Xen

IPK II

NEC

Xen IPK II
DIGITAL TELEPHONE
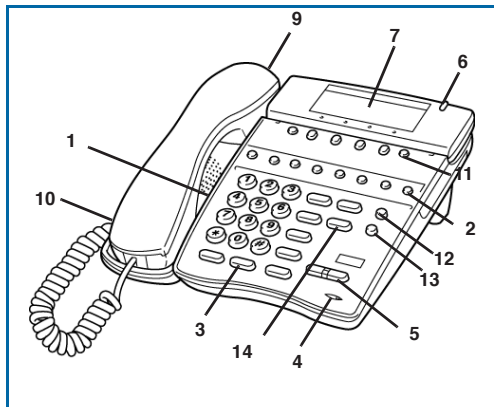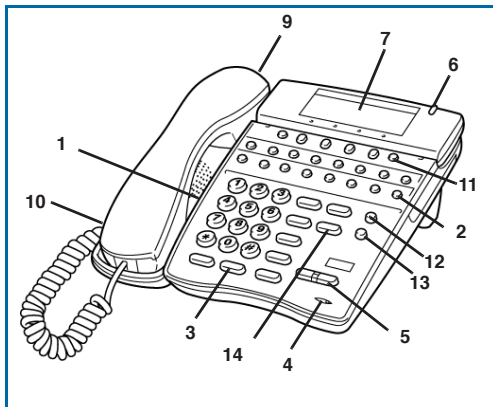**User Guide**

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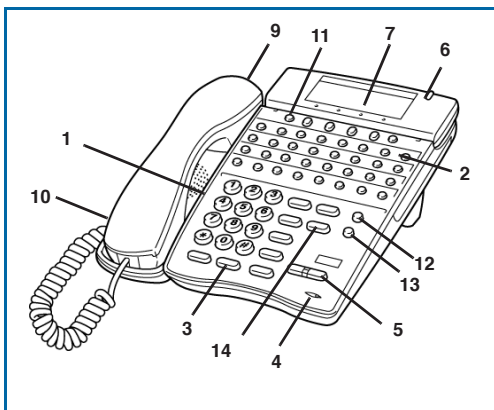
Dterm Series *i* 16 line display with 16 DSS/BLF One Touch Keys
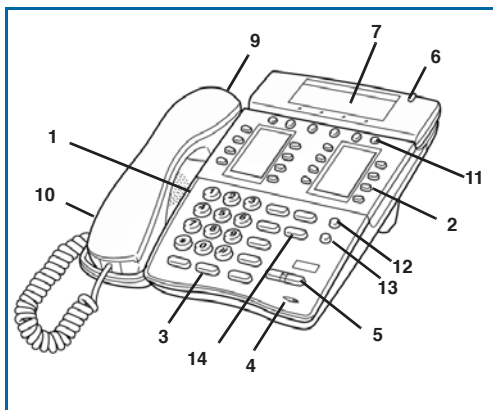
Dterm Series *i* 16 line display (LCD) display

1.	Speaker	7.	Alphanumeric Display (LCD)
2.	Line Keys/Programmable Function Keys	9.	Handset
3.	Dial pad/Dedicated Function Keys	10.	Built-in Headset Jack
4.	Microphone	11.	Softkeys
5.	Volume Control	12.	Directory Key (DIR)
6.	Large LED	13.	Message Key (MSG)
		14.	Microphone Key (MIC)

Key Descriptions

Hold Key
Press key to place an internal or external call on hold.

Transfer Key
Allows the station user to transfer established calls to another station, without attendant assistance.

Speaker Key
Controls the built-in speaker which can be used for Hands Free dialling/monitoring. This lamp lights red when the telephone is off-hook or in handsfree mode.

Answer Key
When the LED on this key is lit, press key to answer a waiting call.

Redial Key
Press key to activate the last number redial feature. Continue to press redial until the desired number is displayed, then press the # key to activate dialling.

Conf Key
Press key to establish a three-way conversation. LED on key lights when key is active.

Recall Key
Press key to terminate established call and resieze internal dial tone. When Installed behind a PBX, this key may place an external call on hold within the PBX.

Feature Key
Used to activate some system features.

MIC (Microphone) Key
Used to activate or deactivate the Microphone, either Hands Free or Handset. The Mic LED will illuminate when Mic is ON.

Message Key
Press key to answer a message waiting indication, check the number of messages in voice mail, or call the voice mail to listen to the messages.

Directory Key
Press key to access the directory dialling lists (for speed dialling).

Up/Down Arrows Keys
Used to adjust LCD contrast, speaker/receiver volume, and ringer volume.

> **LCD Contrast:**
> Press up or down key while idle.

> **Speaker/Receiver Volume:**
> Press up or down key during conversation.

> **Ringer Volume:**
> Press up or down key during ringing.

Line Keys/Programmable Function Keys
Press a Line Key to seize an external trunk. Press a Programmed Function Key to access the assigned function. Lamps light or flash green or red to indicate the status of a trunk or feature assigned to the key.

