1. At the multiline telephone, press **Speaker**.  
- OR -  
At the single line telephone, lift the handset.
2. Dial **704**.
3. Dial trunk group number (1~9 or 001~100).
4. Dial number.  
- OR -
  1. Press the **Trunk Group** key (Program 15-07 or SC 752: \*02 + group).
  2. Dial the number.

### To answer an incoming trunk group call:

1. Lift the handset.
2. Press the flashing **Trunk Group** key.

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## *Trunk Queuing/Camp-On*

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### **Description**

Trunk Queuing permits an extension user to queue (wait in line) on-hook for a busy trunk or trunk group to become free. The system recalls the queued extension as soon as the trunk is available. The user does not have to manually retry the trunk later. Trunk Queuing lets the caller know when the call can go through. If the extension user does not answer the Trunk Queuing ring, the system cancels the queue request.

With Trunk Camp-On, an extension user can queue (wait in line) *Off-Hook* for a busy trunk or trunk group to become free. The caller connects to the trunk when the trunk becomes free. As with Trunk Queuing, the user does not have to manually retry the trunk later.

Any number of extensions may simultaneously queue or Camp-On for the same trunk or trunk group. When a trunk becomes free, the system connects the extensions in the order that the requests were left.

### **Conditions**

- With Automatic Route Selection (ARS), Trunk Queuing automatically queues for the least costly route.
- A user can camp-on or leave a callback request for an extension.
- Other programmed options for outgoing calls can affect how a call is placed. Check or program these options as needed (e.g., access line/Call Appearance (CAP) Keys, etc.).
- Using a Programmable Function Key can simplify the trunk queuing operation.

### **Default Setting**

Enabled

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### **Related Features**

**Automatic Route Selection**

**Call Waiting/Camp-On**

**Callback**

**Central Office Calls, Placing**

**Programmable Function Keys**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-12-04	<b>Service Code Setup (for Service Access) – Set Camp-On</b>	Customize the Service Code, which is to be used for setting Camp-On.	MLT, SLT (default = 750)		✓	
11-12-05	<b>Service Code Setup (for Service Access) – Cancel Camp-On</b>	Customize the Service Code, which is to be used for cancelling Camp-On.	MLT, SLT (default = 770)		✓	
11-16-05	<b>Single Digit Service Code Setup – Camp-On</b>	Customize the 1-digit Service Code used for setting Camp-On.	(default = #)		✓	
15-07-01	<b>Programmable Function Keys</b>	Assign a function key for Trunk Queuing and Trunk Camp-On (code 35).	Trunk Groups: 1~100 Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code)(Service Code 752 by default)	✓		
20-01-08	<b>System Options – Trunk Queuing Callback Time</b>	Set the Trunk Queuing Callback Time. Trunk Queuing Callback rings an extension for this interval.	0~64800 (seconds) (default = 15 seconds)		✓	
20-01-09	<b>System Options – Callback/Trunk Queuing Cancel Time</b>	Set the Callback/Trunk Queuing Cancel Time. The system cancels an extension Callback or Trunk Queuing request after this interval.	0~64800 (seconds) (default = 64800 seconds)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-11-07	<b>Class of Service Options (Hold/Transfer Service) – Transfer Without Holding</b>	Turns Off or On an extension ability to use Transfer Without Holding.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-29-01	<b>Timer Class for Extensions</b>	Assign the timer class (0~15) to each extension for each Night mode. This entry includes virtual extension number.	0~15 0 = Not assigned (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-31-01	Timer Class Timer Assignment – Trunk Queuing Callback Duration Time	Trunk Queuing Callback rings an extension for this amount of time.	0~64800 (seconds) (default = 15 seconds)		✓	
20-31-02	Timer Class Timer Assignment – Callback / Trunk Queuing Cancel Time	The system cancels an extension Callback or Trunk Queuing request after this amount of time.	0~64800 (seconds) (default = 64800 seconds)		✓	

## Operation

### To queue for a busy trunk:

1. Try to access the busy trunk.
2. Dial # or press **Trunk Queuing/Camp-On** key (Program 15-07 or SC 751: 35).
3. Hang up to leave a Trunk Queuing request.

- OR -

Wait Off-Hook to Camp-On to the trunk.

### To answer when Trunk Queuing calls you back:

1. Lift the handset.

### To cancel a Trunk Queueing/Camp-On request:

1. At the multiline terminal, press idle **Speaker**.

- OR -

At the single line telephone, lift the handset.

2. Dial **770**.
3. At the multiline terminal, press **Speaker** to hang up.

- OR -

At the single line telephone, hang up.

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# *UCB (Unified Communications for Business)*

## **Description**

UCB is a modular multimedia Contact Center solution providing skills-based routing (SBR) and blending customer contacts using Telephone, Email, Web Callback, Web Chat and Voicemail. UCB provides much more than a conventional Automatic Call Distribution system.

UCB is licensed according to the modules required by the customer, and the number of concurrent users. For specific information regarding each module, refer to the separate product manuals. These manuals are common for all NEC platforms, and the feature restrictions described in the document may limit availability of some features for installations on the SV8100 telephone system.

Telephone calls (incoming DIT, ANA, DID, CO, or ring Transfer) terminate to a programmed queue. Each queue is programmed as a SIP extensions so the number of queues depends on the total number of configured devices in the SV8100 system. A maximum of 512 extensions are supported, and the user must remember to count voicemail ports and Q-announce ports. Any agent can take calls from any queue, based on customer Caller ID, agent skills, or routing choices made using the UCB graphical user interface (GUI) administration tool. UCB delivers the incoming call either to the agent that has been idle the longest or in accordance with a programmed preference level. Consideration can be made for concurrent activity by the agent on other medias (for example, queue Telephone calls can be blocked when the agent is currently engaged in a Web Chat with another customer). Please refer to the Q-Control product manual for additional information.

### **The UCB Announce Module**

This module helps improve customer service levels and reduce abandonment rates to improve the effectiveness of the customer contact center. Up to 99 queue progress announcements can be defined for each queue to provide Estimated Time To Answer (ETA) and position in queue (PIQ) that update dynamically to keep the customer informed of the progress while waiting in queue. The customer can control the Announce module using the GUI Administration tool on their PC desktop. Queue specific delay messages can be pre-recorded and real-time customer announcements can be made.

An example follows:

When you are calling about a problem with your email, please be aware that we are currently working to resolve a problem with the email server; we expect to have this resolved by midday. When you require assistance for another matter please hold for the first available team member.

For additional information, please refer to the Q-Announce product manual.



## **The Q-Callback Module**

This module enhances the Q-Announce Module to give a customer waiting in queue the option of leaving a callback request. This helps to both reduce abandonment and balance call center workloads during peak periods. Q-Callback takes the telephone number and a message and allows the caller to drop out of queue. The callback request becomes a virtual call, and when an agent becomes available, the call is returned to the customer. When the customer is unavailable when the agent calls back, the request is scheduled again and the original caller message, complete with callback attempt history, is presented to another agent at a later date and time. Callbacks and Callback attempts are tracked and extensively incorporated in the Q-Reports. Q-Callback is commonly used to allow customers to leave messages during CSR team meetings and after call center normal business hours. Customer requests are queued and agents can address requests as soon as they log in. For additional information please refer to the Q-Callback product manual.

## **The Desktop Application**

This application interfaces the agent with the multimedia contact center and provides a real-time indication of contact center activity. Details include the number of calls in queue (including individual Caller ID and wait time) and the number and status of agents available to answer calls from each queue. Q-Desktop also provides after call resolution or wrap-up. For additional information, please refer to the Q-Desktop product manual.

## **The Q-Email Module**

This module integrates the telephone system with the email server for a blended call center where configured skill profiles determine which agent should receive the call. The administration can specify the time to recover and present the unanswered emails to another available agent, restrict the number of concurrent emails each agent can handle, and determine whether or not an agent is allowed to receive an email while on a queue telephone call. NEC professional services are frequently required to support the initial deployment of this module. For additional information, please refer to the Q-Email Whitepaper and product manual.

## **The Q-Web Module**

This module provides web users an Internet form that generates the request for either an agent callback or a web chat. Q-Web Callback presents the agent with a text message to initiate a telephone call back to the web user. Q-Web Chat is a direct text-based interaction between the agent and the external web user. Both modules allow customer contacts from an Internet Web site to be blended with other customer contact activities, such as Telephone Calls and Queue Emails. NEC professional services are frequently required to support the initial deployment of this module. For additional information, please refer to the Q-Web Callback and Q-Web Chat Whitepapers and product manuals.

## The Q-IVR Module

This optional module allows customer self-help solutions to be implemented. IVR voice prompts are administered using the standard UCB Administration GUI tool, and call flows are implemented as customer-specific professional services using Java Script or Visual Basic coding. Customer information (for example, account numbers) can be passed to an agent where personal assistance is required. Queue statistics can be reported using the Q-Reports application, and detailed call flow reporting can be incorporated in the call flow scripting when required. Please contact the NEC sales support team for assistance with quotations for this module, and for more information refer to the Q-IVR Whitepaper and product manual.

## The Q-Outdial Application

This application allows significant improvement to agent productivity by blending outbound customer calls with incoming customer contact activity, reducing agent reluctance between calls, and managing customer call campaigns. Call lists can be imported from a formatted .CSV/text file or scheduled to be dynamically pulled from a live database based on a schedule. Campaigns can be Prevue Dial (agents can review information and then click to dial) or Power Dial (agent telephone is presented with a call and the telephone number is automatically dialed without delay). NEC professional services are frequently required to support the initial deployment of this module. For additional information, please refer to the Q-Outdial Whitepaper and product manual.

One unique aspect of the UCB solution is support for migration directly to the NEC IPS or IPX telephone system when customer requirements change, and they need more than the 60-agent limit of the UNIVERGE SV8100 system (Maximum of 64 trunks are supported). Customers that upgrade can retain all their end-user environmental tools, including the Q-Desktop GUI application and in some cases the physical telephone set.

## The Voice Messaging Module

This module adds a voicemail function to the UCB suite. Voice messaging allows the user to customize voicemail greetings based on current availability, personalize greetings for specific callers, inform callers about their availability based on an Outlook Calendar, receive voicemail notification in Microsoft Outlook, remotely manage greetings and manage voicemail settings from their computer desk top. Voice messaging is modular, giving the customer flexibility to choose components that best fit their organizational needs. For additional information, refer to the Voice messaging product manual.

## Conditions

### General:

- The UCB connects to the customer LAN using a standard RJ45 Ethernet adapter; a patch cable should be provisioned from the telephone system to the LAN data switch prior to installation.
- The end-user GUI software for Administration, Reports, and real-time agent status is installed to an existing customer file server and is accessed using a shortcut from the desktop of the Agent Client PC.
- The client software and the server communicate using TCP/IP; the customer network should support this network protocol before implementation (most do).

- Between queue progress announcements, the caller is parked and hears the KTS Music on Hold (MOH).
- When a K-CCIS trunk is on hold, the specified Line Seizure access code is used by the system to retrieve the call from a held state for delivery to an available agent, or play a queue delay announcement.
- The UCB can support and distribute incoming calls from remote K-CCIS offices. However, incoming calls into UCB that result in link reconnect are not supported. These calls must be answered by the local station, and then transferred into the UCB.
- As part of the software installation process, the software must be registered through the internet. This process can be accomplished from the server or from any PC on the customer LAN that has access to both the server and the Internet. The server should be configured for Internet access. The server leaves the factory configured for DHCP and therefore automatically gets this access for most customer installations.
- Up to 64 calls can be queued up at one given moment.
- When using the UCB for VM, the Large LED will not light when a new VM is received. A key in the UCB will need to be set to light when a new message is received.
- Only one 3rd Party CTI connection to the SV8100 is supported. If a SV8100 system has UCB (Unified Communications for Business), then the 3rd Party Shared Services feature of SV8100 Desktop Applications cannot be used. If a SV8100 system has SV8100 Desktop Applications with the 3rd Party Shared Services, then UCB cannot be used.

**Restrictions:**

- Two SIP extension are need for each Q-Announce port.
- Call Pick Up is not supported for Queue calls.
- DNIS display is not supported for incoming calls to the UCB.
- UCB is not supported when using NetLink.
- Analog phones can not be used for Agents.
- Agents can not have Hotline, Prime Line or Ringdown setup on the telephone.

## CALL PROCESSING

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### Description

#### Abandoned Call Search

Abandoned incoming calls are not connected to agent positions. The system removes them from the queue on trunks that provide calling party disconnect supervision. Q-Reports can be run to provide details of queue abandonment including time of arrival, wait time and (subject to trunk type and telco services provided) Caller Line Identification (CLI/ANI).

## Call Transfer to ACD Queue

Trunk calls that terminate to a normal station, ACD agent, or supervisor can be transferred to an ACD queue. Calls must be blind transferred to the queue (the transferring party cannot wait with the caller on line and announce the caller). In some cases, transferred calls may create an extra call record; to ensure accuracy of reporting, the transfer timer or minimum abandon timer must be configured in the Administrator.

## Queuing

When agents are not available, all incoming calls for ACD queues are placed in the queue that provides first in/first out call processing. This can be overridden (higher or lower priority) based on either customer PIN entry or ANI/CLI recognition. UCB skills-based routing (SBR) allows an agent to take calls from any queue; each queue is defined with a relative priority that can escalate over time. Unlike many ACD systems, UCB does not escalate caller priority by moving calls from one queue to another; instead more agents become available to answer the call as it gets older. Reporting is based on the one queue.

## Pilot Numbers

A system-programmed pilot number is the entry point for callers to an ACD queue. The Pilot number corresponds to a SIP extension in the SV8100 system. Each Queue has an individual SIP extension.

## Conditions

### General:

- Calls are answered first in/first out unless specifically identified for higher or lower priority.
- Calls are distributed to the longest idle agent or according to the priority level assigned to an agent.
- When an ACD agent does not answer a call after a programmed time, the call is pulled back to the front of the queue and offered to the next available agent.
- UCB uses a weekly schedule to determine the queue mode. Queue modes determine the initial action to be taken for the call. Each queue is programmed typically for different modes: for day and night, team meetings, or emergencies (to allow for building evacuation, drills, or other such activities). Queue modes allow Auto Attendants, Greeting Announcements, Customer PIN queries, Q-Callback (callers are prompted to leave a message and telephone number that is treated as a virtual call), IVR (optional), Greet and Transfer, or redirect to an internal extension number (after hours mailbox). Call Center supervisors can change the queue mode in real time to reflect current activity.
- Maximum programming assignments for ACD queues and agents are listed below:
  - 9999 Agent and Supervisor IDs can be assigned.
  - 9999 Agents and Supervisors can be assigned to one Queue.
  - 60 agents can be logged on at the same time.
  - 32 ACD/Auto attendant queues can be assigned per system (a total of 120 extensions, voice ports and queues (CAR keys) are supported by the UNIVERGE SV8100 system).

- The UCB schedule can be programmed per queue to automatically change mode for individual holidays or entire date ranges such as New Year holiday, state holidays, and Yom Kippur. These holidays can be programmed years in advance and viewed by the administrator using the GUI tool.

**Restrictions:**

- For Multiline Terminals, direct trunk appearances of CO lines are not supported system wide. Multiline Terminals must have a Call Appearance (CAP) key assigned to answer the calls.
- For the following UCB functionalities, the extension must be monitored by the UCB system: Logging into queues, advanced UCB/Q-Desktop telephone control features, or display of extension real-time status regardless of login. During this time UCB takes over control of the softkeys, and softkey interaction is not supported.

## AGENT AND SUPERVISOR FUNCTIONS

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### DESCRIPTION

#### Assistance

During an ACD queue call, an agent can click a button in the Q-Desktop application to request supervisor assistance (Visual and Audio alert to supervisor running Q-Desktop).

#### Break Mode

Using Q-Desktop, an agent can sign out of ACD mode for a break without logging off. The agent can choose a predefined break reason or build a custom reason (depending on agent permissions).

#### Work Mode

An agent can be put in momentary Worktime to process the previous call. This can be done automatically after the previous call for a programmed time or manually entered/ended using a Q-Desktop button. During this time, queue calls are not presented. Each queue can have a Worktime Override set so that when too many callers are waiting in queue, the agent is automatically denied after call Worktime.

#### Logon/Logoff

An agent can log on or off using the Q-Desktop application. Operating statistics are collected until the agent logs off. Agent hot seating is supported because UCB tracks agent skill profile and statistics against the agent logon ID instead of the station number. When hot seating is not required, the agent extension can be set to also log non-queue activity when logged on and report inbound/outbound calls for the agent. This feature requires that the always monitor option be selected against the agent extension.

#### Non-ACD Call

An agent or supervisor can receive a transferred call or a direct trunk call (e.g., Day/Night Ringing, DIT, DID, or Tie line call). Transferred ACD calls from another agent, or ACD queue calls when the caller is placed on hold and subsequently picked up by another agent are considered non-ACD calls.

### Headset Answer/Release

An agent using a headset can press a programmed Headset ON/Off Line Key to answer or release an ACD queue call; UCB can be set to activate this key automatically for queue calls delivered to the agent.

### Headset Volume Control

An agent can control the volume of the headset independent of the volume of the handset.

### Monitoring (Barge-In)

The supervisor can monitor agent calls using a key operation on the supervisor terminal. The conference LED can be on or off depending on programming for each terminal involved during monitoring.

## Conditions

### General:

- When a call is transferred to the ACD Pilot number using a call appearance key, the LED for that key remains on until the UCB answers the call in typically 1~5 seconds depending on the traffic volume.
- Call forward and DND do not affect calls offered from UCB. An agent with these functions set is still delivered a queue call.
- A default alert tone (that can be disabled in system programming) is provided for barge-in monitoring.
- An agent in an ACD queue can log out to prevent receiving ACD calls. The station user can then originate calls or receive calls directed to the station number but cannot receive calls from the ACD queue.
- An agent can log on/off from the telephone using the UCB Analog Login feature. The agent dials the analog login number and is answered and prompted for the Agent login ID.

### Restrictions:

- Incoming ACD queue calls cannot be received when the agent is on break; a queue depth parameter allows calls to deliver through Worktime when callers have been waiting longer than the prescribed threshold.
- When an ACD queue call is being offered to an agent and the agent receives a non-ACD call, the queue call is recalled and offered to the next available agent.

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## ANNOUNCEMENT FUNCTION

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### Description

There are no Default announcements, Progress announcements, or Position in Queue announcements for the UCB. Each announcement can be recorded either using the Administrator application audio editor with audio recorded from the telephone or PC microphone or by importing it from .WAV or .VOX files. Optimum recording settings for studio recordings are available in the online help. Each announcement can be used by any queue. Each announcement can be edited using the Administrator GUI .WAV editor to delete or paste audio content. All announcements are stored in the UCB internal database.

### Conditions

#### General:

- When all agents in the ACD queue are busy, the caller waits in queue until an agent becomes available. In addition to MOH, the caller can receive Welcome and Please Hold progress announcements that can include Position in Queue and Estimated Time to Answer.
- Each caller hears every announcement from the beginning; an optional system-wide setting allows callers hearing delay messages to be interrupted and delivered to an agent when one becomes available during a queue progress announcement.

#### Restrictions

- When all UCB ports are busy, the caller continues to hear ringback or MOH until a UCB port becomes available. The number of licensed Q-Announce ports determines the number of available ports. UCB exception reporting allows auditing of how often callers had to wait for an announcement port to become available.
- A maximum of 64 trunks can be queued up waiting for agents at one time.

## VOICEMAIL FUNCTION

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### Description

User mailboxes are assigned to a mailbox class that defines a maximum number of new, saved, and deleted messages that the mailbox can contain and the number of days before purging each type of message.

There are Company and User mailboxes. The company mailbox defines the main greeting, company schedule, and available default one touch keys. User mailboxes are for individuals and can have customized settings that can be changed anytime from the Administrator GUI, user computer desktop, or the telephone interface.

## Profiles

Mailboxes can be configured with several different User Profiles. The Profile defines the greeting to be played to callers, available one touch keys, and whether or not it sets the user's telephone to Call Forward –All Call to the telephone voicemail. The mailbox can then be scheduled to follow different profiles at different times of day. Mailboxes can also be configured with Caller Profiles that define the greeting to be played for specific callers based on Caller ID. These specific callers can be greeted with a different greeting and different one touch options.

## Distribution Lists

Personal or system distribution lists can be defined to send or forward messages to a group of people.

## Schedule

Based on profile settings, the company and user mail boxes can be scheduled to follow a different profile at different times on different days (e.g., on holidays callers hear a different greeting and are offered different one touch options).

## One Touch Keys

One touch keys can be assigned in the company and user mailboxes. The system decides what to do when a certain key is pressed based on the following order:

1. When the caller is in a user mailbox and presses a one touch key, the system does what is defined in the currently active user profile.
2. When nothing is defined there, the system does what is defined in the mailbox default one-touch keys.
3. When nothing is defined there, the system does what is defined in the company mailbox currently active profile.
4. When nothing is defined there, the system does what is defined in the company mailbox default one touch keys.

## Conditions

### General:

- To access the UCB Voicemail, the caller dials the Voice Messaging Pilot number.
- Unheard and saved voicemails are deleted when they exceed the number of days before purging messages defined in the mailbox profile.
- Mailbox users can access and recover deleted voicemail messages when the message has less than the number of days before purge defined in the user mailbox class. The Access deleted messages option is in the Mailbox Options.
- The PIN for mailbox login is the same as the agent PIN when logging into the Desktop application.

**Restrictions:**

- The Call Forward – All Call option for a mailbox profile automatically sets or cancels the forwarding of a telephone. It sets or cancels forwarding when the telephone is set to Always Monitor in the UCB database.
- The Call Forward – All Call option for a mailbox profile automatically sets or cancels the forwarding of a call.

**Default Setting**

None

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**System Availability****Terminals**

All terminals (SLT phones not able to be agents)

**Required Component(s)**

Local PC for each agent (for Log On/log Off)

A server PC loaded with the UCB application

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**Related Features**

None

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**Guide to Feature Programming**

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.

- ❑ Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-12-03	CD-CP00-AU Network Setup – Default Gateway	Assign the default gateway IP address for the CD-CP00-AU.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.254.255.254 192.0.0.1 ~ 223.255.255.254 (default = 0.0.0.0)	✓		
10-12-09	CD-CP00-US Network Setup – IP Address	Set for IPLA.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.255.255.254 192.0.0.1 ~ 223.255.255.254 (default = 172.16.0.10)	✓		
10-12-10	CD-CP00-AU Network Setup – Subnet Mask	Use this program to define the Media Gateway Subnet Mask Address.	128.0.0.0 192.0.0.0 224.0.0.0 240.0.0.0 248.0.0.0 252.0.0.0 254.0.0.0 255.0.0.0 255.128.0.0 255.192.0.0 255.224.0.0 255.240.0.0 255.248.0.0 255.252.0.0 255.254.0.0 255.255.0.0 255.255.128.0 255.255.192.0 255.255.224.0 255.255.240.0 255.255.248.0 255.255.252.0 255.255.254.0 255.255.255.0 255.255.255.128 255.255.255.192 255.255.255.224 255.255.255.240 255.255.255.248 255.255.255.252 255.255.255.254 255.255.255.255 (default = 255.255.0.0)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-20-01	LAN Setup for External Equipment – TCP Port	Define the TCP port (0~65535) when communicating to the CTI server (type 1).	0~65535 default: External Device 1 (CTI Server) = 0 External Device 2 (ACD MIS) = 4000 External Device 5 (SMDR Output) = 0 External Device 6 (DIM Output) = 0 External Device 11 (O&M Server) = 8010	✓		
11-07-01	Department Group Pilot Numbers – Dial	Assign a Department Group pilot number for the Voice Mail (eight digits maximum). The extensions are assigned to the group in Program 16-02-01.	Up to eight digits (default not assigned)	✓		
15-03-03	Single Line Telephone Basic Data Setup – Terminal Type	Enter 1 for this option to allow a single line port to receive DTMF tones after the initial call setup. Enter 0 to have the port ignore DTMF tones after the initial call setup. For Voice Mail, always enter 1 (e.g., receive DTMF tones).	0 = Normal 1 = Special (default = 0)	✓		
15-05-18	IP Telephone Terminal Basic Data Setup – IP Duplication Allowed Group	If there is an adapter that has one IP address coming into it but has multiple extensions off of it. Assign all the extensions to a group so that way the CPU knows that the one IP address is assigned to multiple extensions.	0 = Not Used 1 = Group 1 2 = Group 2 3 = Group 3 4 = Group 4 5 = Group 5 6 = Group 6 7 = Group 7 8 = Group 8 9 = Group 9 10 = Group 10 (default = 0)	✓		
16-01-01	Department Group Basic Data Setup – Department Name	Assign a name to the Extension (Department) Groups.	Maximum 12 characters (default not assigned)	✓		
16-01-03	Department Group Basic Data Setup – Department Routing When Busy (Auto Step Call)	Set how the system routes an Intercom call to a busy Department Group member. The caller can hear busy tone (0) or overflow to the first available Department Group member (1). This option is for Intercom calls to an extension, not a pilot number.	0 = Normal (Intercom caller to busy department member hears busy) 1 = Circular (Intercom callers to busy department member routes to idle member) (default = 0)	✓		
16-01-09	Department Group Basic Data Setup – Department Hunting No Answer Time	Set how long a call rings a Department Group extension before hunting occurs.	64800 (seconds) (default = 15 seconds)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
16-01-10	<b>Department Group Basic Data Setup – Enhanced Hunt Type</b>	Set the type of hunting for each Department Group: 0 = No Queuing 1 = Hunting When Busy 2 = Hunting When Not Answered 3 = Hunting When Busy or No Answer	0 = No queuing 1 = Hunting When Busy 2 = Hunting When Not Answered 3 = Hunting When Busy or No Answer (default = 0)	✓		
16-02-01	<b>Department Group Assignment for Extensions</b>	Set up the Department Group called by the pilot number and the extension priority when a group is called. Call Pickup Groups are set up in 23-02.	Department Groups 1-64 Priority 1-512 Default = All extensions in Department Group 1 with priority in port order: Port 1 priority = 1 Port 512 priority = 512	✓		
20-02-12	<b>System Options for Multiline Telephones – Forced Intercom Ring (ICM Call Type)</b>	Use this option to enable (1) or disable (0).	0 = Disable (Voice) 1 = Enable (Signal) (default = 1)	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign Class of Service (1~15) for extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension ports = Class 1	✓		
20-08-05	<b>Class of Service Options (Outgoing Call Service) – Dial Number Preview (Preset Dial)</b>	Turn off extension user ability to use Dial Number Preview.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-08-13	<b>Class of Service Options (Outgoing Call Service) – ISDN CLIP</b>	Determine if the ISDN calling line identity presentation and screening indicators are to be allowed.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
20-11-19	<b>Class of Service Options (Hold/Transfer Service) – Hold/Extended Park</b>	Set to extended Park for Class of Service of the Announce ports. 1 = Extended for Program 24-01-07).	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
20-13-10	<b>Class of Service Options (Supplementary Service) – Barge-In Monitor</b>	Enables the extension Barge-In Mode to be speech mode (0) or Monitor mode (1).	0 = Off 1 = On (default: 0 for COS 1~15)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
24-09-01	Call Forward Split Settings – Call Forwarding Type:	Use to assign Call Forwarding Type and the destination numbers for each extension/virtual extension.	0 = Call Forwarding Off 1 = Call Forwarding with both ring 2 = Call Forwarding when no answer 3 = Call Forwarding all calls 4 = Call Forwarding busy or no answer 5 = Call Forwarding when busy (default = 0)	✓		
24-09-02	Call Forward Split Settings – CO Call Forwarding Destination for Both Ring, All Call, No Answer	Use to assign CO Call Forwarding Destination for ring, all call and no answer.	1~9, 0, #, *, R, @ (Up to 24 digits) (default not assigned)	✓		
24-09-03	Call Forward Split Settings – Intercom Call Forwarding Destination for Both ring, All Call, No Answer	Use to assign Intercom Call Forwarding Destination for ring, all call and no answer.	1~9, 0, #, *, R, @ (Up to 24 digits) (default not assigned)	✓		
24-09-04	Call Forward Split Settings – CO Call Forwarding Busy Destination	Use to assign CO Call Forwarding for busy destinations.	1~9, 0, #, *, R, @ (Up to 24 digits) (default not assigned)	✓		
24-09-05	Call Forward Split Settings – Intercom Call Forwarding Busy Destination	Use to assign Intercom Call Forwarding for busy destinations.	1~9, 0, #, *, R, @ (Up to 24 digits) (default not assigned)	✓		
24-09-06	Call Forward Split Settings – Call Forwarding Destination for CTX/PBX for All Call, No Answer	Use to assign Call Forwarding for CTX/PBX all call, no answer destinations.	1~9, 0, #, *, R, @ (Up to 24 digits) (default not assigned)	✓		
24-09-07	Call Forward Split Settings – Call Forwarding Destination for CTX/PBX for Busy	Use to assign Call Forwarding destinations for busy CTX/PBX calls.	1~9, 0, #, *, R, @ (Up to 24 digits) (default not assigned)	✓		
84-19-32	SIP Extension IP CODEC Information Basic Setup – DTMF Relay Mode	Use this program to define the DTMF Relay Mode to be RFC2833 (1).	0 = Disable 1 = RFC2833 (default = 0)	✓		

## Operation

UCB provides a comprehensive suite of online help for end users, customer administrators, and call center supervisors. Refer to the product manuals for the core applications: Q-Control, Q-Reports, Q-Desktop and the supplementary products such as Q-Callback, Q-Chat, Q-IVR, Q-Outdial, and Voice Messaging for a more detailed review of specific functions. Alternately, refer to the online help for configuration information.

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## *UM8000 Mail*

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### Description

The UM8000 Mail voice mail system, using the UNIVERGE SV8100 system and a Local Area Network, provide Unified Messaging services for voice and e-mail messages with access at either the desktop PC or the telephone. Unified Messaging lets the PC control telephone calls and information about each inbound and outbound call.

Automated Attendant automatically answers the system incoming calls. After listening to a customized message, an outside caller can dial a system extension or use Voice Mail.

Integrated Voice Mail enhances the telephone system with the following features:

**Call Forwarding to Voice Mail**

An extension user can forward their calls to Voice Mail. Once forwarded, calls to the extension connect to that extension mailbox. The caller can leave a message in the mailbox instead of calling back later. Forwarding can occur for all calls immediately, for unanswered calls or only when the extension is busy. When a user transfers a call to an extension forwarded to Voice Mail, the call waits for the Delayed Call Forwarding time before routing to the called extension mailbox. This gives the transferring party the option of retrieving the call instead of having it go directly to the mailbox.

**Leaving a Message**

Voice Mail lets a multiline terminal extension user easily leave a message at an extension that is unanswered, busy or in Do Not Disturb. The caller just presses their Voice Mail key to leave a message in the called extension mailbox. There is no need to call back later.

**Transferring to Voice Mail**

By using Transfer to Voice Mail, a multiline terminal extension user can Transfer a call to their own or a co-worker's mailbox. After the Transfer goes through, the caller can leave a message in the mailbox.

**Live Record**

While on a CO/Trunk call, an extension user can have Voice Mail record the conversation. The multiline terminal user just presses the Voice Mail Record key; the single line telephone user dials a code. Once recorded, the Voice Messaging System stores the conversation as a new message in the user's mailbox. After calling their mailbox, a user can save, edit or delete the recorded conversation. The Live Monitor and Live Record features are supported only for External CO/Trunk calls. Internal/Intercom calls are not supported.

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**❑ Live Monitor**

A multiline terminal user can have their idle extension emulate a personal answering machine. This lets Voice Mail screen their calls, just like their answering machine at home. If activated, the extension incoming calls route to the user's subscriber mailbox. The Live Monitor and Live Record features are supported only for External CO/Trunk calls. Internal/Intercom calls are not supported. Once the mailbox answers, the user hears the caller's incoming message. The multiline terminal user can then:

- Let the call go through to their mailbox.
- Intercept the call before it goes to their mailbox.

**❑ Voice Mail Overflow**

If Voice Mail automatically answers trunks, Voice Mail Overflow can reroute those trunks to other extensions when all Voice Mail ports do not answer or, with certain software, are busy. During periods of high traffic, this prevents the outside calls from ringing Voice Mail for an inordinate amount of time. There are two types of Voice Mail Overflow: Immediate and Delayed. With immediate overflow, calls immediately reroute to other extensions when all Voice Mail ports do not answer or, with certain software, are busy. With delayed overflow, calls reroute after a preset interval. Without any type of overflow, the outside calls ring Voice Mail until a port becomes available or the outside caller hangs up.

**❑ Voice Mail Caller ID**

The Voice Mail can use ANI/DNIS information to identify the outside caller that left a message in a user's mailbox. When the message recipient dials 0 or presses the CID softkey while listening to a message, they hear the outside telephone number of the message sender.

The message recipient can also return the call from their mailbox if allowed by system programming by pressing the CALL softkey or #,0. [Press Speaker to hang up.](#)

- ❑ A station user transferring a call can transfer the call to the called party voice mail box after an internal station number is dialed while performing a screened transfer, or during intercom calls. The user simply calls the extension and then dial the quick transfer dial access code (default = 8) and hangs up. The call is placed in the mailbox and the caller hears the personal greeting.

**Voice Mail Queuing**

When accessing the voice mail, the system provides a voice mail queue. If all the voice mail ports are busy, any call trying to get to the voice mail is placed in queue. As the voice mail ports become available, the calls are connected to the voice mail in the order in which they were received.

As the Voice Mail Queue follows Department Hunting programming, the queue can hold a maximum of 10 calls. If the queue is full or if the voice mail ports are not assigned to a Department Group, the calls are handled as though there were no voice mail queuing feature enabled. The calls either access voice mail if a port is available or they receive a busy signal.

The Voice Mail Queuing feature does not work with the Conversation Record feature.

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## Message Key will Operate as Voice Mail Key

The system enhances a telephone Message key function when connected to a system which has voice mail installed. When an extension receives a voice mail, the Message key can be used to check the number of messages in voice mail, or call the voice mail to listen to the messages. If there is no Voice Mail Programmable Function Key defined (Program 15-07-01, code 77), the telephone Message Waiting LED flashes to indicate new messages.

This option is not available with a networked voice mail – the voice mail must be local.

## Directory Dialing

Directory Dialing allows an Automated Attendant caller to reach an extension by dialing the first few letters in the extension user's name. With Directory Dialing, the caller does not have to remember the extension number of the person they wish to reach – just their name. Here is how Directory Dialing works:

1. When the Automated Attendant answers, it sends the call to a Directory Dialing Mailbox. (Optionally, the caller may be asked to dial a digit to access Directory Dialing.)
2. The Directory Dialing Mailbox plays the Directory Dialing Message which asks the caller to dial letters for the name of the person they wish to reach.
3. The caller dials the first three letters for the person's name. They can dial by first name or last name, depending on how the Directory Dialing Message was recorded and the Directory Dialing Mailbox was set up.
4. Voice Mail searches the list of programmed extension names for a match of the caller-entered letters.
5. The caller dials the digit for the extension they wish to reach, and Voice Mail sends the call to that extension. The call is sent as a Screened or Unscreened transfer, depending on programming.

For callers to use Directory Dialing, the system must have a name programmed for each extension. Each extension should also have a name recorded in their Subscriber Mailbox. In addition, each extension used by Directory Dialing must be installed.

## Optional UM8000 Mail TeLANophy Module Features

### ViewMail® with Live Record Module

All voice and fax messages are visible at a glance on the PC screen and can be sorted in any order. An intuitive Microsoft® Windows interface shows the sender name, subject, and the date and time messages were sent so the user can quickly prioritize them and respond immediately.

### ViewCall® Plus

All inbound and outbound calls can be controlled from your PC. Outbound call control requires a TAPI adaptor on the user telephone. By managing calls on the PC instead of the telephone, ViewCall Plus lets you communicate more easily with people inside and outside the office. Three integrated windows are provided to control telephone calls, log all telephone activity, and manage data about each call. With a click of the mouse you can take a call, ask a caller to hold, route the call to another extension, or send the call to voice mail.

Hospitality Package

The Hospitality package is used specifically by hotels and resorts to provide guests with personal, accurate, and timely messages. Features include personal greetings, security codes, guest directory, and wake up calls. This feature also supports Property Management System (PMS) integration.

Additional Hospitality Languages

See Multilingual support below for list of supported languages. The Hospitality Package supports five languages at default. Additional languages can be purchased (up to the limit of 18).

Networking

This allows the networking of multiple Active Net (AMIS Only) and PlusNet compatible voice mails systems.

Multilingual Support

Add Languages, only United States English is on the drive at default. New languages can be added in the field from the support CD. Additional languages can be added in the field with an upgrade code.

Both systems support one active language at default.

Both systems support up to a maximum of three active system languages.

Supported Languages:

ar = Argentinean	ja = Japanese (hospitality only)
au = Australian English	la = Latin America Spanish
ca = Catalan Spanish	md = Mandarin Chinese
ct = Cantonese Chinese	nl = Dutch
de = German	nz = New Zealand English
dk = Danish	pi = Iberian Portuguese
ed = Madrid Spanish	pt = Portuguese
es = Mexican Spanish	se = Swedish
fc = Canadian French	uk = UK English
fr = Parisian French	us = US English
he = Hebrew	ru = Russian
it = Italian	

E-Mail Integration

With e-mail integration, subscribers can forward all voice messages to their e-mail inbox automatically and forward all incoming faxes to their e-mail inbox as well. E-mail integration provides users with 24-hour access to e-mail from any touchtone phone. E-mail integration uses standard protocols to access, read and send e-mail messages on the voice messaging system.

**Warning:** Voice messages forwarded to an e-mail address using e-mail integration are deleted from the user mailbox and the following features are not supported: Pager Notification, Message Waiting Indication.

The following e-mail protocols are supported:

- IMAP

Internet Message Access Protocol (IMAP) allows the voice messaging system to access an e-mail inbox. Using IMAP, the voice messaging system can obtain e-mail message headers and body information from a variety of e-mail users. This information is then delivered to the text-to-speech engine to convert the text into audio for playback.

- MIME

Multipurpose Internet Mail Extensions (MIME), ensure that the voice messaging system is able to read the message header and body information. Multipart MIME messages enable the e-mail system to send enhanced versions of the message for messaging clients such as Lotus Notes or Microsoft Outlook. In addition, multipart MIME messages contain plain text messages that can be read to subscribers over the phone.



***If HTML tags are heard when listening to an e-mail message by phone, the system skips the message. Messages encoded only in HTML are not supported by text-to-speech at this time. Messages containing HTML must be encoded using multipart MIME for text-to-speech to work properly.***

- SMTP

Simple Mail Transport Protocol (SMTP), sends outgoing e-mail messages to e-mail boxes using the voice messaging system. The Forward voice mail to the e-mail system, Forward faxes to the e-mail system, Receive e-mail notification of new fax/voice mail and Reply to e-mail messages via voice mail features use SMTP to send outgoing messages. SMTP can also be configured to restrict the type of messages sent, such as only allowing SMTP mail to be sent to other users on the same domain. Refer to your Exchange, Domino, or GroupWise documentation, or consult your administrator on which settings will work best for your organization.

## Conditions

- When setting up hunt group priorities in 16-02-01 the VM ports must be assigned as port 1 = priority 1, port 2 = priority 2 and so on. Failure to do this will cause the VM to answer but no audio will be heard.
- The following Voice Mail features require changing system tones in Program 80-01-02 to work. Refer to the programming section for the VM8000 InMail feature for details.
  - Call Holding
  - Call Screening
  - Busy Greeting
  - Await Answer Transfer
- The Live Monitor and Live Record features are supported only for External CO/Trunk calls. Internal/Intercom calls are not supported.
- The following databases can be migrated to the UM8016:
  - OS/2 based EliteMail CTI
  - DOS based EliteMail Q51731 or higher

- 
- 
- Linux based EliteMail CTI LX
  - Linux based EliteMail CTI LX Lite
  - Voice messages forwarded to an e-mail address using e-mail integration are automatically deleted from the user mailbox E-mail integration does not include client applications ViewMail®, VMM, VMG and VML.
  - When voice messages are forwarded to an e-mail address using e-mail integration the following features are not supported: Pager Notification, Message Waiting Indication.
  - Trunk mapping only works for trunk numbers 1~99. Trunk numbers higher than 99 cannot be trunk mapped.
  - The UM8000 Mail can be configured for 4, 8, 12, or 16 ports.
  - The operating system is Linux.
  - The UM8000 Mail supports up to four Fax ports.
  - Extension numbers cannot start with 0 or 9.
  - The Live Monitor and Live Record features are supported only for External CO/Trunk calls. Internal/Intercom calls are not supported.
  - VM8000 InMail and UM8000 Mail cannot be used at the same time in the same system.
  - Ring Group calls do not follow extension call forwarding to voice mail.
  - Analog ports on the CPU do not support Message Waiting lamping.
  - Conversation Record does not work for monitored calls.
  - Caller ID information is passed from the voice mail to an extension for pre-answer display on an unscreened transfer from voice mail.
  - Off-premise notification and external extensions require access to outside lines.
  - To have the Voice Mail Automated Attendant answer a trunk, program the trunk as a DIL to a Voice Mail port.
  - When the voice mail places a call on hold, it uses Group Hold. Any line appearances for the trunk shows the hold flash rate, however, users cannot pick up these calls (a busy signal is heard).
  - The following voice mail features require system tones be changed in Program 80-01-02 to work. Refer to the Programming section for details.
    - Call Holding
    - Call Screening
    - Busy Greeting
    - Await Answer Transfer
  - If the following programs are changed while phone is online, a reset of the phone or reset of the feature is required before the setting takes effect:
    - Program 15-02-35 Message Waiting Lamp Cycle for Calling Extension
    - Program 15-02-36 Message Waiting Lamp Cycle for Called Extension

- Program 15-02-37 Voice Mail Message Wait Lamp Color
- Program 15-02-38 Voice Mail Message Wait Lamp Cycle
- If this LED is also used for Message Waiting Indication, and there are both voice mail messages and Message Wait indications, the color set for Message Wait overrides the color used for voice mail indications (red).
- During a Conversation Record session, DTMF digits are not transmitted. If the End softkey is used to stop the Conversation Record, DTMF to the outside party is restored. If you press the Conversation Record button to end the recording DTMF is not restored.
- Stutter Dial Tone is supported to Single Line Telephones (SLTs) for Voice Mail Message Waiting.
- When a Department Group is assigned as the VM Department Group in Program 45-01-01 it will only work as priority mode no matter what Program 16-01-02 is set to for that Department.

