### OMEGA-PHONE.



# **Owner's Manual**

**SOFTWARE VERSION 7.30** 

# **IWATSU**

## **SPECIAL NOTICE**

#### **CONVERSATION RECORDING**

In certain states it is illegal to intercept and/or record telephone calls.

In certain states and under certain circumstances it is illegal to intercept for the purposes of listening in and/or recording telephone calls. Because such activity is not illegal in all jurisdictions and may be permitted in training and/or monitoring of personnel, this telephone system can be programmed to permit interception and/or recording with or without warning to those on the line. Before utilizing the system for such purposes, you are advised to consult with an attorney familiar with laws of the jurisdiction in which you utilize such feature.

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The Toll Restriction feature of the ADIX-VS system is one method of preventing fraud (i.e., the making of unauthorized toll calls) by users of the system. The chance of fraud may be reduced but may not be eliminated. Therefore, no expressed or implied warranty is made against fraud. Only a complete program which includes but may not be limited to inspection of telephone call billing, use of call detail recorders and other such devices, systematic monitoring of all telephone call activity, and implementing corrective measures can minimize the possibility of fraud. Consult with your Authorized Iwatsu America Distributor for further details or assistance in the event you are experiencing unauthorized toll calls.

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This manual was written for ADIX-VS systems with version 7.30 software. In some cases, available feature operations may differ from those listed in this manual, depending on the hardware, software and programmed functions in your ADIX-VS system. For more information contact your Authorized Iwatsu Distributor.

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Part Number: 108322

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# Section 1 – ADIX-VS General Description

# **FCC Registration and Requirements**

### **INSTRUCTIONS TO USER**

CONGRATULATIONS ....... You selected a telephone system manufactured by Iwatsu Electric Co., Ltd. that was designed to provide a multitude of features with the reliability for which Iwatsu products are famous. The Omega-Phone ADIX-VS Telephone System is registered and approved by the Federal Communications Commission (FCC) for direct connection to your local telephone service. In accordance with FCC rules and regulations regarding telephone equipment, Iwatsu is required to make you aware of your rights and obligations regarding the use of this equipmentSo we may fulfill our obligations, please take a moment to carefully read the rules and regulations contained herein that apply to you.

### **FCC RULES AND REGULATIONS**

### (1) Notification to the Local Telephone Company

The local Telephone Company may request specific information about the Omega-Phone ADIX-VS Telephone System before connection can be made to the local Telephone Company lines. When requested by the Telephone Company, the following information should be provided:

- (a) The FCC Registration Number for all equipment connected to an individual line.
- (b) The largest Ringer Equivalence Number (REN) for each line.
- (c) Information required for compatible operation of the equipment with the Telephone Company communication facilities.

The FCC Registration Number and Ringer Equivalence Number (REN) are printed on the equipment label located on the common equipment cabinet of the system. The largest Ringer Equivalence Number is the sum of the Ringer Equivalence Number (REN) of each FCC registered device that is connected to the same line. The maximum Ringer Equivalence Number that can normally be used without causing faulty operation is 5.0. Check with your local Telephone Company to determine the maximum Ringer Equivalence Number for the telephone lines you are using. In order to connect registered terminal equipment to the Telephone Company lines, the terminal equipment must utilize a FCC "standard means of connection," often referred to as a "registered jack." The type of jack utilized on the Omega-Phone ADIX-VS telephone system is identified by a USOC code

number. Different code numbers are utilized for the various types of services provided by the Telephone Company that the systems use. When requesting new telephone service, the Telephone Company must be informed of the code number for each type of service. The ADIX-VS system can be configured as either a Key Telephone System - Fully Protected, or a Multi-Function (Hybrid)

System - Fully Protected. The following are the codes and registration numbers applicable to the Omega-Phone ADIX-VS equipment:

ADIX-VS FCC Registration Numbers		
Key Telephone System - Fully Protected	BD620Q-60444-KF-E	
Multi-Function (Hybrid) System	BD6MLA-21244-MF-E	

The following constitutes the other information required to be reported to the local Telephone Company when requesting service:

CALLER ID / LOOP START	TRUNK	ISDN BRI TRUNK	
Ringer Equivalence No	0.5B	Service Order Code	6.0
Service Order Code	9.0F	Facility Interface Codes Registered Connection	02IS5
Facility Interface Code	02LS2	Registered Connection	RJ49C *
Registered Connection	RJ21X		

NOTE: \* — NT1 required.

### (2) Restrictions on the Use of Registered Telephone Equipment

FCC rules governing customer owned telephone equipment specifically exclude the use of the Omega-Phone ADIX-VS system on public coin telephone (payphone) lines. The connection to party line service is subject to local state tariffs. Contact your state public utility, public service commission, or corporate commission for more information.

### (3) Incidence of Harm

If for some reason the Omega-Phone ADIX-VS system causes harm to the Telephone Company network, the Telephone Company will notify you in advance that temporary discontinuance of service may be required. In the event advance notice is not practical, the Telephone Company will notify you of the interruption of service as soon as possible. Also, the Telephone Company will advise you of your right to file a complaint with the FCC if you believe it is necessary. The Telephone Company may also make changes in its facilities, operations, or procedures that could affect the operation of your system. If this occurs, the Telephone Company will provide advance notice in order for you to make the necessary modifications to maintain uninterrupted service.

### (4) Hearing-Aid Compatibility

The Omega-Phone ADIX-VS telephone system, utilizing telephone station equipment manufactured by Iwatsu, meets all FCC requirements for Hearing-Aid compatibility.

# (5) Instruction Regarding the Repair and Refurbishment of Registered Equipment

Only the manufacturer or its authorized agents are permitted under the FCC rules to make other than routine repairs to registered telephone equipment. Repairs made to registered telephone equipment by unauthorized entities will void equipment warranties as well as violate local state tariffs. Routine repairs are classified typically as lamp replacement, fuse replacement, directory label replacement, etc. All other repairs to your Omega-Phone ADIX-VS telephone equipment should be performed by Iwatsu America, Inc. When trouble is experienced on any telephone line that your system is connected to and the trouble is causing harm to the network, the Telephone Company may request that you remove the equipment from the telephone line(s) until the problem has been corrected. To contact Iwatsu America, Inc. for information regarding the repair of your equipment, write or call:

(201) 935-8580

### **IWATSU AMERICA, Inc.**

70 Moonachie Avenue Moonachie, NJ 07074 Attn: Repair Department

### (6) Use of Other FCC Registered Equipment

Aside from the Ringer Equivalence reporting as explained (above), use of other FCC equipment may provide for specific limitations depending upon the type of equipment. Check the instructions included with such equipment to determine what the limitations are, if any, on the use of such equipment.

### (7) Automatic Dialers

The Omega-Phone ADIX-VS system contain features that provide for the automatic dialing of outgoing calls. When programming Emergency Numbers and (or) making test calls to Emergency Numbers:

- (a) Remain on the line and briefly explain to the dispatcher the reason for the call.
- (b) Perform such activities in the off-peak hours such as early morning or late evening.

### (8) Toll Restriction and Optimized Routing Features

The Omega-Phone ADIX-VS system provides both Toll Restriction and Optimized Routing features that may be programmed in your system. The software or programming contained in the ADIX-VS system may be required to be upgraded to allow user access to the network in order to recognize newly established network area codes and exchange codes as they are placed in service. Failure to upgrade the programming or software (if required) to recognize the new codes as they are established will restrict the user from gaining access to the network and to these codes. Bell Communication Research (Bellcore) publishes North American Numbering Plan (NANP) information in paper, microfiche and tape. An abbreviated summary of the newly established area codes and exchange codes is also available. Bellcore may be contacted at (973) 829-2000 or on the Internet at www.bellcore.com to obtain the appropriate information for keeping current with changes in the NANP.

### (9) Radio Frequency Emissions

The Omega-Phone ADIX-VS Telephone System is registered with the FCC as a Class A RF Device that may radiate radio frequency emissions. In the event that the system causes interference with another device, steps must be taken to reduce the interference, including possible removal of the equipment. While the probability of such an event is low, consult Iwatsu America, Inc. for further assistance if this occurs.

### (10) Equal Access Requirements

This system is capable of providing users access to interstate providers of operator services through the use of equal access codes. Failure to provide equal access capabilities is a violation of the Telephone Operator Consumer Services Improvement Act of 1990 and Part 68 of the FCC rules.

### (11) Electrical Safety Advisory

While this system is fully compliant with FCC Rules and Regulations, it is recommended that an AC surge arrestor of the form and capacity suitable for the model of system purchased be installed in the AC outlet to which the system is connected. Consult with your distributor as to the surge protector requirements for your system.

#### (12) Music-On-Hold

In accordance with U.S. Copyright Law, a license may be required from the American Society of Composers, Authors and Publisher, or other similar organization, if radio or TV broadcasts are transmitted through the music-on-hold feature of the telecommunication system. Iwatsu America, Inc., hereby disclaims any liability arising out of the failure to obtain such a license.

#### (13) Use of Call Recorder and VM Record

In certain states it is illegal to intercept and/or record telephone calls. In certain states and under certain circumstances it is illegal to intercept for the purposes of listening in and/or recording telephone calls. Because such activity is not illegal in all jurisdictions and may be permitted in training and/or monitoring of personnel, this telephone system can be programmed to permit interception and/or recording with or without warning to those on the line. Before utilizing the system for such purposes, you are advised to consult with an attorney familiar with laws of the jurisdiction in which you utilize such feature. Iwatsu America, Inc., its distributors, and the manufacturers responsible for this feature make no representations with respect to the legality of its use and disclaim any liability for claims and/or damages arising from the use or misuse of this feature.

### **(14)** Emergency 911

ADIX-VS can be configured to use assigned telephone numbers (Caller ID or ANI) for defined areas based on the proposed "40,000 sq. ft. rule." This "Area Routing" feature provides the 911 Public Service Answering Point (operator) information that identifies the general location of the caller.

**IWATSU AMERICA, INC.** 

# **ADIX-VS System Components Overview**

# Components

## **VS-KSU Control Module**

8 Card Slots

Dimensions (HxWxD): 13.8"x16.5"x5.9" Weight: Approximately 14.5 lbs. fully loaded

### **VS-PWSU Power Supply**

Dimensions (HxWxD): 2.5"x4.7"x8.3"

Weight: 4 lbs.

### **Switch Parameters**

Time Division Multiplexed PCM32 Mu-law Speech Compression Time Slots: 114

Stored Program

Distributed Multi-microprocessor

### **System Memory**

ComponentFlash MemoryRAMVS-CPUMEM4 MB2 MB

**Heat Dissipation** 

**Environment** 

VS-PWSU (maximum): 162 BTU/hr

### AC Input

Operating Temperature: AC Input Voltage Tolerance: 0° to 40°C/32° to 104°F VS-PWSU: 108V-132V @

Storage Temperature: 120V

-10° to 50°C/14° to 122°F Frequency Tolerance:

Relative Humidity (noncondensing): WS-PWSU: 47 Hz -63 Hz Maximum Input Current VS-PWSU: 2.0 A

PowerNominalMaximumVS-PWSU Input:167 watts240 watts



ADIX-VS Cabinet (VS-KSU)

Ringing Generator	Circuits Per Card
Frequency: 20 Hz Amplitude: 90 VAC	Digital Station Card (VS-4PSUB):
Maximum Simultaneous Ringing	4 circuits
(SLT): 2	Analog Station Ports (standard):
Battery Backup	2 circuits
The ADIX-VS (VS-PWSU)	Omega-Voice VMI
power supply includes a battery	(VS-VML): 4 circuits
interface. Backup time is	Caller ID Trunk Card (VS-
dependent upon battery array,	2CITK): 2 circuits
system size and system usage.	ISDN BRI Trunk Card (VS-ICOTB): 1 circuit
FCC Registration Number	$(VS-ICOTB). \qquad \text{T clicult} $ $(2B + 1D)$
KF: BD6MLA-21247-KF-E	Miscellaneous Function Card
MF: BD6MLA-21244-MF-E	(VS-MISC): 5 circuits
Facility Interface Codes	Software
Caller ID Trunks: 02LS2	Outgoing Trunk Groups: 10
ISDN BRI: 02IS5	Incoming Trunk Groups: 10
Attendant Position	Incoming Call Ringing
Maximum Attendant Positions:1	Assignment:
Telephone Requirements	16 Stations/Line.
•	Incoming Call Delayed Ringing
<b>Digital Telephones</b> Wiring: 1 pair	Assignment: 16 Stations/Line
Wiring: 1 pair Total End-to-end Distance	Doorphone Ringing Assignment:
22 AWG Twisted Pair: 1,000 ft.	16 Stations/Doorphones
24 AWG Twisted Pair:1,000	Call Pick-up Groups: 10
ft.	CO/ICM Hunt Groups: 10
1 Star Repeater: 1,500 ft.	Maximum Stations per Hunt
2 Star Repeaters: 8,000 ft.	Group: 16
Single Line Telephones	Paging Groups Internal: 8
Wiring: 1 pair	Maximum Stations per Paging
Wiring w/Message Lamp: 1 or 2	Group: 16
pair	External Paging Zones: 2
Maximum Loop Resistance	Station Speed Dial: 10
On-premise SLT: 600 ohm	System Speed Dial: 90
Ringing Frequency: 20 Hz	Maximum Digits per Speed Dial Number: 32
	Number: 32 Speed Dial Alphanumeric ID:
	10 characters
	CO/Station Alphanumeric ID:
	8 characters

Account Codes: 12 digits Station Text Messages: 10 Forced Verified Account Codes: System Tex8 Messages: 90 Park Orbits Text Message Groups: 10 Attendant/System: 10 Maximum Stations per Text Station: 1 Message Group: 16 Station Flexible Key Patterns:13 Call Forwarding: No Answer: no limit Caller ID/ANI/DNIS Tables:100 Station Numbering Plan:flexible Caller ID Storage: 50 calls

# **ADIX-VS Hardware Capacities**

SYSTEM <sup>1</sup>	ADIX-VS
Power Supply	VS-PWSU
Card Slots	8
Number of Ports <sup>2</sup>	45
Trunk Ports <sup>3</sup>	6
Station Ports	16
Digital Station Ports	14
Voice Mail Ports	4
Attendant Positions	1
On-premise SLTs	2
Doorphones	14
Busy Bypass Units <sup>4</sup>	7
Caller ID Trunks	6
Loop Start Trunks	6
Conference Circuits	2
ISDN BRI Cards <sup>3</sup>	3
Miscellaneous Function Ports	5
Serial Ports	2

- This table lists the maximum quantity supported for each component type. The combined total number of ports for each system is limited to the "Number of Ports" category of this table. The capacities listed are based on the total number of card slots available, software restrictions and the power consumption of each component..
- 2. The combined number of Station, Trunk, and Miscellaneous ports may not exceed the number of ports listed in this category.
- 3. The total number of trunks programmed may not exceed 6 Caller ID/Loop Start Trunks or 3 ISDN BRI Lines.
- 4. When Busy Bypass Units are used, the total number of Digital Stations may not exceed these numbers.

# **Key Telephone Lamp Indications**

<u>Status</u>	<b>Lamp Indication</b>
I-Use (Green)	. Modulation Steady (On)
CO Incoming/Call Forward	. 0.1 sec. on, 0.9 sec. off
I-Hold (Green)	. 0.5 sec. on, 0.5 sec. modulated on
System Hold/Non-Privacy	. 0.1 sec. off, 0.3 sec. modulated on
Recall, ICM Incoming, MSG	. 0.7 sec. off, 0.3 sec. modulated on
DND	. 0.5 sec. on, 0.5 sec. modulated on
Busy	. Steady (On)

# **Station Port Requirements**

<u>Model</u>	<u>Description</u>	Ports Required
IX-12KTS-3	12 line keys (24 line keys with IX-1	2ELK-3) 1
IX-12KTD-3	12 line keys (24 line keys with IX-1	2ELK-3) 1
IX-12KTS-2	12 line keys (24 line keys with IX-1	2ELK) 1
IX-12KTD-2	12 line keys (24 line keys with IX-1	2ELK) 1
IX-VT	Versa-Phone	1
IX-MKT	Digital Key Telephone	1
DCKT970	Digital Wireless Telephone	1
		or shared with
		digital telephone
IX-DCKT900	Digital Wireless Telephone	1
		or shared with
		digital telephone
IX-DDPH	Digital Doorphone	1
IX-BPAD	Busy Bypass Unit for IX-12KTx-2	1

## **Time Parameters**

Hold Recall Timer	0 - 255 seconds
Timed Trunk Queuing	1 - 20 minutes
Doorphone Answer Time	5 - 255 seconds
Hunting Time	0 - 255 seconds
Night Mode Start Time	00:00 - 23:59
Auto CO Answer Start Time	00:00 - 23:59
MISC Relay Timer	10 - 255 ms

# **System Numbering Plan**

ADIX-VS has a Flexible numbering plan. Default numbering is three digits. Station length can be changed to two, three, or four digits in length.

# **ADIX-VS Digital Telephones**

There are seven types of Digital Key Telephones designed to work with ADIX-VS. Each of these telephones is described in this section.

## IX-12KTS-3 Digital Key Telephone

The IX-12KTS-3 Digital Key Telephone has 4 Fixed Feature Keys with a red LED, 8 Programmable Multi-Purpose Keys with a red LED, 12 Programmable Multipurpose Keys each with a red LED and a green LED, a mute key, a ringer volume control key, a handset volume control key, a speaker volume control and a full-duplex speakerphone. The IX-12KTS-3 Digital Key Telephone has an incoming call/message waiting indicator lamp that flashes red for incoming calls and green for a programmable feature such as message waiting. The IX-12KTS-3 may be enhanced by adding the IX-12ELK-3 which adds 12 programmable multi-purpose keys. This model is available in black or white.



IX-12KTS-3 black and white

# IX-12KTS-3 Digital Key Display Telephone

The IX-12KTD-3 Digital Key Display Telephone offers all the functionality of the IX-12KTS-3 with the addition of a 2-line, 16 characters per line liquid crystal display. This display is very helpful for using advanced features and for providing status information. The IX-12KTD-3 Digital Key Telephone has an incoming call/message waiting indicator lamp that flashes red for incoming calls and green for a programmable feature such as message waiting. This model is available in black, or white.



IX-12KTD-3 with IX-12ELK-3, black and white

# IX-12KTS-2 Digital Multiline Telephones (Discontinued)

The IX-12KTS-2 Digital Multiline Telephone has four fixed feature keys, eight feature keys with red LED's and an additional 12 multipurpose keys for feature operation or outside line appearances. Twelve multipurpose keys may be added with the addition of an IX-12ELK key expansion module.





IX-12KTS-2, gray and ash

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# IX-12KTD-2 Digital Multiline Telephones

The IX-12KTD-2 Digital Multiline Display Telephone offers all the functionality of the IX-12KTS-2 with the addition of a 2-line, 16 characters per line liquid crystal display and an incoming call indicator lamp. This display is very helpful for using advanced features and for providing status information. The oversized indicator lamp flashes red for incoming calls and green for a programmable feature such as message waiting.