Exit Key
Press while dialling or setting a feature to return the telephone to idle. Also used to clear characters in text entry mode.

Help Key
Press the Help Key followed by a Line Key/Programmable Function Key to check the assignment of that key.

Softkeys
The Softkeys (located below the LCD) correspond to a set of functions that display on the LCD and these can change according to the state of the telephone.

LCD
Liquid Crystal Display (LCD) provides D^{term} activity information plus date, time and Softkey operation.

General Information

The following should be considered when reviewing this User Guide:

- Instructions are provided for the NEC Xen IPK II digital telephones *Dterm Series i*.

- All operational instructions assume Prime Line Pickup is assigned to intercom dial tone, Ringing Line Preference is assigned to all telephones, a Line and Secondary Incoming Extension key has been assigned to all digital telephones and only a single tenant has been assigned in the system.

- All access codes listed are standard; some may vary based on system assignment. Please consult your authorised NEC Channel Partner for the access codes applicable to your system.

- Access to many features is based on system assignments. Not all features may be available from your telephone.

- Digital telephones are equipped with displays to provide useful call processing information such as digits dialled, recall indications, feature confirmation, etc.

- Xen IPK II digital telephones also show features accessible by the softkeys.

- This document supports main software V1000 series.

LED Indications

Function	Lamp Status
Line Keys:	
Incoming Call	Rapid Flashing Red
Held Call Your telephone	Slow Flashing Green
Held Call - Other telephone	Slow Flashing Red
Call in progress	
Your telephone	Steady Green
Other telephone	Steady Red
Hold recall	Intermittent Flashing Green
Large LED:	
Incoming calls (CO/PBX, DIT or ANA)	Rapid Flashing Green
Incoming intercom, TIE Line or DID Call	Rapid Flashing Red
Message Waiting	Slow Flashing Green
Voicemail Message	Slow Flashing Red
Other:	
Held Intercom Call	Conf LED Flashing Red
Microphone On	Mic LED Steady Red
Handset Muted	Mic LED Flashing Red

Answering Calls

Ringing Calls

- Lift the handset
- Converse

Note: When assigned the delayed ringing feature, incoming calls will first ring at a primary station. If the call is unanswered after a preprogrammed time interval, calls will also ring at the assigned secondary station.

Ringing Calls To A SIE/CAR/VE Key

- Lift the handset
- Converse

Note 1: A **Second Incoming Extension** key must be assigned to appear and ring.

Note 2: A **Line** key or **Call Appearance** key must be available to answer an incoming outside call.

Voice Announce Calls

- Ensure microphone (MIC) LED is lit
- Adjust **Speaker** volume ⌃ or ⌄ as needed
- Respond handsfree

Note: The handset may be used at any time during the conversation

Camp-on (Call Waiting)

- Receive camp-on tone while on another call
- Replace handset to disconnect present call

    -OR-

    Press **Hold** and press the **Hookswitch** to converse with second party.

Off-Hook Signalling

With a call in progress:

- Receive Off-Hook Signalling
- Press **Hold**, converse with second party

Note 1: The second call may be placed on hold.

Note 2: Press flashing **Line** key or **Conf** key to return to the first call.

Making Calls

Internal Calls

- Lift the handset
- Dial station number or **9** for the attendant (or reception)

    -OR-

    Press **Programmable Function Key** programmed for Direct Station Selection
- Voice announce after tone burst or wait for ringing call to be answered.

Note 1:   When calling a digital telephone, dialling **1** after the station number will change ringing to voice or voice to ringing.

Note 2:   To directly access a personal voice mailbox on the Xen Mail system, press Message or dial **8** after dialling the station number.

Outside Calls

- Lift the handset
- Dial trunk access code i.e **0**

    -OR-

    Press an idle **Outside Line** Key
- Dial telephone number
- Converse

Trunk Queuing

After dialling trunk access code or pressing a busy **Line Key** and receiving a line busy indication:

- Dial **#** or press **Trunk Queuing/Camp On** key (Code 35)

    -OR-

    Press the **Camp** softkey
- Replace handset

Note: When a line is available, your telephone will ring: Lift the handset and place call.

Last Number Redial

- Without lifting the handset, press the **Redial** key
  The last CO/PBX number dialled is displayed.
- To redial Last Number, press **#**

    -OR-

    Search for the desired number from the Redial List, up to 10 previously dialled numbers, by pressing the Redial or ∧ ∨ keys
- Lift the handset or press **Speaker** to place the call

Speed Dial – System/Group/Station

Using the Softkeys:

- Press the **DIR** Softkey
- Press the required Directory Dialling softkey.
SYS	= System Speed Dial List.
SPDg	= Group Speed Dial List
STA	= Station Speed Dial List
EXT	= Extension List
- Press the ↑ or ↓ Softkeys to scroll through the list.
  You may search for a name by entering characters from the dial pad before
  pressing an arrow key. Press the ← softkey to delete the previous character.
- To dial the displayed number, Press the **DIAL** Softkey.

  -OR-

  Press a specific Line key.