## Default Settings

Not Enabled

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## System Availability

### Terminals:

All Terminals

### Required Component(s)

CD-VM00

UM8000 Mail Media Kit

CPU License

### Required Software:

When using ViewMail for Microsoft Messaging (VMM) with Office XP/2002 or Office 2000 you must have at least Service Pack 3 for Office installed prior to installing VMM. Failure to do so requires removing and installing the entire Office software suite again. Microsoft Outlook needs Corporate or Workgroup version. When a customer is running the Windows XP operating system, the following versions of Microsoft Outlook work with VMM:

- Outlook 2000 with Service Pack 3
- Outlook 2002 (XP) with Service Pack 3
- Outlook 2003 with Service Pack 2

- Outlook 2007 (Vista 32-bit only)
- Outlook 2007 (XP)

The supported TeLANophy applications include:

- ViewMail
- ViewMail for Microsoft Messaging (VMM)
- ViewCall Plus
- ViewMail for GroupWise (VMG)
- ViewMail for Lotus Notes (VML)

These TeLANophy applications work on the following operating systems:

- Windows XP
- Windows 2000
- Windows Vista (32-bit only)

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## **Related Features**

**Barge-In**

**Call Forwarding**

**Caller ID**

**Central Office Calls, Answering**

**Central Office Calls, Placing**

**Direct Inward Line (DIL)**

**Hold**

**Message Waiting**

**One-Touch Calling**

**Programmable Function Keys**

**Transfer**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-09-01	<b>DTMF and Dial Tone Circuit Setup</b>	Assign at least one circuit for DTMF reception (type 0 or 1). Use the following as a guide when allocating DTMF receivers: <ul style="list-style-type: none"> <li>○ In light traffic sites, allocate one DTMF receiver for every 10 devices that use them.</li> <li>○ In heavy traffic sites, allocate one DTMF receiver for every five devices that use them.</li> </ul>	0 = Common Use 1 = Extension Only 2 = Trunk Only Default: Circuit/Resource 01~08 = 1 (Extensions) Circuit/Resource 09~32 = 2 (Trunks) Circuit/Resource 33~96 = 0 (Not Used) Circuit/Resource 97~160 = 0 (Common) When PZ-BS10 is installed, 97~160 are available			✓
10-55-01	<b>Package Network Setup – IP Address</b>	Use to define the IP Address for the CD-ETIA.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.255.255.254 192.0.0.1 ~ 223.255.255.254 (default = 172.16.1.100)	✓		
10-55-03	<b>Package Network Setup – Main/Add-on</b>	The Main setting is to be utilized to distribute an IP Address to the blade.	0 = Main 1 = Add-on (default = 1)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-55-04	Package Network Setup – Sub Net Mask	Define the subnet mask for the CD-ETIA.	128.0.0.0 192.0.0.0 224.0.0.0 240.0.0.0 248.0.0.0 252.0.0.0 254.0.0.0 255.0.0.0 255.128.0.0 255.192.0.0 255.224.0.0 255.240.0.0 255.248.0.0 255.252.0.0 255.254.0.0 255.255.0.0 255.255.128.0 255.255.192.0 255.255.224.0 255.255.240.0 255.255.248.0 255.255.252.0 255.255.254.0 255.255.255.0 255.255.255.128 255.255.255.192 255.255.255.224 255.255.255.240 255.255.255.248 255.255.255.252 255.255.255.254 255.255.255.255 (default = 255.255.0.0)	✓		
10-55-05	Package Network Setup – Default Gateway	Define the default gateway for the CD-ETIA.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.255.255.254 192.0.0.1 ~ 223.255.255.254 (default = 0.0.0.0)	✓		
11-07-01	Department Group Pilot Numbers – Dial	Assign a Department Group pilot number for the Voice Mail (eight digits maximum). The extensions are assigned to the group in Program 16-02-01.	Up to eight digits (default not assigned)	✓		
14-01-22	Basic Trunk Data Setup – Caller ID to Voice Mail	Enable (1) or disable (0) the system ability to send the Caller ID digits to voice mail.	Trunks 1~200 0 = Disable 1 = Enable (default = 0)	✓		
14-02-10	Analog Trunk Data Setup – Caller ID	Enable or Disable a trunk to receive Caller ID information.	Trunks 1~200 0 = Disable 1 = Enable (default = 1)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-02-08	<b>Multiline Telephone Basic Data Setup – Automatic Handsfree</b>	Use this option to set whether pressing a key accesses a One-Touch Key (1) or if it preselects the key (0).	0 = Preselect 1 = One-Touch (Automatic Handsfree) (default = 1)		✓	
15-02-26	<b>Multiline Telephone Basic Data Setup – MSG Key Operation Mode</b>	Determine whether an extension MSG key should function as a Message key or Voice Mail key. If set as a Message key, users can press the key to call the voice mail only when they have new messages.	0 = Message Key 1 = Voice Mail Key (default = 1)		✓	
15-02-28	<b>Message Waiting Lamp Color</b>	Determine whether an extension Message Waiting Lamp lights Green (0) or Red (1) when a message is received.	0 = Green 1 = Red (default = 0)			
15-02-28	<b>Multiline Telephone Basic Data setup – Message Waiting Lamp Color</b>	Determine whether an extension Message Waiting Lamp lights Green (0) or Red (1) when a message is received.	0 = Green 1 = Red (default = 0)			
15-02-37	<b>Multiline Telephone Basic Data Setup – Voice Mail Message Wait Lamp Color</b>	Use to set up various message wait lamp cycle options for lamp color.	0 = Green 1 = Red (default = 1)		✓	
15-02-38	<b>Multiline Telephone Basic Data Setup – Voice Mail Message Wait Lamp Cycle</b>	Select the cycle method that the Large LED flashes when the extension has a VM Message Waiting set to the extension.	1 = Cycle 1 2 = Cycle 2 3 = Cycle 3 4 = Cycle 4 5 = Cycle 5 6 = Cycle 6 7 = Cycle 7 (default = 3)		✓	
15-03-01	<b>Single Line Telephone Basic Data Setup – SLT Signaling Type</b>	For each UNIVERGE SV8100 voice mail extension, this option must be set to 1.	0 = DP 1 = DTMF (default = 1)		✓	
15-03-03	<b>Single Line Telephone Basic Data Setup – Terminal Type</b>	Enter 1 for this option to allow a single line port to receive DTMF tones after the initial call setup. Enter 0 to have the port ignore DTMF tones after the initial call setup. For Voice Mail, always enter 1 (e.g., receive DTMF tones).	0 = Normal 1 = Special (default = 0)	✓		
15-03-09	<b>Single Line Telephone Basic Data Setup – Caller ID Function - For External Module</b>	This option <i>must</i> be set to '0' when voice mail is used or the integration code for the disconnect function is incorrect.	0 = Disable (Off) 1 = Enable (On) (default = 0)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-07-01	<b>Programmable Function Keys</b>	<p>Assign a Voice Mail key to an extension. You must enter the Voice Mail key code (code 77) followed by:</p> <ul style="list-style-type: none"> <li>○ Your own extension number if you are setting up your own Voice Mail key.</li> <li>○ A virtual extension number if you are setting up a Message Center key for a virtual extension.</li> <li>○ A co-worker's extension number if you are setting up a Message Center key for an installed extension.</li> <li>○ An uninstalled extension number if you are setting up a Message Center key for an uninstalled extension.</li> <li>○ (Optional) Assign a Voice Mail Record key to an extension (code 78).</li> <li>○ (Optional) Assign a Personal Answering Machine Emulation key (code 16).</li> <li>○ (Optional) Use a Call Redirect key (49) to allow a user to transfer a call to another extension or voice mail without answering the call.</li> </ul>	<p>Line Key 1~48                      0~99 (Normal Function Code 751 by default)                      *00 ~ *99 (Appearance Function Code)(Service Code 752 by default)</p>	✓		
16-02-01	<b>Department Group Assignment for Extensions</b>	<p>Set up the Department Group called by the pilot number and the extension priority when a group is called.                      Call Pickup Groups are set up in 23-02.</p> <p><i>When setting up hunt group priorities the VM ports must be assigned as port 1 = priority 1, port 2 = priority 2 and so on. Failure to do this will cause the VM to answer but no audio will be heard.</i></p>	<p>Department Groups 1-64                      Priority 1-512                      Default = All extensions in Department Group 1 with priority in port order:                      Port 1 priority = 1                      Port 512 priority = 512</p>	✓		
20-02-09	<b>System Options for MultiLine Telephones – Disconnect Supervision</b>	<p>Enable (1) disconnect supervision for the system.</p>	<p>0 = Disable                      1 = Enable                      (default = 1)</p>			✓
20-06-01	<b>Class of Service for Extensions</b>	<p>Assign a Class of Service (1~15) to the voice mail extensions. It is recommended to use COS 14 for all time modes.</p>	<p>Day Night/Mode: 1~8                      Class of Service of Extensions (1~15)                      Default:                      Extension port 101 = Class 15                      All other extension port = Class 1</p>		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-09-02	<b>Class of Service Options (Incoming Call Service) – Caller ID Display</b>	Turns Off (0) or On (1) the Caller ID display at an extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-01	<b>Class of Service Options (Hold/Transfer Service) – Call Forward All</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forward Immediate.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-02	<b>Class of Service Options (Hold/Transfer Service) – Call Forward When Busy</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forwarding when Busy.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-03	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding When Unanswered</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forwarding when Unanswered.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-04	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding (Both Ringing)</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forwarding with Both Ringing.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-05	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding with Follow Me</b>	In an extension's Class of Service, turns On (1) or Off (0) an extensions ability to set Call Forward with Follow Me.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-12	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding Off-Premise (External Call forwarding)</b>	In an extensions Class of Service, turns On (1) or Off (0) setting up Call Forwarding Off-Premise at the extension. Setting these options to off (0) for the voice mail COS is recommended.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-01	<b>Class of Service Options (Supplementary Service) – Long Conversation Alarm</b>	Turns Off (0) or On (1) the Warning Tone for Long Conversation (not for single line telephones).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-05	<b>Class of Service Options (Supplementary Service) – Intercom Off-Hook Signaling</b>	Turns On (1) or Off (0) the ability of an extension to receive Off-Hook Signals.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-06	<b>Class of Service Options (Supplementary Service) – Automatic Off-Hook Signaling (Automatic Override)</b>	Allows a busy extension ability to Manually (0) or Automatically (1) receive Off-Hook signals.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-07	<b>Class of Service Options (Supplementary Service) – Message Waiting</b>	Turns Off (0) or On (1) an extension ability to leave Message Waiting.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-13	<b>Class of Service Options (Supplementary Service) – Continued Dialing (DTMF) Signal On ICM Call</b>	Turns Off (0) or On (1) an extension user ability to use Continued Dialing, which allows DTMF signal sending while talking on extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-15	<b>Class of Service Options (Supplementary Service) – Barge-In, Initiate</b>	Turns Off (0) or On (1) an extension user ability to barge-in on other's calls.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-16	<b>Class of Service Options (Supplementary Service) – Barge-In, Receive</b>	In an extension Class of Service, turns On (1) or Off (0) Barge-In at the receiving extension (i.e., Barge-In receive).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-28	<b>Class of Service Options (Supplementary Service) – Allow Class of Service to be Changed</b>	Turns Off or On the ability of an extension COS to be changed via Service Code 677.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-35	<b>Class of Service Options (Supplementary Service) – Block Camp On</b>	It is recommended that these options be set to off (0) for the voice mail COS.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
22-01-04	<b>System Options for Incoming Calls – DIL No Answer Recall Time</b>	A DIL that rings its programmed destination longer than this interval diverts to the DIL No Answer Ring Group (set in Program 22-08).	0~64800 (seconds) (default = 0 seconds)	✓		
24-02-02	<b>System Options for Transfer – MOH or Ring back on Transferred Calls</b>	Use this option to enable (0) or disable (1) MOH on Transfer. If enabled (0), a transferred caller hears Music on Hold while their call rings the destination extension. If disabled (1), a transferred caller hears ring back while their call rings the destination extension. For this option to work with voice mail, the transferred call must be an unscreened transfer.	0 = Hold Tone 1 = Ring Back Tone (default = 0)		✓	

### Assign Trunks As Automated Attendant Trunks – Method 1

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
22-02-01	Incoming Call Trunk Setup	Assign Service Type 4 to each trunk you want to ring into Voice Mail as a Direct Inward Line (DIL).	0 = Normal 1 = VRS (second dial tone if no VRS installed) 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie line 6 = Delayed VRS 7 = ANI/DNIS 8 = DID(DDI) Mode Switching (default = 0)	✓		
22-07-01	DIL Assignment	Assign the master/pilot number of the voice mail group from Program 11-07-01 as the DIL destination. If all Voice Mail ports are in the same unique Extension (Department) Group (see Program 16-02 above), the DIL rings another Voice Mail port if its assigned port is busy.	Extension Number (maximum eight digits) (default not assigned)	✓		

### Assign Trunks As Automated Attendant Trunks – Method 2

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
22-02-01	Incoming Call Trunk Setup	Assign Service Type 0 to each trunk you want to ring into Voice Mail as a normal line.	Trunks 1~200 0 = Normal 1 = VRS (second dial tone if no VRS installed) 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie line 6 = Delayed VRS 7 = ANI/DNIS 8 = DID(DDI) Mode Switching (default = 0)	✓		
22-04-01	Incoming Extension Ring Group Assignment	Assign Ring Group 102 for an In-Skin/External Voice Mail, or 103 for a Central Voice Mail as the destination.	Maximum eight digits Default: Extensions 101~108 (first eight ports) ring for incoming Ring Group 1 calls. No other extensions ring for incoming Ring Group 1 calls.		✓	

## For Either Method:

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-12-42	<b>Service Code Setup (for Service Access) – Flash on Trunk Lines</b>	Program the dial access code to use for sending a hook flash to Telco. This code is used for Centrex Transfer using Digital Voice Mail ports. If this code starts with #, Program 45-01-05 must be set to 0 (Off).	SLT (default = #3)		✓	
22-04-01	<b>Incoming Extension Ring Group Assignment</b>	To enable Voice Mail Overflow, assign selected extensions to a Ring Group that ring for unanswered DILs to Voice Mail ports. In Program 22-06, enter 1 to enable overflow ringing.	Maximum eight digits Default: Extensions 101~108 (first eight ports) ring for incoming Ring Group 1 calls. No other extensions ring for incoming Ring Group 1 calls.		✓	
22-08-01	<b>DIL/IRG No Answer Destination</b>	For Voice Mail Overflow, enter the Ring Group that unanswered DILs to Voice Mail ring after the DIL Call Waiting time (Program 22-01-04).	0 (No Setting) 001~100 (Incoming Ring Group) 102 (In-Skin/ External Voice Mail or VM8000 InMail) (default = 1)		✓	
24-02-03	<b>System Options for Transfer – Delayed Call Forwarding Time</b>	Set the interval a transferred call waits at a forwarded extension before routing to the called extension mailbox.	0~64800 (seconds) (default = 10)		✓	
45-01-01	<b>Voice Mail Integration Options – Voice Mail Department Group Number</b>	Assign which Extension (Department) Group number is to be assigned as the voice mail group. This program defines the Quick Transfer to Voice Mail destination. An entry of '0' means there is no voice mail installed. Department Groups: 0, 1~64	0~64 0 = No Voice Mail (default = 0)	✓		
45-01-02	<b>Voice Mail Integration Options – Voice Mail Master Name</b>	Enter the Voice Mail master name up to 12 characters.	Up to 12 Characters (default = Voice Mail)		✓	
45-01-04	<b>Voice Mail Integration Options – Park and Page</b>	Enable (1) or disable (0) the system ability to process the Voice Mail Park and Page (*) commands. You should normally enable this option.	0 = Off 1 = On (default = 1)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
45-01-05	Voice Mail Integration Options – Message Wait	When using Centrex transfer from a voice mail port then the following items must be considered: <ul style="list-style-type: none"> <li>○ If the Feature Access Code starts with # in Program 11-12-42 then set Program 45-01-05 to "Off".</li> <li>○ When assigning the dial string in voice mail, one or more "Pauses" may be needed too, depending on what Telco needs.</li> </ul>	0 = Off 1 = On (default = 1)		✓	
45-01-06	Voice Mail Integration Options – Record Alert Tone Interval Time	This timer sets the interval (0~64800 seconds) between Voice Mail Conversation Record alerts.	0~64800 (seconds) (default = 30)		✓	
45-01-18	Voice Mail Integration Options – Trunk Number Mapping	Assign the digits of trunk number mapping.	Options 2~3 (default = 2)		✓	
80-01-02	Service Tone Setup – Basic Tone Number	Used to customize the systems service tones.	1~33 0 = No Tone 33 = Default Time Slot (refer to the SV8100 Programming Manual for default values)		✓	
80-03-01	DTMF Tone Receiver Setup – Detect Level	Used to customize the Detect Level for DTMF Tone Receivers.	0 = 0dBm ~ -25dBm 1 = -5dBm ~ -30dBm 2 = -10dBm ~ -35dBm 3 = -15dBm ~ -40dBm 4 = -20dBm ~ -45dBm 5 = -25dBm ~ -50dBm 6 = -30dBm ~ -55dBm default: 0 Type 1~5			✓
80-03-02	DTMF Tone Receiver Setup – Start delay time	Use this option to define the start delay time for DTMF Tone Receiver.	0~255 (0.25 ms ~ 64 ms) default: Type 1~5 = 0		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-03-03	DTMF Tone Receiver Setup – Min. detect level	Use this option to define the minimum detection level for DTMF Tone Receiver.	0~15 detect level 0: -10dBm(0) to -25dBm(15) detect level 1: -15dBm(0) to -30dBm(15) detect level 2: -20dBm(0) to -35dBm(15) detect level 3: -25dBm(0) to -40dBm(15) detect level 4: -30dBm(0) to -45dBm(15) detect level 5: -35dBm(0) to -50dBm(15) detect level 6: -40dBm(0) to -55dBm(15) detect level 7: -45dBm(0) to -60dBm(15) detect level 8: -50dBm(0) to -65dBm(15) detect level 9: -55dBm(0) to -70dBm(15) detect level 10: -60dBm(0) to -75dBm(15) detect level 11: -65dBm(0) to -80dBm(15) detect level 12: -70dBm(0) to -85dBm(15) detect level 13: -75dBm(0) to -90dBm(15) detect level 14: -80dBm(0) to -95dBm(15) detect level 15: -85dBm(0) to -100dBm(15) default: Type 1 = 10 (-20dBm) Type 2 = 15 (-25dBm) Type 3~5 = 10 (-20dBm)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-03-04	<b>DTMF Tone Receiver Setup – Max. detect level</b>	Use this option to define the maximum detection level for DTMF Tone Receiver.	0~15 detect level 0: 0dBm(0) to -15dBm(15) detect level 1: -5dBm(0) to -20dBm(15) detect level 2: -10dBm(0) to -25dBm(15) detect level 3: -15dBm(0) to -30dBm(15) detect level 4: -20dBm(0) to -35dBm(15) detect level 5: -25dBm(0) to -40dBm(15) detect level 6: -30dBm(0) to -45dBm(15) detect level 7: -35dBm(0) to -50dBm(15) detect level 8: -40dBm(0) to -55dBm(15) detect level 9: -45dBm(0) to -60dBm(15) detect level 10: -50dBm(0) to -65dBm(15) detect level 11: -55dBm(0) to -70dBm(15) detect level 12: -60dBm(0) to -75dBm(15) detect level 13: -65dBm(0) to -80dBm(15) detect level 14: -70dBm(0) to -85dBm(15) detect level 15: -75dBm(0) to -90dBm(15) default: Type 1~5 = 0		✓	
80-03-05	<b>DTMF Tone Receiver Setup – Forward twist level</b>	Use this option to define the forward twist level for DTMF Tone Receiver.	0~9 (1dB ~ 10dB) default: All Receivers = 9		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-03-06	<b>DTMF Tone Receiver Setup – Backward twist level</b>	Use this option to define the backwards twist level for DTMF Tone Receiver.	0~9 (1dB ~ 10dB) default: All Receivers = 9		✓	
80-03-07	<b>DTMF Tone Receiver Setup – ON detect time</b>	Use this option to define the On detection time for DTMF Tone Receiver.	1~255 (15+ 15 ms ~ 3825 ms) default: All Receivers = 1		✓	
80-03-08	<b>DTMF Tone Receiver Setup – OFF detect time</b>	Use this option to define the Off detection time for DTMF Tone Receiver.	1~255 (15+ 15 ms ~ 3825 ms) default: All Receivers = 1		✓	
80-04-01	<b>Call Progress Tone Detector Setup – Detection Level</b>	Define the various levels and timers for the Call Progress Tone Detector. Use this option to set the Detection Level.	0 = 0dBm ~ -25dBm 1 = -5dBm ~ -30dBm 2 = -10dBm ~ -35dBm 3 = -15dBm ~ -40dBm 4 = -20dBm ~ -45dBm 5 = -25dBm ~ -50dBm 6 = -30dBm ~ -55dBm default: Type 1 (DT) – 0 (-25dBm) Type 2 (BT) – 0 (-25dBm) Type 3 (RBT) – 0 (-25dBm) Type 4, Type 5 – 0			✓
80-04-02	<b>Call Progress Tone Detector Setup – Min. Detection Level</b>	Define the various levels and timers for the Call Progress Tone Detector. Use this option to set the minimum detection level.	0~15 detect level 0: –15dBm(0) to –30dBm(15) detect level 1: –30dBm(0) to –45dBm(15) detect level 2: –40dBm(0) to –55dBm(15) default: Type 1 (DT) – 15 (-25dBm) Type 2 (BT) – 15 (-25dBm) Type 3 (RBT) – 15 (-25dBm) Type 4, Type 5 – 0		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-04-03	<b>Call Progress Tone Detector Setup – S/N Ratio</b>	Define the various levels and timers for the Call Progress Tone Detector.	0~4 (0dB ~ -20dB) default: Type 1 (DT) – 4 (-20dB) Type 2 (BT) – 4 (-20dB) Type 3 (RBT) – 4 (-20dB) Type 4, Type 5 – 0		✓	
80-04-04	<b>Call Progress Tone Detector Setup – No Tone Time</b>	Define the various levels and timers for the Call Progress Tone Detector. Use this option to set No Tone Time.	0~255 (30+30-7680ms) default: Type 1 (DT) – 132 (3990ms) Type 2 (BT) – 132 (3990ms) Type 3 (RBT) – 132 (3990ms) Type 4, Type 5 – 0		✓	
80-04-05	<b>Call Progress Tone Detector Setup – Pulse Count</b>	Define the various levels and timers for the Call Progress Tone Detector. Use this option to set the Pulse Count.	1~255 default: Type 1 (DT) – 1 Type 2 (BT) – 1 Type 3 (RBT) – 1 Type 4, Type 5 – 0		✓	
80-04-06	<b>Call Progress Tone Detector Setup – ON minimum time</b>	Define the various levels and timers for the Call Progress Tone Detector. Use this option to set the minimum On time.	1~255 (30+30-7680ms) default: Type 1 (DT) – 9 (300ms) Type 2 (BT) – 9 (300ms) Type 3 (RBT) – 25 (780ms) Type 4, Type 5 – 0		✓	
80-04-07	<b>Call Progress Tone Detector Setup – ON maximum time</b>	Define the various levels and timers for the Call Progress Tone Detector. Use this option to set the maximum On time.	0~255 (30+30-7680ms) default: Type 1 (DT) – 0 Type 2 (BT) – 14 (450ms) [ET] Type 3 (RBT) – 40 (1230ms) Type 4, Type 5 – 0		✓	
80-04-08	<b>Call Progress Tone Detector Setup – OFF minimum time</b>	Define the various levels and timers for the Call Progress Tone Detector. Use this option to set the minimum Off time.	1~255 (30+30-7680ms) default: Type 1 (DT) – 1 (60ms) Type 2 (BT) – 9 (300ms) Type 3 (RBT) – 83 (2520ms) Type 4, Type 5 – 0		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-04-09	Call Progress Tone Detector Setup – OFF maximum time	Define the various levels and timers for the Call Progress Tone Detector. Use this option to set the maximum Off time.	0~255 (30+30-7680ms) default: Type 1 (DT) – 1 (60ms) Type 2 (BT) – 14 (450ms) Type 3 (RBT) – 115 (3480ms) Type 4, Type 5 – 0		✓	

## Operation

Refer to [VM8000 InMail on page 2-1213](#) for complete telephone operation procedures.

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## *Uniform Call Distribution (UCD)*

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### **Description**

With Uniform Call Distribution (UCD), an extension user can call an idle extension in a preprogrammed UCD Group (Department Group – 64 Department Groups available) by dialing the group pilot number. For example, this would let a caller dial the Sales department just by knowing the Sales department pilot number. The caller would not have to know any of the Sales department extension numbers.

### **User Log Out/Log In**

An extension user can log out and log in to a UCD (Department) group. By logging out, the user removes their extension from the group. Once logged out, UCD (Department Calling) bypasses their extension. When they log back in, UCD (Department Calling) routes to their extension normally. All users can dial a code to log in or log out of their UCD (Department Calling) Group. A multiline terminal can optionally have a function key programmed for one-button log in and log out.

### **Enhanced Hunting**

UCD (Department Calling) is enhanced with expanded hunting abilities. Hunting sets the conditions under which calls to a UCD (Department Group) pilot number cycles through the members of the group. The hunting choices are:

**Busy**

A call to the pilot number only hunts past a busy group member to the first available extension. A call rings on an unanswered extension until it is answered, or the caller hangs up.

**Not Answered**

A call to the pilot number cycles through the idle members of a UCD (Department Calling) group. The call continues to cycle until it is answered or the calling party hangs up. However, if the next station in the cycle is busy when a new call comes in, the call queues to the busy agent. New calls do not hunt past a busy agent.

**Busy or Not Answered**

A call to the pilot number cycles through the idle members of a UCD (Department Calling) group. The call continues to cycle until it is answered or the calling party hangs up.

If all members of the UCD (Department) group are busy, an incoming or transferred call to the group pilot number queues for an available member. Each group has a queue that can hold any number of waiting calls. If a display telephone is waiting in queue, the user sees: *WAITING (group name)*. If a transferred call in queue is an outside call, and the system has a DSP daughter board installed with the VRS compact flash, the queued caller hears, *"Please hold on. All lines are busy. Your call will be answered when a line becomes free."*

The VRS can also transfer calls to UCD (Department) groups. Refer to the [Voice Response System \(VRS\) on page 2-1281](#) feature for more information on setting up the VRS.

The system prevents hunting to a UCD (Department) group extension if it is:

- Busy on a call
- In Do Not Disturb
- Call Forwarded
- Logged Out

### **Conditions**

- When a DIL rings to a UCD (Department) groups, the DIL may follow overflow programming (Program 22-01-04 and Program 22-08-01).
- If an extension has Call Forwarding set, the system does not hunt to the forwarded extension.

### **Default Setting**

Disabled

### Priority Routing

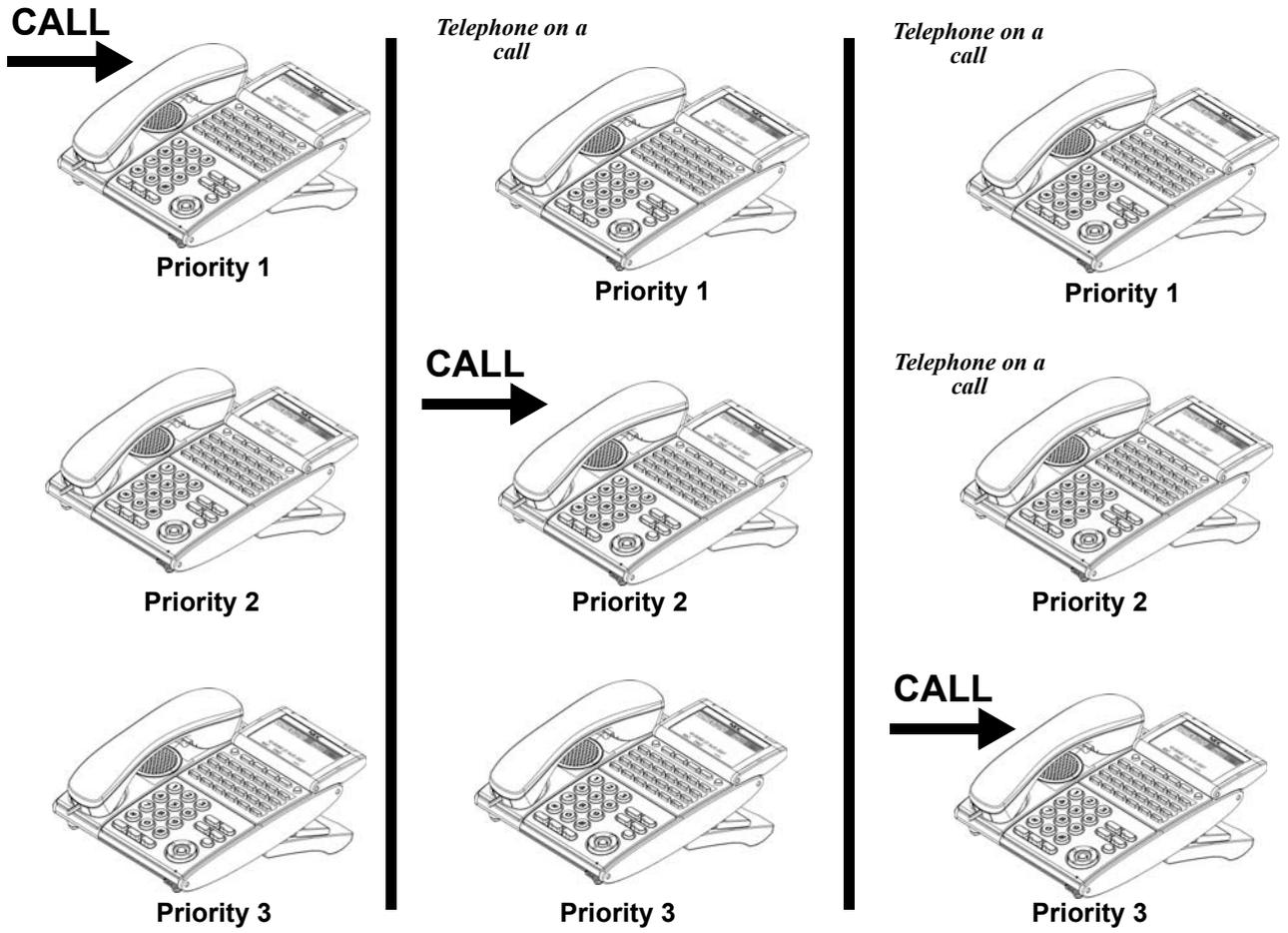


Figure 2-6 Uniform Call Distribution (UCD) Priority Call Routing

### Circular Routing

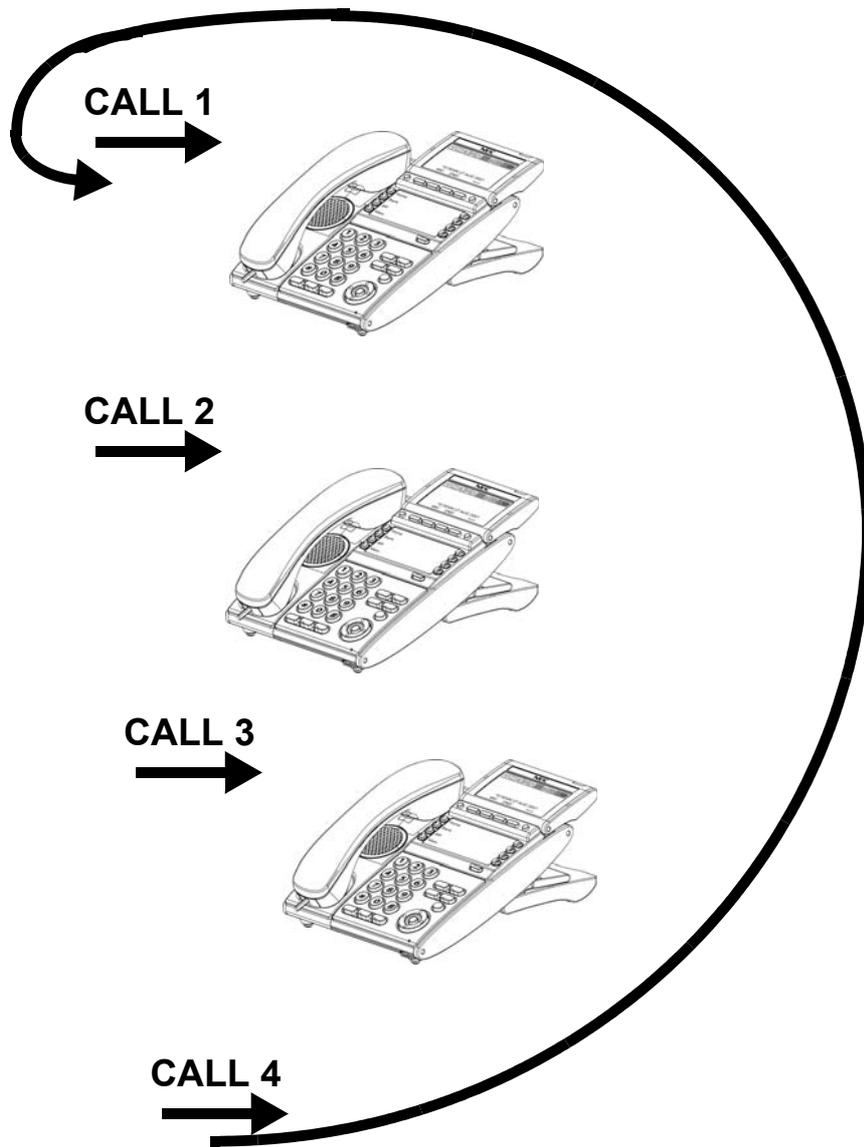


Figure 2-7 Uniform Call Distribution (UCD) Circular Routing

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## **System Availability**

### **Terminals**

All Stations

### **Required Component(s)**

DSPII-U10 Unit and VRS Compact Flash (for Delay Announcements)

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## **Related Features**

**Automatic Call Distribution (ACD)**

**Call Forwarding**

**Call Arrival (CAR) Keys**

**Transfer**

**VM8000 InMail**

**Voice Response System (VRS)**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

 *The items highlighted in gray are read only and cannot be changed.*

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-07-01	<b>Department Group Pilot Numbers – Dial</b>	Assign pilot numbers to the Extension (Department) Groups you set up in Program 16-02-01~Program 16-02-10.	Up to eight digits (default not assigned)	✓		
15-07-01	<b>Programmable Function Keys</b>	Assign a Uniform Call Distribution key (46) so extension users can install or remove themselves from the Uniform Call Distribution Group. Additional keys can also be assigned for Department Group features Automatic Transfer (56), immediate calling destination (58), delayed calling destination (59), and DND destination (60).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)		✓	
16-01-01	<b>Department Group Basic Data Setup – Department Name</b>	Assign a name to the Extension (Department) Groups.	Maximum 12 characters (default not assigned)	✓		
16-01-02	<b>Department Group Basic Data Setup – Department Calling Cycle</b>	Set the routing cycle for calls into a department (i.e., when a user dials the department pilot number). The system can ring the highest priority extension available (Priority Routing, 0) or cycle in circular order to a new idle extension for each new call (Circular Routing, 1– set to 1 for UCD).	0 = Normal Routing (Priority) 1 = Easy – UCD Routing (Circular) (default = 0)	✓		
16-01-03	<b>Department Group Basic Data Setup – Department Routing When Busy (Auto Step Call)</b>	Set how the system routes an Intercom call to a busy Department Group member. The caller can hear busy tone (0) or overflow to the first available Department Group member (1). This option is for Intercom calls to an extension, not a pilot number.	0 = Normal (Intercom caller to busy department member hears busy) 1 = Circular (Intercom callers to busy department member routes to idle member) (default = 0)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
16-01-04	<b>Department Group Basic Data Setup – Hunting Mode</b>	Set if an unanswered call should hunt once stopping at the last member tried (0) or continually hunt through the idle members (1).	0 = Last extension is called and hunting is stopped 1 = Circular (default = 0)	✓		
16-01-05	<b>Department Group Basic Data Setup – Extension Group All Ring Mode Operation</b>	Set if all members of the group should ring automatically (1) or through the use of the service code (0) defined in Program 11-12-09. Selecting automatic will override the settings of Programs 16-01-03 and 16-01-04.	0 = Manual 1 = Automatic (default = 0)	✓		
16-01-06	<b>Department Group Basic Data Setup – STG Withdraw Mode</b>	Use to set the STG withdraw mode for each department group.	0 = Disable (Camp On) 1 = Enable (Overflow Mode) (default = 0)	✓		
16-01-07	<b>Department Group Basic Data Setup – Call Recall Restriction for STG</b>	Determine whether or not an unanswered call transferred to a Department Group should recall the extension from which it was transferred.	0 = Disable (Recall) 1 = Enable (No Recall) (default = 0)	✓		
16-01-09	<b>Department Group Basic Data Setup – Department Hunting No Answer Time</b>	Set how long a call rings a Department Group extension before hunting occurs.	64800 (seconds) (default = 15 seconds)	✓		
16-01-10	<b>Department Group Basic Data Setup – Enhanced Hunt Type</b>	Set the type of hunting for each Department Group: 0 = No Queuing 1 = Hunting When Busy 2 = Hunting When Not Answered 3 = Hunting When Busy or No Answer	0 = No queuing 1 = Hunting When Busy 2 = Hunting When Not Answered 3 = Hunting When Busy or No Answer (default = 0)	✓		
16-02-01	<b>Department Group Assignment for Extensions</b>	Set up the Department Group called by the pilot number and the extension priority when a group is called. Call Pickup Groups are set up in 23-02.	Department Groups 1-64 Priority 1-512 Default = All extensions in Department Group 1 with priority in port order: Port 1 priority = 1 Port 512 priority = 512	✓		
16-03-01	<b>Secondary Department Group</b>	Use this program to assign extensions to multiple Department Groups and set the priority assignment. Each Secondary Department Group can have up to 16 extensions assigned.	Extension Number Maximum eight digits Priority Order 0~999 (default not assigned)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-09-07	<b>Class of Service Options (Incoming Call Service) – Call Queuing</b>	Turns Off (0) or On (1) an extension ability to have calls queued if a call rings the extension when it is busy.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-11-17	<b>Class of Service Options (Hold/Transfer Service) – Department Group Trunk-to-Trunk Transfer (Each Telephone Group Transfer)</b>	Turns On (1) or Off (0) the ability of an extension in a Department Group to use the Trunk-to-Trunk Forwarding service codes.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-06	<b>Class of Service Options (Supplementary Service) – Automatic Off-Hook Signaling (Automatic Override)</b>	Allows a busy extension ability to Manually (0) or Automatically (1) receive Off-Hook Signals.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-14	<b>Class of Service Options (Supplementary Service) – Department Calling (PLT No Called Extension)</b>	Turns Off or On an extension user ability to call a Department Group Pilot.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
22-02-01	<b>Incoming Call Trunk Setup</b>	If you want a trunk to be a DIL to a Department Group, assign Service Type 4 for each Night Service Mode. Also see Program 22-07-01.	0 = Normal 1 = VRS (second dial tone if no VRS installed) 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie line 6 = Delayed VRS 7 = ANI/DNIS 8 = DID(DDI) Mode Switching (default = 0)		✓	
22-07-01	<b>DIL Assignment</b>	For each trunk assigned Service Type 4 in Program 22-02 above, assign the DIL destination as the Department Group pilot number (as assigned in Program 11-07-01). (Department: Groups 1~64).	Extension Number (maximum eight digits) (default not assigned)		✓	
24-02-05	<b>System Options for Transfer – Message Wait Ring Interval Time</b>	For Single Line Telephones (SLTs) without message waiting lamps, this is the time between intermittent ringing. If this value is set to 0, the system rings once.	0~64800 (seconds) (default = 30 seconds)		✓	
24-02-08	<b>System Options for Transfer – Delayed Transfer Timer for All Department Groups</b>	Determine how long a call should ring a Department Group before transferring the call.	0~64800 (seconds) (default = 10 seconds)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
24-05-01	Department Group Transfer Target Setup	Assign the Speed Dialing bin to each Department Group to hold the destination for the immediate automatic transfer of ICM and transferred calls to the Department Group feature.	0~1999 (default = 1999)		✓	

## Operation

### To call a UCD Group:

- At the multiline terminal, press the **Speaker** key.  
- OR -  
At single line telephone, lift the handset.
- Dial the UCD group (department) extension or pilot number.  
 *The system routes the call to the first free telephone in the (UCD group) department.*

### To log out of your UCD (Department Calling) Group:

-  *While you are logged out, UCD (Department Calling) cannot route calls to your extension.*
- Press the **Speaker** key.
  - Dial **650** and **1**.  
- OR -  
Press **Uniform Call Distribution Log In** key (Program 15-07 or SC 751: 46).  
 *The key lights while you are logged out.*

### To log back in to your UCD (Department Calling) Group:

-  *While you log back in, Uniform Call Distribution routes calls to your extension.*
- Press the **Speaker** key.
  - Dial **650** and **0**.  
- OR -  
Press **UCD (Department Calling) Log In** key (Program 15-07 or SC 751: 46).  
 *The key goes out when you log back in.*

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# *Uniform Numbering Network*

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## **Description**

Uniform Numbering Network allows multiple or compatible systems to be connected in a network using Tie Lines. A station user can dial a system number and a station number (open numbering) or dial the station number only (closed numbering) to access any station. When the calling and called systems are not directly connected, several Tie Lines may be accessed to route the call. Each system extends the call to the next system until the final destination is reached. Networking provides a seamless connection of multiple systems into a single “virtual” communications system using Tie Lines with a unified numbering plan. Networking allows many companies to connect their telephone systems so they appear as one. An extension user in the network can easily dial another extension or transfer a call within the Networking System. Calls are passed from network node to network node using a protocol that contains information about the source of the call, the type of call and the destination of the call.

## **Flexible Network Routing**

Use network routes to set up single-channel networking between many separate systems – or use multiple networking channels per system for greater network performance. Data tables in the system program define the routing for each extension in each network node. These tables are easily customized to meet the requirements of each networking configuration. Users may place an intercom call or transfer a call to any extension at any location by dialing an extension number. The system analyzes each extension number received and determines how to route the call to its final destination. The feature which handles this route selection is called Flexible Routing (F-Routing). F-Routing also has the ability to select alternate routes to the destination extension if the primary destination is busy. Up to 120 routes are available for networking. Once an extension number is dialed, the system checks the routing, accesses the assigned trunk group and places the call. Each extension is assigned a route or routes that decide which trunk group to access and any modified dialed data if required.

## **Conditions**

- Monitor the Uniform Numbering Network Access Code plan to avoid loss of Access Codes and to prevent duplicating codes.
- The distant system number can be programmed as 2~8 digits in length.
- The UNIVERGE SV8100 system has 500 ARS/F-Route Tables that can be shared by outgoing Tie lines, ISDN CO/PBX, and FT1 lines.
- When a call from/to the remote-end is made to a busy station in the UNIVERGE SV8100 system, the caller cannot set features such as Callback Message, Step Call, or Camp-On.
- A maximum of 120 Dial Analysis Tables which allows a maximum of 121 connected systems per Uniform Numbering Network.
- DID Full Digit Conversion can access the Uniform Numbering Network.

## **Default Setting**

None

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## **System Availability**

### **Terminals**

All Stations

### **Required Component(s)**

CD-4ODTA or CD-PRTA

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## **Related Features**

**Automatic Route Selection**

**Flexible System Numbering**

**K-CCIS – IP**

**K-CCIS – T1**

**Multiple Trunk Types**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-01-01	<b>System Numbering – Service Code</b>	<p>Set the systems internal (Intercom) numbering plan. The numbering plan assigns the first and second digits dialed and affects the digits an extension user must dial to access other extensions and features, such as service codes and trunk codes. If the default numbering plan does not meet the site requirements, use this program to tailor the system numbering to the site.</p> <p><b>Caution</b> Improperly programming this option can adversely affect system operation. Make sure you thoroughly understand the default numbering plan before proceeding. <b>Before changing your numbering plan, use PCPro or WebPro to make a backup copy of your system data.</b></p>	Refer to UNIVERGE SV8100 Programming Manual	✓		
11-02-01	<b>Extension Numbering</b>	<p>Set the extension number. The extension number can be up to eight digits long. The first/second digit(s) of the number should be assigned in Program 11-01-01. This allows an employee to move to a new location (port) and retain the same extension number.</p>	Up to eight digits 1 101 2 102 3 103 ~ ~ 99 199 100 3101 ~ ~ 512 3513	✓		
14-02-09	<b>Analog Trunk Data Setup – Busy Tone Detection</b>	Used to Enable or Disable busy tone detection for trunk ports.	0 = Disable 1 = Enable (default)		✓	
14-02-14	<b>Analog Trunk Data Setup – Loop Start/Ground Start</b>	Used to define a analog trunk as Loop Start or Ground Start.	0 = Loop Start (default) 1 = Ground Start	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-05-01	Trunk Group – Trunk Group Number	Assign trunks to trunk groups (1~100).	Trunk Group Number: 0~100 Priority Number: 1~200 (default = Trunk Group 1, with priority in ascending order.)	✓		
44-01-01	System Options for ARS/F-Route – ARS/F-Route Time Schedule	Set this option to '0' so that the F-Route table selected is determined only by the digits dialed without any relation to the day or time of the call.	0 = Not Used 1 = Used (default = 0)		✓	
44-02-01	Dial Analysis Table for ARS/F-Route Access – Dial	Set the number of digits to be analyzed by the system for ARS routing.	Up to eight digits (Use line key 1 for a 'Don't Care' digit, @) (default not assigned)	✓		
44-02-02	Dial Analysis Table for ARS/F-Route Access – Service Type	Select the Service Type (0 = No Setting, 1 = Extension Call, 2 = ARS/F-Route Table, 3 = Dial Extension Analyze Table).	0 = No Setting (None) 1 = Extension Call (Own) 2 = ARS/F-Route Table (F-Route) 3 = Dial Extension Analyze Table (Option) (default = 0)	✓		
44-02-03	Dial Analysis Table for ARS/F-Route Access – Additional Data	Enter the additional data required for the service type selected in Program 44-02-02, either the number of digits to be deleted or the table number to be used.	1 = Delete Digit = 0~255 (255 : Delete All Digits) 2 = 0~500 (0 = No Setting) 3 = Dial Extension Analyze Table Number = 0~4 (0 = No Setting) (default = 0)	✓		
44-02-04	Dial Analysis Table for ARS/F-Route Access – Dial Tone Simulation	If enabled (1), this option sends dial tone to the calling party once the routing is determined. This may be required if the central office at the destination does not send dial tone.	0 = Off 1 = On (default = 0)		✓	
44-03-01	Dial Analysis Extension Table – Dial	Set the Dial digits (24 digits maximum) 1~9, 0, *, #, @ to be used for the Dial Extension Analysis Table. When Program 44-02-02 is set to type "3", this program sets the dial extension analysis table. These tables are used when the analyzed digits must be more than eight digits. To enter a wild card/don't care digit, press Line Key 1 to enter an @ symbol.	Up to 24 digits Digits = 1~9, 0, *, #, @ (Press Line Key 1 for wild character @) (default = Not assigned)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
44-03-02	Dial Analysis Extension Table – ARS/F-Route Select Table Number (1~250)	When dialed digits match the setting in Program 44-03-01, select the ARS/R-Route table number (0~500) to be used for the Dial Extension Analysis Table.	0~500 (ARS/F-Route Table Number) With Program 44-01 set to 0, Program 44-05 is checked. With Program 44-01 set to 1, Program 44-04 is checked. (default = 0)		✓	
44-03-03	Dial Analysis Extension Table – ARS/F-Route Select Table Number (251)	If the received digits are not identified in tables 1~250, the F-Route selection table number (0~500) defined in table 251 is used.	0~500 (ARS/F-Route Table Number) With Program 44-01 set to 0, Program 44-05 is checked. With Program 44-01 set to 1, Program 44-04 is checked. (default = 0)		✓	
44-03-04	Dial Analysis Extension Table – Next Table Area Number (252)	If the received digits do not match the digits set in tables 1~250, table number 252 is used refer to the next Extension Table Area (1~4) to be searched.	0~4 (default = 0)		✓	
44-04-01	ARS/F-Route Selection for Time Schedule	Assign each ARS/F-Route Selection number (1~500) to an ARS/F-Route table number for each ARS/F-Route time mode. There are eight time modes for ARS/F-Route Access.	ARS/F-Route Time Mode: 1~8 ARS/F-Route Table Number = 0~500 (default = 0)		✓	
44-05-01	ARS/F-Route Table – Trunk Group Number	Select the trunk group number to be used for the outgoing ARS call (1~100).	0~100, 255 0 = No Setting 255 = Extension Call (default = 0)	✓		
44-05-02	ARS/F-Route Table – Delete Digits	Enter the number of digits to be deleted from the dialed number [0~255 (255 = Delete all)].	0~255 (255 = Delete All) (default = 0)	✓		
44-05-03	ARS/F-Route Table – Additional Dial Number Table	Enter the table number (defined in Program 44-06) for additional digits to be dialed (0~1000).	0~1000 (default = 0)	✓		
44-05-04	ARS/F-Route Table – Beep Tone	For each ARS/F-Route table (1~500) assign a priority number (1~4). Select whether or not a beep is heard if a lower priority trunk group is used (0 = No Beep, 1 = Beep).	0 = Off 1 = On (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
44-05-05	<b>ARS/F-Route Table – Gain Table Number for Internal Calls</b>	For each ARS/F-Route table (1~500) assign a priority number (1~4). Select the gain table number to be used for internal calls (0~500).	0~500 0 = No Setting (default = 0)		✓	
44-05-06	<b>ARS/F-Route Table – Gain Table Number for Tandem Connections</b>	For each ARS/F-Route table (1~500) assign a priority number (1~4). Select the gain table number to be used for the tandem call (defined in Program 44-07).	0~500 0 = No Setting (default = 0)		✓	
44-05-07	<b>ARS/F-Route Table – ARS Class of Service</b>	For each ARS/F-Route table (1~500) assign a priority number (1~4). Select the Class of Service to be used for ARS (0~16). An extensions ARS COS is determined in Program 26-04-01.	0~16 (default = 0)		✓	
44-05-08	<b>ARS/F-Route Table – Dial Treatment</b>	For each ARS/F-Route table (1~500) assign a priority number (1~4). Select the Dial Treatment to be used (0~15). The Dial Treatments are determined in Program 26-03-01.	0~15 (default = 0)	✓		
44-05-09	<b>ARS/F-Route Table – Maximum Digit</b>	Input the maximum number of digits to send when using the F-Route.	0~24 (default = 0)		✓	
44-05-10	<b>ARS/F-Route Table – CCIS over IP Destination Point Code</b>	For each ARS/F-Route table (1~500) assign the priority (1~4). Set the CCIS over IP Destination Point Code (0~24).	0~16367 (default = 0)		✓	
44-05-11	<b>ARS/F-Route Table – Network Specified Parameter Table</b>	For each ARS/F-Route table (1~500) assign the priority (1~4). Assign the Network Specified Parameter Table (0~16).	0~16 (default = 0)		✓	
44-06-01	<b>Additional Dial Table</b>	If an Additional Dial Number Table is entered in Program 44-05-03, define the additional dial table (1~1000) to add digits in front of the dialed ARS/F-Route number (24 digits maximum 1-9, 0 * #, Pause). To enter a wild card/don't care digit, press Line Key 1 to enter a P (pause) symbol.	Up to 24 digits Enter: 1~9, 0, *, #, Pause (press line key 1 to enter a pause) (default = Not assigned)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
44-07-01	Gain Table for ARS/F-Route Access – Incoming Transmit	Set the gain table to be used (1~500). If an extension dials ARS/F-Route number;	1~63 (-15.5 ~ +15.5dB) (default = 32)		✓	
44-07-02	Gain Table for ARS/F-Route Access – Incoming Receive	The Extension Dial Gain Table is activated, which is assigned in Program 44-05.	1~63 (-15.5 ~ +15.5dB) (default = 32)		✓	
44-07-03	Gain Table for ARS/F-Route Access – Outgoing Transmit	The Extension Dial Gain Table follows “Outgoing transmit” and “Outgoing receive” settings.	1~63 (-15.5 ~ +15.5dB) (default = 32)		✓	
44-07-04	Gain Table for ARS/F-Route Access – Outgoing Receive	If the incoming call is transferred to another line using ARS/F-Route; The Tandem Gain Table is activated, which is assigned in Program 44-05. The Tandem Gain Table follows the “Incoming transmit” and “Incoming receive” settings for incoming line, and “Outgoing transmit” and “Outgoing receive” settings for the outgoing line. For ARS/F-Route calls, the CODEC gains defined in Program 14-01-02 and Program 14-01-03 are not activated.	1~63 (-15.5 ~ +15.5dB) (default = 32)		✓	
44-08-01	Time Schedule for ARS/F-Route	Define the daily pattern of the ARS/F-Route feature. ARS/F-Route has 10 time patterns. These patterns are used in Program 44-09 and Program 44-10. The daily pattern consists of 20 time settings.	Time Number: 01~20 Start Time = 0000~2359 End Time = 0000~2359 Mode: 1~8 Default = All Schedule Patterns: 0:00 – 0:00, Mode 1		✓	
44-09-01	Weekly Schedule for ARS/F-Route	Define a weekly schedule for using ARS/F-Route day numbers 1~7 (1 = Sun, 7 = Sat), pattern numbers (1~10). The pattern number is defined in Program 44-08-01.	1 = Sunday (Pattern 1~10) (default Pattern = 1) 2 = Monday (Pattern 1~10) (default Pattern = 1) 3 = Tuesday (Pattern 1~10) (default Pattern = 1) 4 = Wednesday (Pattern 1~10) (default Pattern = 1) 5 = Thursday (Pattern 1~10) (default Pattern = 1) 6 = Friday (Pattern 1~10) (default Pattern = 1) 7 = Saturday (Pattern 1~10) (default Pattern = 1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
44-10-01	Holiday Schedule for ARS/ F-Route	Define a yearly schedule for ARS/ F-Route. This schedule is used for setting special days such as national holidays (pattern numbers 1~10). The pattern number is defined in Program 44-08-01.	Date: 0101~1231 Schedule Pattern Number = 0~10 0 = No Setting (default = 0)		✓	

## Operation

None

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# *UNIVERGE Multimedia Conference Bridge*

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## **Description**

Multiline Conference Bridge allows any intercom or outside caller to call the CD-PVAA blade to place a multiparty conference call. Each CD-PVAA blade supports one 8-party conference or two 4-party conferences regulated by a switch setting. Two CD-PVAA blades may be installed. DSP-based amplification provides a higher quality conference call.

