

NEC



Features & Specifications Manual

NEC Business Solutions Ltd

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Release 6.0

February 2004

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Disclaimer

Xen Alpha

Release 6.0

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Efforts have been made to ensure that the contents of this manual are correct. Should you find any error, NEC welcomes your comments to improve our communications, please contact NEC on 1800 036 136.

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Regulatory Information

Xen Alpha

Release 6.0

Electromagnetic Interference (EMI)

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

Battery Disposal

The NEC Xen Alpha system includes the following batteries. When disposing of these batteries, KSUs and/or ETUs, you must comply with the rules and regulations of your state regarding proper disposal procedures.

Unit Name	Type of Battery	Quantity
B614-B13 KSU	Lead Acid	2
	Lithium	1
VRS-B13 ETU	NiCd	1

IMPORTANT SAFEGUARDS OF BATTERY DISPOSAL

The product that you have purchased contains a rechargeable battery. The battery must be disposed of properly.

Incidence of Harm

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

Hearing Aid Compatibility

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

Service Requirements

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

Compliance Information

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

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Xen Alpha System Features

Introduction

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INTRODUCTION

This section describes each feature and its operation. Features are listed alphabetically by feature name.

DIFFERENCES IN TELEPHONE TYPES



In this chapter the operations are written showing the keys on the DTB-type telephones. Unless otherwise noted, the same key is also used on the DTU-type or ETW-Type telephones. Table A1-1: Dterm Series i (DTR) DTU-Type, DTB-Type and ETW-Type Telephone Keys shows the keys on the different telephones. In some cases, keys on the different types of telephones may perform the same function but are labelled differently. For example, the key used for speed dialling is labelled  on the DTB-type telephones and  on the DTU-type telephones.

Table A1-1: Dterm Series i (DTR) DTU-Type, DTB-Type and ETW-Type Telephone Keys





































































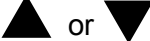





Dterm Series i (DTR) Keys	DTB-Type Keys	DTU-Type Keys	ETW-Type Keys
			
			
			
			
			
			
			
			
			
			
			

Table A1-1: Dterm Series i (DTR) DTU-Type, DTB-Type and ETW-Type Telephone Keys

Dterm Series i (DTR) Keys	DTB-Type Keys	DTU-Type Keys	ETW-Type Keys
			
			
			
			
			
			
			
			
			
			
			
			
			
 Directory			
 Message			

FEATURE DESCRIPTION

All Call Page allows simultaneous paging (internal and external) of all idle Multiline telephones. The page is heard over the built-in speaker on the telephone and/or over external paging speakers.

Paging allows persons, away from their desk but within hearing distance of the telephone or external speakers to respond to a page. The user can answer the page by dialling a specified number.

STATION APPLICATION

Multiline telephones can initiate, receive and answer a page. Single Line telephones can not receive a page, but can answer or initiate a paging call.

OPERATION PROCEDURE

Paging:

1. Go off-hook.
2. Dial 7 7.
3. Page.
4. Go on-hook.

Answering a page:

1. Go off-hook.
2. Dial 7 4 and answer the call.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
002-2	External Speaker Connection	Y
002-3	External Paging Tone Assignment	N
002-4	Internal All Call Page Receive	N
001-0	General Purpose Relay Assignment	N
217	Internal Paging Tone Assignment	N

**SERVICE
CONDITIONS**

- ☑ All Call Paging is directed only to telephones when “No External Speaker” is specified in system programming.
- ☑ A busy condition is generated if an All Call Page (internal or external) has been originated at another telephone.
- ☑ If an external paging call is made while a ringing tone is being sent over the external speaker, ringing is temporarily suspended and the external paging call is performed. Ringing resumes after the page is completed.
- ☑ A tone burst is generated as an alert tone to indicate the page.

FEATURE DESCRIPTION

This feature allows ancillary (peripheral) devices such as tape recorders, headsets, single line telephones, or personal computers to be connected to the system.

STATION APPLICATION

The feature is available when using the Dterm Series i (DTR) or DTU-type Multiline telephones.

OPERATION PROCEDURE

Refer to the operation for the device that is being connected.

APR Adaptor Unit ring assignment.

1. Press Feature.
2. Dial 6 9.
3. Dial 0 ~ 2 to select the mode of ringing (or cancel setting if already enabled).

0 = CO/PBX, DIT, DID, CO transferred, ICM.

1 = ICM, DIT, CO transferred only.

2 = ISDN CO and DID only.

SERVICE CONDITIONS


- When using ancillary equipment, the following units can be installed to provide connection to the system.

DTU-Type Multiline Telephone Adaptors	
ACA-UA Unit	AC Adapter – an AC Adapter for use with the APR-UA Unit, CTA-UA Unit, or HFU-UA Unit.
ADA-UA Unit	Ancillary Device Adapter – provides connection for cassette recorders.
APR-UA Unit	Analogue Port Ringer – provides connection for a single line telephone or modem.
CTA-BA Unit	Computer Telephony Adapter (or TAPI – Microsoft Telephony Application Programming Interface) – provides connection for a PC.
HFU-UA Unit	Handsfree Unit – provides connection for headsets allowing handsfree operation.

Dterm Series i Multiline Telephone Adaptors	
ACA-UA Unit	This unit provides power to ancillary devices connected to a Multiline Terminal. The ACA-U() Unit must be connected when an AP(R)-RA adaptor is installed on a Multiline Terminal. When more than one adaptor is installed on a Multiline Terminal, only one ACA-U() Unit is necessary.
AD(A)-RA Unit	This Ancillary Device Adaptor allows connection of a tape recorder or other audio device to a Dterm Series i Multiline Terminal, except the DTR-2DT-1A() TEL.
AP(A)-RA Unit	The Analogue Port Adaptor without Ringer is used to install a Single Line Telephone, Modem, Credit Card Reader, Wireless Headset, Conferencing unit or other compatible analogue devices. The AP(A)-R() Unit can be installed on all Dterm Series i Multiline Terminals except the DTR-2DT-1A() TEL.
AP(R)-RA Unit	The Analogue Port Adaptor with Ringer is used to install a Single Line Telephone, Modem, Credit Card Reader, Wireless Headset, Conferencing unit or other compatible analogue devices. The AP(A)-R() Unit can be installed on all Dterm Series i Multiline Terminals except the DTR-2DT-1A() TEL.
CT(U)-RA Unit	The Computer Telephony Adaptor with USB connection allows a Multiline Terminal to be connected to a PC. The PC can perform all Multiline Terminal functions using a TAPI-compatible application software (Microsoft Telephony Application Programming Interface).

- Headset and handsfree units cannot be used simultaneously.
- The APR Adaptor can only be connected to DTMF (touchtone) telephones.
- Doorphone call do not ring on an APR Adaptor.
- The APR Adaptor can not send a Hook Flash to the system. A call therefore cannot be placed on hold by a device connected to the APR Adapter








FEATURE DESCRIPTION

Answer Hold allows the Multiline telephone user to answer an external call by pressing the answer key (). If the user is on a call, that call is placed on hold when the new call is answered.

STATION APPLICATION



This feature is available for all Multiline telephones.

OPERATION PROCEDURE**Answering a call when a call is in progress:**

1. Press  to answer the call. If already engaged on a call, the existing call is placed on hold.
- On DTU-type telephones, the Answer Key () LED flashes when there is an external line ringing. The Answer Key () on the DTB-type telephones does not have an LED.
 - If using the Answer Key () to answer an internal or external call, and the existing call is an internal call, doorphone call, or paging call; the existing call is disconnected.
 - The Answer Key () on DTU-type telephones does not flash when an internal call is received.
 - The Answer Key () on DTU-type telephones does not flash when an external call is received at another Multiline telephone.
 - The Answer Key () on DTU-type telephones does not flash during a ringing transfer call.
 - This feature is not available during Automatic Redialling or conference calling.
 - Incoming trunk calls are answered on a first-in-first-out basis when using the Answer Key.

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FEATURE DESCRIPTION



Users answer trunk calls by simply pressing one key; the Answer Key ( or ).

STATION APPLICATION

This feature is available for all Multiline telephones.

OPERATION PROCEDURE

Answering a call:







1. Press  or , or lift the handset. (ICM is provided when handpiece is down.)

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
301 → 306	Day Ringing for Trunk Lines 1 → 6	N
311 → 316	Night Ringing for Trunk Lines 1 → 6	N

SERVICE CONDITIONS

- If more than one call rings into the system, the system processes the calls in the order they are received. As a result, when the user presses , calls are answered in the order they are received (first-in-first-out).
- If there is no external ringing call and  pressed, “[BUSY]” is displayed in the telephone LCD and a busy tone is heard.
- Incoming external calls to other tenant groups cannot be answered by pressing  (ring tone is not provided for these calls).
- On DTU-type telephones, the Answer Key () LED flashes. When an incoming external call is received, the red LED flickers at a higher speed to differentiate from other types of calls. The Answer Key () on the DTB-type telephones does not have a LED.
- A DTU-type telephone must be programmed to provide an audible ring tone for incoming calls before the  LED will flash.

- ☑ ICM, DID, DIT, AA Transferred and CO Ring Transferred calls will not flash the Answer Key LED and the Answer Key cannot be used to answer these types of calls.

Please refer to the table below for types of calls and their method of answering.

	ICM	DID	DIT	AA Transfer	CO Ring Transfer	Normal CO Ring
Answer Key	No	No	No	No	No	Yes
Speaker Key	Yes	Yes	Yes	Yes	Yes	No
Handpiece	Yes	Yes	Yes	Yes	Yes	*Yes

* Only when Automatic Answering (P341~346) is enabled in System Programming for ringing trunk.

A-5

Attendant Positions

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

The first two Ports (01~02) are fixed as Attendant positions. These telephones can be used as “programming telephones” and can perform certain attendant feature operations.

STATION APPLICATION

This feature is available for all Multiline Telephones.

OPERATION PROCEDURE

Listed below are the operations that can be performed using telephone ports 1 or 2. Telephone ports 1 and 2 are permanently assigned as attendant positions.

Operation	Access Code
System Reset for Call Forward – All Calls, Call Forward – Busy/No Answer, and Do Not Disturb	Feature <input type="checkbox"/> 6 MNO 8 TUV Feature <input type="checkbox"/>
System Reset for Callback Request	Feature <input type="checkbox"/> 8 TUV 8 TUV Feature <input type="checkbox"/>
System Reset Timed Alarm	Feature <input type="checkbox"/> 5 JKL 8 TUV Feature <input type="checkbox"/>
System One-Touch Dialling	N/A
SMDR/PC Switching	Feature <input type="checkbox"/> 9 WXYZ 6 MNO Feature <input type="checkbox"/>
SMDR Test Printing	Feature <input type="checkbox"/> 9 WXYZ * Feature <input type="checkbox"/>
Clear Battery Low Indication	Feature <input type="checkbox"/> 7 PQRS 5 JKL Feature <input type="checkbox"/>
System Speed Dialling	N/A

Also refer to the specific attendant related features listed below:

- Automatic Callback on page 23*
- Callback Request on page 57*
- Call Forward – All Calls on page 61*
- One-Touch/Feature Access Keys – User Programmable on page 227*
- Speed Dial – System on page 279*
- Timed Alarm on page 295*
- Only Ports 1 and 2 (normally extensions 10 and 11) are used as Attendant Positions.

SERVICE CONDITIONS

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Automated Attendant/ Automatic Answer

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

The Automated Attendant answers incoming CO/PBX calls and sends a greeting message for calling parties. Stations can also forward a DID or DIT to the Automated Attendant. When the caller enters a number from a DTMF dial pad, as instructed in the greeting message, the Automated Attendant then transfers the call to a designated station, UCD group or hunt group. If the caller does not dial a digit then they will be automatically placed on hold while the ring-assigned stations for that trunk ring. The Automated Attendant can play at regular intervals a follow-on message if the caller remains on hold for more than a specified period of time.

The Automatic Answer feature allows an incoming CO/PBX call or forwarded DID/DIT call to be automatically answered by one of three pre-recorded messages, depending on the current Day/Night/Holiday mode setting. After the recorded message has finished, the outside party is disconnected.

STATION APPLICATION

Attendant MLT's Only.

OPERATION PROCEDURE

Automatic Answer:

1. Receive an incoming CO/PBX call or forwarded DID/DIT call.
2. After a predetermined delay time, or immediately in the case of a forwarded call, the call is automatically answered by the VRS.
3. The day, night or holiday greeting message is played to the caller.
4. After the message has finished, the call is disconnected









Automated Attendant – Digit Entered:

1. Receive an incoming CO/PBX call or forwarded DID/DIT call.
2. After a predetermined delay time, or immediately in the case of a forwarded call, the call is automatically answered by the VRS.
3. The Day, Night or Holiday greeting message is played to the caller.
4. In response to the message, the calling party dials a 1-digit number on their telephone.
5. The call is transferred to a designated station, UCD group or Master Hunt number, while the caller receives either MOH or RBT.
6. The called party can answer the call by lifting the handset or pressing Speaker.
7. If the transferred A.A. call goes unanswered for a specified period of time.
 - the call will change to trunk ringing and ring on ring-assigned phones
 - the follow-on message will play at regular intervals, followed by MOH or RBT
 - the call will be disconnected if it continues beyond the specified duration









Automated Attendant – No Digit Entered:

1. Receive an incoming CO/PBX call or forwarded DID/DIT call.
2. After a predetermined delay time, or immediately in the case of a forwarded call, the call is automatically answered by the VRS.
3. The day, night or holiday greeting message is played to the caller.
4. The calling party does not dial a digit (or is not prompted to dial a digit).
5. At the end of the message, the caller receives either MOH or RBT.
6. The stations ring-assigned for that trunk begin ringing and can answer the call.
7. If the call goes unanswered for a specified period of time.
 - the follow-on message will play at regular intervals, followed by MOH or RBT
 - the call will be disconnected if it continues beyond the specified duration









To record the VRS messages (specified stations only):

1. Press the  key.
2. Dial   and  Night Message, or
 Day Message, or
 Holiday Message, or
 Follow-on Message
3. Lift the handset if recording from the handset (this is recommended).
4. Press the  key.
5. Record the selected message.
6. When completed, return the handset to the cradle or press SPEAKER to stop recording; otherwise, the message timer will automatically stop the recording.

To verify VRS messages (specified stations only):







1. Press the  key.
2. Dial   and  Night Message, or
 Day Message, or
 Holiday Message, or
 Follow-on Message
3. Press the  key.


To delete VRS messages (specified stations only):

1. Press the  key.
2. Dial   and  Night Message, or
 Day Message, or
 Holiday Message, or
 Follow-on Message
3. Press the  key.









 Note: Existing VRS recordings must be deleted before they can be changed.

To set/cancel the Automatic Answer feature (specified stations only):









1. Press the  key.
2. Dial  and  Night Message, or
 Day Message, or
 Holiday Message
3. Press the  key.

 These features can be assigned to a one-touch key to allow easy access and to provided a visual indication of the mode which is currently operating.

To set Call Forward All to Automated Attendant/Automatic Answer:

1. Press  / .
2. Dial   -  .
3. Press  / .

To set Call Forward Busy/No Answer to Automated Attendant/Automatic Answer:

1. Press  / .
2. Dial   -  .
3. Press  / .

SERVICE CONDITIONS

- The optional VRS-B13 ETU is required to support this feature.
- A maximum of one call can be answered by the VRS card at a time.
- The Automated Attendant and Automatic Answer features operate for incoming CO/PBX calls or forwarded DID/DIT calls. Intercom, AA Transferred and CO transferred calls will not follow a Call Forward to the AA.
- The Automated Attendant/Automatic Answer facility is assigned on a CO/PBX line basis in Memory Block 126 (VRS Automatic Answer Selection). When a VRS Answer mode is set (day/night/holiday), only those trunks assigned in P126 will be automatically answered.

- ☑ The Day/Night/Holiday Mode greeting message is recorded and set from assigned stations only, as specified in Memory Block 235 (VRS Message Set/Record/ Verify/ Cancel Assignment).
- ☑ Either Automated Attendant or Automatic Answer mode must be selected for Day, Night and Holiday Modes in Memory Blocks 071 to 073 (VRS Automatic Answer (Day/Night/Holiday) Selection). The Automated Attendant and Automatic Answer features use the same set of VRS messages.
- ☑ The Answer Delay Time can be set separately for Automatic Answer (Memory Block 076 - Automatic Answer Delay Time Assignment) and Automated Attendant (Memory Block 078 - Automated Attendant Answer Delay Time Assignment).
- ☑ The maximum VRS message length can be programmed from 30 to 120 seconds in Memory Block 070 (VRS Message Recording Time Selection). If this time is changed all stored messages will be erased. If the recorded message is shorter than the maximum length, playback of that message will stop at the end of the recording and not continue through to the maximum time.
- ☑ Only one VRS message can be accessed at one time. Automated Attendant messages cannot be played, recorded or verified if the VRS port is busy playing, recording, or verifying another message.
- ☑ If the Voice Recording Service (VRS-B13 ETU) channel is busy or there is no free PBR circuit when it comes time for a new incoming call is to be answered by the AA, the outside party continues to hear ringback tone until both become idle. Waiting calls are answered in the order they were received.
- ☑ If the caller is required to enter a DTMF digit during the Automated Attendant answering process, a PBR-B13 ETU is required. The PBR ETU is not required however if the caller isn't to enter DTMF digits and in this case Memory Block 084 (Automated Attendant Access Code Assignment) must be left at the default setting (ie. not assigned).
- ☑ The caller can dial a digit, if required to do so, at any time during the AA message or during the period of 'Second Dial Tone' after the message.
- ☑ After the greeting message is completed, a second dial tone (SDT) may be sent to the calling party to indicate that they are now required to dial a DTMF digit. The duration of this SDT is assigned in Memory Block 079 (Automated Attendant PBR Release Timer Selection) and may be assigned as 0 seconds if no SDT is required.
- ☑ If second dial tone expires without a digit being dialled by the caller, the call is either disconnected or set to ring at all ring assigned stations, according to Memory Block 083 (Automated Attendant No DTMF Detect Selection). In the later case, the caller will here either Ringback Tone (RBT) or Music On Hold (MOH) according to Memory Block 085 (Automated Attendant Hold Tone Selection).
- ☑ Once the system answers a call and receives a DTMF digit, the system matches the code to a station number according to the assignment in Memory Block 084 (Automated Attendant Access Code Assignment). The call is then transferred to this station. The Automated Attendant can transfer the caller to a maximum of 10 destinations, which can include individual stations, UCD groups or Master Hunt Numbers, by the caller dialling a digit 0~9.

- ☑ If the DTMF digit that is received is not equal to an Access Code assigned in Memory Block 084 (Automated Attendant Access Code Assignment), the system continues to wait for a valid DTMF digit (within the specified times).
- ☑ Once the caller has dialed a valid digit, the caller will here either Ringback Tone (RBT) or Music On Hold (MOH) while the designated station rings, according to Memory Block 085 (Automated Attendant Hold Tone Selection).
- ☑ A CO/PBX line answered by the Automated Attendant can be picked up at any time by pressing the flashing red line key either during the playing of the message, or after the message if the caller has not dialed a digit to transfer to an extension. To answer the call after a digit has been dialed, answer at the specified extension or use the appropriate Call Pickup access code.
- ☑ If an Automated Attendant transferred call is not answered within the time specified in Memory Block 080 (Automated Attendant Delay Ringing Time Selection), Automated Attendant Delayed Ringing begins and the trunk rings on all ring assigned stations.
- ☑ If the Automated Attendant transferred call or Automated Attendant Delayed Ringing call is not answered within the time specified in Memory Block 081 (Automated Attendant No Answer Disconnect Time Selection), the system automatically disconnects the CO/PBX call.
- ☑ If the Automated Attendant call is not answered within the time specified in Memory Block 082 (Automated Attendant Follow-on Message Time Selection), a Follow-on VRS message can be played to the caller, repeating at this same interval until the call is answered or disconnected. Activate the follow-on message for Automated Attendant in Memory Block 077 (Automated Attendant Follow-on Message Assignment).
- ☑ If the Automated Attendant transfers a call to a station set in Do Not Disturb mode, the call will ring according to the day/night trunk ring assignments.
- ☑ If the Automated Attendant transfers a call to a busy station, the call will camp on to that station. The called station will produce off-hook ringing, if set, and all the visual indications of an incoming call. If the camped on call is not answered within the time specified in Memory Block 080 (Automated Attendant Delay Ringing Time Selection), the call will ring according to the day/night ring assignments. MOH continues to be sent to the External Party during this time.
- ☑ If the Automated Attendant transfers a call to a station that is set for Call Forward All (CFA) or Call Forward Busy/No Answer (CFB/NA), the transferred call will follow the Call Forward unless the Delayed Ringing Timer specified in Memory Block 080 (Automated Attendant Delay Ringing Time Selection) is shorter than the CFB/NA Timer. If an Automated Attendant transferred call is forwarded to another station by Call Forward Busy/No Answer, the Delay Ringing Timer will be cleared and started from zero. The VRS Follow-on Message timer will however continue unaffected by the call forward process.
- ☑ After an Automated Attendant call begins delayed ringing according to the day/night ring assignments, the call will no longer follow a call forward or continue in a hunt or UCD group.

- ☑ Automated Attendant Delayed Ring can operate the External Ringer function if Memory Blocks 124 (External Ring Assignment [Day] - Trunk Based) or 125 (External Ring Assignment [Night] - Trunk Based) are assigned as Yes.
- ☑ The Automated Attendant/Automatic Answer feature cannot be activated until the required VRS message(s) have been recorded.
- ☑ Calls transferred by the Automated Attendant can be answered using the Call Pickup code. The Call Pickup priority is listed below (1 = Highest Priority).
 1. Internal Tone/Voice and Call Waiting Calls
 2. Automated Attendant Transferred Calls
 3. Incoming CO/PBX Transferred Calls
 4. Automated Attendant Delayed Ringing Calls
- ☑ The total number of messages available is specified in Memory Block 070 (VRS Message Recording Time Selection). Once the maximum number of messages have been recorded, ERROR is produced when the user attempts to record another message. The following selections are available:
 - 8 messages x 30 seconds
 - 4 messages x 60 seconds
 - 2 messages x 120 seconds
- ☑ The AA feature can be assigned to automatically switch between Day and Night modes by programming Memory Blocks 014 to 018 (Night Mode Assignments). The AA day or night messages are played according to the current mode of operation.
- ☑ Multiline Terminals can manually change the Automated Attendant/Automatic Answer Day/Night/Holiday mode of operation. The change in mode is indicated on the user's Multiline Terminal when a programmed under a one-touch feature access key. Stations are allowed or denied access to this operation in Memory Block 235 (VRS Message Set/Record/Verify/Cancel Assignment).
- ☑ The day, night and holiday AA modes can each be changed manually once automatic mode switching is in use. A manual day or night mode setting continues to operate until either cancelled, another mode is set, or until automatic mode switching changes into a different mode. When Holiday Mode is set, automatic mode switching is disabled until Holiday Mode is cancelled manually.
- ☑ Setting Holiday Mode causes the Automated Attendant or Automatic Answer Holiday Message to be played.
- ☑ Detection of a "Reversal on Calling Party Idle" signal from the exchange shall cause the incoming trunk to be released immediately, regardless of the state of the call at the time. The Automated Attendant call will be released at this time.
- ☑ DID and DIT calls will ring on their associated trunks when the AA Transferred call changes to an AA Delayed Ringing call. In the case of an ISDN DID call, the call will appear on trunks numbered 3 to 6, starting from the lowest idle trunk.
- ☑ While an Automated Attendant or Automatic Answer message is playing to a caller, the Answer Key does not flash and pressing the Answer Key will not answer the call. However the Answer Key can be used to answer this call if it should reappear later as an AA Delayed Ringing call.

- ☑ The Line Key associated with a trunk answered by the VRS will flash red while:
 - the Automated Attendant or Automatic Answer message is playing
 - MOH or Ringback Tone is playing in the case of an Automated Attendant call
 - during this time, pressing this flashing red line key will interrupt the VRS message and answer the call

- ☑ Be careful when choosing to use other VRS messaging services (eg. Hold message and Follow-on Message) in conjunction with VRS Automatic Answer or Automated Attendant. While these messages are playing, the VRS answering services will not be available thus causing delays in the answering of calls.

- ☑ After recording a new Automated Attendant message, verify its operation by placing a call into the system and ensuring complete and correct playback. If you find that the message is ending prematurely or is automatically triggering the digit entry process, re-record the message, using a different person with a lower pitched voice if possible.

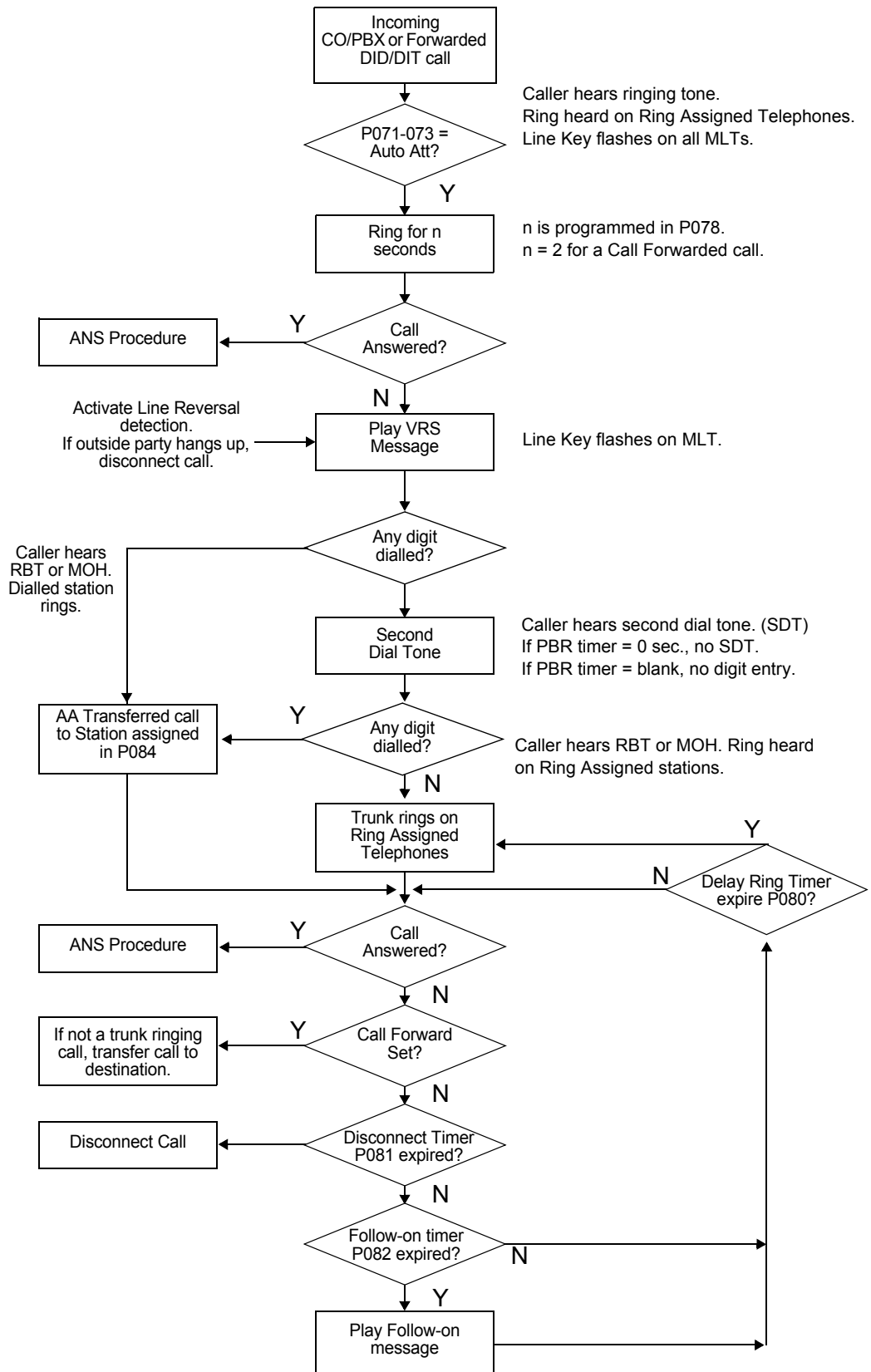


Chart A6-1: Automated Attendant Mode

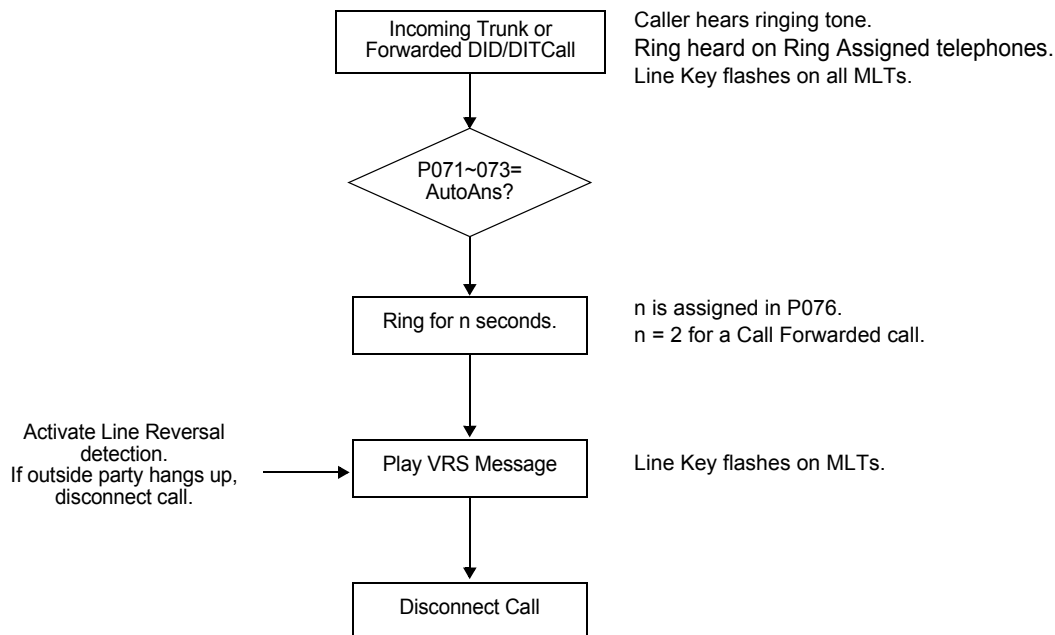


Chart A6-2: Automatic Answer Mode

RELATED PROGRAMMING

Summary of Programming Data List:

Function Number	Function Name	Required (Yes or No)
070	VRS Message Recording Time Selection	
071	VRS Automatic Answer (Day) Selection	
072	VRS Automatic Answer (Night) Selection	
073	VRS Automatic Answer (Holiday) Selection	
076	Automatic Answer Delay Time Assignment	
077	Automated Attendant Follow-on Message Assignment	
078	Automated Attendant Answer Delay Time Assignment	
079	Automated Attendant PBR Release Timer Selection	
080	Automated Attendant Delay Ringing Time Selection	
081	Automated Attendant No Answer Disconnect Time Selection	
082	Automated Attendant Follow-on Message Time Selection	
083	Automated Attendant No DTMF Detect Selection	
084	Automated Attendant Access Code Assignment	
085	Automated Attendant Hold Tone Selection	
126	VRS Automatic Answer Assignment	
235	VRS Message Set/Record/Verify/Cancel Assignment	

Call Forward to Auto Attendant/Auto Answer:

Station users can set a Call Forward to the Automated Attendant/Automatic Answer (here collectively referred to as the VRS) by dialling the standard Call Forward Access Codes. Entering a destination number '99' indicates that the call forward is directed to the VRS.

Release 3.0 and later:

Set Call Forward All to AA: Speaker - -

Cancel Call Forward All to AA: Speaker - -

Set Call Forward BNA to AA: Speaker - -

Cancel Call Forward BNA to AA: Speaker - -

Release 2.0 and earlier:

Set Call Forward All to AA: Speaker - -

Cancel Call Forward All to AA: Speaker - -

Set Call Forward BNA to AA: Speaker - -

Cancel Call Forward BNA to AA: Speaker - -

In the case of a CF/BNA setting, the No Answer delay time for a DID call begins from the moment the incoming call is received. In the case of the DIT call, the delay time begins from the moment the DIT ringing begins (even though this call may have been ringing for some time as a normal trunk call before it changed to DIT).

Once the delay time has expired in the case of a CF/NA condition, or immediately the call is received in the case of a CF/A or CF/B condition, the call appearance changes to that of a normal incoming trunk with the Line Key of the trunk on which the external call arrived flashing red. There is no audible trunk ringing however.

The Automated Attendant Answer Delay Time (P078) or the Automatic Answer Delay Time (P076) for this call will both be forced to two seconds if the call has arrived as a result of a Call Forward. The process continues according to the preceding flow charts.

Either the Automated Attendant or the Automatic Answer facility will respond to the forwarded call, depending on the setting of *Memory Block 071, 072 or 073 (VRS Automatic Answer [Day/Night/Holiday] Selection)* and the mode in which the system is currently operating (Day, Night or Holiday).

Call Forward External for Automated Attendant Transferred calls:

A call transferred to a station from the Automated Attendant by the caller dialling a digit (AA Transferred call) follows a Call Forward External setting on that station. If CFE is not set, then this call will follow a normal call forward setting, if activated.