Using Service Codes:

- Press **Speaker**
- Dial the speed dialling service code:
Station Speed Dial	**#7**
System Speed Dial	**#2** or press **Redial**
Group Speed Dial	**#4** or press **Redial**
- Dial the speed dial buffer number:
Station Speed Dial	**000~999** (default setting)
System Speed Dial	**xxx** (not set at default)
Group Speed Dial	**0~9** (0 = buffer number 10)
- The stored number dials out

Note 1: To preselect a line, press a **Line** key instead of **Speaker** in step 1. Unless you preselect, Trunk Group Routing selects the trunk for the call.

Note 2: If you have a DSS Console, you may be able to press a DSS Console key to chain to a stored number.

Microphone Control

- Press **MIC** key

  -OR-

  Press **Feature** then dial **1**

Note 1: Lit MIC LED indicates MIC on.

Note 2: MIC ON/OFF key may be assigned to a Feature Access Key or One Touch Key.

Note 3: If talking on handset rather than handsfree, the handset microphone will be muted and the MIC LED will flash.

Handsfree Calls

- Press **Speaker**, LED lights
- Ensure **MIC** LED is lit
- Place internal or outside call
- Converse
- Press **Speaker** to disconnect call

Note: The handset may be used at any time during the conversation. To resume handsfree operation or to monitor a call, press **Speaker** (LED lights) and replace handset.

Group Listening

With a call in progress via the handset/headset:

- Press **Speaker** twice (but do not hang up).

Note 1: Speaker LED flashes slowly.
Note 2: Conversation is heard over the speaker and the handset/headset. Only the handset/headset may be used to respond.
Note 3: When switching from Handsfree mode to the Group Listening Mode, it is recommended that the Microphone be turned off. When you press **Speaker** once, you turn the on Handsfree mode. The second press turns on Group Listening. Pressing the **Speaker** key a third time cancels the Group Listening mode.

Placing A Call On Hold

System Hold

With a call in progress:

- Press **Hold**

Exclusive Hold

With a call in progress:

- Press **Exclusive Hold** key (Code 45)

Note 1: To retrieve a held call, press the flashing Line Key, Call Appearance Key or Conf key (for internal calls).
Note 2: Call on System Hold can be retrieved from any digital telephone with the held line appearance or Call Appearance key.
Note 3: After a preprogrammed time, the held call will recall to the originating station. Once in a recall condition, Exclusively Held calls can be retrieved from any station with the held line appearance or Call Appearance key.

Transferring Calls

Using Manual Dial

With a call in progress:

- Press **Transfer**
- Dial station number
- Announce call (optional)
- Replace handset

Using DSS Key

With a call in progress:

- Press **Transfer**
- Press programmed **DSS** key
- Announce call (optional)
- Replace handset

Note 1: If the called station is busy, replace handset to initiate a camp-on. Unanswered camp-ons and unscreened transfers will recall to the transferring telephone.

Note 2: To return to the original party, press flashing **Line Key**, **Call Appearance key** or **Conf key**.

Note 3: A **Feature Access Key** or **One Touch Key** may be assigned for DSS.

Note 4: To transfer a call directly to a personal voice mailbox, press **Message** or dial **8** after dialling the station number.

Conference

With a call in progress:

- Press **Conf**
- Place second call (internal or external)
- Announce conference
- Press **Conf** twice to establish conference

Note 1: Repeat above procedure to add an additional party. (Max 2 outside parties).

Note 2: An unsupervised conference may be established by pressing the **Conf key** again, after the conference has been established. The parties may continue to converse in private. Press the flashing **Conf key** to return to the conversation.

Call Park - System

Set

With a call in progress:

●   Press the programmed **Park** key

●   Use paging to announce call

●   Press **Speaker** to hang up
        -OR-
    Press **Transfer**

●   Dial Call Park Set code **# 6**

●   Dial Call Park location **01~64**

●   Use paging to announce call

●   Press **Speaker** to hang up

Retrieve

From any station:

●   Lift the handset

●   Press the programmed **Park** key
        -OR-
    Dial Call Park Retrieval code
    ✳ **6**

●   Dial Call Park Location **01~64**

●   Converse

Note 1:   If not picked up, the call will recall to you.

Note 2:   You can Park Intercom or trunk calls.

Note 3:   If the dialled Call Park location is busy, dial another Call Park location (01~64).

Station Busy/No Answer Options

Callback

Set

When calling a busy or unanswered telephone:

●   Dial Automatic Callback code **#**
        -OR-
    Press **Camp** softkey

●   Replace handset

Cancel

●   Press **Speaker**

●   Dial **770**
        -OR-
Press **Camp-On** key (Code 35)
        -OR-
Press **Exit** followed by **Clbk** softkey and choose the desired softkey option.

Answer

When both telephones are idle originating telephone rings:

●   Lift the handset

●   Call is placed automatically (if Callback Automatic Answer is enabled)

Note 1:   If the available extension was unanswered (not busy), the Callback goes through after the next use of the extension.