## **Conditions**

- The CD-PVAA blade can be used with any version of software on the UNIVERGE SV8100 system.
- When the CD-PVAA blade is set for two, four-party conferences, ports 1~4 can be set to the same Master Hunt Group, and ports 5~8 can be set to a different Master Hunt Group using Program 11-07-01 (Department Group Pilot Numbers) and Program 16-02-01 (Department Group Assignment for Extensions). This allows two different Pilot Numbers for each conference.
  - OR -
- If only one Pilot number is needed, put all eight ports in one hunt group using Program 16-02-01 (Department Group Assignment for Extensions). When the password is entered, the conference selected is the conference you enter.
- The supervisor must perform the Setting Procedures before the Conference Bridge can be used.
- Up to 16 Voice Mail ports are available. The CD-PVAA blade reduces this number by eight or 16 depending on license.
- Each CD-PVAA blade reduces the number of stations by eight or 16 depending on license.

## **Default Setting**

None

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## **System Availability**

### **Terminals**

All Multiline Terminals

### **Required Component(s)**

CD-PVAA

## Related Features

None

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-09-01	<b>DTMF and Dial Tone Circuit Setup</b>	Assign at least one circuit for DTMF reception (type 0 or 1). Use the following as a guide when allocating DTMF receivers: <ul style="list-style-type: none"> <li>○ In light traffic sites, allocate one DTMF receiver for every 10 devices that use them.</li> <li>○ In heavy traffic sites, allocate one DTMF receiver for every five devices that use them.</li> </ul>	0 = Common Use 1 = Extension Only 2 = Trunk Only Default: Circuit/Resource 01~08 = 1 (Extensions) Circuit/Resource 09~32 = 2 (Trunks) Circuit/Resource 33~96 = 0 (Not Used) Circuit/Resource 97~160 = 0 (Common) When PZ-BS10 is installed, 97~160 are available	✓		
10-55-01	<b>Package Network Setup – IP Address</b>	Use to define the IP Address for the CD-ETIA.  <i>When the blade is deleted from the system using Program 90-05, the programming for the slot in 10-55 is set back to default.</i>	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.255.255.254 192.0.0.1 ~ 223.255.255.254 (default = 172.16.1.100)	✓		
10-55-03	<b>Package Network Setup – Main/ Add-on</b>	The Main setting is to be utilized to distribute an IP Address to the blade.	0 = Main 1 = Add-on (default = 1)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-55-04	Package Network Setup – Sub Net Mask	Define the subnet mask for the CD-ETIA.	128.0.0.0 192.0.0.0 224.0.0.0 240.0.0.0 248.0.0.0 252.0.0.0 254.0.0.0 255.0.0.0 255.128.0.0 255.192.0.0 255.224.0.0 255.240.0.0 255.248.0.0 255.252.0.0 255.254.0.0 255.255.0.0 255.255.128.0 255.255.192.0 255.255.224.0 255.255.240.0 255.255.248.0 255.255.252.0 255.255.254.0 255.255.255.0 255.255.255.128 255.255.255.192 255.255.255.224 255.255.255.240 255.255.255.248 255.255.255.252 255.255.255.254 255.255.255.255 (default = 255.255.0.0)	✓		
10-55-05	Package Network Setup – Default Gateway	Define the default gateway for the CD-ETIA.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.255.255.254 192.0.0.1 ~ 223.255.255.254 (default = 0.0.0.0)	✓		
11-02-01	Extension Numbering	Assign extension numbers to extension ports. The telephone programming identity follows the port number – not the extension number.	Up to eight digits 1 101 2 102 3 103 ~ ~ 99 199 100 3101 ~ ~ 512 3513	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-07-01	Department Group Pilot Numbers – Dial	Assign a Department Group pilot number for the CNF(8)-U ETU (eight digits max). The extensions are assigned to the group in Program 16-02-01.	Up to eight digits (default not assigned)	✓		
15-03-01	Single Line Telephone Basic Data Setup – SLT Signaling Type	For each SLT extension, this option must be set to 0.	0 = DP 1 = DTMF (default = 1)	✓		
15-03-03	Single Line Telephone Basic Data Setup – Terminal Type	Enter 1 for this option to allow a single line port to receive DTMF tones after the initial call setup. Enter 0 to have the port ignore DTMF tones after the initial call setup. For Voice Mail, always enter 1 (e.g., receive DTMF tones).	0 = Normal 1 = Special (default = 0)	✓		
16-01-01	Department Group Basic Data Setup – Department Name	Assign a name to the Extension (Department) Groups.	Maximum 12 characters (default not assigned)		✓	
16-01-02	Department Group Basic Data Setup – Department Calling Cycle	Set the routing cycle for calls into a department (i.e., when a user dials the department pilot number). The system can ring the highest priority extension available (Priority Routing, 0) or cycle in circular order to a new idle extension for each new call (Circular Routing, 1).	0 = Normal Routing (Priority) 1 = Easy – UCD Routing (Circular) (default = 0)		✓	
16-01-03	Department Group Basic Data Setup – Department Routing When Busy (Auto Step Call)	Set how the system routes an Intercom call to a busy Department Group member. The caller can hear busy tone (0) or overflow to the first available Department Group member (1). This option is for Intercom calls to an extension, not a pilot number.	0 = Normal (Intercom caller to busy department member hears busy) 1 = Circular (Intercom callers to busy department member routes to idle member) (default = 0)		✓	
16-01-04	Department Group Basic Data Setup – Hunting Mode	Set if an unanswered call should hunt once stopping at the last member tried (0) or continually hunt through the idle members (1).	0 = Last extension is called and hunting is stopped 1 = Circular (default = 0)		✓	
16-01-05	Department Group Basic Data Setup – Extension Group All Ring Mode Operation	Set if all members of the group should ring automatically (1) or through the use of the service code (0) defined in Program 11-12-09. Selecting automatic will override the settings of Programs 16-01-03 and 16-01-04.	0 = Manual 1 = Automatic (default = 0)		✓	
16-01-06	Department Group Basic Data Setup – STG Withdraw Mode	Use to set the STG withdraw mode for each department group.	0 = Disable (Camp On) 1 = Enable (Overflow Mode) (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
16-01-07	<b>Department Group Basic Data Setup – Call Recall Restriction for STG</b>	Determine whether or not an unanswered call transferred to a Department Group should recall the extension from which it was transferred.	0 = Disable (Recall) 1 = Enable (No Recall) (default = 0)		✓	
16-01-09	<b>Department Group Basic Data Setup – Department Hunting No Answer Time</b>	Set how long a call rings a Department Group extension before hunting occurs.	64800 (seconds) (default = 15 seconds)		✓	
16-01-10	<b>Department Group Basic Data Setup – Enhanced Hunt Type</b>	Set the type of hunting for each Extension (Department) Group.	0 = No queuing 1 = Hunting When Busy 2 = Hunting When Not Answered 3 = Hunting When Busy or No Answer (default = 0)		✓	
16-02-01	<b>Department Group Assignment for Extensions</b>	Set up the Department Group called by the pilot number and the extension priority when a group is called.  Call Pickup Groups are set up in 23-02.	Department Groups 1-64 Priority 1-512 Default = All extensions in Department Group 1 with priority in port order: Port 1 priority = 1 Port 512 priority = 512	✓		
20-13-13	<b>Class of Service Options (Supplementary Service) – Continued Dialing (DTMF) Signal on ICM Call</b>	Turns Off (0) or On (1) an extension user ability to use Continued Dialing, which allows DTMF signal sending while talking on extension.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		
22-02-01	<b>Incoming Call Trunk Setup</b>	Assign Service Type 4 to each trunk you want to ring into the Multimedia Conference Bridge as a Direct Inward Line (DIL).	Trunks 1~200 0 = Normal 1 = VRS (second dial tone if no VRS installed) 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie line 6 = Delayed VRS 7 = ANI/DNIS 8 = DID(DDI) Mode Switching (default = 0)		✓	
22-07-01	<b>DIL Assignment</b>	Assign the master/pilot number of the Conference group from Program 11-07-01 as the DIL destination. If all Conference ports are in the same unique Extension (Department) Group (see Program 16-02 above), the DIL will ring another Conference port if its assigned port is busy.	Extension Number (maximum eight digits) (default not assigned)		✓	

## Operation

### Setup Procedures

#### To set the Supervisor Password:

1. Call the Conference Bridge extension number, and wait for the voice prompt.
2. Dial the default Supervisor Password (**0 0 0 0**), then dial #.
3. Follow the voice prompt, and enter the setting verification mode (#). Then enter system set mode.
4. Follow the voice prompt to change Supervisor Password (4~8 digits).

#### To set the Conference 1 and/or the Conference 2 Password:

1. Call the Conference Bridge extension number, and wait for the voice prompt.
2. Dial the default Supervisor Password (**0 0 0 0**), then dial #.
3. Skip the steps until Conference Setup mode is available for conference 1 or conference 2.
4. Follow the voice prompt, and set the conference 1 or the conference 2 password (4~8 digits).

#### To record new Customized Greeting:

1. Call the Conference Bridge extension number, and wait for the voice prompt.
2. Dial the default Supervisor Password (**0 0 0 0**), then dial #.
3. Skip options until the Customized Greeting option is selected.
4. Follow the voice prompt and record new a Customized Greeting.

### Operating Procedures

#### To start a Conference Call at an internal extension:

1. Call the Conference Bridge extension number.
2. When you hear the voice prompt, enter the Conference Bridge 1 or 2 password, and dial #.
3. Start the conference.

#### To start a conference call using outside DID:

1. Call the DID number for the Conference Bridge.
2. When the voice prompt is heard, enter the Conference Bridge 1 or 2 password, and dial #.
3. Start the conference.

**To start a conference call using outside DIT:**

1. Call a trunk that is set as DIT to Conference Bridge.
2. When the voice prompt is heard, enter the Conference Bridge 1 or 2 password, and dial #.
3. Start the conference.

**To start a conference call on an incoming CO call using an Automated Attendant:**

1. Call a trunk that is set as an Automated Attendant.
2. Select the option for an extension connected to the Conference Bridge.
3. When the voice prompt is heard, enter the Conference Bridge 1 or 2 password, and dial #.
4. Start the conference.

**To start a conference call from an incoming CO call using an Attendant:**

1. Call the Attendant, and ask to be transferred to an extension connected to the Conference Bridge.
2. When the voice prompt is heard, enter the Conference Bridge 1 or 2 password, and dial #.
3. Start the conference.

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## Universal Slots

### Description

The UNIVERGE SV8100 has six universal slots, and up to four cabinets can be installed. The system uses the same chassis for the Controlling and Expansion and can support up to 23 Universal Slots.

### Conditions

- Refer to the UNIVERGE SV8100/SV8300 System Hardware Manual for more information on system capacities.
- The following Blade Calculator allows you to determine the maximum power consumption for each cabinet.

**Table 2-30 Board Power Factor**

Board Power Factor	
Total	=<7
Item	Power Factor
CD-CP00-AU	1
CD-RTB	2
CD-VM00	2
CD-ETIA	2
CD-PVAA	1
PZ-32IPLA	1
PZ-64IPLA	2
PZ-128IPLA	2



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## System Availability

### Terminals

N/A

### Required Component(s)

Any Blade

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## Related Features

None

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## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-03-01	ETU Setup	Use Program 10-03-XX to setup and confirm the basic configuration data for each blade. This program represents different data depending on the blade installed in the slot. Please refer the SV8100 Programming Manual for a more detailed description of this program.	The assigned data varies depending on the blade installed in the slot. Please refer to the SV8100 Programming Manual for a more detailed description of the 10-03-XX programs.	✓		
90-34-01	Firmware Information – Pkg Name	Use to list the package type and firmware for the packages installed.	The data varies depending on the card in the slot.	✓		
90-34-02	Firmware Information – Firmware Version Number	Used to view the package name and firmware for each blade.	The data varies depending on the card in the slot.	✓		

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## Operation

None

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## *User Programming Ability*

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### **Description**

A station user can perform programming functions. Speed Group Dialing and Function Keys are just two features programmable from a station.

### **Conditions**

- Multiline Terminals must be idle an Off-Hook and have entered the service code when programming any function.

### **Default Setting**

None

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### **System Availability**

#### **Terminals**

All Terminals

#### **Required Component(s)**

None

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## **Related Features**

**Clock/Calendar Display**

**Code Restriction**

**One-Touch Calling**

**Programmable Function Keys**

**Speed Dial – System/Group/Station**

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## **Programming**

None

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## **Operation**

None

# Virtual Extensions

## Description

Virtual Extensions are available software extensions on the Basic and Expanded Port Packages. A Virtual Extension assigned to a line key, can appear and ring on an individual station or multiple stations and be used for outbound access.

Virtual Extensions (VE) are shared with Call Arrival (CAR) Keys. In virtual extension mode, the key acts as a secondary extension. Up to 256 CAR/VE keys are provided.

## Conditions

- There are 256 available ports/Extensions shared between CAR keys and Virtual Extensions.
- The 256 available ports/Extensions are assigned on a per extension basis for CAR key mode or Virtual EXTension key mode.
- More than one extension can share a Virtual Extension key.
- An extension can have more than one Virtual Extension key assigned.
- Up to 32 incoming calls can be queued to busy Virtual Extension key.
- You cannot have a CAR key and Virtual Extension on the same telephone.
- Virtual Extensions do not support the following features:
  - Barge-In
  - Conference
  - Conference, Voice Call/Privacy Release
  - Reverse Voice Over
  - Tone Override
  - Voice Over
- When a valid system station calls a Virtual Extension appearing on another station, Voice and MW softkeys appear in the display of the calling station, but they do not operate.
- When talking on a Virtual Extension you cannot mute the handset.
- Incoming calls to a virtual extension that appear on stations that are used with the CTI applications, PC Assistant, or PC Attendant, do not show up as a second call in the CTI application.
- Calls on Virtual Extension keys cannot be call parked.
- Calls on Virtual Extension keys cannot be put in Personal Park if Program 15-18-01 is set to Land on the key (1).



- If multiple CAR/SIE/VE keys are ringing on a station at the same time, the CAR/SIE/VE key on the lowest Line Key is answered first.
- Virtual Extension Keys assigned as code \*03 do not support Voice Mail Message Indication on Line Keys.
- Busy Virtual Extensions cannot be Tone overridden.
- Class of service feature Program 20-11-20: No Call Back (transfer recall disable) is not supported for calls from a physical extension to a virtual extension.

## Default Settings

Extensions 201~299 and 3301~3457 are the default for CAR/VE.

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## System Availability

### Terminals:

All Multiline Terminals

### Required Component(s)

None

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## Related Features

Call Waiting/Camp-On

Call Arrival (CAR) Keys

Secondary Incoming Extension

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## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1** – these are the most commonly assigned programs for this feature.
- Level 2** – these are the next most commonly assigned programs for this feature.
- Level 3** – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-04-01	Virtual Extension Numbering	Assign Extension Number for the Virtual Extensions (1~256).	Up to eight digits 1 201 2 202 3 203 ~ ~ 99 299 100 3601 ~ ~ 256 3757	✓		
15-01-01	Basic Extension Data Setup – Extension Name	Define the extension/virtual extension name.	Up to 12 characters Default: STA 101 = Ext 101 STA 102 = Ext 102, etc.		✓	
15-02-21	Multiline Telephone Basic Data Setup – Virtual Extension Access Mode (when idle Virtual Extension key pressed)	Determine whether an extension Virtual Extension Key should be used as a DSS key to the extension and for receiving calls (0), answering incoming calls and ability to place outgoing ICM or CO calls (1), or just receiving incoming calls (2). If the key is to be used for outgoing calls, the extension number of the key must be a real extension or virtual extension number. When the extension number of the key is a real extension number, when the key is pressed, the real extension cannot be used.	Virtual Extension Key Mode 0 = DSS 1 = OTG (Outgoing) 2 = Ignore (default = 2)	✓		
15-02-30	Multiline Telephone Basic Data Setup – Toll Restriction Class	Assign if the phone uses the Toll Restriction class of the VE (0) or the Real Extension when making outbound calls from the VE.	0 = Vir. Ext. (Virtual Extension Class) 1 = Real Ext. (Real Extension Class) (default = 1)		✓	
15-07-01	Programmable Function Keys	Assign Virtual Extension function keys on Multiline telephones (code *03 + extension number).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		
15-08-01	Incoming Virtual Extension Ring Tone Setup	When an extension or a virtual extension is assigned to the function key on the key telephone, select the ring tone when receiving a call on that key. For ACD CAR keys, only tone pattern 1 (entry 0) can be used. The remaining patterns are not checked with this feature.	0 = Tone Pattern 1 1 = Tone Pattern 2 2 = Tone Pattern 3 3 = Tone Pattern 4 4 = Incoming Ring Tone Extension (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-09-01	<b>Virtual Extension Ring Assignment</b>	Individually program an extension Virtual Extension key(s) to either ring (1) or not ring (0).	Day Night/Mode: 1~8 Ringing: 0 = Not Ring 1 = Ring (default = 0)	✓		
15-10-01	<b>Virtual Incoming Extension Ring Tone Order Setup</b>	When two or more virtual extensions are set on a function key on the telephone, and the tone pattern by which the sound of each extension differs, the priority of ring sound is set up.	0 = Tone Pattern 1 1 = Tone Pattern 2 2 = Tone Pattern 3 3 = Tone Pattern 4 4 = Incoming Extension Ring Tone Order 1 Pattern 0 = Pattern 1 (default) Order 2 Pattern 1 = Pattern 2 (default) Order 3 Pattern 2 = Pattern 3 (default) Order 4 Pattern 3 = Pattern 4 (default)		✓	
15-11-01	<b>Virtual Extension Delayed Ring Assignment</b>	Individually program an extension Virtual Extension key(s) for Delayed Ringing (1) or Immediate Ringing (0).	KY01 Mode 1: 0 = Immediate Ring 1 = Delayed Ring (default = 0)		✓	
15-18-01	<b>Virtual Extension Key Enhanced Options – Virtual Extension Key Operation Mode</b>	Assign if a call to a VE Holds (1) on the VE or Release (0) to the phone that answered the VE.	0 = Release 1 = Land On the Key (default = 0)	✓		
15-18-02	<b>Virtual Extension Key Enhanced Options – Display Mode when pacing a call on Virtual Extension Key</b>	Defines if calls to or from a Virtual Extension Key display the Virtual Extension Key name or the name of the extension it resides on.	0 = Secondary Extension Name 1 = Actual Station Name (default = 0)		✓	
20-02-19	<b>Virtual Extension Mode</b>	Sets the mode of a virtual extension key that appears on a DSS console.	0 = No 1 = Yes (default = 0)		✓	
20-04-03	<b>System Options for Virtual Extensions – CAR/SIE/Virtual Extension Delay Interval</b>	CAR Keys/SIE Keys/Virtual Extensions set for Delayed Ringing (see Program 15-11) ring the extension after this interval.	0~64800 (default = 10 seconds)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign the Extension to a Class of Service.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-07-10	<b>Class of Service Options (Administrator Level) – Programmable Function Key Programming (Appearance Level)</b>	Turns Off (0) or On (1) the ability for an extension to program the Appearance function keys using Service Code 752.	1 = Off 0 = On (default = 1 for COS 01~15)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-10-08	<b>Class of Service Options (Answer Service) – Virtual Extension Off-Hook Answer</b>	Turns Off (0) or On (1) an extension ability to answer an incoming call on a Call Arrival (CAR)/Secondary Incoming Extension (SIE)/ Virtual Extension simply by lifting the handset.	0 = Off 1 = On (default = 1 for COS 01~15)		✓	
20-13-27	<b>Class of Service Options (Supplementary Service) – Busy on Seizing Virtual Extension</b>	If set to 1, you can call a busy extension which is talking on a virtual extension key. Program 20-13-06 (Call Waiting) must be set to off for this option to work.	0 = Off 1 = On (default = 1 for COS 01~15)		✓	
21-01-15	<b>System Options for Outgoing Calls – Outgoing Disable on Incoming Line (Toll Restriction)</b>	In the Extensions Class of Service, enable (1) or disable (0) the Outgoing Disable on Incoming Line feature.	0 = Disable 1 = Enable (default = 1)		✓	
23-04-01	<b>Ring Line Preference for Virtual Extensions</b>	When an extension has a virtual extension on Function Key, this program determines the priority (1~4) for a Ring Group for automatically answering ringing calls when the handset is lifted. If (00) is selected for the Ring Group, when the user lifts the handset, the user can answer a ringing call from any group.	00~64 (0 or 00=Don't Care) (default = 00)		✓	

## Operation

### To answer a call ringing a Virtual Extension:

1. Press the flashing **Virtual Extension** key.

- OR -

Go off-hook.

 Program 20-10-08 needs to be set to on (1) for extension Class of Service.

### To place a call to a Virtual Extension:

1. Go off-hook.
2. Dial the Virtual Extension, or press the **Virtual Extension** key.

 The operation depends on the setting in Program 15-02-21.

### To place a call from a Virtual Extension:

1. Press the **Virtual Extension** key.

 The operation depends on the setting in Program 15-02-21.

2. Place an intercom call or dial a trunk access code to seize an outside line and place your call.

**To program a Virtual Extension key on a telephone:**

1. Press **Speaker**.
2. Dial **752**.
3. Press the key you want to program.
4. Dial **\*03**.
5. Dial the number of the extension you want to appear on the key.
6. Press **Hold** once for Immediate Ring (skip to step 8 for Delayed Ring).
7. Dial the mode number in which the key rings.
  - 1 = Day 1
  - 2 = Night 1
  - 3 = Midnight 1
  - 4 = Rest 1
  - 5 = Day 2
  - 6 = Night 2
  - 7 = Midnight 2
  - 8 = Rest 2
8. Press **Hold** for a second time for Delayed Ring, or Skip to step 10.
9. Dial the mode number in which the key delay rings.
  - 1 = Day 1
  - 2 = Night 1
  - 3 = Midnight 1
  - 4 = Rest 1
  - 5 = Day 2
  - 6 = Night 2
  - 7 = Midnight 2
  - 8 = Rest 2
10. Press **Speaker**.

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## *VM8000 InMail*

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### **Description**

The VM8000 InMail is a low cost voice mail solution that mounts onto the CD-CP00-AU. Its programming is fully integrated with chassis programming. This system offers most voice mail system features customers expect.

Automated Attendant automatically answers the system incoming calls. After listening to a customized message, an outside caller can dial a system extension or use Voice Mail.

Up to eight VM8000 InMail voice mail ports are available. Configurations available are 2, 4 and 8 port. Each reduces the total station ports available by the same number of licensed SV8000 ports. Integrated Voice Mail enhances the telephone system with the following features:

**Call Forwarding to Voice Mail**

An extension user can forward their calls to Voice Mail. Once forwarded, calls to the extension connect to that extension mailbox. The caller can leave a message in the mailbox instead of calling back later. Forwarding can occur for all calls immediately, for unanswered calls or only when the extension is busy. When a user transfers a call to an extension forwarded to Voice Mail, the call waits for the Delayed Call Forwarding time before routing to the called extension mailbox. This gives the transferring party the option of retrieving the call instead of having it go directly to the mailbox.

**Leaving a Message**

Voice Mail lets a multiline terminal extension user easily leave a message at an extension that is unanswered, busy or in Do Not Disturb. The caller just presses their Voice Mail key to leave a message in the called extension mailbox. There is no need to call back later.

**Transferring to Voice Mail**

By using Transfer to Voice Mail, a multiline terminal extension user can Transfer a call to the user's or a co-worker's mailbox. After the Transfer goes through, the caller can leave a message in the mailbox.

**Live Record**

While on a CO/Trunk call, an extension user can have VM8000 InMail record the conversation. The multiline terminal user just presses the VM8000 InMail Record key; the ESL user dials a code. Once recorded, the Voice Messaging System stores the conversation as a new message in the user's mailbox. After calling their mailbox, a user can save, edit or delete the recorded conversation. This feature is supported only on CO, Tie, or DID calls. It is not supported on internal calls.

A station user transferring a call can transfer the call to the called party voice mail box after an internal station number is dialed while performing a screened transfer, or during intercom calls. The user simply calls the extension and then dial the quick transfer dial access code (default = 8) and hangs up. The call is placed in the mailbox and the caller hears the personal greeting.

**Personal Answering Machine Emulation**

A multiline terminal user can have their idle extension emulate a personal answering machine. This lets In-Mail screen their calls, just like their answering machine at home. If activated, the extension incoming calls route to the user's subscriber mailbox. Once the mailbox answers, the user hears the caller's incoming message. The multiline terminal user can then:

- Let the call go through to their mailbox
- Intercept the call before it goes to their mailbox

#### **Voice Mail Overflow**

If Voice Mail automatically answers trunks, Voice Mail Overflow can reroute those trunks to other extensions when all Voice Mail ports do not answer or, with certain software, are busy. During periods of high traffic, this prevents the outside calls from ringing Voice Mail for an inordinate amount of time. There are two types of Voice Mail Overflow: Immediate and Delayed. With immediate overflow, calls immediately reroute to other extensions when all Voice Mail ports do not answer or, with certain software, are busy. With delayed overflow, calls reroute after a preset interval. Without any type of overflow, the outside calls ring Voice Mail until a port becomes available or the outside caller hangs up.

#### **Message Center Mailbox**

A Message Center Mailbox is a mailbox shared by more than one extension. Any multiline terminal that has a Message Center Key for the shared mailbox can:

- Listen to the messages stored in the shared mailbox
- Transfer calls to the shared mailbox
- Use many other Voice Mail features previously available only at an extension individual mailbox

A Message Center Mailbox helps co-workers that work together closely – such as members of the same Department Hunt Group or ACD Group. For example, an ACD Group Supervisor can send important messages to the shared Message Center Mailbox, to which any ACD Group member can respond when time allows. Each ACD Agent's Message Center Key flashes when messages are waiting. (The Message Center Mailbox can be a mailbox for an installed, uninstalled or virtual extension.)

#### **Voice Mail Caller ID**

VM8000 InMail can use ANI/Caller ID information to identify the outside caller that left a message in a user's mailbox. When the message recipient presses T1 after hearing a message, they hear the time the message was sent and the outside telephone number of the message sender. Refer to [Caller ID on page 2-205](#) and [T1 Trunking \(with ANI/DNIS Compatibility\) on page 2-1067](#) for more information on setting up this feature.

### **Voice Mail Queuing**

When accessing the voice mail, the system provides a voice mail queue. If all the voice mail ports are busy, any calls trying to get to the voice mail are placed in queue. As the voice mail ports become available, the calls are connected to the voice mail in the order in which they were received.

As the Voice Mail Queue follows Department Hunting programming, the queue can hold a maximum of 10 calls. If the queue is full or if the voice mail ports are not assigned to a Department Group, the calls are handled as though no voice mail queuing feature was enabled. The calls either access voice mail if a port is available or they receive a busy signal.

The Voice Mail Queuing feature does not work with the Conversation Record feature.

### Message Key will Operate as Voice Mail Key

The system enhances a telephone Message key function when connected to a system which has voice mail installed. When an extension receives a voice mail, the MSG key can be used to check the number of messages in voice mail, as well as call the voice mail to listen to the messages. If there is no Voice Mail Programmable Function Key defined (Program 15-07-01, code 77), the telephone Message Waiting LED flashes to indicate new messages.

This option is not available with a networked voice mail – the voice mail must be local.

### VM8000 InMail Available

VM8000 InMail is a plug-in “in-skin” full-featured, DSP-based integrated Voice Mail with Automated Attendant. It is available in two models:

The VM8000 InMail Automated Attendant answers incoming calls and routes them quickly and efficiently. Integrated Voice Mail features include Conversation Record, Answering Machine Emulation, and Caller ID with Return Call. Interactive Softkeys guide the display telephone user through the extensive VM8000 InMail feature set.

SV8100/SV8300 VM8000 InMail Part Numbers and Capacities	
P/N 670831	SV8100/SV8300 SV8000 In-Mail 512M Drive ○ (1) 32-Hour CompactFlash Card with software.
P/N 670784	SV8100/SV8300 SV8000 In-Mail 8-Port License
P/N 670872	SV8100/SV8300 SV8000 In-Mail 2-Port License
P/N 670873	SV8100/SV8300 SV8000 In-Mail 4-Port License
P/N 670874	Language License
P/N 670103	○ (1) PZ-VM21 Daughter Board Interface for In-Mail CF
Mailboxes:	Station Mailboxes = 512 Routing Mailboxes = 32 Group Mailboxes = 32 Total Mailboxes = 576

### VM8000 InMail: External Transfer Available

The software allows the VM8000 InMail to perform an external transfer. This allows the VM8000 InMail to route an incoming Automated Attendant call out of the UNIVERGE SV8100 system on a new trunk based on an Speed Dial number stored in a Dial Action Table.

### VM8000 InMail: Softkey With Security Code Programming

VM8000 InMail provides softkeys when programming the security code. These softkeys allow a user to select OK, CLEAR or EXIT following an entry of a new code.

### **VM8000 InMail: Internal Message Notification Timer Lengthened**

When Message Notification places a call out, the system waits up to 30 seconds for ringback, reorder, or busy tone from the trunk. If detected, notification call out processing begins normally. If not detected, the system abandons the call and decrements the Ring No Answer (RNA) count. In older software versions, the system waits 15 seconds. This could cause notification callbacks to be inadvertently abandoned.

### **VM8000 InMail: Directory Dialing**

Directory Dialing allows an Automated Attendant caller to reach an extension by dialing the first few letters in the extension user's name. With Directory Dialing, the caller does not have to remember the extension number of the person they wish to reach – just the name.

The following steps describe Directory Dialing:

1. When the Automated Attendant answers, it sends the call to a Directory Dialing Mailbox. (Optionally, the caller may be asked to dial a digit to access Directory Dialing.)
2. The Directory Dialing Mailbox plays the Directory Dialing Message which asks the caller to dial letters for the name of the person they wish to reach.
3. The caller dials the letters for the person's name plus #. They can dial by first name or last name, depending on how the Directory Dialing Message was recorded and the Directory Dialing Mailbox was set up.
4. VM8000 InMail searches the list of programmed extension names for a match of the caller-entered letters.
5. Voice prompts announce the first three matches, and allow the caller to dial a digit (1~3) to reach one of the announced matches. Additionally, the caller can dial 4 to hear additional matches (if any).
6. The caller dials the digit for the extension they wish to reach, and VM8000 InMail sends the call to that extension. The call is sent as a Screened or Unscreened transfer, depending on programming.

For callers to use Directory Dialing, the system must have a name programmed for each extension (up to 15 characters, A~Z, using upper and lower case letters). Each extension should also have a name recorded in their Subscriber Mailbox. In addition, each extension used by Directory Dialing must be installed and must have their Subscriber Mailbox active (Personal or Group).

An outside caller can route to a Master Mailbox or Routing Mailbox programmed as a Directory Dialing Mailbox from:

- The Answer Tables Answer Schedule Override mailbox, Default mailbox, or Routing mailbox.
- A GOTO action in the Dial Action Table of a Call Routing Mailbox.

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## VM8000 InMail: Multiple Greetings

The mailbox subscriber can record up to three separate greetings and make any of the three active. When a caller leaves a message in the subscriber's mailbox, they hear the active greeting. This allows the subscriber, for example, to record separate greetings for work hours, after work, and during vacation. Instead of rerecording their greeting when they leave the office, they can just activate the after work greeting instead.

If the active greeting has not been recorded, a caller leaving a message in the subscriber mailbox hears, *"At the tone, you can leave your message for (extension number or name)."*

Refer to the VM8000 InMail System Guide for complete details on setting these features.

### Conditions

- The Quick Transfer to Voice Mail feature is allowed when:
  - Listening to the Ring Back Tone (RBT).
  - Listening to the Call Waiting Tone (CWT).
  - In Handsfree Answerback Mode.
  - In Voice Over Mode.
- When Quick Transfer to Voice Mail is accessed, the Voice Over feature is canceled.
- While on an intercom (ICM) call, dial the Quick Transfer Access Code (default: 8) to automatically transfer to that station Voice Mail box.
- The Quick Transfer to Voice Mail is not allowed when caller is:
  - Listening to the busy tone (BT).
  - Talking on an internal line.
  - Talking on an outside line.
  - Making a conference call.
- Extension numbers cannot start with 0 or 9.
- Mailboxes with extension IDs of 10-32 are not supported as these are already used by fixed system resources.
- Distribution List members can only have 2 or 3 digit extension IDs.
- The Park and Page feature is not available with VM8000 InMail.
- Conversation Record does not work for monitored calls.
- Fixed Call Forwarding can be used to transfer a user's unanswered calls to their voice mail. Call Forwarding does not have to be programmed manually by every user.
- Caller ID information is passed from the Voice Mail to an extension for pre-answer display on an unscreened transfer from Voice Mail.
- Off-premise notification and external extensions require access to outside lines.

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- To have the Voice Mail Automated Attendant answer a trunk, program the trunk as a DIL to a Voice Mail port.
  - When the voice mail places a call on hold, it uses Group Hold. Any line appearances for the trunk shows the hold flash rate, however, users are not able to pick up these calls (a busy signal is heard).
  - Updating the system time also updates the VM8000 InMail time.
  - VM8000 InMail and UM8000 Mail cannot be used at the same time in the same system.
  - The displayed message count for New and Saved messages does not update until the mailbox user hangs up and calls back into the VM8000 InMail.
  - VM8000 InMail and Analog Voice Mail cannot be used at the same time in the same system.
  - VM8000 InMail does not support Centralized Voice Mail.
  - In K-CCIS network SV8000 In-Mail does not support Centralized Voice Mail.
  - The first port of SV8000 In-Mail must start with the first port of a group of 4 station ports that are not already used by telephones. For example one of the following ports: 1, 5, 9, 13, .....233, 237, 241, 245, 249, etc. and will use the first port assigned + the next eight consecutive ports.

## Default Setting

Disabled

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## System Availability

### Terminals

All Terminals

### Required Component(s)

- PZ-VM21
- VM8000 InMail CF
- CPU License

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## Related Features

**Automatic Call Distribution (ACD)**

**Barge-In**

**Caller ID**

**Call Forwarding**

**Central Office Calls, Placing**

**Clock/Calendar Display**

**Direct Inward Line (DIL)**

**Hold**

**Message Waiting**

**One-Touch Calling**

**Programmable Function Keys**

**Transfer**

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## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-09-01	<b>DTMF and Dial Tone Circuit Setup</b>	Assign at least one circuit for DTMF reception (type 0 or 1). Use the following as a guide when allocating DTMF receivers: <ul style="list-style-type: none"> <li>○ In light traffic sites, allocate one DTMF receiver for every 10 devices that use them.</li> <li>○ In heavy traffic sites, allocate one DTMF receiver for every five devices that use them.</li> </ul>	0 = Common Use 1 = Extension Only 2 = Trunk Only Default: Circuit/Resource 01~08 = 1 (Extensions) Circuit/Resource 09~32 = 2 (Trunks) Circuit/Resource 33~96 = 0 (Not Used) Circuit/Resource 97~160 = 0 (Common) When PZ-BS10 is installed, 97~160 are available			✓
11-07-01	<b>Department Group Pilot Numbers – Dial</b>	Assign a Department Group pilot number for the Voice Mail (eight digits maximum). The extensions are assigned to the group in Program 16-02-01.	Up to eight digits (default not assigned)	✓		
11-12-08	<b>Service Code Setup (for Service Access) – Barge-In</b>	Use to customize the Service Codes used for barge-in service.	MLT, SLT (default = 710)		✓	
11-12-52	<b>Service Code Setup (for Service Access) – Live Monitoring (In-Mail)</b>	Define access code used for In-Mail Live Monitoring (VRS). At default this program is not set.	MLT (default not assigned)		✓	
14-01-22	<b>Basic Trunk Data Setup – Caller ID to Voice Mail</b>	Enable (1) or disable (0) the system ability to send the Caller ID digits to voice mail.	Trunks 1~200 0 = Disable 1 = Enable (default = 0)	✓		
14-02-10	<b>Analog Trunk Data Setup – Caller ID</b>	Enable or Disable a trunk to receive Caller ID information.	Trunks 1~200 0 = Disable 1 = Enable (default = 1)	✓		
15-02-26	<b>Multiline Telephone Basic Data Setup – MSG Key Operation Mode</b>	Determine whether an extension MSG key should function as a Message key (0) or Voice Mail key (1) (Default = 0). If set as a Message key, the user can press the key to call the voice mail only when they have new messages. If set as a Voice Mail key, it functions as a normal Voice Mail key (it is not active if Centralized Voice Mail is used).	0 = Message Key 1 = Voice Mail Key (default = 1)		✓	
15-02-28	<b>Multiline Telephone Basic Data setup – Message Waiting Lamp Color</b>	Determine whether an extension Message Waiting Lamp lights Green (0) or Red (1) when a message is received.	0 = Green 1 = Red (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-03-01	Single Line Telephone Basic Data Setup – SLT Signaling Type	For each UNIVERGE SV8100 voice mail extension, this option must be set to 0.	0 = DP 1 = DTMF (default = 1)		✓	
15-03-03	Single Line Telephone Basic Data Setup – Terminal Type	Enter 1 for this option to allow a single line port to receive DTMF tones after the initial call setup. Enter 0 to have the port ignore DTMF tones after the initial call setup. For Voice Mail, always enter 1 (e.g., receive DTMF tones).	0 = Normal 1 = Special (default = 0)		✓	
15-03-09	Single Line Telephone Basic Data Setup – Caller ID Function –for External Module	This option <i>must</i> be set to 0 when voice mail is used or the integration code for the disconnect function is incorrect.	0 = Disable (Off) 1 = Enable (On) (default = 0)		✓	
15-07-01	Programmable Function Keys	Assign a Voice Mail key to an extension. You must enter the Voice Mail key code (code 77) followed by: <ul style="list-style-type: none"> <li>○ Your own extension number if you are setting up your own Voice Mail key.</li> <li>○ A virtual extension number if you are setting up a Message Center key for a virtual extension.</li> <li>○ A co-worker's extension number if you are setting up a Message Center key for an installed extension.</li> <li>○ An uninstalled extension number if you are setting up a Message Center key for an uninstalled extension.</li> </ul> (Optional) Assign a Voice Mail Record key to an extension (code 78). (Optional) Assign a Personal Answering Machine Emulation key (code 16). (Optional) Use a Call Redirect key (49) to allow a user to transfer a call to another extension or voice mail without answering the call.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)		✓	
16-02-01	Department Group Assignment for Extensions	Set up the Department Group called by the pilot number and the extension priority when a group is called. Call Pickup Groups are set up in 23-02.	Department Groups 1-64 Priority 1-512 Default = All extensions in Department Group 1 with priority in port order: Port 1 priority = 1 Port 512 priority = 512	✓		
20-02-09	System Options for Multiline Telephones – Disconnect Supervision	Enable (1) disconnect supervision for the system.	0 = Disable 1 = Enable (default = 1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to the voice mail extensions. It is recommended to use COS 14 for all time modes.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-09-01	<b>Class of Service Options (Incoming Call Service) – Second Call for DID/DISA/DIL/E&amp;M</b>	Turns Off (0) or On (1) the extension ability to receive a second call from a DID, DISA, DIL, or tie line caller.  <i>With this option set to 1, the destination extension must be busy for a second DNIS caller to ring through. If the destination extension does not have a trunk or CAP key available for the second call and a previous call is ringing the extension but has not yet been answered, the second caller hears busy regardless of this program setting.</i>	0 = Off 1 = On (default = 1 for COS 01~15)		✓	
20-09-02	<b>Class of Service Options (Incoming Call Service) – Caller ID Display</b>	Turns Off (0) or On (1) the Caller ID display at an extension.	0 = Off 1 = On (default = 1 for COS 01~15)		✓	
20-11-01	<b>Class of Service Options (Hold/Transfer Service) – Call Forward All</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forward Immediate.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-02	<b>Class of Service Options (Hold/Transfer Service) – Call Forward When Busy</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forwarding when Busy.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-03	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding When Unanswered</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forwarding when Unanswered.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-04	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding (Both Ringing)</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forwarding with Both Ringing.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-05	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding with Follow Me</b>	In an extension's Class of Service, turns On (1) or Off (0) an extensions ability to set Call Forward with Follow Me.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-12	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding Off-Premise (External Call Forwarding)</b>	Setting these options to off (0) for the voice mail COS is recommended.	0 = Off 1 = On (default = 0 for COS 01~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-01	<b>Class of Service Options (Supplementary Service) – Long Conversation Alarm</b>	Turns Off (0) or On (1) the Warning Tone for Long Conversation (not for single line telephones).	0 = Off 1 = On (default = 0 for COS 01~15)		✓	
20-13-05	<b>Class of Service Options (Supplementary Service) – Intercom Off-Hook Signaling</b>	Turns On (1) or Off (0) the ability of an extension to receive Off-Hook Signals.	0 = Off 1 = On (default = 1 for COS 01~15)		✓	
20-13-06	<b>Class of Service Options (Supplementary Service) – Automatic Off-Hook Signaling (Automatic Override)</b>	Allows a busy extension ability to Manually (0) or Automatically (1) receive off-hook signals.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-07	<b>Class of Service Options (Supplementary Service) – Message Waiting</b>	Turns Off (0) or On (1) an extension ability to leave Message Waiting.	0 = Off 1 = On (default = 1 for COS 01~15)		✓	
20-13-13	<b>Class of Service Options (Supplementary Service) – Continued Dialing (DTMF) Signal on ICM Call</b>	Turns Off (0) or On (1) an extension user ability to use Continued Dialing, which allows DTMF signal sending while talking on extension.	0 = Off 1 = On (default = 1 for COS 01~15)		✓	
20-13-15	<b>Class of Service Options (Supplementary Service) – Barge-In, Initiate</b>	It is recommended that these options be set to on (1) for the voice mail COS.	0 = Off 1 = On (default = 0 for COS 01~15)		✓	
20-13-16	<b>Class of Service Options (Supplementary Service) – Barge-In, Receive</b>	Turns Off or On an extension ability to have other extensions barge-in on calls.	0 = Off 1 = On (default = 0 for COS 01~15)		✓	
20-13-28	<b>Class of Service Options (Supplementary Service) – Allow Class of Service to be Changed</b>	Turns Off or On the ability of an extension Class of Service to be changed via Service Code 677.	0 = Off 1 = On (default = 0 for COS 01~15)		✓	
20-13-35	<b>Class of Service Options (Supplementary Service) – Block Camp On</b>	Setting these options to off (0) for the voice mail COS is recommended.	0 = Off 1 = On (default = 0 for COS 01~15)		✓	
22-01-04	<b>System Options for Incoming Calls – DIL No Answer Recall Time</b>	A DIL that rings its programmed destination longer than this interval diverts to the DIL No Answer Ring Group (set in Program 22-08).	0~64800 (seconds) (default = 0)		✓	
22-08-01	<b>DIL/IRG No Answer Destination</b>	Use to assign the DIL No Answer Ring Group.	0 (No Setting) 001~100 (Incoming Ring Group) 102 (In-Skin/ External Voice Mail or VM8000 InMail) (default = 1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
24-02-02	<b>System Options for Transfer – MOH or Ringback on Transferred Calls</b>	Use this option to enable (0) or disable (1) MOH on Transfer. If enabled (0), a transferred caller hears Music on Hold while their call rings the destination extension. If disabled (1), a transferred caller hears ringback while their call rings the destination extension. For this option to work with voice mail, the transferred call must be an unscreened transfer.	0 = Hold Tone 1 = Ring Back Tone (default = 0)		✓	

### Assign Trunks As Automated Attendant Trunks – Method 1

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
22-02-01	<b>Incoming Call Trunk Setup</b>	Assign Service Type 4 to each trunk you want to ring into Voice Mail as a Direct Inward Line (DIL).	Trunks 1~200 0 = Normal 1 = VRS (second dial tone if no VRS installed) 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie line 6 = Delayed VRS 7 = ANI/DNIS 8 = DID(DDI) Mode Switching (default = 0)		✓	
22-07-01	<b>DIL Assignment</b>	Assign the master/pilot number of the voice mail group from Program 11-07-01 as the DIL destination. If all Voice Mail ports are in the same unique Extension (Department) Group (see Program 16-02 above), the DIL rings another Voice Mail port if its assigned port is busy.	Extension Number (maximum eight digits) (default not assigned)		✓	

## Assign Trunks As Automated Attendant Trunks – Method 2

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
22-02-01	Incoming Call Trunk Setup	Assign Service Type 0 to each trunk you want to ring into Voice Mail as a normal line.	Trunks 1~200 0 = Normal 1 = VRS (second dial tone if no VRS installed) 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie line 6 = Delayed VRS 7 = ANI/DNIS 8 = DID(DDI) Mode Switching (default = 0)		✓	
22-04-01	Incoming Extension Ring Group Assignment	Assign Ring Group 102 for an In-Skin/External Voice Mail, or 103 for a Central Voice Mail as the destination.	Maximum eight digits Default: Extensions 101~108 (first eight ports) ring for incoming Ring Group 1 calls. No other extensions ring for incoming Ring Group 1 calls.		✓	