A call passed through by the Automated Attendant will not follow any call forward setting if the call is ringing as a trunk call within the system (ie. not an AA Transferred call). This will occur if the caller did not dial a digit during the PBR Release Timer or if the Delay Ringing Timer has expired and the call is now ringing at the stations ring assigned for that trunk.

**FEATURE
DESCRIPTION**

When calling a busy telephone and hearing a call waiting tone, users can set an Automatic Callback. When both telephones are idle, the system signals the person who originated the callback. When the callback originator answers, the system then signals the other telephone user of the call.

**STATION
APPLICATION**

This feature is available for all Multiline and Single Line telephones.

**OPERATION
PROCEDURE**

Setting Automatic Callback when an internal party is called and busy tone is heard:

1. Go off-hook.
2. Dial the extension number. Call Waiting tone or Busy tone is heard.
3. Dial .
4. After hearing the set tone, hang up.

**SERVICE
CONDITIONS**

- If an Automatic Callback is not answered within 30 seconds, the callback is released.
- Automatic Callback can be set for any tenant group.
- Automatic Callback can be set using a single line telephone.
- An individual user can set any number of automatic callbacks from their telephone at one time.
- Only one Automatic Callback be set to a specific telephone; duplicate attempts are ignored.
- An Automatic Callback can only be answered at the telephone where it is set; other user's cannot pickup the call from their telephones.
- An Automatic Callback cannot be cancelled by the user once it is set.
- When a telephone is in Do Not Disturb mode, Automatic Callback cannot be set.

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Automatic Carrier Routing (ACR)

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

Automatic Carrier Routing (ACR), allows the Xen Alpha user to tailor their telephony service to take advantage of competitive rates from different service providers. It can also be used to restrict certain numbers which may, for example, be expensive services not relevant to the business. The ACR function uses trunk priority, digit analysis and digit modification to achieve the above result. The ACR converts the dialled number to a new/modified number and sends this to the network.

STATION APPLICATION

All stations.

OPERATION PROCEDURE

To originate a call on a station assigned with ACR:

1. Go off-hook to receive Internal Dial Tone.
2. Dial and receive ACR Dial Tone (or continued ICM dial tone).
 - ☞ Whether ACR or ICM dial tone is heard is specified in system programming. Dialling trunk access code 63(X) or pressing a Line Key will also invoke ACR. **Applicable to system software version 4.0 and above.**
3. Dial the desired digits.
4. Based on the number dialled, the number is modified and sent on a pre-assigned type of trunk (ISDN or PSTN).

SERVICE CONDITIONS

- When ACR is enabled on an MLT, the preset dialling feature requires a (ACR access code) before the dialled number.
 - The will not appear in the display i.e., only the dialled number will be displayed.
- When ACR is enabled on an MLT with Bypass set to Allow, the Preset Dialling feature will work with manual trunk seizure. However, ACR is still applied.
 - The trunk selected may not be the one that the system seizes. This depends on P009 and ACR trunk priority setting.
- ACR access is assigned per station in system programming.
- Each station is assigned to one of two ACR tables for call routing.
- Dialling the trunk access code activates ACR at those stations assigned for ACR.
- If trunk priority mode is set in P209 (Outgoing Call Priority Mode) and ACR is set at that station, ACR mode will be automatically invoked when the handset is lifted.

- Stations assigned with ACR and denied ACR Bypass cannot manually select an idle trunk by pressing a Line Key or by dialling a specified trunk access code 63x (x = trunk no. 1~6). If an idle Line Key is pressed or trunk access code 63x dialled (either from intercom dial tone, via preset dialling, or via a one-touch key):
 - System Software V3.X and below – Error indication is produced.
 - System Software V4.0 and above – ACR is invoked.
- Stations assigned with ACR but allowed ACR Bypass can manually select an idle (or flashing) trunk by pressing a Line Key or by dialling a specified trunk access code 63x. In this case, ACR modification is not applied to the dialled number. Dialling 0 (or lifting the handset in trunk priority mode) will invoke ACR.
- ACR data is entered via system programming, using either a handset or the PC Programming software.
- ACR is based on up to the first eight digits dialled.
- When using code restriction with ACR, code restriction is applied to the unmodified digits dialled by the user. If Deny is specified against a number in the ACR table, this takes priority over any other code restriction assignment.
- The Digit Add Tables can be programmed with, for example, Trunk Access Codes, OCC Access Codes, and pauses for the far-end system.
- When either the pre-dialling time (time to first digit) or interdigit time (time between digits) exceed 10 seconds, the outgoing call, via ACR, is disconnected if there were not sufficient digits dialled to perform ACR analysis. If ACR analysis has completed, but still there were insufficient digits dialled to complete the call, the external network will reject the call.
- When a station user places an outside call using ACR, Trunk Queuing cannot be set.
- If ACR is assigned to an extension who has Call Forward External set, the ACR tables are applied to the CFE call to select the appropriate trunk. This will override other CFE specific trunk selection criteria.
- The ACR facility has two tables of 128 entries each. Each entry has five fields:
 1. Dialled Digits (up to 8),
 2. Allow or deny for the dialled number,
 3. Trunk type selected (ISDN only, PSTN only, ISDN priority, PSTN priority),
 4. Number of digits to be deleted from the front of the dialled number (0~8),
 5. Digits to be added to front of dialled number after the deletion occurs (up to 8).
- Entry 000 in both tables are set by default to 000 (Australian emergency number), permission allow, PSTN priority, 0 digits delete and no add digits. This however can be changed if required.
- There is no time, day or cost basis for the selection of the ACR route. It is based on the digits dialled and the associated Trunk Priority.
- A dialled number is associated with one entry in the table only. Where, for example, 123 is assigned in one entry and 1234 is assigned in another entry of the same table, when 12345678 is dialled the entry for 123 is followed.

- ☑ The maximum number of digits which can be sent to line after modification is 32. A Pause or Hookflash is counted as one digit.
- ☑ If Recall is pressed with a call in progress on a station assigned with ACR, the trunk is retained and a hookflash sent to line. Dialling after this is not applied with ACR.
- ☑ Programming trunk access code 0 into a one-touch key will apply ACR to the number stored under that key. Programming trunk access code 63x into a one-touch key will produce an Error when the stored number is dialled, unless ACR Bypass is assigned to the station in system programming (System Software V3.X and earlier).
- ☑ If ACR is set on a station, but the number dialled has no match in the ACR table, a trunk is selected based on system programming P009 (Outgoing Call Line Selection).
- ☑ To use Caller ID Scrolling on a station set with ACR, trunk priority mode must be assigned in system programming P209 (Outgoing Call Priority Mode). Caller ID Scrolling will then follow ACR requirements if the handset is lifted first.
- ☑ The LCD and tone indications provided to the user when ACR is activated can be changed in System Programming (P096 ACR Mode of Operation). This is described in the following table.

Indication	System Software V3.X and below	System Software V4.0 and above	
		P096 = Display	P096 = Don't Display
LCD	Display shows 'ACR'	Display shows 'ACR'	No special indication given
Tones	Special dial tone produced	Special dial tone produced	Normal ICM dial tone remains

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
P087	ACR Digit Entry	Y
P088	ACR Digits Allow/Deny Assignment	Y
P089	ACR Trunk Priority Assignment	Y
P090	ACR Delete Digits Assignment	Y
P091	ACR Add Digits	Y
P096	ACR Mode of Operation	N
P237	ACR Allow/Deny and Table Assignment	Y
P238	ACR Bypass	N

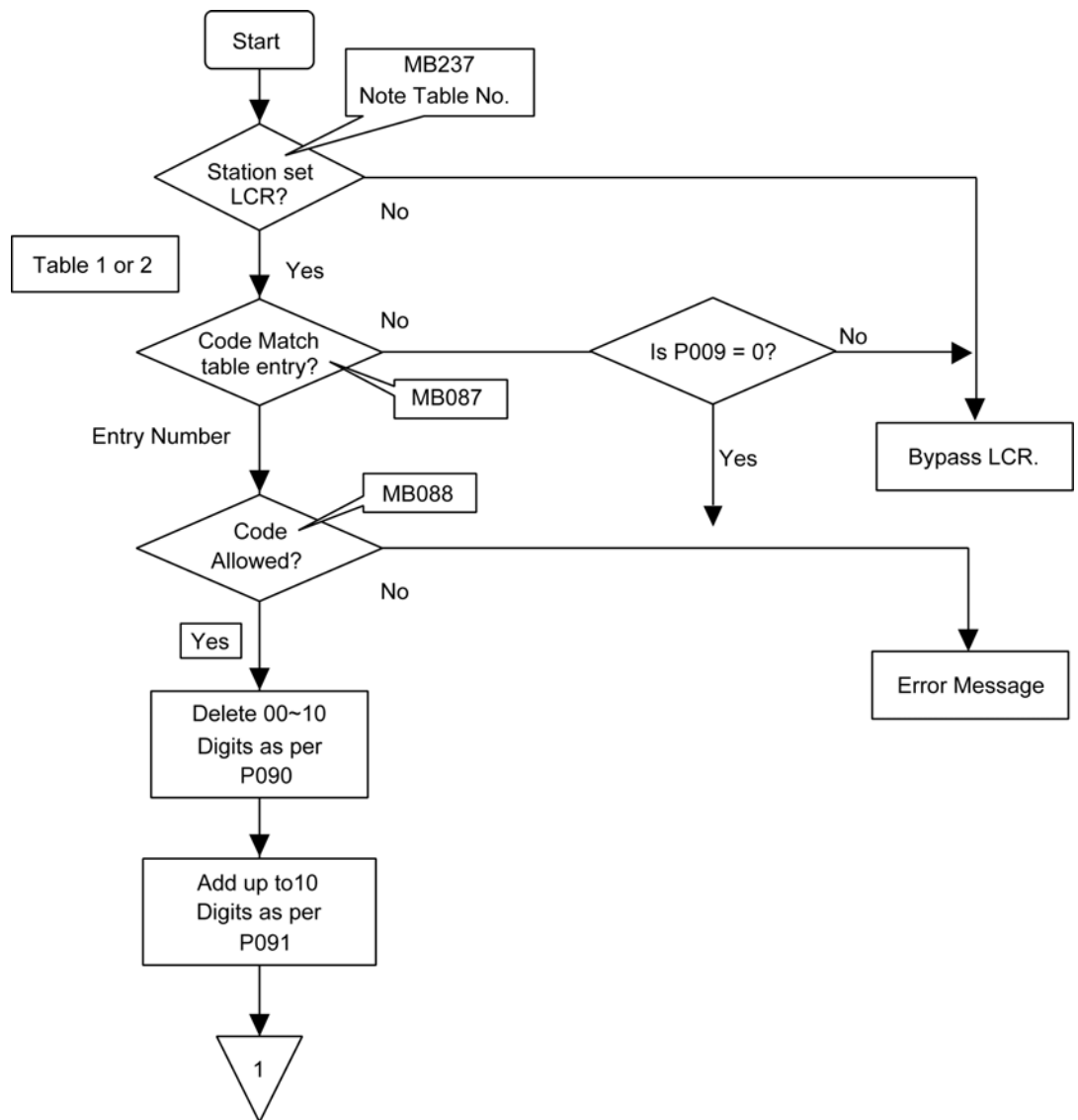


Figure 1-3 ...continued

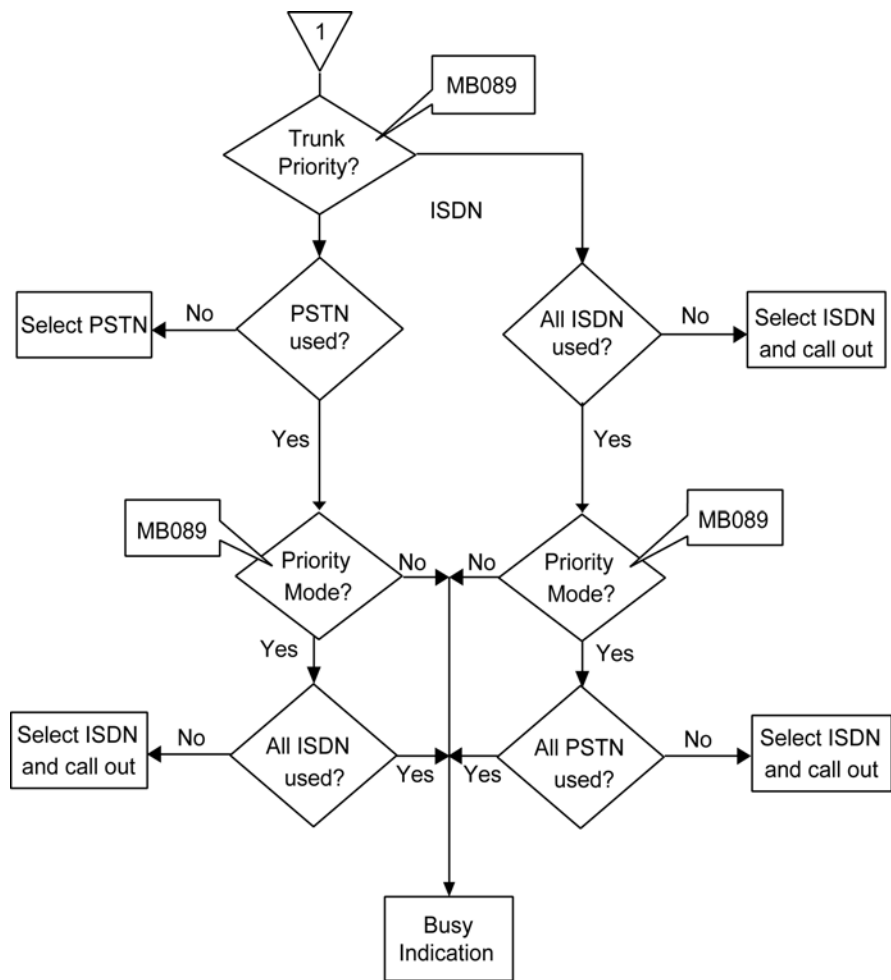


Figure 1-3

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Automatic Day/Night Mode Switching

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

This feature allows the user to program the system to automatically switch from day to night mode at a preset time.

- ☞ Refer to *Night Mode on page 221* for a description of manual day/night mode switching.

OPERATION PROCEDURE

Not applicable.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
014	Night Mode Start Time (Assignment 1)	Y
015	Night Mode End Time (Assignment 1)	Y
016	Night Mode Start Time (Assignment 2)	Y
017	Night Mode End Time (Assignment 2)	Y
018-1 → 018-7	Night Mode Monday → Sunday	Y

SERVICE CONDITIONS

- When the system is switched into night mode, night mode is applied system-wide and the night mode features are enabled.
- After powering on, resetting the time or exiting programming mode the system checks the current system program settings and switches to day/night mode depending on the time of day detected.

Careful note has to be taken of manual night mode setting, as it may be cancelled due to the conditions above.

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A-10 *Automatic Hold*

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

This feature allows a user to press a DSS key (Direct Station Selection) to page an internal caller while an external call is in progress. Once the DSS key is pressed, the external caller is automatically placed on non-exclusive hold.

STATION APPLICATION

This feature is available for all Multiline telephones.

OPERATION PROCEDURE

Placing a call on Automatic Hold:

1. While engaged on an external call, press the DSS key for the internal party. The external caller is automatically placed on hold and the internal call is made.
2. Talk with the called party or page the called party.
3. If you want to return to the holding party, press the appropriate line key.

SERVICE CONDITIONS

- After the preset hold recall timer expires, a hold recall is generated.

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Automatic Pause – Behind PBX

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

When a user places an external call using speed dial, redial, or saved dial through a PBX line, the system automatically inserts a pause into the dialled number.

OPERATION PROCEDURE

Not applicable.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
010	Outgoing Call Access Code for PBX	N
107	Trunk Line Type	Y

SERVICE CONDITIONS

- The pause time is three seconds (fixed).
- The initial value used by the system to indicate a pause is "0 -" (the system dials 0 and inserts a pause).
- A maximum of six digits (three dialled digits and three pauses) can be programmed for the PBX originating code. However, only one pause can be inserted between digits (i.e., two pauses cannot be dialled consecutively).
- Auto redial will insert the PBX outgoing access code for PBX lines. However, when a normal CO trunk is seized the access code will be deleted.
- When a mix of PBX lines and exchange lines are used, all speed dials must have PBX access code entered before the number. If an exchange line is seized the system will not send the PBX line seizure code.
- The PBX access code assignment 010 is taken into account for toll restrictions. Tolls will only be invoked for PBX calls when the access code is dialled followed by destination number.

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A-12 Automatic Redial

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

Automatic Redial simplifies repeated dialling to a busy telephone or when there is no answer. When set, redialling is automatically repeated at preassigned intervals. The intervals are assigned in system programming.


STATION APPLICATION

This feature is available for all Multiline telephones.

OPERATION PROCEDURE

Setting Automatic Redial:

1 (a)PSTN LINE

Whilst handset is off hook, and after receiving a busy tone or when there is no answer, press  (ensure handset is set back on the cradle).


(b)ISDN LINE

When the called party is busy the ISDN line will be dropped, then re seize an ISDN line

2. Press .

3. Press .

4. The call is redialled automatically. The number of redial attempts is assigned in system programming. (Default = 3)

5. When the called party answers, either lift the handset or press  (this also disconnects the call) and begin talking.

Note: If the call is not answered, it is disconnected.

Cancelling Automatic Redial:

1. Press  or lift the handset, then restore the handset.

- OR -

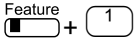
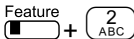
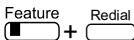

2. Automatic redial is automatically cancelled when the specified number of redial attempts has been exceeded.



RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
005	Automatic Redial Timer	N

- ☑ If an external call is made using a PBX line, the call elapsed timer displays but does not have any affect on the Automatic Redial condition.
- ☑ When using an ISDN external line, a busy tone is not detected and the line is placed into wait mode until release notification is received. Automatic Redial continues until the programmed number of retries is exceeded.
- ☑ If the user cancels Automatic Redial during wait mode, the external line is released and the telephone returns to the idle condition (if the handset is in the cradle and the speaker is off). If the handset is off of the cradle or the speaker is on, internal dialtone is received.
- ☑ After the number of redials has exceeded the programmed number of redial attempts, the external line is released and Automatic Redialling ends.
- ☑ The following operations are allowed during Automatic Redialling. A description of the operation and the method for initiating the operation are provided below.

Microphone On/Off	
Handset Mute On/Off	
Automatic Redial Enable	
Cancel Automatic Redial	Lift Handset (off-hook)
Speaker On	Handset in Cradle (on-hook)
Cancel Automatic Redial or Releases External Line	

- ☑ If a call is answered at the telephone where Automatic Redial was initiated, redialling is cancelled.
- ☑ When Automatic Redial is set, the line key LED on the telephone where Automatic Redial is initiated lights green. The line key LED on all other telephones lights red.
- ☑ If Automatic Redial is set while the handset is outside the cradle and the handset remains outside the cradle during redialling, the user must press  to cancel Automatic Redial. If  is not pressed, Automatic Redial continues when the user hangs up.
- ☑ When outgoing calls are restricted on a line, Automatic Redialling is not allowed. When a Automatic Redial is attempted using that line, an error tone is generated.
- ☑ When a telephone is being used for Automatic Redialling, that telephone cannot be used to place an external call on hold.
- ☑ Barge-in is not allowed while a telephone is being used for Automatic Redialling.
- ☑ Automatic Redial can only be set during a call attempt.
- ☑ ISDN lines or PSTN lines with Line Reversal on Answer enabled will automatically set phone into answer mode when called party answers. (e.g. Lifting handset not required.)

A-13

Automatic Release

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

This feature signals the system to release the line when an external caller abandons the call.

STATION APPLICATION

This feature is available for all Multiline telephones and single line telephones.

OPERATION PROCEDURE

Not applicable.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
112	Line Reversal Assignment	Y

SERVICE CONDITIONS

- If a disconnect signal is received, the external line is automatically disconnected.
- If a telephone is disconnected while accessing an external line, the associated line key LED goes off.
- Automatic Release functions during holding (exclusive/non-exclusive) and conference calling.
- When the user is engaged on a single-party call and the external party hangs up, the trunk is automatically disconnected and the user receives internal busy tone.
- Analogue trunks provide this feature when the outside exchange generates a "Line Reversal on Calling Party Idle" signal, to indicate that the distant party has terminated the call.
- ISDN trunks are automatically released (standard function) when the distant party terminates the call.
- Analogue trunks involved in a Call Forward External operation will be automatically released upon the detection of Busy Tone from either party's line.
- A TRF-B13 ETU is required for Auto Release of analogue trunks during a CFE.
- ISDN trunks do not require P112 (Line Reversal Assignment) set to YES for this function to work. This function is always enabled for ISDN.

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Background Music – External Speakers

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

When connecting with a Background Music (BGM) source, background music is provided over external speakers.

OPERATION PROCEDURE

Not applicable.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
002-2	External Speaker Connection	Y
002-6	Background Music Source	Y
011	Background Music Destination	Y

SERVICE CONDITIONS

- Music is not heard over external speakers unless background music speaker connection is specified in system programming.
- If paging, external ringing, and background music occur at the same time, the system prioritises the order they are processed as follows:
 1. External Speaker Paging
 2. External Ringing
 3. Background Music
- The background music source input is shared with Music On Hold. Music On Hold input will be the same as the BGM.
- When connecting external music or speaker equipment, the equipment must be connected via a Line Isolation Unit with a Telecommunications Compliance label.

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Background Music – Multiline Telephone Speakers

Xen Alpha

Release 6.0





FEATURE DESCRIPTION

When connected to a background music (BGM) source, Multiline telephone users can listen to music over the Multiline telephone speakers, while the telephone is idle.





This feature is available for all Multiline telephones.

OPERATION PROCEDURE

Setting background music when the telephone is idle:

1. Press .
2. Dial   (background music access code).
3. Press . Music is heard over the Multiline telephone speakers.

Cancelling background music:





1. Press .
2. Dial   (background music access code).
3. Press . Music is stopped over the Multiline telephone speakers.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
002-6	Background Music Source	Y
011	Background Music Destination	Y

SERVICE CONDITIONS

- Background music toggles between the set and cancel settings each time the background music access code is dialled (   .
- Background music volume is controlled by using up (▲) and down (▼) volume controls on the telephone.
- The set/cancel setting is preserved in the backup memory of the telephone.
- If background music has not been specified in system programming, “ERROR” is displayed in the telephone LCD when attempting to set background music using the set/cancel access code.
- Background music is heard only when the telephone is in the idle condition. Background music is temporarily suspended when the telephone is *not* idle.

- ☑ The background music source is used for both BGM over External Speakers and BGM over Multiline telephones.
- ☑ When connecting external music equipment, the equipment must be connected via a Line Isolation Unit with a Telecommunications Compliance label.
- ☑ If music on hold is provided from an external source e.g., CD player, tape player or radio, this will be the same source for Background Music.
- ☑ Background Music access code can be programmed under a feature access key.
- ☑ If music on hold is set to internal music, then Background Music will not play internal hold music. Background Music must be an externally provided sound source.

Barge-In (Interrupting an External Call)

Xen Alpha

Release 6.0

FEATURE DESCRIPTION





This feature allows one Multiline telephone user to interrupt another user's conversation.

STATION APPLICATION

This feature is available for all Multiline telephones.

OPERATION PROCEDURE


Interrupting a conversation using an outside line key:

1. Press  or lift the handset.
2. When you hear dialtone, press .
3. Press .
4. Press  (line key) to be interrupted. Barge-In is enabled.

RELATED PROGRAMMING

Function Number	Function Name	Required (Y)es or (N)o
203	Trunk line Barge-In	Y

SERVICE CONDITIONS

- Barge-in is enabled and disabled in system programming (default is disabled).
- ⇒ When barge-in is in progress, the conference key () LED remains solid on the telephone used to initiate barge-in and remains off on the telephone where barge-in occurs.
- ⇒ When barge-in is in progress and the user (where barge-in occurs) places their existing call on hold, the caller who initiated the barge-in can continue speaking to/hearing from the external party. After this, when the caller who initiated the barge-in goes off hook, the call is placed on non-exclusive hold.
- ⇒ Barge-in also works for telephones programmed to only receive calls (i.e., those telephones restricted from dialling out).
- ⇒ Barge-in is not allowed during the following conditions:
 - when Automatic Redial is in progress.
 - when dialling is in progress.
 - before an internal user answers a call or before the user initiates an outgoing external call.
 - all conditions other than an external call in progress (i.e., hold, conference call, etc.).
 - the called telephone is a member of a different tenant group.
- ⇒ A single line telephone cannot be used to initiate a barge-in. However, single line telephone conversations can be interrupted.

- A telephone cannot be used to initiate a barge-in if it is part of a conference.
- A barge-in cannot be completed if the telephone that is the target of the barge-in is part of a conference.
- If all of the conference circuits in the system are in use, no barge-in is allowed. Barge-in requires the use of a conference circuit.
- An alert tone is sent to all parties when a Barge-In is originated.

Battery Backup – System Memory

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

A battery is provided on the central processing unit (CPU) in the KSU. This battery retains system memory if the power fails. When fully charged, a new lithium battery maintains backup power for approximately two years. This allows the system to return to normal operation once power is restored.

OPERATION PROCEDURE

Not applicable.

SERVICE CONDITIONS

- A manually set Night Mode is not retained.
- Programming and status condition is retained for the following:
 - Background Music
 - Call Forward – All Calls
 - Call Forward – Busy/No Answer
 - Clock/Calendar
 - Do Not Disturb
 - Incoming Ring Mode for Single Line Telephones (when connected via the ADA Adaptor)
 - LCD Contrast (DTU-type telephones only)
 - Microphone Status
 - Night Mode
 - Redial
 - Room Monitor
 - Speed Dial Entries (Station/System)
 - System Data
 - Timed Alarms
 - Volume
- ⇒ Status condition *is not* retained for the following:
 - Automatic Callback
 - Trunk Queuing
 - Off-hook
 - Automatic Redial
 - Trunk Queuing
 - Callback Request
- A low battery LCD indication will appear on Multiline terminal Ports 1 and 2 when the lithium battery is low.
- Memory switch SW1 should be set to CLEAR when data is not required to be saved for storage purposes. This will prolong the life of the lithium battery.
- Once the lithium battery has been depleted, it will need to be replaced.

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Battery Backup – System Power

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

The built-in backup batteries provide complete system operation for a minimum of 20 minutes. This allows the entire telephone system (KSU and telephones) to remain operational during a power outage.

Externally connected batteries of a larger capacity (max 6.5 Ah) may be installed to obtain longer backup durations (min. 3 hours @ 6.5 Ah).

OPERATION PROCEDURE

Not applicable.

SERVICE CONDITIONS

- The backup batteries are charged from the Xen System's power supply.
- Any external equipment requiring their own mains power supply will not be supported by the backup batteries in the event of a mains power failure. This includes equipment connected to adapters installed in a Multiline terminal.
- Actual backup time provided by the backup batteries will vary depending on system configuration, number of extensions, the amount of operation by users during the power failure, etc.
- Batteries must be installed in pairs. Refer to the Xen Alpha Installation Manual for battery specifications.
- The built-in backup batteries will require replacing after 2.5 years of system operation. User provided external backup batteries will also require replacing. Consult your supplier for details.

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Busy Lamp Field – Multiline Telephones

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

The Busy Lamp Field (BLF) is an LED on the Multiline telephone which is used to indicate the telephone status (idle, in-use, do-not-disturb mode, etc.).

STATION APPLICATION

This feature is available for all Multiline telephones.

OPERATION PROCEDURE

Not applicable.

SERVICE CONDITIONS

- Busy Lamp Field indication is provided for the following conditions:

Busy Lamp Field	Condition
Slow Red Flash	Do Not Disturb Set
	Telephone in programming mode
	Feature Key assignment in progress
	Scrolling in progress
Fast Red Flash	Call Forward – All Calls Set
	Call Forward – Busy/No Answer Set
Solid Red	Telephone is busy
Off	Telephone is idle

- If a line key is not assigned as a trunk line, it can be assigned as a Busy Lamp Field. These lines must be assigned as “Not Connected” in System Programming.

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**FEATURE
DESCRIPTION**

The Call Appearance key feature automatically places an outside call onto a Call Appearance key rather than a Line Key when the terminal is operating in this mode. Two Call Appearance Keys can be assigned on any Multiline Terminal in place of Line Key appearance, particularly benefiting terminals with few line keys or those requiring more user programmable One-Touch/Feature Access keys.

**STATION
APPLICATION**

All Multiline Terminals.

**OPERATION
PROCEDURE****Placing an outgoing call on hold and retrieving it:**

1. Go off-hook and receive internal dial tone.
2. Dial trunk access code or MNO DEF x. A CAP key lights.
3. Dial the outside party and begin conversation.
4. Press . The CAP key flashes.
5. Press the flashing CAP key to retrieve the held call.

Placing an incoming call on hold and retrieving it:

1. Receive CO/PBX incoming ring.
2. Go off-hook to answer call. CAP key lights.
3. Press . The CAP key flashes.
4. Press the flashing CAP key to retrieve the held call.

Transferring a trunk call to another extension (supervised):

1. With a trunk call in progress, press . CAP key flashes green.
2. Dial another extension number. Wait for called party to answer.
3. After announcing call, hang up to complete transfer. CAP key goes off.

Transferring a trunk call to another extension (unsupervised):

1. With a trunk call in progress, press . CAP key flashes green.
2. Dial another extension number and hang up to complete transfer. CAP key flashes red.
3. Once called party answers the transferred call, CAP key goes off.
4. If transferred call goes unanswered, call recalls to extension. CAP key flashes green.







Receiving a transferred trunk call from another extension (supervised):

1. Receive incoming Intercom ring.
2. Go off-hook to answer intercom call.
3. Caller announces call and hangs up to complete transfer. CAP key lights green.

Receiving a transferred trunk call from another extension (unsupervised):

1. Receive incoming Ring Transfer ring.
2. Go off-hook to answer call. CAP key lights green.

Performing a manual trunk to trunk transfer:



1. With a trunk call in progress, press . CAP key flashes green.
2. Dial trunk access code  or   x. Second CAP key lights green.
3. Dial external telephone number and wait for called party to answer.
4. Press  then  to complete the transfer. Both CAP keys go off.
5. Hang up.

RELATED PROGRAMMING

Function Number	Function Name	Required (Y)es or (N)o
248	Line Key or Call Appearance Key Mode	Y

SERVICE CONDITIONS

- The Call Appearance Key (CAP Key) shows the status of trunk calls which are in progress or on hold on that terminal. They can represent any trunk in the system used by the terminal. They are not used for internal calls.
- Two CAP Keys may be assigned to each terminal and these are exclusive to that terminal.
- A conference call involving two outside lines will consume two CAP Keys.
- The Xen Alpha system selects trunks from highest to lowest when Trunk Access Code 0 is dialled. Busy indication will be returned if there is no free CAP Key available on the terminal, or there are no free trunks to select.
- Any held call left on a CAP Key for more than the Hold or Transfer recall timer recalls to the Multiline Terminal where the call was originally put on hold.
- SMDR records the trunk number of the external call even though its appearance was held on a CAP Key.
- Trunk calls (incoming or outgoing) reside on CAP Keys in the order they were established, i.e. call 1 on CAP 1, call 2 on CAP 2.
- Line keys one and two on each Multiline Terminal are assigned as CAP Keys when the terminal is assigned to CAP Mode in System Programming. All remaining line keys are assigned as one-touch keys.

- ☑ When an outgoing trunk call is automatically originated (e.g. Last Number Redial, Automatic Redial, Speed Dial, Preset Dialling, Prime Line, ACR, Caller ID Scrolling/Dialling, Confirmation Dialling), the trunk seized will appear on a CAP Key.
- ☑ An incoming trunk call ringing on a terminal will not appear on a CAP key until it is answered. Once answered, the CAP key goes solid green and when the call is placed on hold, the CAP key flashes green.
- ☑ When both CAP Keys are in use, further trunk calls directed to that terminal will continue to ring (off-hook ringing if terminal is off-hook), but cannot be answered until one of the CAP Keys is made idle.
- ☑ A terminal assigned with CAP keys can answer or retrieve from hold any specific trunk by dialling the specified trunk access code 63x (x = trunk number 1~6). A CAP key must be free to do this however, otherwise busy indication will result.
- ☑ A DIT call arriving at a station will reside on a CAP key once it is answered.
- ☑ When a terminal is in CAP key mode, the line key can no longer be pressed to access a trunk. A trunk access code must be dialled.
- ☑ With CAP keys assigned, Trunk Queuing can still be set when required. When trunk queuing recall indication is given, going off-hook will seize a trunk and this will reside on a free CAP key. If no free CAP key is available, busy indication will be returned.
- ☑ When a trunk call directed to a Virtual Extension is answered on a terminal with CAP keys, the trunk call will reside on a free CAP key. If no free CAP key is available, busy indication will be returned.
- ☑ The line key status of a trunk residing on a CAP key will be shown on other terminals in the system which are assigned in Line Key mode.
- ☑ CAP keys will light solid red when there are no trunks available for that extension to seize.
- ☑ Pressing  + CAP key while it is IDLE or Solid RED will display the CAP key number. i.e. CAP KEY 1 or CAP KEY 2.
- ☑ Pressing  + CAP key while it is flashing red, flashing green or solid green, will display the trunk number and CLI details of the call in progress or on hold.

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FEATURE DESCRIPTION

This feature is used to leave notification at the called party's telephone that you have called.

The single line telephone must be set for Dual Tone Multifrequency mode (touch tone) for this feature to be used.