Note 2:   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.

Message Waiting

Set

When calling a busy or unanswered digital telephone:

●   Dial **0**

         -OR-

      Press **Message Waiting** key (Code 38)

         -OR-

      Press **MW** softkey

●   Hang up

Cancel All

●   Press **Speaker**
●   Dial **773**
●   Press **Speaker**

Answer

Receive display and/or MW LED message indication:

●   Lift the handset
●   Dial ✱ **0**
      Request originator is automatically called
●   Repeat above procedure to respond to additional messages

Cancel Specific

●   Press **Speaker**
●   Dial **771**
●   Dial extension number you want messages removed
●   Press **Speaker**

Note 1:   When you have a message, your MW LED flashes

Note 2:   Cancel All includes messages you have left for other extensions and messages other extensions have left for you.

Tone Override

Set

When calling a busy digital telephone:

●   Dial Tone Override code ✱ (or **709**) to send tone

         -OR-

      Press **Off-Hook Signalling** key (Code 33)

●   Wait for signalled party to answer

Answer

With a call in progress:

●   Receive tone override signal †
●   Press **Hold**
●   Converse with second party

†   If handsfree, a visual indication only "✱" will be provided on the telephone's display.

Note: An Override Tone will be sent each time ✱ is pressed.

Step Call

When calling a busy telephone:

●   Dial **2** to advance to the next available station in that department group

Voice Over

Originate

When calling a busy telephone:

● Dial **6**

   -OR-

   Press **Voice Over** key
   (Code 48)

● Announce message

Answer

With a call in progress:

● Receive Voice Over alert tone
   and announcement

● Press **Voice Over** key
   (Code 48)

● Converse with Voice Over
   originator

● Press **Voice Over** key to
   alternate between parties

Note: The Voice Over key lights steadily (Green) and you can talk to the interrupting
        party. The key flashes (Red) when you are talking to your original call.

Outside Call Dialling Options

Save Number Dialled

Save

With an originating outside call in
progress:

● Press **Save Number Dialled**
   key (Code 30)
   Called number is stored

   Note: Use this feature before
           hanging up.

Redial

● Lift the handset

● Dial **715**

   -OR-

   Press **Save Number Dialled**
   key (Code 30)

Note: Save Number Dialled automatically selects a trunk from the same group as
        your original call.

Memo Dial

Save

With an outside call in progress:

● Press **Memo Dial** key (Code 31)

● Dial new phone number to be
   stored

● Press **Memo Dial** key again

● Complete conversation and
   replace handset

Redial

● Do not lift the handset

● Press **Memo Dial** key (Code 31)

● Press **Speaker**

   -OR-

   Press a configured **Line** key

Check

● Do not lift the handset

● Press **Memo Dial** key

● The stored number displays.

● Press **Exit** to return to the main
   LCD screen

Cancel

● Press **Speaker**

● Press **Memo Dial** key
   The stored number is erased.

Repeat Redial

Set

After originating a busy or unanswered outside call:

●   Press **Feature + Redial**

        -OR-

    Press **Repeat Redial** key (Code 29)

        -OR-

    Press **Rpt** softkey

●   Press **Speaker** to hang up

●   Call is repeatedly dialled until answered, cancelled or the maximum number of redial attempts is reached

●   Lift the handset when the called party answers

Note 1:   Your Repeat Redial key flashes while you wait for the system to redial.

Note 2:   System programming determines waiting time and number of redial attempts.

Cancel

●   Press **Feature + Redial**

        -OR-

    Press **Repeat Redial** key (Code 29)

Caller ID

Answer

Receive incoming ringing or transferred outside call:

●   Review telephone display for calling party's name or number

●   Answer call accordingly

Call History List

An unanswered call will cause the **Call History** key (Code 08) to flash. If enabled in programming, the telephone's display will show "**CHECK LIST**":

●   Press **Call History** key (Code 08)

        -OR-

    Press the **LIST** then **CID** softkeys

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

●   Press the **DEL** Softkey to delete the entry and scroll to the next entry

●   The **Call History** key will remain lit as long as entries remain in memory

●   To place a call back to the number displayed, press **Speaker** or a **Line** key

Note 1:   The last 50 calls received with caller ID information are stored.

Note 2:   A missed (unanswered) call is indicated by a ✱ next to the call record number.

Note 3:   Press lit **Line Key** to review calling party's name or number while the call is in progress. If Privacy Release is enabled, press **Help** and **Exit** keys to then restore the Privacy Release condition.

Call Pick Up

Call Pick Up Group

Upon hearing ringing at another telephone:
- Lift the handset
- Press **Group Call Pickup** key (Code 24)

    -OR-

    Dial **Call Pickup** code:
Own Pickup Group	**756**
Own Pickup and Ring Group	✻ #
- Converse

Upon hearing ringing at another telephone from unknown Group:
- Lift the handset
- Press **Group Call Pickup** key (Code 25)

    -OR-

    Dial **769**
- Converse

Upon hearing ringing at another telephone from known Group:
- Lift the handset
- Press **Group Call Pickup** key (Code 26 + and Group No.)