### For Either Method:

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
22-04-01	Incoming Extension Ring Group Assignment	To enable Voice Mail Overflow, assign selected extensions to a Ring Group that will ring for unanswered DILs to Voice Mail ports. In Program 22-06, enter 1 to enable overflow ringing.	Maximum eight digits Default: Extensions 101~108 (first eight ports) ring for incoming Ring Group 1 calls. No other extensions ring for incoming Ring Group 1 calls.		✓	
22-08-01	DIL/IRG No Answer Destination	For Voice Mail Overflow, enter the Ring Group that unanswered DILs to Voice Mail will ring after the DIL Call Waiting time (Program 22-01-04).	0 (No Setting) 001~100 (Incoming Ring Group) 102 (In-Skin/ External Voice Mail or VM8000 InMail) (default = 1)		✓	
24-02-03	System Options for Transfer – Delayed Call Forwarding Time	Set the interval a transferred call waits at a forwarded extension before routing to the called extension mailbox.	0~64800 (seconds) (default = 10)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
45-01-01	Voice Mail Integration Options – Voice Mail Department Group Number	Assign which Extension (Department) Group number is to be assigned as the voice mail group. An entry of '0' means there is no voice mail installed.	Department Groups: 0~64 0 = No Voice Mail (default = 0)	✓		
45-01-02	Voice Mail Integration Options – Voice Mail Master Name	Enter the Voice Mail master name up to 12 characters.	Up to 12 Characters (default = Voice Mail)		✓	
45-01-04	Voice Mail Integration Options – Park and Page	Enable (1) or disable (0) the system ability to process the Voice Mail Park and Page (*) commands. You should normally enable this option.	0 = Off 1 = On (default = 1)		✓	
45-01-05	Voice Mail Integration Options – Message Wait	Enable (1) or disable (0) the system ability to process the Voice Mail Message Wait (#) commands. You should normally enable this option. If enabled, be sure that the programmed Message Notification strings do not contain the code #9 for trunk access. When using an external voice mail and centrex transfer, this option should be disabled or the service code #3 in Program 11-12-42 will need to be changed.	0 = Off 1 = On (default = 1)		✓	
45-01-06	Voice Mail Integration Options – Record Alert Tone Interval Time	This sets the time (0~64800 seconds) between Voice Mail Conversation Record alerts.	0~64800 (seconds) (default = 30)		✓	
45-01-14	Voice Mail Integration Options – CCIS Centralized Voice Mail Number	Assign the pilot number to Centralized Voice Mail over K-CCIS link. This is only assigned in the remote switches. If using this, Program 45-01-01 should be set to 0.	Dial (up to eight digits) (default not assigned)		✓	
45-01-15	Voice Mail Integration Options – Analog Voice Mail Protocol Selection	Assigns whether fixed codes are used or the codes used in PRG 45-04 are used for analog voice mail protocol.	0: Fixed 1: Program (default = 0)		✓	
45-01-16	Voice Mail Integration Options – Voice Mail Fax Digit Add Assignment	Assign up to four digits in front of the station number sent to the SLT port when a call is forwarded.	Up to four digits (default = 0)		✓	
45-01-17	Voice Mail Integration Options – Reply Mailbox Number	Whether or not to include the mailbox number in the analog voice mail protocol.	0 = No 1 = Yes (default = 1)	✓		
45-01-18	Voice Mail Integration Options – Trunk Number Mapping	Assign the digits of trunk number mapping.	2~3 (default = 2)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
47-01-02	VM8000 InMail System Options – VM8000 InMail Master Name	The <u>SV8100 system</u> must be reset for a change to this program to take effect. Use this option to modify the name for all VM8000 InMail ports. The system briefly displays this name when a display multiline terminal user calls a Voice Mail port (either by pressing Message, their voice mail key, or by dialing the master number). You should always end the name with the ## characters. The system substitutes the port number for the last #. Using the default name In-Mail ##, for example, the telephone display shows VM8000 InMail #1 when calling port 1.	Up to 12 characters Default: In-Mail ## (The system substitutes the port number for the # when calling the port).		✓	
47-01-03	VM8000 InMail System Options – Subscriber Message Length	Use this option to set the maximum length of recorded messages for: <ul style="list-style-type: none"> <li>○ Subscriber Mailbox users dialing RS to record and send a message.</li> <li>○ Extension users leaving a message in a Subscriber Mailbox.</li> <li>○ Outside Automated Attendant callers accessing a mailbox via a GOTO command and then dialing <b>RS</b> to record and send a message.</li> <li>○ Subscriber Mailbox Greetings.</li> <li>○ Announcement Messages.</li> <li>○ Call Routing Mailbox Instruction Menus.</li> </ul> <i>The length of a Conversation Record is 10 times the Subscriber Message Length. Since the Conversation Record time cannot exceed 4095 seconds, any setting in Subscriber Message Length larger than 409 has no effect on the length of recorded conversations.</i>	1~4095 (seconds) (default = 120)		✓	
47-01-04	VM8000 InMail System Options – Non-Subscriber Message Length	Use this option to set the maximum length of recorded messages for: <ul style="list-style-type: none"> <li>○ Automated Attendant callers leaving a message or Quick Message in a Subscriber Mailbox.</li> <li>○ Outside callers transferred by an extension user to a Subscriber Mailbox.</li> </ul>	1~4095 (seconds) (default = 120)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
47-01-05	VM8000 InMail System Options – Message Backup/Go Ahead Time	Use this option to set the backup/go ahead interval. This time sets how far VM8000 InMail backs up when a user dials <b>B</b> while listening to a message. This interval also sets how far VM8000 InMail jumps ahead when a user dials <b>G</b> while listening to a message.	1~60 (seconds) (default = 5)		✓	
47-01-07	VM8000 InMail System Options – Digital Pager Callback Number	Use this option to set the <i>Digital Pager Callback Number</i> portion of the Message Notification callout number for a digital pager. This is the portion of the callout number that is appended to the pager service telephone number. Normally, this option should be <b>X*M#</b> , where <ul style="list-style-type: none"> <li>○ <b>X</b> is the number of the extension that generated the notification.</li> <li>○ <b>*</b> is a visual delimiter (to make the pager display easier to read).</li> <li>○ <b>M</b> is the number of new messages in the extension mailbox.</li> </ul> <b>#</b> is the digit normally used by the pager service for positive disconnect.	<b>Digits</b> (12 maximum, using 0~9, <b>#</b> and <b>*</b> ) <b>M</b> (Number of messages – entered by pressing <b>LK1</b> ) <b>No entry</b> (Entered by pressing <b>HOLD</b> ). <b>X</b> (Extension number – entered by pressing <b>LK2</b> ) VM8000 InMail automatically replaces the X command with the number of the extension that initially received the message. (default = <b>X*M#</b> )		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
47-01-08	<b>VM8000 InMail System Options – Delay in Dialing Digital Pager Callback Number</b>	Use this option to set the delay (0~99 seconds) that occurs just before VM8000 InMail dials the Digital Pager Callback Number portion of the Message Notification callout number for a digital pager. Set this delay so the pager service has enough time to connect to the digital pager before sending the callback number. Your pager service may be able to help you determine the best value for this option (0~99 seconds). When placing a digital pager notification, the system: Seizes the trunk specified. Dials the user-entered notification number (in <b>Message + OP + N</b> ). Waits the <b>47-01-08: Delay in Dialing Digital Pager Callback Number</b> interval. Dials the number entered in <b>47-01-07: Digital Pager Callback Number</b> . The system assumes that the notification number completes dialing approximately four seconds after trunk seizure. This means that, by default, the Digital Pager Callback Number is dialed into the pager service about 13 seconds after trunk seizure.	0~99 (seconds) (default = 9)		✓	
47-01-09	<b>VM8000 InMail System Options – Wait Between Digital Pager Callout Attempts</b>	Use this option to set the minimum time (1~255 minutes) between unacknowledged or unanswered digital pager Message Notification callouts. (A subscriber acknowledges a digital pager notification by logging onto their mailbox.) After this interval expires, VM8000 InMail tries the callout again (for up to the number of times set in <b>47-01-14: Number of Callout Attempts</b> ). If the system dials the callout number and the pager service is busy, it retries the number in one minute.	1~255 (minutes) (default = 15)		✓	
47-01-10	<b>VM8000 InMail System Options – Wait Between Non-Pager Callout Attempts</b>	Use this option to set the minimum time (1~255 minutes) between non-pager Message Notification callouts in which the destination answers, says Hello, dials 1 to acknowledge and then enters the wrong security code.	1~255 (minutes) (default = 20)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
47-01-11	<b>VM8000 InMail System Options – Wait Between Busy Non-Pager Callout Attempts</b>	Use this option to set how long VM8000 InMail waits (1~255 minutes), after it dials a busy non-pager callout destination, before retrying the callout number.	1~255 (minutes) (default = 15)		✓	
47-01-12	<b>VM8000 InMail System Options – Wait Between RNA Non-Pager Callout Attempts</b>	Use this option to set how long VM8000 InMail waits (1~255 minutes), after it dials an unanswered non-pager callout destination, before retrying the callout number. There are three types of unanswered nonpager callouts: <ul style="list-style-type: none"> <li>○ If the callout rings the destination longer than the 47-01-13: Wait for Answer Non-Pager Callout Attempts option.</li> <li>○ If the destination answers, says Hello (or the system detects answer supervision) and then hangs up without dialing 1 to log onto their mailbox. This typically happens if someone unfamiliar with notification answers the callout, or if the callout is picked up by an answering machine.</li> <li>○ If the destination answers and then hangs up without saying Hello. This typically happens if someone unfamiliar with the notification answers the callout (like the above example), or if the call is picked up by an answering machine with insufficient outgoing message volume.</li> </ul>	1~255 (minutes) (default = 30)		✓	
47-01-13	<b>VM8000 InMail System Options – Wait for Answer Non-Pager Callout Attempts</b>	If a non-pager callout rings the destination longer than this interval (1-99 rings), VM8000 InMail marks the call as unanswered (Ring No Answer) and hangs up.	1~99 (rings) (default = 5)		✓	
47-01-14	<b>VM8000 InMail System Options – Number of Callout Attempts</b>	Use this option to set how many times (1~99 attempts) VM8000 InMail retries an incomplete Message Notification callout. This total includes unacknowledged callouts, callouts to a busy destination, and callouts to an unanswered destination. This option applies to pager and non-pager callouts.	1~99 (rings) (default = 5)In-Mail		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
47-01-15	<b>VM8000 InMail System Options – Send Pager Callout Until Acknowledged</b>	When this option is enabled (1), VM8000 InMail continues to retry a digital pager Message Notification callout until the notification is acknowledged. If this option is disabled (0), VM8000 InMail retries a digital pager Message Notification the number of times specified in <b>47-01-14 Number of Callout Attempts</b> . This option does not apply to Message Notification callouts to telephone numbers. A digital pager notification is considered acknowledged when the recipient logs onto the mailbox.	0 = No (Disabled) 1 = Yes (Enabled) (default = 0)		✓	
47-01-16	<b>VM8000 InMail System Options – Name Format</b>	Specify if names are displayed in First Last format or Last First.	0 = 1st Last 1 = Last 1st (default = 0)		✓	
47-01-17	<b>VM8000 InMail System Options – In-Mail Port</b>	Specify the port number of the first In-Mail Port. <i>Setting this program requires a CP00 reset in order for the changes to take effect.</i>	0~497 The first port of In-Mail must start with one of the following ports: 1, 5, 9, 12, 16, .....237, 241, 245, 249 and uses the first port assigned + next three consecutive ports. (default = 0)	✓		
47-02-01	<b>VM8000 InMail Station Mailbox Options – Mailbox Type</b>	Use this option to Enable or Disable the mailbox. An extension mailbox is not accessible when it is disabled (even though its stored messages and configuration are retained in memory.) If disabled, a user pressing <b>Message</b> initiates a remote logon and is asked to enter their mailbox number. A voice prompt then announces: <i>That mailbox does not exist.</i>  To make programming easier, consider associating a mailbox number with a station port. For example, mailbox 1 could correspond to port 1, which in turn corresponds to extension 101.	0 = None 1 = Personal 2 = Group (default = 1)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
47-02-02	<b>VM8000 InMail Station Mailbox Options – Mailbox Number</b>	Use this option to select the extension number associated with the mailbox you are programming. Normally, mailbox 1 should use Mailbox Number 101, mailbox 2 should use Mailbox Number 102, etc. To make programming easier, consider associating a mailbox number with a station port. For example, mailbox 1 could correspond to port 1, which in turn corresponds to extension 101.	Digits (eight maximum, using 0~9) Default: Mailbox 1 = 101 Mailboxes 2~64 = 102~164 Mailboxes 65~512 = No Entry	✓		
47-02-03	<b>VM8000 InMail Station Mailbox Options – Number of Messages</b>	Use this option to set the maximum number of messages that can be left in the Subscriber Mailbox. If a caller tries to leave a message after this limit is reached, they hear, " <i>That mailbox is full.</i> " VM8000 InMail then hangs up.	0~99 messages To conserve storage space, enter 0 for all unused mailboxes. Default: 99 for mailbox 1 20 for all other mailboxes		✓	
47-02-04	<b>VM8000 InMail Station Mailbox Options – Message Playback</b>	Use this option to set the Subscriber Mailbox message playback order. When a subscriber listens to their messages, VM8000 InMail can play the oldest messages first (first-in first-out, or FIFO), or the newest messages first (last-in/first-out, or LIFO).	0 (FIFO = first-in/first-out, or oldest messages first). 1 (LIFO = last-in/first-out, or newest messages first) (default = 0)		✓	
47-02-05	<b>VM8000 InMail Station Mailbox Options – Auto Erase/Save of Messages</b>	Use this option to determine what happens when a Subscriber Mailbox user listens to a complete new message and then exits the mailbox without either saving ( <b>SA</b> ) or erasing ( <b>E</b> ) the message. Depending on the setting of this option, VM8000 InMail either automatically saves or erases the message. If the mailbox user hangs up before listening to the <i>entire</i> new message, VM8000 InMail retains the message as a new message.	0 (Erase) After the subscriber listens to the entire new message and hangs up, VM8000 InMail erases the message. 1 (Save) After the subscriber listens to the entire new message and hangs up, VM8000 InMail saves the message. (default = 1)		✓	
47-02-06	<b>VM8000 InMail Station Mailbox Options – Message Retention</b>	Use this option to determine how long a Subscriber Mailbox retains held and saved messages. If a message is left in a Subscriber Mailbox longer than this interval, VM8000 InMail deletes it.	1~99 Days 0 (Indefinite) (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
47-02-07	<b>VM8000 InMail Station Mailbox Options – Recording Conversation Beep</b>	Use this option to Enable or Disable the Conversation Record beep. If enabled, all parties on a call hear the voice prompt <i>Recording</i> followed by a single beep when the extension user initiates Conversation Record. If disabled, the voice prompt and beep do not occur. When you disable the Conversation Record beep, the following voice prompts do not occur while VM8000 InMail records the conversation: <i>Recording (followed by a beep)</i> <i>That mailbox is full (if the mailbox message storage capacity is reached)</i> <i>You have reached the recording limit (if the recorded message is too long)</i> The SV8100 telephone system software provides an additional Conversation Record beep. This beep repeats according to the setting of <b>Program 45-01-06: Voice Mail Integration Options: Record Alert Tone Interval Time</b> (0~64800 seconds). To disable the SV8100 telephone system Conversation Record beep, enter 0 for this option.	0 = Disable 1 = Enable (default = 1)		✓	
47-02-08	<b>VM8000 InMail Station Mailbox Options – Message Waiting Lamp</b>	Use this option to Enable or Disable Message Waiting lamping at the extension associated with the Subscriber mailbox. For Subscriber Mailboxes, you should leave this option enabled. For Guest Mailboxes, you should leave this option disabled.	0 = Disable 1 = Enable (default = 1)		✓	
47-02-09	<b>VM8000 InMail Station Mailbox Options – Auto Attendant Do Not Disturb</b>	Use this option to Enable or Disable Auto Attendant Do Not Disturb. When a subscriber enables Auto Attendant Do Not Disturb, an Automated Attendant caller routes directly to the mailbox, hears the greeting, and is asked to leave a message. A subscriber can also enable Auto Attendant Do Not Disturb while recording their mailbox greeting.	0 = Disable 1 = Enable (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
47-02-10	<b>VM8000 InMail Station Mailbox Options – Forced Unscreened Transfer</b>	Use this option to Enable or Disable Automated Attendant Forced Unscreened Transfer for the Subscriber Mailbox. If enabled, each Screened Transfer (TRF) to the extension is converted to an Unscreened Transfer (UTRF). If disabled, Screened Transfers from the Automated Attendant occur normally.	0 = Disable 1 = Enable (default = 0)		✓	
47-02-11	<b>VM8000 InMail Station Mailbox Options – Auto Time Stamp</b>	Stamp for the Subscriber Mailbox. If enabled, after the subscriber listens to a message VM8000 InMail announces the time and date the message was left. Auto Time Stamp also announces the message sender (if known). A subscriber can also enable Auto Time Stamp from their mailbox.	0 = Disable 1 = Enable (default = 0)		✓	
47-02-12	<b>VM8000 InMail Station Mailbox Options – System Administrator</b>	Use this option to designate the Subscriber Mailbox as a System Administrator. This allows the subscriber to use the <b>SA</b> options after logging onto their mailbox.	0 = Disable 1 = Enable Default: Mailbox 1 (101)=1 Other mailboxes=0		✓	
47-02-13	<b>VM8000 InMail Station Mailbox Options – Dialing Option</b>	Dialing Option provides additional dialing options for Next Call Routing Mailbox calls (see <i>Next Call Routing Mailbox</i> below). If enabled, a caller who accesses the Subscriber Mailbox to leave a message can dial any of the options in the Next Call Routing Mailbox Dial Action Table. If disabled, the caller can dial only 0 (to use the Next Call Routing Mailbox 0 action).	0 = Disable 1 = Enable (default = 0)		✓	
47-02-14	<b>VM8000 InMail Station Mailbox Options – Next Call Routing Mailbox</b>	Use this option to assign a Next Call Routing Mailbox to the Subscriber Mailbox. This provides callers with additional dialing options while listening to a Subscriber Mailbox recorded or default greeting. The digits the caller can dial depends on the setting of the Next Call Routing Mailbox and Alternate Next Call Routing Mailbox options.	Call Routing Mailbox Number (1~3 digits, 01~016) No entry (Entered by pressing CLEAR) Default: <b>1</b> (Call Routing Mailbox 01) By default, Call Routing Mailbox numbers are 01~08		✓	
47-02-15	<b>VM8000 InMail Station Mailbox Options – Directory List</b>	Use to set up a station/extension mailbox directory list.	0 = None 1~8 = List Number * = All (default = 0)		✓	
47-03-01	<b>VM8000 InMail Group Mailbox Options – Master Mailbox Active</b>	Use this option to Enable or Disable the Master Mailbox. A Master Mailbox is not accessible when it is disabled.	0 = Disable 1 = Enable (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
47-03-02	<b>VM8000 InMail Group Mailbox Options – Master Mailbox Number</b>	The Master Mailbox Number is the same as the Department Group master (pilot) number. Use this option to select the Department Group master (pilot) number associated with the Master Mailbox you are programming.	Digits (eight maximum, using 0~9) No Setting (entered by pressing <b>Hold</b> ) (default not assigned)		✓	
47-03-03	<b>VM8000 InMail Group Mailbox Options – Master Mailbox Type</b>	Use this option to set the Master Mailbox type. There are two types of VM8000 InMail mailboxes: Subscriber (1) and Routing (2).	0 = None 1 = Subscriber 2 = Routing (default = 1)		✓	
47-06-01	<b>Group Subscriber Mailbox Options – Number of Messages</b>	Use this option to set the maximum number of messages that can be left in the Subscriber Mailbox. If a caller tries to leave a message after this limit is reached, they hear, “ <i>That mailbox is full</i> ”. VM8000 InMail then hangs up.	0~99 messages To conserve storage space, enter 0 for all unused mailboxes. (default = 20)		✓	
47-06-02	<b>Group Subscriber Mailbox Options – Message Playback Order</b>	Use this option to set the Subscriber Mailbox message playback order. When a subscriber listens to their messages, VM8000 InMail can play the oldest messages first (first-in/first-out, or FIFO), or the newest messages first (last-in/first-out, or LIFO).	0 (FIFO = first-in/first-out, or oldest messages first). 1 (LIFO = last-in/first-out, or newest messages first). (default = 0)		✓	
47-06-03	<b>Group Subscriber Mailbox Options – Auto Erase/Save of Messages</b>	Use this option to determine what happens when a Subscriber Mailbox user completely listens to a new message and then exits the mailbox without either saving (SA) or erasing (E) the message. Depending on the setting of this option, VM8000 InMail either automatically saves or erases the message. If the mailbox user hangs up before listening to the entire new message, VM8000 InMail retains the message as a new message.	0 (Erase) After the subscriber listens to the entire new message and hangs up, VM8000 InMail erases the message. 1 (Save) After the subscriber listens to the entire new message and hangs up, VM8000 InMail saves the message. (default = 1)		✓	
47-06-04	<b>Group Subscriber Mailbox Options – Message Retention</b>	Use this option to determine how long a Subscriber Mailbox retains held and saved messages. If a message is left in a Subscriber Mailbox longer than this interval, VM8000 InMail deletes it.	1~90 days 0 (Indefinite) (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
47-06-05	<b>Group Subscriber Mailbox Options – Recording Conversation Beep</b>	Use this option to Enable or Disable the Conversation Record beep. If enabled, all parties on a call hear the voice prompt <i>Recording</i> followed by a single beep when the extension user initiates Conversation Record. If disabled, the voice prompt and beep do not occur. When you disable the Conversation Record beep, the following voice prompts do not occur while VM8000 InMail records the conversation: Recording (followed by a beep) That mailbox is full (if the mailbox message storage capacity is reached) You have reached the recording limit (if the recorded message is too long) The SV8100 telephone system software provides an additional Conversation Record beep. This beep repeats according to the setting of Program 45-01-06: Voice Mail Integration Options: Record Alert Tone Interval Time (0~64800 seconds). To disable the SV8100 telephone system Conversation Record beep, enter 0 for this option.	0 = No (Disabled) 1 = Yes (Enabled) (default = 1)		✓	
47-06-06	<b>Group Subscriber Mailbox Options – Message Waiting Lamp</b>	Use this option to Enable or Disable Message Waiting light at the extension associated with the Subscriber mailbox. For Subscriber Mailboxes, you should leave this option enabled. For Guest Mailboxes, you should leave this option disabled.	0 = Disable 1 = Enable (default = 1)		✓	
47-06-07	<b>Group Subscriber Mailbox Options – Auto Attendant Do Not Disturb</b>	Use this option to Enable or Disable Auto Attendant Do Not Disturb. When a subscriber enables Auto Attendant Do Not Disturb, an Automated Attendant caller routes directly to the mailbox, hears the greeting, and is asked to leave a message. A subscriber can also enable Auto Attendant Do Not Disturb while recording their mailbox greeting.	0 = Disable 1 = Enable (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
47-06-08	<b>Group Subscriber Mailbox Options – Forced Unscreened Transfer</b>	Use this option to Enable or Disable Automated Attendant Forced Unscreened Transfer for the Subscriber Mailbox. If enabled, each Screened Transfer (TRF) to the extension is converted to an Unscreened Transfer (UTRF). If disabled, Screened Transfers from the Automated Attendant occur normally.	0 = Disable 1 = Enable (default = 0)		✓	
47-06-09	<b>Group Subscriber Mailbox Options – Auto Time Stamp</b>	Use this option to Enable or Disable Auto Time Stamp for the Subscriber Mailbox. If enabled, after the subscriber listens to a message VM8000 InMail announces the time and date the message was left. Auto Time Stamp also announces the message sender (if known). A subscriber can also enable Auto Time Stamp from their mailbox.	0 = Disable 1 = Enable (default = 0)		✓	
47-06-10	<b>Group Subscriber Mailbox Options – System Administrator</b>	Use this option to designate the Subscriber Mailbox as a System Administrator. This allows the subscriber to use the options after logging onto their mailbox.	0 = Disable 1 = Enable (default = 0)		✓	
47-06-11	<b>Group Subscriber Mailbox Options – Dialing Option</b>	Dialing Option provides additional dialing options for Next Call Routing Mailbox calls (see <i>Next Call Routing Mailbox</i> below). If enabled, a caller who accesses the Subscriber Mailbox to leave a message can dial any option in the Next Call Routing Mailbox Dial Action Table. If disabled, the caller can dial only 0 (to use the Next Call Routing Mailbox 0 action).	0 = Disable 1 = Enable (default = 0)		✓	
47-06-12	<b>Group Subscriber Mailbox Options – Next Call Routing Mailbox</b>	Use this option to assign a Next Call Routing Mailbox to the Subscriber Mailbox. This provides callers with additional dialing options while listening to a Subscriber Mailbox recorded or default greeting. The digits the caller can dial depends on the setting of the Next Call Routing Mailbox and Alternate Next Call Routing Mailbox options.	Call Routing Mailbox Number (1~3 digits) No entry (entered by pressing <b>CLEAR</b> ) (default = 1) (Call Routing Mailbox 01) By default, Call Routing Mailbox numbers are 01=16		✓	
47-06-13	<b>Group Subscriber Mailbox Options – Directory List</b>	Use to set up a Master Mailbox assigned as a Subscriber Mailbox in 47-03-03	0 = None 1~8 = List Number * = All (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
47-07-02	<b>VM8000 InMail Routing Mailbox Options – Routing Mailbox Type</b>	Use this option to set the Routing Mailbox type.	0 = None 1 (Call Routing) 2 (Announcement) 3 (Directory) 4 (Distribution) Default: Mailboxes 01~08 = 1 (Call Routing) Mailboxes 09~32 = 2 (Announcement)		✓	
47-08-01	<b>Call Routing Mailbox Options – Dial Action Table</b>	Use this option to assign the Dial Action Table to the Call Routing Mailbox. The Dial Action Table defines the dialing options for the call Routing Mailbox.	1~16 (Dial Action Table 1~16) Default: 1 (Dial Action Table 1)		✓	
47-08-02	<b>Call Routing Mailbox Options – Screened Transfer Timeout</b>	Use this option to set how long a Screened Transfer (TRF) from the Automated Attendant rings an unanswered extension before recalling. This option has a similar function as Customize: Mailbox Options: Call Routing: [Call Handling] Options: Delay Rings Before Redirect Transfer in VM8000 InMail.	0~255 (seconds) Entering 0 causes immediate recall. (default = 15)		✓	
47-08-03	<b>Call Routing Mailbox Options – Time Limit for Dialing Commands</b>	This option determines how long VM8000 InMail waits for an Automated Attendant caller to dial before routing the call to the Timeout destination. <i>Be sure your Dial Action Tables have a Timeout action programmed.</i> If the caller waits too long to dial: When the associated Dial Action Table has a Timeout action programmed, the caller routes to that destination. When the associated Dial Action Table does not have a Timeout action programmed, the Instruction Menu repeats three times and then VM8000 InMail hangs up.	0~99 (seconds) Entering 0 causes the Automated Attendant to immediately route callers to the Timeout destination programmed in the active Dial Action Table. (default = 5)		✓	
47-08-04	<b>Call Routing Mailbox Options – Fax Detection</b>	Use this option to enable Fax detection for the Call Routing Mailbox. When enabled, the VM8000 InMail Automated Attendant (when using this mailbox) detects incoming Fax CNG tone. The Fax then routes to the company Fax Machine according to the setting in PRG 47-01-06: Fax Extension. When disabled, the Automated Attendant does not detect incoming Fax calls.	0 = Disabled 1 = Enabled (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
47-09-01	<b>Announcement Mailbox Options – Next Call Routing Mailbox</b>	If you set up an Announcement Mailbox to answer Automated Attendant calls, use this option to provide additional routing options to the Automated Attendant callers. This option interacts with <i>Repeat Count</i> and <i>Hang Up After</i> below. For more detail on this interaction, refer to Direct Announcement Mailbox Routing and Routed Announcement Mailbox Routing in the VM8000 InMail System Guide.	Call Routing Mailbox Number (1~32) 0 = Undefined (default = 0)		✓	
47-09-02	<b>Announcement Mailbox Options – Repeat Count</b>	Enter the number of times you want the Announcement Mailbox message to repeat to callers. After an Announcement Mailbox caller initially listens to the message, it repeats the number of times specified in this option. This option interacts with <i>Next Call Routing Mailbox</i> and <i>Hang Up After</i> when providing routing options. For more detail on this interaction, refer to Direct Announcement Mailbox Routing and Routed Announcement Mailbox Routing in the VM8000 InMail System Guide.	0 (No Repeats) 1~10 (Announcement repeats 1~10 times) (default = 0)		✓	
47-09-03	<b>Announcement Mailbox Options – Hang Up After</b>	Use this option along with <i>Next Call Routing Mailbox</i> and <i>Repeat Count</i> above to provide additional routing options to Automated Attendant callers. For more detail on this interaction, refer to Direct Announcement Mailbox Routing and Routed Announcement Mailbox Routing in the VM8000 InMail System Guide.	0 = None 1 = Goodbye 2 = Silent (default = 0)		✓	
47-10-01	<b>VM8000 InMail Trunk Options – Answer Table Assignment</b>	Use this option to assign an In-Mail Answer Table to each Direct Inward Line (DIL) the Automated Attendant should answer. The Automated Attendant follows the routing specified by the selected Answer Table.	Answer Table (1~8) (default = 1)		✓	
47-11-01	<b>VM8000 InMail Answer Table Options – Answer Schedule Override</b>	Use this option to Enable or Disable Answer Schedule Override for the selected Answer Table. If enabled (and you make an entry for <i>Override Mailbox</i> below), the active Answer Table routes calls to the Override Mailbox.	0 = Disable 1 = Enable (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
47-11-02	<b>VM8000 InMail Answer Table Options – Override Mailbox Category</b>	<p>Use this option to specify the category of the mailbox where Automated Attendant calls should route when you enable Answer Schedule Override.</p> <p>VM8000 InMail mailbox categories are Subscriber Mailbox, Master Mailbox, and Routing Mailbox. VM8000 InMail handles the routing according to the type of mailbox (Subscriber, Call Routing, or Announcement) within the specified category:</p> <ul style="list-style-type: none"> <li>○ If the Override Mailbox is a Subscriber Mailbox, the outside caller hears the mailbox greeting (if recorded) and can leave a message.</li> <li>○ If the Override Mailbox is an Announcement Mailbox, the outside caller hears the recorded announcement. Depending on how the Announcement Mailbox is programmed, In-Mail then hangs up, reroutes the call, or provides additional dialing options.</li> <li>○ If the Override Mailbox is a Call Routing Mailbox, the outside caller hears the instruction menu and can dial any option allowed by the associated Dial Action Table.</li> </ul>	0 (Undefined) 1 (Subscriber Mailbox – STA) 2 (Master Mailbox) 3 (Routing Mailbox) (default = 0)		✓	
	<b>Override Mailbox Number</b>	<p>Use this option to specify the mailbox where Automated Attendant calls should route when you enable Answer Schedule Override. The mailbox number you select in this option should match the mailbox category specified in <b>47-11-02: Override Mailbox Category</b> above.</p>	Digits (three maximum, using 0~9) (default not assigned)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
47-11-03	<b>VM8000 InMail Answer Table Options – Default Mailbox Category</b>	<p>Use this option to specify the category of mailbox used as the Default Mailbox. VM8000 InMail mailbox categories are Subscriber Mailbox, Master Mailbox, and Routing Mailbox. VM8000 InMail uses the Default Mailbox when an Answer Schedule is not in effect. In-Mail handles the routing according to the type of mailbox (Subscriber, Call Routing, or Announcement) within the specified category:</p> <ul style="list-style-type: none"> <li>○ If the Default Mailbox is a Subscriber Mailbox, the outside caller hears the mailbox greeting (if recorded) and can leave a message.</li> <li>○ If the Default Mailbox is an Announcement Mailbox, the outside caller hears the recorded announcement. Depending on how the Announcement Mailbox is programmed, VM8000 InMail then hangs up, reroutes the call, or provides additional dialing options.</li> <li>○ If the Default Mailbox is a Call Routing Mailbox, the outside caller hears the instruction menu and can dial any option allowed by the associated Dial Action Table.</li> </ul>	0 (Undefined) 1 (Subscriber Mailbox - STA) 2 (Group Mailbox) 3 (Routing Mailbox) Default : Answer Table 1 = 3 Answer Table 2~8=0		✓	
	<b>VM8000 InMail Answer Table Options – Default Mailbox Number</b>	<p>Use this option to set the Answer Table Default Mailbox number. VM8000 InMail uses the Default Mailbox when an Answer Schedule is not in effect. By default, this occurs at all times <i>other than</i> Monday through Friday from 8:30 AM to 5:00 PM.</p>	Digits (Three maximum, using 0~9) Default: Answer Table 1 = 1 Answer Table 2~8 = No Entry		✓	
47-11-04	<b>VM8000 InMail Answer Table Options – Next Answer Table</b>	<p>When 10 Answer Schedules in an Answer Table are not sufficient, use this option to link two Answer Tables together. VM8000 InMail treats the two linked tables as a single 20 entry Answer Table.</p>	Answer Table (1~8) 0 = Undefined (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
47-12-01	VM8000 InMail Answer Schedules – Schedule Type	<p>Use this option to assign a Schedule Type to the selected Answer Schedule. The Schedule Type determines how the Answer Schedule answers calls. The schedule can be one of the following types:</p> <ul style="list-style-type: none"> <li>○ <b>1. Day of the Week</b> A Type 1 Answer Schedule runs on a specific day of the week. For this type of schedule, you select:                             <ul style="list-style-type: none"> <li>The day of the week the schedule should run:</li> <li>The schedule start time.</li> <li>The schedule end time</li> <li>The Call Routing or Announcement Mailbox used to answer calls.</li> </ul> </li> <li>○ <b>2. Range of Days</b> A Type 2 Answer Schedule runs for a range of days. For this type of schedule, you select:                             <ul style="list-style-type: none"> <li>The day of the week the schedule should start.</li> <li>The day of the week the schedule should stop.</li> <li>The time on the start day the schedule should start.</li> <li>The time on the stop day the schedule should stop.</li> <li>The Call Routing or Announcement Mailbox used to answer the calls.</li> </ul> </li> <li>○ <b>3. Date</b> A type 3 Answer Schedule runs only on a specific day of the year. For this type of schedule, you select:                             <ul style="list-style-type: none"> <li>The specific date the schedule should run.</li> <li>On the selected date, the time the schedule should start.</li> <li>On the selected date, the time the schedule should stop.</li> <li>The Call Routing or Announcement Mailbox used to answer the calls.</li> </ul> </li> </ul>	0 = Undefined 1 = Day of the Week 2 = Range of Days 3 = Date Default: Answer Table 1/ Schedule 1 = 2 All other schedules = 0		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
47-12-02	<b>VM8000 InMail Answer Schedules – Answering Mailbox Category</b>	Use this option to specify the category of mailbox to which Automated Attendant calls should route when the schedule is in effect. VM8000 InMail mailbox categories are Subscriber Mailbox, Master Mailbox, or Routing Mailbox. VM8000 InMail handles the routing according to the exact type of Subscriber, Master, or Routing Mailbox specified. If the Answering Mailbox is a Subscriber Mailbox, the outside caller hears the mailbox greeting (if recorded) and can leave a message. If the Answering Mailbox is an Announcement Mailbox, the outside caller hears the recorded announcement. Depending on how the Announcement Mailbox is programmed, VM8000 InMail then hangs up, reroutes the call, or provides additional dialing options. If the Answering Mailbox is a Call Routing Mailbox, the outside caller hears the instruction menu and can dial any option allowed by the associated Dial Action Table.	0 = Undefined 1 = Subscriber Mailbox - STA 2 = Group Mailbox 3 = Routing Mailbox (default = 3)		✓	
	<b>Answering Mailbox Number</b>	Use this option to set the number of the Answering Mailbox the Automated Attendant uses when the selected schedule is in effect. This mailbox is defined in 47-12-02: Answering Mailbox Category.	Digits (three maximum, using 0~9) Default: Answer Table 1/ Schedule 1 = 1 All Other Answer Schedules = No Entry		✓	
47-12-03	<b>VM8000 InMail Answer Schedules – Day of the Week</b>	For Day of the Week (Type 1) Answer Schedules, use this option to select the day of the week the Answer Schedule should be active.	1 = Sunday 2 = Monday 3 = Tuesday 4 = Wednesday 5 = Thursday 6 = Friday 7 = Saturday (default = 1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
47-12-04	<b>VM8000 InMail Answer Schedules – Start Day</b>	For Range of Days (Type 2) Answer Schedules, use this option to select the day of the week the Answer Schedule should start.	1 = Sunday 2 = Monday 3 = Tuesday 4 = Wednesday 5 = Thursday 6 = Friday 7 = Saturday Default: 1 Answer Table 1/ Schedule 1 = 2 All Other Schedules = 1		✓	
47-12-05	<b>VM8000 InMail Answer Schedules – End Day</b>	For Range of Days (Type 2) Answer Schedules, use this option to select the day of the week the Answer Schedule should end.	1 = Sunday 2 = Monday 3 = Tuesday 4 = Wednesday 5 = Thursday 6 = Friday 7 = Saturday Default: Answer Table 1/ Schedule 1 = 6 All Other Answer Schedules = 1		✓	
47-12-06	<b>VM8000 InMail Answer Schedules – Date</b>	For Date (Type 3) Answer Schedules, use this option to select the date the Answer Schedule should be active.	MMDD For example: - 0101 = January 1 - 1231 = December 31 - 0000 = No date set (default = 0000)		✓	
47-12-07	<b>VM8000 InMail Answer Schedules – Schedule Start Time</b>	Use this option to specify the time the Answer Schedule should start. It applies to Day of the Week (Type 1), Range of Days (Type 2), and Date (Type 3) schedules. (To make a schedule run continuously, make the same entry for 47-12-07: Schedule Start Time and 47-12-08: Schedule End Time.)	HHMM (24-hour clock) For example: - 0130 = 1:30AM - 1700 = 5:00PM Default: Answer Table 1/ Schedule 1 = 08:30 (8:30AM) All other schedules are 0000		✓	
47-12-08	<b>VM8000 InMail Answer Schedules – Schedule End Time</b>	Use this option to specify the time the Answer Schedule should start. It applies to Day of the Week (Type 1), Range of Days (Type 2), and Date (Type 3) schedules. (To make a schedule run continuously, make the same entry for 47-12-07: Schedule Start Time and 47-12-08: Schedule End Time.)	HHMM (24-hour clock) For example: - 0130 = 1:30AM - 1700 = 5:00PM - 0000 = Undefined Default: Answer Table 1/ Schedule 1 = 1700 All Other Schedules = 0000		✓	
47-13-01	<b>VM8000 InMail Dial Action Tables</b>	Refer to the UNIVERGE SV8100 In-Mail System Guide, for complete programming details.			✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-03-01	<b>DTMF Tone Receiver Setup – Detect Level</b>	Use these programs to set the criteria for DTMF dial, ringback and busy tones.	0 = 0dBm ~ -25dBm 1 = -5dBm ~ -30dBm 2 = -10dBm ~ -35dBm 3 = -15dBm ~ -40dBm 4 = -20dBm ~ -45dBm 5 = -25dBm ~ -50dBm 6 = -30dBm ~ -55dBm default: Type 1~5 = 0			✓
80-04-01	<b>Call Progress Tone Detector Setup – Detect Level</b>	Define the various levels and timers for the Call Progress Tone Detector. Use this option to set the Detection Level.	0 = 0dBm ~ -25dBm 1 = -5dBm ~ -30dBm 2 = -10dBm ~ -35dBm 3 = -15dBm ~ -40dBm 4 = -20dBm ~ -45dBm 5 = -25dBm ~ -50dBm 6 = -30dBm ~ -55dBm default: Type 1 (DT) – 0 (-25dBm) Type 2 (BT) – 0 (-25dBm) Type 3 (RBT) – 0 (-25dBm) Type 4, Type 5 – 0			✓

**ACD Delay Announcement:**

Only use if Master Mailboxes will be used for ACD Delay Announcements.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
41-19-01	<b>ACD Voice Mail Delay Announcement – Delay Message Start Timer</b>	Determine how long the system waits before playing the Delay Message.	0 ~ 64800 (sec.) (default = 0)	✓		
41-19-02	<b>ACD Voice Mail Delay Announcement – Mailbox Number for 1st Announcement Message</b>	Assign Voice Mail ACD Announcement Mailbox as the message source for the 1st Announcement Message.	Dial (up to eight digits) (default not assigned)	✓		
41-19-03	<b>ACD Voice Mail Delay Announcement – 1st Delay Message Sending Count</b>	Determine the 1st Delay Message Sending Count. This entry must be set to 1 or higher in order for the message to play.	0 = No message is played. 1 ~ 255 (default = 0)		✓	
41-19-04	<b>ACD Voice Mail Delay Announcement – Mailbox Number for 2nd Announcement Message</b>	Assign Voice Mail ACD Announcement Mailboxes as the message source for the 2nd Announcement Message.	Dial (up to eight digits) (default not assigned)		✓	
41-19-05	<b>ACD Voice Mail Delay Announcement – 2nd Delay Message Sending Count</b>	Determine the 2nd Delay Message Sending Count. This entry must be set to 1 or higher in order for the message to play.	0 = No message is played. 1 ~ 255 (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
41-19-06	<b>ACD Voice Mail Delay Announcement – Wait Tone Type at Message Interval.</b>	Determines what the caller hears between the messages.	0 = Ring Back Tone 1 = Music On Hold Tone 2 = Background Music Source (default = 0)		✓	
41-19-07	<b>ACD Voice Mail Delay Announcement – ACD Forced Disconnect Time after 2nd Announcement.</b>	Assign how long the system waits after the end of the ACD delay message before disconnecting.	0 ~ 64800 (seconds) (default = 0)		✓	
41-19-08	<b>ACD Voice Mail Delay Announcement – Delayed Message Interval Time</b>	Set the time between the Delayed Messages.	0 ~ 64800 (seconds) (default = 20)		✓	
47-03-01	<b>SV8000 In-Mail Group Mailbox Options – Master Mailbox Active</b>	Use this option to Enable or Disable the Master Mailbox. A Master Mailbox is not accessible when it is disabled.	0 = Disable 1 = Enable (default = 0)		✓	
47-03-02	<b>SV8000 In-Mail Group Mailbox Options – Master Mailbox Number</b>	The Master Mailbox Number is the same as the Department Group master (pilot) number. Use this option to select the Department Group master (pilot) number associated with the Master Mailbox you are programming.	Digits (eight maximum, using 0~9) No Setting (entered by pressing <b>Hold</b> ) (default not assigned)		✓	
47-03-03	<b>SV8000 In-Mail Group Mailbox Options – Master Mailbox Type</b>	Use this option to set the Master Mailbox type. There are two types of VM8000 InMail mailboxes: Subscriber (1), and Routing (2).	0 = None 1 = Subscriber 2 = Routing (default = 1)		✓	

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## Operation

### Calling Your Mailbox

#### To call your mailbox:

With a multiline terminal, your Voice Mail key flashes green and your Message Center keys flash red when they have messages waiting. If you do not have a Voice Mail key, your Message Waiting LED flashes instead.

#### Multiline Terminal

1. Press your **Voice Mail** key (Program 15-07 or SC 751: 01 + \*8).

- OR -

Press the **Vmsg** softkey.

- OR -

Press the **Message** key on the telephone, if equipped.

 *Your mailbox number is normally the same as your extension number. You may optionally dial a co-worker's mailbox - or use this procedure to call your mailbox from a co-worker's telephone.*

- OR -

Press **Speaker** and dial \*8.

2. If requested by Voice Mail, enter your security code.

 *Ask your Voice Mail system administrator for your security code.*

 *Normally, your Message Waiting (MW) LED goes out (if applicable). If it continues to flash, you have unanswered Message Waiting requests or a new General Message. See "To check your messages" below.*

#### Single Line Telephone

1. Lift the handset and dial \*8.

 *If you are at a co-worker's telephone, you can dial the Voice Mail master number and your mailbox number instead. You can also use this procedure from your own telephone to call a co-worker's mailbox.*

2. If requested by Voice Mail, enter your security code.

### Checking Messages

#### If Program 15-02-26 = 0 (Message Key):

1. Press the **Message** key once.

 *The user can use the VOL UP and VOL DOWN keys to view the new messages. If there are both voice mail messages and Message Waiting calls, the display indicates the number of new voice mail messages and then each Message Waiting call is shown.*

 *When there are new messages, the Message Waiting LED on the telephone will flash red.*

 *To return a displayed Message Waiting, press the Speaker key or lift the handset.*

- To return a displayed Message Waiting, press **Speaker** or lift the handset.  
To listen to the voice messages, with Voice Message displayed, press **Speaker** or lift the handset.
  - The voice mail is called.*
  - The voice mail is only called if there are new messages. If the display indicates "Check Messages No Messages", then press the Exit key to return the telephone to idle.*

#### If Program 15-02-26 = 1 (Voice Mail Key):

- Press the **Message** key once.
  - The voice mail is called.*
  - When there are new messages, the Message Waiting LED on the telephone flashes red.*
  - With this option set, the MSG key can be used as a Voice Mail key for any function [calling voice mail or transfer call a to voice mail (Hold + MSG + Extension Number), etc.].*

#### Leaving A Message (Multiline Terminal Only)

##### To leave a message in the mailbox of an unanswered extension (*the extension you call can be busy, in DND or unanswered*):

- Press the **Voice Mail** key (Program 15-07 or SC 751: code 77 + VM8000 InMail pilot).
  - OR -Press the **Message** key on telephone, if equipped.
  - OR -Dial **8**.
  - The Voice Mail System will prompt you to leave a message.*

#### Forwarding Calls to Your Mailbox

##### To activate or cancel Call Forwarding:

- Press **Speaker** (or lift the handset at the single line telephone) and choose from the following dial access codes:
  - 741 = Call Forward – Immediate (Program 15-07 or SC 751: code 10)
  - 742 = Call Forward – Busy (Program 15-07 or SC 751: code 11)
  - 743 = Call Forward – No Answer (Program 15-07 or SC 751: code 12)
  - 744 = Call Forward – Busy/No Answer (Program 15-07 or SC 751: code 13)
- Dial the Voice Mail master number.
- Press **Speaker** to hang up (or hang up handset at the single line telephone).

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## Transferring Calls to a Mailbox

### To transfer your active call to a mailbox:

#### Multiline Terminal

1. Press **Hold**.
2. Press the **Voice Mail** key (Program 15-07 or SC 751: code 77 + VM8000 InMail pilot).

- OR -

Press the **Message** key on the telephone, if equipped.

3. Dial the number of mailbox to receive the transfer.

 *This number can be a mailbox number or a co-worker's mailbox number.*

- OR -

Press the **DSS Console** or **One-Touch** key for extension user's mailbox, which receives the transfer.

 *If the Transfer destination is an extension forwarded to Voice Mail, the call waits before routing the called user's mailbox. This gives you the option of retrieving the call instead of having it picked up by Voice Mail.*

4. Hang up.

 *Voice Mail prompts your caller to leave a message in the mailbox you selected.*

- OR -

1. Dial extension number or press a DSS Console key for the extension mailbox which receives the transfer.
2. Press the Voice Mail key (Program 15-07 or SC 751: code 77 + VM8000 InMail pilot)

- OR -

Press the **Message** key on the telephone, if equipped.

3. Hang up.

 *Voice Mail prompts your caller to leave a message in the mailbox you selected.*

#### Single Line Telephone

1. Hookflash.

Dial Voice Mail master number followed by destination mailbox.