IX-12KTD-2 with IX-12ELK, black (not shown), gray (discontinued) and ash (discontinued)

# **IX-MKT Digital Key Telephone**

The IX-MKT Digital Key telephone is equipped with 4 Fixed Feature Keys with a red LED and 8 Programmable Multipurpose Keys with a red/green LED, and an incoming call indicator lamp that flashes red for incoming calls and green for a programmable feature such as message waiting. The IX-MKT may be upgraded with an optional internal speakerphone unit. In addition, the IX-MKT also supports a single line/modem connection (for outgoing calls only) through an in-board modular connector. This feature allows simultaneous use of a modem while on a voice call. This model is available in black or white.





IX-MKT, black and white

# **DCKT970 Digital Wireless Key Telephone**

The DCKT970 Digital Wireless Key Telephone has four feature keys (Transfer, Hold, Feature, Channel and Redial) and four function (F1-F4) keys. It may be connected directly to a digital station port, or it may share a port with a digital telephone. All of the keys on this telephone are programmable with the exception of the Talk, Channel and Redial keys which are fixed. The transmission frequency of the DCKT970 is between 902 and 928 Mhz.

For operation instructions on the DCKT970 Digital Wireless Key Telephone please refer to the *DCKT970 Digital Wireless Key Telephone Owner's Manual* (Part Number 109530).



# IX-DCKT900 Digital Wireless Key Telephone (Discontinued)

The IX-DCKT900 Digital Wireless Key Telephone has four feature keys (Transfer, Hold, Feature, and Memo) and four function (F1-F4) keys. It may be connected directly to a digital station port, or it may share a port with a digital telephone. All of the keys on this telephone are programmable with the exception of the MEMO key which is fixed. The transmission frequency of the IX-DCKT900 is between 902 and 928 MHz.



IX-DCKT900

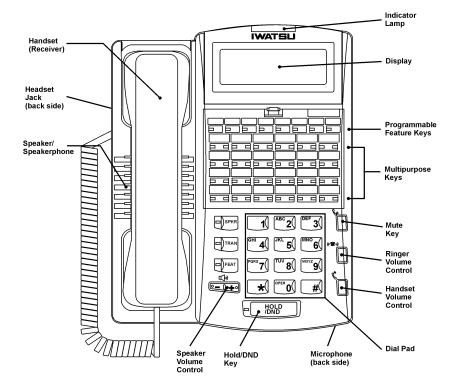
# **Digital Doorphones**

The Digital Doorphone (IX-DDPH) provides an economical and simple method to allow visitors to make an intercom call to gain entrance to your building.

# Single Line Telephones

ADIX-VS will support two industry-standard 500 or 2500 type single line telephones.

# ADIX-VS Digital Telephone Key Functions



**ADIX Digital Telephone Key Layout** 

**Multipurpose Keys** - Can be programmed for a specific function, such as outside lines, individual extensions, or one-touch feature operation.

**Button Lamps** - Light up or flash when someone is using a line or a feature corresponding to that button.

**Green Lamp** - Means that you are using that line. **Red Lamp** - Means that someone else is using that line.

**SPKR (Speaker)** - Without lifting the receiver, the Speaker button allows you to dial and receive outside or internal calls, as well as converse, for "hands-free operation."

**TRAN (Transfer)** - Allows you to transfer a call from your telephone to another extension.

**FEAT (Feature)** - The feature button is used to help operate certain special and advanced features available through ADIX-VS.

**HOLD/DND (Hold/Do Not Disturb)** - This button is used to put a call on Hold, to set the Do Not Disturb function to prevent any calls from getting through or ringing at your extension or to transfer the call to the number set in your Fixed Call Forward Destination.

**Speaker Volume Control Button** – The Speaker Volume Control is a rocker switch with sixteen settings. To increase the speaker volume, press the + side of the key; to decrease the volume of the speaker, press the - side of the key. The Speaker Volume Control now controls only the speaker volume, you can select the desired volume through this variable control.

**Ringer Volume Control** - There are 4 volume levels to chose from. When a new volume level is chosen, a tone sounds at the selected volume level: one beep sounds for the lowest volume setting, four beeps sound at the highest. This key also controls the volume of the BGM (Background Music) played on the telephone.

**Handset Volume Control** - The handset volume control buttons allow you to adjust the handset volume and headset volume to one of three levels.

**Mute** - When you are using the Speakerphone, Hands-Free Answerback or the handset/headset, the Mute button prevents any voice or sounds to be heard by the person on the other end of your call. When you press the Mute button to turn off the microphone, the Mute button will stay lit. Pressing the Mute button again permits the other person to hear your voice again.

Many ADIX-VS features can be operated either by dialing a feature operation code or using a one-touch feature button, if your telephone has one assigned for that specific feature. The feature code numbers listed in this manual are preset in the ADIX-VS system. Your system installer may assign a different code number for any feature based on individual system requirements.

# **Optional Station Equipment**

The following components provide the ADIX-VS station terminals with additional features.

### **IX-COMLINK-2**

IX-COMLINK-2 is a TAPI-compliant Computer Telephony Interface adapter that bridges the gap between your PC and ADIX-VS digital desktop telephone. IX-COMLINK-2 combines desktop application software such as Iwatsu's Contact Point application and a digital telephone system to fully harness the power of your PC through your ADIX-VS telephone system.

## IX-KTLCD-3 Display Unit (IX-12KTD / S-3 only)

IX-KTLCD-3 units are avail-able in both black and white to match the IX-12KTD / S-3 Digital Key Telephones. The IX-12KTS-3 Digital Key Telephones are field upgrade-able to receive the new IX-KTLCD-3 unit.

# IX-12ELK-3 (IX-12KTD / S-3 only)

The IX-12ELK-3 Expansion Line Key units add an additional 12 keys to your IX-12KTD / S-3 Digital Key Telephones and are available in both black and white to match the IX-12KTD-3 and IX-12KTS-3 Digital Key Telephones. The buttons on the black telephone are black, and the buttons on the white phone are gray. The IX-12KTD / S-3 Digital Key Telephones are field upgradeable to receive the new IX-12ELK-3.

### IX-LRAU (IX-12KTD / S-3 only)

The IX-LRAU Internal Loud Ringer Unit provides the interface for IX-12KTD-3 or IX-12KTS-3 Digital Key Telephone to a station loud-ringer, external speakerphone unit and a recording device. The IX-LRAU works the same as the IX-LRSP but provides a new interface to a recording device through a 1 / 8 inch mini-jack audio connector.

## IX-12ELK Key Telephone Expansion Module

The IX-12ELK Key Telephone Expansion Module adds 12 multi-purpose keys with red and green LEDs to IX-12KTD-2 and IX-12KTS-2 Digital Multiline Telephones.

## IX-SNHD Station Noise Canceling Handset

Hearing aid compatible Station Noise Canceling Handset. Provides comfortable conversation in noisy areas for the ADIX-VS telephones.

## **IX-SHHD Station Amplified Handset**

Station Amplified Handset. Provides acoustic receiving voice amplification for hearing impaired people.

## IX-BPCU (IX-12KTD / S-3 only)

The IX-BPCU Busy Bypass unit allows a caller that calls a busy station with the IX-BPCU unit installed to make a voice announcement to that busy station. Unlike ADIX digital key telephones prior to the IX-12KTD / S-3, the IX-12KTD-3 and IX-12KTS-3 Digital Key Telephones do not use an additional speaker and MIC for the busy bypass function. The IX-BPCU unit utilizes the speaker and the microphone of the IX-12KTD-3 or IX-12KTS-3 Digital Key Telephone. The IX-BPCU requires and additional digital station port to operate.

# IX-LRSP Station Loud-Ringer/ External Speakerphone Adapter

Station Loud-ringer/ External Speakerphone Adapter.

### IX-AUTD Auto-Dialer Unit

Station Auto-Dialer Unit. Adds 16 programmable keys that can be used as auto-dialers.

# IX-BPAD Busy Bypass/Auto-Dialer Unit

Station Busy Bypass/Auto-dialer Unit. Adds the busy bypass calling feature to multiline telephones, plus 16 programmable keys that can be used as auto-dialers. It requires one station port.

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### **IX-STPD Station Pedestal**

Station Pedestal/Wall Mount. Used to wall mount or to provide additional angle to the ADIX-VS Digital Multi-line Telephones.

### IX-VTPD IX-MKT / Versa-Phone Pedestal

IX-MKT/Versa-Phone Pedestal/Wall Mount. Used to wall mount or to provide additional angle to the ADIX-VS Versa-Phones.

## **IX-ADPD Autodial Pedestal**

Autodial Pedestal/Wall Mount. Used to wall mount or to provide additional angle to the Autodial Unit.

# **IX-SREP Star Repeater**

Used to extend the distance an ADIX-VS Digital Telephone or Digital Doorphone may be from the VS-KSU (Key Service Unit). An IX-SRWPS is required for local power.

# **Component Description**

# **VS-PWSU Power Supply Description**

The VS-PWSU power supply provides the required power for the ADIX-VS. One VS-PWSU is required in each ADIX-VS.

### **Battery Back-Up**

The VS-PWSU power supply may be equipped with optional connecting cable for connection with a backup battery array. Backup time is dependent upon battery array, system size and usage.

### VS-MAIN Motherboard Interface Card

The VS-MAIN motherboard has connectors to support six Digital Stations, two Analog Stations, one External MOH Source, and two Serial Ports. In addition it has connectors for the VS-CPUMEM CPU Card, three VS-ICOTB ISDN BRI cards or VS-2CITK Caller ID Trunk Cards, two VS-4PSUB Digital Station Cards, one VS-VML Voice Mail Card, and one VS-MISC Miscellaneous Function Card.

#### VS-CPUMEM Common Control Card

The VS-CPUMEM common control card is the fundamental component for system operation. This card is installed in a dedicated VS-MAIN card slot and contains the Central Processing Unit (CPU), ADIX-VS Operating System and Highway Controller.

The VS-CPUMEM Controller Card is the standard processor for the ADIX-VS system. It controls all ADIX-VS system functions with a 32-bit processor. The VS-CPUMEM Controller Card performs highway controller functions, and synchronizes digital trunk clock timing and system highway timing.

**Memory.** The VS-CPUMEM card contains 2 megabytes of RAM and 4 MB of flash memory to store the user database. To retain the stored contents of the RAM without the system power supply, nickel-cadmium batteries are provided with the VS-CPUMEM card.

**Highway Controller.** The VS-CPUMEM has one two-way highway consisting of thirty-two PCM time division multiplexed data channels. This two-way highway channel provides voice and data communication through the system ports. A 16 MHz microprocessor controls the PCM highways with the aid of a slave processor that directly communicates with the CPU.

**ADIX-VS Operating System.** The VS-CPUMEM contains the 68EC020/25 MHz Central Processing Unit (CPU) and also 4MB of Intel ® flash memory that stores the ADIX-VS operating system.

# **System Port Interface Cards**

ADIX-VS supports 6 digital stations and 2 single-line/analog stations in standard configuration. System Port Interface Cards may be installed to add digital stations, lines, voice mail, and miscellaneous function capability. Five System Port Interface Cards are available.

## VS-4PSUB Digital Station Interface Card

A VS-4PSUB card provides four station terminal ports for digital key telephones that are connected through star wiring. Each port connects the station terminal with a two-wire cable that carries bi-directional data transmission (ping-pong transmission).

Ports: 4 ports/card.

Stations: 1 port required for IX-12KTD/S-x, IX-12KTD/S-x + IX-12ELK-x, IX-MKT, IX-VTA, IX-DDPH, DCKT970, IX-DCKT900,

IX-BPAD

# VS-VML Omega-Voice VMI Card

The Omega-Voice VMI VS-VML card is standard on ADIX-VS. It provides four voice mail/auto attendant ports. It supports 50 voice mail boxes, 4 system mailboxes/automated attendant menus and 8 hours of message storage capacity.

Ports: 4 ports/card.

Capacity: 8 hours message storage, 50 voice mailboxes, 4 system

mailboxes/menus.

### VS-2CITK Caller ID Trunk Interface Card

A VS-2CITK card interfaces the ADIX-VS to two Caller ID Loop Start circuits. This card is required to use the Caller ID feature.

Ports: 2 ports/card Additional Power: None

Features: 600/900 Ohm impedance selection, Long/Short distance

selection

### **VS-ICOTB ISDN BRI Line Interface Card**

The VS-ICOTB card interfaces the ADIX-VS to one ISDN BRI (Basic Rate Interface) line. Each ISND BRI line contains two B (Bearer) channels for voice and data transmission and one D channel for signaling.

Interface: 3 channels/card (1 PRI line with 2 B channels + 1 D

channel)

Features: ISDN Basic Rate Interface

### **VS-MISC Miscellaneous Function Card**

The VS-MISC Miscellaneous Function Card converts the system ports for input/output functions. These functions include an external Background Music Source (BGM), Paging Applications, Remote Control Relays and Sensor Inputs.

Ports: 5 ports

Functions: BGM input, output to paging amplifier, two paging zone control, two programmable relays or sensor inputs.

# IX-IPSEGWAY Serial to Ethernet Gateway

The IX-IP SEGWAY Serial-to-Ethernet Gateway is an external device that connects the ADIX-VS telephone system and VS-VML Voice Mail Card to a local area network (LAN) Ethernet connection for programming access. Through the common Transfer Control Protocol / Internet Protocol (TCP / IP) networking, system administrators can program the ADIX-VS and Omega-Voice VMI (VS-VML) voice mail system through a LAN or WAN connection using the ADIX Programmer or the Omega-Voice VMI System Editor.

Additionally, using the ADIX User Programmer, ADIX station users can now make station class of service changes to their Omega-Phone from their PC.

# **Section 2 - ADIX-VS System Features**

# **ADIX-VS System Features**

This section explains some of the major system features in your ADIX-VS system.

# **All Ring Hunt Group**

All Ring Hunt Group ring all the stations in the group simultaneously instead of call hopping from one hunt group to another after a predetermined time. This allows calls to a hunt group to be answered expeditiously.

# Alphanumeric Speed Dial By Name

The Alphanumeric Speed Dial By Name feature allows users to access the speed dial list alphabetically. When a user wants to place a outside line outgoing call with the Speed Dial feature, the user can search the desired Speed Dial destination alphanumerically by name.

# ANI Alphanumeric ID

ANI (Automatic Number Identification) numbers may be assigned a 16-character alphanumeric ID to identify the calling party, calling party's telephone number, type of call, or purpose of call. (Note: The telephone company often transmits ANI calls with both a number and a alphanumeric ID.) The ANI alphanumeric ID is displayed on the station LCD when a call is received on a ISDN BRI line with ANI service (requires VS-ICOTB card). A call can be routed to a station, master hunt group, or voice mailbox according to the ANI information received.

# **Automatic Number Identification (ANI) Trunks**

ADIX-VS will support ANI trunks provided by the telephone company on ISDN BRI lines. The VS-ICOTB card is required for ANI operation.

# **Automatic Relay Control**

With the Automatic Relay Control feature, the ADIX-VS system may be programmed to operate a one-shot relay at a fixed time each day.

# **Background Music**

If your ADIX-VS system is connected to an external music source through the VS-MISC card, the music played may be heard through the speaker in any Iwatsu telephone connected to the system. This same music source may be played through an external paging system.

# Caller ID Alphanumeric ID

Caller ID numbers may be assigned a 16-character alphanumeric ID to identify the calling party, calling party's telephone number, type of call, or purpose of call. (Note: Caller ID calls are often transmitted by the telephone company with both a number and a alphanumeric ID.) The Caller ID alphanumeric ID is displayed on the station LCD when a call is received on a Caller ID trunk (requires VS-2CITK card). A call can be routed to a station, master hunt group, or voice mailbox according to the Caller ID information received.

# Caller ID / ANI / DNIS Number Storage

When a call is received on a caller ID (VS-2CITK) or ANI (VS-ICOTB) line, ADIX-VS will capture and store in the system memory information about the caller received with the call. This information includes the caller's telephone number and name, date and time of the call, trunk number, and destination station. This information can be output as a system event code or to SMDR. Information for the 50 most recent calls can be stored in the system memory on a first in, first out basis. Two modes of storage are available for this feature:

- Abandon Call Storage
- All Call Storage

**Abandon Call Storage.** When Abandoned Calls Only is selected as the storage mode for this feature, information will only be stored for the following types of calls:

- Caller hangs up or is disconnected before the call is answered.
- Caller hangs up or is disconnected while on hold or during hold recall.
- Caller hangs up or is disconnected during camp-on transfer or camp-on recall.

All Call Storage. When All Call is selected as the storage mode for this feature, the system will capture and store information about the caller received with the 50 most recent calls on caller ID (VS-2CITK) or ANI (VS-ICOTB) lines.

# **Call Forwarding**

#### **Fixed Call Forwarding**

Allows your ADIX-VS installer to predefine call forwarding patterns for extensions. Fixed Call Forwarding does not activate the lamp on the Call Forward key and calls will always forward in the programmed sequence. Fixed Call Forwarding may be overridden by Call Forwarding entered at your telephone. All three forwarding modes may be programmed for Fixed Call Forwarding.

#### Flexible Call Forwarding

Allows the user to forward calls to an internal destination or an outside telephone number (using Personal Speed Dial numbers 90-99). The user can set separate call forward destinations for internal incoming and outside line incoming calls. For instance, you could set all intercom calls to go to your cell phone, and all outside line calls to be forwarded to your voice mailbox. The Flexible Call Forwarding feature also incorporates Follow Me capabilities.

#### **Remote Call Forwarding**

Allows you to direct outside line and/or intercom telephone line calls to forward to an external telephone number (using Personal Speed Dial numbers 90-99). Example forwarding locations include an answering service, a mobile phone, or a home telephone.

#### **Caller ID Trunks**

ADIX-VS will support Caller ID trunks provided by the telephone company. The VS-2CITK card is required for caller ID operation.

#### **Conversation Recording**

The Conversation Recording feature allows an ADIX-VS station user to record a station-to-station, outside line, or conference call to voice mail. This feature is available at any station that has been assigned a Conversation Recording **REC** key. For instructions on recording a conversation see Section 3.

# **Delayed Ringing**

Allows outside lines ringing at a telephone to ring at another telephone or group of telephones after a predetermined period of time.

# **DNIS Alphanumeric ID**

DNIS (Dialed Number Identification Service) numbers may be assigned a 16-character alphanumeric ID to identify the number the calling party dialed to reach the ADIX-VS. (Note: the Telephone Company often transmits DNIS calls with both a number and a alphanumeric ID.) The DNIS alphanumeric ID is displayed on the station LCD when a call is received on an ISDN BRI line with DNIS service (requires VS-ICOTB card). A call can be routed to a station, master hunt group, or voice mailbox according to the DNIS information received.

# **Dialed Number Identification Service (DNIS) Trunks**

ADIX-VS will support DNIS trunks provided by the telephone company on ISDN BRI lines. The VS-ICOTB card is required for DNIS operation.