    -OR-

    Dial **768** and the Group number (**01~64**)
- Converse

Call Pick Up Direct

Upon hearing ringing or voice announcement at another telephone:
- Lift the handset
- Dial Direct Call Pickup code ✻✻
- Dial station number of the telephone to be answered
- Converse

Note: If more than one call is coming in, the system sets the priority for which call it will answer first.

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Paging

Internal

● Press **Internal Paging** key (Code 21 + zone **01~64**, **00** for All Zones)

      -OR-

Lift the handset

  ● Dial **701** and the Internal Paging zone:

      All Internal   **00**
      Internal   **01~64**

        -OR-

  Dial **✱1** and Combined Paging Group zone **1~8** (or **0** for All Zones)

● Page

● Wait for Meet-Me Answer or replace handset

External

● Press **External Paging** key (Code 19 + zone **1~8**, **0** for All Zones)

      -OR-

Lift the handset

  ● Dial **703** and the External paging option zone:

      All External   **0**
      External   **1~8**

        -OR-

  Dial **✱1** and Combined Paging Group code **1~8** (or **0** for All zones).

● Page

● Wait for Meet-Me Answer or replace handset

Note 1:   Display indicates a Combined Paging as an External Page.

Note 2:   If the internal Page Zone is busy or if there are no extensions in a page group, a Combined Page may be announced as an External Page only.

Meet-Me Answer

● Lift the handset

● Dial Meet-Me Answer code:

      Internal Page, same zone   = **763**
      Internal Page, other zone   = **764** and zone **01~64**
      External Page, any zone   = **765** and zone **1~8**

● Converse

Background Music

Set/Cancel

● Press **Speaker**

● Dial **725**

● Press **Speaker**

Call Forward Immediate (All)

Set

- Lift the handset
- Dial **741**

  -OR-

  Press **Call Forward Immediate** key (Code 10)
- Dial **1**
- Dial destination station number or voicemail
- Replace handset

Note: Your Call Forwarding Programmable Function Key flashes.

Set using Softkeys

- Press **Prog** then **Cfwd**
- Press **All**
- Press **SET**
- Dial destination extension number
- Press **Speaker**

Cancel

- Lift the handset
- Dial **741**

  -OR-

  Press **Call Forward Immediate** key (Code 10)
- Dial **0**
- Replace handset

Note: Your Call Forwarding Programmable Function Key goes Off.

Cancel using Softkeys

- Press **Prog** then **Cfwd**
- Press **All**
- Press **CNCL**

Call Forward Busy/No Answer (B/NA)

Set

- Lift the handset
- Dial **744**

  -OR-

  Press **Call Forward Busy/No Answer** key (Code 13)
- Dial **1**
- Dial destination station number or voicemail
- Replace handset

Set using Softkeys

- Press **Prog** then **Cfwd**
- Press ↓ then **B/NA**
- Press **SET**
- Dial destination extension number
- Press **Speaker**

Cancel

- Lift the handset
- Dial Call Forward B/NA code **744**

  -OR-

  Press **Call Forward Busy/No Answer** key (Code 13)
- Dial **0**
- Replace handset

Cancel using Softkeys

- Press **Prog** then **Cfwd**
- Press ↓ then **B/NA**
- Press **CNCL**

Call Forward Both Ring

Set
- Lift the handset
- Dial **745**

  -OR-
  Press **Call Forward Both Ring** key (Code 14)
- Dial **1**
- Dial destination station number or voicemail
- Replace handset

Set using Softkeys
- Press **Prog** then **Cfwd**
- Press **Both**
- Press **SET**
- Dial destination extension number
- Press **Speaker**

Cancel
- Lift the handset
- Dial **745**

  -OR-
  Press **Call Forward Both Ring** key (Code 14)
- Dial **0**
- Replace handset

Cancel using Softkeys
- Press **Prog** then **Cfwd**
- Press **Both**
- Press **CNCL**

Call Forward from Destination (Follow Me)

Set
- Lift the handset at the destination station
- Dial **746**

  -OR-
  Press **Call Forward Follow Me** key (Code 15)
- Dial **1**
- Dial the Extension number to forward
- Replace handset

Set using Softkeys
- Press **Prog** then **Cfwd**
- Press ↓ then **Flw**
- Press **SET**
- Dial extension number of phone to be forwarded
- Press **Speaker**

Cancel
- Lift the handset
- Dial **746**

  -OR-
  Press **Call Forward Follow Me** key (Code 15)
- Dial **0**
- Dial **0** again (if at the forwarded station)

  -OR-
  Dial the extension number with Follow Me set
- Replace handset

Cancel using Softkeys
- Press **Prog** then **Cfwd**
- Press ↓ then **Flw**
- Press **CNCL**

Do Not Disturb (DND)

Set/Cancel

While phone is idle:

●   Press **Speaker** and dial **747**

        -OR-

     Press the **DND** key (Code 03)