STATION APPLICATION

This feature is available for all Multiline telephones (sending and answering Callback request) and single line telephones (sending Callback request only).


OPERATION PROCEDURE

Setting a Callback request.

1. When calling internally and receiving call waiting or busy tone, press .

Note: When Callback request is set, the  flashes on the called party's telephone and the telephone display (for those telephones equipped with an LCD) at the called party's telephone indicates the calling party's extension number.





Returning a Callback request:

1. Lift the handset or press .
2. Press .

Cancelling a Callback request from a Multiline telephone:

1. If the called party does not respond to the Callback, call again.

Cancelling a Callback request from an attendant position:

1. Press .
2. Dial  .
3. Press .

Note: When this procedure is performed, do not disturb and all Call Forward settings are also cleared.

When cancelling Callback request from an attendant position, all Callback requests are cleared system-wide.

- ☑ A telephone user can set Callback requests to more than one telephone. Callback requests can be sent to other telephone users regardless of the tenant group to which they belong.
- ☑ A telephone that is not equipped with an LCD answers a Callback in the same way users of telephones equipped with an LCD.
- ☑ A maximum of three Callback requests can be set to an individual telephone connected to the SLT card or SLT adapter.
- ☑ Single line telephone users can set Callback requests. Single line telephone users cannot receive Callback requests or return a callback request.
- ☑ APR cannot receive indication of a Callback request on the SLT, but indication is provided on the MLT. Returning a Callback request is possible from the SLT connected to the APR by dialling .
- ☑ A Callback request can be set to a telephone that has do not disturb set.
- ☑ If a power outage occurs, all Callback requests are cancelled.
- ☑ SLT connected to the SLI card will receive busy tone instead of Call Waiting tone when calling a busy station. In this case, Callback request can be set while hearing busy tone.

C-3

Call Elapsed Timer

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

This timer appears in the LCD (liquid crystal display) on the Multiline telephone. The timer keeps track of the amount of time that has elapsed since the call was answered. When the user hangs up, the timer disappears from the LCD.

STATION APPLICATION

This feature is available for all Multiline telephones.

OPERATION PROCEDURE

Not applicable.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
112	Line Reversal Assignment	N

SERVICE CONDITIONS

- The call elapsed timer disappears from the LCD when a call is placed on hold (exclusive and non-exclusive). While the call is on hold, the timer continues counting and is redisplayed when the call is removed from hold, when the call is transferred and answered, or when the call is transferred and recalls to the telephone that originated the transfer.
- The elapsed call time is maintained separately for each external line. When more than one external line is placed on hold, the timer is redisplayed for each call as it is removed from hold.
- During an add-on conference, which includes at least one external line, the elapsed call time of the last external line that is seized is displayed in the LCD.
- The call elapsed timer is not displayed while a call transfer or tone override is received or when dialling is performed during a call using an external line. The call elapsed timer redisplay five seconds after the last digit is dialled.
- During an add-on conference that contains one external line and two internal lines, the elapsed conference time is displayed on the LCD of all the Multiline telephones involved in the conference.
- The maximum time that can be indicated is 59 minutes and 59 seconds. After 59 minutes and 59 seconds is reached, the timer resets to 00 minutes and 00 seconds.
- The call timer begins counting 10 seconds after seizing an analogue trunk and dialling the first digit.

- ☑ Where Line Reversal on Answer is available on an analogue trunk and that trunk is enabled in P112 (Line Reversal Assignment), the call timer will begin counting the moment the outside party answers the call.
- ☑ The call timer will begin counting immediately the outside party answers the call when using an ISDN trunk.

FEATURE DESCRIPTION

This feature allows calls to an extension to be immediately forwarded to another destination based upon the type of call received, Internal or External. Each type of call can be forwarded separately to an internal or external destination or to the VRS Automated Attendant (external calls only). Call forwarding can be cancelled for the entire system from an Attendant position.


















This feature applies to DID, DIT, ICM, AA Transferred and CO Ring Transferred calls.

STATION APPLICATION











All stations.

OPERATION PROCEDURE





Setting Call Forward All:

1. Press  or  or lift handset.
2. Dial  .
3. Specify the type of call to be forwarded:
 External 
 Internal 
4. Enter the destination number:
 - Off Premise  or   **X** + telephone number
 - Station No.   ~  
 - Auto Attendant  
5. Press  or  or restore handset.





Cancelling an individual Call Forward All setting:

1. Press  or  or lift handset.
2. Dial  .
3. Specify the type of call to be forwarded:
 External 
 Internal 
4. Dial  .
5. Press  or  or restore handset.

Cancelling all Call Forward settings system-wide from an attendant (MLT Port 01 or 02):

1. Press .
2. Dial  .
3. Press .

Cancelling Call Forward settings and DND at a station:





1. Press  or lift handset.
2. Dial  .
3. Press  or restore handset.

**SERVICE
CONDITIONS**

- Incoming internal and external call types are defined as follows:
Internal = ICM, AA Transferred and CO Transferred calls
External = DID and DIT calls
- Internal calls cannot be forwarded to the Automated Attendant (Ext. 99). Only DID and DIT calls can be forwarded to the Automated Attendant.
- A Call Forward setting for both internal and external calls can be set at the same time.
- Only one Call Forward can be set (per type of incoming call) on the same telephone at one time. Setting a new Call Forward will automatically cancel any existing setting for that type of call.
- A Call Forward – All settings can be assigned at the same time as a Call Forward - Busy/No Answer setting, but the former takes priority. In this case, the Call Forward - Busy/No Answer setting is retained, but ignored until the Call Forward - All Setting is cancelled.
- The following table summarises the Call Forward operation. (For Release 3.0 or higher.)

Call Forward Setting	Incoming Call Type	Call Forward Destination		
		Internal	External	AA
Internal (1)	ICM	✓	✓	✗
	CO Transfer	✓	✓	✗
	AA Transfer	✓	✓	✗
External (0)	DID	✓	✓	✓
	DIT	✓	✓	✓

- The Feature Key on a station set with Call Forward - All will flash red until the setting is cancelled.
- A DSS/BLF Key on a station will flash red while the station assigned to the DSS/BLF Key has Call Forward - All set.

- ☑ Any telephone in the system can be the Call Forward destination for any number of other telephones. This includes Voicemail ports and VRS Automated Attendant.
- ☑ A Call Forward cannot be set to a UCD port (Default: Ext. 40 or 41).
- ☑ Call Forward – All Calls can be directed to any other telephone in the system even if the telephone is the member of a different tenant group.
- ☑ Call Forward and Do Not Disturb settings can be individually reset for each telephone using     (Feature Key reset).
- ☑ If two internal callers attempt to call one another and they have each other as their Call Forward – All Calls destination, a busy tone is generated.
- ☑ The Call Forward – All Calls setting takes precedence over the Call Forward – Busy/No Answer setting when both are enabled.
- ☑ When Call Forward – All Calls is assigned to a One-Touch Key and that key is equipped with an LED, the LED lights red when the Call Forward feature is enabled.
- ☑ If a telephone is programmed for Direct Inward Termination (DIT), allowing calls to bypass the attendant and ring directly at a designated extension, Call Forward (internal) assigned to that telephone is followed.
- ☑ On DTB-type telephones, “Call FWD” is displayed in the telephone LCD when the Call Forward – All Calls is enabled.
- ☑ Only the telephone that has set a Call Forward – All Calls can cancel the Call Forward – All Calls setting. An attendant position can, however cancel all Call Forward and Do Not Disturb settings system wide.
- ☑ A maximum of two Call Forward All destinations can be “chained.” For example, telephone A is set to forward calls to telephone B and telephone B is set to forward calls to telephone C. Telephone C attempts to forward to D. Telephone C will be the final forward destination for both telephones; forwarding to D is not allowed.
- ☑ A ring assigned trunk call will not follow a Call Forward setting. Only ICM, DID, DIT, AA Transferred and CO Ring Transferred calls will follow a Call Forward setting.

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Call Forward – Busy/No Answer

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

This feature allows calls to an extension to be forwarded to another destination based upon the type of call received, Internal or External when either the telephone is busy or where there is no answer. Each type of call can be forwarded separately to an internal or external destination or to the VRS Automated Attendant (external calls only). Call Forwarding can be cancelled for the entire system from an Attendant position.

This feature applies to DID, DIT, ICM AA Transferred and CO Ring Transferred calls.

STATION APPLICATION

All stations.

OPERATION PROCEDURE


Setting Call Forward - Busy/No Answer

1. Press ^{Feature} or ^{Speaker}.
2. Dial _{MNO} _{PQRS}.
3. Specify the type of call to be forwarded:
 External
 Internal
4. Enter the destination number:
 - Off Premise or _{MNO} _{DEF} **X** + telephone number
 - Station No. ~ _{JKL} _{WXYZ}
 - Auto Attendant _{WXYZ} _{WXYZ}
5. Press ^{Feature} or ^{Speaker}.





Cancelling an individual Call Forward - Busy/No Answer setting:

1. Press ^{Feature} or ^{Speaker}.
2. Dial _{MNO} _{PQRS}.
3. Specify the type of call to be forwarded:
 External
 Internal
4. Dial .
5. Press ^{Feature} or ^{Speaker}.

Cancelling all Call Forward settings system-wide from an attendant (MLT Port 1 or 2):

1. Press .
2. Dial  .
3. Press .

Cancelling Call Forward settings and DND at a station:

1. Press  or lift handset.
2. Dial  .
3. Press  or restore handset.

RELATED PROGRAMMING





All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Yes or No)
008	Call Forward – Busy/No Answer Duration	N

SERVICE CONDITIONS

- Incoming internal and external call types are defined as follows:
Internal = ICM, AA Transferred and CO Transferred calls
External = DID and DIT calls
- Internal calls cannot be forwarded to the Automated Attendant (Ext. 99). Only DID and DIT calls can be forwarded to the Automated Attendant.
- A Call Forward setting for both internal and external calls can be set at the same time.
- Only one Call Forward can be set (per type of incoming call) on the same telephone at one time. Setting a new Call Forward will automatically cancel any existing setting for that type of call.
- A Call Forward - All settings can be assigned at the same time as a Call Forward - Busy/No Answer setting, but the former takes priority. In this case, the Call Forward - Busy/No Answer setting is retained, but ignored until the Call Forward - All Setting is cancelled.
- The following table summarises the Call Forward operation. (For Release 3.0 or higher.

Call Forward Setting	Incoming Call Type	Call Forward Destination		
		Internal	External	AA
Internal (1)	ICM	✓	✓	✗
	CO Transfer	✓	✓	✗
	AA Transfer	✓	✓	✗
External (0)	DID	✓	✓	✓
	DIT	✓	✓	✓

- ☑ Unlike Call Forward - All, when Call Forward - Busy/No Answer is set on a station, the Feature Key of that station will not flash and neither will a DSS/BLF key assigned on another station. This avoids the distraction of many flashing lights constantly appearing on an extension when this common setting is made throughout the system.
- ☑ A telephone can be the destination of multiple Busy/No Answer settings (i.e., more than one telephone in the system can have the same telephone as the Call Forward destination).
- ☑ An attendant (MLT Port 1 or 2) can be used to reset the Call Forward - Busy/No Answer setting system-wide, including Do Not Disturb (DND) and Call Forward – All Calls.
- ☑ Call Forward and DND settings can be individually reset for each Multiline telephone using     (Feature Key reset).
- ☑ Call Forward - Busy/No Answer calls can be directed to telephones that are members of a different tenant group.
- ☑ If two internal callers attempt to call one another and they have each other as their Call Forward - Busy/No Answer destination, the call is placed into call waiting status.
- ☑ A ring assigned trunk call will not follow a Call Forward setting. Only ICM, DID, DIT, AA Transferred and CO Ring Transferred calls will follow a Call Forward setting.
- ☑ Programming Call Forward – Busy No/Answer to operate on a one-touch key simplifies enabling the feature. By pressing the one-touch key while the telephone is in idle mode enables the feature. The LED associated with the LED lights red when the feature is enabled.
- ☑ The one-touch key toggles to turn the busy no/answer feature on and off. When enabled the LED lights red and when disabled the LED is not lighted.
- ☑ Multiple one-touch keys can be assigned with different Call Forward destinations. When a one-touch key is pressed to enable the feature, any previous call destination setting is cancelled. For example, if the user presses a one-touch key where extension 14 is the Call Forward destination and extension 12 is the previous setting, then the setting for extension 12 is cancelled. The associated LED for the one-touch key used to set extension 12 as the destination goes off and the associated LED for the one-touch key used to set extension 14 as the destination lights red.

- ☑ If a one-touch key is assigned with a Call Forward - Busy/No Answer setting to a non-existent extension number and the key is pressed, the existing busy/no-answer settings are preserved and none of the LEDs change. An error is displayed in the telephone LCD.
- ☑ Call forward Busy/No Answer settings can not be chained i.e., follow a call forward setting at the destination station.
- ☑ Only the extension used to set/reset the Call Forward Busy/No Answer setting can be used to change that setting. An Attendant position can however cancel all Call Forward and DND settings system wide.
- ☑ Voice announced calls will not follow the Call Forward Busy/No Answer settings.
- ☑ A Call Forward cannot be set to a UCD port (Default: Ext. 40 or 41).

C-6

Call Forward – External

Xen Alpha

Release 6.0

FEATURE DESCRIPTION
















The Call Forward External (CFE) feature allows incoming ICM, DID, DIT, AA Transferred or CO Ring Transferred calls to be automatically forwarded to an external destination. CFE is an extension of existing Call Forward All and Busy/No Answer functions, where entry of a trunk access code rather than an extension number triggers the CFE setting.

STATION APPLICATION













All stations.

OPERATING PROCEDURES

To set CFE:

1. Press  or  or lift handset.
2. Dial the desired Call Forward Access Code:
CF-All  
CF-B/NA  
3. Specify the type of call to be forwarded:
External 
Internal 
4. Dial the Trunk Access code, ( or   **X**, **X**=Trunk No.  ~ )
5. Dial the destination telephone number.
6. Press  or  or restore handset.

To cancel CFE:

1. Press  or  or lift handset.
2. Dial the desired Call Forward Access Code:
CF-All  
CF-B/NA  
3. Specify the type of call to be forwarded:
External 
Internal 
4. Dial  .
5. Press  or  or restore handset.

☞ Refer also to:

- C-3 Call Forward - All Calls, and
- C-4 Call Forward - Busy/No Answer

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Yes or No)
112	Line Reversal Assignment	N

- Call Forward External can be allowed/denied on a per station basis (P229).
- Call Forward External can be allowed/denied on a per trunk basis (P154).
- CFE will operate for ICM, DID, DIT, AA Transferred and CO Ring Transferred calls. Incoming trunk calls not received as a DID call must be changed to DIT before CFE will operate.
- Line Reversal must be enabled for all trunks being used as outgoing lines for CFE [(P112 (Line Reversal Assignment)], including ISDN trunks.
- Using '0' as a trunk access code will cause CFE to choose a free trunk from those specified in P150. The highest available trunk number will be selected. A specific trunk 'X' may be selected using access code 63X, where X=1 → 6.
- The trunk seized by CFE to establish the outgoing call must be an ISDN trunk or an analogue COI trunk with **Line Reversal on Answer assigned by the service provider**.
- A One-Touch key or DSS key can be programmed with the CFE feature. The LED associated with this key will remain lit solid red until CFE is cancelled. If multiple CFE keys are programmed with different destinations, only the key used to set the current CFE setting will be lit.
- An ERROR will result in the following cases when a station attempts to set CFE. These conditions will also be checked before a CFE operation takes place, and the CFE will not take place if any condition below is met:
 - CFE is not allowed for that station
 - CFE is not allowed for the specified trunk
 - the trunk access code entered is not a valid code
 - a TRF card is not installed and the trunks involved include an analogue trunk
 - a TRF card is not installed and there are no ISDN trunks installed in the system
 - the analogue trunk specified is not assigned with Busy Tone Detection or Line Reversal Detection
 - the station is restricted from making outgoing calls
 - the specified trunk is restricted from outgoing calls
 - the destination number entered is restricted from that station
- In addition to the conditions noted in the previous point, the Call Forward external will not proceed if;
 - a trunk cannot be seized by the CFE facility because it is busy
 - the telephone number for the outgoing call is busy
 - an analogue COI trunk is involved and the TRF channel is busy

- ☑ If for whatever reason the CFE operation fails, the extension receiving the call will instead ring as though the CFE were not set. The CFE operation will not be attempted again.
- ☑ When CFE is set on an MLT, “EXT FWD SET” will be continuously displayed on its LCD and a special internal dial tone produced when that station goes off-hook.
- ☑ When CFE is set on an SLT, a special internal dial tone is produced when that station goes off-hook. There is no visual indication of this setting.
- ☑ The internal dial tone produced when CFE is set, is the “Service Set Tone”, a 800Hz continuous tone.
- ☑ The Xen Alpha only answers the incoming call when the diversion is successfully connected to the external party using the CFE feature.
- ☑ The line on which the incoming call arrives is released when the line used for the outgoing call is released.
- ☑ A maximum of three CFE calls can be established in the system at one time, with the following configurations:
 - COI1 to COI2
 - ISDN to ISDN
 - ISDN to ISDN
- ☑ An SMDR report will be produced for the outgoing call of a Call Forward External operation.
- ☑ The TRF-B13 ETU will detect busy tone sent from an analogue trunk party to a CFE call. This will cause the CFE call to be disconnected and all trunks of the CFE released.
- ☑ During the CFE process, the incoming caller will continue to hear ring tone and the trunk on the KTS will continue to receive ring until the diversion has been successfully completed. However during this time no ring indication shall be provided to the KTS extension, other than a flashing red Line Key for the incoming call and a solid red Line Key for the outgoing call. The Line Key of the incoming call shall change to solid red once the CFE has been successful.
- ☑ A call connected externally using the CFE feature cannot be entered into by any party (e.g. using Barge-In). Both the incoming and outgoing Line Key LEDs will remain solid red on all stations until the trunk has been disconnected and both lines are released by the KTS.
- ☑ An Automatic Disconnect Timer specifies the maximum time a CFE call will remain in place before being forcibly disconnected. A tone of 800 Hz for 2 seconds will be heard by both parties 30 seconds before the trunks are released by the system.
- ☑ Installation of the TRF-B13 ETU (Trunk Transfer card) will be required if analogue COI trunks are involved in the CFE process, either as an incoming or outgoing trunk. If only ISDN trunks are involved in the CFE process, the TRF card is not required. If a TRF card is not installed, an incoming call on an analogue trunk will not follow the CFE setting, and an analogue trunk will not be selected as the outgoing trunk.

- ☑ If a line is restricted in P351~356 for a port, then the line will not be used for CFE, even though P154 for that line is allowed. This is only for CFE setting using the “0” line access code. To bypass the settings in P351~356, specific line seizure codes can be used for setting CFE. (System Software Version 2.5 or lower only.)
- ☑ System Software Version 3.0 or higher does not follow P351~356 or P331~336 programming settings for CFE calls. Lines can only be restricted for CFE calls using P154.

Caller Identification – Incoming

Xen Alpha

Release 6.0

FEATURE APPLICATION

The Caller Identification – Incoming (Caller ID) feature allows the user to see the calling party's telephone number and even their name when matched against a programmed system speed dial buffer.

Caller ID is available on analogue and ISDN trunks (consult with your network provider for details). A CID-B13 Unit is required to provide caller identification on analogue trunks. Three CID units are required to provide caller identification for all six of these trunks.

STATION APPLICATION

This feature is available for display Multiline telephones.

OPERATION PROCEDURE

Not applicable.

SERVICE CONDITIONS

- Caller ID uses information sent from the central office and displays the information (name and/or number) in the telephone LCD. If Caller ID information is not provided, the system displays the number assigned in system programming to the trunk line.
- The Caller ID information sent from the exchange usually includes the caller's telephone number only, no associated name. For a name to be displayed, the caller's number, including area code and name must be programmed into a System Speed Dial entry. When a call is received the number sent is checked against those programmed into System Speed Dial locations and if there is a match, the associated name will also be displayed.
- A system speed dial matched name has priority over the name sent from the network.
- The Caller ID name displayed when the call is ringing is dependant on network and system speed dial match.
- For incoming analogue trunk calls, **MOBILE** will appear in the display (with the mobile number), but the name **MOBILE** will be replaced with the name programmed into the system speed dial if the caller number is matched. Similarly, **PAYPHONE** will appear for calls from a pay phone and **PRIVATE** will appear for Caller ID blocked calls.
- Each system speed dial can have one of four ring patterns assigned, to provide a different ring when the Caller ID is matched to the system speed dial (refer to D-6 Distinctive Ringing).
- When displayed, the caller's system speed dial matched name is shown on the top row of the display and the caller's number on the second row of the display. Both the name and number are preceded by the trunk line number where the call rings into.

Display Example:

01/NEC Australia

01/0392621111

- There is no system limitation to the number of telephones that can display Caller ID information.
- When multiple external calls ring into the system, Caller ID information is stored for each of the incoming calls. Caller ID information is displayed in the order that the calls are detected (i.e., the first incoming trunk call is detected and the information is displayed until the call is answered; as additional calls are answered, the stored Caller ID information is displayed until answered).
- The system provides storing of Caller ID numbers as standard. Up to 20 Caller ID numbers are stored. (Refer to C-8 Caller ID Scrolling with Date & Time Stamp.)

Caller ID Scrolling with Date & Time Stamp

Xen Alpha

Release 6.0

FEATURE DESCRIPTION




When caller identification information is provided, the user can browse through the list of the last 20 numbers. The user can dial the displayed Caller ID number by lifting the handset or manually seizing a line.


STATION APPLICATION

This feature is available for all Multiline telephones equipped with a display.

OPERATION PROCEDURE

Confirming Caller ID information (DTB/DTU-type terminals):


1. While the telephone is idle, press .
2. Press  to display the most recent Caller ID information. The date and time that the call was received and the caller's number are displayed.
3. To scroll through the list of Caller ID information, continue to press .

Note: When the end of the list is reached, the first Caller ID is displayed when  is pressed.

Confirming Caller ID information (Dterm Series i terminals):

1. While the telephone is Idle, press the **Directory** Key to display the most recent Caller ID information. The date and time that the call was received and the caller's number are displayed.
2. Continue to press the **Directory** Key to scroll through the list of the Caller ID information.

Placing a call using the displayed Caller ID information (DTB/DTU-type terminals):

1. While the Caller ID information is displayed, press  (external line key) or lift the handset.

Placing a call using the Caller ID information (Dterm Series i terminals):

1. While the Caller ID information is displayed, press the external line key or lift the handset.

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
209	Outgoing Call Priority Mode	Y
009	Outgoing Call Line Selection	N
205	Hot Line/Prime Line Assignment	N

- When displayed, the caller number is shown in the top row of the display, with the time and date of the call on the second row of the display. The number on the left of the caller number indicates the order of the stored Caller ID, with 01 being the most recent call and 20 being the oldest call.

e.g. 01 : 038XXXXXXX
 9:00 AM SAT 1
- A maximum of 20 Caller ID numbers with date and time can be stored system wide.
- All MLT extensions have access to the same Caller ID information list.
- MLT extension are allowed to display and dial the stored Caller ID number at the same time.
- If no Caller ID information exists, the telephone remains idle when and are pressed.
- If (external line key) is pressed while scrolling through the Caller ID information, the displayed number is dialled.
- When a call is ringing, both the system speed dial matched name and caller number are displayed. When Caller ID Scrolling, only the caller number with date and time stamp is displayed, but the system speed dial matched name and number will be shown, when the stored Caller ID number is used for dialling out.
- When a call is answered, either the system speed dial matched name or Caller ID number will be displayed.
- If stored Caller ID numbers are viewed with calls on hold, the CONF key must be pressed to exit Caller ID scrolling, before a line on hold can be re-seized.
- PBX lines, when selected to dial out (using caller ID scrolling) will have "0" (outside access code) automatically inserted.
- If ACR is enabled on a MLT, then Caller ID scrolling will follow ACR.
- When ACR is enabled on an MLT with Bypass set to Allow or Deny, the Caller ID Scrolling feature will work on manual trunk seizure and follow ACR programming.
 - The trunk selected may not be the one that the system seizes. This depends on P009 and ACR trunk priority setting.

- ☑ If stored Caller ID numbers are viewed and a line key is pressed, then the viewed Caller ID number will be dialled with the following display format shown on the MLT LCD.

01/0392621111
NEC Australia

- ☑ To be able to dial the displayed Caller ID number by lifting the handset, the MLT must have outgoing call priority enabled in system programming. Pressing the Speaker key with a Caller ID number displayed will provide internal dial tone, unless a Prime Line has been assigned in P205.
- ☑ The **Directory** key of the Dterm Series i terminals will only function when the phone is idle. Pressing the **Directory** key will be ignored if there is no Caller ID information to display.

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C-9

Call Pickup Direct

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

The Call Pickup Direct feature allows station users to answer calls directed to a specific station, rather than selecting from a group of stations. This permits efficient handling of calls that are directed to unattended stations.

STATION APPLICATION

All Multiline and Single Line Telephones.

OPERATING PROCEDURES

To pickup a ringing call:

1. Go off-hook.
2. Dial access code .
3. Dial the number of the extension whose ringing call you wish to answer.

SERVICE CONDITIONS

- Call Pickup Direct will answer the following types of calls:
 - Intercom Ringing
 - Intercom Voice
 - CO/PBX Incoming
 - VRS/Automated Attendant Transfer
 - Camp-On Recall
 - Hold Recall
 - Off-Hook Ringing
 - Transfer Recall
 - Call Forward
 - Ring Transfer
 - Step Call
 - UCD Call
 - Virtual Extension Ringing
 - Incoming calls to stations that are in DND
 - Incoming DPH calls
 - Door Phone calls.
- Call Pickup Direct cannot be used to answer the following types of calls:
 - Trunk Queuing Recall
 - Automatic Callback Ringing
 - Camped on Calls
 - Exclusive hold recalls

- ☑ If different types of calls are received at a station, the following Call Pickup priorities are used by the system:
 1. Internal Calls (Voice/Tone/Call Waiting)
 2. VRS/Automated Attendant Transferred Calls.
 3. Ring Transfer Calls
 4. CO/PBX Calls.
- ☑ If more than one of the same type of call is being received at a station, calls are picked up on a first-in/first-out basis.
- ☑ The Call Pickup Direct Access Code can be programmed on a Feature Access key or One-Touch key.
- ☑ Station Message Detail Recording (SMDR) prints the number of the station which picked up the call in the case of trunk calls.
- ☑ Call Pickup Direct is allowed between different tenants.
- ☑ Error is returned if a non-existent station number is dialled.
- ☑ Error is returned if a Virtual Extension is selected and the Call Pickup Direct access code is dialled.
- ☑ Busy is returned if a user performs a Call Pickup Direct to station that is not receiving an incoming call, or is receiving a type of call that is not allowed to be picked up.
- ☑ Incoming calls to a Virtual Extension can be answered by dialling the Call Pickup Direct access code followed by the VE's extension number.
- ☑ Exclusive hold recalls cannot be answered by using the Call Pickup Direct feature.
- ☑ When a door phone call is picked up, door lock release is allowed from that station.

C-10

Call Pickup Group

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

This feature allows any user to pickup a call that is intended for another user.

A call pickup group allows telephones in the system to be grouped together so users can pick up incoming calls in that group by dialling a preassigned two digit number. Groups are defined using tenant assignment.

STATION APPLICATION

The feature is available for all Multiline telephones and single line telephones.

OPERATION PROCEDURE

Answering a call:

User B performs this procedure to answer a call that is received at user A's telephone.

1. Go off-hook.
2. Dial the access code. Default access codes are:
 = Pick up CO/PBX calls ringing in a different tenant group
 = Pick up ICM/DID/DIT/CO ring transferred calls ringing in the same tenant group
3. Speak with the calling party.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
401	Trunk Line Assignment for Tenant 1	N
402	Trunk Line Assignment for Tenant 2	N
403	Telephone-to-Tenant Assignment	N

SERVICE CONDITIONS

- When there is more than one type of call that rings into the system, the system picks up calls in the following order:
 - Internal Voice/Tone/Call Waiting
 - Ringing Transfer
 - Incoming External Calls to another Tenant
- If there is more than one call ringing into the system, calls are picked up beginning with the lowest numbered extension (i.e., if extension 10 and 11 ring at the same time, extension 10 is picked up first).

- ☑ If there are no calls and a users attempts to pick up a call using one of the call pick up access codes, “BUSY” is displayed in the telephone LCD.
- ☑ When more than one Direct Inward Termination (DIT) call rings at a telephone, they are picked up in the order in which the system first detects the calls.
- ☑ External calls picked up by a user in another tenant group can be taken off of hold by the user who placed them on hold.
- ☑ Incoming internal calls can only be picked up by a user in the same tenant group.
- ☑ Ringing transferred calls cannot be picked up by users who are members of another tenant group.

C-11 Call Restriction

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

This feature allows outgoing calls to be restricted. Dialling is restricted based on the first eight digits that are dialled. The restricted numbers are entered and stored into tables accessed by system programming. When a user dials a restricted number, an error tone is sent and "ERROR" appears in the LCD of the Multiline telephone.

This feature allows companies to save on long distance charges by restricting number that can be dialled. Restriction can be placed on individual telephones within the system, on a Day and Night mode basis.


Trunk can also be restricted from all outgoing calls on a trunk by trunk basis, via system programming.

STATION APPLICATION

This feature is available for all Multiline and Single Line telephones.

OPERATION PROCEDURE

Dialling a restricted number from an external line:

1. Lift the handset or press .
2. Dial the number. The system checks for restricted or authorised numbers. If the number matches a number recorded in one of the restriction tables, the system returns an error tone.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
020 → 021	Restricted Dialling – Tables 1 & 2 (Day Mode)	Y
030 → 031	Restricted Dialling – Tables 1 & 2 (Night Mode)	Y
022 → 023	Authorised Dialling – Tables 1 & 2 (Day Mode)	Y
032 → 033	Authorised Dialling – Tables 1 & 2 (Night Mode)	Y
219	Restricted Calling for External Calls (Day Mode)	Y
239	Restricted Calling for External Calls (Night Mode)	Y
220	Restricted Dialling Table Selection (Day Mode)	Y
240	Restricted Dialling Table Selection (Night Mode)	Y
221	Authorised Dialling Table Selection (Day Mode)	Y
241	Authorised Dialling Table Selection (Night Mode)	Y
223	Automatic Outgoing Calling	Y
351 → 356	Outgoing Call Restriction for Trunks 1 → 6.	N

- ☑ There are four tables that contain numbers that the system accesses for call restriction: two tables containing restricted numbers (numbers that cannot be dialled) and two tables containing numbers that are authorised (numbers that can be dialled). Each telephone can be assigned to access any of the tables or individual telephones can be assigned to access all four tables. These four tables are assigned separately for Day and Night mode operation.
- ☑ Each entry in the authorised and restricted tables is a maximum of eight digits. Each table can have a maximum of eight entries.
- ☑ Individual telephones can be programmed to override the entries in the authorised/restricted tables using speed dialling.
- ☑ If the same number is entered in the authorised table and the restricted table, the entry in the restricted table takes precedence.
- ☑ At system default, no restrictions are imposed for calling.
- ☑ Call restriction is assigned separately for Day and Night mode operation. (System Software Release 3.0 and above.)

Call Restriction Override Using System Speed Dial

Xen Alpha

Release 6.0

FEATURE DESCRIPTION




This feature allows telephones, which have been be restricted from making outgoing calls, to make calls using the preassigned system speed dial numbers.

STATION APPLICATION

This feature is available for all Multiline and Single Line telephones.

OPERATION PROCEDURE

Using call restriction override by dialling a system speed dial number:

1. Press  (line key programmed to access an outside line).
2. Press  or .
3. Dial the desired speed dial memory location.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
222	Authorised Dialling for External Speed Dial Calls	Y
001-2	Speed Dial Mode	N

SERVICE CONDITIONS

- 80/20 Speed Dial Mode:
 - 00-19 - Always follows Toll Restriction (Station Speed Dial)
 - 20-59 - Always bypasses Toll Restriction
 - 60-99 - Follows Toll Restriction if P222 = Deny
 - Bypasses Toll Restriction if P222 = Allow
- 400/0 Speed Dial Mode:
 - 000-400 - Follows Toll Restriction if P222 = Deny
 - Bypasses Toll Restriction if P222 = Allow

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C-13 Call Transfer

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

This feature allows any user to transfer an external call to any other system user. The user receiving the call simply goes off-hook to answer the call. The call can be transferred using two methods:



- A user transfers the call and hangs up. The caller receiving the transferred call hears ringing and answers the call.
- A user transfers a call and waits for the called user to answer. Once the call is verbally announced, the caller who transferred the call hangs up.

STATION APPLICATION



This feature is available for all Multiline and Single Line telephones.

OPERATION PROCEDURE

Transferring a CO/PBK call with a call in progress using the HOLD key:

1. Press  to receive internal dial tone. The call is placed on non-exclusive hold.
2. Dial the station number or press the designated feature access key, or one-touch key on the terminal. Receive ringback tone.
3. Press  key.


Transferring a CO/PBX call with a call in progress using the TRANSFER key:

1. Press . The call is placed on non-exclusive hold.
2. When you hear the internal dialtone, dial the station number of the station to where the call is to be transferred.
3. When the called station answers, press  or hang up.

- OR -

When the called station answers, voice announce the transfer and hang up.