#### **Direct Inward Line**

Each outside line can be assigned to ring at up to 16 extensions. A different ringing assignment can be programmed for Day and Night modes. A ringing tone for each line can be selected from four available ringing tones. If a delayed ringing assignment is programmed for the line, the ringing changes to an incoming alarm when delayed ringing begins.

# **Direct Inward Line - Hunt Group**

Outside lines can be programmed to ring at the stations assigned to a Hunt Group. The line will ring at the first available station in the hunting sequence. The same trunk can be assigned to ring at different hunt groups for day and night modes. If a station is busy or does not answer within the pre-set time, the call will ring at the next station in the hunting sequence.

# **Emergency 911 Service Using Area Routing**

ADIX-VS may be programmed to provide 911 service using Area Routing. Area Routing can be used as an alternative method of routing 911 calls to provide a unique Caller ID/ANI number that represents the location of the caller in an office building.

# **E-Response Help Call Feature**

ADIX-VS Software Version 1.30 includes the E-Response Help Call feature. With this feature, any system extension can simultaneously call a group of extensions. As part of this feature, stations may be configured with an emergency attribute. When these stations remain off-hook or pause while initiating an intercom call, a group call is automatically made to stations defined in an E-Response Group. Some specific applications of this feature are assisted living facilities, schools, medical facilities, or office buildings where a people might need help from attendants or co-workers.

**Note:** This feature is not to be used as a replacement for Emergency 911 services.

# **External Paging**

ADIX-VS can be connected to an external paging system when the optional VS-MISC Miscellaneous Function Card is utilized. The ADIX-VS will support two external paging zones.

# Flexible Ringing

Outside telephone lines directed to telephones may be assigned one of four tones to provide an audible identification of the type of call.

# Flexible Station Numbering

ADIX-VS features a flexible numbering plan. At default, each station is assigned a three-digit extension number. Through system programming, system numbering may be changed to two, three, or four digits in length.

# **Group Monitoring**

Key telephones and attendant stations can now be set to enable or disable group monitoring from the speaker. This feature allows a user not utilizing the group monitoring feature a smooth transition from handset to speakerphone.

# **Hunt Group Delayed Ringing**

A Hunt Group may be programmed as the delayed ringing assignment for a trunk. If a call on an outside line is not answered at the ringing stations within a programmable duration, the call starts ringing to a hunt group. This feature makes it possible for you to send delayed calls to certain departments to voicemail or another department. For example, the Sales line can have a different delayed ringing destination than the Support line. If Sales is closed, calls might be forwarded to Support or to a Sales voice mailbox.

# **Internal Paging**

When ADIX-VS is equipped with ADIX-VS digital key telephones, any telephone may make a page announcement that will be broadcast through the speaker of assigned telephones.

# **ISDN Calling/Called Party Number Coding**

Iwatsu added a programmable option to code the setup messages for Calling Party Number and Called Party Number Information Elements. Recent changes in some areas now require customer provided equipment (CPE) to send information in setup messages. However, other areas cannot accept the new information. The new programming element accommodates both situations.

#### **ISDN Lines**

ADIX-VS will support ISDN BRI (Basic Rate Interface) lines when the optional VS-ICOTB card is utilized. A maximum of 3 VS-ICOTB cards may be installed in the system. Each VS-ICTOB card supports one ISDN BRI Line (2 B channels + 1 D channel).

#### **ISDN BRI Caller Name ID**

The ISDN BRI interfaces of the ADIX-VS can now receive Caller Name ID information from an incoming ISDN BRI trunk. The information displays on the LCD of the key telephone.

# **IX-MKT Key Assignment**

A new key pattern (007 in *Class 14.01*) is included with version 1.30 software to accommodate the new IX-MKT telephone. The IX-MKT telephone is scheduled for release in the spring of 2000.

#### Loud Bell Interface

Outside telephone lines may be directed to ring a loud bell when ADIX-VS is equipped with the optional VS-MISC Miscellaneous Function Card. Each VS-MISC card will support two loud bells.

#### **Master Hunt Group**

ADIX-VS will support 10 master hunt groups. Each master hunt group can contain up to 16 extensions.

A hunt group is a group of telephones that is assigned a common access code. When this code is dialed, ADIX-VS will search for an idle telephone in that group. There are two ways that calls may search for an idle extension, Terminal and Distributed Hunting. In Terminal Hunting the incoming calls always start hunting from the first telephone in the group. In Distributed Hunting the incoming calls start hunting from the telephone following the last called telephone. In both cases, calls will hunt to the next telephone if a telephone does not answer in a predefined period of time, is busy, and in Call Forward, Absence Message or Do Not Disturb mode.

# **Monitor Improvements**

Operation of the Monitor feature has changed so that it does not conflict with other features such as Whisper Page, Off-Hook Signal, Off-Hook Outside Line Ringing, etc. The original Monitor feature required you to call the station you wish to monitor first and then press the Monitor key. With this Version 1.3 enhancement, you now press the Monitor key and dial the extension you wish to monitor. This alleviates any conflicts with other features.

#### **Music On Hold**

If your ADIX-VS system is connected to an external music source through the VS-MAIN Motherboard, the music played may be heard by callers that have been placed on Hold or Call Park.

# **Optimized Routing**

Optimized Routing is frequently referred to as either Least Cost Routing (LCR) or Automatic Route Selection (ARS). This feature allows ADIX-VS to automatically select the most inexpensive way to make an outgoing call. The system identifies the dialed number, then selects the most cost-effective outside line group. If a line in the first choice outside line group is not available the system may be programmed to select an alternate outside line group. The Optimized Routing package in ADIX-VS provides the following features:

- Eight routing plans
- Eight outside line group choices per routing plan
- Weekday, Saturday, Sunday, Holiday selection
- Three time periods per day
- Deletion and insertion of digits

# **Paging**

ADIX-VS provides the following paging features:

#### All Call

Allows you to make an announcement either through the speakers in the Digital Telephones and/or an External Paging System.

#### **Group Call (Internal)**

Allows you to page through the speaker in a group of telephones. There may be 10 groups with a maximum of 16 extensions per group.

#### Zone (Two External Paging Zones)

Allows you to access individual groups of external paging speakers.

#### **Meet-Me Page Answer**

Allows you to answer a page from any telephone that is in the same Meet-Me Page Answer group.

# **Personal Ringing Tones**

Station users may choose one of eight distinctive ringing tones to distinguish their station from others. The selected ringing tone is audible for all incoming CO calls, camp-on calls, (tone) intercom calls and during busy override.

# **Power Failure Memory Backup**

In the event of a power failure, the system programming will be maintained for a period of two weeks by a rechargeable Ni-Cad battery.

# **Power Failure Backup System**

Your ADIX-VS system may be equipped with gel cell batteries to maintain normal system operation in the event of a power failure.

# **Quick Forward using the Hold/Quick Forward Key**

See Putting a Call On Hold on page 50.

# **Remote Programming/Diagnostics**

The ADIX-VS database may be accessed and edited from a Windows® PC. Connection to the ADIX-VS may be via direct connection, dial-up connection via modem, or with the addition of the IX-IP SEGWAY Serial-to-Ethernet Gateway, over a LAN/WAN Ethernet connection. When a modem connection is used, the line used for remote programming may also be used as a regular outgoing line, and manually switched for modem use. The remote programming package includes a diagnostic service for system maintenance and troubleshooting.

# **Station Coaching**

Station Coaching includes two actions: Monitoring and whisper paging (hereafter called 'whisper monitor'). A digital key telephone is able to whisper monitor a digital key telephone after invoking the Monitor feature. The Monitoring station can whisper monitor other stations while on an outside call or an intercom call and press the 🖸 key to speak to the monitored station without the calling station hearing.

#### **SMDR**

Station Message Detail Recording (SMDR) allows you to connect an RS232C compatible serial printer to ADIX-VS. This printer will show all incoming and outgoing call activity. The following information will be shown:

- Call number 001-999
- Date of the call
- Extension number that made/received the call
- Start time of the call
- Duration of the call
- Outside line number used for the call
- Number dialed for the call
- Account code number for the call
- Other notes for the call

# **Station Coaching**

Station Coaching includes two actions: Monitoring and whisper paging (hereafter called 'whisper monitor'). A digital key telephone is able to whisper monitor a digital key telephone after invoking the Monitor feature. The Monitoring station can whisper monitor other stations while on an outside call or an intercom call and press the 🗈 key to speak to the monitored station without the calling station hearing.

# **System Clock**

ADIX-VS is equipped with a real time clock that provides an indication of the current time and duration of both incoming and outgoing calls on the LCD display of Iwatsu telephones. The clock also has a perpetual calendar that eliminates the need to change the date. **Note:** The ADIX-VS is Year 2000 compliant.

# **System Speed Dial**

Up to 90 frequently dialed numbers may be programmed in the system for abbreviated dialing. The numbers may or may not be restricted to certain extensions.

# **Text Messaging**

The text messaging feature allows station users to send a 16-character text message to another system extension. There are two types of text messages, system text messages and personal text messages. A text message may be sent as either a *busy bypass/no answer text message* or as a *stored text message*. Busy bypass/no answer text messages appear on the recipient's LCD immediately. Stored text messages do not appear on the display, but instead, light the recipient's [TXT MSG] key. Stored text messages are saved in memory until the recipient manually displays them.

Up to 90 system text messages and 10 personal text messages are available to each user. System text messages are accessible by all ADIX-VS station users. Personal busy bypass text messages are programmed by the individual station user and may only be accessed at the specific station set.

#### **Toll Restriction**

The ADIX-VS system provides flexible toll restriction of both area and office codes, as well as the subscriber number. There are eight levels of restriction.

# **Tone / Pulse Dialing**

Caller ID trunks may be programmed for either Touch Tone or Rotary dialing to accommodate your local telephone company central office.

#### **Trunk Interfaces**

ADIX-VS supports the following types of outside lines:

- Caller ID/Loop Start trunks
- ISDN BRI lines

# **Uniform Call Distribution (UCD)**

Allows telephone lines to be directed to a group of telephones. Calls to the UCD group may search for an idle extension in either a Terminal or Distributed Hunting pattern. In Terminal Hunting the incoming calls always start hunting from the first telephone in the group. In Distributed Hunting, the incoming calls start hunting from the telephone following the last called telephone. In both cases, calls will hunt to the next telephone if a telephone does not answer in a predefined period of time, is busy, and in Call Forward, Absence Message or Do Not Disturb mode. ADIX-VS also provides the ability to send unanswered calls to an overflow or secondary answering position after a predefined period of time. This second answering position may be another UCD group, hunt group, extension, or attendant.

# **Voice Mail/Automated Attendant Integration**

ADIX-VS can be equipped with an internal voice mail/automated attendant system when the optional VS-VML card is utilized. ADIX-VS will allow you to transfer, forward and record calls to a mailbox and provides you with a unique voice mail message waiting indication. ADIX-VS will also allow calls transferred from the automated attendant to be directed to messages other than the initial greeting if the desired party does not answer.

# Section 3 -Digital Telephone User's Guide

# Digital Telephones – Basic Feature Operation

This section describes basic feature operation from ADIX-VS Digital Telephones.

# Making an Outgoing Call

#### Operation

- Lift the receiver
- Press the button for an outside line and the outside line button will flash green
- Wait for the dial tone
- Dial the telephone number

If you make a dialing mistake, Press the Flash button **FLASH** and start over.

# **Receiving an Incoming Call**

#### Operation

When your phone rings and an outside line lamp flashes:

Lift the receiver

#### Or

- Lift the receiver
- Press the outside line button with the flashing light

You will be connected to the call and the outside line button will flash green.

# Making an Intercom Call

#### Operation

- Lift the receiver
- Wait for the dial tone
- Dial the desired extension number

#### Or

- Press the button representing the desired extension if assigned as a Multipurpose button
- Make an announcement after the tone or wait for an answer to the ring

The lamp on the intercom button **ICM** will flash red. If the extension you called is busy, you will hear a repeated intercom busy tone.

# **Receiving an Intercom Call**

# Operation

Lift the receiver when you hear your phone ring or the caller's voice through the speaker

#### Or

Reply through the phone's microphone without lifting the receiver

The lamp on the Intercom button **ICM** will flash red.

# Making an E-Response Help Call

The E-Response Help Call feature allows specific system extensions to simultaneously call a group of extensions and access a system paging port upon dialing a specific ICM Group access number or, if the station remains off-hook without dialing for a programmable period of time. When the E-Response help call is placed, the key telephone displays of the called extensions in the E-Response ICM Group will display a programmed message and the calling party's extension number and station ID.

#### Operation

Lift the receiver and remain off hook on intercom for a specific time period programmed in the system.

#### Or

Lift the receiver to make an intercom call. Begin dialing. Between digits stop dialing for more than 10 seconds.

**Note:** If a user dials a valid trunk access or optimized routing access code, this feature will not activate.

#### Or

Dial the E-Response Group access number when you hear the Intercom Dial Tone.

# **Transferring a Call to Another Extension**

#### Operation

When speaking on an outside line:

- Press the Transfer button **TRAN** and the lamp will flash red
- Wait for the dial tone
- Dial the desired extension number

#### Or

- Press the button representing the desired extension if assigned as a Multipurpose button
- Hang up or announce the call then hang up

If the call is not answered it will return to your phone.

# **Putting a Call On Hold**

**HOLD/QUICK FORWARD** key is used as an option to the **Hold/DND** key. This key provides the same feature as the **Hold/DND** key except callers are sent to the Fixed Call For-ward destination (such as voicemail) instead of hearing a DND tone.

#### Operation

When speaking on an outside line:

Press the Hold button **HOLD/DND** 

To use the **HOLD/QUICK FORWARD** key to forward a call:

From an idle condition, press the **HOLD/QUICK FORWARD** key. This key toggles ON and OFF.

A green lamp flashes intermittently on your phone and a red lamp flashes on other phones for that outside line. If the call is on Hold too long, your phone will ring again.

# Picking Up a Call On Hold

#### Operation

- Lift the receiver
- Press the green intermittently flashing button on your phone or the red flashing button on another phone representing the desired outside line

The lamp on the outside line button will flash green.

#### **Putting a Call On Call Park**

Call Park is similar to Hold but allows others to pick a call up even though they do not have a button representing the desired outside line.

#### Operation

To put a call on Call Park at your extension:

When speaking on an outside line:

- Press the Call Park button **PARK** and the lamp will intermittently flash green
- Hang up
- Fig. If the call is on Call Park too long your phone will ring.

To pick up a call on Call Park at your extension:

- Lift the receiver
- Press the flashing Call Park button **PARK** and the lamp on an outside line button will flash green

To put a call on Call Park at another extension:

When speaking on an outside line:

- Press the Transfer button **TRAN**
- Press the Call Park button **PARK**
- Dial the extension number or press the **DSS** key or **CCV** key of the station at which you want to park the call.
- Hang up
- Fig. If the call is on Call Park too long your phone will ring.

To pick up a call on Call Park at another extension:

- Lift the receiver
- Wait for the dial tone
- Press the Feature button **FEAT** then dial 34

Or

- Press the Park Pick-Up button **PARK P/U** if assigned as a Multipurpose button
- Dial the extension number of the phone that placed the call on Call Park and the lamp on an outside line button will flash green

To pick up a call on Call Park at the attendant position:

- Lift the receiver
- Wait for the dial tone
- Dial the number announced by the attendant and the lamp on an outside line button will flash green

# Handling a Second Call

#### Operation

When a second call rings at your phone and you do not want to hang up on the first call:

- Press the Hold button **HOLD/DND** to place the call on Hold
- Or
- Press the Call Park button **PARK** to place the call on Call Park
- Press the button representing the second call
- Answer the second call

To return to the first call:

Repeat the same procedure

# **Digital Doorphone Operation**

Digital Doorphones provide an economical and simple method to allow visitors to make an intercom call to gain entrance to your building.

#### Operation

To place a call from a Digital Doorphone:

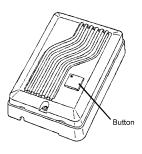
- Press and release the button on the Digital Doorphone, you will hear a ringing tone and the lamp on the button will change from red to green
- Wait for an answer
- Announce yourself

To call a Digital Doorphone:

- Lift the receiver
- Dial the assigned extension number

Or

- Press the DSS button assigned for the desired Digital Doorphone
- Make an announcement



# **Digital Telephones - Advanced Features**

# Caller ID, ANI, DNIS Information Storage

Allows you to store and display the telephone number for a call on a caller ID, ANI or DNIS line. The system may be programmed to save information for all calls, or abandoned calls only.

#### Operation

To view stored call information:

- For station: At ICM dial tone press the illuminated **USAS** key once to display information about the first call to your station. Press [\*] to scroll forward and [#] to scroll backward in sequence.
- For trunk group: At ICM dial tone press the illuminated USATn key once or the USAT key + *trunk group number* to display information about the first call on a specific trunk group. Press [\*] to scroll forward and [#] to scroll backward in sequence.

To make a call by automatically dialing the stored Caller ID or ANI number:

- With a call record displayed, Do one of the following:
- For station: Press the USAS key a second time, or press FLT, OPT, or COL.
- For trunk group: Press the **USAT** + *trunk group number* or **USAT**n key a second time, or press **FLT**, **OPT**, or **COL**.

To add digits to the displayed number before calling out:

- With a call record displayed,
- Dial the additional digits to be added to the outgoing number (the added digits do not appear on the display when entered), then.
- Do one of the following:
- For station: Press the USAS key a second time, or press FLT or COL.
- For trunk group: Press the USAT + trunk group number or USATn key a second time, or press FLT or COL.
- Press **USAT**, **USAT**n.

To delete saved call information from system memory:

With a call record displayed, press the **USD** key.

# **Absence Message Display**

Allows you to leave an advisory message for a display phone caller if you should leave your office. Four messages are available:

Return at (time)

Return on (date)

Meeting at (time)

Call (number)

This feature only works with a Multipurpose button programmed for Absence Message **ABS.MSG** 

# Operation

To register a message:

- Press the Speaker button **SPKR**
- Press the Absence Message button ABS.MSG

#### For Return At:

Dial then dial the **TIME IN MILITARY TIME** 

For Return On:

Dial 2 then dial the date M: D

For Meeting At:

 $\ \ \,$  Dial  $\ \ \,$  then dial the time in military time  $\ \ \, \mathbf{H}: \mathbf{M}$ 

For Call:

- Dial 4 then dial the telephone number then dial #
- Wait for a confirmation tone
- Press the Speaker button **SPKR**

The message will appear on the display.

#### To erase a message:

- Press the Speaker button **SPKR**
- Press the Absence Message button ABS.MSG
- Wait for a confirmation tone
- Press Speaker button **SPKR**

The message will no longer appear on the display.

#### **Account Code**

Allows you to enter a one- to twelve-digit code to either identify the caller or identify the party the call was made for. These codes are printed out with the SMDR information. Account code entry may be done before the party answers, during a conversation, or after the other party hangs up.