●   Dial the DND option code:
     0 = Cancel DND
     1 = Block External Calls
     2 = Block Paging, Intercom, Forwarded and Transferred External Calls
     3 = Block All Calls
     4 = Block Forwarded Calls

●   Press **Speaker**

Set/Cancel using Softkeys

●   Press **Prog** then **DND**

●   TO SET, press **SET** then the required **DND** option:
     Ext   = External Calls
     Icm   = Intercom Calls
     ALL   = All Calls
     Cfwto = Forwarded Calls

        -OR-

●   TO CANCEL, press **CNCL**

Selectable Display Messaging

Set

●   Press **Speaker**

●   Press **Text Message** key (Code 18 + Message No. 01~20)

●   Use the ∧ or ∨ keys to scroll through the messages if desired

●   For messages 1~8 and 10, enter digits to append to the message if needed
     e.g., return date and time if required (Month/Day, Hour/Minute, using 4-digit,
     24 hour clock)

●   Press **Speaker**

Note 1:   When your telephone is set for **Do Not Disturb (DND)**, other display
              telephones will receive your message upon calling your station.

Note 2:   To allow calls to ring through and have the message displayed on the calling
              extension's display, cancel **Do Not Disturb (DND)**.

Cancel

●   Press **Speaker**

●   Press **Text Message** key

●   Press **Speaker**

Set Relocation

To exchange two terminals:

- Press **Speaker**
- Dial the **Extension Data Swap Service code**_____
  (Not assigned at default)
- Dial the **Extension Data Swap Password** _____
  (Not assigned at default)
- Dial the extension to be swapped with or relocated to
- When successfully completed, confirmation tone will be heard and the display will show completed
- Press **Speaker** twice

Code Restriction, Dial Block

Set/Release

- Press **Speaker**
- Dial **600**
- Dial the **4-digit Dial Block Code** (user defined)
- TO SET, dial **1**
  TO RELEASE, dial **0**
  Note: Confirmation tone is heard.
- Press **Speaker**

Note: At default, Dial Block restriction Class per Extension is denied.

Account Code Entry

With an outside call in progress:

- Dial ✱

  -OR-

  Press your **Account Code** key (Code 50)
- Dial Account Code (16 digits maximum)
- Dial ✱

  -OR-

  Press your **Account Code** key

Note 1:   The outside party will not hear digits being dialled.

Note 2:   If Account Codes are hidden, each digit will be displayed as an "✱".

Account Code Forced

To place an outside call:

●   Access a trunk (e.g., press a **Line** key or dial **0**)

●   Dial ✱

            -OR-

    Press your **Account Code** key (Code 50)

●   Dial Account Code (16 digits maximum)

●   Dial ✱

            -OR-

    Press your **Account Code** key

●   Dial the number you want to call

Note 1:   When calling from a station that is assigned the Account Code Forced / Verified feature, outgoing call will only be processed after the dialled Account Code is verified.

Note 2:   If you hear "stutter dial tone" after dialling the number, ARS is requesting that you enter an Automatic Route Selection Authorisation Code.

ACD Agent Operations

Agent Log In

●   Press the **ACD LOG IN/LOG OUT** key

            -OR-

    Press **Speaker** and dial the **Log In** service code ✱**5** (default)

●   Dial the log in code (up to 20 digits) (optional)

AIC Agent Log In

Single AIC Agent Log In:

●   Press the **ACD LOG IN/LOG OUT** key

            -OR-

    Press **Speaker** and dial the **AIC Log In** service code ____
    (Not assigned at default)

●   Dial the log in code (up to 20 digits)

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

Multiple AIC Agent Log In:

●   After already being logged in, press the **ACD LOG IN/LOG OUT** key

            -OR-

    Press **Speaker** and dial the **AIC Log In** service code ____
    (Not assigned at default)

●   Dial **0** to cancel the log out option

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

●   Repeat steps 3 and 4 for each additional log in.

Log Out (for all Agents)

● Press the **ACD LOG IN/LOG OUT** key

      -OR-

Press **Speaker** and dial the **AIC Log In** service code _____
(Not assigned at default)

● Dial **1** to accept log out

Note 1:   All AIC log ins become logged out.

Off-Duty Mode (Rest Mode)

Set

While phone is idle:

● Press the **ACD Rest Mode** key

    Note: The ACD Rest Mode key lights.

Cancel

● Press the **ACD Rest Mode** key

    Note: The ACD Rest Mode key light goes off.

Note 1:   Rest Mode is only available while an agent is logged-on.

Note 2:   If the Rest Mode key is pressed during a call, the key will flash until the agent hangs up.

Note 3:   Rest Mode is not available for the System Supervisor.

Queue Status Display

When Logged Into ACD Group

While phone is idle:

● Press the **Queue Status Display** key

● Use the ⌃ or ⌄ keys to scroll through the Queue Status Displays of all the ACD Groups

● Press **CLEAR** to return the telephone to an idle state.

Note 1:   The display indicates the number of calls in a queue, the trunk name, and the length of time the call has been waiting.