- OR -

If the called station is busy or there is no answer, press the  key where the external call is holding.

Transferring a call from a single line telephone with a CO/PBX call in progress:

1. Press the Hookswitch. The call is placed on non-exclusive hold.
2. When you hear dialtone, dial the station number of the station to where the call is to be transferred.
3. Hang up.

- OR -

If the called extension is busy or the call is denied, retrieve the call by pressing Hookswitch.

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
001-4	Ringin ^g Transfer	Y
001-9	Single Line Telephone Hookflash Assignment	Y
002-0	Station Camp-on Selection	Y

- Outgoing trunk line calls can be transferred.
- Calls can be transferred to extensions that are members of a different tenant.
- If the transferred call is not answered at the destination extension within a specified time (System Programming Function 003, 004), the call recalls to the transferring extension. An alarm tone is generated at the transferring extension and the telephone's display shows the line number.
- Calls can be transferred to a busy telephone, provided Station Camp-on Selection is enabled.
- A 3-party conference can be established while an outside call is in progress by pressing and dialling the number. When the party answers, press .
- When a call is transferred, the outside line key LED flashes green on the destination telephone and flashes red on all other telephones in the tenant group.
- Transferred calls follow the Call Forwarding that is on the destination telephone (if enabled).
- A single line telephone connection via the SLI card or SLT adapter cannot be used to transfer a call if Function 001-9 (Single Line Telephone Hookflash Assignment) is set to "Hookflash".
- A Single Line telephone connected via an APR Adaptor cannot place calls on hold, therefore transferring from an APR device is not possible.
- Calls cannot be transferred to a telephone set in Do Not Disturb (DND) mode.
- Internally held call cannot be transferred.
- If Station Camp-on Selection is enabled, a call transfer to a busy station is denied.
- SLT Ports 15 and 16 provide busy tone when calling a busy station in place of Call Waiting tone.

C-14 *Call Waiting Indication*

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

The system provides a visible indication to the called party that they have an incoming call. This indication allows the user to put the existing call on hold and answer the incoming call, terminate the existing call and answer the incoming call, or ignore the incoming call.

STATION APPLICATION

This feature is available for all Multiline telephones.

OPERATION PROCEDURE

Not applicable.

SERVICE CONDITIONS

- When an internal call is received, the extension number/name of the user who is calling is displayed in the telephone LCD.
- When an external call is received, the external line where the call is received flashes red.
- An incoming internal/DID/DIT/CO Ring Transferred call will cause the large 360° LED of the Multiline telephone to flash red.
- An incoming trunk call will cause the large 360° LED of a DTU-type Multiline telephone to flash green and a DTB-type Multiline telephone to flash red.

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C-15 Character Registration

Xen Alpha

Release 6.0

FEATURE DESCRIPTION
















The feature allows users to assign names to system and individual speed dial numbers and to numbers assigned to one-touch keys. The telephone number and the associated name are displayed in the telephone LCD when the number is dialed.

STATION APPLICATION

This feature is available for all Multiline telephones.














OPERATION PROCEDURE

Entering alphanumeric characters:

1. Press .
2. Press  ( for DTU-type telephones).
3. Either dial the speed dial memory location number (  →   or    →   ) or press the appropriate programmed speed dial key.
4. Press  to enable alphanumeric character entry.
5. Enter the name associated with the stored number by using the dial pad keys. (Refer to Table C-2: Dial Pad Keys Used When Entering Names.)
6. Press  to store the name and associated telephone number into memory.

Verifying alphanumeric characters:

For a specific memory location:

1. Press .
2. Press  ( for DTU-type telephones).
3. Enter the speed dial memory location number (  →   or    →   ).

Note: Telephone numbers and alphanumeric characters are displayed for 10 seconds.

For a specific one-touch/feature access key:

1. Press .
2. Press the one-touch/feature-access key.

Note: Telephone numbers and alphanumeric characters are displayed for 10 seconds.

Deleting a name and/or telephone number:


































1. Press .
2. Press  ( for DTU-type telephones).
3. Press the speed dial memory location number
(  →   or    →   ).
4. Press  to delete only the telephone number. Press  and  to delete the name *and* number.

Table C-2: Dial Pad Keys Used When Entering Names

Key	Usage
	Shifts the cursor one character to the left and deletes the character.
	Creates a blank character to the right of the cursor.
	Toggles between uppercase and lowercase letters.
	1
	A B C, a b c, or 2
	D E F, d e f, or 3
	G H I, g h i, or 4
	J K L, j k l, or 5
	M N O, m n o, or 6
	P Q R S, p q r s, or 7
	T U V, t u v, or 8
	W X Y Z, w x y z, or 9
	& @ or 0
	Toggles between alphabetic and numeric entry.
 	' - :

SERVICE CONDITIONS

- ☑ If consecutive speed dialling is used, alphanumeric data in redial memory is changed.
- ☑ The input character mode, which is toggled by the  key is indicated in the second line of the telephone LCD. When only numeric characters can be entered, "NUMERIC" is displayed in the LCD. When alphanumeric characters can be entered, "ALPHA" is displayed in the LCD.
- ☑ When a call is originated using speed dialling (whether dialling is done manually or using a one-touch key assigned a speed dial number) and the speed dial number has alphanumeric data associated with it, old alphanumeric data is cleared.
- ☑ Alphanumeric characters can be assigned to a speed dial memory location number or a one-touch key.
- ☑ Alphanumeric data associated with system speed dialling can only be entered, modified or erased using an attendant Multiline telephone (telephone ports 01 and 02) or using PC programming.
- ☑ A maximum of 16 characters can be assigned to a speed dial number.

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C-16

Clock/Calendar Display

Xen Alpha

Release 6.0

FEATURE DESCRIPTION
















On Multiline telephones equipped with an LCD (liquid crystal display), the time (hour and minutes) and the date (day, day of week and year) are displayed.

STATION APPLICATION

This feature is available on all Multiline telephones equipped with a display.

OPERATION PROCEDURE


Setting the clock/calendar:

1. Press .
2. Dial  .
3. Press the appropriate dial pad keys to enter the time.
Note: Use  to move the cursor to the left and  to move the cursor to the right.
4. Place the cursor under a.m. or p.m. and press  () to select.
5. Press  to switch between the date and time displays.
6. Press  ( for DTU-type Multiline telephones) to change the day of the week.
7. Dial  and move the cursor to the date.
8. Using the dialpad, enter the date.
9. Move the cursor to the desired month and press  () to select the month.
10. Dial  and move the cursor to the year.
11. Using the dialpad, enter the year.
12. Press  to save the changes and exit.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
002-7	Time Format for Telephone Display	N

- ☑ Date and time can be changed using any Multiline telephone in the system.
- ☑ By default, the clock is set to January 1, 1999 (Friday), 12:00 a.m.
- ☑ If  is pressed while setting the date and time, the procedure is cancelled and exits. The telephone is returned to the idle condition.
- ☑ Leap years are automatically set when the date (year) is specified.
- ☑ The time format (12 hour or 24 hour) is set using Function “002-7 – Time Format for Telephone Display”.
- ☑ Daylight savings time is not switched automatically, this must be done manually.
- ☑ If “99” is entered, the date is 1999. If set 00 → 98 is entered, the date is 2000 → 2098.
- ☑ If the optional VMS card is installed (only available on V2 or higher system), the date and time change performed on the Xen Alpha will automatically adjust the VMS card clock to the same date and time.

Note: The VMS card must not be booting up when system time is changed.

C-17 *Computer Telephony Integration (CTI)*

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

CTI is an advanced terminal feature that allows a PC and its TAPI compliant software application to connect to the Xen Alpha system. The Xen Alpha system provides all station information to the PC, called a CTI Terminal, that it normally provides to a digital Multiline Terminal. The synergy provided by the CTI Terminal and Xen Alpha system is limited only by the software application running on the CTI Terminal. Automatic Data Lockup, Screen Popups, PC Attendant Consoles, and Directory Dialling are examples of these software applications.

STATION APPLICATION

Dterm Series i Multiline Terminals with
– CT(U)-RA Unit

DTU-type Multiline Terminals with
– CTA-BA Unit

OPERATION PROCEDURE

CTI is provided as follows:

The CT Adaptor connects to the bottom of a Multiline Terminal to provide a USB interface that connects to a PC running a TAPI compliant application.

The PC with this unit and TAPI compliant application software becomes the CTI Terminal and handles all Call Control functions.

SERVICE CONDITIONS

Data Assignment

For more specific information, refer to the CTI product literature.

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C-18 Confirmation Dialling of Stored Numbers

Xen Alpha

Release 6.0

FEATURE DESCRIPTION















This feature allows users to dial a telephone number which is first displayed for confirmation during speed dialling, one-touch dialling, and scrolling caller identification numbers.

STATION APPLICATION




This feature is available for all Multiline telephones.

OPERATION PROCEDURE




Confirmation dialling using a speed dial memory location number:

1. Press .
2. Press  ( for DTU-type telephones).
3. Dial the speed dial memory location number to display the stored telephone number. (  ~   = Station Buffer,   ~   = System Buffer)
4. Dial  or  to scroll through speed dial buffers.
5. Press  (the appropriate outside line key) while the telephone number is displayed. The system automatically dials the displayed number.

Confirmation dialling using a one-touch key:

1. Press .
2. Press  (one-touch key) you want to confirm.
3. Press  (the appropriate outside line key) while the telephone number is displayed. The system automatically dials the displayed number.

Confirmation dialling using last 5 numbers dialled:

1. Press .
2. Press .
3. Press  continuously to scroll through the last 5 numbers dialled.
4. Press an idle Line Key to dial the number currently displayed.

- ☑ Confirmation dialling is available for the following conditions:
 - Speed Dialling (system, extension and nested speed dialling)
 - One-Touch Dialling
 - Caller ID Scrolling
 - Last Number Redial

- ☑ Simple searches are possible when speed dial numbers are displayed by using **#** or *****. For example, if 19 is displayed and **#** is pressed, the display scrolls to 20.
 - #** = scrolls to the next stored speed dial number
 - *** = scrolls to the previous stored speed dial number

- ☑ If an empty speed dial memory location is detected during a simple search, "Empty" is displayed in the telephone LCD.

- ☑ For instructions to perform confirmation dial on Caller ID scrolling, please refer to C-8 Caller ID Scrolling with Date & Time Stamp.

- ☑ When performing simple searches and the last speed dial memory location number is reached, the system scrolls to the first speed dial memory location number. For example, if 399 is displayed (system is set for 400 memory locations) and the user presses #, the system "rolls over" to 000. If 000 is displayed and * is pressed, the system "rolls back" to 399.

- ☑ When calling preference is set to CO/PBX line preference using Function "209 – Outgoing Call Priority Mode", confirmation dialling is accomplished by lifting the handset.

- ☑ Call restriction applies during confirmation dialling.

- ☑ Confirmation dialling will follow ACR.

FEATURE DESCRIPTION

This feature allows conference calling. A maximum of three parties (various combinations of internal and external callers) are allowed in each conference. Conference calling increases efficiency by allowing multiple parties to enter into a conversation. Music is provided to callers while they are on hold waiting to enter the conference.

The possible conference combinations are:



- One internal party and two external parties.
- Two internal parties and one external party.
- Three internal parties.

STATION APPLICATION

This feature is available for all Multiline and Single Line telephones.

OPERATION PROCEDURE

Initiating a conference call with a call in progress:

1. If adding an internal party, dial the party's extension number. If adding an external party, dial the party's telephone number.
2. Press . The party is put on hold.
3. If adding an internal party, dial the party's extension number. If adding an external party, press the appropriate line key to access an outside line, then dial the party's telephone number.
4. Press  to add the caller on hold to the conference.





Setting up a conference call using a single line telephone while a call is in progress:

1. Press Flash/Recall button to place the first party on hold.
2. Dial the party's extension number.
Note: Only internal callers can be added to a conference when a single line telephone is used to initiate the conference call.
3. Press Flash/Recall button again to add the holding party to the conference.


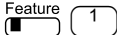
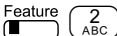


RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.




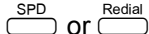



Function Number	Function Name	Required (Y)es or (N)o
106	Automatic Release of Trunk Line	N

- ☑ Barge-In is not allowed for any outside line or telephone that is part of a conference.
- ☑ Only one internal party, who is a part of a conference, can put a conference on hold. The telephone used to put the conference on hold cannot participate in another conference.
- ☑ When a conference consists of two outside lines and one internal line and the conference is put on hold and one of the outside lines is selected, the conference is cancelled. The other outside line is not dropped but is on exclusive hold.
- ☑ When three internal parties are in conference and one of the parties exits the conference, the two remaining parties resume a 2-party call.
- ☑ The  LED lights red when a conference is in progress.
- ☑ When a Multiline telephone is used to place a call on conference hold, the lines keys associated with the conference hold flashes green (indicating exclusive hold) and the  LED flashes red. On other telephones in the system, the  LED is solid red.
- ☑ A 3-party internal conference can also be put on hold.
- ☑ When an external line is on hold, recall is provided for single line telephones (if the handset is placed in the cradle).
- ☑ A Single Line telephone user cannot add a trunk to their conference call, but can establish a conference between themselves and two other internal parties.
- ☑ Up to four 3-party conferences can be established at the same time. The  LED will light solid red on all stations when all conference circuits are busy.
- ☑ During a conference call some of the keys on the telephone can be used and some cannot be used, these are listed below.

Available Keys:

-  Accesses available functions.
-  Toggles to turn the microphone on and off.
-  Toggles to set and reset handset mute.
-  Places a conference on hold.
-  Toggles to turn the speaker on and off or cancels a conference.

Unavailable Keys:

-  Outside line key that is part of a conference.
-  One-touch keys programmed for a function.
- 
- 
- 
- 
- 

**FEATURE
DESCRIPTION**


Consecutive Speed Dial enables users to simplify complicated dialling sequences by allowing them to consecutively dial a combination of system speed dial or individual speed dial numbers and/or manually dialled numbers.

This feature is useful when verifying credit cards, accessing service providers, or any other application that requires dialling a series of numbers (i.e., authorization codes, customer numbers, etc.).



**STATION
APPLICATION**

This feature is available for all Multiline and Single line telephones.

**OPERATION
PROCEDURE****Consecutive dialling:**

1. Go off-hook by lifting the handset or pressing .
2. When you hear dialtone, use any combination of manual dialling or speed dialling.

Consecutive dialling using a single line telephone:

1. Go off-hook by lifting the handset.
2. When you hear dialtone, enter the speed dial access code ( ) and dial the speed dial memory location number.
3. Manually dial the desired number.

**SERVICE
CONDITIONS**

- If a call is made using a speed dial number that has a “name” defined for it, the associated alphanumeric “name” is displayed.
- Each speed dial number can have a maximum of 24 digits. Each pause, flash, **#** and ***** counts as a digit.
- When using a single line telephone, only manual dialling of speed dial memory locations is allowed.
- If the system is a multifunction system, a dial access code (normally “0”) is required when dialling an outside telephone number. If the dial access code is not part of the stored number, an error code is generated when dialling is attempted and the line key is released. This occurs only for the first speed dial call. An error tone is not generated for chain dialling once the call is originated.
- If the system is a key function system, a dial access code (normally “0”) is not required.

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D-1

Delayed Ringing

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

Delayed Ringing allows some telephones to ring immediately for incoming calls and other telephones to ring after a programmed delay.

STATION APPLICATION

This feature is available for all Multiline telephones and single line telephones.

OPERATION PROCEDURE

Assigned in system programming.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
124	External Ringing for Day Mode (Trunk Based)	N
125	External Ringing for Night Mode (Trunk Based)	N
301 → 306	Day Ringing for Trunk Lines 1 → 6	Y
311 → 316	Night Ringing for Trunk Lines 1 → 6	N
225	External Ringing for Day Mode (Station Based)	N
226	External Ringing for Night Mode (Station Based)	N

SERVICE CONDITIONS

- Delayed ringing can be assigned different values for day and night modes.
- Multiline telephones that are not assigned to ring can still answer calls.
- The external line key flashes immediately when calls are received. This setting is independent of ringing and occurs whether ringing is enabled or disabled for the telephone.
- Xen Alpha does not support synchronous ringing. Synchronous ringing is where the telephone ringing pattern follows the ringing pattern of the incoming trunk.

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D-2

Digital Voice Mail

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

Digital Voice Mail is part of the Xen Alpha system. Users can leave messages for other system users. The large LED on the telephone lights solid red to indicate the user has a message waiting.

STATION APPLICATIONS

This feature is available for Multiline telephones only.

OPERATION PROCEDURE

To access the voicemail system:

1. Press the **Message** key (Dterm Series i terminals only)
- OR -
1. Go off-hook to receive internal dial tone.
2. Dial the voicemail extension number (default: 50).
- OR -
1. Go off-hook to receive internal dial tone.
2. Dial (if message waiting indication has been received).

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
206	Extension Number Assignment	N

SERVICE CONDITIONS

- Extension numbers 50 and 51 are used as the Voice Mail extension numbers. The primary extension is 50. All calls ring at the primary extension unless it is busy. If extension 50 is busy, then the system automatically routes the calls to extension 51. The user always dials 50 to access Voice Mail.
- Message Waiting can only be set or cancelled using the Voice Mail system.
- The Message Waiting status is retained in system memory by the backup battery.
- All programming for Voice Mail is done using the telephone.
- A maximum of 20 subscribers are supported.
- A maximum of 20 call routing boxes and one key call routing box are supported.
- The system recording capacity is approximately four hours.
- A maximum of 20 message groups are supported.

- ☑ When users call the Voice Mail extension, they are automatically routed to their mail box (auto subscriber login).
- ☑ The following applies to Single Line telephones connected via SLI(2)-B13 ETU.
 - a) Access to voicemail extensions (Ports 17 and 18) is restricted.
 - b) Setting any call forward to the voicemail extensions will provide error tone.
 - c) Calls from a Single Line telephone to an extension which is forwarded to voicemail will not follow that call forward setting.

D-3

Direct Inward Termination

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

This feature allows external lines to be programmed to ring directly at telephones, bypassing the attendant. A separate night ringing assignment is available. This feature is primarily used for voice mail and when call forwarding is required.

STATION APPLICATION

This feature is available for all Multiline telephones and single line telephones.

OPERATION PROCEDURE

Not applicable.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
140 → 145	Direct Calling for Day Mode on Trunk Lines 1 → 6 (DIT Assignment)	Y
144 → 149	Direct Calling for Night Mode on Trunk Lines 1 → 6 (DIT Assignment)	Y
148	Direct Calling Answer Delay Time (DIT Assignment)	Y
149	Direct Calling Answer Delay for Night Mode (DIT Assignment)	Y
206	Extension Number Assignment	Y

SERVICE CONDITIONS

- DIT transfers or forwarded calls are handled as if they are internal incoming calls.
- When DIT is assigned, the system checks if call forwarding is enabled or disabled. After the DIT answer delay duration timer expires, the call is forwarded if call forwarding is enabled.
- The transferred extension number follows forwarding set for extension hunting.
- If an incoming call fails to be transferred, the system waits for an available internal line.

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FEATURE DESCRIPTION






















This feature allows a user to assign a key on the telephone to directly access the paging function.

STATION APPLICATION










This feature is available for all Multiline telephones.

OPERATION PROCEDURE




Assigning a key for paging:

1. Press .
2. Press  (DTB-type telephones) or  (DTU-type telephones).
3. Press  (one-touch key where direct paging access is to be assigned).
4. Dial   , for Internal All Call Paging.
 Dial   , for Internal Zone A Paging.
 Dial   , for Internal Zone B Paging.
 Dial   , for External Paging.
 Dial   , for All External/Internal Paging.
5. If assigning a name that will be displayed in the telephone LCD when the one-touch key is pressed, press  and enter the alphanumeric characters using the dialpad. (Refer to *Character Registration, Page 91* and *Dial Pad Keys Used When Entering Names, Page 92.*)
6. Press .

Assigning a key for answering a page:

1. Press .
2. Press  (DTB-type telephones) or  (DTU-type telephones).
3. Press  (one-touch key where direct paging access is to be assigned).
4. Dial   .
5. If assigning a name that will be displayed in the telephone LCD when the one-touch key is pressed, press  and enter the alphanumeric characters using the dialpad. (Refer to *Character Registration, Page 91* and *Dial Pad Keys Used When Entering Names, Page 92.*)
6. Press .

To page using one-touch key:

1. Press  or lift the handset.
 2. Press  (one-touch key assigned for paging).
 3. Make the paging announcement.
 4. Press  or restore the handset.
- Internal and/or external paging is accomplished by using the appropriate one-touch/feature access key assigned as the paging key.
 - The paging access codes include:
 - 70 Internal All Call Page
 - 71 Internal Page - Zone A
 - 72 Internal Page - Zone B
 - 74 Page Answer
 - 75 External Page
 - 77 All Internal/External Page (provides both internal and external paging)
 - The maximum number of digits that can be dialed for an internal line, assigned to a one-touch/feature access key, is 16 digits.
 - When multiple paging calls are made in system, the system processes internal pages first and then processes the external pages.









FEATURE DESCRIPTION

The Direct Station Selection (DSS) feature allows users to assign internal telephone numbers to one-touch/feature access keys allowing them to make calls by pressing one key.

STATION APPLICATION

This feature is available for all Multiline telephones.



OPERATION PROCEDURE**Programming a one-touch key:**

1. Press  while the telephone is in the idle condition.
2. Press  (DTB-type telephones) or  (DTU-type telephones).
3. Press .
4. Dial  (internal access code).
5. Dial  .
6. Press .






Making a call using the one-touch key:

Press the programmed one-touch key on your telephone. If programmed, you may hear a tone, otherwise, announce the call when the party answers. (You can remain on the speakerphone or lift the handset when the call is answered.)

Verifying the information stored in a one-touch key:

1. Press  while the telephone is in the idle condition.
2. Press .

Deleting information stored on a one-touch key:

1. Press  while the telephone is in the idle condition.
2. Press  (DTB-type telephones) or  (DTU-type telephones).
3. Press .
4. Press .

**RELATED
PROGRAMMING**

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Yes or No)
001-1	Internal Call Notification	N

**SERVICE
CONDITIONS**

- If a called telephone is busy, a call waiting tone is returned to the telephone that originated the call.
- A one-touch key that is programmed for DSS also serves as a busy lamp field (BLF). The BLF provides visual indication of the status of the telephone.
- Most single line telephones are not equipped with one-touch/feature access keys (speed dial keys). However, it is possible to call a single line telephone using one-touch/feature access keys on a Multiline telephone.
- If an invalid extension number is assigned to a one-touch key, "ERROR" is displayed in the telephone LCD when the one-touch/feature access key is pressed.

D-6

Distinctive Ringing

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

This feature allows users to assign different ringing patterns to internal and external calls to easily identify the type of call they are receiving.

STATION APPLICATION

This feature is available for all Multiline telephones.

OPERATION PROCEDURE

Not applicable.

RELATED PROGRAMMING

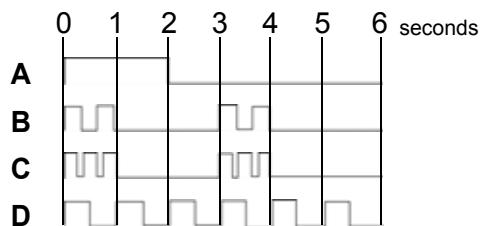
All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
119	Ring Tone Type	Y
361 → 366	Ring Cycle for Trunk Lines 1 → 6	Y
231	DID Ring Pattern Selection	N
232	DID Ring Tone Selection	N

SERVICE CONDITIONS

- When ringing is specified for individual speed dial numbers, the specifications assigned to speed dialling take precedence over the ring tone type programmed.
- Users can specify ring tone type for each external line or each Multiline telephone (DID Call) using system programming.
- When a number is stored in a system speed dial memory location a distinctive, ring tone can be assigned to that number. If that number rings into the system and can be identified by Caller ID, then the distinctive ring tone that was stored for that system speed dial number is used.
- Single Line telephones receiving an internal call will ring with a fixed pattern, shown as Pattern B in the following table.
- Single Line telephones connected via an APR or SLT adapter will follow the four different ring patterns (A ~ D) for external calls, according to system programming.

- A choice of four different ringing patterns are available.



- A choice of two ringing tones are available for Multiline telephones.

Low Tone = 520/660Hz

High Tone = 1100/1400Hz

- Single Line telephones connected via SLI card will ring for external calls with a fixed Pattern of 1 sec. ON, 2 sec. OFF.

- Doorphone chimes are fixed settings and cannot be changed.

- The below table lists the different ring patterns for each terminal type.

Terminal Type	External Call		Internal Call	Door Phone Call	
Multiline Telephone	Programmable. Pattern A-D		Fixed. Similar to Pattern B	Fixed. Chimes 1 and 2	
APR-UA Unit/AP(R)- RA Unit	Programmable. Pattern A-D		Fixed. Similar to Pattern B	V2.5 or Lower	V3.0 or Higher
				Fixed. Pattern B	Fixed. Pattern C
SLT(1)-UA Adapter	V2.5 or Lower	V3.0 or Higher	Fixed. Similar to Pattern B	Fixed. Pattern B	Fixed. Pattern C
	Fixed. Pattern A	Fixed. Pattern B			
SLI(2)-B13 ETU	Fixed. Pattern A	Fixed. 1 sec. ON 2 sec. OFF	Fixed. Similar to Pattern B	Fixed. Similar to Pattern C	

D-7

Door Lock Release

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

While the Multiline telephone user is talking with the doorphone user, the telephone user can unlock the door by entering a code assigned for door lock release.

- ☞ For this feature to be available, the DPH-B13 ETU must be installed in the system.


STATION APPLICATION

This feature is available for all Multiline and Single Line telephones.







OPERATION PROCEDURE

To unlock the door from a Multiline telephone:





When in conversation with Doorphone 1 or 2:

1. Press .
2. Dial .

While telephone is idle:

1. Press .
2. Dial the desired access code:
  = Door Lock 1
  = Door Lock 2
3. Press .

To unlock the door from a Single Line telephone:

1. If currently on a door phone call, end conversation and hang up.
2. Lift handset
3. Dial the desired access code:
  = Door Lock 1
  = Door Lock 2
4. Restore handset.

**RELATED
PROGRAMMING**

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
210	Doorphone 1 Tone for Day Mode	Y
211	Doorphone 2 Tone for Day Mode	Y
213	Doorphone 1 Tone for Night Mode	Y
214	Doorphone 2 Tone for Night Mode	Y
501	Doorphone Call Timer	N

**SERVICE
CONDITIONS**

- The specified door lock release relay (1 or 2) is held for five seconds on entering the access code. The five second timer is restarted each time the door lock release code is dialed, while the door lock release relay is still active.
- If the telephone user who initiated the door lock release hangs up while the door lock is activated, the door lock continues to be held until the five second timeout occurs.
- A Multiline telephone user can activate the door lock release feature with or without a door phone call in progress.
- When activated by a Multiline telephone during a door lock phone call, door lock release 1 operates for a door phone 1 call and door lock release 2 operates for a door phone 2 call.
- A Single Line telephone user cannot activate the door lock release while talking to a door phone caller. The door phone call must be ended and the telephone returned to idle before the door lock can be activated.

D-8

Door/Monitor Telephone

Xen Alpha

Release 6.0

FEATURE DESCRIPTION


Two doorphones can be installed in the system to provide 2-way communication with a location such as a front door area or to monitor a room. The DPH-B13 ETU must be installed in the key system to provide for this feature. When the doorphone unit is used as a doorphone, telephones are assigned to ring when the doorphone key is pressed. When the doorphone is used as a room monitor, any telephone can be used to access the doorphone and monitor the area.

STATION APPLICATION





All Multiline and Single Line telephones.

OPERATION PROCEDURE





Answering a doorphone call from a telephone that receives doorphone ringing tone:

1. Lift the handset or press .
2. Talk with the calling party.

Answering a doorphone call from a a telephone that does not receive doorphone ringing tone:

1. Lift the handset or press .
2. Dial .
3. Dial  (to access doorphone 1) or  (to access doorphone 2).
4. Talk with the calling party.

Monitoring an area:

1. Lift the handset or press .
2. Dial .
3. Dial  (to access doorphone 1) or  (to access doorphone 2).
4. Monitor the area.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
210	Doorphone 1 Tone for Day Mode	Y
211	Doorphone 2 Tone for Day Mode	Y
213	Doorphone 1 Tone for Night Mode	Y
214	Doorphone 2 Tone for Night Mode	Y
501	Doorphone Call Timer	N

**SERVICE
CONDITIONS**

- ☑ This feature requires the installation of the DPH-B13 ETU.
- ☑ A maximum of two doorphones can be installed in the system.
- ☑ Only one doorphone call can be in progress at a time because the doorphone unit has only one communication path.
- ☑ When an incoming doorphone call is in progress, only monitoring for an incoming external calls is allowed. A door phone call cannot be placed on hold to answer a second call.
- ☑ There is 2-way communication between a doorphone and a telephone.
- ☑ A single line telephone that is assigned to ring on doorphone calls, can answer incoming calls originating from the doorphone by lifting the handset.
- ☑ Each Doorphone has its own distinctive chime. (This is only applicable to MLTs.)
 - Doorphone 1 : One high frequency chime
 - Doorphone 2 : Two low frequency chimes
- ☑ Multiline Terminals do not provide Off-Hook Doorphone Chime when engaged on an outside call. Virtual extensions ring assigned for Doorphone calls can be used to provide Off-Hook Doorphone chime and camp-on tone. Virtual Extensions are available on v4.XX or higher software versions.
- ☑ Any Multiline or Single Line telephone can be programmed to receive ring when a doorphone is used. The telephones can be assigned to ring on Doorphone 1 and/or Doorphone 2 in Day and/or Night Mode.
- ☑ A doorphone call provides the ring patterns indicated in the below table.:

		Terminal Type	Door Phone Call	
	Multiline Telephone	Fixed. Chimes 1 and 2		
	APR-UA Unit/AP(R)-RAUnit	V2.5 or Lower	V3.0 or Higher	
		Fixed. Pattern B	Fixed. Pattern C	
	SLT(1)-UA Adapter	Fixed. Pattern B	Fixed. Pattern C	
	SLI(2)-B13 ETU	Fixed. Similar to Pattern C		

- ☑ For best results, always use the telephone handpiece rather than handsfree while talking to a doorphone caller.

D-9

Do Not Disturb (DND)

Xen Alpha

Release 6.0

FEATURE DESCRIPTION







This feature is used to temporarily eliminate all audible incoming call signals to the user's telephone. Visual indications to the telephone display and LEDs continue.

STATION APPLICATION





This feature is available for all Multiline and Single Line telephones.

OPERATION PROCEDURE



Setting/cancelling Do Not Disturb from a MLT:

1. While the telephone is idle, press  or .
2. Dial   (access code).
3. Press  or .

Cancelling Do Not Disturb System Wide - Attendant Stations Only:


1. While the telephone is idle, press .
2. Dial   (access code).
3. Press .

Setting/cancelling Do Not Disturb from a SLT:

1. Lift handset. Receive internal dial tone.
2. Dial  .
3. Restore handset.

SERVICE CONDITIONS

- Automatic Callback, Hold With Recall (Exclusive and Non-exclusive) and Timed Alarm features are enabled even in DND mode.
- Tone override cannot be sent to a telephone that is in DND mode.

- ☑ The  LED flashes red when the telephone is in DND mode. If the DND enable/disable access code (6 MNO 5 JKL) is assigned to a one-touch key equipped with a LED, the one-touch key LED lights solid red to indicate DND mode.
- ☑ Any busy lamp field (BLF), associated with a telephone that is in DND mode, flashes red.
- ☑ If DND mode is being set at the same time an incoming call rings into the telephone, ringing for that call continues. Ringing for subsequent incoming calls is suppressed.
- ☑ Background music is available during DND mode.
- ☑ Automatic callback cannot be set to a telephone that is in DND mode. However, a telephone in DND mode can set automatic callback to other telephones.
- ☑ Telephone ports 01 and 02 can reset DND mode system-wide.
- ☑ When Programming Do Not Disturb into a one-touch key, program as a Feature Code instead of an Intercom Code i.e., #65. This will provide a visual status indication as well as single key set/cancel operation.

D-10 DP to DTMF Switching

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

This feature allows a telephone to be switched from dial pulse (rotary) dialling to dual tone multifrequency dialling (touchtone). DTMF dialling is required for operations such as data transmission and communicating with a computer.

STATION APPLICATION

This feature is available for all Multiline telephones. It is also available for single line telephones that are connected to a dial pulse line.

OPERATION PROCEDURE

Switching from a dial pulse dialling to a dual tone multifrequency dialling:

1. Press while a call is in progress.
2. Dial the desired number. The digits are transmitted using dual tone multifrequency signalling.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Yes or No)
109	Trunk Line Dialling Type	Y
110	Touchtone Signal Duration and Pause Interval	N

SERVICE CONDITIONS

- If is pressed while a call is in progress, DP dialling is not available.
- This feature is only supported for push button telephones.
- If any digit other than # is pressed after *****, the call does not switch to DTMF mode.
- An external line that has been switched to DTMF mode is returned to DP mode when the user hangs up.
- When DTMF mode is selected while an external call is in progress, subsequent dialling is transmitted in DTMF mode.
- DTMF switching operation can be assigned to a speed dial memory location. When assigning DTMF switching to a speed dial memory location, it may be necessary to add a pause to the dialling string. This pause allows the called party to respond and establish the call before DTMF digits are sent.
- After switching to DTMF mode, DP mode can be restored by pressing (DTB-type telephones) or (DTU-type telephones).