#### Operation

- Lift the receiver
- Press an outside line button
- Wait for the dial tone
- Press the Feature button **FEAT** then dial 25

#### Or

- Press the Account Code button ACCT if assigned as a Multipurpose button

You will hear a confirmation tone.

# **Alphanumeric Display**

ADIX-VS Digital Multiline Display Telephones have a 2-line, 16-character alphanumeric LCD display that provides the following information:

- Abandon Call Information
- Absence Messages
- Account Code Input
- Call Duration Timer
- Callback CO/ICM
- Called Party Identification
- Called Party Status -BUSY/DND
- Caller ID/ANI/DNIS
   Calling Party
   Identification
- Camp-On

- Forwarding Extension Numbers
- Message Waiting Identification
- Real Time Clock
- Recall CO/ICM
- Reminder
- Ringing Outside Line Identification
- System Name
- Text Messages

#### Operation

To scroll or change the information on the display during a conversation:

- Press the Feature button **FEAT** then dial 63
- Or
- Press the Display button **DISPLAY** or Display Change button **DISPLAY CHANGE** if assigned as a Multi-purpose button

# **Alphanumeric Speed Dial by Name**

The Alphanumeric Speed Dial By Name feature allows users to access the speed dial list alphabetically. When a user wants to place a outside line outgoing call with the Speed Dial feature, the user can search the desired Speed Dial destination alphanumerically by name.

When a user accesses the Alphanumeric Speed Dial Feature, the system displays the first name in the System Speed Dial or the user's Station Speed Dial. The user can then scroll forward or backward through the Speed Dial list or perform a zoom search by entering specific characters or numbers with the keypad. As more characters are entered, the system narrows the search. When the desired name is found, the number can then be dialed.

#### Operation

- Press SPEED
- Press SPEED
- To search for a registered name, press the dial pad until the desired characters are displayed
- To focus your search:
  - Enter a character
  - Press HOLD/DND
  - Enter another character
- To scroll through the registered names, press FORWARD [#] or BACKWARD [\*]
- When the desired name is found, press **SPEED** to dial the number

# **Alternate Tone/Pulse Dialing**

Allows you to change the dial signaling from Dial Pulse (Rotary) to DTMF (Touch Tone) after an outside call has been answered. This will allow you to use enhanced communications devices like Voice Mail and Automated Attendant.

#### Operation

After the call is answered:

Press the Feature button **FEAT** then dial 13

Or

Press the Alternate button **ALTER** and the lamp will be solid red

#### **Autodial Unit**

An Autodial Unit may be added to Digital Telephones to provide an additional sixteen buttons for Speed Dial. The Speed Dial numbers are programmed through system programming.

#### Operation

To make an Autodial Call:

- Lift the receiver
- Press the desired button on the Autodial Unit

#### **Automatic Outside Line Answer / Hold**

This programming option allows you to receive a second call automatically by simply pressing the Hold, Call Park, or existing outside line button.

#### Operation

While on a call:

Press the Hold **HOLD/DND**, Call Park **PARK**, or existing outside line button

# **Automatic Repeat Dialing**

Allows you to instruct ADIX-VS to dial an outside party until they answer. This is accomplished by having ADIX-VS periodically activate the speaker and dial the outside party's number. Should they answer, you will hear their voice through the speaker. In order to establish a conversation, you must pick up their receiver. Should you be away from your telephone when the called party answers, they will hear silence and ADIX-VS will try to call later.

#### Operation

If the called party does not answer or is busy:

- Do not hang up
- Press the Automatic Repeat button **REPEAT** and the lamp will be solid red.
- Hang up

#### To Cancel:

- Press the Speaker button SPKR
- Press the Automatic Repeat button **REPEAT**
- Dial 
   and the lamp will be off
- Wait for a confirmation tone
- Press the Speaker button SPKR

#### Or

Lift the receiver while ADIX-VS is dialing the outside party

# **Background Music**

An external music source such as a FM tuner may be connected to the system to provide background music either through the speaker in the phone or an external paging system. The music is automatically turned off if the phone or external paging system is in use.

#### Operation

To turn on Background Music through your phone:

Press the Feature button **FEAT** then dial 62

Or

Press the Background Music button **BGM** if assigned as a Multipurpose button and the lamp will be solid red

To turn off Background Music through your phone:

Press the Feature button **FEAT** then dial 062

Or

Press the Background Music button **BGM** if assigned as a Multipurpose button and the lamp will be off

# Barge-In

Allows you to enter an existing conversation. A warning tone is sent to inform the parties that a three way conference has been established.

#### Operation

Dial the desired extension number

Or

- Press the desired outside line button
- Press the Add button **ADD**

# **Built-In Speakerphone**

ADIX-VS Digital Telephones are equipped with a Built-in Speakerphone. Use of the Speakerphone allows for complete hands-free operation on external calls.

#### Operation

To make a call:

- Press the Speaker button **SPKR** and the lamp will flash red
- Wait for the dial tone
- Dial the desired telephone number

To answer a call:

Press the Speaker button **SPKR** and the lamp will flash red

To end a call:

Press the Speaker button **SPKR** and the lamp will be off

# **Busy Bypass/Autodial Unit**

The Busy Bypass/Autodial Unit Works the same as the Autodial Unit with the additional capability to allow a second call to be announced through the speaker in this unit while you are involved in a conversation using your receiver. You may respond through the microphone without having to put the original party on Hold. Use of this unit requires an additional station port and an IX-BPCU or an IX-BPAD.

# **Busy Bypass Tone Calling**

Allows you to be informed that there is a second call waiting for you to answer. This is accomplished by providing a muted tone through the speaker in the busy telephone. External and internal calls may be differentiated by frequency. This feature is a system programming option and may not be present in all systems.

#### Operation

To answer the waiting call:

Hang up on the first call and press the button representing the waiting call

Or

Press the Call Park button **PARK** and press the button representing the waiting call

To alternate between calls:

Press the Call Park button **PARK** 

# **Busy Bypass Voice Calling**

While you are involved in a conversation using your receiver, Busy Bypass Voice Calling allows you to receive a voice announcement through the speaker in a Busy Bypass Unit informing you that someone else wishes to speak with you. You may respond through the microphone without having to put the original party on Hold. This feature is only available if your phone is equipped with a Busy Bypass Unit.

#### Operation

To answer the waiting call:

Hang up on the first call and press the button representing the waiting call

0r

Press the Call Park button **PARK** and press the button representing the waiting call

To alternate between calls:

Press the Call Park button PARK

# **Busy Intercom Callback**

Allows you to instruct ADIX-VS to inform you when a busy extension that you called becomes idle. When the extension becomes idle, ADIX-VS will call you back. After you answer, the desired extension will automatically be dialed. If your phone has a display, the display will inform you that the call is a Callback and identify the extension. You may leave one Callback message.

#### Operation

	When	you	make ar	ı interc	om call	and	the	extension	is	busy	
--	------	-----	---------	----------	---------	-----	-----	-----------	----	------	--

- Do not hang up
- Press the Feature button **FEAT** then dial 43

#### Or

- Press Busy Intercom Callback button ICM CB button if assigned as a Multipurpose Button and the lamp will be solid red
- Wait for a confirmation tone
- Hang up

#### To Cancel all Intercom Callbacks

- Press the Speaker button **SPKR**
- Press the Feature button **FEAT** then dial 043

#### Or

- Press Busy Intercom Callback button **ICM CB** if assigned as a Multipurpose button then dial and the lamp will be off
- Wait for a confirmation tone
- Press the Speaker button **SPKR**

# **Busy Number Callback**

Allows you to instruct ADIX-VS to periodically call you to try calling a previously dialed outside number again. To have ADIX-VS dial the number simply pick up the receiver.

### Operation

When you d	ial an outside number and there is no answer or a busy signal:
<b>P</b>	Do not hang up
<b>**</b>	Press the Feature button <b>FEAT</b> then dial 24
Or	
<b>F</b>	Press the Busy Number Callback button <b>TRNK C/B</b> if assigned as a Multipurpose Button and the lamp will be solid red

- Wait for a confirmation tone
- Hang up

To change the Callback time interval:

Dial the desired interval time in minutes — before you hang up

### To Cancel:

- Press the Speaker button **SPKR**
- Wait for the dial tone
- Press the Feature button **FEAT** then dial **2**4

#### Or

- Press the Busy Number Callback button **TRNK C/B** if assigned as a Multipurpose button then dial and the lamp will be off
- Wait for a confirmation tone
- Press the Speaker button **SPKR**

# **Busy Outside Line Queuing**

Allows you to instruct ADIX-VS that you wish to be notified when the outside lines are no longer busy. When an outside line becomes available, your phone will ring. Picking up the receiver will give you outside dial tone. If you previously dialed the outside number, that number will automatically be dialed when the receiver is picked up.

### Operation

When attempting to make an outside call and all lines are busy:

- Do not hang up
- Press the Feature button **FEAT** then dial 2 3 and you will hear tones
- Dial the phone number

### Or

- Press the Busy Outside Line Queue button **TRNK QU** if assigned as a Multipurpose button, you will hear tones and the lamp will be solid red
- Dial the phone number
- Hang up

### To Cancel:

- Press the Speaker button SPKR
- Wait for the dial tone
- Press the Feature button **FEAT** then dial **23**

## Or

- Press the Busy Outside Line Queue button **TRNK QU** if assigned as a Multipurpose button, then dial and the lamp will be off
- Wait for confirmation tone
- Press the Speaker button **SPKR**

# **Busy Overriding**

Allows you to alert a busy extension user that you are waiting to speak with them. The busy extension user will hear periodic tone bursts through the speaker. If they have a display the display will identify the calling party.

## Operation

When you dial a busy extension:

- Do not hang up
- Press the Busy Override button **OVER** and you will hear a ringing signal
- Wait to be answered

To answer a Busy Override:

Hang up on the first call

Or

- Press the Call Park button PARK
- Press the Intercom button ICM

To alternate between calls:

Press the Call Park button **PARK** 

# Call Coverage

The Multipurpose buttons on the Digital Telephones may be programmed to allow both audible and visual indication of a call ringing at another extension. Calls made to an extension that is represented as a Call Coverage button on another phone may be answered by that phone by pressing the Call Coverage button. The visual indication is immediate and the audible indication may have one of the three modes: immediate, delayed, or no ring. When the extension monitored by a Call Coverage button is not in the ringing state, the Call Coverage button will function as a Direct Station Selection/Busy Lamp Field button. The Call Coverage feature will support Intercom Tone (ringing) and Outside Line calls. Intercom calls are indicated by a slow flashing green lamp and Outside Line calls are indicated by a fast flashing green lamp. A good application for this feature would be a secretary that needs to answer calls for others in the office if they are away from their phones.

### Operation

To answer a call ringing at another extension:

When you hear the special Call Coverage tone or see either a slow or fast green flashing lamp on a Call Coverage button:

- Lift the receiver
- Press the desired Call Coverage button

You will be connected to the calling party. Intercom calls will appear on your phone's Intercom button **ICM** and Outside Line calls will appear on your phone's Outside Line button.

To change the audible indication mode:

- Do not lift the receiver
- Press the Feature button FEAT
- Press the desired Call Coverage button and the present mode will be represented by the lamp on the button and the display.

```
immediate: display = Immed. lamp = fast green flash delayed: display = Delayed lamp = slow green flash lamp = solid green
```

- Dial for immediate ring mode
- Dial 2 for delayed ring mode
- Dial 3 for no ring mode

# **Call Forwarding**

Use the new Flexible Call Forward feature to forward calls to an internal destination or external line using Personal Speed Dial numbers 90-99. The user can set separate call forward destinations for Intercom Incoming and Outside Line Incoming calls. With this feature, you may set all Intercom calls to forward to your cell phone and set all outside calls to forward to your voice mail. The Flexible Call Forward feature also incorporates Follow Me capabilities. Follow Me lets you receive your calls internally at any station you choose.

### Operation

## **Set Forward Destination**

- 1. Lift the handset or press **SPKR**
- 2. Press FWD
- 3. Enter the Call Type you wish to forward
  - 1 = All calls (Outside Line/Intercom)
  - 2 = Outside Line calls only
  - $\blacksquare$  3 = Intercom calls only
- 4. Enter the Flexible Call Forward Mode
  - 1 = All calls to another extension or hunt group
  - 2 = Busy/No Answer calls to another extension or hunt group
  - 3 = No Answer calls to another extension or hunt group
  - 4 = All calls forward to an external number using Personal Speed Dial Codes 90-99
- 5. Complete one of the following steps:
  - If you chose Mode 1, 2, or 3, enter the extension or hunt group number
  - If you chose Mode 4, enter the Personal Speed Dial Code

**Note**: When the setting is valid, you hear a confirmation tone. When it is invalid, you hear a warning tone.

### Forward Cancel

- 1. Lift the handset or press **SPKR**
- 2. Press **FWD**
- 3. Press □
- 4. Enter the Call Type number you wish to cancel
  - 1 = Cancel Forwarding of All calls (Outside Line/Intercom)
  - 2 = Cancel Forwarding of Outside Line calls only
  - 3 = Cancel Forwarding of Intercom calls only

# Set Active/Inactive

- 1. Press **FWD**
- 2. Enter the Call Type you wish to forward
  - 1 = All calls (Outside Line/Intercom)
  - 2 = Outside Line calls only
  - 3 = Intercom calls only

# Set Follow Me Destination

- 1. Lift the handset or press **SPKR**
- 2. Press **FWD** + **FWD**
- 3. Enter the Call Type you wish to forward
  - 1 = All calls (Outside Line/Intercom)
  - 2 = Outside Line calls only
  - $\blacksquare$  3 = Intercom calls only

Enter the extension number of the originating forwarding station.

# **Call Monitoring**

Allows you to silently monitor a conversation on another extension or line. In order for this feature to operate on intercom off-hook signaling must be disabled.

## Operation

To monitor a conversation on a outside line:

- Lift the receiver
- Wait for the dial tone
- Press the outside line button
- Press the Monitor button **MONITOR**

To monitor a busy extension's conversation:

- Lift the receiver
- Dial an extension number
- Wait for busy tone
- Press the Monitor button **MONITOR**

# Call Park/Swap

Allows you to alternate between two conversations.

## Operation

- Press the Call Park button **PARK** to place the call on Call Park and the lamp will intermittently flash green
- Answer or initiate a second call
- Press the Call Park button **PARK** which allows you to go back to the original call with the second call now on Call Park and the lamp will intermittently flash green

You may continue to alternate between conversations by pressing the Call Park button.

# Call Pick-Up

Allows you to answer a call ringing at someone else's phone. There are three types of Call Pick-Up: Direct Call Pick-Up, Internal Group Call Pick-Up, and External Group Call Pick-Up.

# **Direct Call Pick-Up**

Allows you to answer a call ringing at any extension in the office.

### Operation

- Lift the receiver
- Wait for the dial tone
- Press the Feature button **FEAT** then dial 33

### Or

- Press the Direct Call Pick-Up button **DIRCT P/U** if assigned as a Multipurpose button
- Dial the ringing extension number

# **Internal Group Call Pick-Up**

Allows extensions to be grouped together. This grouping eliminates the need to dial the ringing extension number in order to answer the call.

# Operation

- Lift the receiver
- Wait for the dial tone
- Press the Feature button **FEAT** then dial [3]

# Or

Press the Group Call Pick-Up button **GRP P/U** if assigned as a Multipurpose button

# **External Group Call Pick-Up**

Allows you to answer a call ringing in a Group Call Pick-Up group that they are not part of.

## Operation

- Lift the receiver
- Wait for the dial tone
- Press the Feature button **FEAT** then dial 32

# Or

- Press the External Group Pick-Up button **EXT P/U** if assigned as a Multipurpose button
- Dial the ringing external group number

# **Caller ID Display Change**

The information displayed on the station LCD during incoming ringing, call in progress, incoming forwarded call ringing, and camped-on/transferred call ringing may be changed by pressing a **CID DISPLAY CHANGE** key. This feature may be used only incoming calls on Caller ID/ANI or DNIS lines. Ten different display modes are available. The display mode is determined by the type of call and status of call.

## Operation

During call in progress:

Press the CID DISPLAY CHANGE button

# Camp-On

Allows you to alert a busy extension user that an outside call is waiting for them to answer. The busy extension user will hear periodic tone bursts through the speaker. If they have a display, the display will first indicate the extension that sent the call followed by CAMP-ON. If the busy extension does not respond within a specified period of time, the call will return back to you.

# Operation

To Initiate Camp-On:

- Press the Transfer button **TRAN**
- Wait for the dial tone
- Dial the desired extension number
- Hang up

To answer a Camp-On:

Hang up on the first call

Or

Press the Hold button **HOLD/DND** to place the first call on Hold

Or

- Press the Call Park button **PARK** to place the first call on Call Park
- Answer the second call

## **Clear Call**

Allows you to initiate a new intercom call without having to hang up if the called extension does not answer or if there was a dialing mistake.

# Operation

When you make an intercom call, but the called extension cannot be reached, and you wish to call another extension:

- Do not hang up
- Dial the second extension number

### Conference

ADIX-VS allows you to converse with three other people in one conversation. There may be any combination of inside extensions or outside lines. ADIX-VS will support a maximum of two four-party conferences simultaneously.

#### Add-On

(up to 1 outside + 3 inside parties or 4 inside parties)

While speaking on an outside or intercom call:

- Press the Transfer button **TRAN**
- Wait for the dial tone
- Dial the desired extension number
- Wait for the party to answer
- Press the Add button **ADD**

After you hear a tone, all parties will be connected. To add another extension, repeat the same procedure.

#### Multiline

(up to 3 outside + 1 inside parties)

While speaking on an outside call:

- Press the Hold button **HOLD/DND** to place the call on hold
- Make the second outside call
- Press the Add button **ADD** after the second party answers
- Press the 1st line that was placed on hold

#### Or

If your phone only has one outside line button:

- Press the Call Park button **PARK** to place the call on Call Park
- Make the second call
- Press the Add button **ADD** after the second party answers
- Press the flashing Call park button **PARK**

All three parties will be connected. To add the 3rd outside line, repeat the same procedure.

## Trunk-to-Trunk

(up to 2 outside parties)

When you are speaking with two outside parties in a multiline conference call and wish to leave the conversation:

- Press the Hold button **HOLD/DND**
- Hang up

The two outside parties will still be in a conference.

To get back in the Multiline Conference:

- Lift the receiver
- Press one of the outside line buttons that are in the conference

# **Consultation Hold**

Places an outside call on temporary hold before a transfer or conference is completed. The call will automatically return to you if the desired transfer extension does not answer or if you dialed incorrectly. If you have a display on your phone, the display will show Camp On RCL and the name of the person that the call was sent to.

#### Operation

While on an outside call:

Press the Transfer button **TRAN** and you will hear the dial tone

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# **Conversation Recording**

The Conversation Recording feature allows an ADIX-VS station user to record a station-to-station, outside line, or conference call to voice mail. This feature is available at any station that has been assigned a Conversation Recording **REC** key. **Note:** Your voice mail system must support this feature.