 *If the Transfer destination is an extension forwarded to Voice Mail, the call waits before routing the called user's mailbox. This gives you the option of retrieving the call instead of having it picked up by Voice Mail.*

2. Hang up.

## Recording Your Call

To record your active call in your mailbox:

### Multiline Terminal

1. Press the **Voice Mail Record** key (Program 15-07 or SC 751: code 78)

 *You hear a beep and your Record key flashes. The system beeps periodically to remind you that you are recording.*

 *To stop recording, press the Voice Mail Record key again. You can restart and stop recording as required.*

**- OR -**

1. Press **Hold**.

2. Dial **654**.

 *The system automatically reconnects you to your call.*

 *To stop recording, place the call on hold then pick the call back up. You can restart and stop recording as required.*

### Single Line Telephone

1. Hookflash.

2. Dial **654**.

 *The system automatically reconnects you to your call.*

 *To stop recording, hookflash twice. You can restart and stop recording as required.*

## Personal Answering Machine Emulation (Multiline Terminal Only)

To enable or cancel Personal Answering Machine Emulation:

1. Press **Speaker** (or lift the handset at the single line telephone) and choose from the following dial access codes:

741 = Call Forward – Immediate

742 = Call Forward – Busy

743 = Call Forward – No Answer

744 = Call Forward – Busy/No Answer

745 = Call Forward – Both Ring

746 = Call Forwarding – Follow Me

2. Dial the Voice Mail master number.

3. Press **Speaker** to hang up (or hang up handset at the single line telephone).

## When Personal Answering Machine Emulation broadcasts your caller's message, you can:

Your telephone must be idle (not on a call).

1. Do nothing.

 The message is automatically being recorded in your mailbox. The broadcast stops when your caller hangs up.

- OR -

1. Lift the handset to intercept the call.

 You connect to the caller. The system records the first part of the message in your mailbox. The line key changes from red to green.

- OR -

Press **Speaker** to cut off the message broadcast and send the call to your mailbox.

 Voice Mail records the entire message in your mailbox.

## Checking Your Messages (Multiline Terminal Only)

### To check your messages:

1. Press the **Message** key.

2. Dial **\*0**.

 You can have any combination of the message types in the table below on your telephone.

If you see. . .	You have. . .
VOICE MESSAGE n MESSAGES	New messages in your Voice Mail mailbox
CHECK MESSAGE VRS GENERAL MESSAGE	Not listened to the current General Message
CHECK MESSAGE (name)	Message Waiting requests left at your telephone by your co-workers

3. Press VOL ▲ or VOL ▼ to scroll through your display.

4. When you find the message you want to answer, press **Speaker**. You can either:

- Go to your Voice Mail mailbox.
- Listen to the new General Message.
- Automatically call the extension that left you a Message Waiting.

## Directory Dialing

### Recording a Directory Dialing message:

1. Log onto the System Administrator's mailbox: **SA** (72) or press **0** to play a Help message.
2. Select Instruction Menus: **I** (4).
3. Enter the Directory Dialing Mailbox number or press **#** to go back to the System Administrator Options.

4. Select one of the following options:
  - L (5) = Listen to the current Directory Dialing Message (if any)
  - # = Exit listen mode
  - R (7) = Record a new Directory Dialing Message
    - \* = Pause or restart recording
    - E (3) = Erase recording
    - # = Exit recording mode
  - E (3) = Erase the Directory Dialing Message
  - # = Go back to the System Administrator options

**Using Directory Dialing:**

1. After the Automated Attendant answers, wait for the Directory Dialing Message. The Automated Attendant may ask you to dial a digit for Directory Dialing.
2. Dial the letters that correspond to the name of the person you wish to reach + #.
  - The Directory Dialing Message tells you how many letters you need to dial, and whether you should enter the person's first name or last name.
  - To exit Directory Dialing without selecting a name, just dial #.
3. The Automated Attendant announces the name matches, and tells you which digit to dial (1~3) to reach each of the announced names.
  - To hear additional name matches (if any), dial 6 instead.
4. After you make your selection, the Automated Attendant will route your call to the name you select.

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## *Voice Mail Integration (Analog)*

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### **Description**

The system provides telephone users with comprehensive Voice Mail features. Voice Mail ends the frustration and cost of missed calls, inaccurate written messages and telephone tag. This frees busy receptionists and secretaries for more productive work.

External voice mail requires available analog station ports based on the number of voice mail ports connected.

Integrated voice mail enhances the telephone system with the following features:

**Call Forwarding to Voice Mail**

An extension user can forward their calls to Voice Mail. Once forwarded, calls to the extension connect to that extension mailbox. The caller can leave a message in the mailbox instead of calling back later. Forwarding can occur for all calls immediately, for unanswered calls or only when the extension is busy. When a user transfers a call to an extension forwarded to Voice Mail, the call waits for the Delayed Call Forwarding time before routing to the called extension mailbox. This gives the transferring party the option of retrieving the call instead of having it go directly to the mailbox.

**Leaving a Message**

Voice Mail lets a multiline terminal extension user easily leave a message at an extension that is unanswered, busy or in Do Not Disturb. The caller just presses their Voice Mail key to leave a message in the called extension mailbox. There is no need to call back later.

**Transferring to Voice Mail**

By using Transfer to Voice Mail, a multiline terminal extension user can Transfer a call to the user's or a co-worker's mailbox. After the Transfer goes through, the caller can leave a message in the mailbox.

### **Voice Mail Queuing**

When accessing the voice mail, the system provides a voice mail queue. If all the voice mail ports are busy, any calls trying to get to the voice mail are placed in queue. As the voice mail ports become available, the calls are connected to the voice mail in the order in which they were received.

As the Voice Mail Queue follows Department Hunting programming, the queue can hold a maximum of 10 calls. If the queue is full or if the voice mail ports are not assigned to a Department Group, the calls are handled as though no voice mail queuing feature is enabled. The calls either access voice mail if a port is available or they receive a busy signal.

The Voice Mail Queuing feature does not work with the Conversation Record feature.

## MSG Key will Operate as Voice Mail Key

The system enhances a telephone MSG key function when connected to a system which has voice mail installed. When an extension receives a voice mail, the MSG key can be used to check the number of messages in voice mail, as well as call the voice mail to listen to the messages.

## Analog Voice Mail Protocol Leading and Trailing Digits Assignment

The Analog Voice Mail Protocol Leading Digits (chassis to VM) and the Trailing Digits format can be changed.

The following chart illustrates the input data for PRG 45-04-01~PRG 45-04-09 (Voice Mail Digit Add Assignment) based on the setting in Program 45-01-15 (Analog Voice Mail Protocol Selection) and Program 45-01-17 (Reply Mailbox Number). If PRG 45-01-15 is set to Fixed (0) it uses the Fixed Memory Location for the Leading Digits or, if set to Program (1) it uses PRG 45-04-01~PRG 45-04-09 for the Leading Digits. If Program 45-01-17 is set to 0 (No), it does not have the calling party in the Trailing Digits.

 The default values for Program 45-04-01~Program 45-04-09 are not assigned.

Use the chart below to determine what leading and trailing digits will be sent to the Analog Voice Mail System.

Program	Program 45-01-15 (0 = Fixed) Program 45-01-17 (1=Yes or 0=No)	Program 45-01-15 (1 = Program) Program 45-01-17 (1=Yes)	Program 45-01-15 (1=Program) Program 45-01-17 (0=No)	Description
45-04-01 - <b>Remote Logon (Internal)</b> Up to four digits * Default not assigned	***1XXX	Up to four digits + XXX	Up to four digits + XXX	Remote Log-On (Internal)  <input type="radio"/> Internal call to VM from extension XXX. <input type="radio"/> User has not indicated intent to enter mail box.
45-04-02 - <b>Direct Logon</b> Up to four digits * Default not assigned	#XXX	Up to four digits + XXX	Up to four digits + XXX	Direct Log-On  <input type="radio"/> Connect user to mail box for extension XXX.
45-04-03 - <b>Transfer Message</b>          Up to four digits * Default not assigned	***2YYY ***2XXXXYY	Up to four digits + YYY Or Up to four digits + XXXXYY	Up to four digits + YYY	Transfer Message  <input type="radio"/> User is transferring a call to VM <input type="radio"/> Record a message to be placed in mail box of extension YYY. Record Message for Called Extension (QVM) <input type="radio"/> Record a message to be placed in mail box of extension YYY. <input type="radio"/> Store source extension number XXX for automatic reply feature
45-04-04 - <b>Forward-All</b>          Up to four digits * Default not assigned	***3UUUZZZ	Up to four digits + UUUZZZ	Up to four digits + ZZZ	Forward-All  <input type="radio"/> Extension or Trunk UUU that called extension ZZZ and was forwarded to the Voice Mail Box of extension ZZZ.

Program	Program 45-01-15 (0 = Fixed) Program 45-01-17 (1=Yes or 0=No)	Program 45-01-15 (1 = Program) Program 45-01-17 (1=Yes)	Program 45-01-15 (1=Program) Program 45-01-17 (0=No)	Description
45-04-05 - <b>Forward-Busy</b>  Up to four digits * Default not assigned	***4UUZZZ	Up to four digits + UUZZZ	Up to four digits + ZZZ	Forward-Busy  ○ Extension or Trunk UUU that called extension ZZZ and was forwarded to the Voice Mail Box of extension ZZZ.
45-04-06 - <b>Forward RNA</b>  Up to four digits * Default not assigned	***5UUZZZ	Up to four digits + UUZZZ	Up to four digits + ZZZ	Forward RNA  ○ Extension or Trunk UUU that called extension ZZZ and was forwarded to the Voice Mail Box of extension ZZZ.
45-04-07 - <b>Remote Logon</b>  Up to four digits * Default not assigned	***6TTT	Up to four digits + TTT	Up to four digits + TTT	Remote Log-on  ○ External call to Voice Mail from Trunk TTT. ○ Play welcome greeting and connect user to prompt.
45-04-08 - <b>Conversation Recording</b> Up to four digits * Default not assigned	***8NNN	Up to four digits + NNN	Up to four digits + NNN	Conversation Recording  ○ Record a message to be placed in voice mail box of extension NNN.
45-04-09 - <b>Clear Down String</b> Up to four digits * Default not assigned	9999	Up to four digits	Up to four digits	Clear down string.  ○ Terminate

\*=If leading digits are blanks, nothing will be sent to the Analog VM as integration.

## Conditions

- The periodic reminder message requires a DSP daughter board for Voice Response System (VRS).
- Ring Group calls do not follow extension call forwarding to voice mail.
- Only one Voice Mail system can be installed in an SV8100 system (Analog or Digital, but not both in same system). This restriction is because only one Department Group can be assigned for Voice Mail.
- If installing an Analog Voice Mail System, any Analog station port (SLT port) can be assigned to support the Analog Voice Mail system. With an Expanded Port Package, the SV8100 supports up to 176 Analog station ports (22 x 8 ports = 176).
- If installing a VM8000 InMail system (In-Skin product), an Analog station port (SLT port) can be assigned to support the sending of DTMF tones and Disconnect Signal to support a Fax server or other like products.
- When using Programmed (45-01-15 = 1) integration and 45-04-XX is blank, no trailing digits are sent. You can allow only the trailing digits to be sent by setting 45-05-XX to 1.
- Stutter Dial Tone is supported to Single Line Telephones for Voice Mail Message Waiting.

## Default Setting

Disabled

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## **System Availability**

### **Terminals**

All Stations

### **Required Component(s)**

CD-4LCA (4-Port Main blade)

PZ-4LCA (4-Port daughter board)

CD-8LCA (8-Port Main blade)

PZ-8LCE (8-Port daughter board)

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## **Related Features**

**Barge-In**

**Caller ID**

**Direct Inward Line (DIL)**

**Hold**

**Message Waiting**

**One-Touch Calling**

**Programmable Function Keys**

**Transfer**

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-09-01	<b>DTMF and Dial Tone Circuit Setup</b>	Assign at least one circuit for DTMF reception (type 0 or 1). Use the following as a guide when allocating DTMF receivers: In light traffic sites, allocate one DTMF receiver for every 10 devices that use them. In heavy traffic sites, allocate one DTMF receiver for every five devices that use them.	0 = Common Use 1 = Extension Only 2 = Trunk Only Default: Circuit/Resource 01~08 = 1 (Extensions) Circuit/Resource 09~32 = 2 (Trunks) Circuit/Resource 33~96 = 0 (Not Used) Circuit/Resource 97~160 = 0 (Common) When PZ-BS10 is installed, 97~160 are available		✓	
11-07-01	<b>Department Group Pilot Numbers – Dial</b>	Assign a Department Group pilot number for the Voice Mail (eight digits maximum). The extensions are assigned to the group in Program 16-02-01.	Up to eight digits (default not assigned)	✓		
11-11-50	<b>Service Code Setup (for Setup/Entry Operation) – Set Message Waiting Indication</b>	Assign a Service Code (eight digits maximum) to set a Message Waiting light from an Analog Voice Mail port.	SLT Up to eight digits		✓	
11-11-51	<b>Service Code Setup (for Setup/Entry Operation) – Cancel Message Waiting Indication</b>	Assign a Service Code (eight digits maximum) to cancel a Message Waiting light from an Analog Voice Mail port.	SLT Up to eight digits		✓	
15-02-26	<b>Multiline Telephone Basic Data Setup – MSG Key Operation Mode</b>	Determine whether an extension MSG key should function as a Message key (0) or Voice Mail key (1) (Default = 0). If set as a Message key, the user can press the key to call the voice mail only when they have new messages. If set as a Voice Mail key, it functions as a normal Voice Mail key.	0 = Message Key 1 = Voice Mail Key (default = 1)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-02-35	<b>Multiline Telephone Basic Data Setup – Message Waiting Lamp Cycle for Calling Extension</b>	This option allows you to select the Message Waiting flash pattern for the station that set the Message Waiting reminder.	1 = Cycle 1 2 = Cycle 2 3 = Cycle 3 4 = Cycle 4 5 = Cycle 5 6 = Cycle 6 7 = Cycle 7 (default = 7)		✓	
15-02-36	<b>Multiline Telephone Basic Data Setup – Message Waiting Lamp Cycle for Called Extension</b>	This option allows you to select the Message Waiting flash pattern for the station that receives the Message Waiting reminder.	1 = Cycle 1 2 = Cycle 2 3 = Cycle 3 4 = Cycle 4 5 = Cycle 5 6 = Cycle 6 7 = Cycle 7 (default = 3)		✓	
15-02-37	<b>Multiline Telephone Basic Data Setup – Voice Mail Message Wait Lamp Color</b>	This option allows you to select the Message Waiting flash pattern for the station that set the Message Waiting reminder.	0 = Green 1 = Red (default = 1)		✓	
15-02-38	<b>Multiline Telephone Basic Data Setup – Voice Mail Message Wait Lamp Cycle</b>	This option allows you to select the Message Waiting flash pattern for the station that set the Message Waiting reminder.	1 = Cycle 1 2 = Cycle 2 3 = Cycle 3 4 = Cycle 4 5 = Cycle 5 6 = Cycle 6 7 = Cycle 7 (default = 3)		✓	
15-03-01	<b>Single Line Telephone Basic Data Setup – SLT Signaling Type</b>	For each UNIVERGE SV8100 voice mail extension, this option must be set to 0.	0 = DP 1 = DTMF (default = 1)	✓		
15-03-03	<b>Single Line Telephone Basic Data Setup – Terminal Type</b>	Enter 1 for this option to allow a single line port to receive DTMF tones after the initial call setup. Enter 0 to have the port ignore DTMF tones after the initial call setup. For Voice Mail, always enter 1 (e.g., receive DTMF tones).	0 = Normal 1 = Special (default = 0)	✓		
15-03-09	<b>Single Line Telephone Basic Data Setup – Caller ID Function – For External Module</b>	This option must be set to 0 when voice mail is used or the integration code for the disconnect function is incorrect.	0 = Disable 1 = Enable (default = 0)	✓		
15-03-16	<b>Single Line Telephone Basic Data Setup – Special DTMF Protocol Send</b>	Determine whether or not to send the extension number of the phone forwarded to the extension when Program 15-03-04 is set to Special (1) and not in the VM group.	0 = No 1 = Yes (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-07-01	<b>Programmable Function Keys</b>	<p>Assign a Voice Mail key to an extension. You must enter the Voice Mail key code (code 77) followed by:</p> <ul style="list-style-type: none"> <li>○ Your own extension number if you are setting up your own Voice Mail key.</li> <li>○ A virtual extension number if you are setting up a Message Center key for a virtual extension.</li> <li>○ A co-worker's extension number if you are setting up a Message Center key for an installed extension.</li> <li>○ An uninstalled extension number if you are setting up a Message Center key for an uninstalled extension.</li> </ul> <p>(Optional) Assign a Voice Mail Record key to an extension (code 78).</p> <p>(Optional) Assign a Personal Answering Machine Emulation key (code 16).</p> <p>(Optional) Use a Call Redirect key (49) to allow a user to transfer a call to another extension or voice mail without answering the call.</p>	<p>Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)</p>		✓	
16-01-01	<b>Department Group Basic Data Setup – Department Name</b>	Assign a name to the Extension (Department) Groups.	Maximum 12 characters (default not assigned)	✓		
16-01-02	<b>Department Group Basic Data Setup – Department Calling Cycle</b>	Set the routing cycle for calls into a department (i.e., when a user dials the department pilot number). The system can ring the highest priority extension available (Priority Routing, 0) or cycle in circular order to a new idle extension for each new call (Circular Routing, 1).	<p>0 = Normal Routing (Priority) 1 = Easy – UCD Routing (Circular) (default = 0)</p>	✓		
16-01-03	<b>Department Group Basic Data Setup – Department Routing When Busy (Auto Step Call)</b>	Set how the system routes an Intercom call to a busy Department Group member. The caller can hear busy tone (0) or overflow to the first available Department Group member (1). This option is for Intercom calls to an extension, not a pilot number.	<p>0 = Normal (Intercom caller to busy department member hears busy) 1 = Circular (Intercom callers to busy department member routes to idle member) (default = 0)</p>	✓		
16-01-04	<b>Department Group Basic Data Setup – Hunting Mode</b>	Set if an unanswered call should hunt once stopping at the last member tried (0) or continually hunt through the idle members (1).	<p>0 = Last extension is called and hunting is stopped 1 = Circular (default = 0)</p>	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
16-01-05	Department Group Basic Data Setup – Extension Group All Ring Mode Operation	Set if all members of the group should ring automatically (1) or through the use of the service code (0) defined in Program 11-12-09. Selecting automatic will override the settings of Programs 16-01-03 and 16-01-04.	0 = Manual 1 = Automatic (default = 0)	✓		
16-01-06	Department Group Basic Data Setup – STG Withdraw Mode	Use to set the STG withdraw mode for each department group.	0 = Disable (Camp On) 1 = Enable (Overflow Mode) (default = 0)	✓		
16-01-07	Department Group Basic Data Setup – Call Recall Restriction for STG	Determine whether or not an unanswered call transferred to a Department Group should recall the extension from which it was transferred.	0 = Disable (Recall) 1 = Enable (No Recall) (default = 0)	✓		
16-01-09	Department Group Basic Data Setup – Department Hunting No Answer Time	Set how long a call rings a Department Group extension before hunting occurs.	64800 (seconds) (default = 15 seconds)	✓		
16-01-10	Department Group Basic Data Setup – Enhanced Hunt Type	Set the type of hunting for each Extension (Department) Group.	0 = No queuing 1 = Hunting When Busy 2 = Hunting When Not Answered 3 = Hunting When Busy or No Answer (default = 0)	✓		
16-02-01	Department Group Assignment for Extensions	Set up the Department Group called by the pilot number and the extension priority when a group is called. Call Pickup Groups are set up in 23-02.	Department Groups 1-64 Priority 1-512 Default = All extensions in Department Group 1 with priority in port order: Port 1 priority = 1 Port 512 priority = 512		✓	
20-02-09	System Options for Multiline Telephones – Disconnect Supervision	Enable (1) disconnect supervision for the system.	0 = Disable 1 = Enable (default = 1)		✓	
20-03-01	System Options for Single Line Telephones – SLT Call Waiting Answer Mode	For a busy single line (500/2500 type) telephone, set the mode used to answer a camped-on trunk call. The default setting should be used [0 = Hookflash (Hooking)].	0 = Hookflash (Hooking) 1 = Hookflash + Service Code 654 (default = 0)		✓	
20-06-01	Class of Service for Extensions	Assign a Class of Service (1~15) to the voice mail extensions. You should use COS 14 for all time modes.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-11-01	<b>Class of Service Options (Hold/Transfer Service) – Call Forward All</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forward Immediate.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-02	<b>Class of Service Options (Hold/Transfer Service) – Call Forward When Busy</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forwarding when Busy.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-03	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding When Unanswered</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forwarding when Unanswered.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-04	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding (Both Ringing)</b>	In an extension Class of Service, turns On (1) or Off (0) the ability of an extension user to set Call Forwarding with Both Ringing.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-05	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding with Follow Me</b>	In an extension's Class of Service, turns On (1) or Off (0) an extensions ability to set Call Forward with Follow Me.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-11-12	<b>Class of Service Options (Hold/Transfer Service) – Call Forwarding Off Premise (External Call Forwarding)</b>	In an extensions Class of Service, turns On (1) or Off (0) setting up Call Forwarding Off-Premise at the extension.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-01	<b>Class of Service Options (Supplementary Service) – Long Conversation Alarm</b>	Turns Off (0) or On (1) the Warning Tone for Long Conversation (not for single line telephones).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-02	<b>Class of Service Options (Supplementary Service) – Long Conversation Cutoff (Incoming)</b>	Turns Off or On an extension ability to use Long Conversation Cutoff for incoming calls.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-03	<b>Class of Service Options (Supplementary Service) – Long Conversation Cutoff (Outgoing)</b>	Turns Off or On an extension ability to use Long Conversation Cutoff for outgoing calls.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-04	<b>Class of Service Options (Supplementary Service) – Call Forward/DND Override (Bypass Call)</b>	Turns On or Off the ability to use Call Forwarding/DND Override.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-05	<b>Class of Service Options (Supplementary Service) – Intercom Off-Hook Signaling</b>	Turns On (1) or Off (0) the ability of an extension to receive Off-Hook signals.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-06	<b>Class of Service Options (Supplementary Service) – Automatic Off-Hook Signaling (Automatic Override)</b>	Allows a busy extension ability to Manually (0) or Automatically (1) receive Off-Hook signals.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-07	<b>Class of Service Options (Supplementary Service) – Message Waiting</b>	Turns Off (0) or On (1) an extension ability to leave Message Waiting.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-12	<b>Class of Service Options (Supplementary Service) – Room Monitor, Extension Being Monitored</b>	Turns Off (0) or On (1) an extension ability to be monitored.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-13	<b>Class of Service Options (Supplementary Service) – Continued Dialing (DTMF) Signal on ICM Call</b>	Turns Off (0) or On (1) an extension user ability to use Continued Dialing, which allows DTMF signal sending while talking on extension.	0 = Off 1 = On (default = 1 for COS 1~15)		✓	
20-13-16	<b>Class of Service Options (Supplementary Service) – Barge-In, Receive</b>	In an extension Class of Service, turns On (1) or Off (0) Barge-In at the receiving extension (i.e., Barge-In receive).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-28	<b>Class of Service Options (Supplementary Service) – Allow Class of Service to be Changed</b>	Turns Off or On the ability of an extension COS to be changed via Service Code 677.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-13-35	<b>Class of Service Options (Supplementary Service) – Block Camp On</b>	Use this option to Turns On (1) or Off (0) extension ability to block callers from dialing # to camp-on.	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
22-02-01	<b>Incoming Call Trunk Setup – Incoming Type</b>	Used to assign the incoming trunk type for each trunk. There is one item for each Mode. When using Trunk-to-Trunk Forwarding the trunks must be set for Normal (0).	0 = Normal 1 = VRS (second dial tone if no VRS installed) 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie line 6 = Delayed VRS 7 = ANI/DNIS 8 = DID(DDI) Mode Switching (default = 0)		✓	
22-04-01	<b>Incoming Extension Ring Group Assignment</b>	Use this program to assign extensions (up to 32) to Ring Groups. Calls ring extensions according to Ring Group programming.	Maximum eight digits Default: Extensions 101~108 (first eight ports) ring for incoming Ring Group 1 calls. No other extensions ring for incoming Ring Group 1 calls.		✓	
22-07-01	<b>DIL Assignment</b>	Assign the destination extension for each DIL incoming trunk (001~200).  For this selection to work, set Program 22-02-01 to 4 = DIL.	Extension Number (maximum eight digits) (default not assigned)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
22-08-01	<b>DIL/IRG No Answer Destination</b>	For Voice Mail Overflow, enter the Ring Group that unanswered DILs to Voice Mail will ring after the DIL Call Waiting time (PRG 22-01-04).	0 (No Setting) 001~100 (Incoming Ring Group) 102 (In-Skin/ External Voice Mail or VM8000 InMail) (default = 1)		✓	
24-02-02	<b>System Options for Transfer – MOH or Ringback on Transferred Calls</b>	Use this option to enable (0) or disable (1) MOH on Transfer. If enabled (0), a transferred caller hears Music on Hold while their call rings the destination extension. If disabled (1), a transferred caller hears ringback while their call rings the destination extension. For this option to work with voice mail, the transferred call must be an unscreened transfer.	0 = Hold Tone 1 = Ring Back Tone (default = 0)		✓	
24-02-03	<b>System Options for Transfer – Delayed Call Forwarding Time</b>	Set the interval a transferred call waits at a forwarded extension before routing to the called extension mailbox.	0~64800 (seconds) (default = 10)		✓	
40-03-01	<b>Message Recording Setup – Voice Mail Recording Time</b>	Input the maximum recording time per voice mail message.	1 to 10 minutes (default = 1)		✓	
40-03-02	<b>Message Recording Setup – Guidance Message in Case Recording not Allowed</b>	Use to define the guidance message in case recording not allowed in the Voice Mail.	0 = Fixed Guidance Message 1 = Answer Message of Mailbox (default = 0)		✓	
40-03-03	<b>Message Recording Setup – Response Message Automatically Sent out when Busy</b>	Use to define the response message automatically sent out of the Voice Mail when busy.	0 = Disable (No) 1 = Enable (Yes) (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
40-07-01	Voice Prompt Language Assignment for VRS	Use to specify the language to be used for the VRS prompts.	1 = US English 2 = UK English 3 = Australian English 4 = French Canadian 5 = Dutch 6 = Mexican Spanish 7 = Latin America Spanish 8 = Italian 9 = German 10 = Madrid Spanish 11 = Norwegian 12 = Parisian French 13 = Brazilian Portuguese 14 = Japanese 15 = Mandarin Chinese 16 = Korean 17 = Reserved 18 = Reserved 19 = Reserved 20 = Flexible (default = 3)		✓	
45-01-01	Voice Mail Integration Options – Voice Mail Department Group Number	Assign which Extension (Department) Group number is to be assigned as the voice mail group. An entry of '0' means there is no voice mail installed.	Department Groups: 0, 1~64 0~64 0 = No Voice Mail (default = 0)	✓		
45-01-02	Voice Mail Integration Options – Voice Mail Master Name	Enter the Voice Mail master name up to 12 characters.	Up to 12 Characters (default = Voice Mail)		✓	
45-01-04	Voice Mail Integration Options – Park and Page	Enable (1) or disable (0) the system ability to process the Voice Mail Park and Page (*) commands. You should normally enable this option.	0 = Off 1 = On (default = 1)		✓	
45-01-05	Voice Mail Integration Options – Message Wait	Enable (1) or disable (0) the system ability to process the Voice Mail Message Wait (#) commands. You should normally <i>enable</i> this option. If enabled, be sure that the programmed Message Notification strings do not contain the code #9 for trunk access. When using an external voice mail and centrex transfer, this option should be disabled or the service code #3 in Program 11-12-42 will need to be changed.	0 = Off 1 = On (default = 1)		✓	
45-01-06	Voice Mail Integration Options – Record Alert Tone Interval Time	This sets the time (0~64800 seconds) between Voice Mail Conversation Record alerts.	0~64800 (seconds) (default = 30)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
45-01-14	Voice Mail Integration Options – CCIS Centralized Voice Mail Number	Assign the pilot number to Centralized Voice Mail over CCIS Link. This is assigned only in the remote switches.	Dial (up to eight digits) (default not assigned)		✓	
45-01-15	Voice Mail Integration Options – Analog Voice Mail Protocol Selection	Assign whether DTMF sent to the Analog VM follows the Fixed (0) or the Programmed (1) leading digits. Program 45-04-01~09 is where the programmed digits are assigned.	0: Fixed 1: Program (default = 0)		✓	
45-01-16	Voice Mail Integration Options – Voice Mail FAX Digit Add Assignment	Assign the leading digits (up to four) to show in front of extension numbers sent to Analog ports assigned to 1 (Yes) in Program 15-03-16.	Up to four digits (default = 0)		✓	
45-01-17	Voice Mail Integration Options – Reply Mail Box Number	Whether or not to include the mailbox number in the analog voice mail protocol.	0 = No 1 = Yes (default = 1)		✓	
45-01-18	Voice Mail Integration Options – Trunk Number Mapping	Assign the digits of trunk number mapping.	2~3 (default = 2)		✓	
45-04-01	Voice Mail Digit Add Assignment – Remote Logon (Internal)	Use to define the digits for remote logon (internal).	Up to four digits (default not assigned)		✓	
45-04-02	Voice Mail Digit Add Assignment – Direct Logon	Use to define the digits for direct logon.	Up to four digits (default not assigned)		✓	
45-04-03	Voice Mail Digit Add Assignment – Transfer Message	Use to define the digits for transfer message.	Up to four digits (default not assigned)		✓	
45-04-04	Voice Mail Digit Add Assignment – Forward-All	Use to define the digits for forward all.	Up to four digits (default not assigned)		✓	
45-04-05	Voice Mail Digit Add Assignment – Forward-Busy	Use to define the digits for forward busy.	Up to four digits (default not assigned)		✓	
45-04-06	Voice Mail Digit Add Assignment – Forward RNA	Use to define the digits for forward RNA.	Up to four digits (default not assigned)		✓	
45-04-07	Voice Mail Digit Add Assignment – Remote Logon	Use to define the digits for remote logon.	Up to four digits (default not assigned)		✓	
45-04-08	Voice Mail Digit Add Assignment – Conversation Recording	Use to define the digits for conversation recording.	Up to four digits (default not assigned)		✓	
45-04-09	Voice Mail Digit Add Assignment – Clear Down String	Use to define the digits for clear down string.	Up to four digits (default not assigned)		✓	
45-05-01	Voice Mail Send Protocol Signal Without Additional Digits – Remote Log-On Internal	Use to send trunk number and/or station number information if integrating to Voice Mail when Program 45-04-XX is left blank and 45-01-15 is set to Program.	0:Off 1:On (default = 0)		✓	
45-05-02	Voice Mail Send Protocol Signal Without Additional Digits – Direct Log-On	Use to send trunk number and/or station number information if integrating to Voice Mail when Program 45-04-XX is left blank and 45-01-15 is set to Program.	0:Off 1:On (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
45-05-03	Voice Mail Send Protocol Signal Without Additional Digits – Transfer Message/QVM	Use to send trunk number and/or station number information if integrating to Voice Mail when Program 45-04-XX is left blank and 45-01-15 is set to Program.	0:Off 1:On (default = 0)		✓	
45-05-04	Voice Mail Send Protocol Signal Without Additional Digits – Forward-All	Use to send trunk number and/or station number information if integrating to Voice Mail when Program 45-04-XX is left blank and 45-01-15 is set to Program.	0:Off 1:On (default = 0)		✓	
45-05-05	Voice Mail Send Protocol Signal Without Additional Digits – Forward-Busy	Use to send trunk number and/or station number information if integrating to Voice Mail when Program 45-04-XX is left blank and 45-01-15 is set to Program.	0:Off 1:On (default = 0)		✓	
45-05-06	Voice Mail Send Protocol Signal Without Additional Digits – Forward RNA	Use to send trunk number and/or station number information if integrating to Voice Mail when Program 45-04-XX is left blank and 45-01-15 is set to Program.	0:Off 1:On (default = 0)		✓	
45-05-07	Voice Mail Send Protocol Signal Without Additional Digits – Remote Log-On	Use to send trunk number and/or station number information if integrating to Voice Mail when Program 45-04-XX is left blank and 45-01-15 is set to Program.	0:Off 1:On (default = 0)		✓	
45-05-08	Voice Mail Send Protocol Signal Without Additional Digits – Conversation Recording	Use to send trunk number and/or station number information if integrating to Voice Mail when Program 45-04-XX is left blank and 45-01-15 is set to Program.	0:Off 1:On (default = 0)		✓	
45-05-09	Voice Mail Send Protocol Signal Without Additional Digits – Clear Down String	Use to send trunk number and/or station number information if integrating to Voice Mail when Program 45-04-XX is left blank and 45-01-15 is set to Program.	0:Off 1:On (default = 0)		✓	
80-03-01	DTMF Tone Receiver Setup – Detect Level	Used to define the Detect Level for DTMF Tone Receiver.	0 = 0dBm ~ -25dBm 1 = -5dBm ~ -30dBm 2 = -10dBm ~ -35dBm 3 = -15dBm ~ -40dBm 4 = -20dBm ~ -45dBm 5 = -25dBm ~ -50dBm 6 = -30dBm ~ -55dBm default: Type 1~5 = 0			✓
80-03-02	DTMF Tone Receiver Setup – Start delay time	Used to customize the Start delay time for DTMF Tone Receivers.	0~255 (0.25 ms ~ 64 ms) (default: Type 1~5 = 0)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-03-03	DTMF Tone Receiver Setup – Min. detect level	Use to define the various minimum detect levels for the DTMF Tone Receiver.	0~15 detect level 0: -10dBm(0) to -25dBm(15) detect level 1: -15dBm(0) to -30dBm(15) detect level 2: -20dBm(0) to -35dBm(15) detect level 3: -25dBm(0) to -40dBm(15) detect level 4: -30dBm(0) to -45dBm(15) detect level 5: -35dBm(0) to -50dBm(15) detect level 6: -40dBm(0) to -55dBm(15) detect level 7: -45dBm(0) to -60dBm(15) detect level 8: -50dBm(0) to -65dBm(15) detect level 9: -55dBm(0) to -70dBm(15) detect level 10: -60dBm(0) to -75dBm(15) detect level 11: -65dBm(0) to -80dBm(15) detect level 12: -70dBm(0) to -85dBm(15) detect level 13: -75dBm(0) to -90dBm(15) detect level 14: -80dBm(0) to -95dBm(15) detect level 15: -85dBm(0) to -100dBm(15) default: Type 1 = 10 (-20dBm) Type 2 = 15 (-25dBm) Type 3~5 = 10 (-20dBm)			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-03-04	<b>DTMF Tone Receiver Setup – Max. detect level</b>	Use to define the various maximum detect levels for the DTMF Tone Receiver.	0~15 detect level 0: 0dBm(0) to -15dBm(15) detect level 1: -5dBm(0) to -20dBm(15) detect level 2: -10dBm(0) to -25dBm(15) detect level 3: -15dBm(0) to -30dBm(15) detect level 4: -20dBm(0) to -35dBm(15) detect level 5: -25dBm(0) to -40dBm(15) detect level 6: -30dBm(0) to -45dBm(15) detect level 7: -35dBm(0) to -50dBm(15) detect level 8: -40dBm(0) to -55dBm(15) detect level 9: -45dBm(0) to -60dBm(15) detect level 10: -50dBm(0) to -65dBm(15) detect level 11: -55dBm(0) to -70dBm(15) detect level 12: -60dBm(0) to -75dBm(15) detect level 13: -65dBm(0) to -80dBm(15) detect level 14: -70dBm(0) to -85dBm(15) detect level 15: -75dBm(0) to -90dBm(15) default: Type 1~5 = 0			✓
80-03-05	<b>DTMF Tone Receiver Setup – Forward twist level</b>	Use to define the various forward twist levels for the DTMF Tone Receiver.	0~9 (1dB ~ 10dB) default: All Receivers = 9			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-03-06	<b>DTMF Tone Receiver Setup – Backward twist level</b>	Use to define the various backward twist levels for the DTMF Tone Receiver.	0~9 (1dB ~ 10dB) default: All Receivers = 9			✓
80-03-07	<b>DTMF Tone Receiver Setup – ON detect time</b>	Use to define the on detect time for the DTMF Tone Receiver.	1~255 (15+ 15 ms ~ 3825 ms) default: All Receivers = 1			✓
80-03-08	<b>DTMF Tone Receiver Setup – OFF detect time</b>	Use to define the off detect time for the DTMF Tone Receiver.	1~255 (15+ 15 ms ~ 3825 ms) default: All Receivers = 1			✓
80-04-01	<b>Call Progress Tone Detector Setup – Detection Level</b>	Use to define the detection levels for the Call Progress Tone Detector.	0 = 0dBm ~ -25dBm 1 = -5dBm ~ -30dBm 2 = -10dBm ~ -35dBm 3 = -15dBm ~ -40dBm 4 = -20dBm ~ -45dBm 5 = -25dBm ~ -50dBm 6 = -30dBm ~ -55dBm default: Type 1 (DT) – 0 (-25dBm) Type 2 (BT) – 0 (-25dBm) Type 3 (RBT) – 0 (-25dBm) Type 4, Type 5 – 0			✓
80-04-02	<b>Call Progress Tone Detector Setup – Min. Detection Level</b>	Use to define the minimum detection levels for the Call Progress Tone Detector.	0~15 detect level 0 : -15dBm (0) to -30dBm(15) detect level 1 : -30dBm (0) to -45dBm(15) detect level 2 : -40dBm (0) to -55dBm(15) default: Type 1 (DT) – 15 (-25dBm) Type 2 (BT) – 15 (-25dBm) Type 3 (RBT) – 15 (-25dBm) Type 4, Type 5 – 0			✓
80-04-03	<b>Call Progress Tone Detector Setup – S/N Ratio</b>	Use to define the S/N ratio for the Call Progress Tone Detector.	0~4 (0dB ~ -20dB) default: Type 1 (DT) – 4 (-20dB) Type 2 (BT) – 4 (-20dB) Type 3 (RBT) – 4 (-20dB) Type 4, Type 5 – 0			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
80-04-04	<b>Call Progress Tone Detector Setup – No Tone Time</b>	Use to define the no tone time for the Call Progress Tone Detector.	0~255 (30+30-7680ms) default: Type 1 (DT) – 132 (3990ms) Type 2 (BT) – 132 (3990ms) Type 3 (RBT) – 132 (3990ms) Type 4, Type 5 – 0			✓
80-04-05	<b>Call Progress Tone Detector Setup – Pulse Count</b>	Use to define the pulse count for the Call Progress Tone Detector.	1~255 default: Type 1 (DT) – 1 Type 2 (BT) – 1 Type 3 (RBT) – 1 Type 4, Type 5 – 0			✓
80-04-06	<b>Call Progress Tone Detector Setup – ON minimum time</b>	Use to define the on minimum time for the Call Progress Tone Detector.	1~255 (30+30-7680ms) default: Type 1 (DT) – 9 (300ms) Type 2 (BT) – 9 (300ms) Type 3 (RBT) – 25 (780ms) Type 4, Type 5 – 0			✓
80-04-07	<b>Call Progress Tone Detector Setup – ON maximum time</b>	Use to define the on maximum time for the Call Progress Tone Detector.	0~255 (30+30-7680ms) default: Type 1 (DT) – 0 Type 2 (BT) – 14 (450ms) [ET] Type 3 (RBT) – 40 (1230ms) Type 4, Type 5 – 0			✓
80-04-08	<b>Call Progress Tone Detector Setup – OFF minimum time</b>	Use to define the off minimum time for the Call Progress Tone Detector.	1~255 (30+30-7680ms) default: Type 1 (DT) – 1 (60ms) Type 2 (BT) – 9 (300ms) Type 3 (RBT) – 83 (2520ms) Type 4, Type 5 – 0			✓
80-04-09	<b>Call Progress Tone Detector Setup – OFF maximum time</b>	Use to define the off maximum time for the Call Progress Tone Detector.	0~255 (30+30-7680ms) default: Type 1 (DT) – 1 (60ms) Type 2 (BT) – 14 (450ms) Type 3 (RBT) – 115 (3480ms) Type 4, Type 5 – 0			✓

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## Operation

### Calling your Mailbox

#### To call your mailbox:

##### Multiline Terminal

1. Press your **Voice Mail** key (Program 15-07 or SC 751: 77) or the **Message** key.

- OR -

Press **Speaker** and dial the Voice Mail Master Number. After Voice Mail Answers, dial your mailbox number.

 *Your mailbox number is normally the same as your extension number. You may optionally dial a co-worker's mailbox - or use this procedure to call your mailbox from a co-worker's telephone.*

- OR -

Press **Speaker** and dial **\*8**.

2. If requested by Voice Mail, enter your security code.

 *Ask your Voice Mail system administrator for your security code.*

 *Normally, your Message Waiting LED goes out (if applicable). If it continues to flash, you have unanswered Message Waiting requests or a new General Message. Refer to [Checking Messages on page 2-1247](#).*

##### Single Line Telephone

1. Lift the handset and dial **\*8**.

 *If you are at a co-worker's telephone, you can dial the Voice Mail master number and your mailbox number instead. You can also use this procedure from your own telephone to call a co-worker's mailbox.*

2. If requested by Voice Mail, enter your security code.

### Checking Messages

1. Press the **Message** key once.

 *The voice mail is called.*

 *When there are new messages, the Large LED on the telephone flashes as red.*

 *With this option set, the MSG key can be used as a Voice Mail key for any function [calling voice mail or transfer call a to voice mail (Hold + MSG + Extension Number), etc.].*

## Recording your Call

### To record your active call in your mailbox:

#### Multiline Terminal

1. Press **Voice Mail Record** key (Program 15-07 or SC 751: code 78).
  -  *You hear two beeps and your Record key flashes. The beeps periodically repeat to remind you that you are recording.*
  -  *To stop recording, press the Voice Mail Record key again. You can restart and stop recording as required.*
- OR -
1. Press **Hold**.
2. Dial **654**.
  -  *The system automatically reconnects you to your call.*
  -  *To stop recording, place the call on hold then pick the call back up. You can restart and stop recording as required.*

#### Single Line Telephone

1. Hookflash.
2. Dial **654**.
  -  *The system automatically reconnects you to your call.*
  -  *To stop recording, hookflash twice. You can restart and stop recording as required.*

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## *Voice Mail Message Indication on Line Keys*

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### **Description**

Voice Mail Message Indication on Line Keys indicates a new voice mail message on Line Keys or DSS/BLF keys.

### **Conditions**

- When a DSS key of an installed extension is pressed when flashing it calls that extension.
- You have to use a VM Message key (code 77) to get the indication when there is a new message. It can also be used for installed extensions.
- VM Message key calls the VM and logs into the mail box.
- If an VM Message key for extension A is placed on extension A, the Large LED does not light on extension A for new message indication. Instead the VM Message key flashes green.
- VM message LED is a higher priority than any other status for the DSS/BLF key.
- The enabling or disabling of Voice Mail Indication on BLF enables the station with the message to show up on other telephones. It does not enable/disable stations from seeing the BLF indication.
- Virtual Extension Keys assigned as code \*03 do not support Voice Mail Message Indication on Line Keys.

### **Default Setting**

Not allowed

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### **System Availability**

#### **Terminals**

All Multiline Terminals

#### **Required Component(s)**

VM (Digital or Analog)

## Related Features

### Class of Service

### Direct Station Selection (DSS) Console

### Programmable Function Keys

### UM8000 Mail

### VM8000 InMail

### Voice Mail Integration (Analog)

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-07-01	Programmable Function Keys	Assign DSS/BLF function keys on Multiline telephones (code 01 + extension number) or Message Key (Code 77 + mailbox number).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		
20-13-41	Class of Service Options (Supplementary Service) – Voice Mail Message Indication on DSS	Turns Off (0) or On (1) the Voice Mail Message Indication for an extension on a DSS console.	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
30-01-01	DSS Console Operating Mode	Set the mode of the system DSS Consoles. The available options are Regular (Business) Mode (0), Hotel Mode (1), ACD Monitor Mode (2) or Business/ACD Mode (3).	0 = Business Mode 1 = Hotel Mode 2 = ACD Monitor Mode 3 = Business/ACD Mode (default = 0)		✓	
30-02-01	DSS Console Extension Assignment – Extension Number	The extension number for the multiline terminal connected with the DSS console (up to eight digits).	Up to eight digits. (default not assigned)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
30-03-01	DSS Console Key Assignment	Customize DSS Console keys to function as DSS keys, Service Code keys, Programmable Function Keys, and One-Touch Calling keys. The key (when defined as a DSS/One-Touch key [code 01] can have any function with up to four digits (e.g., extension number or Service Code). The function information (such as extension number or Service Code) would then be entered as additional data.	Key Number 001~500 0~99 (General Functional Level) 97 = Door Box Access key (additional data: 1~8 Door Box No.) * 00 ~ * 99 (Appearance Functional Level)	✓		
30-05-02	DSS Console Lamp Table – Busy Extension	Use to define the LED patterns for busy extension functions on the DSS consoles.	0~7 [default = 7 (On)]			✓
30-05-03	DSS Console Lamp Table – DND Extension	Use to define the LED patterns for DND extension functions on the DSS consoles.	0~7 [default = 3 (RW)]			✓
30-05-04	DSS Console Lamp Table – ACD Agent Busy	Use to define the LED patterns for ACD agent busy functions on the DSS consoles.	0~7 [default = 7 (On)]			✓
30-05-05	DSS Console Lamp Table – Out of Schedule (ACD DSS)	Use to define the LED patterns for out of schedule (ACD/DSS) functions on the DSS consoles.	0~7 [default = 0 (Off)]			✓
30-05-06	DSS Console Lamp Table – ACD Agent Log Out (ACD DSS)	Use to define the LED patterns for ACD agent log out (ACD/DSS) functions on the DSS consoles.	0~7 [default = 5 (IL)]			v
30-05-07	DSS Console Lamp Table – ACD Agent Log In (ACD DSS)	Use to define the LED patterns for ACD agent login (ACD/DSS) functions on the DSS consoles.	0~7 [default = 4 (IR)]			✓
30-05-08	DSS Console Lamp Table – ACD Agent Emergency (ACD DSS)	Use to define the LED patterns for ACD agent emergency (ACD/DSS) functions on the DSS consoles.	0~7 [default = 6 (IW)]			✓
30-05-09	DSS Console Lamp Table – Hotel Status Code 1 (Hotel DSS)	Use to define the LED patterns for hotel status code 1 (hotel DSS) functions on the DSS consoles.	0~7 [default = 7 (On)]			✓
30-05-10	DSS Console Lamp Table – Hotel Status Code 2 (Hotel DSS)	Use to define the LED patterns for hotel status code 2 (hotel DSS) functions on the DSS consoles.	0~7 [default = 1 (FL)]			✓
30-05-11	DSS Console Lamp Table – Hotel Status Code 3 (Hotel DSS)	Use to define the LED patterns for hotel status code 3 (hotel DSS) functions on the DSS consoles.	0~7 [default = 2 (WK)]			✓
30-05-12	DSS Console Lamp Table – Hotel Status Code 4 (Hotel DSS)	Use to define the LED patterns for hotel status code 4 (hotel DSS) functions on the DSS consoles.	0~7 [default = 3 (RW)]			✓
30-05-13	DSS Console Lamp Table – Hotel Status Code 5 (Hotel DSS)	Use to define the LED patterns for hotel status code 5 (hotel DSS) functions on the DSS consoles.	0~7 [default = 5 (IL)]			✓
30-05-14	DSS Console Lamp Table – Hotel Status Code 6 (Hotel DSS)	Use to define the LED patterns for hotel status code 6 (hotel DSS) functions on the DSS consoles.	0~7 [default = 3 (RW)]			✓

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
30-05-15	DSS Console Lamp Table – Hotel Status Code 7 (Hotel DSS)	Use to define the LED patterns for hotel status code 7 (hotel DSS) functions on the DSS consoles.	0~7 [default = 6 (IW)]			✓
30-05-16	DSS Console Lamp Table – Hotel Status Code 8 (Hotel DSS)	Use to define the LED patterns for hotel status code 8 (hotel DSS) functions on the DSS consoles.	0~7 [default = 4 (IR)]			✓
30-05-17	DSS Console Lamp Table – Hotel Status Code 9 (Hotel DSS)	Use to define the LED patterns for hotel status code 9 (hotel DSS) functions on the DSS consoles.	0~7 [default = 3 (RW)]			✓
30-05-18	DSS Console Lamp Table – Hotel Status Code 0 (Hotel DSS)	Use to define the LED patterns for hotel status code 0 (hotel DSS) functions on the DSS consoles.	0~7 [default = 0 (Off)]			✓
30-05-19	DSS Console Lamp Table – Hotel Status Code * (Hotel DSS)	Use to define the LED patterns for hotel status code * (hotel DSS) functions on the DSS consoles.	0~7 [default = 4 (IR)]			✓
30-05-20	DSS Console Lamp Table – Hotel Status Code # (Hotel DSS)	Use to define the LED patterns for hotel status code # (hotel DSS) functions on the DSS consoles.	0~7 [default = 5 (IL)]			✓
30-05-21	DSS Console Lamp Table – VM Message Indication	Use to define the LED patterns for VM message indication functions on the DSS consoles.	0~7 [default = 3 (RW)]			✓

## Operation

### To program a DSS/BLF key on a telephone:

1. Press **Speaker**.
2. Dial **751**.
3. Press the key you want to program.
4. Dial **01**.
5. Dial the number of the extension you want to appear on the key.
6. Press **Hold**.
7. Press **Speaker**.