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D-11 *Dterm Series i Multiline Terminals*

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

The Dterm Series i Multiline Terminals provide ergonomic form and user-friendly functions. With advanced digital circuitry, these terminals consist of distinct models to meet users' diverse telephone terminal needs.

While the Dterm Series i Multiline Terminals function identically in most respects to the DTU-type terminals, there are three additional function keys available on the Dterm Series i terminals; MIC key, Directory key and Message key.

- MIC key = Microphone on/off control.
- Directory key = Caller ID Scrolling with Date & Time Stamp.
- Message key = Dial voicemail pilot number or activate Quick Transfer to Voicemail.

STATION APPLICATION

Dterm Series i Multiline Terminals:

- DTR-2DT-1A() TEL
- DTR-8D-1A() TEL
- DTR-16D-1A() TEL
- DTR-32D-1A() TEL

Dterm Series i Optional Equipment:

- AD(A)-R() UNIT (Adapter for Call Recording)
- AP(A)-R() UNIT (Analogue Port Adapter [without Ringer])
- AP(R)-R() UNIT (Analogue Port Adapter [with Ringer])
- CT(U)-R() UNIT (TAPI Adapter connect by USB)
- WM-R() UNIT (Wall Mount Unit)
- ACA-U() UNIT (AC Adapter)

Refer to individual features for details.

Terminal Specifications

	DTR-32D-1A	DTR-16D-1A	DTR-8D-1A	DTR-2DT-1A
Dedicated Function Keys	11	11	11	9
Line/Feature Access/ Programmable Feature Access Key	32	16	8	2
LCD (3x24)	Yes	Yes	Yes	No
Call/Message Indicator	Yes	Yes	Yes	Yes
Adjustable Base	Yes	Yes	Yes	No
Built-in Wall Mount	Yes	Yes	Yes	Yes
Headset Jack (Built-in)	Yes	Yes	Yes	No
Receiver Volume Control for:				
Handset	Yes	Yes	Yes	Yes
Speakerphone	Yes	Yes	Yes	Yes
Headset	Yes	Yes	Yes	No
Ring Volume Control	Yes	Yes	Yes	Yes
LCD Contrast Control	Yes	Yes	Yes	No
Housing Colour	White or Black	White or Black	White or Black	Black
Soft Keys	Yes	Yes	Yes	No

**RELATED
PROGRAMMING**

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
248	Line Key or Call Appearance Key Mode	N

**SERVICE
CONDITIONS**

- The Dterm Series i Multiline Terminals with an adjustable display offer softkey operation. The LCD panel has three lines of display, each with 24 characters. Standard features include headset jacks, wall mount units and adjustable-base units (except the DTR-2DT-1A).
- The Dterm Series i Multiline Terminals support dedicated function keys to provide easy one-touch access to the most common telephone operations. These keys include: Feature, Recall, Conference, Redial, Hold, Transfer, Answer, Speaker, Microphone, Directory and Message. Directory and Message keys are not available on the DTR-2DT-1A.
- The dial pad is detachable allowing for easy customisation for a foreign language or other special applications.

- ☑ The **MIC** key controls the built-in microphone during speakerphone mode and controls the handset mute feature during handset/headset operation. Refer to feature entries H-1 Handset Microphone Control and M-5 Microphone Control for details.
- ☑ The **Directory** key performs the function of Caller ID Scrolling. Refer to feature entry C-7 Caller ID Scrolling with date and time stamp for details.
- ☑ The **Message** key acts as a Voicemail access key to call the Voicemail pilot number. Refer to feature entries D-2 Digital Voicemail and Q-1 Quick Transfer to Voicemail for details.
- ☑ For compatibility of Adapter Units and Terminals, refer to the following table:

Adapter Unit	TERMINAL			
	DTR-32D-1A	DTR-16D-1A	DTR-8D-1A	DTR-2DT-1A
AD(A)-R()	X	X	X	–
AP(A)-R()	X	X	X	–
AP(R)-R()	X	X	X	–
CT(U)-R()	X	X	X	–
Button Units:				
BS()-R() Unit	X	X	X	–
Other:				
WM-R() Unit	X	X	X	–
ACA-U() Unit	X	X	X	–

- ☑ Up to two adapters can be installed in a Dterm Series i Multiline Terminal (except DTR-2DT-1A). For compatibility of multiple adapter units, refer to the following table.

	AD(A)-4()	AP(A)-R()	AP(R)-R()	CT(U)-R()
AD(A)-R()		X	X	X
AP(A)-R()	X		–	X *1
AP(R)-R()	X	–		X *1
CT(U)-R()	X	X *1	X *1	
X = Compatible – = Non-compatible *1 = The Voice Application of CT(U)-R() cannot be used when installed with AP(A/R)-R() unit.				

- ☑ The ACA-U() UNIT (AC Adapter) is required when an AP(R)-R() or CT(U)-R() adaptor is installed in a Dterm Series i Multiline Terminal.
- ☑ The WM-R() UNIT (Wall Mount Unit) is required when any adapter is installed in a Dterm Series i Multiline Terminal and the terminal is to be wall mounted.
- ☑ The Dterm Series i model DTR-16LD-1A () TEL is not supported.
- ☑ The Dterm Series i Adaptor CT(A)-RA Unit is not supported.

E-1

Extension Based Caller ID

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

This feature allows extensions to present a specific Caller ID number to the called party via the ISDN network. This number is assigned per extension in system programming and can identify the specific extension which is making the call, rather than presenting the group number of the ISDN trunk on which the call is made. This number should fall within the allocated number range of the ISDN service on which the call is made and is authenticated by the network before being passing onto the called party. This facility applies to ISDN trunks only and may be network dependant.

STATION APPLICATION

All Multiline and Single Line Telephones.

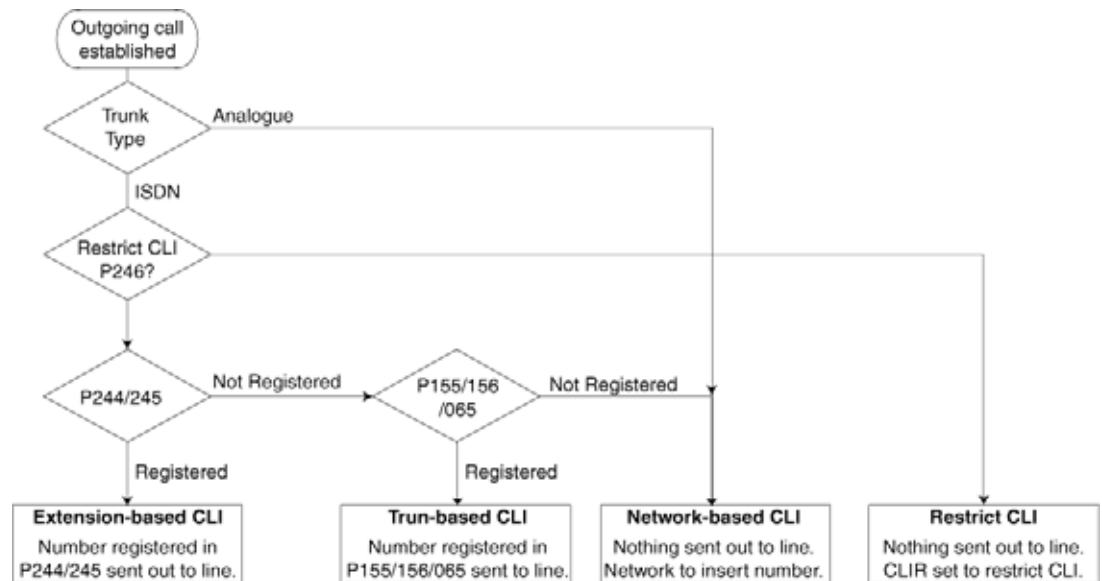
OPERATION PROCEDURE

Not applicable.

SERVICE CONDITIONS

- Extension-based caller ID may be presented on any outgoing ISDN call regardless of whether MSN or DID mode is specified in memory block P060/P061.
- If an entry is made in memory block P244/245, this will be presented as the outgoing caller ID for all ISDN calls made from that extension (extension-based). If P244/245 is unassigned, the number programmed in P155/156 and translated via P065 will be presented as the outgoing caller ID for all ISDN calls made from that extension on that trunk (trunk-based). If P155/156 is unassigned, the outgoing caller ID field will be left blank and the network will be left to insert the group directory number for that ISDN service.
- Memory blocks P244 and P245 provide individual stations with a specific outgoing caller ID during day or night mode respectively. Up to 13-digits may be assigned per extension.
- For ICM/DID/DIT calls to a station with Call Forward External set, the outgoing trunk call will present the CLI assigned in P244/245 of the station forwarding the call.
- Memory block P246 is used to specify whether or not each extension is allowed to present CLI when making an outgoing call on an ISDN trunk. If restricted, the CLIR field for that call will be enabled. As well as this, the network may be programmed to restrict outgoing caller ID, such that no CLI will be presented with that call regardless of what is presented to the network from the Xen Alpha.
- Caller ID numbers sent to the ISDN network are authenticated by the network ensuring they are within the assigned indial range of that ISDN service. If it is not then the Group Directory Number (GDN) will be inserted by the network instead.
- Different ISDN services may be used, but care must be taken when specifying the outgoing trunk for an extension. The associated caller ID number must be within the indial range of the ISDN service selected.

- ☑ No validation is performed on the data entered into P244/245. If the data sent during a call is invalid, the network will usually discard the information and insert its own data, as if no information had been presented at all.
- ☑ Only digits 0~9 may be entered in P244/245. Spaces, dashes, etc, are not allowed.
- ☑ Outgoing Caller ID Selection Flow Chart:



E-2

Extension Hunting

Xen Alpha

Release 6.0

FEATURE DESCRIPTION


This feature allows internal calls to be distributed to other telephones when the called telephone is busy. Telephones can be grouped together into hunt groups. A primary hunt number (hunt group pilot number) is assigned to a hunt group. When calls are received and the called telephone is busy, the system automatically tries a second telephone, third telephone and so forth until an idle telephone is found.

STATION APPLICATION

This feature is available for all Multiline telephones and single line telephones.

OPERATION PROCEDURE

Calling an extension in a hunt group:

1. Lift the handset or press  (Internal dialtone must be heard.)
2. Dial the desired extension number.
3. Talk when the call is answered.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
019-1	Hunt Group Pilot Number 10	Y
019-2	Hunt Group Pilot Number 20	Y
019-3	Hunt Group Pilot Number 30	Y
019-4	Hunt Group Pilot Number 40	Y
019-5	Hunt Group Pilot Number 50	Y
206	Extension Number Assignment	Y

SERVICE CONDITIONS

- Each of the five hunt groups are assigned a hunt group pilot number (10, 20, 30, 40, or 50). Telephones are grouped together and assigned to one of the hunt groups. The extension numbers in each hunt group must be assigned consecutive extension numbers. For example, extensions in hunt group 10 are assigned numbers 10 ~ 19.
- Hunt groups can be assigned independently of tenant groups.
- When a telephone in the hunt group is set for call forwarding, that telephone is skipped during extension hunting.

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E-3

Extension Name Assignment

Xen Alpha

Release 6.0

FEATURE DESCRIPTION





When this feature is used, the name or number of the internal caller or the paging originator is displayed on the called party (parties) telephone(s). The telephones must be equipped with an LCD for this feature to be used.

STATION APPLICATION





This feature is available for all display Multiline telephones.

OPERATION PROCEDURE

Entering a caller's name:

1. Press .
2. Dial  .
3. Dial the extension number for the party whose name will be entered.
4. Enter the name. Refer to *Character Registration, Page 91* and *Dial Pad Keys Used When Entering Names, Page 92* for instructions for entering alphanumeric characters.
Note: A maximum of six alphanumeric characters can be entered for the name.
5. Press  to save the entry.

Deleting a caller's name:

1. Press .
2. Dial  .
3. Dial the extension number associated with the party's name that will be deleted.
4. Press  to delete the entry.

SERVICE CONDITIONS

- The extension number and associated name are displayed during the telephone's idle condition.
- The extension name can be assigned using PC programming.

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FEATURE DESCRIPTION

This feature allows paging through a user-provided external speaker. The paged party answers by dialing a specified access code.



STATION APPLICATION

This feature is available for all Multiline telephones and single line telephones.

OPERATION PROCEDURE

Initiating a page:

1. Lift the handset.
2. Dial the access code for the desired zone or press a one-touch key that has been programmed with the access code. The external paging access codes are listed below.




  External/Internal Meet-Me (Answer Page)

  External Paging

  All External/Internal Paging

3. Announce the page.

Answering a page:

1. Press  or lift the handset.
2. Dial  .
3. Answer the page.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
002-2	External Speaker Connection	Y
002-3	External Paging Tone Assignment	Y
001-0	General Purpose Relay Assignment	N

SERVICE CONDITIONS

- ☑ When external paging is originated, a tone burst is heard from the external speaker and from the telephone originating the page.
- ☑ A busy tone is also generated when a user attempts a page and external paging is in use.
- ☑ If background music is on or if an outside call is ringing in to the telephone, ringing or background music is suspended during a paging announcement. Ringing or background music is resumed after the page is completed.
- ☑ When a meet-me is in progress and someone dials the meet-me access code, the page is discontinued and an internal call is established.
- ☑ If the external speaker connection has not been programmed using Function “002-2 External Speaker Connection” and a page is attempted, a busy tone is generated.
- ☑ Only one external speaker can be connected to the system.
- ☑ If an External page and an Internal page are in progress at the same time, then priority of page answer (Meet Me) will be Internal page first, then External page will follow.

E-5

External Ringer

Xen Alpha


Release 6.0

FEATURE DESCRIPTION

A user-provided external speaker or tone ringer can be programmed to ring when incoming calls are received. Ringing can be individually set for day mode and night mode.

OPERATION PROCEDURE

Answering a call:

1. Lift the handset or press .
2. Press the appropriate flashing line key.
3. Answer the call.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
002-2	External Speaker Connection	Y
124	External Ringing for Day Mode (Trunk Based)	Y
125	External Ringing for Night Mode (Trunk Based)	Y
001-0	General Purpose Relay Assignment	Y
225	External Ringing for Day Mode (Station Based)	Y
226	External Ringing for Night Mode (Station Based)	Y

SERVICE CONDITIONS

- Only one external speaker or external tone ringer can be connected to the system.
- This feature operates for incoming CO/PBX, DID, DIT, AA Transferred and CO Ring Transferred calls.
- External ringing can be programmed to sound via either the external paging speaker or the external tone ringer.
- The relay used to signal the incoming ring provides a 'dry' contact closure in the cadence of 1 sec ON, 2 sec OFF during the period of ringing.

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F-1

Flash Key

Xen Alpha

Release 6.0

FEATURE DESCRIPTION



If a system is connected to a PBX, it can be programmed to transfer the PBX call to the system using a flash signal. The duration of the flash signal is assigned in system programming.

STATION APPLICATION

This feature is available for all Multiline telephones.

OPERATION PROCEDURE

Transferring a PBX call:







1. Press  (DTB-type telephones) or  (DTU-type telephones).
2. Hang up, the call is transferred.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
006	Hookflash Duration	Y

SERVICE CONDITIONS

- Pressing  (DTB-type telephones) or  (DTU-type telephones) releases the line and then reseizes the line after the hookflash duration expires.
- If an external line is outgoing restricted (dialling external numbers is denied) and the user presses  and then attempts to dial a restricted number, the external line is dropped and an error tone is generated.
- When  is pressed, digits dialled before and after pressing  are stored in separate redial memory locations. If  is pressed while dialling, the redial memory location is cleared.

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F-2

Flexible Line Key

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

The line keys on the Multiline telephones are designed for flexibility of use. Line keys that are not used to access external lines can be assigned for:

- speed dialling
- one-touch/feature access key operation for seizing internal or external telephone lines
- dialling access codes that are used to set/cancel features such as microphone on/off and headset on/off

STATION APPLICATION

This feature is available for all Multiline telephones.

OPERATION PROCEDURE

Not applicable.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
109	Trunk Line Dialling Type	N

SERVICE CONDITIONS

- Line keys 1 → 6, at system default, are assigned as external line keys. These line keys can also be assigned for other uses if Function 109 “Trunk Line Dialling Type” is set to uninstalled.

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F-3

Flexible Numbering Plan

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

This feature allows extension numbers to be changed to meet individual customer's needs. When the system is first turned on, the system automatically assigns default extension numbers. As necessary, these settings can be changed in system programming.

STATION APPLICATION

This feature is available for all Multiline telephones and Single Line telephones.

OPERATION PROCEDURE

Not applicable.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
206	Extension Number Assignment	Y

SERVICE CONDITIONS

- The extension numbers range from 10 → 59 creating the flexible numbering plan.
- The system cannot check for duplicate extension numbers. If the same extension number is assigned to more than one telephone, the telephone attached to the lowest numbered port (internal line) in the system rings.
- Changes to extension numbers may be necessary when forming Hunt Groups and when assigning Direct In-dial (DID) numbers to users.

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F-4

Flexible Ringing Assignment

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

External calls can be programmed to ring at specified telephones or to an external speaker or tone ringer. Separate day and night ringing assignments can also be specified in programming.

STATION APPLICATION

This feature is available for all Multiline telephones and Single Line telephones.

OPERATION PROCEDURE

Not applicable.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
124	External Ringing for Day Mode (Trunk Based)	Y
125	External Ringing for Night Mode (Trunk Based)	Y
225	External Ringing for Day Mode (Station Based)	N
226	External Ringing for Night Mode (Station Based)	N
301 → 306	Day Ringing for Trunk Lines 1 → 6	Y
311 → 316	Night Ringing for Trunk Lines 1 → 6	Y
401 → 402	Trunk Line Assignment for Tenants 1 → 2	N
403	Tenant-to-Telephone Assignment	N

SERVICE CONDITIONS

- When “No Ring” is assigned to a telephone (using Functions 301→306 Day Ringing for Trunk Lines 1→6 and 311→316 Night Ringing for Trunk Lines 1→6), the audible tone is silent. However, the large LED flashes to indicate an incoming call.
- Trunk ringing can begin immediately the call is received or it can be delayed by a time.
- Trunks that are assigned to a different tenant, from the tenant the telephone is assigned to, do not provide audible or visual indication of an incoming call.
- Direct Inward Termination (DIT), Direct Inward Dialling (DID) and ringing transferred calls ring directly to the telephone where the call is transferred. As a result, these calls do not allow flexible ringing, but can ring only at a single extension.
- If a DIT call, DID call or ringing transferred call is received while a page is being announced, paging stops at the telephone where the call is received.

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F-5

Flexible Timeout

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

Flexible Timeouts are the system defaults for a variety of timing selections. These preset values allow the system to operate without any initial program changes. Many of these values can be changed in system programming to meet individual user specifications.

OPERATION PROCEDURE

Not applicable.

The flexible timeout table provides a list of the timers that can be programmed in the system. The timer, the definition and the timer value are provided in the table. The default timing value is indicated by (D). Some of the timing values are fixed, this means they cannot be changed. If the timer is fixed and cannot be changed, that is noted in the Timer/Function column. If the timing values can be changed, the Function number where the value is programmed is listed in the Timer/Function column.

Timer/Function	Definition	Timing Value																				
Automatic Callback Time Selection Fixed	The length of time allowed for an automatic callback to occur before the callback request is automatically cancelled.	30 sec																				
Automatic Redial Time Selection 005 – Automatic Redial Timer	Specifies the call time, wait time, and number of attempts for automatic redialling.	<table border="1"> <thead> <tr> <th></th> <th>Call Time</th> <th>Waiting Time</th> <th>Number of Times</th> </tr> </thead> <tbody> <tr> <td>0 =</td> <td>5 sec</td> <td>5 sec</td> <td>3</td> </tr> <tr> <td>1 =</td> <td>10 sec</td> <td>30sec</td> <td>3 (D)</td> </tr> <tr> <td>2 =</td> <td>15 sec</td> <td>60 sec</td> <td>3</td> </tr> <tr> <td>3 =</td> <td>15 sec</td> <td>90 sec</td> <td>3</td> </tr> </tbody> </table>		Call Time	Waiting Time	Number of Times	0 =	5 sec	5 sec	3	1 =	10 sec	30sec	3 (D)	2 =	15 sec	60 sec	3	3 =	15 sec	90 sec	3
	Call Time	Waiting Time	Number of Times																			
0 =	5 sec	5 sec	3																			
1 =	10 sec	30sec	3 (D)																			
2 =	15 sec	60 sec	3																			
3 =	15 sec	90 sec	3																			
Bounce Protect Time Selection 502 – Single Line Telephone Bounce Time	Specifies the length of time before a valid hookflash can be detected from a Single Line telephone or voice mail system.	<table border="1"> <tbody> <tr> <td>0 = 0 ms (D)</td> <td>2 = 600 ms</td> </tr> <tr> <td>1 = 300 ms</td> <td>3 = 900 ms</td> </tr> </tbody> </table>	0 = 0 ms (D)	2 = 600 ms	1 = 300 ms	3 = 900 ms																
0 = 0 ms (D)	2 = 600 ms																					
1 = 300 ms	3 = 900 ms																					
Call Forward – Busy/No Answer Timer Selection 008 – Call Forward – Busy/No Answer Duration	The length of time before incoming calls are forwarded to another telephone when the original destination is either busy or there is no answer.	<table border="1"> <tbody> <tr> <td>0 = 10 sec (D)</td> <td>3 = 25 sec</td> </tr> <tr> <td>1 = 15 sec</td> <td>4 = 30 sec</td> </tr> <tr> <td>2 = 20 sec</td> <td>5 = 60 sec</td> </tr> </tbody> </table>	0 = 10 sec (D)	3 = 25 sec	1 = 15 sec	4 = 30 sec	2 = 20 sec	5 = 60 sec														
0 = 10 sec (D)	3 = 25 sec																					
1 = 15 sec	4 = 30 sec																					
2 = 20 sec	5 = 60 sec																					
CO Ring Transfer Recall Timer Selection Fixed	Specifies the interval from the time a telephone user forwards an incoming call until the time the destination telephone user does not respond. When there is no response, the timer expires and an alarm is generated at the forwarding user's telephone.	30 sec																				

Timer/Function	Definition	Timing Value
CO/PBX DTMF Duration/Interdigit Time Assignment 110 – Touchtone Signal Duration and Pause Interval	Specifies the tone duration and interdigit time when DTMF signalling is used.	0 = Duration 100ms / Pause 70ms (D) 1 = Duration 400ms / Pause 100ms
Disconnect Time Selection Fixed	The minimum time that must elapse before a disconnected line can be accessed again.	1 sec
Doorphone Display Time Selection 501 – Doorphone Call Timer	Specifies the time during which "Doorphone 1" or "Doorphone 2" is to be displayed on the telephone LCD. This timer applies to incoming calls to a doorphone.	0 = 15 sec (D) 1 = 30 sec
DP Dial Make Ratio Selection Fixed	Specifies the make ratio for dial pulse dialling.	39 ± 10%
DP Interdigit Time Selection 109 – Trunk Line Dialling Type	Specifies the minimum length of the pause interval between digits dialled for dial pulse dialling.	1 = 10pps 2 = 20pps
DTMF Receiver Release Timer Selection Fixed	The interval during which a receiver circuit is connected to a DTMF-type Single Line telephone while waiting for digits to be dialled.	30 sec
Elapsed Call and SMDR Start Timer Selection Fixed	The interval between the time dialling begins and the time that the call duration time displays in the telephone LCD.	10 sec
Exclusive Hold Recall Timer Selection 004 – Exclusive Hold Warning Tone Timer	Specifies the interval before an exclusive hold recall tone is generated. No hold alarm is generated if "No Limit" is selected.	0 = 1 min (D) 3 = 4 min 1 = 2 min 4 = No Limit 2 = 3 min
Hold Recall Timer Selection 003 – Hold Warning Tone Timer	Specifies the interval before a recall tone is generated for a holding external (CO/PBX) call. No hold alarm tone is generated if "No Limit" is selected.	0 = 1 min (D) 3 = 4 min 1 = 2 min 4 = No Limit 2 = 3 min

Timer/Function	Definition	Timing Value	
Hookflash End Time Selection 504 – Single Line Telephone Hookflash End Time	Specifies the maximum duration that a Single Line telephone has to receive dial tone. The times are added to the Hookflash Start Time. For example, if the Hookflash Start Time (HST) = 1 and the Hookflash End Time (HET) = 1, add 150 ms. and 100 ms. to determine the maximum duration. (HST + HET = Max. Hookflash Duration)	0 = 0 ms 1 = 100 ms (D) 2 = 200 ms 3 = 400 ms 4 = 500 ms	5 = 700 ms 6 = 900 ms 7 = 1.1 sec 8 = 1.3 sec 9 = 1.5 sec
Hookflash Start Time Selection 503 – Single Line Telephone Hookflash Start Time	Specifies the minimum hookflash duration from a Single Line telephone.	0 = 100 ms (D) 1 = 150 ms 2 = 200 ms 3 = 300 ms 4 = 350 ms	5 = 450 ms 6 = 550 ms 7 = 650 ms 8 = 750 ms 9 = 850 ms
Hookflash Time Selection: (Multiline Telephone) 006 – Hookflash Duration	Specifies the break time (the break of the DC loop of a CO/PBX line) sent to the central office or PBX when the recall key is pressed.	0 = 60 ms 1 = 100 ms (D) 2 = 140 ms 3 = 200 ms 4 = 400 ms	5 = 600 ms 6 = 800 ms 7 = 1.0 sec 8 = 1.5 sec 9 = 2.0 sec
Incoming Outside Ringing Delay Time 301 → 306 – Day Ringing for Trunk Lines 1 → 6 311 → 316 – Night Ringing for Trunk Lines 1 → 6	Specifies time delay that elapses before ringing sounds for external incoming calls.	0 = 0 sec (D) 1 = 10 sec 3 = 30 sec	4 = 60 sec 5 = No Ring
Pause Time Selection Fixed	Specifies the length of the pause inserted between the digits dialled on external (CO/PBX) lines.	3 sec	
Prepause Time Selection Fixed	Specifies the pause time inserted after dial access to an external (PBX trunk) line.	1 sec	
Time Display (12h/24h) Selection 002-7 – Time Format for Telephone Display	Specifies whether the clock on the telephone displays the time in 12 hour format (12:00 a.m. to 11:59 p.m.) or 24 hour format (0:00 to 23:59).	7 = 12 hour (D) – = 24 hour	
Trunk Queuing Recall Time Selection Fixed	Specifies the interval during which the telephone that is enabled for queuing is called. After the timer expires, the queue is automatically cancelled.	10 sec	

Timer/Function	Definition	Timing Value
P076 Automatic Answer Delay Time Assignment	Assigns the delay time before an incoming call is answered by the Automatic Answer Feature.	00 Ì 99 seconds Default = 04 seconds
P078 Automated Attendant Answer Delay Time assignment	Assigns the delay time before an incoming call is answered by the Automated Attendant feature.	00 Ì 99 seconds Default: 04 seconds
P079 Automated Attendant PBR Release Timer selection	Specifies the duration of the Second Dial Tone heard at the end of an Automated Attendant message. During this time, the PBR is activated to receive digits dialled by the caller.	00 Ì 99 seconds, where 00 = Infinity Default: 10 seconds
P080 Automated Attendant Delay Ringing Time selection	Selects the time before an Automated Attendant transferred call changes back into ringing trunk call at all ring assigned stations.	00 Ì 99 seconds, where 00 = Infinity Default: 00 = Infinity
P081 Automated Attendant No Answer Disconnect Time selection	Specifies the time before disconnecting an unanswered Automated Attendant transferred or ringing call.	00 Ì 99 seconds, where 00 = Infinity Default: 05 minutes
P082 Automated Attendant Follow-on Message Time selection	Specifies the interval at which the follow-on message should be played during an unanswered Automated Attendant call.	00 Ì 99 seconds, where 00 = Infinity Default: 60 seconds

F-6

Full Duplex Handsfree

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

The HFU-UA Unit is an add-on device to the DTU-type Multiline Terminals that provides the full duplex speakerphone ability. An external microphone is also provided with the HFU-UA Unit. The microphone has a push-to-mute control button that turns the microphone off when it is pushed and held down.

STATION APPLICATION


This feature is available for all Multiline telephones

Required Component:

The HFU-UA unit must be installed in each DTU-type Multiline terminal.

RELATED PROGRAMMING

To use the HFU-UA:

1. Press  and make an internal or external call
2. When muting is desired, press and hold down the Mute key on the external microphone.

SERVICE CONDITIONS

- This is a full duplex unit, however, it cannot be assumed to work as well as a conference-room-type speakerphone. The echo cancellation is geared towards a smaller area (such as an office) with average acoustic realities. Large environment or areas that have hard surfaces that tend to bounce sound have an adverse affect on the speakerphone quality. The HFU-UA Unit can be turned to a half-duplex mode in these cases.

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**FEATURE
DESCRIPTION**



When making a call, users can mute the transmission speech path. This allows the user to continue to hear the other party, but the other party cannot hear their conversation. Mute is reset (to off) when the call is terminated or it can be manually reset during a call.

**STATION
APPLICATION**

This feature is available for all Multiline telephones.

**OPERATION
PROCEDURE**

Setting and resetting handset mute:

1. Press .
2. Dial  (toggles between on/off).

**SERVICE
CONDITIONS**

- If handset microphone control is set while a call is in progress, it automatically resets when the user hangs up.
- Handset microphone control automatically resets when an internal or external call is placed on hold.
- This feature can be assigned to a one-touch/feature access key. (Refer to *One-Touch/Feature Access Keys – User Programmable, Page 227.*)
- When the handset microphone control feature is set/reset, one of the following messages is displayed: Set = Mute On/Reset = Mute Off.

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H-2

Handsfree Answerback

Xen Alpha

Release 6.0

FEATURE DESCRIPTION



This feature allows users of Multiline telephones to answer internal voice announced calls when the microphone is turned on.

STATION APPLICATION

This feature is available for all Multiline telephones.

OPERATION PROCEDURE

Turning the microphone on/off:

1. Press .
2. Dial  (access code). The microphone is activated/deactivated.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
216	Handsfree Assignment	Y

SERVICE CONDITIONS

- The MIC must be turned on when a call is received in order to respond using Handsfree Answerback.
- A on-touch/feature access key can be assigned as a MIC ON/OFF key.
- If a station is called using tone signalling, the user cannot respond using the Handsfree Answerback feature, unless the caller changes to a voice announced call.
- Handsfree Answerback only applies to incoming internal, voice announced calls.
- A voice announced call will not follow a call forward set on a station.
- Only the calling station can control whether the call is voice or tone announced.

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Handsfree Dialling & Monitoring

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

A telephone feature which allows the user to place external calls and listen to the progress of those calls without lifting the handset on the telephone.

STATION APPLICATION


This feature is available for all Multiline telephones.

OPERATION PROCEDURE

Placing an outside call:

1. Press the line key to access an outside line.
2. Dial the party's telephone number. When the called party answers you can either remain off-hook and talk through the telephone speaker or you can lift the handset.

Placing an internal call:

1. Press . Speaker
2. Dial the party's extension number. When the called party answers you can either remain off-hook and talk through the telephone speaker or you can lift the handset.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
216	Handsfree Assignment	Y

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**FEATURE
DESCRIPTION**



Multiline telephones allows the user to make and answer calls without using the handset. Users can talk using the telephone's built-in microphone (the microphone must be turned on).

**STATION
APPLICATION**

This feature is available for all Multiline telephones.




**OPERATION
PROCEDURE**

Turning the handsfree microphone on/off:

1. Press .
2. Dial .

Note: This operation toggles the microphone on/off. The microphone LED is red if the microphone is on.


Making an internal call:

1. Press .
2. When you hear dialtone, dial the 2-digit extension number, e.g.  .
3. When the party answers, begin speaking.


Answering an internal call:

When the call is received, ensure the microphone LED is on and begin talking.

Making an external call:

1. Press  (line key assigned to seize an external line), or dial a trunk access code (e.g. 0).
2. When you hear dialtone, dial the telephone number.
3. When the party answers, begin speaking.

Answering an external call:

1. Press .
2. When the party answers, begin speaking using the built-in speaker.

**RELATED
PROGRAMMING**

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
216	Handsfree Assignment	Y

**SERVICE
CONDITIONS**

- One Override can be received during handsfree conversation.
- The microphone must be ON to answer calls handsfree.
- A One-Touch key can be programmed as a Microphone Control key.
- While engaged on an outside line conversation using the built-in Handsfree Operation feature, the conversation may be interrupted (half-duplex) if both parties speak simultaneously.
- Allow or Deny Full Handsfree Operation is determined per station, via System Programming.
- During a conversation, the MIC ON/OFF key can be used to mute the microphone.
- Monitoring volume can be adjusted using the volume control on the Multiline Terminal.
- When a Multiline Terminal user lifts the handset, the monitoring condition is automatically released and the Speaker LED goes off.
- The built-in Speakerphone is a half-duplex speaker phone. Noisy or poor acoustic environments have a large impact on the speaker phone switching from transmit to receive calls and vice versa.








FEATURE DESCRIPTION

A headset can be connected to a DTU-type Multiline telephone. A one-touch/feature access key must be assigned to toggle the headset on/off.


This feature is only available for DTU-type Multiline telephones.