## IMPORTANT NOTICE REGARDING THE CONVERSATION RECORDING FEATURE

In certain states it is illegal to intercept and/or record telephone calls.

In certain states and under certain circumstances it is illegal to intercept for the purposes of listening in and/or recording telephone calls. Because such activity is not illegal in all jurisdictions and may be permitted in training and/or monitoring of personnel, this telephone system can be programmed to permit interception and/or recording with or without warning to those on the line. Before utilizing the system for such purposes, you are advised to consult with an attorney familiar with laws of the jurisdiction in which you utilize such feature.

IWATSU AMERICA, INC., its distributors, and the manufacturers responsible for this feature make no representations with respect to the legality of its use and disclaim any liability for claims and/or damages arising from the use or misuse of this feature.

# Operation

While on a call:

- Press **REC** To start voice recording:
- While recording press **REC** a second time or hang up to stop recording.

To playback a recorded conversation:

The conversation is saved as a voice mail message. For playback instructions consult your voice mail program documentation.

# **Delayed Ringing**

When an incoming outside line call is not answered within a pre-set time, a second group of stations start ringing and the ringing signal changes to an incoming alarm. A delayed ringing assignment can be programmed for each line. This assignment is the same for both Day and Night modes. If the line is programmed for attendant outside line intercept, the primary and delayed ringing stations will stop ringing when attendant intercept occurs.

# **Direct Outside Line Appearance**

Digital Telephones may have Multipurpose buttons programmed as an outside line for incoming and outgoing calls.

### Operation

- Lift the receiver
- Press the outside line button and you will hear the dial tone

# **Direct Station Selection/Busy Lamp Field**

The Multipurpose buttons on the Digital Telephones may be programmed to allow one-touch intercom calling to preassigned extensions. These buttons will provide an indication if the extension programmed to that button is busy or not. If the extension is busy the light will be lit.

### Operation

To place an extension call with one touch:

- Lift the receiver
- Wait for the dial tone
- Press the Direct Station Selection button **DSS** for the desired extension

# **Distinctive Ringing - Outside Line Calls**

Each outside line can be assigned one of four available ringing tones. This feature applies only to Iwatsu Key Telephones.

# **Distinctive Ringing - ICM/Outside Line**

Intercom and outside line calls provide different ringing tones.

# Do Not Disturb (DND)

Allows you to make your phone busy so you will not be interrupted by phone calls. However, the following type of calls may override Do Not Disturb: DSS Calls, Operator Calls, Secretarial Calls and Executive Override Calls.

## Operation

To activate:

Press the Hold button **HOLD/DND** and the lamp will be solid red

#### To cancel:

Press the Hold button **HOLD/DND** and the lamp will be off

### **Exclusive Hold**

Allows you to place an outside call on Hold that cannot be picked up by another extension.

## Operation

To place a call on Exclusive Hold:

Press the button representing the outside line which you were speaking on and the lamp will intermittently flash green

To retrieve a call from Exclusive Hold:

Press the outside line button once again for that call and the lamp will flash green

The call may only be retrieved by the phone that placed it on Exclusive Hold.

## **Executive Override**

Is the same as a Busy Override with the additional ability to override an extension in Do Not Disturb. This override may be either a voice announcement or tone signal.

## Operation

When dialing an extension that is busy or in Do Not Disturb

- Do not hang up
- Press the Override button **OVER**
- Make a voice announcement or wait for a response to the tone signaling, your choice is dependent on system programming

# **Extension Number Display**

Allows you to display your extension number if you have a display phone.

### Operation

To display an extension:

Press the Feature button **FEAT** then dial

# **Feature Button Display**

Allows you to display what is programmed on your phone's feature buttons.

## Operation

To display a feature button:

- Press the Feature button **FEAT** then dial # 9
- Press the desired feature button

## **Flash**

Allows you to receive dial tone on the same outside line without having to hang up. Flash may also be used to receive intercom dial tone to place another intercom call. Two different Flash settings may be programmed to allow for the use of Centrex or PBX features.

### Operation

After you complete your call or if you make a dialing mistake:

- Press the Flash button **FLASH**
- Dial the new number

If you wish to use Centrex features:

- Press the Short Flash button **S FLASH**
- Dial new number or feature code

If your phone does not have buttons assigned for Flash or Short Flash:

- Press the Feature button **FEAT** then dial 11 for Flash
- Press the Feature button **FEAT** then dial 12 for Short Flash

# Floating Outside Line Group Access

Allows for a number of outside lines to be assigned to one of 60 groups. These groups may be used for incoming calls, outgoing calls or both incoming and outgoing calls.

#### Operation

To access an outside line group:

- Lift the receiver
- Press the Float button **FLT** then dial the outside line group number 1–10 for the desired group

Or

Press the Float button **FLT** for the desired group if that group is assigned as a Float button on a Multipurpose button

## **Forced/Verified Account Code**

Requires you to enter a 1-12 digit code to make outside calls. These codes may be either fixed or variable in length and each telephone may be programmed for one of the four following account code entry options.

FORCED-TOLL: code entry required only for toll calls FORCED-ALL: code entry required for all calls

VERIFIED-TOLL: valid code entry required only for toll calls VERIFIED-ALL: valid code entry required for all calls

A table of 10 phone numbers may be programmed to allow calling without account code entry. This option is very helpful because it allows important emergency numbers to be dialed by anyone. The verification table, for verified account code entry, shares memory with System Speed Dial and may contain 80 account codes. The Forced/Verified Account Code programming allows the option of having or not having the account displayed on the LCD of the phone and the SMDR printout.

### Operation

- Lift the receiver
- Press an outside line button
- Wait for the dial tone
- Dial the desired phone number
- Dial 
   ■
- Wait for the account code entry tone
- Dial a code
- Dial 
   only if your code entry is variable in length

# Full/Half Duplex Speakerphone Mode Switching

IX-12KTD/S-3 Digital Key Telephones can be changed from full duplex to half duplex through the operation of the **Speaker Duplex** key.

# Operation

To switch from the Full Duplex Mode to the Half Duplex Mode:

Press Speaker Duplex or press FEAT 0 + 6 + 6

To switch from the Half Duplex Mode to the Full Duplex Mode:

Press Speaker Duplex or press FEAT 6 + 6

# **Group Monitoring**

Allows you to let others listen to your conversation through the speaker of the phone while you converse with the receiver.

## Operation

While speaking to your party with the receiver:

Press the Speaker button **SPKR** 

# **Group Park**

By placing a call on Group Park all extensions with the appearance of that Group Park button will have a flashing indication and be able to pick up that call.

### Operation

To place a call in Group Park:

Press the Group Park button **G PARK** and the lamp will intermittently flash green on your phone and flash red on other phones

To retrieve a call in Group Park:

- Lift the receiver
- Wait for the dial tone
- Press the Group Park button **G PARK** and an outside line button will flash green

To retrieve a call from a phone that does not have your Group Park button:

- Lift the receiver
- Wait for the dial tone
- Dial your Group Park code

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### Hands-Free Answerback On Intercom

Allows you to answer an intercom call without lifting the receiver. The microphone may be turned off if desired.

# Operation

To turn on Hands-Free Answerback:

Press the Feature button **FEAT** then dial 61

Or

Press the MIC OFF button **MIC OFF** if assigned as a button and the lamp will be off

To turn off Hands-Free Answerback:

Press the Feature button **FEAT** then dial 061

Or

Press the Mic Off button **MIC OFF** if assigned as a button and the lamp will be solid red

#### **Headset Button**

Allows you to alternate between using the handset (receiver) and the headset.

# Operation

For headset operation:

Press the Headset button and the lamp will be solid red

For handset operation:

Press the Headset button and the lamp will be off

# **Headset Control Key**

The **Headset Control** key allows you to control a headset without using the **Connect** or **Release** key. This key is also supported on the IX-12KTD/S-2 and previous models of ADIX Digital Key Telephones, although they require a headset adaptor box to switch the audio between handset and headset. This key is a replacement for the **Headset** Button.

## Operation

To begin a call:

Press the **Headset Control** key while the phone is idle.

#### To answer a call:

Press the **Headset Control** key when receiving a ringing or incoming call.

#### To end a call:

Press the **Headset Control** key to disconnect when finished with the call.

To transfer a call using Screened Transfer:

- Press the **TRAN** key.
- Dial the telephone number.
- When the party answers, press the **Headset Control** key.
- To transfer a call using Unscreened Transfer:
- Press the **TRAN** key.
- Dial the telephone number.
- While waiting for the called party to answer, press the **Headset Control** key.

## To place a call on hold:

- Press the **HOLD/DND** key. An ICM dial tone is heard.
- Dial another number or press the **Headset Control** key.

To retrieve a call from hold with Headset Control key idle:

Press the **Headset Control** key, then press the line key on which the party is holding.

To receive a call from hold with Headset Control key active:

Press the line key where the party is holding.

To retrieve a message:

Press the MBOX key, then the Headset Control key.

To change from headset use to speakerphone use:

Press the **SPKR** key, then press the **Headset Control** key.

To answer an ACD call:

Press the **Headset Control** key. ACD calls do not produce an audible ring in the headset.

# **Headset Connection**

Digital telephones may operate with a headset instead of the handset (receiver). Use of the headset requires the handset to remain in the cradle of the phone and the headset control button to be switched to the on position.

## Operation

To make a call:

- Press the button representing the type of call you wish to place
- Wait for the dial tone
- Dial the desired number

To answer a call:

Press the button representing the incoming call

To hang-up:

Press the Release button **RLS** 

To transfer a call:

- Press the Transfer button **TRAN**
- Dial the desired extension number

Or

- Press the button representing the desired extension if assigned as a Multipurpose button
- Press the Connect button CNCT

## **Hot Line**

If your phone is programmed to have this feature every time you lift the receiver or press the Speaker button **SPKR** a call will be placed to a predetermined extension.

### Operation

Lift the receiver

Or

Press the Speaker button **SPKR** 

## **Howler Tone**

If your receiver remains off the receiver button too long after no action is taken, ADIX-VS will provide a tone to alert you of this condition.

# Operation

Replace the receiver on the receiver button

# **Last Number Redial**

Allows you to automatically dial the last outside number called.

# Operation

- Lift the receiver
- Wait for the dial tone
- Press the Speed Dial button **SPEED**
- ☞ Dial #

# **Master Hunt Groups**

ADIX-VS allows extensions to be programmed into Hunt Groups. Each Hunt Group is assigned an access code and when dialed the system searches for the first idle extension.

# Operation

To call a Hunt Group:

- Lift the receiver
- Wait for the dial tone
- Dial Hunt Group access code

#### Or

Press the Hunt Group button **HUNT** if assigned as a Multipurpose button

# **Memo Dial**

Allows you to save a telephone number in memory while you are speaking on an outside line. The memory is shared with Save Number Redial.

## Operation

While on a conversation:

- Press the Feature button **FEAT** then dial 22
- Dial the phone number
- Press the Feature button **FEAT**

#### Or

- Press the Memo button **MEMO** if assigned as a Multipurpose button
- Dial the phone number
- Press the Memo button **MEMO** if assigned as a Multipurpose button

You will hear a confirmation tone.

To make a Memo Dial call:

- Lift the receiver
- Wait for the dial tone
- Press an Outside Line button
- Press the Feature button **FEAT** then dial 22

# Or

Press the Memo button **MEMO** if assigned as a Multipurpose button

# **Message Waiting**

Allows you to light a lamp at another extension to inform them that you wish to speak with them.

## Operation

To leave a message:

When the extension you are calling is busy or does not answer:

- Do not hang up
- Press the Message button MSG
- Dial #
- Wait for a confirmation tone
- Hang up

The Message button **MSG** lamp will be solid red at the called extension.

To answer messages:

When the Message button **MSG** lamp is lit at your extension:

- Lift the receiver
- Wait for the dial tone
- Press the Message button MSG
- ☞ Dial #

The system will automatically call the extension which left the message. If you have a display phone the display will indicate the number of messages left. To view all messages before returning a call, press the Message button **MSG** until the desired extension number is displayed. Then dial # to return the call. Messages left by another extension will be indicated by a solid red lamp on the Message button. Messages left by a voice mail machine will be indicated by a flashing red lamp on the Message button.

To display messages at your extension:

Press the Message button **MSG** 

The display shows the extension number(s) which left you a message and the number of messages left. If you have more than 1 message, press the Message button **MSG** again for the next message to be displayed.

To cancel m	essage waiting:
If y	ou want to cancel a message you left at an extension:
	Press the Speaker button <b>SPKR</b>
	Wait for the dial tone
<b>F</b>	Press the Message button <b>MSG</b> then dial
<b>F</b>	Dial the extension number of the message you wish to cancel
<b>F</b>	Wait for a confirmation tone
<b>*</b>	Press the Speaker button <b>SPKR</b>
If y	ou want to cancel all messages left at your extension:
<b>₽</b>	Press Speaker button <b>SPKR</b>
<b>F</b>	Wait for the dial tone
<b>*</b>	Press the Message button
<b>P</b>	Dial and the lamp will be off
<b>~</b>	Wait for a confirmation tone
<b>~</b>	Press the Speaker button <b>SPKR</b>
Micropho	one Cut-Off
Allows you t	to disable the microphone in your phone for privacy.
Operation	
To turn mice	rophone on:
<b>P</b>	Press the Feature button <b>FEAT</b> then dial 61
Or	
<b>*</b>	Press the <b>MIC OFF</b> button if assigned as a button and the
	lamp will be off
To turn MIC	C off:
<b>P</b>	Press the Feature button <b>FEAT</b> then dial 061
Or	
<b>~</b>	Press the <b>MIC OFF</b> button if assigned as a button and the
	lamp will be solid red

# **Monitor Improvements**

The Monitor Operation feature has been modified. It does not conflict with other features such as Whisper Page, Off-Hook Signal, Off-Hook Outside Line Ringing etc. The original Monitor feature required you to call the station you wish to monitor first and then press the Monitor key. With this enhancement, you can now press the Monitor key and dial the extension you wish to monitor.

# Operation:

To monitor a call

Complete any of the following steps at Intercom Dial tone:

- Press the **Monitor** key and enter the extension number.
- Press the Monitor key and the Direct Station Signaling button DSSn
- Press the Monitor key and the Call Coverage button CCVn
- Press the **Monitor** key and the Trunk Access number.
- Press the **Monitor** key and the Direct Outside Line button
   COLn

# **Off-Hook Outgoing Call**

This programming option allows you to automatically dial an outside party by simply picking up the receiver. This feature makes use of the System Speed Dial feature.

### Operation

Lift the receiver

Or

Press the Speaker button **SPKR** if your phone is equipped with a Speakerphone

# Off-Hook Outside Line Answering

Allows you to answer an outside call without having to press the button representing the ringing line.

### Operation

To answer a call:

Lift the receiver

Or

Press the Speaker button **SPKR** if your phone is equipped with a Speakerphone

# Off-Hook Outside Line Queuing

Allows you to instruct ADIX-VS that you wish to wait for an outside line when all outside lines are busy.

This feature is used only when outside lines are grouped to appear under one or several outside line buttons.

#### Operation

When you press an outside line button and do not hear the dial tone:

- Do not hang up
- Stay on the line until you hear the dial tone

# **On-Hook Dialing**

Allows you to dial an extension or outside line without having to lift the receiver. The receiver must be picked up to converse if your phone is not equipped with a Speakerphone.

### Operation

- Press the Speaker button SPKR
- Press the desired line button
- Wait for the dial tone
- Dial the number

## **Outside Line Call Restriction**

The system can be programmed to restrict any phone from making outside line calls on specified outside line groups.

# **Outside Line Pick-Up Restriction**

The system can be programmed to restrict stations from accessing incoming calls on specific outside lines. Three different levels of restriction are available. This does not affect the restricted stations ability to make outgoing calls on these lines.

# **Paging**

ADIX-VS provides three types of paging, All Call, Group Call, and Zone Page.

### All Call

Allows you to make an announcement either through the speakers in the Digital Telephones and/or an External Paging System.

- Lift the receiver
- Wait for the dial tone

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- Press the Page button **PAGE** and hold the button down and the lamp will flash red
- Wait for the Page tone
- Make an announcement
- Release the Page button **PAGE**
- Hang up

### **Group Call (Internal)**

Allows you to page through the speaker in a group of phones. There may be 10 groups with a maximum of 16 extensions per group.

To page through a group of phones:

- Lift the receiver
- Wait for the dial tone
- Dial Group Call access code

### Or

- Press the Group Call button **GROUP** if assigned as a Multipurpose button
- Wait for the Page tone
- Make an announcement
- Hang up

# Zone (External)

Allows you to access individual groups of external paging speakers.

- Lift the receiver
- Wait for the dial tone
- Dial Zone Page access code

#### Or

- Press the Zone Page button **ZONE** if assigned as a Multipurpose button
- Wait for the Page tone
- Make an announcement
- Hang up

### Meet-Me Page Answer

Allows you to answer a page from any phone that is in the same Meet-Me Page Answer group.

- Lift the receiver
- Wait for the dial tone
- Press the Feature button **FEAT** then dial 35

Or

Press the Meet-Me Page Answer button **MEET-ME** if assigned as a Multipurpose button

# **Personal Ringing Tone**

You may choose one of eight personal ringing tones to distinguish ringing at your station from others.

# Operation

To play a ringing tone for your system extension:

With your station idle press **FEAT** + # + + + + + + +

To select a ringing tone for your system extension:

\* With your station idle press **FEAT** + # +  $\boxed{1-8}$  + #

To restore default ringing tone at your system extension:

With your station idle press **FEAT** + # +  $\times$  +  $\bigcirc$  + #

# **Preset Dial/Backspace Dialing**

This programming option allows you to dial an intercom or an outside phone number and have the number appear on the display of your Digital Multiline Display Telephone before the call is placed. This procedure ensures that the correct number will be dialed.

### Operation

To enter and display a number:

- Dial the desired number to be called and it will appear on the display
- Press **FEAT** to erase the digits entered one at a time starting from the right side of the display.

To make an intercom call:

Lift the receiver and the call will be placed

To make an outside call:

- Press an outside line button
- Lift the receiver and the call will be placed

# **Prime Line Access**

This programming option allows a system extension to immediately access a specific system extension, outside line, outside line group, hunt group, paging zone, or optimized routing upon going off hook.

## Operation

Lift the receiver

Or

Press the Speaker button **SPKR** if your station is equipped with a Speakerphone

# **Privacy/Privacy Release**

All conversations are private and no one may enter a conversation unless you release the privacy for that conversation.

# Operation

To release Privacy:

Press the Feature button **FEAT** then dial 14

Or

Press the Privacy Release button **PRV RLS** if assigned as a Multipurpose button and the lamp will be solid red

You will hear a confirmation tone. To get back to a private conversation, repeat the procedure and the lamp will be off.