### To program a VM Message key on a telephone:

1. Press **Speaker**.
2. Dial **751**.
3. Press the key you want to program.
4. Dial **77**.
5. Dial the number of the extension you want to appear on the key.
6. Press **Speaker**.

## Voice Over

### Description

Voice Over lets a user interrupt a busy station user that is on another call. With Voice Over, the busy extension user hears an alert tone followed by the voice of the interrupting party. The extension user receiving the Voice Over can respond to the interrupting party without being heard by the original caller. If desired, the user can easily switch between their original caller and the interrupting co-worker. The original caller and the interrupting party can never hear each other.

#### EXAMPLE:

Voice Over could help a lawyer waiting for an urgent call. While on a call with another client, the lawyer's paralegal could announce the urgent call as soon as it comes in. The lawyer could then give the paralegal instructions how to handle the situation – all without the original client hearing the conversation.

Both multiline terminal users and 500/2500 set users can initiate and receive a Voice Over.

To enable Voice Over, a multiline terminal can have a function key programmed for Voice Over. In addition to one-touch Voice Over operation, the key shows the Voice Over status as follows:

When the key is . . .	You are . . .
Off	Not using Voice Over
Flashing (Red)	Listening to the interrupting party
On (Green)	Responding to the interrupting party

### Conditions

- While active, Voice Over uses a Conference circuit on a CD-CP00-AU. Refer to the Conference feature for Conference circuit programming.
- Voice Over can interrupt a trunk call only if the trunk is set up for at least six seconds.
- Do not use Voice Over to a user on speakerphone as the conversation may be heard by the outside party.
- When a multiline terminal user performs Voice Over, the speech path is 1-way from the originator to the destination.
- The Voice Over Access Code can be assigned on a Programmable Function Key.
- An override tone is sent to both calling and called parties. A single line telephone user can receive Voice Over. After a Tone Override is heard, Voice Over can be set.
- When a Programmable Function Key (programmed with the Voice Over Access Code) is pressed, the LED lights while responding to the page.

- When a multiline terminal has a Handsfree Unit programmed, the Voice Over call can be received and answered handsfree.
- When Data Line Security is assigned to a station, the Voice Over to the station is disabled.
- When a multiline terminal user performs Voice Over, the speech path is 1-way from the originator to the destination.
- An extension user cannot Voice Over to another extension user in a Conference.
- If you place a call on hold and then Voice Over to a busy extension, the call on hold does not transfer to the busy party when you end the Voice Over.
- A station can receive only one Voice Over at a time.
- A multiline terminal user cannot answer a Voice Over with an internal call on hold.
- An attempt to Voice Over a station can be denied if the station is in DND (Do Not Disturb) Mode, Automatic Redial is activated, during Station Programming, during Incoming Ringing, during Internal/External Paging, during a Conference Call, during a conference call on hold, the terminal is on internal hold, or the terminal has a call on internal hold.
- When a single line telephone is on a call and Voice Over is presented, the single line telephone cannot talk back to the party that originated the Voice Over.
- Voice Over to a single line telephone is not recommended because cross talk is inherent in the side tone of analog telephones.
- Voice Over to a user on speakerphone is not recommended because the conversation may be heard by the outside party.
- Answering a Voice Over requires a uniquely programmed Voice Over key.

### **Default Setting**

Disabled

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## **System Availability**

### **Terminals**

Multiline and Single Line Terminals

### **Required Component(s)**

None

## Related Features

Conference

Off-Hook Signaling

Programmable Function Keys

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-12-41	<b>Service Code Setup (for System Access) – Voice Over</b>	The service code used for the Voice Over feature (default: 690). <i>To use Service Code 690 for Voice Over, Program 11-16-08 (Single Digit Service Code Setup – Voice Over) must be undefined.</i>	MLT (default = 690)		✓	
11-16-08	<b>Single Digit Service Code Setup – Voice Over</b>	Service code used for the Voice Over feature (default: 6).	(default = 6)		✓	
15-07-01	<b>Programmable Function Keys</b>	Assign a function key for Voice Over (code 48).	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)		✓	
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1	✓		
20-13-06	<b>Class of Service Options (Supplementary Service) – Automatic Off-Hook Signaling (Automatic Override)</b>	Allows a busy extension to Manually (0) or Automatically (1) receive off-hook signals.	0 = Off 1 = On (default = 1 for COS 1~15)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
21-01-03	<b>System Options for Outgoing Calls – Trunk Interdigit Time (External)</b>	Program how long an extension must wait before using the Voice Over feature can be used on a call (this time expires before putting a call in a talk state). This time also affects Barge-In.	0~64800 (seconds) (default = 5 seconds)		✓	

## Operation

### To initiate a Voice Over to a busy extension:

1. Press **Voice Over** key (Program 15-07 or SC 751: 48)

- OR -

Dial **6**.

- OR -

Dial **690**.

-  You hear an alert tone and the Voice Over key flashes. You can talk to the called party after the alert tone ends.
-  To use Service Code 690 for Voice Over, Program 11-16-09 (Voice Mail Service Code) must be undefined.

### To respond to a Voice Over alert tone to your extension:

You can respond only if you have a Voice Over key.

1. Press the **Voice Over** key.

-  The Voice Over key lights steadily (green) and you can talk to the interrupting party.
-  You cannot respond by dialing the Voice Over Service Code (6).

### To return to your original call:

1. Press the **Voice Over** key.

2. Press the **Voice Over** key again.

-  Your Voice Over key flashes red when you are talking to your original call.
-  To switch between your original call and the interrupting party, just keep pressing the Voice Over key.

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## *Voice Response System (VRS)*

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### Description

The PZ-VM21 Unit with CF-E1 Compact Flash card fitted provides the option for the Voice Response System (VRS) which gives the system voice recording and playback ability. The VRS CompactFlash card provides up to 48 system messages (General Message, Automated Attendant greetings, ACD messages, and the 900 Preamble).

- General Message** – provides a prerecorded message to which any user can listen
- Automated Attendant (Operator Assistance)** – answers incoming calls, plays a greeting to the caller and then lets the caller directly dial a system extension
- ACD Messages** – provides announcement and overflow messages for ACD groups
- Transfer to the VRS** – allows any extension user to Transfer their outside call to the VRS
- Voice Prompting Messages** – plays call and feature status messages to users
- 900 Preamble** – alerts callers using 900 lines of the cost and features of the pay-per-call service
- Time, Date and Station Number Check** – lets a multiline terminal extension user quickly hear a recording for the time, date, or the extension number

### VRS Messages

The VRS allows you to record up to 48 VRS messages. You allocate these messages for Automated Attendant greetings, the General Message, ACD messages and the 900 Preamble message. The total storage time for all messages is approximately 45 minutes. The maximum duration for any message is two minutes – this is not programmable. VRS messages are stored on a Compact Flash drive, and do not require battery back up.

Any on-premise extension caller can listen, record and erase VRS Messages (unless restricted in programming). DISA and DID callers can listen and record VRS messages (unless restricted in programming).

### General Message

A General Message is a prerecorded message available to all callers. A General Message typically contains important company information that all employees should hear. To hear the General Message, an employee can go to any multiline terminal and press 4 (for General Message). You can restrict the ability to record the General Message in an extension Class of Service. This allows you to give recording ability to the System Administrator or Communications Manager, for example, but not any other employee. The Message Waiting LED at each telephone flashes when a new General Message is recorded. After the extension user listens to the message, the Message Waiting LED goes out.

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## Park and Page

When an extension user is away from their telephone, Park and Page can let them know when they have a call waiting to be answered. The Personal Greeting and Park & Page options can have up to 200 total messages (note that the Park & Page feature uses two messages). To enable Park and Page, the user records a Personal Greeting along with an additional Paging announcement. Park and Page then answers an incoming call and plays the Personal Greeting to the caller. The caller then listens to Music on Hold (if available) while the system broadcasts the prerecorded Paging announcement. When the extension user hears the Page, they can go to any telephone and use Directed Call Pickup to intercept the call. Refer to [Call Forwarding on page 2-149](#), [Paging, External on page 2-807](#), [Paging, Internal on page 2-813](#), and [Park on page 2-817](#).

## Automated Attendant (Operator Assistance)

Automated Attendant automatically answers outside calls, plays a prerecorded greeting and then lets the outside callers directly dial system extensions, Department Calling Groups and Voice Mail. Automated Attendant provides immediate answering and routing of outside calls without the need for an operator or dispatcher. Automated Attendant provides:

### Single Digit Dialing

Single Digit Dialing allows Automated Attendant callers to dial extensions, Department Calling Groups, and Voice Mail by pressing a single digit. For example, your Automated Attendant can greet calls with, *“Thank you for calling. To place an order, dial 1. To check on an existing order, dial 2. To speak with an operator, dial 0.”* You can set up single digit dialing for each VRS Message programmed to answer outside calls via the Automated Attendant. This allows you to set up day/night/holiday greetings or unique greetings for each incoming trunk. (Keep in mind that, with a default system, if you assign destinations to digits 3, 4 and 5, outside callers cannot dial system extensions.)

### Simultaneous Call Answering

With VRS installed, the Automated Attendant can answer up to 16 calls simultaneously.

### Flexible Routing

The outside caller can directly dial any system extension, Department Calling Group or Voice Mail. If the caller dials a busy extension, Automated Attendant allows them to dial another extension or wait for the busy extension to become free.

### Automatic Overflow

Automatic Overflow can automatically redirect a call if it cannot go through. This can happen if all VRS ports are busy, if the called extension does not answer, or if the caller misdials or waits too long to dial. (This occurs if the caller is using a dial pulse telephone.) When the call overflows, it rings a designated Ring Group or the Voice Mail system.

### Programmable Automated Attendant Greetings

You can record a different greeting for each trunk answered by the Automated Attendant. The greetings can be different in the day, at night or on holidays or weekends. You can also have a special greeting if the caller misdials. You record the greetings just the way you want. For example, *“Dial the 3-digit extension number you wish to reach, dial 500 for Sales or dial 600 for Customer Service.”* When assigning and recording Automated Attendant greetings, you can choose among the 48 VRS messages.

## VRS Waiting Message

Using VRS Waiting Message, the system can automatically answer an incoming trunk call first (either a normal trunk or one designated for a department group) to let the outside caller hear a recorded message when the call is not answered in a programmed time. With this feature, the call keeps ringing at the same destination until it is answered or until other programming, takes affect.

This feature can use up to two messages for an incoming call and the duration between the messages is programmable. These messages are repeated and, between these messages, either ring back tone or Music on Hold can be played.

This feature has two different modes:

### **Permanent Mode**

This mode sets the feature using system programming and is available for the following types of calls.

#### Normal Incoming Call

When the call is not answered or a user presses the VRS Waiting Message function key, this feature is initiated. The waiting message is played until other no-answer program (e.g. transfer to another incoming ring group or disconnect) takes affect.

#### Designated Call for the Department Group

When a department group receives a call from a DID, DIL, DISA or E&M trunk and all terminals in the group are busy, the call is put in a queue and VRS Waiting Message is also initiated. The waiting message is played until other no-answer program (e.g. transfer to another incoming ring group or disconnect) takes affect or a terminal becomes available to receive the department call.

### **Manual Mode**

This mode can be programmed by pressing the VRS Waiting Message function key from a multiline terminal to set this feature for each incoming ring group. This mode can be used for normal incoming calls only.

The following programs would be used to define the VRS Waiting Message feature and the trunk overflow:

11-10-20: Service Code Setup (for System Administrator) – VRS - Record/Erse Message

15-07: Programmable Function Keys

Automatic Answer with Delay Message Setup (Function Number 52)

 *Function Key 52 can be used to enable the VRS Waiting Message feature when Program 22-01-10 is set to 1 (Changed by Manual Operation).*

Automatic Answer with Delay Message Start (Function Number 53)

 *Function Key 53 can be used to play the VRS Waiting Message immediately when Function Key 53 + the ringing Trunk Appearance Key are pressed.*

20-07-13: Class of Service Options (Administrator Level) – VRS Record (VRS Msg Operation)

20-15-11: Ring Cycle Setup – VRS Waiting Message Incoming Call

22-01-04: System Options for Incoming Calls – DIL No Answer Recall Time

22-01-08: System Options for Incoming Calls – DID Pilot Call No Answer Timer

22-01-10: System Options for Incoming Calls – VRS Waiting Message Operation

- ❑ 22-01-11: System Options for Incoming Calls – VRS Waiting Message Interval Time
- ❑ 22-08-01: DIL/IRG No Answer Destination
- ❑ 22-14-01~07: VRS Delayed Message for IRG
- ❑ 22-15-01~07: VRS Waiting Message for Department Group
- ❑ 25-07-02: System Timers for VRS/DISA – VRS/DISA No Answer Time
- ❑ 25-07-03: System Timers for VRS/DISA – Disconnect after VRS/DISA retransfer to IRG

### Transfer to the VRS

Any extension user can Transfer their outside call to the VRS. This lets their caller take advantage of the Automated Attendant's extensive routing abilities. To Transfer the call, the user places the call on Hold, dials the unique VRS service code (set up in system programming : default 782), and hangs up.

### Voice Prompting Messages

The VRS feature provides the system with Voice Prompting Messages. These Voice Prompting Messages tell the extension user the status or progress of their call. For example, if a user calls extension 300 when it is busy, they hear, *"Station 300 is unavailable, please dial a new station or dial 750 to wait."*

The following table shows the available Voice Prompting Messages.

**Table 2-33 Voice Prompting Messages**

Message No.	Message	This message will play when . . .
1-00	This is station	A user dials 6 for the extension number.
1-01	Station	A user dials 6 for the extension number.
1-02	Is busy, for callback dial	A user is calling a busy extension.
1-03	All lines are busy, for callback dial	A user dials 0 or 704 (+ trunk group) and all trunks are busy.
1-04	Please do not disturb	A user calls an extension that has enabled Do Not Disturb.
1-05	Please hold on, all lines are busy, your call will be answered when a line becomes free.	ACD message - refer to the UNIVERGE SV8100 Automatic Call Distribution Manual.
1-06	Please hold on, your call is being rerouted	Call Forwarding Off-Premise is rerouting your call.
1-07	The lowest cost line is busy, please wait for the next one.	ARS tries to reroute the user's call and the least costly route is busy.
1-08	The number you have dialed is not in service.	User dials a Service Code that Class of Service prevents.
1-09	You have a message.	An extension user has a Message Waiting to which they have not responded.
1-10	You have a message.	An extension user has a Message Waiting to which they have not responded.

**Table 2-33 Voice Prompting Messages (Continued)**

<b>Message No.</b>	<b>Message</b>	<b>This message will play when . . .</b>
1-11	Your calls have been forwarded.	An extension user has forwarded their calls.
1-12	Vacant number	An extension user has dialed an extension that does not exist.
1-13	Is unavailable	An outside caller dials an extension through the Automated Attendant and the extension is busy.
1-14	Please dial a new station	
1-15	Or dial	
1-16	To wait	
1-17	To leave your number	
1-18	Dial # to call you back at	
1-19	Enter your area code and telephone number	An outside caller dials an extension through the Automated Attendant and the extension is busy.
1-20	Please enter your password	
1-21	Please enter an account code	A user tries to place a trunk call and Forced Account Codes are enabled.
1-22	Please start recording	A user has dialed the code to record a VRS message.
1-23	Recording finished	A user is recording a VRS message and they have exceeded the maximum allowed recording length.
1-24	Audio file is full	There is no more space available in the VRS for storing messages.
1-25	To listen dial	A user is trying to record a VRS message and the recording already exists.
1-26	To erase dial	
1-27	To re-record dial	
1-28	To save dial	
1-29	To leave a message	
1-30	Just a moment	
1-31	Hello	
1-32	Thank you	
1-33	Good-bye	
2-00	Oh	A user dials 6 for the extension number or 8 for the time.
2-01	Dial	
2-02	Star	
2-03	Hash	
2-04	Zero	

Table 2-33 Voice Prompting Messages (Continued)

Message No.	Message	This message will play when . . .
2-05	One	A user dials 6 for the extension number, 8 for the time and date or as part of a spoken code (e.g., 714).
2-06	Two	
2-07	Three	
2-08	Four	
2-09	Five	
2-10	Six	
2-11	Seven	
2-12	Eight	
2-13	Nine	
2-14	Ten	
2-15	Eleven	
2-16	Twelve	
2-17	Thirteen	
2-18	Fourteen	
2-19	Fifteen	
2-20	Sixteen	
2-21	Seventeen	
2-22	Eighteen	
2-23	Nineteen	
2-24	Twenty	
2-25	Thirty	
2-26	Forty	
2-27	Fifty	
2-28	Sixty	
2-29	Seventy	
2-30	Eighty	
2-31	Ninety	
2-32	Hundred	
2-33	Thousand	
2-43	Message	
2-44	Messages	
2-64	January	
2-65	February	
2-66	March	
2-67	April	

Table 2-33 Voice Prompting Messages (Continued)

Message No.	Message	This message will play when . . .
2-68	May	
2-69	June	
2-70	July	
2-71	August	
2-72	September	
2-73	October	
2-74	November	
2-75	December	
2-76	Sunday	A user dials 8 for the date.
2-77	Monday	
2-78	Tuesday	
2-79	Wednesday	
2-80	Thursday	
2-81	Friday	
2-82	Saturday	
2-83	The date is	A user dials 8 for the date.
3-04	The time is	A user dials 8 for the time.
3-05	AM	
3-06	PM	

### 900 Preamble (US Only)

If the system has trunks that are part of a 900 (caller paid) service, the VRS can automatically play a prerecorded message when a user answers the call. This prerecorded message should describe the 900 service features and cost. The 900 Preamble ensures that the caller is always aware that they have accessed a 900 pay-per-call service. A system user cannot converse with the caller until the preamble message ends. If the caller hangs up before the message completes, they are not charged for the call. If the caller waits for the message to end, they can talk to a system user and call charging begins. The system answers as many 900 calls as there are available VRS ports. If a 900 call comes in when all VRS ports are busy, the call does not appear on an extension until a VRS port is available.

You can also use the 900 Preamble message to set up an *Auto-Answer with Greeting* application. When a receptionist answers a call, the VRS can play a preamble message such as, "Welcome to ABC Company. How can I help you?" When the caller replies, the receptionist answers, "One moment please," and quickly extends the call to the desired party. This ensures that all incoming calls are answered quickly, courteously and consistently.

## Time, Date and Station Number Check

If the system has a DSPDB-B1 Unit installed for VRS, any multiline terminal user can find out the time, date or the extension number while their telephone is idle (on-hook). The time and date check saves the user time since they do not have to look for a clock or calendar. Hearing the extension number conveniently identifies non-display multiline terminals. To find out their extension number, the user presses 6 (for **N**umber). To listen to the time and date, the user presses 8 (for **T**ime/**D**ate).

### Available with 64-Port Basic CD-CP00-AU

The VRS feature is available with the 64-port Basic CD-CP00-AU (no feature Upgrade PAL chip required).

The VRS feature requires a DSPDB-B1 Unit attached to the CD-CP00-AU with the optional VRS flash card installed. Although the DSPDB-B1 Unit is recognized for this feature, it provides no additional tone resources (DTMF receivers, Caller ID receivers, or call progress tone detection).

### Conditions

- VRS record time is fixed at two minutes and cannot be changed.
- The Automated Attendant (VRS) can answer up to 16 calls simultaneously.
- If Synchronous Ringing is enabled, the Preamble message cannot be used.
- The maximum number of VRS ports is 16 when the PZ-ME50-AU is installed on the CP00. If the PZ-ME50-AU is not installed, the maximum number of VRS ports is 8.

### Default Setting

Disabled

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## System Availability

### Terminals

Not applicable

### Required Component(s)

DSPDB-B1 Unit with CF-E1 Compact Flash card fitted

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## Related Features

### Transfer

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-10-20	<b>Service Code Setup (for System Administrator) – VRS - Record/ Erase Message</b>	Define the service code to use to record or erase a VRS message.	MLT, SLT (default = 616)		✓	
11-10-21	<b>Service Code Setup (for System Administrator) – VRS - General Message Playback</b>	Define the service code to use to playback the general message.	MLT, SLT (default = 611)		✓	
11-10-22	<b>Service Code Setup (for System Administrator) – VRS - Record or Erase General Message</b>	Define the service code to use to record or erase a general message on the VRS.	MLT, SLT (default = 612)		✓	
11-12-54	<b>Service Code Setup (for Service Access) – VRS Routing for ANI/ DNIS</b>	Define the service code to use when setting up ANI/DNIS Routing to the VRS Automated Attendant. Using the Transfer feature, this also allows a call to be transferred to the VRS (default: 782).	(default = 782)		✓	
15-07-01	<b>Programmable Function Keys</b>	For the VRS Waiting Message feature, assign the VRS Incoming Call Queuing Setup key (code 52 + ring group #) to manually enable the feature.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to extensions.	Day Night/Mode: 1~8 Class of Service of Extensions (1~15) Default: Extension port 101 = Class 15 All other extension port = Class 1		✓	
20-07-13	<b>Class of Service Options (Administrator Level) – VRS Record (VRS Msg Operation)</b>	Turns Off (0) or On (1) an extension ability to record, erase and listen to VRS messages.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-07-14	<b>Class of Service Options (Administrator Level) – VRS General Message Play</b>	Turns an extension Off (0) or On (1) to dial 4 or Service Code 611 to listen to the General Message.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)	✓		
20-07-15	<b>Class of Service Options (Administrator Level) – VRS General Message Record/Delete</b>	Turns Off (0) or On (1) an extension for dialing Service Code 612 and record, listen to, or erase the General Message.	0 = Off 1 = On (default = 0 for COS 1~14) (default = 1 for COS 15)	✓		
20-11-15	<b>Class of Service Options (Hold/Transfer Service) – VRS Personal Greeting (Message Greeting)</b>	In an extension Class of Service, enable (1) or disable (0) the ability to dial Service Code 616 to record, listen to or erase a Personal Greeting. This option also affects Park and Page.	0 = Disable 1 = Enable (default = 1 for COS 1~15)		✓	
20-13-23	<b>Class of Service Options (Supplementary Service) – Display the Reason for Transfer</b>	Select whether an extension should display the reason a call is being transferred to their extension (Call Forward Busy, Call Forward No Answer, DND).	0 = Off 1 = On (default = 0 for COS 1~15)		✓	
20-15-11	<b>Ring Cycle Setup – VRS Waiting Message Incoming Call</b>	Set the ring cycle callers hear when the VRS Waiting Message feature is used.	Ring Cycle = 1~13 (default = 8)			✓
21-01-02	<b>System Options for Outgoing Calls – Intercom Interdigit Time</b>	When placing Intercom calls, users must dial each digit within this time.	0~64800 (seconds) (default = 10 seconds)		✓	
22-01-10	<b>System Options for Incoming Calls – VRS Waiting Message Operation</b>	Determine whether the VRS Waiting Message is automatically (0) or manually (1) set.	0 = Enable Always 1 = Change by Manual Operation (default = 0)		✓	
22-01-11	<b>System Options for Incoming Calls – VRS Waiting Message Interval Time</b>	For VRS Waiting Message, determine the number of seconds between the VRS messages (0~64800).	0~64800 (seconds) (default = 20 seconds)		✓	
22-02-01	<b>Incoming Call Trunk Setup</b>	For each Night Service mode, enter 1 if trunk should be automatically answered by VRS Automated Attendant.	Trunks 1~200 0 = Normal 1 = VRS (second dial tone if no VRS installed) 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie line 6 = Delayed VRS 7 = ANI/DNIS 8 = DID(DDI) Mode Switching (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
22-04-01	<b>Incoming Extension Ring Group Assignment</b>	Use this program to assign extensions (up to 32) to Ring Groups. Calls ring extensions according to Ring Group programming.	Maximum eight digits Default: Extensions 101~108 (first eight ports) ring for incoming Ring Group 1 calls. No other extensions ring for incoming Ring Group 1 calls.		✓	
22-14-01	<b>VRS Delayed Message for IRG – 1st Waiting Message Start Time</b>	For each Ring Group, set how long the system waits before playing the first message (0~64800 seconds). This timer is also used for VRS Waiting Message.	0~64800 (seconds) (default = 0)	✓		
22-14-02	<b>VRS Delayed Message for IRG – 1st Waiting Message Number</b>	For each Ring Group, select the message number to be played as the first message (0~48). This program is also used for VRS Waiting Message.	0~101 0 = No Message 101 = Fixed Message (default = 0)	✓		
22-14-03	<b>VRS Delayed Message for IRG – 1st Waiting Message Sending Count</b>	For each Ring Group, set the number of times the first message is played (0~255). This program is also used for VRS Waiting Message.	0~255 (time) (default = 0)	✓		
22-14-04	<b>VRS Delayed Message for IRG – 2nd Delayed Message Number</b>	For each Ring Group, select the message number to be played as the second message (0~48). This program is also used for VRS Waiting Message.	0~101 0 = No Message 101 = Fixed Message (default = 0)	✓		
22-14-05	<b>VRS Delayed Message for IRG – 2nd Delayed Message Sending Count</b>	For each Ring Group, set the number of times the second message is played (0~255). This program is also used for VRS Waiting Message.	0~255 (time) (default = 0)	✓		
22-14-06	<b>VRS Delayed Message for IRG – Tone Kind at Message Interval</b>	For each Ring Group, determine what the caller hears between messages (0 = Ringback Tone, 1 = MOH, 2 = BGM). This program is also used for VRS Waiting Message.	0 = Ring Back Tone 1 = MOH Tone 2 = BGM Source (default = 0)	✓		
22-14-07	<b>VRS Delayed Message for IRG – Disconnect Time After the end of VRS Waiting Message</b>	For each Ring Group, set how long the system waits after playing the VRS message before disconnecting the call. To prevent the call from disconnecting, set this option to 0. This program is also used for VRS Waiting Message.	0 = No Disconnect 1~64800 Seconds (default = 60)		✓	
22-15-01	<b>VRS Delayed Message for Department Group – 1st Delayed Message Start Time</b>	For each Department Group, set how long the system waits before playing the first message (0~64800 seconds). This program is also used for VRS Waiting Message.	0~64800 (seconds) (default = 0)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
22-15-02	<b>VRS Delayed Message for Department Group – 1st Delayed Message Number</b>	For each Department Group, select the message number to be played as the first message (0~48). This program is also used for VRS Waiting Message.	0~101 0 = No Message 101 = Fixed Message (default = 0)	✓		
22-15-03	<b>VRS Delayed Message for Department Group – 1st Delayed Message Sending Count</b>	For each Department Group, set the number of times the first message is played (0~255). This program is also used for VRS Waiting Message.	0~255 (time) (default = 0)	✓		
22-15-04	<b>VRS Delayed Message for Department Group – 2nd Delayed Message Number</b>	For each Department Group, select the message number to be played as the second message (0~48). This program is also used for VRS Waiting Message.	0~101 0 = No Message 101 = Fixed Message (default = 0)	✓		
22-15-05	<b>VRS Delayed Message for Department Group – 2nd Delayed Message Sending Count</b>	For each Department Group, set the number of times the second message is played (0~255). This program is also used for VRS Waiting Message.	0~255 (time) (default = 0)	✓		
22-15-06	<b>VRS Delayed Message for Department Group – Tone Kind at Message Interval</b>	For each Department Group, determine what the caller hears between messages (0 = Ringback Tone, 1 = MOH, 2 = BGM). This program is also used for VRS Waiting Message.	0 = Ring Back Tone 1 = MOH Tone 2 = BGM Source (default = 0)	✓		
22-15-07	<b>VRS Delayed Message for Department Group – Disconnect Time After the End of VRS Waiting Message</b>	For each Department Group, set how long the system waits after playing the VRS message before disconnecting the call (0~64800 seconds). To prevent the call from disconnecting, set this option to "0". This program is also used for VRS Waiting Message.	0 = No Disconnect 1~64800 Seconds (default = 60 seconds)		✓	
24-02-03	<b>System Options for Transfer – Delayed Call Forwarding Time</b>	Set how long a telephone rings before the call reroutes to the programmed destination.	0~64800 (seconds) (default = 10)		✓	
25-01-02	<b>VRS/DISA Line Basic Data Setup – DISA User ID</b>	Select whether or not the DISA User ID is to be used.	0 = Off 1 = On (default = 0)		✓	
25-02-01	<b>DID/DISA VRS Message</b>	For each Night Service mode, enter 1 at the "Talkie" prompt if trunk should be automatically answered by VRS and the message number the caller should hear (1~48).	0 = No Message 1 = 01~100 (VRS Messages) 2 = 01~4 (ACI Group Number) 3 = 01~64 (Extension Group Number) (default = 0)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
25-03-01	<b>VRS/DISA Transfer Ring Group With Incorrect Dialing</b>	Set the destination that Automated Attendant (OPA) calls ring if the OPA caller dials an incorrect extension number. This also sets the options for DISA calls. The system allows Ring Groups or Disconnect = 0.	(Mode 1~8) All Trunks = Ring Group 1	✓		
25-04-01	<b>VRS/DISA Transfer Ring Group With No Answer/Busy</b>	Set the destination that Automated Attendant (OPA) calls ring if the OPA caller dials an extension that does not answer or is busy. This also sets the options for DISA calls. The system allows Ring Groups or Disconnect = 0.	Ring Groups: 1~100 Trunk Ports: 001~200 Day/Night Mode: 1~8 0 (Disconnect) 1~100 (Incoming Ring Group) 102 (In-Skin/External Voice Mail or VM8000 InMail) (default = 0)	✓		
25-05-01	<b>VRS/DISA Error Message Assignment</b>	For each trunk that is answered by the VRS, enter the VRS message (1~48) the outside caller hears if they dial incorrectly after answer. If you enter 0, the call reroutes according to Program 25-03 and Program 25-04. Make one entry for each Night Service mode.	0~100 (0 = No Setting) (default = 0)		✓	
25-06-01	<b>VRS/DISA One-Digit Code Attendant Setup – Next Attendant Message Number</b>	Set up single digit dialing for Automated Attendant callers. For each VRS Message programmed to answer outside calls (see Program 25-02-01), specify the digit the Automated Attendant caller dials (1~9, 0, *, #). (Keep in mind that if you assign destinations to digits 3 and 4, outside callers cannot dial system extensions.)	0~100 (0 = No Setting) 101 = Voice MAIL Answers 104 = Refer to 25-04: VRS/DISA Transfer Ring Group with No Answer/ Busy 105 = Dial the other extension (default = 0)		✓	
25-06-02	<b>VRS/DISA One-Digit Code Attendant Setup – Destination Number</b>	Set up single digit dialing for Automated Attendant callers. For each VRS Message programmed to answer outside calls (see Program 25-02-01), specify the destination reached (four digits maximum) when the caller dials the single digit code.	Up to eight digits (default not assigned)		✓	
25-07-02	<b>System Timers for VRS/DISA – VRS/DISA No Answer Time</b>	If an Automated Attendant caller dials an extension that does not answer, the call waits this interval before rerouting to the Ring Group specified in PRG 25-03 and PRG 25-04. This setting also affects unanswered DISA calls.	0~64800 (seconds) (default = 0 seconds)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
25-07-03	<b>System Timers for VRS/DISA – Disconnect after VRS/DISA retransfer to IRG</b>	Set the timer for disconnecting a call after it is re-transferred to a ring group by VRS/DISA.	0~64800 (seconds) (default = 60 seconds)		✓	
25-08-01	<b>DISA User ID Setup – Password</b>	Set up password (six digits).	ID 01 = 000001 ID 02 = 000002 : ID 15 = 000015		✓	
25-13-01	<b>System Option for DISA – VRS Message Access Password</b>	Enter the password DISA callers must dial before the system allows them to record, listen to or erase VRS messages.	1~9, 0, *, # Six digits fixed (default not assigned)		✓	
31-02-01	<b>Internal Paging Group Assignment – Internal Paging Group Number</b>	Assign extensions to Internal Paging Groups (i.e., Page Zones).	0~64 (0 = No Setting) Default: 1 0 for IP Station 1 for TDM Station		✓	
31-02-02	<b>Internal Paging Group Assignment – Internal All Call Paging Receiving</b>	Enable or Disable All Call Internal Paging for each extension. If allowed, extension can place and receive All Call Internal Paging announcements. If prevented, extensions can only make (not receive) All Call Internal Paging announcements. If combined, Paging zones should be restricted as well, change the internal page zone group in Program 31-07-01 to 0.	0 = Off 1 = On (default = 1)		✓	
31-04-01	<b>External Paging Zone Group – Paging Group Number</b>	Use to assign each External Paging zone to an External Paging group.	0~8 (0 = No Setting) Default: Speaker 1 [PGD(2)-U( )] = 1 (Group 1) Speaker 2 [PGD(2)-U( )] = 2 (Group 2) Speaker 3 [PGD(2)-U( )] = 3 (Group 3) Speaker 4 [PGD(2)-U( )] = 4 (Group 4) Speaker 5 [PGD(2)-U( )] = 5 (Group 5) Speaker 6 [PGD(2)-U( )] = 6 (Group 6) Speaker 7 [PGD(2)-U( )] = 7 (Group 7) Speaker 8 [PGD(2)-U( )] = 8 (Group 8) Speaker 9 (CD-CP00-AUII) = 1 (Group 1)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
31-07-01	<b>Combined Paging Assignments</b>	Assign an External Paging Group (0~8) to an Internal Paging Zone (0 = All Call, Zones 1~64) for Combined Paging. When an extension user makes a Combined Page, they simultaneously broadcast into both the External and Internal Zone.	0~64 (0 = All internal paging) (default = 1)		✓	
40-07-01	<b>Voice Prompt Language Assignment for VRS</b>	Select the language to be used for the VRS (default = 1, English). Although the system allows this option to be changed in programming, the language changes only if the DSPII-U10 Unit has the firmware which provides the newly selected language.	1 = US English 2 = UK English 3 = Australian English 4 = French Canadian 5 = Dutch 6 = Mexican Spanish 7 = Latin America Spanish 8 = Italian 9 = German 10 = Madrid Spanish 11 = Norwegian 12 = Parisian French 13 = Brazilian Portuguese 14 = Japanese 15 = Mandarin Chinese 16 = Korean 17 = Reserved 18 = Reserved 19 = Reserved 20 = Flexible (default = 3)		✓	
40-08-01	<b>Voice Prompt Language Assignment for Mailboxes</b>	Use to select the language to be used for the mailboxes.	0 = Japanese 1 = English 2 = German 3 = Norwegian (default = 1)	✓		
40-10-01	<b>Voice Announcement Service Option – VRS Fixed Message</b>	Enable (1) or disable (0) the system ability to play the fixed VRS messages (such as "You have a message.").	0 = Not Used 1 = Used (default = 0)	✓		
40-10-02	<b>Voice Announcement Service Option – General Message Number</b>	Enter the number of the VRS message you want to use for the General Message (01~48). The message you select should not be used as a VRS message.	0~100 (0=No General Message Service) (default = 0)		✓	
40-10-03	<b>Voice Announcement Service Option – VRS No Answer Destination</b>	When all VRS ports are busy, incoming DILs and DISA calls wait for the VRS No-Answer Time (Program 40-10-04) and then ring the VRS No Answer Destination Ring Group.	0~100 (Incoming Ring Group Number) (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
40-10-04	Voice Announcement Service Option – VRS No Answer Time	If an extension has Personal Greeting enabled and all VRS ports are busy, a DIL or DISA call to the extension waits this time for a VRS port to become free.	0~64800 seconds (default = 0)		✓	
40-10-05	Voice Announcement Service Option – Park and Page Repeat Timer (VRS Msg Resend)	If a Park and Page is not picked up during this time, the Paging announcement repeats.	0~64800 seconds (default = 0)		✓	
40-10-06	Voice Announcement Service Option – Set VRS Message for Private Call Refuse (VRS Msg Private Call)	This item assigns the VRS Message number to be used as Private Call Refuse. When Fixed message is set, VRS message guidance is: Service finished. Disconnect the line, please.	0~101 (0 = No message) (101 = Fixed message) (default = 0)		✓	
40-10-07	Voice Announcement Service Option – Set VRS Message for Caller ID Refuse (VRS Msg CID)	This item assigns the VRS Message number to be used as Caller ID Refuse. When Fixed Message is set, VRS message guidance is: Service finished. Disconnect the line, please.	0~101 (0 = No message) (101 = Fixed message) (default = 0)		✓	
40-11-01	Preamble Message Assignment	For each trunk that should have the 900 Preamble option, enter the number of the VRS message (1~48) that is your recorded preamble message. Enter 0 for no preamble.	0~100 (0 = No Service) (default = 0)			✓
47-03-02	SV8000 In-Mail Group Mailbox Options – Master Mailbox Number	The Master Mailbox Number is the same as the Department Group master (pilot) number. Use this option to select the Department Group master (pilot) number associated with the Master Mailbox you are programming. Digits (7 maximum, using 0~9).	Digits (eight maximum, using 0~9) No Setting (entered by pressing <b>Hold</b> ) (default not assigned)		✓	

## Operation

### VRS Messages

#### To record a VRS message:

1. Press **Speaker** or lift the handset.  
- OR -  
At a single line telephone, lift the handset.
2. Dial **616**.
3. Dial **7 (Record)**.

4. Dial the VRS message number you want to record (01~48).
5. When you hear, "Please start recording" followed by a beep, record your message.
6. Press # to end recording  
- OR -  
Hang up to save the message.

**To listen to a previously recorded VRS message:**

1. Press **Speaker** or lift the handset.  
- OR -  
At a single line telephone, lift the handset.
2. Dial **616**.
3. Dial **5 (Listen)**.
4. Dial the VRS message number to which you want to listen (01~48).  
 *You hear the previously recorded message. If you hear a beep instead, no previous message is recorded.*
5. Press # to hear the message again.  
- OR -  
To hear another message, dial 5 and then enter the message number (01~48).  
- OR -  
Hang up.

**To erase a previously recorded VRS message:**

1. Press **Speaker** or lift the handset.  
- OR -  
At a single line telephone, lift the handset.
2. Dial **616**.
3. Dial **3 (Erase)**.
4. Dial the number of the VRS message you want to erase (01~48).
5. Press **Hold** (multiline terminal only) to cancel the procedure without erasing (and return to step 3).  
- OR -  
Hang up to erase the message.

**To record, listen to or erase a VRS message if you call in using DISA:**

1. Place call to the system.  
 *You hear dial tone.*
2. After the system answers, dial the DISA password (normally 000000).  
 *You hear dial tone.*

3. Dial **616** and the VRS password.
4. Dial the function you want.  
**7 = Record**  
**5 = Listen**  
**3 = Erase**
5. Dial the message number (01~48), record the message and press **#** to end recording.
  -  *If you dialed 7 to record, you can dial **#** to listen to the message you just recorded.*
  -  *If you dialed 5 to listen, you can dial 5 and the message number to hear it again or if you want to Record, listen to or erase another message, go back to step 4.*

## General Message

### To listen to the General Message:

#### Multiline Terminal Only

Your Message Waiting LED flashes when there is a new General Message. A voice message periodically reminds you.

1. Do not lift the handset or press **Speaker**.
2. Dial **4 (General)**.  
**- OR -**
1. Lift the handset and dial **611**.
  -  *You hear the General Message.*
  -  *Normally, your MW LED goes out. If it continues to flash, you have unanswered Message Waiting requests or new messages in your Voice Mail mailbox.*

### To record, listen to or erase the General Message:

1. Press **Speaker** or lift the handset.  
**- OR -**  
At single line telephone, lift the handset.
2. Dial **612**.
3. Dial the function you want.  
**7 = Record**  
**5 = Listen**  
**3 = Erase**
  -  *If you dialed 7 to record, press **#** to end the recording.*
  -  *If you dialed 5 to listen, you can dial 5 to listen to the message again.*
  -  *To Record the General Message again, go back to step 1.*
  -  *If you dialed 3 to erase the General Message, you must go to step 4 (hang up). To cancel without erasing on a multiline terminal, press **HOLD** instead and go back to step 1.*
4. Hang up when you are done.

### Time, Date and Station Number Check

#### To check the extension number of any multiline terminal:

1. Do not lift the handset or press **Speaker**.
2. Dial **6** for extension number.

#### To check the system time and date from any multiline terminal extension:

1. Do not lift the handset or press **Speaker**.
2. Dial **8** for time and date.

### 900 Preamble

#### To answer a 900 Preamble call:

1. Answer the ringing call.
  -  *The line key or Call Appearance (CAP) key turns solid red as the system plays the preamble to the caller.*
2. When you hear two beeps and the line key turns green, converse with the caller.

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## *Volume Controls*

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### Description

Each multiline terminal user can control the volume of incoming ringing, splash tone, Paging, Background Music, Handsfree and your handset. Multiline terminals consolidate all adjustments into the volume buttons. Pressing the VOLUME ▲ or VOLUME ▼ adjusts the volume level for whichever feature is active (outside call, ICM, ICM ringing, paging, etc.). Pressing these keys when the telephone is idle adjusts the contrast level of the telephone display. The users should set the volumes for their most comfortable levels.

### Conditions

- The contrast is not adjustable when the telephone has background music enabled.
- Multiline terminal users can further increase station ring volume by pressing the Speaker key and dialing Code 729.
- Headset volume, off-hook ringing volume, station ringing volume, and speaker volume adjustments are determined by Program 15-02-27.
- The LCD of the IPK and SV8100 terminals provide a volume bar indication while adjusting the following volumes or controls:
  - Speaker Volume
  - Handset/Headset Volume
  - Background Music (BGM) Volume
  - Ring Volume/Off-Hook Ring Volume
  - LCD Contrast

### Default Setting

Enabled

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### System Availability

#### Terminals

*All Multiline Terminals*

#### Required Component(s)

*None*

## Related Features

D<sup>term</sup> series i Multiline Terminals

SV8100/SV8300 Terminals

Off-Hook Signaling

SV8100/SV8300 Terminals

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-02-27	Multiline Telephone Basic Data Setup – Handset Volume	This option determines whether a multiline terminal handset volume changes back to the system default (0) or whether it is retained at the user's setting (1) after hanging up the handset. This command also controls LCD Contrast, Off-Hook Ringing Volume, Station Ringing Volume and Speaker Volume.	0 = Back to Default (Back) 1 = Stay at previous level (Stay) (default = 1)		✓	

## Operation

### To adjust the volume of incoming ringing and splash tone:

1. If the telephone is idle, press **Speaker** and dial **729**. If the telephone is ringing, skip to Step 2.
2. Press VOLUME ▲ or VOLUME ▼.

### To adjust the volume of ringing incoming Paging announcements, Handsfree, the handset or Background Music:

1. Press VOLUME ▲ or VOLUME ▼.

 The feature must be active to change the volume. Pressing the volume keys when the telephone is idle adjusts the display contrast.

# Warning Tone for Long Conversation

## Description

The system can broadcast warning tones to a trunk caller, warning the caller that he has been on the call too long. If he chooses, the caller can disregard the tones and continue talking. The outside caller does not hear the warning tones. Warning tones do not occur for Intercom calls and most incoming trunk calls. DISA trunks can also have warning tones. Warning tones are not available to analog single line telephone (SLT) users.

There are two types of warning tones: Alarm Tone 1 and Alarm Tone 2. Alarm Tone 1 is the first set of tones that occur after the user initially places a trunk call. Alarm Tone 2 broadcasts periodically after Alarm Tone 1 as a continued reminder. Each alarm tone consists of three short beeps.

If programmed, DISA calls are disconnected unless the continue code is entered by the user. With the Long Conversation Cutoff feature, incoming or outgoing central office calls can also be disconnected.

## Warning Tone for DISA Callers

For DISA callers, with this feature enabled, the warning tone timer begins when an incoming DISA call places an outgoing call and either the inter-digit timer expires or the outgoing call is answered.

If an outside call is transferred to forwarded off-premise using an outside trunk, the warning tone timer begins immediately. This occurs only if either trunk involved in the call is programmed for this feature (Program 14-01-17). When transferring a trunk call off-premise, Program 14-01-13 must be enabled (set to 1).

## Conditions

- Warning Tone for Long Conversation does not occur for incoming trunk calls.
- Warning Tone for Long Conversation occurs for all outgoing trunk calls, regardless of how they are placed or other outgoing restrictions.
- Warning Tone for Long Conversation can be enabled for DISA calls.
- Warning Tone for Long Conversation does not occur for Intercom calls.
- Warning Tone for Long Conversation can be used with the Long Conversation Cutoff feature for outgoing calls.
- Warning Tone is presented on a single line telephone in the ear piece.