OPERATION PROCEDURE

Assigning headset operation to a one-touch/feature access key:

1. Press .
2. Press .
3. Press  (one-touch/feature access key programmed for headset enable/disable).
This one-touch/feature access key toggles between the on-hook/off-hook operations.
4. Dial   .
5. Press .


Placing a call:

1. Press  (one-touch key programmed for headset enable/disable).
2. Dial the party's telephone number and begin talking when the party answers.

Terminating a call:

1. Press  (one-touch key programmed for headset enable/disable).

Switching to the handset:

1. Pick up the handset.
2. Press  (one-touch key programmed for headset enable/disable).

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
218	Headset Connection	Y

SERVICE CONDITIONS

- The headset enable/disable one-touch/feature access key must be used to switch from on-hook to off-hook.

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H-6

Holdfree Transfer

Xen Alpha

Release 6.0

FEATURE DESCRIPTION



Holdfree Transfers allows users to answer a transferred call without using the hold key. The system can be programmed to answer the calls by pressing a line key.

STATION APPLICATION

This feature is available for all Multiline telephones.

OPERATION PROCEDURE

Transferring a call:






1. Lift the handset or press  on the telephone where the call is received.
2. Press . This is line key on the telephone where the call is received.
3. The user at the telephone where the call was initially received hangs up.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
002-8	Private Call	Y

SERVICE CONDITIONS

- Holdfree transfer is enabled/disabled in system programming.
- Trunk queuing using a line key is disabled if holdfree transfer is enabled.
- When the user who receives the holdfree transfer presses , the external line key where the call is held, the extension number where the call is transferred from and the duration of the call is displayed in the LCD of the user receiving the holdfree transfer (e.g., [10] 0:30).
- If the following conditions occur, the user is not able to pick up the call during a holdfree transfer, a message is displayed in the LCD indicating the telephone is in use (e.g., **XX In Use** – XX = Extension Number).
 - A telephone that is the transfer destination has picked up the external line and is waiting for the user who initially answered the call to hang up.
 - The external line is part of an add-on conference.
- If Holdfree transfer is disabled in system programming, it can be achieved manually by the terminal which is talking on a line by pressing  . This enables Holdfree Transfer just for that call.
- If Holdfree transfer is enabled in system programming, it can be disabled manually by the terminal which is talking on a line by pressing  . This disables Holdfree Transfer just for that call.

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FEATURE DESCRIPTION








A customised hold message of up to 120 seconds can be sent to the outside party when a CO/PBX, DID or DIT call is placed on hold. After the message is sent to the outside party, Music On Hold is provided until the held call is again answered.

STATION APPLICATION








All Multiline and Single Line telephones.

OPERATION PROCEDURE






To record the Hold message:

1. Press .
2. Dial   - . The  key and MIC LED are activated.
3. Lift the handset when recording through the handset (this is recommended).
4. Press .
5. Record the hold message.
6. When completed, return the handset to the cradle or press  to stop recording; otherwise, the message timer will automatically stop the recording.




To verify the Hold message:

1. Press .
2. Dial   - . The  key LED is activated.
3. Press .
4. The message will playback through the handset or the built-in speaker.
5. When completed, return the handset to the cradle or press .





To delete the Hold message:

1. Press the  key.
2. Dial   - .
3. Press the  key.

To use this feature from a Multiline terminal with an outside call in progress:

1. For Non-Exclusive Hold press the  key, or for Exclusive Hold press  then the  key.
2. The outside party that is on hold hears the recorded hold message followed by Music On Hold.
3. To retrieve the held call, press the flashing line key.

To use this feature from a Single Line telephone with an outside call in progress:

1. Press the /  button to place the call on Non-exclusive Hold. (Do not return the handset to the cradle.)
2. The outside party on hold hears the recorded hold message followed by Music On Hold.
3. To retrieve the held call, press the /  button. The held call is reconnected.

RELATED PROGRAMMING

Function Number	Function Name	Required (Yes or No)
127	VRS Hold Message Assignment	Y
235	VRS Message Set/Record/Verify/Cancel Assignment	N
070	VRS Message Recording Time Selection	N

SERVICE CONDITIONS

- The optional VRS-B13 ETU is required to provide this feature.
- The customised hold message can be played to trunk calls only.
- Once a hold message is sent to the outside party, Music On Hold follows until the held line is picked up.
- The Hold Message plays once before the Music On Hold starts to play.
- Only one VRS feature can be accessed at a time. If a VRS message other than the Hold Message is playing when a call is placed on hold, the hold message is not played and the call immediately receives MOH.
- The hold message will play regardless of whether the call is placed on Exclusive or Non-Exclusive hold.
- System Programming determines whether or not the customised hold message is sent to an external party on a trunk by trunk basis, Memory Block 127 (VRS Hold Message Assignment).
- The VRS Hold Message can be recorded, verified or deleted by specified Multiline Telephones only.
- The VRS Hold Message feature cannot be activated until the message has been recorded.
- Using the handset to record the hold message ensures a high-quality recording. Using the built-in microphone is not recommended.

- ☑ The VRS Hold Message reduces the total number of available messages by one. The total number of VRS messages available is 8 x 30 seconds, 4 x 60 seconds, or 2 x 120 seconds. The total recording time available to the system for all voice recorded messages is four minutes.
- ☑ Be careful when choosing to use the Hold Message in conjunction with VRS Automatic/Manual Answer or Automated Attendant. While the Hold Message is playing, the VRS answering services will not be available thus possibly causing delays in the answering of calls.

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Hold with Recall (Exclusive and Non-Exclusive)

Xen Alpha

Release 6.0

FEATURE DESCRIPTION




When a call is on hold for longer than the preprogrammed interval, the call recalls to the originating telephone. There are two types of held calls. *Exclusive Hold* is a held call that can be picked up only on the telephone where it was placed on hold. *Non-Exclusive Hold* is a held call that can be picked up from any telephone in the system that has access to the line where the call is holding.

STATION APPLICATION

This feature is available for all Multiline telephones and Single Line telephones.

OPERATION PROCEDURE

Putting a call on Exclusive or Non-Exclusive Hold:

1. If placing a call on Non-Exclusive Hold, press .
2. If placing a call on Exclusive Hold, press  then .

Retrieving a call from exclusive or Non-Exclusive hold:

Press  (flashing line key).

Placing a Single Line telephone call on Non-Exclusive hold:

Momentarily press the hookswitch to place the call on hold.

Retrieving a Single Line telephone call from Non-Exclusive hold:

Momentarily press the hookswitch to retrieve the call from hold.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
002-1	Music Source for Music on Hold	N
003	Hold Warning Tone Timer	Y
004	Exclusive Hold Warning Tone Timer	Y
012	Music on Hold Melody	N

- ☑ After an external line (exclusive or non-exclusive) is placed on hold, a recall tone is generated to the telephone that placed the call after a preprogrammed interval has expired.
- ☑ The non-exclusive hold recall start timer and exclusive hold recall start timer can be set independently or each other.
- ☑ When a hold recall tone is sent to a Multiline telephone and a call is holding, the trunk number associated with the line key is displayed in the telephone LCD.
- ☑ Telephones that are part of the same tenant group can pick up calls on hold.
- ☑ The LED of the line key that is placed on hold flashes green indicating the I-Hold condition. The line key LEDs on other telephones flash red indicating the call is on hold.
- ☑ If a telephone is busy, a recall cannot be answered.
- ☑ If the telephone is not idle when the hold recall timer expires, the hold recall tone is suppressed until the telephone becomes idle.
- ☑ After a call is placed on hold, the telephone can seize another external outside line to make a call or can answer other incoming calls.
- ☑ Only the telephone used to place a call on exclusive hold can pick up that call.
- ☑ Outside line key LEDs of telephones that are members of another tenant do not flash when a call is placed on hold.
- ☑ When a call is placed on hold Non-Exclusive, privacy is released.
- ☑ When a Single Line telephone is used to place a call on hold (by pressing the Flash Key), the handset should remain *off* of the cradle. If the handset is placed back on the cradle, a recall tone is immediately generated.
- ☑ The hold recall timer is specified in system programming using Function “003 – Hold Warning Tone Timer” (default – 1 minute). If “No Limit” is specified for the hold recall timer, a hold recall tone *is not* generated.

H-9

Hot Line/Prime Line

Xen Alpha

Release 6.0

FEATURE DESCRIPTION


The Hot Line feature enables a station user to automatically dial an outside number or an internal station whenever the user goes off-hook.

STATION APPLICATION



All Multiline and Single Line Telephones.

OPERATION PROCEDURE

Making an external call with Hot Line/Prime Line assigned:

1. Go off-hook by lifting the handset or pressing .
2. The hot line number is automatically dialled.

Making an internal call with Hot Line/Prime Line assigned - Multiline Terminal only:

1. Press .
2. Press  or lift handset.
3. Receive ICM dial tone.

RELATED PROGRAMMING

Function Number	Function Name	Required (Y)es or (N)o
205	Hot Line/Prime Line Assignment	Y

SERVICE CONDITIONS

- The Hot Line number must be programmed for each extension via system programming (P205). Up to 12 digits (0~9, *, #, Pause, Flash) can be assigned, including extension numbers, external numbers and intercom access codes.
- The Hot Line/Prime Line memory block (P205) will operate as hot line if it contains anything other than a trunk access code alone (e.g. extension number, or trunk access code followed by an external number).
- The Hot Line/Prime Line memory block (P205) will operate as Prime Line if programmed with a trunk access code only and no further digits e.g. 0 or 63x.
- Pressing the Hold, Transfer or Conf key after a call has been initiated through the Hot Line/Prime Line feature will provide ICM dial tone.
- Single Line Telephone users assigned with Hot Line/Prime Line cannot access internal dial tone. Pressing the recall key (hookflash) after going off-hook will return busy indication.

- ☑ If an extension is programmed with trunk Access code 0 or 63x under the Hot Line/Prime Line P205, ACR is applied to the digits which follow the access code, whether these digits are dialled as part of the hot line number or dialled manually.
- ☑ The following functions cannot be performed on a terminal assigned with the Hot Line feature. Performing these functions will result in the hot line number being dialled.
 - Preset Dialling
 - Caller ID Scrolling
 - Last Number Redial
- ☑ Going off-hook on a Hot Line/Prime Line terminal whilst an incoming call is ringing will answer the incoming call.
- ☑ Hot Line/Prime Line calls will be recorded by the SMDR facility.
- ☑ The hot line number entered for each terminal will be subjected to any code restriction settings assigned for that terminal.
- ☑ Pressing a Virtual Extension key on a terminal programmed with Hot Line/Prime Line will provide internal dial tone from the VE.
- ☑ If a Hot Line/Prime Line terminal initiates trunk queuing and then receive the trunk queuing recall when the trunk becomes available, going off hook will seize the queued trunk.
- ☑ The Hot Line/Prime Line facility can be bypassed by pressing a line key on a Multiline Terminal and dialling a number.
- ☑ The digits programmed for Hot Line/Prime Line are displayed in the same manner as digits stored under a One Touch key.
- ☑ If there is no trunk available to dial a Hot Line/Prime Line assignment, busy indication will be returned.
- ☑ The following functions can be performed on a terminal assigned with a Prime Line in P205 and in each case the prime line trunk will be seized prior to dialling.
 - Preset Dialling
 - Caller ID Scrolling
 - Last Number Redial
- ☑ The following table summarises the behaviour of a telephone taken off-hook with various Hot Line/Prime Line programming assignments.

P205=	P009=0	P009=1	P009=2	P009=3	P209=0	P209=1	Preset Dialling/ Caller ID Scrolling
0	ERROR	Analogue	Analogue/ ISDN	ISDN/ Analogue	N/A	N/A	Dial Preset/ Caller ID Buffer
63x	63x	63x	63x	63x	63x	63x	Dial Preset/ Caller ID Buffer
0x	ERROR	Analogue + X	Analogue/ ISDN + X	ISDN/ Analogue + X	N/A	N/A	Ignore and dial 0x
63x	63x	63x	63x	63x	63x	63x	Ignore and dial 63x
10	10	10	10	10	10	10	Ignore and dial Ext.10

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H-10 *Howler Tone Service*

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

Howler Tone Service is provided if a telephone remains off-hook after a call has been completed or if the user goes off-hook and fails to dial before the preprogrammed time interval expires.

STATION APPLICATION

This feature is available for all Multiline telephones and Single Line telephones.

OPERATION PROCEDURE

Not applicable.

SERVICE CONDITIONS

- Dial tone is sent for 15 seconds before a busy tone is heard. After an additional 20 seconds, a howler tone is heard signalling an off-hook condition.

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I-1

Icon Display

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

Some icons are displayed in the LCD of the telephone to indicate certain conditions. For example, a 'clock' symbol is displayed to indicate an alarm has been set.

STATION APPLICATION

This feature is available only for DTB-type Multiline telephones.

OPERATION PROCEDURE

Not applicable.

SERVICE CONDITIONS

- The operations that are available for icon display include:
 - Night Mode
 - Call Forward – All Calls
 - Clock/Calendar Display (Month)
 - Timed Alarm set

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I-2

I-Hold Indication

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

This feature provides easy identification of calls that a user has placed on hold. The system provides two colours to identify the holding calls. On the Multiline telephone where a call originates, the line key LED flashes green. On the other telephones in the system, the line key LED flashes red.

STATION APPLICATION

This feature is available for all Multiline telephones.

OPERATION PROCEDURE

Not applicable.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
003	Hold Warning Tone Timer	N
004	Exclusive Hold Warning Tone Timer	N
101 → 106	Telephone Number Display for Trunk Lines 1 → 6	N
401 → 402	Trunk Line Assignment for Tenants 1 → 2	N
403	Tenant to Telephone Assignment	N

SERVICE CONDITIONS

- The external line LED on telephones that are not members or the tenant will not flash to indicate I-Hold.
- The external line key LED on the transferring telephone remains lighted when a call is transferred to a telephone that is not a member of the transferring telephone's tenant.
- If an external call is transferred to a telephone that is in a different tenant group and that telephone picks up the call and places the call on hold, the line key LED on the telephone that originated the transfer goes off (i.e., the originating telephone no longer has call appearance for that call).
- When a call is placed on exclusive hold, the LED indication for other telephone is solid red (indicating the telephone busy).

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I-3

Incoming Call Identification

Xen Alpha

Release 6.0

FEATURE DESCRIPTION





This feature provides identification of incoming calls. If the call is from an internal or external user, the call is identified by showing the caller's name and extension/external line number in the telephone display.

STATION APPLICATION





This feature is available for all Multiline telephones that are equipped with an LCD.

OPERATION PROCEDURE





Entering an internal extension name:

1. Press .
2. Dial  .
3. Dial the extension number.
4. Enter the name to be associated with the extension. (Refer to *Character Registration, Page 91* for instructions for entering names.)
5. Press .





Deleting an internal extension name:

1. Press .
2. Dial  .
3. Dial the extension number.
4. Press .

Entering an external line name:

1. Press .
2. Dial  .
3. Dial the external line number.
4. Enter the name to be associated with the telephone number. (Refer to *Character Registration, Page 91* for instructions for entering names.)
5. Press .

Deleting an external line name:

1. Press .
2. Dial  .
3. Dial the external line number.
4. Press .

**RELATED
PROGRAMMING**

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Yes or No)
101 → 106	Telephone Number Display for Trunk Lines 1 → 6	N
206	Extension Number Assignment	N
401 → 402	Trunk Line Assignment for Tenants 1 → 2	N

**SERVICE
CONDITIONS**

- The name can be displayed on the telephone LCD during the idle condition.
- The telephone display shows incoming call identification information as follows:
10<- [11] Bob
In this example, extension 11 is calling extension 10.
- Before a telephone name can be displayed it must be programmed into the system by the user. The name can be a maximum of six alphanumeric characters.
- The name display takes precedence over the transferred call indication during a transferred call. The name disappears from the display when the transferred call is answered.
- The name display for an automatic transferred call takes precedence over the transferred call indication when the transferred call is completed. The call time is reached five seconds after the call is answered and the name disappears.
- During a conference call, only the extension number is displayed even if the name has been programmed into the system.
- A maximum of three extension numbers can be displayed during a conference. If an extension is placed on hold during a conference, the holding party's display changes from [XX] to <XX> on the LCD of the held party (XX = Extension Number).

I-4

Internal Recall

Xen Alpha

Release 6.0

FEATURE DESCRIPTION



When hearing a busy tone or error tone, users can capture dialtone for internal calls by pressing a specified key on Multiline telephones or by pressing hookswitch on Single Line telephones.

STATION APPLICATION

This feature is available for all Multiline telephones and Single Line telephones.

OPERATION PROCEDURE

Capturing dialtone:

After hearing a busy or error tone, press  (DTB-type),  (DTU-type), or hookswitch (Single Line telephone). Internal dialtone is provided.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
001-9	Single Line Telephone Hookflash Assignment	N

SERVICE CONDITIONS

- Internal recall is enabled in the following situations:
 - System is waiting for the second digit of an access code to be dialled.
 - Busy signal is received when placing an external call.

- If a Single Line telephone has been programmed to seize an external line when going off-hook, the user must perform a hookflash to access internal dialtone.

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Internal Voice/Tone Signalling

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

In system programming, internal calls can be assigned to signal an incoming call by either ringing or voice announcement. The caller can override the system setting for individual calls by dialling (access code).

STATION APPLICATION

This feature is available for all Multiline telephones.

OPERATION PROCEDURE

Making a call when the system is programmed for voice signalling:

1. Lift the handset.
2. When you hear internal dialtone, dial the desired extension number.
3. When you hear the tone, voice announce the call or dial to provide ringing.
4. The called party can reply handsfree if the call is voice announced. If the call provides ringing, the called party answers by lifting the handset or by pressing .

Making a call when the system is programmed for tone signalling:

1. Lift the handset.
2. When you hear internal dialtone, dial the desired extension number.
3. The called party's telephone rings. If you wish to voice announce the call, dial .
4. The called party can reply handsfree if the call is voice announced. If the call provides ringing, the called party answers by lifting the handset or by pressing .

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
001-1	Internal Call Notification	Y

**SERVICE
CONDITIONS**

- ☑ Users can toggle between voice/tone by dialling while a call is in progress.
- ☑ A Single Line telephone can be used to make voice announcements to Multiline telephone users.
- ☑ A one-touch key can be programmed to dial the desired extension number and the access code () to change between voice and tone signalling.
- ☑ Voice or tone signalling is assigned system-wide using system programming.
- ☑ Tone announcement is the system default setting.
- ☑ The telephone microphone must be activated for handsfree answer when telephone receives a voice announced call.
- ☑ Users cannot voice announce to Single Line telephones.
- ☑ Switching between voice announcement and tone signalling is disabled when calling a Single Line telephone.
- ☑ Tone override is disabled during an incoming voice call.
- ☑ The call can only be switched between voice/tone using the Multiline telephone originating the call.

I-6

Internal Zone Paging

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

Paging is the ability for a key telephone system to broadcast a voice message to a number of Terminals connected to it. In addition to "All Call Page" and "All Internal Page", the system can be split into two zones; Zone A and zone B and members within a zone can be paged without the other. Terminals can be assigned to zone A and/or zone B or not assigned to any zone.

STATION APPLICATION

All stations can initiate an internal page. Only MLT stations are able to receive an internal page.

OPERATION PROCEDURE

To originate an internal zone page from any station:

1. Go off-hook and receive ICM dial tone.
2. Dial the desired Access Code:-
 - All Internal
 - Zone A
 - Zone B
 - All Int/Ext
3. Announce the page.
4. Go on-hook.

To answer an internal zone page (Meet-Me):

1. Go off-hook and receive ICM dial tone.
2. Dial Access Code
3. Speak with the originating station.
4. Go on-hook.

RELATED PROGRAMMING

Function Number	Function Name	Required (Y)es or (N)o
227	Telephone to Paging Zone A	Y
228	Telephone to Paging Zone B	Y
217	Internal Paging Tone	N
002-4	Internal All Call Paging tone enable/disable	N

SERVICE CONDITIONS

Internal Zone Paging

- ☑ There are two zones, A and B. The terminals in these zones are assigned by programming. A terminal can be in zone A and/or zone B, or not in any zone (can be reached by all internal page).
- ☑ A page can be simultaneously made to zone A and B.
- ☑ A busy condition occurs if:
 - a page to that zone has already been originated by another station
 - an All Call Page has already been originated by another station
 - there are no idle stations in the zone

Internal Paging, General

- ☑ Internal paging must be originated from internal dial tone
- ☑ The access codes can be stored under an unused line key for One-Touch operation.
- ☑ Terminals can be barred from receiving an All Call Page in program.
- ☑ Terminals receiving a page can answer the page by entering Code 74 after going off-hook and receiving ICM dial tone.
- ☑ MLT users will not receive an internal page when already engaged on a call. They will however, receive the page in progress when they become idle.
- ☑ An incoming trunk call will ring at a reduced volume while an internal page is in progress on a DTU-type telephone. Other MLT telephones will receive visual indication of the incoming call, but will not receive an audible tone.
- ☑ An internal page will not be heard by any MLT who is receiving a DID, DIT or ICM call.
- ☑ Single Line Telephone users cannot receive an internal page, but can originate an internal page or answer an internal page user Meet-Me.
- ☑ A busy condition is generated upon entering an All Call Page access code if:-
 - an All Call Page has already been originated by another station
 - there are no idle stations
- ☑ All call Paging from a SLT is supported.
- ☑ A tone burst is generated as an announcement tone whenever a page is initiated (by default). This tone can be disabled in system programming.
- ☑ If an External page and an Internal page are in progress at the same time, then priority of page answer (Meet Me) will be Internal page first, then External page will follow.

**FEATURE
DESCRIPTION**

Xen Alpha accepts two ISDN Basic Rate Interfaces in place of 4 analogue trunks. ISDN connections allow the system to have features such as Direct Indial (DID), Malicious Call Trace, Supplementary Services and Calling line Identification.

**STATION
APPLICATION**

All stations.

**OPERATION
PROCEDURES**

Not applicable.

**SERVICE
CONDITIONS**

- Direct Indial (DID), Supplementary Services and Malicious Call Trace are network provided and have to be subscribed from the service provider before use.
- Two Basic Rate Interfaces give 4 trunks.
- Calls arriving on BRI ISDN lines can be handled as trunk calls or indial calls, depending upon system programming. When a service number is assigned to a trunk port, that trunk will ring when a call is made to that number. Alternately, when a service number is assigned as a station indial number, a call to that number will be treated as an indial call and will ring directly at the station.
- Each BRT interface is provided with the option of Point-to-Point or Point-to-Multipoint configuration. The configuration is specified in System Programming.

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I-8

ISDN Malicious Call Trace

Xen Alpha

Release 6.0

FEATURE DESCRIPTION




Malicious Call Trace in the Australian ISDN is a subscribed service, in addition to the ISDN basic service. This allows the user to trace a malicious call while the call is in progress. The information from the trace is printed in the exchange and the customer then contacts the Police for further action. The Police obtain the information from the Network Service provider. Unlisted and listed numbers can be traced. This trace is on a call by call basis and controlled by the user.

STATION APPLICATION

All Multiline telephones.

OPERATION PROCEDURES

During conversation on a Malicious ISDN trunk call:

1. Press .
2. Dial  .
Observe message on LCD indicating if successful or not.
3. Contact Police, providing them with information about the call and when the call occurred.

RELATED PROGRAMMING

Function Number	Function Name	Required (Y)es or (N)o
060-2	ISDN Setup 1 - Malicious Call Trace	N
061-2	ISDN Setup 2 - Malicious Call Trace	N

SERVICE CONDITIONS

- This feature only works on the ISDN interface and must be subscribed to from the Network service provider.
- This service can be activated for incoming calls only.
- Malicious call trace is not possible if performed after the caller terminates the call.
- Malicious call trace can trace unlisted/unpresented numbers.
- Only the Police can access the information for a Malicious Call via the service provider.
- Malicious Call Trace can be set by using the Network Supplementary Services access code.

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**FEATURE
DESCRIPTION**

This feature allows a Multiline telephone user to access the various supplementary services which may be available on your ISDN network. The types of supplementary services which can be accessed are those which can be activated using the Stimulus (Keypad) mode of operation.









The method of activating these supplementary services is referred to as the "Stimulus Mode". Pressing the Supplementary Services function key switches the BRT to this mode until the call is terminated or the function is pressed a second time. The Supplementary Services function key must be programmed under a one-touch feature access key.

**STATION
APPLICATION**







All Multiline telephones..

**OPERATION
PROCEDURE**

Assigning a One-Touch feature access key to activate network supplementary services from a MLT:

1. Press  while the telephone is in the idle condition.
2. Press  (DTB-type telephones) or  (DTU-type telephones).
3. Press  (one-touch/feature access key).
4. Dial .
5. Dial  .
6. Press .

Activating network supplementary services from a MLT:

1. Press  (line key) or dial a Trunk Access Code ( or   x) to seize an ISDN trunk.
2. Press  (one-touch/feature access key, programmed for Supplementary Services).
3. Dial access code for required supplementary service. Refer to your ISDN service provider's supplementary services handbook for details of the individual features available.
4. Press  (one-touch/feature access key, programmed for Supplementary Services), or hang up.

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
060	ISDN Setup 1	N
061	ISDN Setup 2	N
243	ISDN Supplementary Services	Y

- In system programming, assign access to Supplementary Services per station (P243).
- The Supplementary Services feature must be assigned to a One-Touch key/ Feature Access key.
- This feature provides access to various Supplementary Services provided by the ISDN network only. BRI ISDN trunks must therefore be installed in the system.
- Depending on the ISDN network to which you are connected, there may be no service tones or recorded voice announcement returned from the network upon setting a feature. The Xen system does not provide tones or any other indications to indicate feature status.
- Pressing the Supplementary Services Key or hanging up the line during the setting of Supplementary Services enables the user to exit from this mode.
- The digits sent to the network after Supplementary Services mode has been activated can be dialled from the keypad, a speed dial buffer or One-Touch key, or any combination thereof.
- The Supplementary Services key can be registered only on a station allowed access to supplementary services in system programming. A Supplementary Services key already registered is retained however, the facility is then restricted in system programming.
- A press of the Supplementary Services key will be ignored if on an analogue trunk, if no trunk is seized, or if the station is denied access to this feature.
- No SMDR report will be generated for a call made to set a supplementary service if no call connection has yet been established. If however supplementary services is activated during the conversation phase of a call, the dialled digits will be included in the SMDR report to a maximum of 24 digits in total.
- Supplementary Services mode will be terminated when one of the following actions occurs:
 - (a) Normal line disconnect.
 - (b) Line disconnected during entry of data:
 - (i) Incomplete access code: Cancelled by CO when the line is released
 - (ii) Complete access code: Setting complete
 - (c) The line is put on hold.
 - (d) The Supplementary Services key is pressed.

- ☑ A summary of features currently available on the Telstra BRI ISDN network is as follows (Note: pp=Point-to-Point, mp=Point-to-Multipoint):

Supplementary Services	MSN (pp&mp)	DID (pp)	DID (mp)
Malicious Call Trace (MCT)	yes	yes	yes
Outgoing Call Barring - Variable	yes	yes	no
Outgoing Call Barring - Fixed	yes	yes	no
Password Control	yes	yes	no
Call Forwarding Unconditional - Variable	yes	yes	no
Call Forwarding Unconditional - Fixed	yes	yes	no
Call Forwarding Busy - Variable	yes	yes	no
Call Forwarding Busy - Fixed	yes	yes	no
Call Forwarding No Reply - Variable	yes	yes	no
Call Forwarding No Reply - Fixed	yes	yes	no

- ☑ Programming of a one-touch/feature access key for network supplementary services on a station that is disabled for supplementary services will not allow the access code to be stored under a one-touch/feature access key

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I-10

I-Use Indication

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

This feature provides indications about the line that is in use by illuminating the green LED associated with the line key. Busy lines are illuminated in red, this allows the user to quickly identify those lines that are in use.

STATION APPLICATION

This feature is available for all Multiline telephones.

OPERATION PROCEDURE

Not applicable.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
206	Extension Number Assignment	N
209	Outgoing Call Priority Mode	N
301 → 306	Day Ringing for Trunk Lines 1 → 6	N
311 → 316	Night Ringing for Trunk Lines 1 → 6	N
401 → 402	Trunk to Tenant Assignment Tenants 1 → 2	N

SERVICE CONDITIONS

- If an external call is transferred to an extension that is a member of another tenant group, LED indication is provided. For all other types of calls, no LED indication is provided to extensions that are members of a different tenant group.
- A solid green LED indicates the I-Use condition on the telephone with a call in progress. Other telephones in the system display a red LED to indicate the line is in use.
- I-Hold condition is indicated by a flashing green LED.

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Key Function/Multifunction Registration

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

The system can be registered as a Key Function (KF) or a Multifunction (MF) telephone system using system programming.

STATION APPLICATION

The feature applies to all Multiline telephones and Single Line Telephones.

OPERATION PROCEDURE

Not applicable.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
009	Outgoing Call Line Selection	N
209	Outgoing Call Priority Mode	N
331 → 336	Automatic Line Selection for Trunk Lines 1 → 6	N
001-8	One-touch Key Duplication Assignment	Y

SERVICE CONDITIONS

- When a system is set to KF, the external line key must be pressed to access the external line. External calls cannot be made from internal dialtone using a trunk access code (0). Calls can be made from internal dialtone if a specified trunk access code is dialed first ($\overset{6}{\text{MNO}}\overset{3}{\text{DEF}} + X$) (X = Trunk Number 1 → 6).
- When the system is set to multifunction, external lines can be accessed from internal dialtone by dialling the trunk access code (0).
- When the system is set to KF, the following external calls are prohibited:
 - Prime Line with Automatic Trunk Selection
 - Speed Dial with Automatic Trunk Selection
 - Last Number Redial with Automatic Trunk Selection
- Key Function or Multifunction selection is made in system programming using Function "009 – Outgoing Call Line Selection".
- In KF mode, single line telephones can be used for internal calls and can access external lines using the trunk access code (0).

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L-1

Last Number Redial

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

The Last Number Redial feature is used to redial one of the last five outside numbers the user dialed. This is useful when a busy or no answer condition is received when trying to place a CO/PBX call.

STATION APPLICATION

All terminals




RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.




Function Number	Function Name	Required (Y)es or (N)o
009	Outgoing Call Line Selection	N
209	Outgoing Call Priority Mode	N
331 → 336	Automatic Line Selection for Trunk Lines 1 → 6	N

OPERATION PROCEDURE



To use this feature from a Multiline Terminal:

1. Press an idle  (CO/PBX Line Key) (optional).
2. Press .
3. Press .

To scroll through the last 5 numbers dialed:

1. Press .
2. Press .
3. Press  continuously to scroll through the last 5 numbers dialed.
4. Press an idle Line Key to dial the number currently displayed.

To use this feature from a Single Line telephone.

1. Lift the handset to receive internal dial tone.
 2. Dial .
-  A Single Line telephone user can redial the last external number only.

- ☑ Internal calls do not apply to this feature.
- ☑ Last Number Redial memory is protected by battery backup.
- ☑ Last Number Redial stores up to 24 digits (plus the Trunk Access Code).
- ☑ The Access Code # is fixed in system software for use with the Redial key.
- ☑ The Last Number Redial memory buffer can be displayed by pressing the Conf key, Redial key and then #.
- ☑ Manually dialled numbers, Speed Dial numbers or their combinations can be redialled via the Last Number Redial feature if the last number dialled was less than 24 digits.
- ☑ A Trunk Access Code is automatically inserted if the last call was made by manually selecting an outside line.
- ☑ When pressing or , the system accesses the idle external lines according to system programming function 009, with the highest numbered lines first. (e.g., 6, 5, 4, 3, 2, 1)
- ☑ If an external line is not available "ERROR" is displayed in the telephone LCD and an error tone is heard.

Manual Answer Message (VRS)

Xen Alpha

Release 6.0

FEATURE DESCRIPTION








The Manual Answer message can be activated by a station user who is unable to answer an incoming call immediately, maybe because they are on another call or they are otherwise occupied. When Manual Answer is activated, the selected trunk is answered with a recorded message stored in the VRS card and then placed on hold until they can be answered personally.

STATION APPLICATION








Multiline Terminals only.

OPERATION PROCEDURE






To record the Manual Answer message:

1. Press the  key.
2. Dial   - . The  key and MIC LED are activated.
3. Lift the handset if intending to record through the handset (this is recommended).
4. Press the  key.
5. Record the message.
6. When completed, return the handset to the cradle or press  to stop the recording; otherwise, the message timer will automatically stop the recording.



To verify the Manual Answer message:

1. Press the  key.
2. Dial   - . The  key and MIC LED are activated.
3. Press the  key.
4. The message will playback through the handset or the built-in speaker.
5. When completed, return the handset to the cradle or press .