Note 2:   When the Queue Status Display key is pressed, the queue status of the extension's group is displayed. When the extension is not in an ACD group, the Queue Status of group 1 is displayed instead.

Note 3:   When an agent logs in using an AIC code, the Queue Status of the default ACD group is displayed.

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 will display the Queue Status and hear the alarm according to the settings defined in system programming.

Pressing the Queue Status Display key will return the telephone to idle until the timer expires again.

Answering Call Using Headset

- Press **HEADSET** key to answer (Code 05)
- Converse
- Press **HEADSET** key to hang up

Enabling Headset Automatic Answer for ACD Agents

While phone is idle:

- Press **Feature**
- Press **HEADSET** key (Code 05)

Note 1: The Headset key flashes when Automatic Headset is activated.

Note 2: To cancel Automatic Headset, repeat these steps.

Programming

Extension Name

To program your extension name:

- Press **Speaker**
- Dial **700**

    -OR-

    Press the **Extension Name Change** key (Code 55)
- Press **Hold**
- Enter the name (up to 12 characters). Refer to the **Character Entry Table**.
- Press **Hold**
- Press **Speaker**

Station Speed Dial

To store a Station Speed Dialling number:

- Press **Speaker**
- Dial **755**
- Dial the Station Speed Dial buffer number (**0~9**)
  (0 = Station Speed Dial buffer 10)
- Dial trunk access code i.e. **0** (if necessary)
- Dial telephone number to be stored (24 digits maximum)
- Press **Hold** (if entering name) and dial name of party (13 letters maximum), then press **Hold** again
- Press **Speaker**

Note 1: Valid entries are 0~9, # and ✳. Press **MIC** to insert a pause or **Recall** to insert a hookflash.

Note 2: Refer to **Character Entry Table** when entering name of party.

Programmable Function Keys

To program a Programmable Function key:

- Press **Speaker**
- Dial **751**.
- Press the **Programmable Function key** to be programmed.
- Dial the code for the desired feature plus additional data if required (refer to the following table).
- Press **Speaker**

Note 2:   In some cases, the **Hold** key needs to be pressed before pressing the **Speaker** key to hang up.

Feature Code Listing

Feature Code	Function	Additional Data
00	Erase Key	
01	DSS / One-Touch	Extension number or any numbers (up to 24 digits). Press HOLD to write.
02	Microphone Key (ON/OFF)	
03	DND Key	
04	BGM (ON/OFF)	
05	Headset	
06	Transfer Key	
07	Conference Key	
08	Incoming Call Log	
09	Day/Night Mode Switch	Mode number (1~8)
10	Call Forward - Immediate	
11	Call Forward - Busy	
12	Call Forward - No Answer	
13	Call Forward - Busy/No Answer	
14	Call Forward - Both Ring	
15	Follow Me	
18	Text Message Setup	Message Numbers (01~20)
19	External Group Paging	External Paging Number (1~8)
20	External All Call Paging	
21	Internal Group Paging	Internal Paging Number (01~64)
22	Internal All Call Paging	
23	Meet-Me Answer to Internal Paging	
24	Call Pickup	
25	Call Pickup for Another Group	
26	Call Pickup for Specified Group	Call Pickup Group Number
27	Speed Dial -System	Speed Dial Buffer Number (System)
28	Speed Dial - Group	Speed Dial Buffer Number (Group)
29	Repeat Redial	
30	Save Number Dialled	
31	Memo Dial	
32	Meet - Me Conference	

Feature Code	Function	Additional Data
33	Override (Off-Hook Signaling)	
34	Break - In	
35	Camp On	
36	Step Call	
37	DND / FWD Override Call	
38	Message Waiting	
39	Room Monitoring	
40	Handset Transmission Cutoff	
41	Buzzer	Extension Number
42	Boss - Secretary Call	Extension Number
43	Series Call	
44	System Hold	
45	Exclusive Hold	
46	Department Group Log Out	
47	Reverse Voice Over	Extension Number
48	Voice Over	Extension Number
49	Call Redirect	Extension Number or Voice Mail Number
50	Account Code	
51	General Purpose Relay	Relay No (0, 1~8)
52	Automatic Answer with Delay Message Setup	Incoming Group Number
53	Automatic Answer with Delay Message Start	
54	External Call Forward by Door Phone	
55	Extension Name Change	
56	General Purpose LED Operation	
57	General Purpose LED Indication	
58	Automatic Transfer at Department Group Call	Extension Group Number (1~8 or 01~64)
59	Delayed Transfer at Department Group Call	Extension Group Number (1~8 or 01~64)
60	DND at Department Group Call	Extension Group Number (1~8 or 01~64)
63	Outgoing Call Without Caller ID (ISDN)	
66	Data Call	
71	Message Change for Voice Attendant	Extension Number or Department Group Number
76	Toll Restriction in Credit	Extension Number
77	Voice Mail (In-Skin VMS)	Extension Number or Pilot Number
78	Live Recording Key	
79	Automated Attendant (In-Skin VMS)	Extension Number or Pilot Number
80	Tandem Ringing	1 = Set 0 = Cancel Extension Number to Tandem Ring
81	Automatic Transfer to Transfer Key	Trunk Line No. (001~200)
82	Dterm IP Call Log	
83	Conversation Recording Function (In-skin VMS)	0 = Pause, 1 = Re-recording, 2 = Address, 3 = Erase, 4 = Urgent Page
84	Drop Key	
85	Directory Dialling	
88	Dial-In Mode Switching	
91	Live Monitoring Key	