## Default Setting

Disabled



## Related Features

Central Office Calls, Answering

Central Office Calls, Placing

Direct Inward System Access (DISA)

Intercom

Long Conversation Cutoff

Single Line Telephones

Code Restriction

## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
14-01-17	<b>Basic Trunk Data Setup – Trunk to Trunk Warning Tone for Long Conversation Alarm</b>	Determine whether DISA callers should hear the Warning Tone for Long Conversations (0 = Disable, 1 = Enable).	0 = Disable 1 = Enable (default = 0)	✓		
14-01-25	<b>Basic Trunk Data Setup – Continued/Discontinued Trunk-to-Trunk Conversation</b>	When Program 24-02-10 is set to disconnect a trunk after the defined time, determine whether or not a user should be able to use the continue/discontinued code.	0 = Disable 1 = Enable (default = 0)	✓		
20-06-01	<b>Class of Service for Extensions</b>	Assign a Class of Service (1~15) to an extension.	Day/Night Mode: 1~8 Class of Service for Extensions: 1~15 Defaults: Extension number 101 as Class 15. All other extension numbers are set as Class 1.	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
20-13-01	<b>Class of Service Options (Supplementary Service) – Long Conversation Alarm</b>	Turns Off (0) or On (1) the Warning Tone for Long Conversation (not for single line telephones).	0 = Off 1 = On (default = 0 for COS 1~15)	✓		
20-21-01	<b>System Options for Long Conversation – Long Conversation Alarm 1</b>	After a user places a trunk call, the system sends the first warning tone to their extension after this time (0~64800 seconds).	0~64800 (seconds) (default = 170)		✓	
20-21-02	<b>System Options for Long Conversation – Long Conversation Alarm 2</b>	After hearing the first warning tone, the system sends additional warning tones after this time (0~64800 seconds). The warning tones continue, spaced by this time, until the user hangs up.	0~64800 (seconds) (default = 180)		✓	
20-28-01	<b>Trunk to Trunk Conversation – Conversation Continue Code</b>	Enter a single digit Continue Code for the DISA call to use to immediately disconnect or continue their outside call (0~9, * or # are accepted entries).	0~9, #, * (default not assigned)	✓		
20-28-02	<b>Trunk to Trunk Conversation – Conversation Disconnect Code</b>	Enter a single digit Disconnect for the DISA call to use to immediately disconnect or continue their outside call (0~9, * or # are accepted entries).	0~9, #, * (default not assigned)	✓		
20-28-03	<b>Trunk to Trunk Conversation – Conversation Continue Time</b>	When Program 14-01-25 is enabled, determine the time a call is extended when the user dials the Continue code (defined in Program 20-28-01).	0~64800 (seconds) (default = 0 seconds)	✓		
21-01-01	<b>System Options for Outgoing Calls – Seizure Trunk Line Mode</b>	When a trunk is selected does it select it based off the Trunk Route Priority (0) or based off the trunk that has not been used in the longest time.	0 = Priority Route 1 = Circular Route (default = 0)		✓	
21-01-03	<b>System Options for Outgoing Calls – Trunk Interdigit Time (External)</b>	The system waits for this time to expire before placing the call in a talk state (Call Timer starts after time expires, Voice Over and Barge-In are not allowed until after time expires).	0~64800 (seconds) (default = 5 seconds)		✓	
25-07-07	<b>System Timers for VRS/DISA – Long Conversation Warning Tone Time</b>	Determine the time the system should wait before the Warning Tone is heard by DISA callers (0~64800 seconds). If an outside call is transferred or forwarded off-premise using an outside trunk, this time starts immediately. This occurs if either trunk involved in the call is programmed for the Warning Tone (Program 14-01-17).	0~64800 (seconds) (default = 1800 seconds)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
25-07-08	System Timers for VRS/DISA – Long Conversation Disconnect Time	Determine how long after the Warning Tone is heard the system waits before disconnecting DISA calls – unless the Continue code is entered (Program 20-28-01).	0~64800 (seconds) (default = 30 seconds)		✓	

## Operation

Warning Tone for Long Conversation is automatic if programmed.

### Warning Tone for Long Conversation for DISA Callers:

1. A DISA caller dials into the system and places a call.
2. Once the Warning Tone is heard, **To continue the call** the DISA caller presses the programmed Continue Code.

- OR -

**To disconnect the call**, the DISA caller presses the programmed Disconnect Code.

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## *Wireless DECT (SIP)*

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### **Description**

The Wireless DECT (SIP) (Digital Enhanced Cordless Telecommunication) system allows using DECT 6.0 DECT (SIP) handsets. These handsets provide the freedom and convenience of a wireless telephone but also allow access to features provided by the UNIVERGE SV8100 system.

The number of Wireless DECT (SIP) handsets supported by the UNIVERGE SV8100 is dependant on the number of SIP Client licenses.

For more information refer to the following documents:

- NEC SIP DECT Solutions Administrator Guide
- NEC SIP DECT Solutions Technician Guide
- NEC G355/955 Quick Reference Guide

### **Conditions**

- 12 simultaneous calls can be made per DECT Access Point.
- When the Wireless DECT (SIP) telephone does not respond to an incoming call within 12 seconds because it is out of area, the originator hears a busy tone.
- The Out of Area Timer is fixed at eight seconds (Program 20-22-05).
- The Call Forward – Busy/No Answer feature is available when the CD-CP00-AU detects out of area.
- The maximum number of Wireless DECT (SIP) handsets is 250.
- The maximum number of DAPs is 256.
- Wireless DECT (SIP) is not supported with ACD.
- Off-Hook signaling is not supported for Wireless DECT (SIP) telephones.

### **Default Setting**

None

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## System Availability

### Terminals

NEC G355 SIP DECT Handset

NEC G955 SIP DECT Handset

### Required Component(s)

- NEC DECT Access Point AP200S
- NEC SIP DECT Handset – NEC G355
- NEC SIP DECT Handset – NEC G955
- Standard SIP Clients for each handset

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## Related Features

None

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## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

**VoIP Settings:**

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-12-03	CD-CP00-AU Network Setup – Default Gateway	Assign the default gateway IP address for the CD-CP00-AU.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.254.255.254 192.0.0.1 ~ 223.255.255.254 (default = 0.0.0.0)	✓		
10-12-09	CD-CP00-AU Network Setup – IP Address	Set for IPLA.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.255.255.254 192.0.0.1 ~ 223.255.255.254 (default = 172.16.0.10)	✓		
10-12-10	CD-CP00-AU Network Setup – Subnet Mask	Use this program to define the Media Gateway Subnet Mask Address.	128.0.0.0 192.0.0.0 224.0.0.0 240.0.0.0 248.0.0.0 252.0.0.0 254.0.0.0 255.0.0.0 255.128.0.0 255.192.0.0 255.224.0.0 255.240.0.0 255.248.0.0 255.252.0.0 255.254.0.0 255.255.0.0 255.255.128.0 255.255.192.0 255.255.224.0 255.255.240.0 255.255.248.0 255.255.252.0 255.255.254.0 255.255.255.0 255.255.255.128 255.255.255.192 255.255.255.224 255.255.255.240 255.255.255.248 255.255.255.252 255.255.255.254 255.255.255.255 (default = 255.255.0.0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-19-01	<b>VoIP DSP Resource Selection</b>	Select type of VoIP ETU DSP Resource. This program setting has no affect on the terminal/trunk port assignment or usage.	0 = Common 1 = IP Extension 2 = SIP Trunk 3 = CCIS 4 = Use for NetLink 5 = Blocked Default: Resource 1 = 1 Resource 2~128 = 0	✓		
10-26-01	<b>IP System Operation Setup – Peer to Peer Mode</b>	Use to Enable or Disable the Peer to Peer feature for SIP IP stations.	0 = Off 1 = On (default = 1)		✓	
10-26-03	<b>IP System Operation Setup – SIP Peer to Peer Mode</b>	Use to Enable or Disable the Peer to Peer feature for SIP IP stations.	0 = Off 1 = On (default = 1)		✓	
84-06-01	<b>PVA Data Setting – RTP Port Number</b>	Use this program to define the Media Gateway starting RTP Port Number.	0~65535 (default = 10020)		✓	
84-06-02	<b>PVA Data Setting – RTCP Port Number</b>	Use this program to define the Media Gateway Starting RTCP Port Number . The RTCP Port Number has to be the (RTP port number + 1).	RTP Port Number + 1 (default = 10021)		✓	
84-06-04	<b>PVA Data Setting – Fract Lost Threshold</b>	Use this program to define the fractional lost threshold – this data will be sent to the UNIVERGE SV8100 CD-CP00-AU when the value exceeds the defined value.	0~100% (default = 0)		✓	
84-06-05	<b>PVA Data Setting – Packets Lost Threshold</b>	Use this program to define the packet lost threshold – this data will be sent to the UNIVERGE SV8100 CD-CP00-AU when the value exceeds the defined value.	0~16777215 (default = 0)		✓	
84-06-07	<b>PVA Data Setting – Jitter Threshold</b>	Use this program to define the Jitter Threshold – this data will be sent to the UNIVERGE SV8100 CD-CP00-AU when the value exceeds the defined value.	0~4294967295 (seconds) (default = 0)		✓	
84-06-09	<b>PVA Data Setting – Delay LSR Threshold</b>	Use this program to define the Delay threshold – this data will be sent to the UNIVERGE SV8100 CD-CP00-AU when the value exceeds the defined value.	0~4294967295 (default = 0)		✓	

**VoIP ToS Setup:**

The UNIVERGE SV8100 supports Quality of Service (QoS) Marking for the Session Initiation Protocol (SIP).

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
84-10-01	ToS Setup – ToS Mode	When Input Data is set to 1, Item No. 07 is invalid. When Data is set to 2, Item No. 02 ~ 06 are invalid.	0 = Disable (Invalid) 1 = IP Precedence 2 = Diffserv (default = 0)		✓	

**IP Extension Numbering:**

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
11-02-01	Extension Numbering	Use this program to define the IP Phone extension number. <i>This designated extension is used to register your IP Phone and is programmed IP Phone programming. Refer to the Installation Instructions for Installation Instructions for ITH-4D/8D/16D-2/3 D<sup>term</sup> IPK Terminals and the IP-R() (IPK) Adapters.</i>	Up to eight digits 1 101 2 102 3 103 ~ ~ 99 199 100 3101 ~ ~ 512 3513	✓		

**SIP Extension Codec Information:**

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
84-19-01	SIP Extension CODEC Information Basic Setup – G.711 Audio Frame Number	Use this program to define the G.711 audio Frame Size.	1~4 1 = 10 ms 2 = 20 ms 3 = 30 ms 4 = 40 ms (default = 2)		✓	
84-19-02	SIP Extension CODEC Information Basic Setup – G.711 Voice Activity Detection Mode	Use this program to Enable or Disable Voice Activity Detection for G.711.	0 = Disabled 1 = Enabled (default = 0)		✓	
84-19-03	SIP Extension CODEC Information Basic Setup – G.711 Type	Use this program to define the G.711 Type – Mu-law is recommended when in USA.	0 = A-law 1 = u-law (default = 0)		✓	
84-19-04	SIP Extension CODEC Information Basic Setup – G.711 Jitter Buffer (min)	Use this program to define G.711 Jitter Buffer minimum accepted value – values are set in ms.	0~160 ms (default = 20 ms)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
84-19-05	SIP Extension CODEC Information Basic Setup – G.711 Jitter Buffer (average)	Use this program to define G.711 Jitter Buffer average accepted value – values are set in ms.	0~160 ms (default = 40 ms)		✓	
84-19-06	SIP Extension CODEC Information Basic Setup – G.711 Jitter Buffer (max)	Use this program to define G.711 Jitter Buffer maximum accepted value – values are set in ms.	0~160 ms (default = 80 ms)		✓	
84-19-07	SIP Extension CODEC Information Basic Setup – Number of G.729 Audio Frames	Use this program to define the G.729 audio Frame Size.	1~6 1 = 10 ms 2 = 20 ms 3 = 30 ms 4 = 40 ms 5 = 50 ms 6 = 60 ms (default = 2)		✓	
84-19-08	SIP Extension CODEC Information Basic Setup – G.729 Voice Activity Detection Mode	Use this program to Enable or Disable Voice Activity Detection for G.729.	0 = Disabled 1 = Enabled (default = 0)		✓	
84-19-09	SIP Extension CODEC Information Basic Setup – G.729 Jitter Buffer (min)	Use this program to define G.729 Jitter Buffer minimum accepted value – values are set in ms.	0~270 ms (default = 20 ms)		✓	
84-19-10	SIP Extension CODEC Information Basic Setup – G.729 Jitter Buffer (average)	Use this program to define G.729 Jitter Buffer average accepted value – values are set in ms.	0~270 ms (default = 40 ms)		✓	
84-19-11	SIP Extension CODEC Information Basic Setup – G.729 Jitter Buffer (max)	Use this program to define G.729 Jitter Buffer maximum accepted value – values are set in ms.	0~270 ms (default = 80 ms)		✓	
84-19-17	SIP Extension CODEC Information Basic Setup – Jitter Buffer Mode	Use this program to define the Jitter Buffer mode – supported Static or Immediate.	1 = Static 2 = Adaptive during Silence 3 = Adaptive Immediately (default = 3)		✓	
84-19-18	SIP Extension CODEC Information Basic Setup – VAD Threshold	Use this program to define the VAD Threshold – Values set in db. Consult the UNIVERGE SV8100 Programming Manual for Threshold scale to set acceptable values.	0~30 (default = 20)		✓	
84-19-26	SIP Extension CODEC Information Basic Setup – TX Gain	Use this program to define to TX Gain Values – Adjusting this value increases or decreases volume levels for the receiving party. Consult the UNIVERGE SV8100 Programming Manual for Transmit Gain scale to set acceptable value.	0~40 = (-20dbm ~ +20dbm) 0 = -20 dbm 1 = -19 dbm : 20 = 0 dbm : 39 = +19 dbm 40 = +20 dbm (default = 20)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
84-19-27	SIP Extension CODEC Information Basic Setup – RX Gain	Use this program to define to RX Gain Values – Adjusting this value increases or decreases volume levels for the sending party. Consult the UNIVERGE SV8100 Programming Manual for Transmit Gain scale to set acceptable value.	0~40 = (-20dbm ~ +20dbm) 0 =-20 dbm 1 =-19 dbm : 20 =0 dbm : 39 =+19 dbm 40 =+20 dbm (default = 20)		✓	
84-19-28	SIP Extension CODEC Information Basic Setup – Audio Capability Priority	Use this program to define to. Consult the UNIVERGE SV8100 Programming Manual for Transmit Gain scale to set acceptable value.	0 = G.711_PT 1 = G.723_PT 2 = G.729_PT 3 = G.722 4 = G.726 5 = Not Used (default = 0)		✓	
84-19-31	SIP Extension CODEC Information Basic Setup – DTMF Payload Number	Use this program to define the DTMF Payload Number.	96~127 (default = 96)		✓	
84-19-32	SIP Extension IP CODEC Information Basic Setup – DTMF Relay Mode	Use this program to define the DTMF Relay Mode.	0 = Disable 1 = RFC2833 (default = 0)		✓	
84-19-33	SIP Extension IP CODEC Information Basic Setup – Number of G.722 Audio Frames	Use this program to define the number of Audio Frames for G.722 CODEC.	1~4 1 = 10 ms 2 = 20 ms 3 = 30 ms 4 = 40 ms (default = 3)		✓	
84-19-34	SIP Extension IP CODEC Information Basic Setup – G.722 Voice Activity Detection Mode	Use the program to define the G.722 Voice Activity Detection Mode.	0 = Disabled 1 = Enabled (default = 0)		✓	
84-19-35	SIP Extension IP CODEC Information Basic Setup – G.722 Jitter Buffer (min)	Use this program to define the minimum setting for the G.722 Jitter Buffer.	0~160 ms (default = 30)		✓	
84-19-36	SIP Extension IP CODEC Information Basic Setup – G.722 Jitter Buffer (Average)	Use this program to define the average setting for the G.722 Jitter Buffer.	0~160 ms (default = 60)		✓	
84-19-37	SIP Extension IP CODEC Information Basic Setup – G.722 Jitter Buffer (Max)	Use this program to define the maximum setting for the G.722 Jitter Buffer.	0~160 ms (default = 120)		✓	
84-19-38	SIP Extension IP CODEC Information Basic Setup – Number of G.726 Audio Frames	Use this program to define the number of G.726 Audio Frames.	1~4 1 = 10 ms 2 = 20 ms 3 = 30 ms 4 = 40 ms (default = 3)		✓	
84-19-39	SIP Extension IP CODEC Information Basic Setup – G.726 Voice Activity Detection Mode	Use this program to define the G.726 Voice Activity Detection Mode.	0 = Disabled 1 = Enabled (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
84-19-40	SIP Extension IP CODEC Information Basic Setup – G.726 Jitter Buffer (min)	Use this program to set the minimum setting for the G.726 Jitter Buffer.	0~160 ms (default = 30)		✓	
84-19-41	SIP Extension IP CODEC Information Basic Setup – G.726 Jitter Buffer (Average)	Use this program to define the average setting for the G.726 Jitter Buffer.	0~160 ms (default = 60)		✓	
84-19-42	SIP Extension IP CODEC Information Basic Setup – G.726 Jitter Buffer (Max)	Use this setting to define the maximum setting for the G.726 Jitter Buffer	0~160 ms (default = 120)		✓	

### SIP Extension Basic Information Setup:

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
84-20-01	SIP Extension Basic Information Setup – Registrar/Proxy Port	Use this program to define SIP station Proxy Port.	1~65535 (default = 5070)		✓	
84-20-02	SIP Extension Basic Information Setup – Session Timer Value	Use this program to define the periodic refresh time that allows both user agents and proxies to determine if the SIP session is still active.	0~65535 (default = 180)		✓	
84-20-03	SIP Extension Basic Information Setup – Minimum Session Timer Value	Use this program to define to convey the minimum allowed value for the SIP session timer.	0~65535 (default = 180)		✓	
84-20-04	SIP Extension Basic Information Setup – Called Party Info	Use this program to define the SIP Extension presented Caller ID information.	0 = Request URI 1 = To Header (default = 0)		✓	
84-20-05	SIP Extension Basic Information Setup – Expire Value of Invite	Use this program to define the time out response value for SIP invite.	0~256 (seconds) (default = 180 seconds)		✓	
84-26-01	IPL Basic Setup – IP Address	Assign the IP address for each DSP on the IPLA.	xxx.xxx.xxx.xxx Defaults: Slot 1 = 172.16.0.20 : Slot 4 = 172.16.0.44	✓		
84-26-02	IPL Basic Setup – RTP Port Number	Assign the RTP port number to be used for each DSP on the IPLA.  Only even numbered ports are supported.	0~65534 Defaults: VoIP GW1 = 10020 VoIP GW2 = 10052 VoIP GW3 = 10084 VoIP GW4 = 10116 VoIP GW5 = 10148 VoIP GW6 = 10180 VoIP GW7 = 10212 VoIP GW8 = 10244		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
84-26-03	<b>IPL Basic Setup – RTCP Port Number (RTP Port Number + 1)</b>	Use to set the IP address of IPL and the port.	0~65534 Defaults: VoIP GW1 = 10021 VoIP GW2 = 10053 VoIP GW3 = 10085 VoIP GW4 = 10117 VoIP GW5 = 10149 VoIP GW6 = 10181 VoIP GW7 = 10213 VoIP GW8 = 10245		✓	

### IP Phone Configuration:

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-01-01	<b>Basic Extension Data Setup – Extension Name</b>	Define the extension/virtual extension name.	Up to 12 characters Default: STA 101 = Ext 101 STA 102 = Ext 102, etc.	✓		
15-05-02	<b>IP Telephone Terminal Basic Data Setup – IP Phone Fixed Port Assignment</b>	MAC Address of registered MLT SIP phone is stored and/or can input the MAC address of an MLT SIP phone so when it comes online it will be provided with the extension in which the MAC address matches.	MAC address 00-00-00-00-00-00 to FF-FF-FF-FF-FF-FF (default = 00-00-00-00-00-00)	✓		
15-05-07	<b>IP Telephone Terminal Basic Data Setup – Using IP Address</b>	Use this program to review the registered IP Phones IP Address [Informational Only].	0.0.0.0 ~ 255.255.255.255 (default = 0.0.0.0)	✓		
15-05-15	<b>IP Telephone Terminal Basic Data Setup – CODEC Type</b>	Use this program to set the registered IP Phone Codec type – Reference Program 84-11 Dterm IP Codec Basic Information.	1-Type 1 2-Type 2 3-Type 3 4-Type 4 5-Type 5 (default = 1)	✓		
15-05-16	<b>IP Telephone Terminal Basic Data Setup – Authentication Password</b>	Assign the authentication password for SIP single line telephones.	Up to 24 characters (default not assigned)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-05-17	IP Telephone Terminal Basic Data Setup – Calling Party Display Info	The part of the Invite message the calling party information is taken from. There are four choices: <b>Nickname:</b> Displays the nickname programmed in 15-05-04. <b>Display Name:</b> Some SIP phones have a Field called "Display Name". If configured, in the SIP phone, this will display upon a call from that station. <b>User Part:</b> Some SIP phones have a field called "User Part". If configured in the SIP phone, this will display upon a call from that station. <b>Extension:</b> Display shows extension of the SIP phone.	0 = Nickname 1 = Display Name 2 = User Part 3 = Extension (default = 0)	✓		
15-05-18	IP Telephone Terminal Basic Data Setup – IP Duplication Allowed Group	If there is an adapter that has one IP address coming into it but has multiple extensions off of it. Assign all the extensions to a group so that way the CPU knows that the one IP address is assigned to multiple extensions.	0 = Not Used 1 = Group 1 2 = Group 2 3 = Group 3 4 = Group 4 5 = Group 5 6 = Group 6 7 = Group 7 8 = Group 8 9 = Group 9 10 = Group 10 (default = 0)	✓		

## Operation

### Placing an outside call with pre-dial:

1. Dial **9**.
2. Press and hold the **#** key to insert a pause (–), if necessary.
3. Dial the outside number.
4. Press the Green Phone key (On-Hook/Off-Hook).

For more information on the Wireless DECT (SIP) feature, refer to the NEC SIP DECT Solutions Manuals.

# Codes Tables



## SECTION 1 ABOUT THIS CHAPTER

The charts in this chapter provide a list of the Service Codes, Function Key Codes, and System Number Plan/Capacities. The service codes and function codes are listed by number and by feature in separate charts for ease of use.

## SECTION 2 SIMPLIFYING MULTILINE TERMINAL OPERATIONS WITH ONE-TOUCH KEY OPERATION

A multiline terminal user can access many features through Service Codes (e.g., Service Code **#9** to access a specific trunk). To streamline the operation of their telephone, a multiline terminal user can store these codes under One-Touch Keys. This provides one-button operation for almost any feature. To find out more, turn to the One-Touch Calling feature.

When reading an instruction using programmable keys, you will see a notation similar to (**PRG 15-07 or SC 7nn**). This means that the key requires function code nnn, and you can program this code through Program 15-07 or by dialing Service Code 751 or 752. Refer to the Programmable Function Keys feature for more information.

## SECTION 3 USING HANDSFREE

The manual assumes each extension has Automatic Handsfree. This lets a user just press a line key or Speaker Key to answer or place a call. For extensions without Automatic Handsfree, the user must:

- Lift the handset or press **Speaker** for intercom dial tone.
- Lift the handset or press **Speaker**, then press a line key for trunk dial tone.

**Table 3-1 Post Dialing Service Codes – Single Digit Post Dialing Codes**

Code	For this feature. . .	When you are. . .
1	Handsfree Answerback / Forced intercom Ringing	Changing the signaling mode of your outgoing Intercom call
2	Department Step Calling	Cycling to the next member of a Department Calling Group
3~5	Not used	
6	Voice Over	Sending a Voice Over to a busy extension after hearing Busy/Ring tone
7	Barge-In	Barge into another station's active call
8	Voice Mail	Leaving a message in a co-worker's mailbox after calling their busy or unanswered extension
0	Message Waiting	Leaving a Message Waiting at a co-worker's busy or unanswered extension
#	Call Waiting / Camp-On / Callback / Trunk Queuing	Call Waiting / Camp-On / Callback / Trunk Queuing
*	Off-Hook Signaling	Sending off-hook signal tones to a busy extension

Dial this Service Code. . . <sup>1</sup>	When you are. . .	For this feature. . .	Also see Function Key. . .
<sup>1</sup> Except where indicated, dial Service Code from Intercom dial tone (e.g., press idle Speaker first).			
* + Enter Account Code + *	Entering an Account Code	Account Codes	-
**	Picking up a call ringing or waiting at another extension	Directed Call Pickup Voice Response System (VRS)	-
**#	Picking up a call ringing an extension in your own pickup group (except Ring Group calls)	Group Call Pickup	24
*0	Answering a Message Waiting request	Message Waiting	38
*06	Setting the Automatic Transfer for each trunk line	Transfer	-
*07	Canceling the Automatic Transfer for each trunk line	Transfer	-
*08	Setting the Destination for Automatic Trunk Transfer	Transfer	-
*1 + Paging Group Number	Making a Combined Page	Paging	-
+ 0	Canceling Call Forwarding	Call Forwarding	16
*2 + 1 + Type (2~4)	Activating Personal Answering Machine Emulation	Voice Mail (Personal Answering Machine Emulation)	16
*2 + 2 + Destination + Type (2~4)	Activating Call Forwarding when Busy/Not Answered	Call Forwarding	16
*2 + 3 + Destination + Type (2~4)	Activating Call Forward Follow Me at the destination extension	Call Forwarding with Follow Me	16
*2 + 4 + Destination + Type (2~4)	Activating Call Forwarding Immediate	Call Forwarding	16
*2 + 6 + Destination + Type (2~4)	Activating Call Forwarding when Unanswered (delayed)	Call Forwarding	16
*2 + 7 + Destination + Type (2~4)	Activating Call Forwarding (Both Ringing)	Call Forwarding	16
*3 (After + 001~200 + busy)	Disconnecting a call in progress on a trunk	Forced Trunk Disconnect	-
*4 + 3 + Message (01~20), or + 3 + Hang up to cancel	Activating and canceling Selectable Display Messaging	Selectable Display Messaging	17
*4 + 6 + Trunk access code + Outside number, or + 6 + Hold + Hang up to cancel	Forwarding your calls to an off-premise telephone number	Call Forwarding Off-Premise	17

Dial this Service Code. . . <sup>1</sup>	When you are. . .	For this feature. . .	Also see Function Key. . .
<sup>1</sup> Except where indicated, dial Service Code from Intercom dial tone (e.g., press idle Speaker first).			
+ 7 + Record message + # + Condition (2, 4, 6 or 7) + Destination + Type (2 or 3) or + 7 + 3 to cancel	Recording, listening to or erasing a Personal Greeting or Park and Page	Voice Response System (VRS) (Personal Greeting)	17
*5	Logging out of or in to an ACD group	Automatic Call Distribution (ACD)	*10
*6 + Orbit (01~64)	Picking up a call parked in a system Park orbit (01~64)	Park	*04 + orbit
*8	Calling your mailbox	Voice Mail	67
# * # *	Entering the system programming mode	System Programming Password Protection	-
# * # 9	Backing up system data	Maintenance	-
Hookflash + ## + Enter Account Code + Hookflash	Entering an Account Code at a single line telephone	Account Codes	-
#0	Using Universal Answer Code to pick up a call ringing over the paging system	Central Office Calls, Answering	-
Hookflash + #1 + extension + hookflash twice	Activating Conference from a Single Line (500/2500) set	Conference	-
#2 + bin	Dialing a Common Speed Dialing number	Speed Dialing	27
#3	Flashing a trunk from an single line telephone	Flash	-
#4 + bin	Dialing a group Speed Dialing number	Speed Dialing	28
#5	Using Last Number Redial	Last Number Redial	-
#6 + orbit (01~64)	Parking a call in a system Park orbit (1~8, 01~32 or 01~64)	Park	*04 + orbit (1~64)
#7	Using Personal Speed dialing	Speed Dialing	-
#8	Setting up an Unsupervised Conference	Tandem Trunking (Unsupervised Conference)	-
#9 + 001 -200	Placing a call over a specific trunk	Central Office Calls, Placing	*01 + trunk (001~200)

Dial this Service Code. . . <sup>1</sup>	When you are. . .	For this feature. . .	Also see Function Key. . .
<sup>1</sup> Except where indicated, dial Service Code from Intercom dial tone (e.g., press idle Speaker first).			
0 (Off-Hook)	Leaving a Message Waiting at a co-worker's busy or unanswered extension	Message Waiting	35
1 (Off-Hook)	Changing the signaling mode of your outgoing Intercom call	Handsfree Answerback/Forced Intercom Ringing	-
4 (On-Hook)	Listening to the General Message	Voice Response System (VRS)	-
6 (On-Hook)	Checking an extension's number	Voice Response System (VRS)	-
8 (On-Hook)	Listening for the time	Voice Response System (VRS)	-
9	Placing a call using ARS or Trunk Group Routing	Automatic Route Selection Trunk Group Routing	*02
600 + code + 0	Using Dial Block	Toll Restriction, Dial Block	-
601 + code + 0	A supervisor using Dial Block	Toll Restriction, Dial Block	-
602 + Group number (1~8 or 01~64)	Setting Automatic Transfer Setup for each extension group	Transfer	-
603 + Group number (1~8 or 01~64)	Cancelling Automatic Transfer Setup	Transfer	-
604 + Group number (1~8 or 01~64) + mode + extension	Setting the destination for Automatic Transfer Setup for each extension group	Transfer	-
605 + Group number (1~8 or 01~64)	Setting Delayed Transfer for each extension group	Transfer	-
606 + Group number (1~8 or 01~64)	Cancelling Delayed Transfer	Transfer	-
607 + Group number (1~8 or 01~64)	Setting up DND for each extension group	Transfer	-
608 + Group number (1~8 or 01~64)	Cancelling DND for each extension group	Transfer	-
611	SLT Listening to the General Message	Voice Response System (VRS)	-
612 + 3 to erase, 5 to listen or 7 to record	Recording, listening to or erasing the General Message	Voice Response System (VRS)	-

<b>Dial this Service Code. . .<sup>1</sup></b>	<b>When you are. . .</b>	<b>For this feature. . .</b>	<b>Also see Function Key. . .</b>
<sup>1</sup> Except where indicated, dial Service Code from Intercom dial tone (e.g., press idle Speaker first).			
616 + 3 to erase, 5 to listen or 7 to record	Recording, listening to or erasing a VRS Message	Voice Response System (VRS)	-
618	Night Mode Switching for other group	Night Answer	
620	Common Cancelling Service Code	TBD	-
621	Print the SMDR Extension Accumulated printout	Station Message Detail Recording (SMDR)	-
622	Print the SMDR Group Accumulated printout	Station Message Detail Recording (SMDR)	-
623	Print the SMDR Account Code Accumulated printout	Station Message Detail Recording (SMDR)	-
782	Transferring a call to the VRS This can also be used for routing ANI/DNIS to the VRS.	Transfer	-
627	Enabling DND at a room telephone	Hotel/Motel (Do Not Disturb)	-
628	Canceling DND at a room telephone	Hotel/Motel (Do Not Disturb)	-
629	Enabling DND for another room telephone	Hotel/Motel (Do Not Disturb)	-
630	Canceling DND at another room telephone	Hotel/Motel (Wake Up Call)	-
631	Setting up a Wake Up call for your own room telephone	Hotel/Motel (Wake Up Call)	-
632	Canceling a Wake Up Call for your own room telephone	Hotel/Motel (Wake Up Call)	-
633	Setting a Wake Up Call for another guest's room telephone	Hotel/Motel (Wake Up Call)	-
634	Canceling a Wake Up Call for another guest's room telephone	Hotel/Motel (Wake Up Call)	-
635	Enabling Room to Room Call Restriction for a guest's room telephone	Hotel/Motel (Room to Room Call Restriction)	-

Dial this Service Code. . . <sup>1</sup>	When you are. . .	For this feature. . .	Also see Function Key. . .
<sup>1</sup> Except where indicated, dial Service Code from Intercom dial tone (e.g., press idle Speaker first).			
636	Disabling Room to Room Call Restriction for a guest's room telephone	Hotel/Motel (Room to Room Call Restriction)	-
637	Changing a room's telephone Toll Restriction (When Checked In) level	Hotel/Motel (Toll Restriction When Checked In)	-
638	Setting a room as checked in	Hotel/Motel (Room Status)	-
639	Setting a room as checked out	Hotel/Motel (Room Status)	-
640	Change room status for own extension	(Hotel/Motel Room Status)	
641	Setting a room status from another telephone	Hotel/Motel (Room Status)	-
642	Requesting a Room Status Printout	Hotel/Motel (Room Status Printouts)	-
645 + trunk # + 1 (block) 645 + trunk # + 0 (enable)	To block/busy out outbound usage on a trunk with Trunk Port Disable.	Central Office Calls, Placing	-
650 + 0 (install) or 1 (remove)	Logging in (0) or logging out (1) for your Department Calling Group	Department Calling	
654	Enabling Conversation Record at a single line telephone	Voice Mail	-
655	Logging out of or in to an ACD Group from a single line telephone	Automatic Call Distribution (ACD)	-
656	Activating Work Time from a single line telephone	Automatic Call Distribution (ACD)	*17
657	Canceling Work Time from a single line telephone	Automatic Call Distribution (ACD)	*17
658	Activating Rest Mode from a single line telephone	Automatic Call Distribution (ACD)	*13
659	Canceling Rest Mode from a single line telephone	Automatic Call Distribution (ACD)	*13
Hookflash + 160	ACD Recording for a single line telephone	Automatic Call Distribution (ACD)	-

Dial this Service Code. . . <sup>1</sup>	When you are. . .	For this feature. . .	Also see Function Key. . .
<sup>1</sup> Except where indicated, dial Service Code from Intercom dial tone (e.g., press idle Speaker first).			
663 + 6-digit code + line + telephone number	Overriding Toll Restriction	Toll Restriction	-
667	Logging an agent into their ACD Group	Automatic Call Distribution (ACD)	-
668	Logging an agent out of their ACD Group	Automatic Call Distribution (ACD)	-
669	Supervisor assigning an agent into another ACD Group or changing an agent's status	Automatic Call Distribution (ACD)	-
670 + ACD Group	Changing your ACD Group assignment	Automatic Call Distribution (ACD)	-
672 + Line number (001~200)	Answering a call on a specific trunk	Central Office Calls, Answering Hold	-
675	Monitoring a room's telephone	Hotel/Motel (Room Monitor)	-
677	Changing the COS of another extension. Must be allowed in Program 20-13-28.	Class of Service	-
678 + 0~9	Changing the language of a display telephone.	Alphanumeric Display / Maintenance	-
679 + 1 (set) or 0 (cancel)	Changing the ability for a second call with DID/DISA/DIL	Central Office Calls, Answering	-
689	Transferring an Wireless DECT (SIP) call when out of range	Wireless DECT (SIP)	-
700 + extension # + enter name + Hold	Programming extension names	Name Storing	55
701 + zone (1~9 or 01~64) 801 + zone (0 or 00)	Making an Internal Zone Page Making an All Call Internal Page	Paging, Internal	21 + zone 22
702 + Door Box (1~4 or 1~8)	Placing a call to a Door Box	Door Box	-
703 + zone (1~4 or 1~8) 803 + zone (0)	Making an External Zone page Making an External All Call page	External Paging	19 + zone 20
704 + trunk group (1~8 or 1~9 or 001~200)	Placing an outside call over a trunk group	Central Office Calls, Placing	*02 + group
707	Overriding Do Not Disturb or Call Forwarding	Call Forwarding Do Not Disturb	37

Dial this Service Code. . . <sup>1</sup>	When you are. . .	For this feature. . .	Also see Function Key. . .
<sup>1</sup> Except where indicated, dial Service Code from Intercom dial tone (e.g., press idle Speaker first).			
708	Stepping through a Department Group	Department Step Calling	36
709	Sending a Call Waiting tone to a busy extension	Call Waiting	33
710	Breaking into another extension's call	Barge-In	-
711 + 1 (ICM) or 2 (TRK) + tone (1~8)	Listening to the incoming ring choices	Selectable Ring Tones	-
712	Changing the signal type for calling an extension	Intercom	-
715	Saving a number (from SLT) or dialing a saved number	Save Number Dialed	30
718 + 1 718 + 2 718 + 3 718 + 4 718 + 5 718 + 6 718 + 7 718 + 8	Activating Day 1 Mode Activating Night 1 Mode Activating Midnight 1 Mode Activating Rest 1 Mode Activating Day 2 Mode Activating Night 2 Mode Activating Midnight 2 Mode Activating Rest 2 Mode	Night Service	09 + 1 09 + 2 09 + 3 09 + 4 09 + 5 09 + 6 09 + 7 09 + 8
720 + 1 (ICM) or 2 (TRK) + tone (1~8)	Changing your extension's incoming ring tones	Selectable Ring Tones	-
721	Enabling Handsfree Answerback for incoming Intercom calls	Handsfree Answerback/Forced Intercom Ringing	-
722	Calling off-premise with a Door Box	Call Forwarding, Off-Premise Door Box	54
723	Enabling Forced Ringing for incoming Intercom calls	Handsfree Answerback/Forced Intercom ringing	-
724	Enabling/disabling Dial Pad Confirmation Tone	Dialing Pad Confirmation tone	-
725	Turning Background Music on and off	Background Music	04
727 + 1 or 2 + time, or 727 + 1 or 2 + 9999 to cancel	Checking, setting or canceling an alarm	Alarm	-

<b>Dial this Service Code. . .<sup>1</sup></b>	<b>When you are. . .</b>	<b>For this feature. . .</b>	<b>Also see Function Key. . .</b>
<sup>1</sup> Except where indicated, dial Service Code from Intercom dial tone (e.g., press idle Speaker first).			
728 + hour + minutes	Setting the system Time	Time and Date Clock/Calendar Display	-
729	Checking or changing ring volume	Volume Control	-
730	Remote maintenance	-	-
732	Placing a call on Group Hold	Hold	-
740	System alarm message delete	-	-
747 + 0 (Cancel) 1 (Trk calls) 2 (Paging, ICM, Call Forward and transfers) 3 (All calls) 4 (Call Forwards)	Activating Do Not Disturb	Do Not Disturb	-
749	Placing a call on Exclusive Hold at a SLT set.	Hold	-
750	Camping On to an extension when calling into the system through the VRS	Voice Response System (VRS)	35
751 + key + code	Changing the function of a programmable key using 751 service codes	Programmable Function Keys	-
752 + key + code	Changing the function of a programmable key using 752 service codes	One-Touch Serial Operation	-
753 + bin + number + Hold + Name + Hold to store	Storing Common Abbreviated Dialing numbers	Abbreviated Dialing	-
754 + bin + number + Hold + Name + Hold to store	Storing Group Abbreviated Dialing numbers	Abbreviated Dialing	-
755 + One Touch key + code	Programming a One-Touch Key or Personal Speed Dial	One-Touch Dialing	-
756	Answering a call ringing a telephone in your pickup group (except Ring Group calls)	Group Call Pickup	-
757	Parking a call or picking up a parked call at an extension	Park	-
759	Retrieving a call from Exclusive Hold at a SLT set.	Hold	-

Dial this Service Code. . . <sup>1</sup>	When you are. . .	For this feature. . .	Also see Function Key. . .
<sup>1</sup> Except where indicated, dial Service Code from Intercom dial tone (e.g., press idle Speaker first).			
760	DID ACD Access Code	Automatic Call Distribution (ACD)	-
762	Picking up a call from Group Hold	Hold	-
763	Joining a Meet Me Conference or Meet Me Page on an Internal Paging Zone (if your extension is in the group called)	Meet Me Conference Meet Me Paging	23 or 32
764 + zone paged (0~9 or 00~64)	Joining a Meet Me Conference or Meet Me Page if your extension is not in the group paged	Meet Me Paging	23 or 32
765 + zone (0~8)	Joining a Meet Me Conference or Meet Me Page on an External Paging Zone	Meet Me Conference Meet Me Paging	23 or 32
768 + pickup group (1~8 or 1~9 or 01~64)	Answering a call ringing a telephone in another pickup group (except Ring Group calls)	Group Call Pickup	26 + group
769	Answering a call ringing a telephone in another pickup group if you do not know the group's number (except Ring Group Calls)	Group Call Pickup	25
770	Canceling a Callback request	Callback	-
771 + ext	Canceling Messages Waiting you have left at a specific extension	Message Waiting	-
773	Canceling all Messages Waiting you have left at other extensions	Message Waiting	-
775 + pswd (0000) + place outside call	Temporarily overriding an extension's Toll Restriction	Toll Restriction Override	-
776	Clearing number saved by Last Number Redial	Last Number Redial	-
780 + Relay (0~8)	Using the General Purpose Relay	Paging, External Night Service	51
781 + 00 (no tone), 01 (general) or 02 (holiday)	Changing the Music on Hold Tone	Music on Hold	-

<b>Dial this Service Code. . .</b> <sup>1</sup>	<b>When you are. . .</b>	<b>For this feature. . .</b>	<b>Also see Function Key. . .</b>
<sup>1</sup> Except where indicated, dial Service Code from Intercom dial tone (e.g., press idle Speaker first).			
782	Routing ANI/DNIS to the VRS. It can also be used when transferring to VRS.	Transfer Voice Response Service (VRS)	-
783	Enabling the data communication auto-answer mode	Data Communications	-
784	Accessing the VRS	Voice Response Service (VRS)	-
785	Clearing the number saved by Save Number Redial	Save Number Redial	-
790	Using Voice Over after calling a busy extension	Voice Over	48
794	Splitting between two calls on a single line telephone	Call Waiting	-
799	Testing Callback operation for a single line telephone	Callback	-

For this feature...	Dial this Service Code... <sup>1</sup>	When you are...	Also see Function Key...
<sup>1</sup> Except where indicated, dial Service Code from intercom dial tone (e.g., press idle Speaker first).			
Speed Dialing	753 + bin + number + Hold + Name + Hold to store	Storing System Speed Dialing numbers	-
	754 + bin + number + Hold + Name + Hold to store	Storing Group Speed Dialing numbers	-
	#2 + bin	Dialing a System Speed Dialing number	27
	#4 + bin	Dialing a Group Speed Dialing number	28
	#7 + bin	Using Personal Speed Dialing	-
Account Codes	* + Enter Account code + *	Entering an Account Code	-
	Hookflash + ## + Enter account code + Hookflash	Entering an Account Code at a single line telephone	-
Alarm	727 + 1 or 2 + time, or 727 + 1 or 2 + 9999 to cancel	Checking, setting or canceling an alarm	-
Alphanumeric Display	678 + 0~9	Selecting the language to be used on display multiline terminals.	-
Wireless DECT (SIP)	689	Transferring an Wireless DECT (SIP) call when out of range	-

For this feature...	Dial this Service Code... <sup>1</sup>	When you are...	Also see Function Key...
<sup>1</sup> Except where indicated, dial Service Code from intercom dial tone (e.g., press idle Speaker first).			
Automatic Call Distribution (ACD)	*5	Logging out of or in to an ACD Group	*10
	655	Logging out of or in to an ACD Group from a single line telephone	
	656	Activating Work Time from a single line telephone	*17
	657	Canceling Work Time from a single line telephone	*17
	658	Activating Rest Mode from a single line telephone	*13
	659	Canceling Rest Mode from a single line telephone	*13
	Hookflash + 660	ACD Recording for SLT	-
	667	Allowing ACD Agent to log into a group	-
	668	Allowing ACD Agent to log out of a group	-
	669	Allowing supervisor to change agent's status	-
	670 + ACD Group	Changing your ACD Group assignment	-
Automatic Route Selection or Trunk Group Routing	9	Placing an call using Trunk Group Routing or Automatic Route Selection	*02
Background Music	725	Turning Background Music on and off	04

For this feature...	Dial this Service Code... <sup>1</sup>	When you are...	Also see Function Key...
<sup>1</sup> Except where indicated, dial Service Code from intercom dial tone (e.g., press idle Speaker first).			
Call Forwarding	745	Set/Cancel Call Forwarding (Both Ringing)	-
	742	Set/Cancel Call Forwarding when Busy	-
	744	Set/Cancel Call Forwarding when Busy/No Answer	-
	743	Set/Cancel Call Forwarding No Answer	-
	746	Set/Cancel Call Forwarding Follow Me	-
	741	Set/Cancel Call Forwarding Immediate	-
Call Forwarding, Off-Premise Door Box	722	Calling off-premise with a Door Box	54
Call Forwarding/Do Not Disturb Override	707	Overriding an extension's Call Forward or DND setting.	37
Call Waiting / Camp-On	794	Splitting (switching) between calls on a single line telephone	-
	770	Canceling a Callback request	-
	799	Testing Callback operation for SLT	-
Callback / Camp-On / Trunk Queuing	#	Camping On or leaving a Callback for a busy extension or trunk	35
	770	Canceling a Callback request	-
	799	Testing Callback operation for single line telephone	-
Central Office Calls, Answering / Hold	#0	Using Universal Answer to pick up a call ringing over the paging system	-
	672 + Line number (001~200)	Answering a call on a specific trunk	-
	679 + 1 (set) or 0 (cancel)	Changing the ability for a second call with DID/DISA/DIL	-

For this feature...	Dial this Service Code... <sup>1</sup>	When you are...	Also see Function Key...
<sup>1</sup> Except where indicated, dial Service Code from intercom dial tone (e.g., press idle Speaker first).			
Central Office Calls, Placing	#9 + 001~200	Placing a call over a specific trunk	*01 + trunk (100-200)
	645 + trunk # + 1 (block) 145 + trunk # + 0 (enable)	To block/busy out outbound usage on a trunk with Trunk Port Disable.	-
	704 + trunk group (1~9 or 001~200)	Placing an outside call over a trunk group	*02 + group
Class of Service	677	Changing the COS of another extension. Must be allowed in Program 20-13-28.	-
Conference	Hookflash + #1 + extension + hookflash twice	Activating Conference from a Single Line (500/2500) set	1016
Data Communications	783	Enabling the data connection auto-answer mode	-
	784	Disconnecting an active data call	-
Department Calling	650 + 0 (install) or 1 (remove)	Logging in (0) or logging out (1) for your Department Calling Group	46
Department Step Calling	#	Step Calling through a Department Group	36
Dial Pad Confirmation Tone	724	Enabling/disabling Dial Pad Confirmation Tone	-
Directed Call Pickup	** + ext.	Picking up a call ringing or waiting at an extension	-
Do Not Disturb	747 + 0 (Cancel) 1 (Trk calls) 2 (Paging, ICM, Call Forwards, and Transfers) 3 (All calls) 4 (Call Forwards)	Activating Do Not Disturb	-
Door Box	702 + Door Box (1~4 or 1~8)	Placing a call to a door Box	-
	722	A Door Box is forwarded off-premise	-
E911	786	Turning off the E911 alarm (US Only)	-
Flash	#3	Flashing a trunk from a single line telephone	-

For this feature...	Dial this Service Code... <sup>1</sup>	When you are...	Also see Function Key...
<sup>1</sup> Except where indicated, dial Service Code from intercom dial tone (e.g., press idle Speaker first).			
Forced Trunk Disconnect	* 3 (after #9 + 1~8 or 001~200 + busy)	Disconnecting a call in progress on a trunk	-
Group Call Pickup	*#	Picking up a call ringing an extension in your own pickup group (except Ring Group calls)	24
	768 + pickup group (1~8 or 1~9 or 01~64)	Answering a call ringing a telephone in another pickup group	26 + group
	769	Answering a call ringing a telephone in another pickup group if you do not know the group's number (except Ring Group calls)	25
Handsfree Answerback/Forced Intercom Ringing	1 (Off-Hook)	Changing the signaling mode of your outgoing Intercom call	-
	721	Enabling Handsfree Answerback for incoming Intercom calls	-
	723	Enabling Forced Ringing for incoming Intercom calls	-
Hold	732	Placing a call on Group Hold	-
	749	Placing a call on Exclusive Hold at a SLT set	-
	759	Retrieving a call from Exclusive Hold at a 2-Button telephone	-
	762	Picking up a call from Group Hold	-
			-
Hotel/Motel (Do Not Disturb)	627	Enabling DND at a room telephone	-
Hotel/Motel (Do Not Disturb)	628	Canceling DND at a room telephone	-
Hotel/Motel (Do Not Disturb)	629	Enabling DND for another room telephone	-
Hotel/Motel (Do Not disturb)	630	Canceling DND at another room telephone	-
Hotel/Motel	675	Monitoring a room's telephone	-
Hotel/Motel (Wake Up Call)	631	Setting a Wake Up Call or your own room telephone	-