### **Private Line**

This programming option allows a phone to have a dedicated outside line appear on one of its Multipurpose buttons. This line will have the following characteristics:

It will ring if the station is in Do Not Disturb It will not be Call Forwarded It cannot be accessed by other extensions

### Operation

None

## **Protected Station**

This programming option provides you the ability to prevent any calls from overriding.

## Operation

None

# **Quick Mode Operation**

This programming option enables you to access an outside line or your intercom extension by simply pressing the desired button. This activates the speaker and allows for immediate On-Hook Dialing. If your extension has a Speed Dial number assigned to a Multipurpose button, ADIX-VS will automatically select a line and dial the number.

## Operation

Press the desired button for making a call

# **Remote Relay Control**

Allows you to activate/control a remote device. Some examples would be a door opener or a monitor camera.

### Operation

Press the Remote Relay Control button REMOTE

# **Ring Muting**

Allows you to turn the ringer , microphone, and speaker off at your phone. Ring Muting is recommended instead of Do Not Disturb when the Call Coverage feature is installed.

### Operation

To turn the ringer off:

Press the Silent button **SILENT** and the lamp for that button will be solid red

To turn the ringer on:

Press the Silent button **SILENT** and the lamp for that button will be off

## Save Number Redial

Allows you to save a number that you dialed when you receive either a busy signal or no answer. The memory for this feature is shared with Memo Dial.

### Operation

While making a call:

Press the Feature button **FEAT** then dial 21

Or

Press the Save Number Redial button **SAVE** if assigned as a Multipurpose button

You will hear a confirmation tone.

To make a Save Number Redial call:

- Lift the receiver
- Wait for the dial tone
- Press the Feature button **FEAT** then dial 21

Or

Press the Save Number Redial button **SAVE** if assigned as a Multipurpose button

# **Shift Call**

Allows you to initiate a new intercom call without having to hang up if the called extension does not answer or if there was a dialing mistake. This differs from Clear Call by allowing you to dial the last digit of an extension number to reach the next extension.

## Operation

When you make an intercom call, but the called extension cannot be reached, and you wish to reach the next extension number:

- Do not hang up
- Dial the last digit of the next desired extension number

# **Speed Dial**

Allows you to have abbreviated outside number dialing.

## **System Speed Dial**

Allows you to have access to frequently dialed outside numbers that are common to everyone in the office. The numbers may be 32 digits in length and may include the insertion of a pause. There are 90 available System Speed Dial Numbers (00-89).

## **Personal Speed Dial**

Allows you to program up to 10 frequently dialed outside numbers for either one-touch or abbreviated dialing (90-99). The numbers may be 32 digits in length and may include the insertion of a pause.

# **Personal Speed Dial Registration**

To register Personal Speed Dial numbers:

- Press the Feature button **FEAT**
- Press the Speed Dial button **SPEED**
- Dial the desired Personal Speed Dial Code 90-99
- Dial the phone number
- Press the Feature button **FEAT** to end the operation

To register several Speed Dial numbers:

After entering a phone number:

- Press the Speed button **SPEED**
- Dial the next Speed Dial Code 90-99
- Repeat the same procedure

### To register a pause time:

When registering the telephone number, at the place where you want to insert a pause:

- Press the Hold button **HOLD/DND**
- Dial 1-9 for desired pause time in seconds

# To register a Short Flash:

When registering the telephone number, at the place where you want to insert a Short Flash:

Press the Flash button **FLASH** 

To register	Press the Speed button <b>SPEED</b> Dial #  Dial the desired Personal Speed Dial Code 90-99  Dial the desired outside line group number 01-10
A F	Dial #  Dial the next Speed Dial Code number  90_99
TI If de	Press the button until the desired letter is displayed Press the Hold button to enter that letter or number  ne name may be 10 characters.  you make a mistake, press the Hold button to back space to the sired position.  ne numbers on the dial pad represent the following for name
1 4 7	gistration:  -,(space),1  2 A,B,C,2  3 D,E,F,3  G,H,I,4  5 J,K,L,5  6 M,N,O,6  P,R,S,7  8 T,U,V,8  3 W,X,Y,9  Alphanumeric  Q,Z,0  # Upper/lower case  Press the Feature button <b>FEAT</b> to end the operation

To register several directory names:

After entering a name:

- Press the Speed button **SPEED**
- ☞ Dial 🔻
- Dial the next Speed Dial Code number 90-99
- Repeat the same procedure

# To Speed Dial a Number

To Speed Dial a registered number, perform one of the following operations:

Outside Line Pre-Select (you select the outside line):

- Lift the receiver
- Press the button for an outside line
- Wait for the dial tone
- Press the Speed button **SPEED**
- Dial Speed Dial Code

The system will automatically dial the registered number.

Quick Dial (the system selects the outside line):

- Lift the receiver
- Press the Speed button **SPEED**
- Dial Speed Dial Code

The system will automatically dial the registered number. This operation will not work unless you register the outside line group number.

# **Speed Dial Display Scrolling:**

If your phone is equipped with a display you may display the Speed Dial Numbers that are registered in both Personal and System Speed Dial. If a name is associated with this number it will also appear.

To display a number:

- Press the Speed Dial button SPEED
- ☞ Dial 🖹
- Dial a Speed Dial code

To scroll up:

☞ Dial #

To scroll down:

☞ Dial 🖹

To dial displayed number:

Press the Speed Dial button **SPEED** 

# **Station Coaching**

Station Coaching includes two actions: Monitoring and whisper paging (hereafter called 'whisper monitor'). A digital key telephone is able to whisper monitor a digital key telephone after invoking the Monitor feature. The Monitoring station can whisper monitor other stations while on an outside call or an intercom call and press the  $\boxdot$  key to speak to the monitored station without the calling station hearing.

# Operation

To use the Station Coaching feature while monitoring an outside call or an intercom call:

Press the key

The monitoring station is now able to speak with the monitored station without the calling station hearing.)

To return to call monitoring while using the Station Coaching feature:

Press the key

(The monitoring station returns to a monitoring state and cannot speak to the monitored call.)

To barge-in while monitoring a station on an outside call or an intercom

Press the **ADD** key

(The monitoring station is now part of the conversation.)

To barge-in while whisper monitoring a station on an outside call or an intercom call:

- Press the \* key
- Press the **ADD** key.

(The monitoring station is now part of the conversation.)

# **Station External Ringer Connection**

Allows for the connection of an external ringer through an IX-LRSP to provide loud ringing on incoming calls.

### Operation

# **Station Restriction Password**

You may enter a personalized password to prevent anyone from using your phone when you are not present. The password must be programmed through system programming and may be six digits in length.

#### Operation

To restrict your phone:

- Press the Speaker button **SPKR**
- Wait for the dial tone
- Press the Feature button **FEAT** then dial 44

#### Or

- Press the Lock button LOCK if assigned as a Multipurpose button
- Dial the password
- Wait for a confirmation tone
- Press the Speaker button **SPKR**

#### To cancel restriction at your phone:

- Press the Speaker button **SPKR**
- Wait for the dial tone
- Press the Feature button **FEAT** then dial 044

#### Or

- Press the Lock button LOCK if assigned as a Multipurpose button
- Dial the password
- Wait for a confirmation tone
- Press the Speaker button **SPKR**

# **Text Messaging**

Allows you to send text messages to the display of another system extension.

#### **System Text Messages**

Allows you to have access to frequently used messages that are common to everyone in the office. The messages may be 16 characters in length. A maximum of 90 may be stored in system memory.

#### **Station Text Messages**

Allows you to program up to 10 frequently used messages for either one-touch or abbreviated access. The messages may be 16 characters in length.

## **Station Text Message Registration**

To register Station Text Messages:

- Press the Feature button **FEAT**
- Press the Text Message multipurpose button **TXT MSG**
- Dial the desired Personal Text Message Code
- Enter the desired message contents up to 16 characters in length. Use the following keys on your telephone for text message data entry:

Press	1	2	3	4	5	6	7	8	9	0	HOLD	#
1X	•	Α	D	G	7	М	Р	T	W	Q	write character	lower case
2X		В	Е	Н	K	N	R	$\Box$	Χ	Ζ	cancel	upper case
											character	
3X	sp	C	F	-	L	0	S	V	Υ	&		
4X	1	2	3	4	5	6	7	8	9	0		

Press the Feature button **FEAT** to end the operation

To register several Text Messages:

After entering a text message:

- Press the Text Message multipurpose button TXT MSG
- Dial the next Personal Text Message Code 90-99
- Repeat the same procedure as above

#### To Send a Text Message

To send a registered text message, perform one of the following operations:

#### **Busy Bypass Text Message Operation**

To select and send a busy bypass text message to another system extension:

- While calling a busy or idle extension
- Press TXT MSG
- Enter the desired text message number 00-99, or press **TXT MSGn**.

To respond to a busy bypass text message while on a call:

- While on a call with a busy bypass text message on your display
- $\ \ \,$  Press **TXT MSG** +  $\ \ \,$
- Enter the desired text message number 99, or press **TXT MSGn**.
- Press TXT MSG

To delete a busy bypass text message from your display:

- While a text message is on your display
- **Press TXT MSG** + # + ★

#### **Manual Signaling Text Message Operation**

To select and send a manual signaling text message to another system extension:

- Lift the receiver
- Press TXT MSG
- Enter the desired text message number 99, or press **TXT MSGn**.
- Enter the desired extension number, or press **DSS** or **CCV**.

## **Group Text Message Operation**

To select and send a text message to a text message group:

- Lift the receiver
- Press TXT MSG
- Enter the desired text message number 00-99, or press **TXT MSGn**.
- Press the **MSGGPn** Text Message Group key.

### **Stored Text Message Operation**

To select and send a stored text message to another system extension:

- While calling a busy or idle extension
- Press TXT MSG
- Enter the desired text message number 99, or press **TXT MSGn**.
- Press #

To display a stored text message:

- With you **TXT MSG** key red LED lit
- Press **TXT MSG** + # to display a stored text message

To responded to a stored text message by calling the originating extension:

- With you **TXT MSG** key red LED lit
- Press **TXT MSG** + # to display a stored text message
- Press a second time to call the station that sent the text message.

## **Scrolling and Selecting Text Messages**

To scroll through the available system text messages:

- Lift the receiver.
- Press [TXT MSG] + [\*]
- Select a text message number 00-99
- With a message displayed press 

  # to scroll forward and 

  to scroll backward.

# **Time Reminder**

Allows you to be reminded that it is a certain time. You are reminded by hearing tones that are generated from the phone's speaker. If your phone has a display the word Reminder will also appear. The time must be entered in military time.

#### Operation

To set the time:

- Press the Speaker button SPKR
- Wait for the dial tone
- Press the Feature button **FEAT** then dial 41

#### Or

- Press the Time Reminder button TM REMD
- Dial the time in military time H H: M M
- Wait for a confirmation tone
- Press the Speaker button **SPKR**

#### To cancel:

- Press the Speaker button **SPKR**
- Wait for the dial tone
- Press the Feature button **FEAT** then dial 041

#### Or

- Press the Time Reminder button **TM REMD** then dial
- Wait for a confirmation tone
- Press the Speaker button SPKR

# **Tone/Voice Calling**

The calling mode for intercom calls may be switched between voice and tone signaling. ADIX-VS may be programmed to allow either the calling party or the called party to have control of the signaling mode.

#### Operation

Calling party control:

- Dial intercom extension number
- Dial #

Called party control:

Press the Feature button **FEAT** then dial 65

Or

Press the Tone button **V/T** if assigned as a Multipurpose button and the lamp will be solid red

#### **Transfer Off Premise**

Transfer Off-Premise allows any user to transfer a call to an outside party by using the TRAN key followed by a trunk group access code.

#### Operation

While speaking on an outside line call:

- Press **TRAN** and wait for transfer tone
- Press FLT, CO or dial a CO group access code
- Dial the external phone number.
- Wait for the external party to answer
- Hang up or press **CONNECT** to complete the transfer.
- If the external party does not answer press **TRAN** to retrieve the original call from hold

#### **Transfer to Guest Mailbox**

Transfer to Guest Mailbox allows access to mailboxes that are not associated with specific ADIX-VS extensions.

#### Operation

To access a Guest Mailbox:

- Press **ICM** + either the **VOICE MAILBOX ACCESS** key or *mailbox access code*.
- Enter the mailbox number.
- Press **CONNECT** or go on-hook to connect

# **Unanswered Incoming Outside Line Warning Tone**

After a programmable time, incoming calls will ring with a different tone to warn you that your call is now in the delayed ringing mode at another extension.

#### Operation

None

# **Universal Night Answer**

Allows you to answer calls that have been switched to ring at the Night Mode location.

- Lift the receiver
- Wait for the dial tone
- Press the Feature button **FEAT** then dial 36

Or

Press the Universal Night Answer button **UNA** if assigned as a Multipurpose button

# **Voice Mail Message**

ADIX-VS comes equipped with Omega-Voice VMI Voice Mail. For information on Omega-Voice VMI and message management functions, please refer to Section 6 of this manual.

#### **Voice Mail Monitor (Answering Machine Emulation)**

Station users may monitor voice mail messages as they are recorded. During recording monitor, the station user may select to initiate a conversation with the caller. You may program your extension for Automatic Monitor or User Initiated Monitor. You may also activate or deactivate this feature from your extension.

#### Operation

To initiate Voice Mail Monitoring:

- After the call is answered by voice mail at an idle station:
- You will hear a Monitor Tone
- Press the Voice Mail Monitor button **VMMNT**
- The Voice Mail Monitor button **VMMNT** red LED will begin to flash
- When the Voice Mail Monitor button **VMMNT** green LED lights, you will hear the caller's message as it is recorded.

To cancel Voice Mail Monitoring:

- Hang up or press SPKR
- The Voice Mail Monitor button **VMMNT** red LED will begin to flash
- The voice mail message will be saved.

To begin a conversation with the caller during monitor (other programming required):

- While listening to the caller record a message
- Press the Voice Mail Monitor button **VMMNT**
- The Voice Mail Monitor button **VMMNT** green LED will turn off
- Begin speaking with the caller.
- The voice mail message will be deleted.

To Activate /Deactivate or change the voice mail monitor mode:

- While your station is idle press SPKR
- Press the Voice Mail Monitor button **VMMNT**
- Press 1 to deactivate/activate Voice Mail Monitoring
- Press 2 to set the mode as Manual
- Press (3) to set the mode as Automatic.

# **Whisper Page**

The Whisper Page feature allows ADIX-VS station users to communicate with busy extensions. This feature is available from any ADIX-VS digital key telephone, SLT, or Attendant station. When a busy station is called using the Whisper Page feature, the busy station will hear the voice announcement via the handset receiver. Neither the whisper page, nor the busy station's response is audible to the outside calling party.

## Operation

To Whisper Page a busy station:

- After calling a busy station and receiving busy tone
- Press [\*]

To communicate with a station that whisper paged your extension:

- After receiving a whisper page
- Press [\*]
- You may now communicate with the station that sent you the whisper page. The other calling party cannot hear your conversation
- To resume speaking with the original caller, press [\*] a second time.

To send a text message while being whisper paged:

Press the **TEXT MSG** + the text message number

#### OR

Press the preprogrammed **TEXT MSGn** key

For additional information on how to send text messages, please reference *Text Message* on page 100.

# **Whisper Page During Consultation Hold**

You can now use Whisper Page during consultation hold. When a user tries to transfer a call to a busy station and thus temporarily places the call on consultation hold, the station can send a whisper page to the busy station. This feature allows the transferring party to announce a call to a busy station and then camp-on the call in one step.

#### Operation:

- Operation for shifting to whisper page state

  After busy signal press [\*]
- Whisper page toggle change

  During whisper page press [\*]
- To select and send a text message to the originating Whisper Page station

After you receive a whisper page:

- Press the Text Message button [TEXT MSG] + text message number (00 – 99)
  - or
- Press the Preprogrammed Text Message button [TEXT MSGn]
- To scroll through the available system text messages
  - Go off hook and press the Text Message button [TEXT MSG]
  - 2. Press [\*]
  - 3. Enter a system text message number 00-89
  - 4. When a message displays, press [#] to scroll forward and [\*] to scroll backward

- To select and send a manual signaling text message to the originating Whisper Page station
  - 1. After you receive a whisper page
    - Press the Text Message button [TEXT MSG] + text message number (00 99)
    - Press the Preprogrammed Text Message button [TEXT MSGn]
  - 2. Dial an extension number or press a DSS key or Call Coverage key
- To delete a text message from your display
  - 1. Press the Text Message button [TEXT MSG] when a text message displays
  - 2. Press [#]
  - 3. Press [\*]
- To send a Whisper Page during consultation hold
  - 1. Press [\*] and announce the call
  - 2. If the busy station wishes to take the call, hang up to camp-on the call

# Section 4 -Attendant Position Features

# **Attendant Position - Basic Features**

# **Receiving an Incoming Call**

There are two ways you may answer incoming calls; either with the receiver in the cradle or with the receiver not in the cradle.

#### Operation

To answer calls with the receiver in the cradle:

When your phone rings and the outside line button(s) flash red:

- Lift the receiver and you will be connected to the outside caller
- The outside line button will flash green.

# Transferring a Call to Another Extension

There are two ways you may transfer calls; either using the Transfer button or using the Direct Station Selection Unit.

#### Operation

Using the Transfer button:

- Press the Transfer button **TRAN** and the lamp will flash red
- Wait for the dial tone
- Dial the desired extension number
- Announce the call
- Hang up

Using the Direct Station Selection Unit:

- Press the button on the Direct Station Selection Unit representing the desired extension
- Announce the call
- Hang up

# Transferring a Second Call to an Extension

#### Operation

When transferring a call to a busy extension:

Hang up

The extension user will hear a beep (camp-on) tone to inform them of the second call. If the extension user does not respond to the beep tone the call will return to the Attendant Position.

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# **Receiving an Intercom Call**

Internal or intercom calls will flash the lamp on the Operator button **OPER** at the Attendant Position.

#### Operation

To answer intercom calls with the receiver in the cradle:

Lift the receiver

# **Putting a Call on Hold**

# Operation

To put a call on Hold:

Press the Hold button **HOLD/DND** and the lamp will intermittently flash green on the outside line button

# Picking Up a Call on Hold

#### Operation

To retrieve a call on Hold:

Press the green intermittently flashing button representing the call that you wish to speak with

# **Putting a Call on Call Park**

When you cannot locate an extension user you may page the desired individual. This feature allows the outside call to be automatically placed on Call Park when the Page button is depressed. The display on the DSS will show which park number the call has been placed on to allow the attendant to announce where the call is parked.

#### Operation

When speaking to an outside party:

- Press and hold the Page button PAGE and the lamp will flash red
- Make an announcement stating which park number the call is on
- Release the page button **PAGE** to disconnect the paging circuit

# Answering a Call that Returns to the Attendant Position

Calls that were transferred and not answered, on Hold or Call Park too long, will ring at the attendant position.