To delete the Manual Answer message:

1. Press the  key.
2. Dial   - .
3. Press the  key.

To activate the Manual Answer feature (any Multiline terminal):

1. Receive an incoming trunk call (CO/PBX, DID or DIT).
 2. Press the  key.
 3. Press the flashing  (line key) of the ringing trunk.
 4. The call is answered, the VRS Manual Answer message played, then the call is placed on hold.
- This feature is allowed or denied on a per station basis.
 - Single Line Telephones cannot activate the Manual Answer message.
 - This features requires the VRS-B13 ETU to be installed.
 - Manual Answer cannot be activated until the message has been recorded.
 - The Manual Answer feature only applies to incoming trunk calls.
 - Each VRS message that is recorded reduces the total number of available voice boxes by one. The total number of voice boxes available is 8 boxes of 30 seconds, 4 boxes of 60 seconds, or 2 boxes of 120 seconds. This option is set in System Programming.
 - The Manual Answer feature can be activated by a Multiline Telephone while they are idle, on a trunk call, or on an ICM call.
 - The Manual Answer feature will not work on transferred or camped on calls.
 - VRS messages cannot be recorded, verified, deleted, or played if the VRS port is busy. Only one VRS feature can be accessed at one time. If one VRS feature is being used, other VRS features are disabled during that time.
 - Using the handset to record a message ensures a high quality recording. Using the built-in microphone is not a recommended.
 - If two stations press Feature – Line Key at the same time to the same trunk, the first to access this feature will place the call on hold while the second station's attempt will fail. A call in progress on the second station will not be interrupted by this process.

FEATURE DESCRIPTION



An outside line can be accessed by pressing a line key.

STATION APPLICATION

This feature is available for all Multiline telephones.

OPERATION PROCEDURE

Manually accessing an outside line:

1. Press  (external line key). The  LED lights and dialtone is heard.
2. Remain on the speakerphone or lift the handset.

SERVICE CONDITIONS

- An error is displayed in the telephone LCD when the user presses a line key that cannot seize an external line (e.g., the external line is a member of another tenant).
- The line key LED on the telephone that seizes the line lights green, all other telephone LEDs light red.
- When manual line seizure is attempted by more than one telephone user simultaneously, the line key LED on the first telephone to select the external line lights green. The other telephones receive the message "IN USE" in the telephone LCD.
- This feature is not available on a MLT that has ACR enabled and ACR Bypass set to Deny.

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M-3

Manual Pause

Xen Alpha

Release 6.0

FEATURE DESCRIPTION





This feature allows users to insert a pause while dialling a telephone number. The pause can also be programmed on a one-touch/feature access key or can be inserted by dialling an access code.

STATION APPLICATION








This feature is available for all Multiline telephones.

OPERATION PROCEDURE

Inserting a pause:

1. Lift the handset or press .
2. Select a trunk pressing  (Line Key) or by dialling a trunk access code (e.g. 0).
3. Press .
4. Dial . The pause is inserted.

Assigning a one-touch key to manually insert a pause:

1. Press .
2. Press  ( for DTU-type telephones).
3. Press  (line key to be programmed as the one-touch/feature access key).
4. Press  .
5. Press .

SERVICE CONDITIONS

- Call restriction is not checked for a pause.
- Manual pauses are stored in the last number redial memory location and can be stored in speed dial memory locations.

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Manual Trunk to Trunk Transfer

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

The Manual Trunk to Trunk Transfer feature allows a trunk call (including CO/PBX, DID, DIT or transferred CO calls) to be transferred to an external destination via another trunk line. The transfer is performed by the station user while a trunk call is in progress on that station, after having placed the caller on hold.









STATION APPLICATION

Multiline telephones only.

OPERATION PROCEDURE

Performing a trunk to trunk transfer:

With a trunk call in progress;

1. Press the  or  key.
2. Press an idle Line Key , or dial a trunk access code ( or  ).
3. Dial the destination number and wait for the party to answer.
4. Press ,  and hang up.

Returning to the original caller without completing the transfer:

If busy tone is received or you wish to retrieve the original call;

1. Hang up. The call remains on hold.
2. Press the held Line Key.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
028	Automatic Disconnect Timer	N
112	Line Reversal Assignment	Y

SERVICE CONDITIONS

- Any analogue or ISDN trunk can be used as the incoming or outgoing trunk.
- The following types of calls can be trunk to trunk transferred from a Multiline telephone:
 - Incoming CO/PBX, DID, DIT calls
 - Transferred CO/PBX, DID, DIT calls
 - Outgoing trunk calls

- ☑ When either the incoming or outgoing trunk is an analogue COI trunk, this feature requires the installation of a TRF-B13 ETU option card.
- ☑ When utilising analogue trunks and the TRF circuit, only one trunk to trunk transfer call can be in progress at a time. Further attempts to perform a trunk to trunk transfer will fail and the call will remain on hold.
- ☑ A trunk call which is transferred externally occupies two CO/PBX lines for the duration of that call.
- ☑ During a trunk to trunk transfer call, both line keys light solid red. Station users cannot reenter a Trunk to Trunk Transfer after the connection is established.
- ☑ Barge-in is not allowed onto any trunk engaged in a Trunk to Trunk Transfer call.
- ☑ Code Restriction and Automatic Carrier Routing (ACR) is applied to the number dialled when transferring a call externally.
- ☑ The Manual Trunk to Trunk Transfer process will produce two SMDR records upon the termination of the trunk transfer call:
 - One for the transferred call, being the time from the original answer of this trunk until the termination of the trunk transfer call.
 - One for the outgoing call, being the time from the start of this trunk call until the termination of the trunk transfer call.
 - Both records will have the same Extension Number and End Time.
 - The outgoing call will have a Call Type of "OUT".

Ext. No.	Trunk	Call Type	Date	Start Time	End Time	No. Dialed/CLI
10	1	INC	05 29	15:03:00	15:05:30	0391234567
10	4	OUT	05 29	15:04:00	15:05:30	092643591

- ☑ Manual trunk to trunk transfer must be assigned to each station in system programming (default: allowed).
- ☑ If a user who is denied access to trunk to trunk transfer attempts this operation, the transfer will not complete and the call will remain on hold.
- ☑ Once the trunk to trunk transfer has been performed, the Automatic Disconnect Timer is activated (P028). The trunk to trunk transfer call will be terminated and both trunks returned to idle when the Automatic Disconnect Timer expires. A tone of 800 Hz for 2 seconds tone is heard by both parties 30 seconds before the call is disconnected by the system.
- ☑ All trunks used for Trunk to Trunk Transfer must be able to provide remote disconnect supervision, ie. a PSTN service with line reversal on B-party idle, or an ISDN service. Where the outgoing trunk is not assigned with line reversal in P112, the trunk to trunk transfer process will not proceed. Both trunks are released when a disconnect signal is received from either trunk.
- ☑ Where a user has placed several calls on hold, performing the trunk to trunk transfer procedure will transfer the most recently held call. To perform a Trunk to Trunk transfer on the remaining held calls, the next call to be transferred must first be retrieved from hold.
- ☑ If an unsupervised transfer is performed (the transfer key is pressed before the called party has answered) and the called party is busy or does not answer, the

original call will recall to the station which attempted the transfer. The transfer recall would be initiated by a release signal received from the network, or from the recall timer in P003 expiring, whichever comes first. When the recall indication begins, the outgoing trunk will be released.

- No Trunk to Trunk Transfer can take place for calls placed on hold by pressing either the Answer Key (Answer Hold) or a one-touch/feature Access key. In these cases the call must be retrieved from hold and placed back on hold by pressing either the Hold or, Transfer key.

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M-5

Microphone Control

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

The microphone can be turned on and off and the on/off status is indicated on the Multiline telephone. A one-touch key can be programmed for microphone control or an access code can be dialed to mute the microphone for privacy during incoming voice announced calls and during calls that use the built-in speaker phone.

STATION APPLICATION

This feature is available for all Multiline telephones.

OPERATION PROCEDURE

Using a one-touch key to turn the microphone on/off:

1. Press the one-touch key programmed to control the microphone. The microphone toggles on and off.

Using an access code to turn the microphone on/off:


1. Press  . The microphone toggles on and off.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
216	Handsfree Assignment	N

SERVICE CONDITIONS

- When the system is initially powered up, all microphones are turned on. If the system loses power or is turned off and then on, the microphones retain the on/off status that was set before the power loss.
- When calling another telephone within the system, the user's voice is heard through the speaker at the called telephone.
- When the microphone is on, the MIC LED lights red. When the microphone is off, the MIC LED is off.
- A telephone that is disabled for handsfree speakerphone operation can still use the speakerphone for internal voice announcements.
- If the handsfree option is not turned on when  is pressed, the speakerphone operation will not function.

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M-6

Music on Hold

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

Music can be provided to caller's on hold using the system's internal music source or by connecting an external music source (user-provided) such as a radio, tape player, or compact disc.

STATION APPLICATION

This feature is available for all Multiline telephones and Single Line telephones.

OPERATION PROCEDURE

Not applicable.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
002-1	Music Source for Music on Hold	N
012	Music on Hold Melody	N

SERVICE CONDITIONS

- The external music on hold and background music share the same input source on the KSU.
- Music on hold can be generated in internal an external calls that are placed on hold.
- The music on hold source can be selected from the internal or external music on hold source, which is connected to external hold tone/background music on the KSU.
- When using external music on hold, the music source (e.g., tape deck, radio, CD) must be connected to the system. Music is not generated if the external music on hold is specified but the external music source has not been connected.
- The internal music on hold source provides a selection of two tones:
 - "Je Te Veus"
 - Minuet

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FEATURE DESCRIPTION



























This feature allows speed dial buffer numbers (either system or individual) to be nested or chained into another buffer, allowing numbers to be dialed consecutively by simply pressing one button.

STATION APPLICATION













This feature is available for all Multiline telephones and Single Line telephones. Note that the Single Line telephones cannot be used to program nesting dial, but they can use the nesting dial feature.

OPERATION PROCEDURE

Programming nested dialing













1. Press .
2. Press . ( for DTU-type telephones.)
3. Dial the speed dial memory location number where the other speed dial memory location numbers will be stored (  →   or    →   ).
4. Press .
5. Dial the speed dial memory location number(s) that will be nested or chain dialed (  →   or    →   ). (Repeat steps 4 and 5 for each memory location number to be nested.)
6. Press  and enter a name if desired. (Refer to *Character Registration, Page 91* for instructions about entering names.)
7. Press .

Using nested dialing:













1. Press . ( for DTU-type telephones.)
2. Dial the speed dial memory location number where the other memory location numbers that will be consecutively dialed are stored (  →   or    →   ).

The system automatically dials the numbers that were stored in each of the memory locations.














Confirming the buffers stored in a nested dialling memory location:

1. Press .
2. Press . ( for DTU-type telephones.)
3. Dial the speed dial buffer number where the other buffers numbers (  →   or  →   ) that will be consecutively dialled are stored.
The system displays the buffers numbers that were stored in the nested dialling buffer.
4. Press  to scroll to the next page if necessary.

Deleting a nested speed dial memory location:

1. Press .
2. Press . ( for DTU-type telephones.)
3. Dial the speed dial buffer number where the other buffers numbers (  →   or  →   ) that will be consecutively dialled are stored.
4. Press .

Deleting a speed dial memory location and associated name:

1. Press .
2. Press . ( for DTU-type telephones.)
3. Dial the speed dial buffer number where the other buffers numbers (  →   or  →   ) that will be consecutively dialled are stored.
4. Press .
5. Press .

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
001-2	Speed Dial Assignment	N

- A maximum of five speed dial memories can be nested. If a sixth speed dial memory location is attempted to be nested, "ERROR" is displayed in the telephone LCD.
- A speed dial memory cannot be nested into itself.
- A speed dial memory with nested numbers cannot be nested in another speed dial memory location.

RELATED PROGRAMMING

SERVICE CONDITIONS

- ☑ Station speed dial memory locations cannot be nested into system speed dial memory locations.
- ☑ If a call is originated using speed dialling and the memory location is empty, the following message is displayed in the telephone LCD: **XX: Empty** (XX = Memory Location Number).
- ☑ If a call is originated with a speed dial number that has more than three nested speed dial memory locations, only the first three memory locations are displayed in the telephone LCD.
- ☑ If a call is originated with a speed dial number that has a “name” associated with it, the “name “ is displayed in the telephone LCD. The clock display is restored when the external party answers the call.
- ☑ A maximum of 24 digits can be programmed in a speed dial memory. A nesting dial is counted as three digits in the 80 system speed dial mode and four digits in the 200 system speed dial mode.
- ☑ Speed dialling can be used after manually dialling the number for Multiline telephones. This cannot be done for Single Line telephones.
- ☑ Nested speed dial numbers cannot be programmed from a Single Line telephone. However, speed dial calls can be made from a Single Line telephone.

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**FEATURE
DESCRIPTION**





All telephones in the system can be placed into or out of night mode. This provides changes in the ringing assignment for central office and PBX lines and direct inward termination (DIT) assignments. This mode is set on a system-wide basis.

**STATION
APPLICATION**










This feature is available for all Multiline telephones.

☞ Refer to *Automatic Day/Night Mode Switching, Page 31* for instructions for automatically switching between day/night modes.

**OPERATION
PROCEDURE****Manually setting night mode:**

1. Press  while the telephone is in the idle condition.
2. Dial  .
3. Press .

Assigning a one-touch key to set night mode:

1. Press  while the telephone is in the idle condition.
2. Press . ( for DTU-type telephones.)
3. Press  (the one-touch key to be assigned for night mode).
4. Dial   .
5. Press  to enter an associated name. (Refer to *Character Registration, Page 91* for instructions about assigning a name.)
6. Press .

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Yes or No)
124	External Ringing for Day Mode (Trunk Based)	N
125	External Ringing for Night Mode (Trunk Based)	N
140 → 145	Direct Calling for Day Mode on Trunk Lines 1 → 6 (DIT Assignment)	N
146 → 151	Direct Calling for Night Mode on Trunk Lines 1 → 6 (DIT Assignment)	N
152	Direct Calling Answer Delay Time (DIT Answer Delay)	N
153	Direct Calling Delay for Night Mode (DIT Answer Delay)	N
210 → 211	Doorphones 1 → 2 Tone for Day Mode	N
213 → 214	Doorphones 1 → 2 Tone for Night Mode	N
301 → 306	Day Ringing for Trunk Lines 1 → 6	Y
311 → 316	Night Ringing for Trunk Lines 1 → 6	Y
225	External Ringing for Day Mode (Station Based)	N
226	External Ringing for Night Mode (Station Based)	N

- Ringing is not generated for incoming calls from another tenant group regardless of the settings.
- Multiline telephones without ringing remain silent. However, the external line key LED flashes red.
- Ringing can be assigned to each Multiline and Single Line telephone for both day mode and night mode.
- All telephones can be assigned to ring on incoming calls on all lines for both night mode and day mode.
- When the system switches to night mode, the telephone LCD displays:
 - **Night** on (DTB-type telephones)
 - n on (DTU-type telephones - displayed on the left side of the clock)
- Night mode toggles on and off when the manual switching operation is performed.
- Day/Night mode switching affects the following functions:
 - Incoming Call Identification (Functions “301 → 306 – Day Ringing for Trunk Lines 1 → 6 and 311 → 316 – Night Ringing for Trunk Lines 1 → 6”)
 - External Ring Control (Functions “124 – External Ringing for Day Mode, 125 – External Ringing for Night Mode, 225 - External Ringing for Day Mode (Station Based) and 226 - External Ringing for Night Mode (Station Based)”)
 - Doorphone Ring Assignment (Functions “210 → 211 – Doorphones 1 → 2 for Day Mode and 213 → 214 – Doorphones 1 → 2 for Night Mode”)
 - Direct Calling Assignment (DIT) (Functions “140 → 145 - Direct Calling for Day

Mode on Trunk Lines 1 → 6, and 146 → 151 - Direct Calling for Night Mode on Trunk Lines 1 → 6”).

- ☑ Automated Attendant/Automatic Answer operation (assigned using functions 071/072/073 - VRS Automatic Answer selection for Day/Night/Holiday mode).
- ☑ When exiting Programming Mode, the Night Mode state of the system will be set according to Function Numbers 014 → 018, automatic night mode switching assignments. By default, these are assigned to 'continuous day mode' causing a manually set night mode to be cancelled.

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O-1

Off-Hook Ringing

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

If a user is currently on a call and receives another external call, off-hook ringing is provided to the telephone's external speaker. Off-hook Ringing is at a lower volume than normal on-hook ringing.

STATION APPLICATION

This feature is available for all Multiline telephones.

OPERATION PROCEDURE

Not applicable.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
202	Off-Hook Ringing Tone	Y

SERVICE CONDITIONS

- Off-hook ringing is only enabled for external lines that have incoming external ringing specified in P202 – off-hook ringing tone.
- Off-hook ringing volume can be adjusted.
- A multiline telephone that is using the speakerphone or is set for do not disturb does not receive off-hook ringing tone.
- A doorphone can generate off-hook ringing tone.
- Off-hook ringing can be generated during a call where the headset is used (headset is only available for DTU-type telephones).
- On DTB-type and ETW-type Multiline telephones, off-hook ringing is not heard while the telephones are operating in handsfree mode.
- DIT and DID calls provide off-hook ringing.

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One-Touch/Feature Access Keys – User Programmable

Xen Alpha

Release 6.0

FEATURE DESCRIPTION





Multiline telephone users can press a single key that has been programmed for functions such as speed dialling, extension numbers, access codes, etc. By using the one-touch key the user does not need to go off-hook, they simply press the programmed key and the system seizes a line and dials the number.

STATION APPLICATION






This feature is available for all Multiline telephones.































OPERATING PROCEDURE



Programming a one-touch/feature access key:

1. Press  while the telephone is in the idle condition.
2. Press  (DTB-type telephones) or  (DTU-type telephones).
3. Press  (one-touch/feature access key).






Note: This must be line key that not being used to seize an external line or has already been assigned as a one-touch/feature access key.

4. Enter the appropriate “dial operation code” (i.e., , , , ). These dial operation codes indicate to the system which operation is being stored under the one-touch key. For example, if  is entered then the system expects a CO/PBX number of 24 digits (maximum) to be entered. The following tables list each dial operation code, a description of the operation, the maximum number of digits that can be entered for the number being stored, and the valid number/special “codes” that can be stored for each number.



Dial Operation Code	Dial Operation Description	Maximum Digits	Valid Entry Keys
	CO/PBX Telephone Number	24	 →  WXYZ,  ,   or  = Pause  or  = Hookflash  = Nesting Dial
	Feature Access Number	16	 →  WXYZ,  , 
	Speed Dial Buffer Number	15	 →  WXYZ,  , 
	Extension Number/ Intercom Access Code	16	 →  WXYZ,  , 
 ABC	Special Feature Number	2	 →  WXYZ,  , 

5. Enter the appropriate telephone number, speed dial memory location number, extension number, special dial number, or feature access code.
6. Press  and enter the associated "name" (alphabetic characters). (Refer to *Character Registration, Page 91* for instructions about entering alphanumeric characters.)
7. Press .






Using the one-touch/feature access key for speed dialling:

1. Press  (CO/PBX line key to seize an external line).
 2. Press  (one-touch /feature access key where the speed dial number is stored).
 3. Remain on the speakerphone or lift the handset to talk when the called party answers.
- OR -
1. Press .
 2. Press  (one-touch/feature access key). The stored data is displayed in the telephone LCD.
 3. Press  (CO/PBX line key to seize an external line).
 4. Remain on the speakerphone or lift the handset to talk when the called party answers.







Confirming data stored under a one-touch/feature access key:

1. Press .
2. Press  (one-touch/feature access where the data is stored). If data has been stored for the one-touch/feature access key it is displayed in the telephone LCD. If no data has been stored, "ERROR" is displayed in the telephone LCD.

Deleting data stored under a one-touch/feature access key:

1. Press  while the telephone is in the idle condition.
2. Press  (DTB-type telephones) or  (DTU-type telephones).
3. Press .
4. Press .

Deleting the "name" associated with a one-touch/feature access key:

1. Press  while the telephone is in the idle condition.
2. Press  (DTB-type telephones) or  (DTU-type telephones).
3. Press .
4. Press  to delete the alphanumeric "name" associated with the one-touch/feature access key.
5. Press .

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
001-2	Speed Dial Assignment	N
001-7	One-Touch Key Direct Access for Outgoing Calls	N
001-8	One-Touch Key Duplication Assignment	N
009	Outgoing Call Line Selection	N
107	Trunk Line Type	N
109	Trunk Line Dialling Type	N

- Any unused line keys can be assigned as one-touch/feature access keys.
- When deleting one-touch/feature access key information, the dialling information and the associated “name” (if assigned) must be deleted in separate operations.
- If CO and PBX lines are assigned, the call cannot be completed unless the PBX access code is stored under the one-touch/feature access key as part of the dialling string.
- If duplicate information is stored under more than one one-touch/feature access key, the information that was previously stored is erased and the current information is stored.
- If the number of speed dial memory locations is changed using “001-2 – Speed Dial Assignment”, all data that is stored under one-touch/feature access keys is deleted.

Table A1-3: One-Touch/Feature Access Key User Programming List

Description	Programming
Handsfree Answer Set/Cancel (Mic. LED ON/OFF)	# : 1 Feature
Headset Off-Hook/On-Hook Button (When programmed under a Feature Access key only.) (Toggle)	2 : 1 0 Feature ABC
Handset Mute Set/Cancel (Toggle)	# : 2 Feature ABC
Seized Trunk Number Display Internal System Hold	# : 3 Feature DEF
Timed Alarm Set (Alarm 1) (When programmed under a Feature Access key, performs SET and CANCEL for same function.) (Toggle)	# : 5 2 XXXX Feature JKL ABC XXXX = Time 24 hour mode.
Timed Alarm Set (Alarm 2) (When programmed under a Feature Access key, performs SET and CANCEL for same function.) (Toggle)	# : 5 5 XXXX Feature JKL JKL XXXX = Time 24 hour mode.
Room Monitored Telephone Set/Cancel	# : 5 6 Feature JKL MNO
Room Monitoring Telephone Set/Cancel	# : 5 7 Feature JKL PQRS

Table A1-3: One-Touch/Feature Access Key User Programming List

Description	Programming
<p>All Telephone Alarm Clear</p> <p> This feature is only available for telephones assigned to ports 1 and 2.</p>	<p># : 5 JKL 8 TUV Feature </p>
<p>Door Lock Release (While in conversation with doorphone : toggle.)</p>	<p># : 6 MNO Feature </p>
<p>Internal Hunt (while line is seized.)</p>	<p># : 6 MNO * Feature </p>
<p>Internal Do Not Disturb Set/Cancel (Toggle)</p>	<p># : 6 MNO 5 JKL Feature </p>
<p>Call Forward – All Calls, Busy, No Answer (All Telephones) Cancel Do Not Disturb Cancel</p> <p> This feature is only available for telephones assigned to ports 1 and 2.</p>	<p># : 6 MNO 8 TUV Feature </p>
<p>Incoming Ring Mode (All Modes for Incoming Calls) Set/Cancel</p>	<p># : 6 MNO 9 WXYZ 0 Feature </p>
<p>Incoming Ring Mode (Telephone Mode) Set/Cancel</p>	<p># : 6 MNO 9 WXYZ 1 Feature </p>
<p>Incoming Ring Mode (Common Mode) Set/Cancel</p>	<p># : 6 MNO 9 WXYZ 2 ABC Feature </p>
<p>Call Forward – All Calls Set/Cancel(Toggle)</p> <p> Y = Type of incoming call, External (0) or Internal (1).</p> <p>XX= Extension Number (10⇒59), VRS Automated Attendant (99), or Trunk Access code (0 or 631 ⇒636) + External Number.</p> <p>Z = Trunk Access Code (0 or 631⇒636)</p>	<p># : 6 MNO 6 MNO Y : XX Feature </p> <p>or</p> <p># : 6 MNO 6 MNO YZ [EXTERNAL NUMBER] Feature </p>
<p>Call Forward – Busy/No Answer Set(Toggle)</p> <p> Y = Type of incoming call, External (0) or Internal (1).</p> <p>XX= Extension Number (10⇒59), VRS Automated Attendant (99), or Trunk Access code (0 or 631 ⇒636) + External Number.</p> <p>Z = Trunk Access Code (0 or 631⇒636)</p>	<p># : 6 MNO 7 PQRS Y : XX Feature </p> <p>or</p> <p># : 6 MNO 7 PQRS YZ [EXTERNAL NUMBER] Feature </p>
<p>Privacy Release (Outside Line Calls) Set/Cancel (while on an external call.)</p>	<p># : 7 PQRS Feature </p>
<p>Record VRS message:</p> <ol style="list-style-type: none"> Night Mode AA Day Mode AA Holiday Mode AA Follow-on message UCD 1 Greeting UCD 2 Greeting Hold message Manual Answer message 	<p># : 7 PQRS 0 Feature </p> <p>or</p> <p># : 7 PQRS 0 X Feature </p> <p>X = Message 1⇒8</p>














Table A1-3: One-Touch/Feature Access Key User Programming List

Description	Programming
Verify VRS message: 1. Night Mode AA 2. Day Mode AA 3. Holiday Mode AA 4. Follow-on message 5. UCD 1 Greeting 6. UCD 2 Greeting 7. Hold message 8. Manual Answer message	<p># : 7 PORS 1 Feature</p> <p>or</p> <p># : 7 PORS 1 X Feature</p> <p>X = Message 1⇒8</p>
Delete VRS message: 1. Night Mode AA 2. Day Mode AA 3. Holiday Mode AA 4. Follow-on message 5. UCD 1 Greeting 6. UCD 2 Greeting 7. Hold message 8. Manual Answer message	<p># : 7 PORS 2 ABC Feature</p> <p>or</p> <p># : 7 PORS 2 ABC X Feature</p> <p>X = Message 1⇒8</p>
Night Mode Set/Cancel (Toggle)	<p># : 8 TUV 0 Feature</p>
VRS Night mode Set/Cancel (Toggle)	<p># : 8 TUV 1 Feature</p>
VRS Day mode Set/Cancel (Toggle)	<p># : 8 TUV 2 ABC Feature</p>
VRS Holiday mode Set/Cancel (Toggle)	<p># : 8 TUV 3 DEF Feature</p>
Extension Name Entry (Internal Calls) ☞ XX = Extension Numbers 10⇒59 (Ports 1 and 2 can program all ports.)	<p># : 8 TUV 4 GHI Feature</p> <p>or</p> <p># : 8 TUV 4 GHI XX Feature</p>
Trunk Name Entry (External Call) ☞ X = Outside Line (1⇒6)	<p># : 8 TUV 5 JKL Feature</p> <p>or</p> <p># : 8 TUV 5 JKL X Feature</p>
Callback Indication Reset (system-wide cancel) ☞ This feature is only available for telephones assigned to ports 1 and 2.	<p># : 8 TUV 8 TUV Feature</p>
Date/Time Set	<p># : 9 WXYZ # Feature</p>
Test Printing (SMDR) ☞ This feature is only available for telephones assigned to ports 1 and 2.	<p># : 9 WXYZ * Feature</p>
Malicious Call Trace ☞ Available during an incoming ISDN call only.	<p># : 9 WXYZ 1 Feature</p>
Background Music Telephone Set/Cancel	<p># : 9 WXYZ * Feature</p>
SMDR Printout Start/Stop Toggle (Stop = PC Programming Mode) ☞ This feature is only available for telephones assigned to ports 1 and 2.	<p># : 9 WXYZ 6 MNO Feature</p>

Table C-4: Special Internal Dial Numbers List

Description	Programming
Auto Answer Assignment (Trunk Pickup)	1 : 0 Feature <input type="checkbox"/>
Internal Extension Number Range XX = Extension Number 10⇒59	1 : XX Feature <input type="checkbox"/> (Direct Station Select Key)
Pick up CO/PBX calls ringing in a different tenant group.	1 : 6 MNO 0 Feature <input type="checkbox"/>
Pick up ICM/DID/DIT calls ringing in the same tenant group.	1 : 6 MNO 1 Feature <input type="checkbox"/>
Pick up calls ringing at a specified extension.	1 : 6 MNO 2 ABC Feature <input type="checkbox"/>
Specified CO/PBX Line Seizure ☞ X = Outside Lines 1⇒6	1 : 6 MNO 3 DEF X Feature <input type="checkbox"/>
Cancel Call Forward All and DND for MLT where set.	1 : 6 MNO 4 GHI Feature <input type="checkbox"/>
Do Not Disturb Set/Cancel	1 : 6 MNO 5 JKL Feature <input type="checkbox"/>
Call Forward – All Calls Set ☞ Y = Type of incoming call, External (0) or Internal (1). XX= Extension Number (10⇒59), VRS Automated Attendant (99) Z = Trunk Access Code (0 or 631⇒636)	# : 6 MNO 6 MNO Feature <input type="checkbox"/> or # : 6 MNO 6 MNO Y XX Feature <input type="checkbox"/> or # : 6 MNO 6 MNO YZ [EXTERNAL NUMBER] Feature <input type="checkbox"/>
Call Forward – All Calls Cancel Y = Type of incoming call, External (0) or Internal (1).	# : 6 MNO 6 MNO Y * * Feature <input type="checkbox"/>
Call Forward – Busy/No Answer Set ☞ Y = Type of incoming call, External (0) or Internal (1). XX= Extension Number (10⇒59), VRS Automated Attendant (99) Z = Trunk Access Code (0 or 631⇒636)	1 : 6 MNO 7 PQRS Feature <input type="checkbox"/> or 1 : 6 MNO 7 PQRS Y XX Feature <input type="checkbox"/> or 1 : 6 MNO 7 PQRS YZ [EXTERNAL NUMBER] Feature <input type="checkbox"/>
Call Forward - Busy/No Answer Cancel Y = Type of incoming call, External (0) or Internal (1).	1 : 6 MNO 7 PQRS Y * * Feature <input type="checkbox"/>
Trunk Queuing	1 : 6 MNO 8 TUV Feature <input type="checkbox"/>
Trunk Queuing Cancel	1 : 6 MNO 9 WXYZ Feature <input type="checkbox"/>
Internal All Call Page	1 : 7 PQRS 0 Feature <input type="checkbox"/>

Table C-4: Special Internal Dial Numbers List

Description	Programming
Zone A page	1 : 7 PORS 1 Feature 
Zone B page	1 : 7 PORS 2 ABC Feature 
Page Answer	1 : 7 PORS 4 GHI Feature 
External Paging	1 : 7 PORS 5 JKL Feature 
Internal/External All Call Page	1 : 7 PORS 7 PORS Feature 
Activate Door Lock Release 1	1 : 7 PORS 8 TUV Feature 
Activate Door Lock Release 2	1 : 7 PORS 9 WXYZ Feature 
Doorphone 1 Monitor	1 : 8 TUV 1 Feature 
Doorphone 2 Monitor	1 : 8 TUV 2 ABC Feature 
Ringer/Volume Adjustment	1 : 8 TUV 7 PORS 1 Feature 
Contrast Adjustment 🗨️ This applies to DTU-type telephones only	1 : 8 TUV 7 PORS 2 ABC Feature 
Attendant Call (Call MLT Port 01)	1 : 9 WXYZ Feature 
Answer Callback Request (if set)	1 : # Feature 

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FEATURE DESCRIPTION

Users can program the key system using a PC. A PC is connected to the key system using an RS-232C cable which allows the system parameters to be downloaded to the PC and then modified. Once modified, the system parameters are then uploaded to the key system.

An MIF-B13 ETU must be installed in the system for this feature to operate.

The *minimum* requirements for the PC to run this program include:





- 100 MHz Pentium processor
- 16 MB RAM
- 10 MB hard disk space
- 640 x 480 monitor resolution
- Window 95/98
- Internet Explorer 4.1, or Netscape Communicator 4.7

The *recommended* requirements for running PC Programming include:




- 166 MHz Pentium processor
- 64 MB RAM
- 10 MB hard disk space
- 1024 x 768 monitor resolution
- Windows 95/98

OPERATING PROCEDURES

To Switch Between PC Programming and SMDR Output Mode for MIF ETU:

1. Press .
2. Dial  .
3. Press .

SERVICE CONDITIONS

- The PC port is used for both SMDR print output and PC programming. The system must be in PC programming mode before connecting a PC to the system. This is accomplished by dialing    from either telephone ports 01 or 02. (Note that this access code is used to toggle between the SMDR print output mode and PC programming mode.) The mode is displayed in the telephone LCD for five seconds allowing the user to verify that the desired mode has been properly set.
- When system data is uploaded from the PC to the KSU, the KSU is updated with the data from PC programming. During the upload process, data is temporarily stored in a "working" memory area if any of the telephones are in-use. Once the system is idle, the data is updated in system memory.
- The baud rate between the MIF-B13 ETU and the PC is fixed at 19,200 bps and the Start/Stop bit is set to 1.

- ☑ All user programmable assignments such as one-touch keys and speed dialling can also be assigned using PC programming.
- ☑ Before performing an Upload or Download using the Xen Alpha PC Programming software, first ensure that there are no handsets on the system currently in Off-line Programming mode.

Power Failure Transfer/ Fax Ports

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

Power Failure Transfer ensures that a customer has access to the telephone company's central office network during a power outage. When system power is lost and power supplied by the battery backup has expired, analogue trunks 1 and 2 (built into the mainboard) are automatically switched to the two analogue telephones connected to the FAX/PFT ports of the KSU.

STATION APPLICATION

This feature is available for use with single line telephones connected to the FAX/PFT ports.

OPERATING PROCEDURES

Not applicable.

SERVICE CONDITIONS

- During a power outage, calls can be made from and received by the single line telephone connected to the FAX/PFT ports of the KSU.
- For the power fail telephones to operate, analogue PSTN lines must be connected to Trunk Ports 1 and/or 2, which are built-in to the mainboard.

FAX/PFT 1 → CO1
FAX/PFT 2 → CO2
- The signalling method used by the telephone (DTMF or Decadic) must match that supported by the trunk it is to be connected to during a power fail condition.
- The FAX/PFT ports can be used during normal system operation to directly access Trunk Ports 1 and 2, for use by analogue devices such as fax machines, modems, etc. Connection in this way does not require a SLI(2)-B13 ETU or other analogue port adapter. Busy trunk status is provided to other telephones in the system when these devices are in use.
- DIT calls do not ring on Fax ports.