For this feature...	Dial this Service Code... <sup>1</sup>	When you are...	Also see Function Key...
<sup>1</sup> Except where indicated, dial Service Code from intercom dial tone (e.g., press idle Speaker first).			
Hotel/Motel (Wake Up Call)	632	Canceling a Wake Up Call for your own room telephone	-
Hotel/Motel (Wake Up Call)	633	Setting a Wake Up Call for another guest's room telephone	-
Hotel/Motel (Wake Up Call)	634	Canceling a wake Up Call for another guest's room telephone	-
Hotel/Motel (Room to Room Call Restriction)	635	Enabling Room to Room Call Restriction for a guest's room telephone	-
Hotel/Motel (Room to Room Call Restriction)	636	Disabling Room to Room Call Restriction for a guest's room	-
Hotel/Motel (Toll restriction [When Checked In])	637	Changing a room's telephone Toll Restriction (When Checked In) level	-
Hotel/Motel (Room Status)	638	Setting a room as checked in	-
Hotel/Motel (Room Status)	639	Setting room as checked out	-
			-
Hotel/Motel (Room Status)	641	Setting a room as available (clean) from another telephone	-
Hotel/Motel (Room Status Printouts)	642	Requesting a Room Status Printout	-
Last Number Redial	#5	Using Last Number Redial	-
	776	Clearing number saved by Last Number Redial	-
Maintenance	# * # 9	Backing up system data	-
	678 + 0~9	Displaying the language the telephone is using	-

For this feature...	Dial this Service Code... <sup>1</sup>	When you are...	Also see Function Key...
<sup>1</sup> Except where indicated, dial Service Code from intercom dial tone (e.g., press idle Speaker first).			
Meet Me Conference Meet Me Paging	763	Joining a Meet Me Conference or Meet Me Page on an Internal Paging Zone (if your extension is in the group called)	23 (Meet Me Paging) or 32 (Meet Me Conference)
	764 + zone paged (0~9 or 00~64)	Joining a Meet Me Conference or Meet Me Page if your extension is not in the group paged	-
	765 + zone (0~8)	Joining a Meet Me conference or Meet Me Page on an External Paging Zone	-
Message Waiting	0 (Off-Hook)	Leaving a Message Waiting at a co-worker's busy or unanswered extension	38
	*0	Answering a Message Waiting request	38
	771 + ext	Canceling Messages Waiting you have left at a specific extension	-
	773	Canceling all Messages Waiting you have left at other extensions	-
Music on Hold	781 + 00 (no tone), 01 (general) or 02 (holiday)	Changing the Music on Hold Tone	-
Name Storing	700 + enter name + Hold	Programming extension names	55
Night Service	618	Night Mode Switching for other group	-
	718 + 1	Activating Day 1 Mode	09 + 1
	718 + 2	Activating Night 1 Mode	09 + 2
	718 + 3	Activating Midnight 1 Mode	09 + 3
	718 + 4	Activating Rest 1 Mode	09 + 4
	718 + 5	Activating Day 2 Mode	09 + 5
	718 + 6	Activating Night 2 Mode	09 + 6
	718 + 7	Activating Midnight 2 Mode	09 + 7
	718 + 8	Activating Rest 2 Mode	09 + 8
Off-Hook Signaling	* (Off-Hook) or 709	Sending off-hook signal tones to a busy extension	33
One-Touch Dialing	755 + One-Touch key + code	Programming a One-Touch Key or Personal Speed Dial	-
Paging, Combined	*1 + Zone (1~8) *1 + Zone (0)	Making a combined zone page. Making a combined All Call page.	19 + zone 20

For this feature...	Dial this Service Code... <sup>1</sup>	When you are...	Also see Function Key...
<sup>1</sup> Except where indicated, dial Service Code from intercom dial tone (e.g., press idle Speaker first).			
Paging, External	703 + zone (1~8) 703 + zone (0)	Making an external zone page Making an external All Call page	19 + zone 20
Paging, External Night Service	780 + relay number (0~8)	Activating the general purpose relay.	51
Paging, Internal	701 + zone (1~8, 1~9 or 01~64) 701 + zone (0 or 00)	Making an Internal Zone Page Making an internal All Call Page	21 + zone or 22
Park	#6 + orbit (01~64)	Parking a call in a system Park orbit (01~64)	*04 + orbit
	*6 + orbit (01~64)	Picking up a call parked in a system Park orbit (01~64)	*04 + orbit
	757	Parking a call or picking up a parked call at an extension	-
Programmable Function Keys	751 + key + code	Changing the function of a programmable key using 751 service codes	-
	752 + key + code	Changing the function of a programmable key using 752 service codes	-
Save Number Dialed	715	Saving a number (from SLT) or dialing a saved number	30
	785	Clearing the number saved by Save Number Redial number	-
Selectable Display Messaging	*4 + 3 + message (01~20), or *4 + 3 + Hang up to cancel	Activating and Canceling Selectable Display Messaging	17
Selectable Ring Tones	711 + 1 (ICM) or 2 (Trk) + tone (1~8)	Listening to the incoming ring choices	-
	720 + 1 (ICM) + 2 (Trk) + tone (1~8)	Changing your extension's incoming ring tones	-
System Programming Password Protection	****	Entering the system programming mode	-

For this feature...	Dial this Service Code... <sup>1</sup>	When you are...	Also see Function Key...
<sup>1</sup> Except where indicated, dial Service Code from intercom dial tone (e.g., press idle Speaker first).			
Station Message Detail Recording	621	Print the SMDR Extension Accumulated printout	-
	622	Print the SMDR Group Accumulated printout	-
	623	Print the SMDR Account Code Accumulated printout	-
Tandem Trunking (Unsupervised Conference)	#8	Setting up an Unsupervised Conference	-
Time and Date Clock/Calendar Display	728 + hour + minutes	Setting the system Time	-
Toll Restriction, Dial Block	600 + code + 0	Using Dial Block	-
	601 + code + 0	A supervisor using Dial Block	-
Toll Restriction Override	775 + pswd (0000) + place outside call	Temporarily overriding an extension's Toll Restriction	-
	663 + digit code + line + telephone number	Overriding Toll Restriction	-
Transfer	*06	Setting the Automatic Transfer for each trunk line	-
	*07	Canceling the Automatic Transfer for each trunk line	-
	*08	Setting the Destination for Automatic Trunk Transfer	-
	602 + Group number (1~8 or 01~64)	Setting Automatic Transfer Setup for each extension group	-
	603+ Group number (1~8 or 01~64)	Cancelling Automatic Transfer Setup	-
	604 + Group number (1~8 or 01~64) + mode + extension	Setting the destination for Automatic Transfer Setup for each extension group	-
	605 + Group number (1~8 or 01~64)	Setting Delayed Transfer for each extension group	-

For this feature...	Dial this Service Code... <sup>1</sup>	When you are...	Also see Function Key...
<sup>1</sup> Except where indicated, dial Service Code from intercom dial tone (e.g., press idle Speaker first).			
Transfer (continued)	606 + Group number (1~8 or 01~64)	Cancelling Delayed Transfer	-
	607 + Group number (1~8 or 01~64)	Setting up DND for each extension group	-
	608 + Group number (1~8 or 01~64)	Cancelling DND for each extension group	-
	624 + Extension number	Transferring a call into an existing call.	-
	782	Transferring a call to the VRS. This can also be used for routing ANI/DNIS to the VRS.	-
Trunk Group Routing or Automatic Route Selection	9	Placing a call using Trunk Group Routing or Automatic Route Selection	*02
Trunk Queuing	*8	Calling your mailbox	67
	654	Enabling Conversation Record at SLT set	-
	# (Off-Hook)	Camping on to or leaving a Callback at a busy trunk	35
Voice Mail	8 (Off-Hook)	Leaving a message in a co-worker's mailbox after callback their busy or unanswered extension	-
	*8	Calling your mailbox	67
	654	Enabling Conversation Record at SLT set	-
Voice Over	6 (Off-Hook)	Sending a Voice Over to a busy extension after hearing Busy/Ring tone	48

For this feature...	Dial this Service Code... <sup>1</sup>	When you are...	Also see Function Key...
<sup>1</sup> Except where indicated, dial Service Code from intercom dial tone (e.g., press idle Speaker first).			
Voice Response System (VRS)	** + ringing ext.	Picking up a call ringing another extension for Directed Call Pickup or VRS Park and Page.	-
	616 + 7 + Record message + # + Condition (2, 4,6 or 7) + Destination + Type (2 or 3) or 616 + 7 + 3 to cancel	Recording, listening to or erasing a Personal Greeting or Park and Page	17
	4 (On-Hook)	Listening to the General Message	-
	6 (On-Hook)	Checking an extension's number	-
	8 (On-Hook)	Listening for the time	-
	611	SLT listening to the General Message	-
	612 + 3 to erase, 5 to listen or 7 to record	Recording, listening to or erasing the General Message	-
	616 + 3 to erase, 5 to listen or 7 to record	Recording, listening to or erasing a VRS Message	-
	750	Camping On to an extension when calling into the system through the VRS	-
	782	Transferring a call to the VRS. This can also be used for routing ANI/DNIS to the VRS.	-
	784	Accessing the VRS	-
Volume Control	729	Checking or changing ring volume	-
Common Canceling Service Code	620	Common Canceling Service Code	-

To program a key, press Speaker, dial 751 (for 2-digit codes) or 752 (for 3-digit codes), press the key and enter the code (e.g., 48 for Voice Over).

For this feature...	Use this key...	When your are...	Key Lamp Status	Also See Srvc Code
Speed Dialing	<b>Code: 27</b> <b>Operation:</b> Press key + bin + Line or Speaker key	Dialing a stored System Speed Dialing number	None	#2 + bin
	<b>Code: 28</b> <b>Operation:</b> Press key + bin + Line or Speaker key	Dialing a stored Group Speed Dialing number	None	# 4 + bin
Account Codes	<b>Code: 50</b> <b>Operation:</b> Press key + Dial Account Code	Entering Account Codes	None	*
Automatic Call Distribution (ACD)	<b>Code: *10</b> <b>Operation:</b> Press key to log in Press key + 1 to log out or 0 to cancel	Basic Operation Logging in or out of an ACD Group	On red when logged in Off when logged out	-
	<b>Code: *12</b> <b>Operation:</b> Press key	Emergency Call Placing or receiving an Emergency Call	On while calling your supervisor or after being answered by your supervisor Flashing fast at the supervisor while ringing	-
	<b>Code: *13</b> <b>Operation:</b> Press key	Rest Mode Enabling/disabling Rest Mode	On red when Rest Mode enabled Off when Rest Mode disabled	-
	<b>Code: *14</b> <b>Operation:</b> Press key + Press 1 (Yes) or 2 (No)	Out of Service Taking an ACD Group out of Service (for Group Supervisors only), or Taking all ACD Groups out of service (for System Supervisors only)	On red when the group is out of service.	-
	<b>Code: *15</b> <b>Operation:</b> Call busy ACD agent + Press key	Terminal Monitor Monitoring an ACD Agent's conversation	On red while monitoring Off when not monitoring	-

To program a key, press Speaker, dial 751 (for 2-digit codes) or 752 (for 3-digit codes), press the key and enter the code (e.g., 48 for Voice Over).				
For this feature...	Use this key...	When your are...	Key Lamp Status	Also See Srvc Code
Automatic Call Distribution (ACD) (cont.)	<b>Code: *16</b> <b>Operation:</b> Press key to put agent on hold. Press key again + 1 to hang up agent or 0 to bring agent back into call.	Switching (splitting) between an ACD Agent and their outside caller after answering an emergency call	On red while the agent is on hold	-
	<b>Code: *17</b> <b>Operation:</b> Press key	Working Time Enabling/disabling Work Time	On when Work Time enabled, Flashing while on a call if Auto Work Time enabled Off when Work Time disabled	-
	<b>Code: *18 + ACD Group</b> <b>Operation:</b> Press key	ACD Overflow Control Overflowing ACD calls to another group	On when enabled, Slow flash when disabled	-
	<b>Code: *19</b> <b>Operation:</b> Press key while on-hook + Vol Up or Vol Down to scroll	Queue Status Check When in an ACD group, check the status of the queue groups	None	-
Background Music	<b>Code: 04</b> <b>Operation:</b> Press key	Turning Background Music on or off	None	725
Barge-In	<b>Code: 34</b> <b>Operation:</b> Call ext + Press key	Barging In on a co-worker's conversation	None	710
Call Arrival (CAR) Key	<b>Code: *03 + ext.</b> <b>Operation:</b> Press key	Placing or answering a call to your co-worker's extension	Slow Flash red when ringing, On red when busy	-
Call Forwarding, Both Ring	<b>Code: 14</b> <b>Operation:</b> Press key + Dest. Extension	Call Forwarding Both Ring to extension	Slowly flashes red	745
Call Forwarding, Busy	<b>Code: 11</b> <b>Operation:</b> Press key + Dest. Extension	Call Forwarding Busy to extension or Voice Mail	Slowly flashes red	742
Call Forwarding, Busy/No Answer	<b>Code: 13</b> <b>Operation:</b> Press key + Dest. Extension	Call Forwarding Busy/No Answer to extension or Voice Mail	Slowly flashes red	744
Call Forwarding, External by Door Box	<b>Code: 54</b> <b>Operation:</b> Press key + Dest. Number	Externally Call Forwarding Door Box calls	Slowly flashes red	722

To program a key, press Speaker, dial 751 (for 2-digit codes) or 752 (for 3-digit codes), press the key and enter the code (e.g., 48 for Voice Over).				
For this feature...	Use this key...	When your are...	Key Lamp Status	Also See Srvc Code
Call Forwarding, Follow Me	<b>Code:</b> 15 <b>Operation:</b> Press key + Dest. Extension	Call Forwarding Follow Me to extension or Voice Mail	Slowly flashes red	746
Call Forwarding, Immediate	<b>Code:</b> 10 <b>Operation:</b> Press key + Dest. Extension	Call Forwarding Immediate to extension or Voice Mail	Slowly flashes red	741
Call Forwarding, No Answer	<b>Code:</b> 12 <b>Operation:</b> Press key + Dest. Extension	Call Forwarding No Answer to extension or Voice Mail	Slowly flashes red	743
Call Forwarding / Do Not Disturb Override	<b>Code:</b> 37 <b>Operation:</b> Call extension + Press key	Overriding an extension's Call Forwarding or Do Not Disturb	None	-
Callback / Camp-On/ Trunk Queuing	<b>Code:</b> 35 <b>Operation:</b> Call busy extension or access busy trunk + Press key	Leaving a Call back request at a busy extension, Camping On to a busy extension, or Queuing for a busy trunk	On red when activated	#
Call Redirect	<b>Code:</b> 49 + extension or voice mail <b>Operation:</b> Press key	Redirect a ringing call to the predefined destination	On red when activated	-
Central Office Calls	<b>Code:</b> *01 + Trunk number (001~200) <b>Operation:</b> Press key	Pressing a line key to place or answer a trunk call (where trunks are 001~200)	On green when seized, on red when in use (by other party), Slow Flash green when ringing, Hold flash when on Hold	#9
Conference	<b>Code:</b> 07 <b>Operation:</b> Set up call + Press key + set up call to add + Press key twice	Setting up a Conference or a Meet Me Conference	On red during setup	#1
Department Calling	<b>Code:</b> 46 <b>Operation:</b> Press Key	Logging in or logging out of your Department Calling Group	On when removed, Off when installed	650
Department Step Calling	<b>Code:</b> 36 <b>Operation:</b> Dial busy ext + Press key	Step Calling through a Department Group for an idle member	None	2
Direct Station Selection / One-Touch Calling	<b>Code:</b> 01 <b>Operation:</b> Press key + dest. ext. or outside tel. # + Hold	Calling an extension or outside number using a DSS key	Off = extension idle On = extension busy Flashing = DND	-

To program a key, press Speaker, dial 751 (for 2-digit codes) or 752 (for 3-digit codes), press the key and enter the code (e.g., 48 for Voice Over).				
For this feature...	Use this key...	When your are...	Key Lamp Status	Also See Svc Code
Do Not Disturb	<b>Code:</b> 03 <b>Operation:</b> Press key + code (0~4)	Setting your telephone in DND	DND key on red	747
Do Not Disturb/Call Forward Override	<b>Code:</b> 37 <b>Operation:</b> Press key	Calling an extension which is in DND or Call Forwarded	None	-
General Purpose Relay	<b>Code:</b> 51 + relay number <b>Operation:</b> Press key	Activating the general purpose relay	On when active	780
Group Call Pickup	<b>Code:</b> 24 <b>Operation:</b> Speaker key + Press key	Answering a call ringing another telephone in your Pickup Group	None	<b>*#</b>
	<b>Code:</b> 25 <b>Operation:</b> Speaker key + Press key	Answering a call ringing a telephone in another Pickup Group – if you do not know the group number	None	769
	<b>Code:</b> 26 + Pickup Group (1~8 or 1~9 or 01~64) <b>Operation:</b> Speaker key + Press key + Pkup Group	Answering a call ringing a telephone in a specific Pickup Group	None	768
Handset Cutoff	<b>Code:</b> 40 <b>Operation:</b> Press key	Cutting off the handset transmission while on a call	On when feature active (no transmission on handset)	-
Hotline	<b>Code:</b> 01 + dest. ext <b>Operation:</b> Press key	Placing a call to your Hotline partner	Full BLF (red) for covered ext.	-
Headset Operation	<b>Code:</b> 05 <b>Operation:</b> Press key	Enabling or disabling Headset Operation	On red when activated	688
Hold	<b>Code:</b> 44 <b>Operation:</b> Place or answer call + Press key	Putting a call on System Hold (if your telephone's Hold key is reassigned)	None	-
	<b>Code:</b> 45 <b>Operation:</b> Place or answer call + Press key	Putting a call on Exclusive Hold	None	-

To program a key, press Speaker, dial 751 (for 2-digit codes) or 752 (for 3-digit codes), press the key and enter the code (e.g., 48 for Voice Over).

For this feature...	Use this key...	When your are...	Key Lamp Status	Also See Svc Code
Meet Me Conference (Also see Conference)	<b>Code:</b> 32 <b>Operation:</b> Press key	Joining a Meet Me Conference	None	763 or 764
Memo Dial	<b>Code:</b> 31 <b>Operation:</b> <u>Store:</u> While on call, press key + number to store <u>Use:</u> Press Key + Call or line <u>Erase:</u> Speaker key + Press key	Storing, using or checking a Memo dial number	None	-
Message Waiting	<b>Code:</b> 38 <b>Operation:</b> Leave message: Call ext + Press key OR Answer message: Press key	Answering/Leaving a Message Waiting	None	*0
Microphone Cutoff	<b>Code:</b> 02 <b>Operation:</b> Set up call + Press key	Using Microphone Cutoff	On red when activated	-
Call Arrival (CAR) Keys	<b>Code:</b> *03 + ext. or dept group <b>Operation:</b> Press key	Placing or answering a call to your virtual (phantom) extension	Slow Flash red when ringing, On red when busy	-
Name Storing	<b>Code:</b> 55 <b>Operation:</b> Press key + ext ## + name + Hold	Entering a name for the extension to be displayed on telephones	None	700
Networking	<b>Code:</b> *06 + network (01~50) <b>Operation:</b> Press key	Accessing a networked trunk	None	-
Night Service	<b>Code:</b> 09 + mode (1~4 or 1~8) <b>Operation:</b> Press key	Activating the Day/Night Mode	On red when activated	718 + 0
Off-Hook Signaling	<b>Code:</b> 33 <b>Operation:</b> Call ext. and receive busy + Press key	Signaling a busy extension	None	7
Paging, External	<b>Code:</b> 19 + zone (1~8) <b>Operation:</b> Press Key	Making an external zone page	On red when activated	703 + zone
	<b>Code:</b> 20 <b>Operation:</b> Press key	Making an external All Call page	On red when activated	703 + 0

To program a key, press Speaker, dial 751 (for 2-digit codes) or 752 (for 3-digit codes), press the key and enter the code (e.g., 48 for Voice Over).				
For this feature...	Use this key...	When your are...	Key Lamp Status	Also See Srvc Code
Paging, Internal	<b>Code:</b> 21 + zone (1~8, 1~9 or 01~64) <b>Operation:</b> Press key	Broadcasting to an Internal Paging Zone	On red when activated	701 + zone
	<b>Code:</b> 2 <b>Operation:</b> Press key	Broadcasting to all Internal Paging zones	On red when activated	701 + 0 or 00
Park	<b>Code:</b> *04 + orbit (1~9 or 01~64) <b>Operation:</b> Place or answer call + Press key	Placing a call into or retrieving a call from a Park Orbit	Fast flash when orbit is busy (green at originator, red at others)	#6 (Park) *6 (pickup)
Repeat Redial	<b>Code:</b> 29 <b>Operation:</b> Place call and press key	Activating Repeat Redial while on a call	Fast Flash while system waits to redial	-
Reverse Voice Over	<b>Code:</b> 47 + dest. ext. <b>Operation:</b> Press and hold key	Initiating Reverse Voice Over	Full BLF red	-
Room Monitor	<b>Code:</b> 39 <b>Operation:</b> Press key at destination & source + ext	Activating Room Monitor	Dest. Fast Flash red, Source Hold Flash red	-
Save Number Dialed	<b>Code:</b> 30 <b>Operation:</b> <u>Save:</u> Place call + Press key <u>Redial:</u> Line or Speaker key + Press key	Saving, redialing or checking a saved number	None	-
Secretary Call (Buzzer)	<b>Code:</b> 41 + sec. ext <b>Operation:</b> Press key	Calling your secretary (using the buzzer)	On red at source Fast Flash red at destination	-
Secretary Call Pickup	<b>Code:</b> 42 + boss ext <b>Operation:</b> Press key	A secretary picking up a call ringing your boss's extension	On red when activated	-
Selectable Display Messaging	<b>Code:</b> 18 <b>Operation:</b> Press key + additional data if needed	Setting up Call Forwarding Off-Premise, Selectable Display Messaging, VRS Park and Page and VRS Personal Greeting	Flashes red when activated	-
Serial Call	<b>Code:</b> 43 <b>Operation:</b> Trk call + Hold + ext + Press key	Placing a Serial Call to a co-worker	None	-
Step Call	<b>Code:</b> 36 <b>Operation:</b> Press key	Stepping through a department group	None	#

To program a key, press Speaker, dial 751 (for 2-digit codes) or 752 (for 3-digit codes), press the key and enter the code (e.g., 48 for Voice Over).

For this feature...	Use this key...	When your are...	Key Lamp Status	Also See Srvc Code
Transfer	<b>Code:</b> 06 <b>Operation:</b> Establish call + Hold + Ext + Press key	Transferring a call	None	-
Trunk Group Routing	<b>Code:</b> *05 <b>Operation:</b> Press key	Accessing a trunk using Trunk Group Routing	On red when active	9
Trunk Groups	<b>Code:</b> *02 + TRK group (1~9 or 001~200) <b>Operation:</b> Press key	Using a trunk group key to access a Trunk Group	On red when active	704
Trunk Queuing	<b>Code:</b> 35 <b>Operation:</b> Hear busy tone for Trk + Press key	Camping On or Queuing for a trunk	On red while camped on	-
Voice Response System (VRS) (Park and Page) (Personal Greeting)	<b>Code:</b> 17 <b>Operation:</b> Press key + device type code + requested data (depends on device selected).	Setting up Call Forwarding Off-Premise, Selectable Display Messaging, VRS Park and Page and VRS Personal Greeting	Flashes red	*4
Voice Mail	<b>Code:</b> 83 + code (0~4) <b>Operation:</b> Press key	Using Voice Mail Service	Flashes slowly when monitoring	-
	<b>Code:</b> 77 + extension or Message Center number <b>Operation:</b> Press key	Calling Voice Mail or leaving a message	Flashes green on your key for your messages or flashes red for the Message Center	*8 or 8
	<b>Code:</b> 78 + 0 <b>Operation:</b> Set up call + Press key	Using Voice Mail Record	Slow Flash red when active	-
Voice Over	<b>Code:</b> 48 <b>Operation:</b> Hear Off-Hook Signaling tone + Press key	Initiating or responding to Voice Over	On red when responding Hold Flash red when listening	6

To program a key, press Speaker, dial 751 (for 2-digit codes) or 752 (for 3-digit codes), press the key and enter the code (e.g., 48 for Voice Over).				
Use this key...	For this feature...	When you are...	Key Lamp Status	Also see Svc Code
<b>Code:</b> 01 + dest. ext. or outside tel # + Hold <b>Operation:</b> Press key	Direct Station Selection, Hotline, One-Touch Calling	Calling an extension or outside number using a DSS key	Off = extension idle On = extension busy Flashing = DND	747
<b>Code:</b> 02 <b>Operation:</b> Set up call + Press key	Microphone Cutoff	Using Microphone Cutoff	On red when activated	-
<b>Code:</b> 03 <b>Operation:</b> Press key	Do Not Disturb	Activating DND	On red when activated	-
<b>Code:</b> 04 <b>Operation:</b> Press key	Background Music	Turning BGM on or off	On red when activated	725
<b>Code:</b> 05 <b>Operation:</b> Press key	Headset Operation	Enabling or disabling Headset Operation	On red when activated	734
<b>Code:</b> 06 <b>Operation:</b> Establish call + Hold + Ext + Press key	Transfer	Transferring a call	None	-
<b>Code:</b> 07 <b>Operation:</b> Set up call + Press key + set up call to add + Press key twice	Conference	Setting up a conference or a Meet Me Conference	On red during setup	#1
<b>Code:</b> 08 <b>Operation:</b> Press key	Incoming Caller ID List	List incoming caller ID to extension	Flashing when new log created On in call log	-
<b>Code:</b> 09 + mode (1~4 or 1~8) <b>Operation:</b> Press key	Night Service	Activating the Day/Night Mode	On red when activated	718 + mode (1~4 or 1~8)
<b>Code:</b> 10 <b>Operation:</b> Press key + Dest. Ext.	Call Forwarding, Immediate	Call Forwarding to extension or Voice Mail	Slowly flashes red	741
<b>Code:</b> 11 <b>Operation:</b> Press key + Dest. Ext.	Call Forwarding, Busy	Call Forwarding to extension or Voice Mail	Slowly flashes red	742

To program a key, press Speaker, dial 751 (for 2-digit codes) or 752 (for 3-digit codes), press the key and enter the code (e.g., 48 for Voice Over).

Use this key...	For this feature...	When you are...	Key Lamp Status	Also see Srvc Code
<b>Code:</b> 12 <b>Operation:</b> Press key + Dest. Ext.	Call Forwarding, No Answer	Call Forwarding to extension or Voice Mail	Slowly flashes red	743
<b>Code:</b> 13 <b>Operation:</b> Press key + Dest. Ext.	Call Forwarding, Busy/No Answer	Call Forwarding to extension or Voice Mail	Slowly flashes red	744
<b>Code:</b> 14 <b>Operation:</b> Press key + Dest. Ext.	Call Forwarding, Both Ring	Call Forwarding to extension	Slowly flashes red	745
<b>Code:</b> 15 <b>Operation:</b> Press key + Dest. Ext.	Call Forwarding, Follow Me	Call Forwarding to extension or Voice Mail	Slowly flashes red	746
<b>Code:</b> 19 + zone (1~8) <b>Operation:</b> Press key	Paging, External	Broadcasting to an External Paging Zone	On red when activated	703 + zone
<b>Code:</b> 20 <b>Operation:</b> Press key	Paging, External	Broadcasting to all External Paging Zones	On red when activated	703 + 0
<b>Code:</b> 21 + zone (1~8, 1~9 or 01~32) <b>Operation:</b> Press Key	Paging, Internal	Broadcasting to an Internal Paging Zone	On red when activated	701 + zone
<b>Code:</b> 22 <b>Operation:</b> Press key	Paging, Internal	Broadcasting to all Internal Paging Zone	On red when activated	701 + 0 or 00
<b>Code:</b> 23 <b>Operation:</b> Press key	Meet Me Paging	Joining a Meet Me Page	None	763, 764, or 765
<b>Code:</b> 24 <b>Operation:</b> Speaker key + Press Key	Group Call Pickup	Answering a call ringing another telephone in your Pickup Group	None	**#
<b>Code:</b> 25 <b>Operation:</b> Speaker key + Press key	Group Call Pickup	Answering a call ringing a telephone in another Pickup Group – if you do not know the group number	None	769
<b>Code:</b> 26 + Pickup Group (1~8 or 1~9 or 01~64) <b>Operation:</b> Speaker key + Press key + Pickup Group	Group Call Pickup	Answering a call ringing a telephone in a specific Pickup Group	None	768

To program a key, press Speaker, dial 751 (for 2-digit codes) or 752 (for 3-digit codes), press the key and enter the code (e.g., 48 for Voice Over).				
Use this key...	For this feature...	When you are...	Key Lamp Status	Also see Svc Code
<b>Code: 27</b> <b>Operation:</b> Press key + bin + Line or Speaker key	Speed Dialing	Dialing a stored System Speed Dialing number	None	#2 + bin
<b>Code: 28</b> <b>Operation:</b> Press key + bin + Line or Speaker key		Dialing a stored Group Speed Dialing number	None	#4 + bin
<b>Code: 29</b> <b>Operation:</b> Place call + Press key	Repeat Redial	Activating repeat redial while on a call	Fast Flash while system waits to redial	-
<b>Code: 30</b> <b>Operation:</b> <u>Save:</u> Place call + Press key <u>Redial:</u> Line or Speaker key + Press key	Save Number Dialed	Saving, redialing or checking a saved number	None	715
<b>Code: 31</b> <b>Operation:</b> <u>Store:</u> While on call, Press key + number to store <u>Use:</u> Press key + Speaker key or line <u>Erase:</u> Speaker key + Press key	Memo Dial	Storing, using or checking a Memo Dial number	None	-
<b>Code: 33</b> <b>Operation:</b> Call ext. and receive busy + Press key	Off-Hook Signaling	Signaling a busy extension	None	709
<b>Code: 34</b> <b>Operation:</b> Call ext + Press key	Barge-In	Barging In on a co-worker's conversation	None	710
<b>Code: 35</b> <b>Operation:</b> Call busy extension or access busy trunk + Press key	Callback / Camp-On / Trunk Queuing	Leaving a Callback request at a busy extension, Camping On to a busy extension, Queuing for a busy trunk	On red when activated	750
<b>Code: 36</b> <b>Operation:</b> Dial busy ext + Press key	Department Step Calling	Step Calling through a Department Group for an idle member	None	708

To program a key, press Speaker, dial 751 (for 2-digit codes) or 752 (for 3-digit codes), press the key and enter the code (e.g., 48 for Voice Over).				
Use this key...	For this feature...	When you are...	Key Lamp Status	Also see Srvc Code
<b>Code:</b> 37 <b>Operation:</b> Call extension + Press key	Call Forwarding / Do Not Disturb Override	Overriding an extension's Call Forwarding or Do Not Disturb	On red when activated	707
<b>Code:</b> 38 <b>Operation:</b> Leave message: Call ext + Press key OR Answer message: Press key	Message Waiting	Answering/Leaving a Message Waiting	None	*0 or 0
<b>Code:</b> 39 <b>Operation:</b> Press key at destination and source + ext	Room Monitor	Activating Room Monitor	Fast Flash red at destination, Hold Flash red at source	-
<b>Code:</b> 40 <b>Operation:</b> Press key	Handset Cutoff	Cutting off the handset transmission while on a call	On when feature active (no transmission on handset)	-
<b>Code:</b> 41 + sec. ext. <b>Operation:</b> Press key	Secretary Call	Calling your secretary (using the buzzer)	On red at source Fast Flash red at destination	-
<b>Code:</b> 42 + boss ext. <b>Operation:</b> Press key		A secretary picking up a call ringing your boss's extension.	On red when activated	-
<b>Code:</b> 43 <b>Operation:</b> TRK call + Hold + ext + Press key	Serial Call	Placing a Serial Call to a co-worker	None	-
<b>Code:</b> 44 <b>Operation:</b> Place or answer call + Press key	Hold	Putting a call on System Hold (if hold key is reassigned)	None	-
<b>Code:</b> 45 <b>Operation:</b> Place or answer call + Press key		Putting a call on Exclusive Hold	None	-
<b>Code:</b> 46 <b>Operation:</b> Press key	Department Calling	Logging in or logging out of your Department Calling Group	On when removed, Off when installed	650
<b>Code:</b> 47 + dest. ext. <b>Operation:</b> Press and hold key	Reverse Voice Over	Initiating Reverse Voice Over	Full BLF red	-

To program a key, press Speaker, dial 751 (for 2-digit codes) or 752 (for 3-digit codes), press the key and enter the code (e.g., 48 for Voice Over).				
Use this key...	For this feature...	When you are...	Key Lamp Status	Also see Svc Code
<b>Code:</b> 48 <b>Operation:</b> Hear Off-Hook Signaling tones + Press key	Voice Over	Initiating or responding to Voice Over	On red when responding Hold Flash red when listening	690
<b>Code:</b> 49 + ext or voice mail number <b>Operation:</b> Press key	Call Redirect	Redirecting an incoming call to an extension or voice mail	On red when activated Flashes when in DND/Call Forward	-
<b>Code:</b> 50 <b>Operation:</b> Press key	Account Codes	Entering Account Codes	None	* or ##
<b>Code:</b> 51 + relay number <b>Operation:</b> Press key	General Purpose Relay	Activating the general purpose relay	On when active	780
<b>Code:</b> 55 <b>Operation:</b> Do not Lift the handset + Press key + Enter extension number + Enter name + Press Hold	Name Storing	Changing the name displayed on your display telephone	None	700
<b>Code:</b> 83 + 0~4 <b>Operation:</b> Press key	Voice Mail	Using Voice Mail Service	Flashes slowly when monitoring	-
<b>Code:</b> 77 + extension or Message Center number <b>Operation:</b> Press key		Calling Voice Mail or leaving a message	Flashes green on your key for your messages or flashes red for the Message Center	*8 or 8
<b>Code:</b> 78 + Conversation Record <b>Operation:</b> Press key		Using Conversation Record	Flashes red when recording	-
<b>Code:</b> *01 + Trunk number (001~200) <b>Operation:</b> Press key	Central Office Calls	Pressing a line key to place or answer a trunk call (where trunks are 001~200)	On green when seized, on red when in use (by other party), Slow Flash green when ringing, Hold flash when on Hold	#9

To program a key, press Speaker, dial 751 (for 2-digit codes) or 752 (for 3-digit codes), press the key and enter the code (e.g., 48 for Voice Over).

Use this key...	For this feature...	When you are...	Key Lamp Status	Also see Srvc Code
<b>Code:</b> *02 + TRK group (1~9 or 001~200) <b>Operation:</b> Press key	Trunk Groups	Using a trunk group key to access a Trunk Group	On red when active	704
<b>Code:</b> *03 + ext. or department group <b>Operation:</b> Press key	Call Arrival (CAR) Keys	Call Arrival (CAR) Key: Placing or answering a call from your virtual (phantom) extension or Call Arrival (CAR) Key: Placing or answering a call to your co-worker's extension	Slow Flash red when ringing, On red when busy	-
<b>Code:</b> *04 + orbit (01~64) <b>Operation:</b> Place or answer call + Press key	Park	Placing a call into or retrieving a call from a Park Orbit	Fast Flash when orbit is busy (green at originator, red at others)	#6 (Park) *6 (pickup)
<b>Code:</b> *06 + Network number (1~50) <b>Operation:</b> Press key	Networking	Accessing a networked trunk	None	-

To program a key, press Speaker, dial 751 (for 2-digit codes) or 752 (for 3-digit codes), press the key and enter the code (e.g., 48 for Voice Over).				
Use this key...	For this feature...	When you are...	Key Lamp Status	Also see Svc Code
<b>Code: *10</b> <b>Operation:</b> Press key to log in Press key + 1 to log out or 0 to cancel	Automatic Call Distribution (ACD)	Basic Operation Logging in or out of an ACD Group	On red when logged in Off when logged out	*5
<b>Code: *12</b> <b>Operation:</b> Press key		<b>Emergency Call</b> Placing or receiving an Emergency Call	On while calling your supervisor or after being answered by your supervisor Flashing fast at the supervisor while ringing	-
<b>Code: *13</b> <b>Operation:</b> Press key		<b>Rest Mode</b> Enabling/disabling Rest Mode	On red when Rest Mode enabled Off when Rest Mode disabled	-
<b>Code: *14</b> <b>Operation:</b> Press key + Press 1 (Yes) or 2 (No)		<b>Out of Service</b> Taking an ACD Group out of service (for Group Supervisors only), or Taking all ACD Groups out of service (for System Supervisors only)	On red when a group is out of service	-
<b>Code: *15</b> <b>Operation:</b> Call busy ACD agent + Press key		<b>Terminal Monitor</b> Monitoring an ACD Agent's conversation	On red while monitoring, Off when not monitoring	-
<b>Code: *16</b> <b>Operation:</b> Press key to put agent on hold. Press key again + 1 to hang up agent or 0 to bring agent back into call.		<b>Supervisor Split</b> Switching (splitting) between an ACD Agent and their outside caller after answering an emergency call	On while agent is on hold	-

To program a key, press Speaker, dial 751 (for 2-digit codes) or 752 (for 3-digit codes), press the key and enter the code (e.g., 48 for Voice Over).

Use this key...	For this feature...	When you are...	Key Lamp Status	Also see Srvc Code
<b>Code: *17</b> <b>Operation:</b> Press Key	Automatic Call Distribution (ACD) <i>(continued)</i>	<b>Work Time</b> Enabling/disabling Work Time	On when Work Time enabled, Flashing (while on a call) if Auto Work time enabled Off when Work Time disabled	-
<b>Code: *18 + ACD</b> Group Number <b>Operation:</b> Press key		Enabling ACD overflow	On red when activated Slowly flashes red when disabled	-
<b>Code: *19</b> <b>Operation:</b> Press key while on-hook + Vol Up or Vol Down to scroll		Queue Status Check Viewing the ACD Queue Status of each ACD group	None	-

# Feature Availability by Software Revision



## SECTION 1 FEATURE AVAILABILITY CHART

This chapter provides an alphabetical listing of the features that are available with each software revision.

Note: the following table provides a breakout of the availability of each feature by revision, see [Table 4-1 Feature Availability by Software Revision](#).

S = Supported Feature

N/A = Feature not supported for this software release

E = Supported and Enhanced

**Table 4-1 Feature Availability by Software Revision**

UNIVERGE SV8100 Feature Name	Ver. 1000
Account Code – Forced/Verified/Unverified	S
Account Code Entry	S
Alarm	S
Alarm Reports	S
Alphanumeric Display	S
Analog Communications Interface (ACI)	S
Ancillary Device Connection	S
Answer Hold	S
Answer Key	S
Attendant Call Queuing	S
Automatic Call Distribution (ACD)	S
Automatic Release	S
Automatic Route Selection	S
Background Music	S
Barge-In	S
Battery Backup – System Memory	S
Battery Backup – System Power	S
Call Appearance (CAP) Keys	S

**Table 4-1 Feature Availability by Software Revision (Continued)**

<b>UNIVERGE SV8100 Feature Name</b>	<b>Ver. 1000</b>
Call Arrival (CAR) Keys	<b>S</b>
Call Duration Timer	<b>S</b>
Call Forwarding – Centrex	<b>S</b>
Call Forwarding – Park and Page	<b>S</b>
Call Forwarding	<b>S</b>
Call Forwarding with Follow Me	<b>S</b>
Call Forwarding, Off-Premise	<b>S</b>
Call Forwarding/Do Not Disturb Override	<b>S</b>
Call Monitoring	<b>S</b>
Call Redirect	<b>S</b>
Call Waiting/Camp-On	<b>S</b>
Callback	<b>S</b>
Caller ID Call Return	<b>S</b>
Caller ID	<b>S</b>
Central Office Calls, Answering	<b>S</b>
Central Office Calls, Placing	<b>S</b>
Class of Service	<b>S</b>
Clock/Calendar Display	<b>S</b>
CO Message Waiting Indication	<b>S</b>
Code Restriction	<b>S</b>
Code Restriction Override	<b>S</b>
Code Restriction, Dial Block	<b>S</b>
Conference	<b>S</b>
Conference, Voice Call/Privacy Release	<b>S</b>
Continued Dialing	<b>S</b>
Cordless DECT Terminals	<b>S</b>
Cordless Telephone Connection	<b>S</b>
Data Line Security	<b>S</b>
Delayed Ringing	<b>S</b>
Department Calling	<b>S</b>
Department Step Calling	<b>S</b>
Dial Pad Confirmation Tone	<b>S</b>
Dial Tone Detection	<b>S</b>

**Table 4-1 Feature Availability by Software Revision (Continued)**

<b>UNIVERGE SV8100 Feature Name</b>	<b>Ver. 1000</b>
Dialing Number Preview	<b>S</b>
Digital Trunk Clocking	<b>S</b>
Direct Inward Dialing (DID)	<b>S</b>
Direct Inward Line (DIL)	<b>S</b>
Direct Inward System Access (DISA)	<b>S</b>
Direct Station Selection (DSS) Console	<b>S</b>
Directed Call Pickup	<b>S</b>
Directory Dialing	<b>S</b>
Distinctive Ringing, Tones and Flash Patterns	<b>S</b>
Do Not Disturb	<b>S</b>
Door Box	<b>S</b>
Drop Key	<b>S</b>
<i>D<sup>term</sup></i> Cordless II Terminal	<b>S</b>
<i>D<sup>term</sup></i> Cordless Lite II Terminal	<b>S</b>
E911 (US only) Compatibility	<b>S</b>
<i>D<sup>term</sup></i> series i Multiline Terminals	<b>S</b>
Facsimile CO Branch Connection	<b>S</b>
Flash	<b>S</b>
Flexible System Numbering	<b>S</b>
Flexible Timeouts	<b>S</b>
Forced Trunk Disconnect	<b>S</b>
Group Call Pickup	<b>S</b>
Group Listen	<b>S</b>
Handset Mute	<b>S</b>
Handsfree and Monitor	<b>S</b>
Handsfree Answerback/Forced Intercom Ringing	<b>S</b>
Headset Operation	<b>S</b>
Hold	<b>S</b>
Hot Key-Pad	<b>S</b>
Hotel/Motel	<b>S</b>
Hotline	<b>S</b>
Howler Tone Service	<b>S</b>

**Table 4-1 Feature Availability by Software Revision (Continued)**

<b>UNIVERGE SV8100 Feature Name</b>	<b>Ver. 1000</b>
Intercom	<b>S</b>
IP Multiline Station (SIP)	<b>S</b>
IP Single Line Telephone (SIP)	<b>S</b>
IP Trunk – (SIP) Session Initiation Protocol	<b>S</b>
IP Trunk – H3.23	<b>S</b>
ISDN Compatibility	<b>S</b>
K-CCIS – IP	<b>S</b>
K-CCIS – T1	<b>S</b>
Last Number Redial	<b>S</b>
Licensing	<b>S</b>
Line Preference	<b>S</b>
Long Conversation Cutoff	<b>S</b>
Maintenance	<b>S</b>
Meet Me Conference	<b>S</b>
Meet Me Paging	<b>S</b>
Meet Me Paging Transfer	<b>S</b>
Memo Dial	<b>S</b>
Message Waiting	<b>S</b>
Microphone Cutoff	<b>S</b>
Mobile Extension	<b>S</b>
Multiple Trunk Types	<b>S</b>
Music on Hold	<b>S</b>
Name Storing	<b>S</b>
Night Service	<b>S</b>
Off-Hook Signaling	<b>S</b>
One-Touch Calling	<b>S</b>
Operator	<b>S</b>
(OPX) Off-Premise Extension	<b>S</b>
Paging, External	<b>S</b>
Paging, Internal	<b>S</b>
Park	<b>S</b>
PBX Compatibility	<b>S</b>
PC Programming	<b>S</b>

**Table 4-1 Feature Availability by Software Revision (Continued)**

<b>UNIVERGE SV8100 Feature Name</b>	<b>Ver. 1000</b>
Power Failure Transfer	<b>S</b>
Prime Line Selection	<b>S</b>
Private Line	<b>S</b>
Programmable Function Keys	<b>S</b>
Programming from a Multiline Terminal	<b>S</b>
Pulse to Tone Conversion	<b>S</b>
Redial Function	<b>S</b>
Remote (System) Upgrade	<b>S</b>
Repeat Redial	<b>S</b>
Resident System Program	<b>S</b>
Reverse Voice Over	<b>S</b>
Ring Groups	<b>S</b>
Ringdown Extension, Internal/External	<b>S</b>
Room Monitor	<b>S</b>
Save Number Dialed	<b>S</b>
Secondary Incoming Extension	<b>S</b>
Secretary Call (Buzzer)	<b>S</b>
Secretary Call Pickup	<b>S</b>
Selectable Display Messaging	<b>S</b>
Selectable Ring Tones	<b>S</b>
Serial Call	<b>S</b>
Single Line Telephones	<b>S</b>
SLT Adapter	<b>S</b>
Softkeys	<b>S</b>
Speed Dial – System/Group/Station	<b>S</b>
Station Hunt	<b>S</b>
Station Message Detail Recording	<b>S</b>
Station Name Assignment – User Programmable	<b>S</b>
Station Relocation	<b>S</b>
SV8100 Communications Analyst Enterprise	<b>S</b>
SV8100 Desktop Applications	<b>S</b>
SV8100 Interactive Voice Response	<b>S</b>
SV8100 Internal Router	<b>S</b>

**Table 4-1 Feature Availability by Software Revision (Continued)**

<b>UNIVERGE SV8100 Feature Name</b>	<b>Ver. 1000</b>
SV8100 NetLink	<b>S</b>
SV8100 PoE Gigabit Switch	<b>S</b>
SV8100/SV8300 Terminals	<b>S</b>
Synchronous Ringing	<b>S</b>
T1 Trunking (with ANI/DNIS Compatibility)	<b>S</b>
Tandem Ringing	<b>S</b>
Tandem Trunking (Unsupervised Conference)	<b>S</b>
TAPI Compatibility	<b>S</b>
Tone Override	<b>S</b>
Traffic Reports	<b>S</b>
Transfer	<b>S</b>
Trunk Group Routing	<b>S</b>
Trunk Groups	<b>S</b>
Trunk Queuing/Camp-On	<b>S</b>
UCB (Unified Communications for Business)	<b>S</b>
UM8000 Mail	<b>S</b>
Uniform Call Distribution (UCD)	<b>S</b>
Uniform Numbering Network	<b>S</b>
UNIVERGE Multimedia Conference Bridge	<b>S</b>
Universal Slots	<b>S</b>
User Programming Ability	<b>S</b>
Virtual Extensions	<b>S</b>
VM8000 InMail	<b>S</b>
Voice Mail Integration (Analog)	<b>S</b>
Voice Mail Message Indication on Line Keys	<b>S</b>
Voice Over	<b>S</b>
Voice Response System (VRS)	<b>S</b>
Volume Controls	<b>S</b>
Warning Tone for Long Conversation	<b>S</b>
Wireless DECT (SIP)	<b>S</b>



# ***UNIVERGE SV8100***

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