#### Operation

To answer a call that returns to the Attendant Position:

Lift the receiver

# Making an Outgoing Call

#### Operation

- Lift the receiver
- Press the desired outside line and the lamp will flash green
- Wait for the dial tone
- Dial the desired phone number

# Making an Intercom Call

#### Operation

- Lift the receiver
- Wait for the dial tone
- Dial the desired extension number

Or

Press the designated button for the desired extension number on the Direct Station Selection Unit

# Making an E-Response Help Call

The E-Response Help Call feature allows specific system extensions to simultaneously call a group of extensions and access a system paging port upon dialing a specific ICM Group access number or, if the station remains off-hook without dialing for a programmable period of time. When the E-Response help call is placed, the key telephone displays of the called extensions in the E-Response ICM Group will display a programmed message and the calling party's extension number and station ID.

#### Operation

Dial the E-Response Group access number when you hear the Intercom Dial Tone.

# **Making a Page Announcement**

# Operation

- Lift the receiver
- Press and hold the Page button **PAGE** and the lamp will flash red
- Wait for the Page tone
- Make an announcement
- Release the Page button **PAGE** to disconnect the paging circuit

# **Attendant Position - Advanced Features**

#### 911 Call Indication

When a system extension dials 911, the extension number of the station calling 911 will be displayed on the LCD of the attendant station. If E911 Routing is not successful, a "FAIL" indication will be displayed on the LCD. The alarm tone will sound at the attendant position when LCD indication is made. In order to clear the display, the Attendant must press a 911 Display Clear Key programmed on the extension.

# Caller ID, ANI, DNIS Storage - Delete All

Allows you to delete all stored call records from system memory.

#### Operation

- Press the Speaker button **SPKR**
- Press the Call Storage Delete button UAD
- Enter your station password
- Wait for confirmation tone
- Press the Speaker button **SPKR**

#### Alarm Clear

Allows you to clear alarm indication(s).

#### Operation

- Press the Speaker button **SPKR**
- Wait for the dial tone
- Press the Feature button **FEAT**
- Dial # 7
- Press the Speaker button **SPKR**

#### **Attendant Automatic Hold**

Allows you to place your current conversation on Hold automatically by pressing a button representing a new call to be answered.

#### Operation

To place a call on Hold without using the Hold button **HOLD/DND**:

Press the button representing the new call

#### **Attendant Override**

Allows you to notify an extension user that is in Do Not Disturb that you wish to speak with them. The extension user is notified by tones through the speaker of a Digital Telephone and the ringing of a Single Line Telephone.

#### Operation

When calling an extension that is in Do Not Disturb:

- Do not hang up
- Press the Override button **OVER**
- Wait for a reply

#### **Automatic Answer Mode**

Allows you to direct outside calls to be answered by a prerecorded message. There are two answering modes for this feature. For example, this feature can be used to inform outside callers that the office is closed for the day. This feature requires the use of the Message Card. A programming option may be enabled to allow ADIX-VS to automatically switch to the Automatic Answer Mode at a certain time. You must manually switch the system to the normal mode.

#### Operation

To turn Automatic Answer Mode on:

- Press the Automatic Answer Mode button **AUTO** and the lamp for that button will be flashing red for Mode 1 (Day Mode)
- Press the Automatic Answer Mode button **AUTO** a second time and the lamp for that button will be solid red for Mode 2 (Night Mode)

To turn Automatic Answer Mode off:

Press the Automatic Answer Mode button **AUTO** until the lamp for that button is off

# **Clock Set/Adjustment**

Allows you to change the time for the system clock.

#### Operation

To change the time:

- Press the Speaker button **SPKR**
- Wait for the dial tone
- Press the Feature button **FEAT** then dial 64
- Dial the time in military time **H H : M M**
- Wait for a confirmation tone
- Press the Speaker button **SPKR**

To adjust seconds to zero:

- Press the Speaker button **SPKR**
- Wait for the dial tone
- Press the Feature button **FEAT** then dial 64
- Dial 
   to adjust seconds to zero
- Dial 
   again to start the clock with zero seconds
- Wait for a confirmation tone
- Press the Speaker button **SPKR**

If the seconds shown on the DSS are less than 30, the minutes digit will remain the same. If the seconds shown on the DSS are greater than 30, the minutes digit will advance one digit.

#### **Direct Station Selection**

Allows you to have one-touch access to call extensions.

#### Operation

When you wish to call an extension:

- Lift the receiver
- Wait for the dial tone
- Press the Direct Station Selection button for the desired extension

# **Incoming Call Termination**

Outside lines may be programmed to appear individually on Multi-purpose buttons or they may be grouped together to appear on one or several Multi-purpose buttons.

#### Operation

None

# Flexible Call Forward (Internal/ External)

Use the new Flexible Call Forward feature to forward calls to an internal destination or external line using Personal Speed Dial numbers 90-99. The user can set separate call forward destinations for Intercom Incoming and Outside Line Incoming calls. With this feature, you may set all Intercom calls to forward to your cell phone and set all outside calls to forward to your voice mail. The Flexible Call Forward feature also incorporates Follow Me capabilities. Follow Me lets you receive your calls internally at any station you choose.

# Operation

#### Set Forward Destination

- 6. Lift the handset or press [SPKR]
- 7. Press [FWD].
- 8. Enter the Call Type you wish to forward
  - 1 = All calls (Outside Line/Intercom)
  - 2 = Outside Line calls only
  - 3 =Intercom calls only
- 9. Enter the Flexible Call Forward Mode
  - $\blacksquare$  1 = All calls to another extension or hunt group
  - 2 = Busy/No Answer calls to another extension or hunt group
  - 3 = No Answer calls to another extension or hunt group
  - 4 = All calls forward to an external number using Personal Speed Dial Codes 90-99
- 10. Complete one of the following steps:
  - If you chose Mode 1, 2, or 3, enter the extension or hunt group number
  - If you chose Mode 4, enter the Personal Speed Dial Code

**Note**: When the setting is valid, you hear a confirmation tone. When it is invalid, you hear a warning tone.

#### Forward Cancel

- 5. Lift the handset or press **SPKR**
- 6. Press FWD
- 7. Press □
- 8. Enter the Call Type number you wish to cancel
  - 1 = Cancel Forwarding of All calls (Outside Line/Intercom)
  - 2 = Cancel Forwarding of Outside Line calls only
  - 3 = Cancel Forwarding of Intercom calls only

# Set Active/Inactive

- 3. Press FWD
- 4. Enter the Call Type you wish to forward
  - 1 = All calls (Outside Line/Intercom)
  - 2 = Outside Line calls only
  - 3 = Intercom calls only

## **Set Follow Me Destination**

- 4. Lift the handset or press **SPKR**
- 5. Press **FWD** + **FWD**
- 6. Enter the Call Type you wish to forward
  - 1 = All calls (Outside Line/Intercom)
  - 2 = Outside Line calls only
  - $\blacksquare$  3 = Intercom calls only
- 7. Enter the extension number of the originating forwarding station.

# **Night Mode**

Allows you to change the ringing termination point for outside lines. This alternate point might be a loud bell, a phone or a group of phones. A programming option may be enabled to allow ADIX-VS to automatically switch to the Night Mode at a certain time; however, you must manually switch the system back to the normal mode.

#### Operation

To place the system in Night Mode operation:

- Press the Speaker button **SPKR**
- Wait for the dial tone
- Press the Night Mode button **NIGHT** and the lamp for that button will be solid red
- Wait for a confirmation tone
- Press the Speaker button **SPKR**

To disable Night Mode operation:

- Press the Speaker button **SPKR**
- Wait for the dial tone
- Press the Night Mode button **NIGHT** and the lamp for that button will be off
- Wait for a confirmation tone
- Press the Speaker button **SPKR**

# **Operator Priority**

The system operator has the ability to override any ringing or voice announce intercom call or paging call. This occurs when calls are made simultaneously, or another party other than the operator makes the call first.

#### **Overflow Transfer**

Allows you to limit the number of calls waiting to be answered at the Attendant Position. Once the maximum number of calls is reached, all additional calls will automatically forward to another location.

#### Operation

To register the Overflow Transfer position:

- Press the Speaker button **SPKR**
- Wait for the dial tone
- Press the Feature button **FEAT**
- Press the Override button **OVER**
- Dial the extension number
- Wait for a confirmation tone
- Press the Speaker button SPKR

To set the maximum number of calls:

- Press the Speaker button **SPKR**
- Wait for the dial tone
- Press the Feature button **FEAT**
- Press the Override button **OVER**
- Dial #
- Dial the number of calls you wish to have waiting with two digits
- Wait for a confirmation tone
- Press the Speaker button **SPKR**

# **System Speed Dial Registration**

You have the ability to register (program) the 90 System Speed Dial numbers. The numbers may be 32 digits in length and may include the insertion of a pause.

#### Operation

Follow the same procedure as Station Speed Dial for the Digital Multi-line Telephone. To register the system numbers dial the System Speed Dial codes ranging from O-B ot to represent the outside phone numbers.

# **System Text Message Registration**

If your telephone or DSS is programmed with a Text Message button, you have the ability to register (program) the 90 System Text Messages. The messages may be 16 characters in length.

# Operation

- Press the Feature button **FEAT**
- Press the Text Message button **TXT MSG**
- Dial the desired System Text Message Code O -89
- Enter the desired message contents up to 16 characters in length. Use the following keys on your telephone for text message data entry:

Press	1	2	3	4	5	6	7	8	9	0	HOLD	#
1X	-	Α	D	G	J	М	Р	Τ	W	Q	write character	lower case
2X		В	Е	Н	K	N	R	U	Χ	Ζ	cancel upper ca	
											character	
3X	sp	С	F	-	L	0	S	V	Υ	&		
4X	1	2	3	4	5	6	7	8	9	0		

Press the Feature button **FEAT** to end the operation

To register several Text Messages:

After entering a text message:

- Press the Text Message button **TXT MSG**
- Dial the next System Text Message Code O -89
- Repeat the same procedure as above

Section 5 -Single-Line Telephone User's Guide

# Single-Line Telephone - Basic Features

**Note:** The Feature Access Codes listed in the section are the default settings. Actual operation depends on the programming in your ADIX-VS system database.

# **Making an Outgoing Call**

- Lift the receiver
- Dial the access code for an outside line (assigned by the system installer)
- Wait for the dial tone
- Dial the desired phone number

If you make a dialing mistake, hang up and try again.

# Receiving an Incoming Call

### Operation

When your phone rings:

Lift the receiver and you will be connected to the call

# Making an Intercom Call

#### Operation

- Lift the receiver
- Wait for the dial tone
- Dial the desired extension number

# Receiving an Intercom Call

# Operation

When your phone rings:

Lift the receiver and you will be connected to the call

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# Making an E-Response Help Call

The E-Response Help Call feature allows specific system extensions to simultaneously call a group of extensions and access a system paging port upon dialing a specific ICM Group access number or, if the station remains off-hook without dialing for a programmable period of time. When the E-Response help call is placed, the key telephone displays of the called extensions in the E-Response ICM Group will display a programmed message and the calling party's extension number and station ID.

#### Operation

Lift the receiver and remain off hook on intercom for a specific time period programmed in the system.

#### Or

Lift the receiver to make an intercom call. Begin dialing. Between digits stop dialing for more than 10 seconds.

**Note:** If a user dials a valid trunk access or optimized routing access code, this feature will not activate.

#### Or

Dial the E-Response Group access number when you hear the Intercom Dial Tone.

# Transferring a Call to Another Extension

#### Operation

When speaking on an outside line:

- Press and release the receiver button quickly
- Wait for the dial tone
- Dial the desired extension number
- Hang up or announce the call, then hang up

If the call is not answered it will return to your phone.

# **Putting a Call on Hold**

# Operation

When speaking on an outside line:

- Press and release the receiver button quickly
- Dial the Exclusive Hold code 508
- Hang up

A call placed on Hold may only be picked up by the extension that placed the call on Hold.

# Picking Up a Call on Hold

## Operation

- Lift the receiver
- Dial the Exclusive Hold code 508 and you will be connected to the call

# **Putting a Call on Call Park**

Call Park is similar to Hold but allows others to retrieve a call from another extension.

#### Operation

When speaking on an outside line:

- Press and release the receiver button quickly
- Wait for the dial tone
- Dial the Call Park code 512
- Wait for a confirmation tone
- Hang up

To pick up a call on Call Park at your extension:

- Lift the receiver
- Dial the Call Park code 512 and you will be connected to the call

To Park a call at another extension:

- While on a call
- Dial the Transfer to Call Park code
- Dial the extension number of the extension where you want to park the call.
- Hang up the receiver

To pick up a call on Call Park from another extension:

- Lift the receiver
- Dial the Call Park Pick-Up code 5 13
- Dial the extension number of the extension that placed the call on Call Park

To pick up a call on Call Park at the attendant position:

- Lift the receiver
- Dial the number announced by the attendant

# **Handling a Second Call**

# Operation

While on an outside or intercom call, if you receive a second call and do not want to hang up on the first call:

- Place the first call on Hold or Call Park
- Hang up or press the receiver button
- Answer the second call

To return to the first call:

Dial the Hold or Call Park code

# Single-Line Telephones - Advanced Features

## **Account Code**

When speaking on an outside line:

- Press and release the receiver button quickly
- Dial the Account code 547
- Dial the desired account code
- Press and release the receiver button quickly

# **Busy Intercom Callback**

#### Operation

When you make an intercom call and the extension is busy:

- Do not hang up
- Press and release the receiver button quickly
- Wait for the dial tone
- Dial the Busy Intercom Callback code 5 18
- Wait for a confirmation tone
- Hang up

#### To cancel:

- Lift the receiver
- Wait for the dial tone
- Dial the Cancel code 5 1
- Dial the Busy Intercom Callback code 5 18
- Wait for a confirmation tone
- Hang up

# **Busy Number Callback**

## Operation

When you dial an outside number and there is no answer or a busy signal:

- Do not hang up
- Press and release the receiver button quickly
- Wait for the dial tone
- Dial the Busy Number Callback code 507
- Wait for a confirmation tone
- Hang up and ADIX-VS will call you back periodically to try calling again

To change the callback interval:

Dial the desired interval time in minutes — before you hang up

When your phone rings:

Eift the receiver

The number will automatically be dialed

#### To cancel:

- Lift the receiver
- Wait for the dial tone
- Dial the Cancel code 501
- Wait for a confirmation tone
- Hang up

# **Busy Outside Line Queuing**

## Operation

When attempting to make an outside call and all lines are busy:

- Do not hang up
- Press and release the receiver button quickly
- Wait for the dial tone
- Dial the Busy Outside Line Queue code 506
- Wait for a confirmation tone
- Hang up

ADIX-VS will call you back when an outside line becomes free. If you previously dialed the outside number, that number will automatically be dialed when the receiver is picked up.

#### To cancel:

- Lift the receiver
- Wait for the dial tone
- Dial the Cancel code 501
- Dial the Busy Outside Line code 506
- Wait for a confirmation tone
- Hang up

#### **Call Forwarding**

To use this feature you must first program your phone to the desired extension where you want your calls to be sent.

To set the forwarding extension:

- Lift the receiver
- Wait for the dial tone
- Dial the Call Forward Code 522
- Dial the extension number where you want your calls sent
- Wait for a confirmation tone
- Hang up

Your phone will be set in the All Calls Forward mode (or the last mode set).

To change the forwarding condition:

#### **All Calls**

Forward all calls to another extension automatically.

- Lift the receiver
- Wait for the dial tone
- Dial the Call Forward Mode Change code 521
- Dial 1
- Wait for a confirmation tone
- Hang up

#### **Busy/No Answer**

Forward all calls when you are busy on another call or do not answer a call.

- Lift the receiver
- Wait for the dial tone
- Wait for Call Forward Mode Change code 521
- Dial 2
- Wait for a confirmation tone
- Hang up

#### No Answer

Forward calls only when the extension does not answer within a certain time period.

- Lift the receiver
- Wait for the dial tone
- Wait for Call Forward Mode Change code 521
- → Dial 
  →
- Wait for a confirmation tone
- Hang up

#### **Follow Me**

When you move to a different extension, you may change the forwarding destination from the extension originally set to the extension which you are now using.

- Lift the receiver
- Wait for the dial tone
- Dial the Call Forward Follow Me code 520
- Dial your extension number
- Wait for a confirmation tone
- Hang up

#### To cancel:

- Lift the receiver
- Wait for the dial tone
- Dial the Cancel code 501
- Dial the Call Forward code 522 and your phone will return to normal operation
- Hang up

#### **Remote Call Forward**

You may program your telephone to forward calls to a remote number.

#### To set destination:

- Lift the receiver
- Wait for the dial tone
- Dial the External Call Forward code
- Dial a personal speed dial number 90-99
- Wait for a confirmation tone
- Hang up

#### To set mode:

- Lift the receiver
- Wait for the dial tone
- Dial the Call Forward Mode Change code 521
- Dial 4 to forward all calls
- Dial 5 to forward outside calls only
- Dial 6 to forward internal calls only
- Wait for a confirmation tone
- Hang up

#### Call Park/Swap

When you have a call on Call Park and are involved in a second conversation and wish to alternate between conversations:

- Press and release the receiver button quickly
- Dial the Call Park code 5 1 2 and you will be connected to the call that was on Call Park and the second call will be placed on Call Park

You may continue to alternate between conversations by repeating the above procedure.

#### Call Pick-Up

There are three types of Call Pick-Up: Direct Call Pick-Up, Internal Group Call Pick-Up, and External Group Call Pick-Up.

#### **Direct Call Pick-Up**

Allows you to answer a call ringing at any extension in the office.

- Lift the receiver
- Wait for the dial tone
- Dial the Direct Call Pick-Up code 5 1 1
- Dial the extension number of the ringing phone

#### **Internal Group Call Pick-Up**

Allows extensions to be grouped together. This eliminates the need to dial the ringing extension number to answer the call.

- Lift the receiver
- Wait for the dial tone
- Dial the Internal Group Call Pick-Up code 509

#### **External Group Call Pick-Up**

Allows you to answer a call ringing in a Group Call Pick-Up group that they are not part of.

- Lift the receiver
- Wait for the dial tone
- Dial the External Group Call Pick-Up code 5 10
- Dial the External Group external group number

#### Camp-On

When you want to transfer a call to an extension that is busy:

- Do not hang up
- Press and release the receiver button quickly
- Wait for the dial tone
- Dial the desired extension number
- Hang up

To answer a Camp-On call:

- Hang up on the first call
- Answer the second call

#### Or

- Place the first call on Hold or Call Park
- Hang up or press the receiver button
- Answer the second call

#### Clear Call

When you make an intercom call, but the called extension cannot be reached, and you wish to call another extension:

- Do no hang up
- Dial the second extension number

#### Conference

#### Add-On

(up to 1 outside & 3 inside parties or 4 inside parties)

While speaking on an outside or intercom call:

- Press and release the receiver button quickly
- Dial the extension number of the party you wish to add
- When the party answers, press and release the receiver button quickly

After you hear a tone, all parties will be connected. To add another extension, repeat the same procedure.