Character Entry Table

When required to enter characters (e.g., station name or speed dial name), press the dial pad number corresponding to the alpha character desired.

i.e.　　2 = A,B,D,a,b,c, or 2
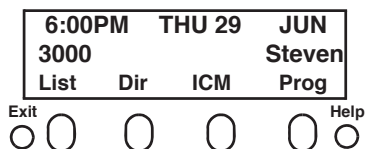3 = D, E, F, d, e, f, or 3
4 = G, H, I, g, h, i, or 4

For the name Bob press: **2-2-6-6-6-2-2**

Key	Key Press
	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	13th	14th
1	1	@	[	¥	]	^	_	'	{	|	}	→	←	Back to 1
2	A	B	C	a	b	c	2	Back to A						
3	D	E	F	d	e	f	3	Back to D						
4	G	H	I	g	h	i	4	Back to G						
5	J	K	L	j	k	l	5	Back to J						
6	M	N	O	m	n	o	6	Back to M						
7	P	Q	R	S	p	q	r	s	7	Back to P				
8	T	U	V	t	u	v	8	Back to T						
9	W	X	Y	Z	w	x	y	z	9	Back to W				
0	0	!	"	#	$	%	&	'	(	)	Back to 0			
✱	✱	+	,	-	.	/	:	;	<	=	>	?	Back to ✱	
#	Accept	Space	Back to Accept											
Conf	Clear and back 1 character before cursor													
Hold	Clears all characters to the right of the cursor													

Interactive Softkey Definitions

Idle Phone	
List	History Menu
Redial	Outgoing Call History
CID	Incoming Caller ID History
Store	Store Number from List
DEL	Delete Number from List
Dir	Directory Menu
SYS.	System Speed Dial Directory
SPDg	Group Speed Dial Directory
STA.	Station Speed Dial Directory
EXT.	Extension Directory
Dial	Dial the Displayed Number
←	Delete Previous Character (Backspace)
ICM	Internal Dial Tone Menu
InPg	Initiate Internal Paging (Group 1~64)
Expg	Initiate External Paging (Zone 1~8)
P/U	Pickup Menu
P/U	Pickup Call Ringing in own Pickup Group
Page	Pickup Paging Call (Zone 1~8)
GRP	Pickup Call Ringing in own Dept. Group
Barg	Barge-In to a Busy Extension
Save	Save Number Dialled
Prog	Programming Menu
Cfwd	Call Forward Menu
All	Call Forward - All (Immediate)
Both	Call Forward - Both Stations Ring
Busy	Call Forward - Busy
N/A	Call Forward - No Answer
B/NA	Call Forward - Busy/No Answer
Flw	Call Forward from Destination (Follow Me)
DND	DND Menu
Cncl	Cancel Do Not Disturb (DND)
Set	Set DND Menu
Ext	Set DND for CO calls
Icm	Set DND for Intercom calls
ALL	Set DND for All Calls
Cfwto	Set DND for Forwarded Calls
STA.	Station Speed Dial Programming
SYS	System Speed Dial Programming
Fctn	Function Key Programming
Alm	Alarm Programming Menu
ALM1	Set Alarm 1 (dial 9999 to cancel)
ALM2	Set Alarm 2 (dial 9999 to cancel)

Internal Calls	
Ring / Voice	Switch between Ringing or Voice Call
MW	Leave Message Waiting Indication
Vmsg	Leave Voice Mail Message
Camp	Set Call Back Request (Camp-on)
Barg	Barge-In to a Busy Extension
Conf	Conference Menu

External Calls	
Conf	Conference Menu
Rpt	Set Repeat Redial
Save	Save Number Dialled
Camp	Camp on to Busy Trunk (Trunk Queuing)

Conference	
AnHd	Retrieve Call from Hold
Dir	Directory Menu
Cncl	Abandon Call and ICM Dial Tone
Add	Add to Conference and ICM Dial Tone
Rls	Disconnect the Call
Begin	Begin a Conference

Exit Key	
MW	Clear Message Waiting Menu
All	Clear Message Waiting
Sent	Clear Message Waiting
Revd	Clear Message Waiting
Clbk	Clear Callback Request Menu
All	Clear Callback Request
Icm	Clear Callback Request
Line	Clear Callback Request
Rpt	Cancel Repeat Dial

Misc.	
↓	Next Page / Scroll Down
↑	Previous Page / Scroll Up

```
 6:00PM    THU 29    JUN
3000                Steven
 List    Dir    ICM    Prog
```
Exit   Help

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Notes

NEC

Xen

IPK II