#### **Multi-Line**

(Up to 3 outside & 1 inside parties)

While speaking on an outside call:

- Press and release the receiver button quickly
- Dial the Exclusive Hold code 508
- Press and release the receiver button quickly
- Dial the second outside party
- Wait for the second party to answer
- Press and release the receiver button
- Dial the Conference Code 516 and all parties will be connected

To add the 3rd outside line, repeat the same procedure.

#### Trunk-To-Trunk

(Up to 2 outside parties)

When you are speaking with two outside parties in a Multi-line Conference call and wish to leave the conversation:

- Press and release the receiver button quickly
- Dial the Conference code 516
- Hang up

To get back in the Multi-line Conference:

- Lift the receiver
- Wait for the dial tone
- Dial the Exclusive Hold code 508 and you will be connected to the original conference call

#### **Consultation Hold**

#### Operation

While on an outside call, press and release the receiver button quickly

#### **Do Not Disturb**

#### Operation

To turn on:

- Lift the receiver
- Wait for the dial tone
- Dial the Do Not Disturb code 523
- Wait for a confirmation tone
- Hang up

#### To turn off:

- Lift the receiver
- Wait for the dial tone
- Dial the Cancel code 501
- Dial the Do Not Disturb code 523
- Wait for a confirmation tone
- Hang up

#### **Flash**

#### Operation

For Long Flash:

- Press and release the receiver button quickly
- Dial the Long Flash code 514
- Dial new number

For Short Flash (Centrex or PBX use):

- Press and release the receiver button quickly
- Dial the Short Flash code 515
- Dial new number or feature code

#### **Floating Outside Line Group Access**

#### Operation

- Lift the receiver
- Wait for the dial tone
- Dial the outside line group number of 1—60 or of for the desired group

#### Flexible Call Forward

#### Operation

- Set Forward Destination
  - 1. Lift the handset
  - 2. Enter the Call Forward Activation Code
  - 3. Enter the Call Type you wish to forward
    - 1 = All calls (Outside Line/Intercom)
    - 2 = Outside Line calls only
    - 3 = Intercom calls only
  - 4. Enter the Flexible Call Forward Mode
    - $\blacksquare$  1 = All calls to another extension or hunt group
    - 2 = Busy/No Answer calls to another extension or hunt group
    - 3 = No Answer calls to another extension or hunt group
    - 4 = All calls forward to an external number using Personal Speed Dial Codes 90-99

- 5. Complete one of the following steps based on your previous selection:
  - If you chose Mode 1, 2, or 3, enter the extension or hunt group number
  - If you chose Mode 4, enter the Personal Speed Dial

#### Code

- Set Forward Cancel
  - 1. Lift the handset
  - 2. Enter the Call Forward Cancel Code
  - 3. Enter the Call Type number you wish to cancel
    - 1 = Cancel Forwarding of All calls (Outside Line/Intercom)
    - 2 = Cancel Forwarding of Outside Line calls only
    - 3 = Cancel Forwarding of Intercom calls only
- Set Follow Me Destination
  - 1. Lift the handset
  - 2. Enter the Call Forward Destination
  - 3. Enter the Call Type you wish to forward.
    - 1 = All calls (Outside Line/Intercom)
    - 2 = Outside Line calls only
    - 3 = Intercom calls only
  - 4. Enter the extension number of the originating forwarding station

#### **Forced/Verified Account Code**

#### Operation

- Lift the receiver
- Dial the access code for an outside line (assigned by the system installer)
- Wait for the dial tone
- Dial the desired phone number
- Dial L\*
- Wait for the account code entry tone
- Dial a code
- Dial only if your code entry is variable in length

#### **Group Park**

#### Operation

To place a call in Group Park:

- Press and release the receiver button quickly
- Wait for the dial tone
- Dial the Group Park code
- Hang up

To retrieve a call in Group Park:

- Lift the receiver
- Wait for the dial tone
- Dial the Group Park code

#### **Hot Line**

#### Operation

If your telephone is programmed for use as a Hot Line:

Lift the receiver, and you will automatically call the preprogrammed extension

#### **Howler Tone**

#### Operation

Replace the receiver on the receiver button

#### **Last Number Redial**

#### Operation

- Lift the receiver
- Wait for the dial tone
- Dial # and ADIX-VS will dial the last outside number dialed

#### Or

Dial the Last Number Redial code if you have a Rotary Dial Telephone

#### **Master Hunt Groups**

#### Operation

To call a Hunt Group:

- Lift the receiver
- Wait for the dial tone
- Dial the Hunt Group access code

#### **Message Waiting**

#### Operation

To leave a message:

When the extension you are calling is busy or does not answer:

- Do not hang up
- Press and release the receiver button quickly
- Wait for the dial tone
- Dial the Message code 5 1 9
- Wait for a confirmation tone
- Hang up

#### To cancel a message:

If you want to cancel a message you left at another extension:

- Lift the receiver
- Wait for the dial tone
- Dial the Cancel code 501
- Dial the Message code 5 1 9
- Dial the extension number
- Wait for a confirmation tone
- Hang up

#### To answer messages:

When the message lamp on your phone is flashing:

- Lift the receiver
- Wait for the dial tone
- Dial the Message code 519 and ADIX-VS will automatically call the extension that left the message

#### **Off-Hook Outgoing Call**

#### Operation

Lift the receiver and ADIX-VS will automatically dial the outside number

#### Off-Hook Outside Line Queuing

#### Operation

To wait for an outside line:

Stay on the line until you hear the dial tone

#### **Paging**

#### All Call

Allows you to make an announcement either through the speakers in the Digital Telephones or an External Paging System.

- Lift the receiver
- Wait for the dial tone
- Dial the All Call code (assigned by the system installer)
- Wait for the Page tone
- Make an announcement
- Hang up

#### **Group Call (Internal)**

Allows you to page through the speaker in a group of phones.

- Lift the receiver
- Wait for the dial tone
- Dial the Group Call code (assigned by the system installer)
- Wait for the Page tone
- Make an announcement
- Hang up

#### **Zone Page (External)**

Allows you to access individual groups of external speakers.

- Lift the receiver
- Wait for the dial tone
- Dial the Zone Page code (assigned by the system installer)
- Wait for the Page tone
- Make an announcement
- Hang up

#### **Meet-Me Page Answer**

Allows you to answer a page from any phone that is in the same Meet-Me Page Answer group.

- Lift the receiver
- Wait for the dial tone
- Dial the Meet-Me Page Answer code 524 and you will be connected to the extension that made the page

#### **Pre-Ringing**

This programming option allows calls to Single Line Telephones to receive a short ring before the normal ring signaling begins.

This feature helps reduce the noise level in the office environment.

#### Operation

None

#### **Private Line**

#### Operation

None

#### **Protected Extension**

#### Operation

None

#### **Shift Call**

#### Operation

When you make an intercom call, but the called extension cannot be reached, and you wish to call another extension:

- Do not hang up
- Dial the last digit of the next desired extension number

#### Single Line Message Waiting Stutter Dial Tone

When a Single Line Telephone that has a message goes off-hook, the ADIX-VS automatically sends an intermittent tone for 2 seconds before normal dial tone is heard. This feature alerts you of messages.

#### Operation

- From the telephone's idle state, go off hook.
- F If a message exists, you will hear a stutter dial tone.

#### **Speed Dial**

#### **Personal Speed Dial Registration**

To register Personal Speed Dial Numbers (with an outside line group):

- Lift the receiver
- Wait for the dial tone
- Dial the Speed Dial Registration code 504
- Dial the Personal Speed Dial code 90-99
- Wait for the beep tones
- Dial the outside line group 1 \_ 6 or ○
- Wait for the dial tone
- Dial the phone number
- Hang up

Repeat the procedure to enter additional numbers.

To register Personal Speed Dial Numbers (without an outside line group):  "Lift the receiver "Wait for the dial tone "Dial the Speed Dial Registration code 503 "Dial the Personal Speed Dial code 90-99 "Wait for the dial tone "Dial the phone number "Hang up
Repeat the procedure to enter additional numbers.
To register a pause:  When registering the telephone number, at the place where you want to insert a pause:  Dial Dial Dial Dial Dial Dial Dial Dial
To Speed Dial A Number
If you have a Touch-tone Phone:  Lift the receiver  Wait for the dial tone  Dial  Dial L  Dial the Speed Dial code

The system will automatically dial the registered number.

If you have a Rotary Dial Phone:

- Lift the receiver
- Wait for the dial tone
- Dial the Speed Dial Access code Dial the Speed Dial code

The system will automatically dial the registered number.

#### **Station Restriction Password**

To	restrict	vour	phone

- Lift the receiver
- Wait for the dial tone
- Dial the Station Restriction Password code 527
- Dial your password
- Hang up

#### To cancel restriction at your phone:

- Lift the receiver
- Wait for the dial tone
- Dial the Cancel code 501
- Dial the Station Restriction Password code 527
- Dial your password
- Hang up

#### **Tone/Voice Calling**

#### Operation

To switch the calling mode to a Digital Telephone:

- Dial the extension number
- ☞ Dial #

### **Unanswered Incoming Outside Line Warning Tone**

#### Operation

None

#### **Universal Night Answer**

#### Operation

- Lift the receiver
- Wait for the dial tone
- Dial the Universal Night Answer code 546 and you will be connected to the incoming call

# **Section 6 – Omega-Voice VMI User's Guide**

## Omega-Voice VMI Basic Features

#### **Mailbox Access**

To retrieve a message from your mailbox using the MBOX key:

While the MBOX button lamp is flashing red:

- Lift the receiver
- Wait for the dial tone
- Press the **MBOX** button
- Enter the mailbox pass code

To retrieve a message from your mailbox using the MSG key:

When the Message button **MSG** lamp is flashing red:

- Lift the receiver
- Wait for the dial tone
- Press the Message button
- Dial #

The system will automatically call your voice mail mailbox.

To access your mailbox from your extension (no message waiting):

- Press the VHUNT key or dial your voice mail access code.
- When the VMI answers press the # key.
- Enter your mailbox when prompted.
- Unless you select zero as your pass code, the Omega-Voice VMI always requests your pass code.

#### **Transfer to Voice Mail**

To transfer a call to a mailbox:

- Press the Transfer button TRAN
- Wait for the dial tone
- Dial the Mailbox access code
- Dial the desired extension number or press the button representing the desired extension if assigned as a Multipurpose button

#### Or

- Press the Mailbox button **MAILBOX** if assigned as a Multipurpose button
- Dial the desired extension number or press the button representing the desired extension if assigned as a Multipurpose button

#### Or

- Press the Transfer button TRAN
- Wait for the dial tone
- Press the **MBOX** button (of the mailbox you wish to transfer) if assigned as a Multipurpose button

#### Forward to Voice Mail

To forward your calls to your mailbox:

- Press the Speaker button **SPKR**
- Wait for the dial tone
- Press the Call Forward button **FWD**
- Dial the Voice Mail access code
- Wait for a confirmation tone and the Forward lamp will stay lit
- Press the Speaker button SPKR

All calls will go immediately to your mailbox.

#### **Mailbox Tutorial**

To set up your mailbox you must record a mailbox name, greeting, and select a pass code. The first time you access your mailbox the Omega-Voice VMI provides a Mailbox Setup Tutorial to help you setup your mailbox. You may press 9 to deactivate the tutorial. To access the Mailbox Tutorial later, press 6 from the *User Options Menu*.

#### Main User Menu

When	vou enter	vour	mailhov	VOII	337ill	hear	the	Main	Hear	Monu	Press
VV IICII	vou circi	voui	manooa	vou	will	near	uic	wini	User	menu.	11000

- Play first new message
- Access Message Folder Menu
- Make a message
- Access User Options Menu
- Access System Management Menu
- Select Notification Schedule
- ® Return to System Greeting
- Exit voice mail

#### Message Folder Menu

Use the *Message Folder Menu* to access your message folders. The Omega-Voice VMI provides the following message folders:

- New message folder
- Saved message folder
- Archive message folder
- Receipt message folder
- Deleted message folder
- P Return to Main User Menu

#### Make a Message for Another User

You can quickly record and send messages to other users. To send a message to another user or a list:

- Access your mailbox.
- Press 2 to record a message for another user.
- Record your message when prompted.
- Press # to stop recording.
- Press 4 to send it to another user ,or Press 5 to send it to a Distribution List.
  - Enter the mailbox or list number and press #.
- Press 1 to send the message.

## **User Options Menu - Mailbox Setup**

The *User Options Menu* provides access to different features based on the mailbox's defined Class of Service and User Privileges. Use this menu to setup your mailbox.

- Record mailbox name
  Access Mailbox Greeting Management Menu
  Access Mailbox pass code
  Access Distribution List Menu
  Access Blocking and Forwarding Menu
  Access Mailbox Setup Tutorial
  Access Mailbox Setup Tutorial
- Return to Main User Menu

#### **Mailbox Name**

Your recorded mailbox name identifies your mailbox throughout the system. After you record the mailbox name, you will be prompted to enter the first few letters of both your first and last name. You may enter up to 6 digits for each name. **To record your mailbox name:** 

- Access your mailbox.
- Press to access the User Options Menu.
- Press 1 to record a new name.
- Record your name when prompted.
- Press # to stop recording.
- Press 4 to save it.
- Enter the first few digits of your first name when prompted
- Enter the first few digits of your last name when prompted.

#### **Mailbox Greeting Management**

Your mailbox greeting identifies your mailbox to outside callers. Outside callers hear your *Active Greeting* when they first reach your mailbox. The *Active Greeting* is initially greeting one. **To record a mailbox greeting:** 

<b>P</b>	Access	your	mail	box.

- Press to access the *User Options Menu*.
- Press 2 to access the *Mailbox Management Menu*.
- Select 2 to record a new greeting.
- Enter the greeting to record, the Active Greeting
- Record your greeting when prompted.
- Press # to stop recording.
- Press 4 to save it.

#### **Mailbox Pass Code**

To select a pass code:

- Access your mailbox.
- Press 1 to access the *User Options Menu*.
- Press to select a pass code.
- Enter the pass code when prompted.
- Enter the pass code again for verification.

#### **Distribution List Menu**

Each user has nine available Distribution Lists with forty available mailbox slots on each list.

- Create a Distribution List
- Add or Delete a mailbox
- Play a Distribution List
- Return to *User Options Menu*

## To create a distribution list: Access your mailbox. Press 3 to access the *User Options Menu*. Press 4 to access the *Distribution List Menu*. Press 1 to create a new list. Enter the number of the list you wish to create (1-9). Record the list name when prompted. Press # to stop recording. Press 4 to save it. Press 1 to add mailbox numbers to the list. To modify a list:

- Access your mailbox.
- Press (3) to access the *User Options Menu*.
- Press 4 to access the *Distribution List Menu*.
- Press 2 to add or delete a mailbox.
- Enter the number of the list you wish to modify (1-9).
- Press 1 to add mailboxes, or press 2 to remove mailboxes.
- Enter mailbox numbers when prompted.
- Press # when you are finished.

#### To review a list's members:

- Access your mailbox.
- Press (3) to access the *User Options Menu*.
- Press 4 to access the *Distribution List Menu*.
- Press play a list's members.
- Enter the number of the list you wish to review (1-9).
- The VMI will play all of the mailboxes on that list.

#### **Blocking and Forwarding Menu**

You may block or forward your extension using the Omega-Voice VMI Call Blocking and Forwarding feature. Call Blocking routes outside callers directly to your mailbox. The Omega-Voice VMI never attempts to ring your extension. Call Forwarding automatically forwards all incoming calls to another designated extension.

<b>P</b>	☐ Play the Current Settings
<b>₽</b>	2 Set Call Blocking

- Set Call Forwarding
- F 4 Set Override Option
- Return to User Options Menu

#### **Call Blocking**

You may program your station to automatically forward all calls to voice mail using the Call Blocking feature. You may select to block your extension during the Day Mode, Night Mode, or both. **To Call Block your extension:** 

Access your mailbox.

- Press to access the *User Options Menu*.
- Press 5 to access the Call Blocking and Forwarding Menu.
- Press access the Call Blocking Menu.
- Press 2 to activate blocking during the Day Mode,
  - Press 🗓 to activate blocking during the Night Mode, or
  - Press 4 to activate blocking for both.

To disable the Call Blocking feature:

- Access your mailbox.
- Press (3) to access the *User Options Menu*.
- Press 5 to access the Call Blocking and Forwarding Menu.
- Press 2 access the Call Blocking Menu.
- Press 1 to disable the Call Blocking feature.

#### **Call Forwarding**

You may program your extension to automatically forward your calls to another extension. As with the blocking feature, you may select to forward your extension during the Day Mode, Night Mode, or both.

#### To Call Forward your extension:

	Access your mailbox.
F	Press (3) to access the <i>User Options Menu</i> .
<b>P</b>	Press 5 to access the Call Blocking and Forwarding Menu.
<b>P</b>	Press access the Call Forwarding Menu.
<b>P</b>	Press 2 to activate forwarding during the Day Mode,
	Press 3 to activate forwarding during the Night Mode, or
	Press 4 to activate forwarding for both.

Enter the extension to receive your calls.

#### To disable the Call Forwarding feature:

- Access your mailbox.
- Press to access the *User Options Menu*.
- Press 5 to access the *Call Blocking and Forwarding Menu*.
- Press access the Call Forwarding Menu.
- Press to disable the Call Forwarding feature.

You may need to review your selected Call Blocking and Call Forwarding selections. **To review the current settings:** 

- Access your mailbox.
- Press to access the *User Options Menu*.
- Press 5 to access the *Call Blocking and Forwarding Menu*.
- Press 1 to play the current settings.

#### **Time/Date Feature**

You can turn the message Time/Date Stamp off or on. If you turn off the Time/Date Stamp, the Omega-Voice VMI plays the message without first announcing the time and date. To obtain the time and date for a message you can press . When the Time/Date Stamp is turned on, the VMI plays it before playing the message. The Omega-Voice VMI is initially programmed to play the time and date stamp for all messages in all mailboxes.

To change the time and date stamp format for messages:

- Access your mailbox.
- Press 1 to access the *User Options Menu*.
- Press 1 to select the time/date stamp.
  - Press 1 to turn on the Time/Date stamp.
  - Press 2 to turn off the Time/Date stamp.
- The VMI confirms that your selection has been saved.
- Your selection will apply to all messages.

#### Message Replay Order

You may select the replay order of your messages, either first-in, first-out (FIFO) or last-in, first-out (LIFO). When FIFO is selected the oldest message is played first. When LIFO is selected the newest message is played first.

To select the message replay order for message folders:

- Access your mailbox.
- Press to access the *User Options Menu*.
- Press 18 to select message play back order.
  - Press 1 to play oldest message first.
  - Press 2 to play newest message first.
- The VMI confirms that your selection has been saved.
- Your selection will immediately apply to all messages in all folders except the receipt folder. The oldest message in the receipt folder will always play first.