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P-3

Preset Dialling

Xen Alpha

Release 6.0

FEATURE DESCRIPTION


This feature allows users to dial a telephone number before actually going off-hook. The number is displayed in the telephone LCD allowing the user to verify the number before actually going off-hook. The number is dialled once the user goes off-hook.

STATION APPLICATION

This feature is available for all Multiline telephones.

OPERATING PROCEDURES

Dialling:

1. Before going off-hook, dial the telephone number. (If ACR is set, first dial followed by the telephone number.)
2. Go off-hook by lifting the handset or pressing  (line key).

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
209	Outgoing Call Priority Mode	N

SERVICE CONDITIONS

- A maximum of 24 digits can be entered. If the user attempts to enter more than 24 digits, "ERROR" is displayed in the telephone LCD and preset dialling is cancelled.
- If function "209 – Outgoing Call Priority Mode" is set to Internal Line preference, preset dialling is only available when a CO line key is pressed; it is not available by lifting the handset.
- Call Restriction is performed *after* the external line is seized.
- After the digit display timer expires (10 seconds), preset dialling is cancelled if the user does not press an available CO line key or lifts the handset.
- When ACR is enabled on an MLT, the preset dialling feature requires a (ACR access code) before the telephone number.
 - The will not appear in the display i.e., only the telephone number will be displayed.
- When ACR is enabled on an MLT the Preset Dialling feature will work on manual trunk seizure and follow ACR programming.
 - The trunk selected may not be the one that the system seizes. This depends on P009 and ACR trunk priority setting.

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P-4

Prime Line Assignment

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

Prime Line Assignment allows a user to go off-hook and make an external call from a trunk line without pressing a line key. The system is programmed to automatically select a specified trunk line when the user goes off-hook. Internal calls are made by pressing  which accesses internal dialtone.

STATION APPLICATION


This feature is available for all Multiline telephones and single line telephones.

OPERATING PROCEDURES


Making an external call:

1. Lift the handset. The outside line is automatically seized.



Making an internal call:

1. Press  to access internal dialtone.
2. Remain on the speakerphone or lift the handset and dial the desired extension number.

Making an external call with Hot Line/Prime Line assigned:

1. Go off-hook by lifting the handset or pressing .
2. The Prime Line is automatically seized.

Making an internal call with Hot Line/Prime Line assigned - Multiline Terminal only:

1. Press .
2. Press  or lift handset.
3. Receive ICM dial tone

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
209	Outgoing Call Priority Mode	N
331 → 336	Automatic Line Selection for Trunk Lines 1 → 6	N
205	Hot Line/Prime Line Assignment	N

- ☑ At default all telephones are set to seize the first available external line.
- ☑ If a telephone is assigned to seize an external line, preset dialling is performed after the user dials the number and then lifts the handset.
- ☑ If an external line is assigned for automatic answering (using Functions “341 → 346 to Automatic Answering using Trunks 1 → 6”), external ringing calls are answered when the handset is lifted. If the external line is a transferred call, that external line is answered when the handset is lifted.
- ☑ The external line is seized after the handset is lifted and the external line key is pressed.
- ☑ If the handset is lifted during trunk queuing, the queued external line is seized.
- ☑ A single line telephone that has been assigned to seize an external line accesses internal dialtone by pressing hookflash.
- ☑ A Prime Line may be assigned for each extension via memory block P205. Up to 12 digits (0~9, *, #, Pause, Flash) can be assigned, including extension numbers, external numbers and intercom access codes.
- ☑ The Hot Line/Prime Line memory block (P205) will operate as Prime Line if programmed with a trunk access code only and no further digits e.g. 0 or 63x.
- ☑ The following functions can be performed on a terminal assigned with a Prime Line in P205 and in each case the prime line trunk will be seized prior to dialling.
 - Preset Dialling
 - Caller ID Scrolling
 - Last Number Redial
- ☑ Refer also to feature H-9 Hot Line/Prime Line.

P-5

Privacy On All Calls

Xen Alpha

Release 6.0

FEATURE DESCRIPTION



The system provides complete privacy on all calls. No other telephone user can enter another's conversation unless that user permits them to enter the conversation by releasing privacy or by adding them to a conference. The Barge-In feature, if enabled, overrides privacy on all calls and allows the barge-in user to enter the conversation.

STATION APPLICATION

This feature is available for all Multiline telephones and single line telephones.

OPERATING PROCEDURES

Releasing privacy:

Press   while engaged on a trunk call to release privacy.

Connecting to a call that has been released;


Lift the handset and press the line key of the call where privacy has been released.








RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
002-8	Private Call	Y

SERVICE CONDITIONS

- Privacy release cannot occur while dialling. After the called party answers or any incoming call is answered, privacy can be released.
- Privacy release cannot occur if an add-on conference is in progress.
- Privacy release cannot be performed if all conference circuits are in use. When all conference circuits are busy, the  LED lights red.
- Only one telephone user can interrupt another's conversation using privacy release.
- A maximum of two external lines can have privacy released.
- Privacy release can only occur for external lines within the same tenant group. If a call is transferred to another tenant group, privacy cannot be released.
- Privacy on all calls is the default setting when the system is initially installed.
- The Barge-In feature can be used to access a telephone line that does not have privacy released. If Barge-In is enabled in system programming, it overrides the privacy assignment. [Refer to *Barge-In (Interrupting an External Call)*, Page 45.]

- Privacy on all calls can be released by individual users by pressing  while on an external call. If   are pressed again, privacy release is cancelled.
- Privacy release is not available for single line telephones.
- Privacy for all calls is restored after the external line that has released privacy hangs up or presses hookflash.
- LCD indication for privacy release is the same as the display for an add-on conference on an external line.
- The  LED flashes red on the telephone where privacy is released and lights solid red on the  LED on the telephone that picks up the line.
- A single line telephone can access an external line that has privacy released by dialling   and the external line number.

Programmable Pause for Speed Dial

Xen Alpha

Release 6.0

FEATURE DESCRIPTION



Users can insert a pause when programming speed dial numbers using this feature. The pause allows a short delay before accessing an external line.

STATION APPLICATION

This feature is available for all Multiline telephones.

OPERATING PROCEDURES

Programming a pause:

While entering a speed dial number, press  (DTB-type telephones) or  (DTU-type telephones). A pause is inserted between digits.

SERVICE CONDITIONS

- A pause can be programmed as the first digit of a dialling string.
- Pauses cannot be inserted using a single line telephone.
- Pauses can be entered when speed dial number are assigned using PC programming.
- A single line telephone can use speed dial numbers that include pauses.
- Pauses can be inserted between digits. Consecutive pauses can also be inserted into a dialling string.
- A pause is counted as one digit (speed dial numbers are a maximum of 24 digits).
- One pause is equivalent to three seconds (fixed).

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Programming from Multiline Telephone

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

The system can be programmed using a multiline telephone. It is necessary to use a telephone with an LCD to view the programmable options.

STATION APPLICATION

This feature is applicable for all display Multiline telephones.

OPERATING PROCEDURES

Refer to the Installation Manual, Chapter 9, *Telephone Programming, Page 165*.

SERVICE CONDITIONS

- "PROGRAMMING DATA" is displayed in the telephone LCD while system data is being updated after exiting Programming Mode.
- Only one telephone can be in programming mode at a time.
- System data can be programmed while the system is operational.
- Background music and room monitoring are disabled when the system is being programmed.

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Q-1

Quick Transfer to Voicemail

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

A station user trying to transfer a call can force the call to be transferred to the called party voice mail box. The transfer can be made after the transferred call recalls or while performing a screened transfer to the internal station.



STATION APPLICATION

All Multiline Terminals.


Single Line Telephones connected to APR or SLT Adaptor

OPERATING PROCEDURES

To quickly transfer a call while talking with an outside party:

1. Press  and receive an internal dial tone.
2. Dial a station number and receive ring back tone, call waiting tone or busy tone.
3. Press the **Message** key or dial . The outside party is transferred to the station user's voicemail box.
4. Hang up.

To quickly transfer a call to voice mail during an intercom call:




1. Make an intercom call and receive ring back tone, call waiting tone or busy tone.
2. Press the **Message** key or dial .
3. Leave a voice mail message.
4. Hang up.

RELATED PROGRAMMING

Function Number	Function Name	Required (Y)es or (N)o
039	Voicemail Pilot Number	Y

SERVICE CONDITIONS

- Pressing the **Message** key will dial the voicemail pilot number assigned in P039. By default, no extension number is assigned.
- If there is an outside call in progress and the **Message** key is pressed, the outside call will be placed on Non-Exclusive hold and the voicemail will be dialled.
- If there is an ICM call in progress and the **Message** key is pressed, the call will be placed on hold and the voicemail will be dialled.
- When the **Message** key is pressed and the voicemail is busy, a call waiting tone is received by the calling party. Any other station that calls the voicemail now will receive busy tone.

- ☑ Quick transfer to voicemail can be invoked at any time while calling or transferring a call to an internal station user. While calling another station or performing a supervised transfer to another station and while receiving busy tone, ring back tone, or call waiting tone, pressing the **Message** key or dialling access code  will transfer the call to the destination station users voicemail box.
- ☑ Quick Transfer to Voicemail can only be invoked during a supervised transfer initiated by pressing the  key. Quick Transfer to Voicemail will not work if the Hold key was used to place the caller on hold before dialling the destination extension number.
- ☑ When there is more than a single CO call on hold, Quick Transfer to Voicemail is performed only for the most recently held CO call which was placed on hold by pressing  key.
- ☑ Calls to a single line telephone connected to a SLI port cannot be quick transferred to voicemail.
- ☑ Single line telephones connected to an APR or SLT Adaptor can invoke Quick Transfer to Voicemail during an intercom call only
- ☑ Single line telephones connected to an SLI port cannot invoke Quick Transfer to Voicemail.
- ☑ This feature is allowed from a Single Line Telephone until the PBR times out (10 sec).
- ☑ When Quick Transfer to Voice Mail is accessed, the Barge-in feature is cancelled.
- ☑ The Quick Transfer to Voicemail feature is not allowed when the caller is:
 - Talking on an internal line
 - Talking on an outside line
 - Conference call
 - After setting Automatic Callback
 - Calling a SLT connected an SLI port
- ☑ The Quick Transfer to Voicemail feature is allowed when:
 - Listening to the ring back tone (RBT)
 - Listening to the call waiting tone (CWT)
 - Listening to the busy tone (BT)
 - In Handsfree Answerback Mode

R-1

Resident System Program

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

When power is supplied to the system, the system scans the hardware configuration and assigns default values. This allows for plug-and-play operation of the system. Once operational, the system can be customised for individual customers.

OPERATING PROCEDURES

Not applicable.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
109	Trunk Line Dialling Type	N

SERVICE CONDITIONS

- At default, external line keys 1 to 6 (depending on hardware configuration) are assigned DTMF (touchtone) signalling.
- At default, without expansion, Line Keys 1 and 2 are assigned as Trunk 1 and 2. Line Keys 3 to 6 are assigned as one-touch/feature access keys.
- At default, when one trunk card is installed, Line Keys 1 to 4 are assigned as Trunks 1 to 4 and Line Keys 5 and 6 are assigned as one-touch/feature access keys.
- At default, when two trunk cards are installed, Line Keys 1 to 6 are assigned as Trunks 1 to 6.

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R-2

Ringling Line Preference

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

When using ringing line preference, the user can answer any ringing line on their multiline telephones by lifting the handset or pressing  (it is not necessary to press the line key first).

STATION APPLICATION

This feature is available for all Multiline telephones and single line telephones.

OPERATING PROCEDURES

Answering a call at the telephone where Ringling Line Preference is assigned

Lift the handset and talk with the calling party.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
301 to 306	Day Ringing for Trunk Lines 1 to 6	Y
341 to 346	Automatic Answering using Trunk Lines 1 to 6	Y

SERVICE CONDITIONS

- Answering incoming calls requires the external line to audibly ring at the telephone (including single line telephones).
- Answering incoming calls by going off-hook is assigned in programming using Functions "341 to 346, Automatic Answering using Trunk Lines 1 to 6".
- Ringling line preference calls are answered in the order they are received.
- When more than one call rings into the system, they are answered in the following order:
 - Internal Incoming Call
 - Ringling Transfer Call
 - Incoming External Call
- Ringling line preference takes precedence over prime line preference (when it is assigned).

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FEATURE DESCRIPTION





A telephone can be used to monitor a room (e.g., this could be used to monitor a children's play area).

STATION APPLICATION

This feature is available for all Multiline telephones.





OPERATING PROCEDURES

Setting a telephone to be monitored:

1. Press .
2. Dial  .
3. Press .

Note: This is the telephone that is located in the room to be monitored. You must perform this procedure from that telephone. This procedure toggles the operation on and off.

Setting a telephone to monitor:

1. Press .
2. Dial  .
3. Press .

Note: This is the telephone that is located in the room where you will be listening. You must perform this procedure from that telephone. This procedure toggles the operation on and off.

SERVICE CONDITIONS

- If the monitored telephone is in use, the monitoring (listening) telephone cannot monitor the room area.
- If a user attempts to set a telephone as a monitored telephone (the telephone located in the area to be monitored) and it is already set as a monitoring telephone (listening telephone), "ERROR" is displayed in the telephone LCD.
- If a user attempts to set a telephone as a monitoring telephone (listening telephone) and it is already set as monitored telephone (the telephone located in the area to be monitored), "ERROR" is displayed in the telephone LCD.
- When a telephone is enabled as a monitored telephone (the telephone located in the area to be monitored), background music is no longer heard.
- Only one monitored telephone (the telephone located in the area to be monitored) can be designated at a time, however any number of multiline telephones can be set as monitoring (listening) telephones.

- ☑ While a telephone is being monitored (the telephone located in the area to be monitored), the microphone LED flashes red.
- ☑ When a telephone is enabled as the monitoring (listening) telephone, the speaker LED flashes red.

Seized Trunk Name/Number Display

Xen Alpha

Release 6.0

FEATURE DESCRIPTION


The telephone number (assigned in system programming) for each trunk in the system is displayed when this feature is enabled. An alphanumeric name can also be assigned to each trunk by a Multiline telephone user. The telephone number/name appears in the telephone display when the trunk is seized.

STATION APPLICATION



This feature is available for all Multiline telephones equipped with a display.

OPERATING PROCEDURES





Automatically displaying the telephone number:

Press  (trunk line key) while the telephone is idle. The telephone line is seized and the telephone number and associated name (assigned in system programming) are displayed.





Manually displaying the telephone number with a call in progress:

1. Press .
2. Dial . The telephone number and associated name (assigned in system programming) are displayed.

Assigning a name to a trunk line:

1. Press .
2. Dial  .
3. Enter the trunk number (1 to 6).
4. Enter the name. (Refer to *Character Registration, Page 91.*)
Note: The name is a maximum of 16 alphanumeric characters.
5. Press .

Deleting a name:

1. Press .
2. Dial  .
3. Enter the trunk number (1 to 6).
4. Press .

**RELATED
PROGRAMMING**

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Yes or No)
101 → 106	Telephone Number Display for Trunk Lines 1 → 6	Y

**SERVICE
CONDITIONS**

- Trunk information cannot be displayed during an add-on conference that includes an external line.
- The telephone number assigned to the external trunk line is displayed in the first line of the telephone LCD. The name associated with the external trunk line is displayed in the second line of the telephone LCD.
- If a name has not been assigned for the seized trunk line, the telephone number of external line number is displayed in the first line of the LCD.
- A one-touch/feature access key that has been programmed to verify the external line number and name can only be used while a call is in progress.
- The seized trunk number displayed is shown during redialling. The number is displayed for five seconds and then the elapsed call timer is restored to the LCD.
- A name can be programmed for each trunk line. The name is a maximum of 16 alphanumeric characters.

**FEATURE
DESCRIPTION**

Single line telephones can be connected to the system. These telephones can be used to make external calls, internal calls and paging calls.

**STATION
APPLICATION**

Single Line telephones connected to a SLI(2)-B13 ETU.

To provide this feature, an SLI(2)-B13 ETU and PBR-B13 ETU must be installed in the KSU.

**OPERATING
PROCEDURES**

Originating an internal call when the outgoing call priority mode is set to seize an internal line:

1. Lift the handset.
2. Dial the desired extension number.
3. Talk when the called party answers.

Originating an internal call when the outgoing call priority mode is set to seize an external line:

1. Lift the handset.
2. Press hookflash (flash/recall button).
3. Dial the desired extension number.
4. Talk when the called party answers.

Originating an external call when the outgoing call priority mode is set to seize an external line:

1. Lift the handset.
2. Dial the desired telephone number.
3. Talk when the called party answers.

Originating an external call when the outgoing call priority mode is set to seize an internal line:

1. Lift the handset.
2. Dial the access code to access a trunk (default: **0**) or internal dial access code $\boxed{6}$ \boxed{MNO}
 $\boxed{3}$ \boxed{DEF} × (× = Trunk Number $\boxed{1}$) → $\boxed{6}$ \boxed{MNO}).
3. Dial the desired telephone number.
4. Talk when the called party answers.

Answering calls:

1. Lift the handset and talk with the calling party.

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
001-9	Single Line Telephone Hookflash Assignment	N
206	Extension Number Assignment	N
207	Single Line Port Type	N
208	Single Line Dialling Type	N
209	Outgoing Call Priority Mode	N
502	Single Line Telephone Bounce Time	N
503	Single Line Telephone Hookflash Start Time	N
504	Single Line Telephone Hookflash End Time	N

- At default, all stations are programmed to access internal dial tone when the handset is lifted.
- Hookflash can be assigned as hold or as hookflash by assigning Function “001-9 – Single Line Telephone Hookflash Assignment”.
- Speed dialling, last number redial, call pickup, internal paging, trunk queuing, etc., are available when intercom access codes are dialled (those not requiring use of the Feature Key). Intercom access codes must be dialled from internal dialtone.
- Multiline telephone users can receive voice announced calls from single line telephone users.
- An SLI(2)-B13 ETU can support two extensions.
- If a PBR-B13 ETU is not installed in the system and a single line telephone goes off-hook, an error tone is generated.
- After the single line telephone user goes off-hook, the user has 15 seconds to begin dialling before the DTMF release timer expires. After the DTMF release timer expires, a busy tone is generated.
- The DTMF release timer restarts each time the single line telephone is taken off-hook.

RELATED PROGRAMMING

SERVICE CONDITIONS

Refer to the table below for ring patterns, provided by the SLI(2)-B13 ETU.

Terminal Type	External Call		Internal Call	Door Phone Call	
Multiline Telephone	Programmable. Pattern A-D		Fixed. Similar to Pattern B	Fixed. Chimes 1 and 2	
APR-UA Unit/AP(R)- RA Unit	Programmable. Pattern A-D		Fixed. Similar to Pattern B	V2.5 or Lower	V3.0 or Higher
				Fixed. Pattern B	Fixed. Pattern C
SLT(1)-UA Adapter	V2.5 or Lower	V3.0 or Higher	Fixed. Similar to Pattern B	Fixed. Pattern B	Fixed. Pattern C
	Fixed. Pattern A	Programmable Pattern A-D			
SLI(2)-B13 ETU	Fixed. Pattern A	Fixed. 1 sec. ON 2 sec. OFF	Fixed. Similar to Pattern B	Fixed. Similar to Pattern C	

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Single Line Telephone Adapter

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

The Single Line Telephone Adapter allows electronic (ESI) Multiline telephone ports to support single line telephones. A single line telephone can be connected to the telephone port by using a single line telephone adapter and single pair cabling.

STATION APPLICATION

To provide this feature, a spare ESI port, an SLT(1)-U13 ADP, and PBR-B13 ETU are required.

OPERATING PROCEDURES

Originating an internal call:

1. Lift the handset.
2. Dial the desired extension number.
3. Talk when the called party answers.

Originating an external call:

1. Lift the handset.
2. Dial the access code to access a trunk (default: **0** or 63X, where X = trunk number).
3. Dial the desired telephone number.
4. Talk when the called party answers.

Answering calls:

Lift the handset and talk with the calling party.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
001-9	Single Line Telephone Hookflash Assignment	N
207	Single Line Port Type	N
208	Single Line Dialling Type	N
209	Outgoing Call Priority Mode	N
503	Single Line Telephone Hookflash Start Timer	N
504	Single Line Telephone Hookflash End Timer	N

**SERVICE
CONDITIONS**

- ☑ A maximum of two single line telephone adapters can be installed in a system.
- ☑ The system automatically detects the connection of single line telephone adapters.
- ☑ The dialling type (DP or DTMF) can be individually assigned using Function “208 – Single Line Dialling Type” for each adapter. DTMF is the default.
- ☑ A dial pulse telephone can be connected to a single line telephone adapter, however a PBR-B13 ETU is still required.
- ☑ Refer to the table below for ring patterns, provided by the SLT Adapter.

Terminal Type	External Call		Internal Call	Door Phone Call	
Multiline Telephone	Programmable. Pattern A-D		Fixed. Similar to Pattern B	Fixed. Chimes 1 and 2	
APR-UA Unit/AP(R)- RA Unit	Programmable. Pattern A-D		Fixed. Similar to Pattern B	V2.5 or Lower	V3.0 or Higher
				Fixed. Pattern B	Fixed. Pattern C
SLT(1)-UA Adapter	V2.5 or Lower	V3.0 or Higher	Fixed. Similar to Pattern B	Fixed. Pattern B	Fixed. Pattern C
	Fixed. Pattern A	Programmable Pattern A-D			
SLI(2)-B13 ETU	Fixed. Pattern A	Fixed. 1 sec. ON 2 sec. OFF	Fixed. Similar to Pattern B	Fixed. Similar to Pattern C	

**FEATURE
DESCRIPTION**

The NEC Xen Alpha is a six trunk port and sixteen station port system. The trunk ports are capable of connecting to Analogue and ISDN lines. The station ports allow for connection of digital phones and Single Line telephones (SLT). It also handles a number of adapters and devices such as SLT adapters, full Duplex handsfree units (via a DTU type Multiline terminal), Doorphones, external speakers, etc...

**STATION
APPLICATION**

All stations.

**OPERATION
PROCEDURES**

Not applicable.

**SERVICE
CONDITIONS**

- Internal station ports: maximum of 16, 14 are digital ports and 2 are analogue ports.
- External trunk ports: maximum of 6. All can be analogue trunks, or 4 can be replaced with two ISDN Basic Rate Interfaces.
- Station Types:
 - Multiline Terminals, DTU, DTB and ETW types (max. 14)
 - Single Line Telephones via SLT adapter to digital port (max. 2)
 - Single Line Telephones via SLI card (max 2)
 - Single Line Telephones using an APR adapter, via a DTU-type Multiline telephone via a digital port (max. 14)
 - Doorphone and Doorlock Release circuits (max. 2 each)

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FEATURE DESCRIPTION

The DTU-type Multiline telephones provide softkeys for easy speed dial operation. The speed dial directory can be searched using the softkeys. By simply entering either a number or a letter, a list of matching speed dial numbers is displayed. The system allows users to scroll the list and then dial the number.

STATION APPLICATION

This feature is available for DTU-type Multiline telephones equipped with softkeys.

OPERATING PROCEDURES

Searching the speed dial directory using a softkey:

Users can search the speed dial memory locations by manually scrolling through the Speed Dial Directory.

1. Press \triangle (SYS or STA) to select System or Station speed dial list.
2. Press \triangle (UP or DOWN) to view the list.
3. Press ☐ (external line key) or lift the handset to dial displayed number.

Searching the speed dial directory alphabetically or numerically:

The search can be narrowed by entering the first letter of the name or first digit of the phone number. To search using a name, the user dials the first letter(s) of the name using the dialpad keys on the telephone. For example to search for **NEC**, the user dials 6_{MNO} 6_{MNO} $*$ (i.e., there are three letters associated with dialpad key 6 – M, N and O). Dialling 6_{MNO} 6_{MNO} displays names starting with the letter the N. The $*$ key is used as an Enter key. Name(s) starting with N are displayed in the telephone LCD. Using \triangle (UP and DOWN softkeys), the user can scroll to the appropriate name and make a selection.

1. While the telephone is idle, press \triangle (SYS or STA) to access system or station speed dial numbers.
2. If searching by name, press the dialpad key with the first letter of the name followed by an $*$.

If searching by telephone number, press the first digit of the number.

Once the list is displayed, press \triangle (UP or DOWN)

The following example shows how to search the directory for a name or number starting with A, B, C or 2:

Dial pad key 2 has the letters ABC. To search the name or number starting with:

- A = 2_{ABC} $*$
- B = 2_{ABC} 2_{ABC} $*$
- C = 2_{ABC} 2_{ABC} 2_{ABC} $*$
- 2 = 2_{ABC} 2_{ABC} 2_{ABC} 2_{ABC} $*$

Note: If the user dials five 2's (22222) the system scrolls back to A.

Table C-5: Speed Dial Search Keys provides a list of dialpad keys used to search speed dial directories, the number of times the dialpad key must be pressed and the result.


Table C-5: Speed Dial Search Keys

Dialpad Key	Press Once	Press Twice	Press Three Times	Press Four Times	Press Five Times
1	1	N/A	N/A	N/A	N/A
2 ABC	A	B	C	2	Returns to A
3 DEF	D	E	F	3	Returns to D
4 GHI	G	H	I	4	Returns to G
5 JKL	J	K	L	5	Returns to J
6 MNO	M	N	O	6	Returns to M
7 PQRS	P	Q	R	S	7
8 TUV	T	U	V	8	Returns to T
9 WXYZ	W	X	Y	Z	9
0	0	N/A	N/A	N/A	N/A

Dialling the selected number once is has been located:

Lift the handset (if the system has been assigned for external line priority mode using Function "209 – Outgoing Call Priority Mode").

- OR -












Press an idle  (if the system has been assigned for internal line priority mode using Function "209 – Outgoing Call Priority Mode").

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
001-2	Speed Dial Assignment	N
209	Outgoing Call Priority Mode	N

RELATED PROGRAMMING

- ☑ If two different keys are pressed while performing a search, the system only recognises the last key that was pressed before $\textcircled{*}$ was pressed. For example, if $\textcircled{3}_{DEF}$ $\textcircled{2}_{ABC}$ and $\textcircled{*}$ are pressed, the system only recognises $\textcircled{2}_{ABC}$ and displays A.
- ☑ Scrolling speed dialling is only available on the DTU-type Multiline telephones that are equipped with softkeys and an LCD. The third line of the telephone LCD displays the following softkeys, which are used to access scrolling and navigate through the speed dial entries.
 - **SYS** Accesses system speed dialling numbers.
 - **STA** Accesses station speed dialling numbers.
 - **UP** Moves “up” to display the previous speed dial number for system or station speed dialling.
 - **DOWN** Moves “down” to display the next speed dial number for system or station speed dialling.
- ☑ When scrolling, the system uses the following criteria to display the information in the order listed below:
 - **Spaces**
Spaces entered at the beginning of a name are ignored during scrolling (e.g., ^^Jean is sorted as Jean, the spaces are ignored during sorting).
 - **Alphabetical Characters**
Uppercase and lowercase letters are disregarded for sorting purposes.
 - **Digits**
 - **Special Characters**
Alphabetic or numeric searches are not allowed using special characters, however they can be searched using the softkeys to scroll sequentially through the speed dial memory locations.
- ☑ Pressing \triangle (SYS or STA) has no affect if speed dial numbers have not been stored in the system.
- ☑ If duplicate names are stored for different speed dial memory locations, the speed dial memory location with the lowest numbered location number is displayed.
- ☑ The system uses the following criteria when displaying both telephone numbers and the associated names.
 - When both the telephone number and associated name are stored, the name is displayed.
 - When only the telephone number is stored, only the telephone number is displayed.
 - When only the name is stored, the system ignores the entry and nothing is displayed.
- ☑ The length of the telephone numbers and associated names depends on how many system and personal (station) speed dial memory locations are assigned in system programming using Function “001-2 – Speed Dial Assignment”.
 - If the system is programmed for 80 system/20 personal (station) speed dial memory locations, the maximum alphanumeric characters is 13.
 - If the system is programmed for 400 system/0 personal (station) speed dial memory locations, the maximum alphanumeric characters is 12.

- ✓ Scrolling mode is cancelled when one of the following keys is pressed: **Exit** , **Feature** , **Recall** , **Hold** , **Transfer** , **Answer** , or **○** (DSS key).
- ✓ The following keys are ignored if pressed during scrolling mode: **Help** , **△** (STA or SYS), **Conf** , or **#** .
- ✓ If no action is performed for more than 10 seconds while scrolling, scrolling mode is cancelled.
- ✓ During scrolling mode, calls can only be answered by pressing **Answer**  or **Linekey** .



S-6

SPD (Redial) Key

Xen Alpha

Release 6.0



FEATURE DESCRIPTION

This feature allows users to press  (DTB-type Multiline telephones) or  (DTU-type Multiline telephones), to access speed dial memory locations.

STATION APPLICATION

This feature is available for all Multiline telephones.

Accessing speed dial memory locations:

1. Press  (DTB-type telephones) or  (DTU-type telephones).
2. Enter the speed dial memory location number.





The number that has been programmed for the speed dial memory location number is displayed in the telephone LCD and is dialled.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
009	Outgoing Call Line Selection	N
109	Trunk Line Dialling Type	N
331 → 336	Automatic Answering using Trunk Lines 1 → 6	N

SERVICE CONDITIONS

- When dialling using  or , the system accesses the idle external lines by selecting the highest numbered external lines first (e.g., 6, 5, 4, 3, 2, 1). The line must be enabled in system programming using Function “109 – Trunk Line Dialling Type”.
- If an external line is not available “ERROR” is displayed in the telephone LCD and an error tone is heard.
- When placing a call using manual dialling, speed dialling or a combination of manual/speed dialling, the first 24 digits that are dialled are stored in last number redial memory.
- The  (DTB-type Multiline telephones) or  (DTU-type Multiline telephones) keys can also be used for the following features/operations:
 - Placing pauses between numbers that are stored in speed dial memory locations.
 - Assigning operations to one-touch/feature access keys.
 - Setting the automatic redial feature.

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Specified CO/PBX Line Seizure

Xen Alpha

Release 6.0

FEATURE DESCRIPTION




This feature allows users to seize a specific trunk line by either dialling an access code and the trunk line number.

STATION APPLICATION

This feature is available for all Multiline telephones and single line telephones.

OPERATING PROCEDURES

Seizing a specific trunk line:

1. Lift the handset or press .
2. Dial  .
3. Dial the trunk line number (1 → 6).

The trunk line is seized and the user hears dialtone.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
009	Outgoing Call Line Selection	N

SERVICE CONDITIONS

- External lines that are assigned to a different tenant cannot be seized.
- This feature can be used to access an external line that is on hold. This can be done from any telephone including a single line telephone.
- This feature cannot be used on an MLT with ACR enabled and bypass set to Deny.
- If an MLT has ACR enabled, and bypass is set to Allow then selecting a specific trunk is allowed and ACR programming is not followed for the trunk seized.

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FEATURE
DESCRIPTION
















Each extension in the system can be allowed up to 20 personal speed dial numbers. For personal speed dial numbers to be available, the system must be set to 80 mode in system programming. Selecting 80 mode reserves 20 personal speed dial numbers for each telephone user.

STATION
APPLICATION







This feature is available for all Multiline and single line telephones. Single line telephones can be used to set up and originate speed dialling but it cannot be used to confirm speed dial numbers.

OPERATING
PROCEDURES








Programming a speed dial number using a Multiline telephone:

- 1 (a) Press .
2. Press  (DTB-type telephones) or  (DTU-type telephones).
3. Dial the speed dial memory location number (  →  ).
4. Enter the desired telephone number (maximum of 24 digits).
If a pause is needed, press  / . If a hookflash is needed, press  / . If nesting numbers, press  or  to enter the brackets.
5. If entering an associated “name” (alphabetic characters), press . (Refer to *Character Registration, Page 91* for instructions about entering alphanumeric characters.)
6. Press .







Programming a speed dial number using a single line telephone:

- 1 (a) Lift the handset.
2. Dial  .
3. Dial the speed dial memory location number (  →  ) where the telephone number is stored.
4. Enter the desired telephone number to be stored in the speed dial memory location.
5. Place the handset in the cradle.










Speed dialling using a Multiline telephone:

1. Press  (external line key).
2. Press  (DTB-type telephones) or  (DTU-type telephones).
3. Dial the speed dial memory location number (  →  ) where the telephone number is stored.
4. The number is automatically dialled.







Speed dialling using a single line telephone:

1. Lift the handset.
2. Dial  .
3. Dial the speed dial memory location number (  →  ) where the telephone number is stored.
4. The number is automatically dialled.








Deleting a speed dial number using a Multiline telephone:

1. Press .
2. Press  (DTB-type telephones) or  (DTU-type telephones).
3. Dial the speed dial memory location number (  →  ) where the telephone number is stored.
4. If deleting the associated “name” (alphabetic characters), press . If only deleting the speed dial number, proceed to the next step.
5. Press .

Deleting a speed dial number using a single line telephone:

1. Lift the handset.
2. Dial  .
3. Dial the speed dial memory location number (  →  ) where the telephone number is stored.
4. Place the handset in the cradle.

Confirming a speed dial number using a Multiline telephone:

1. Press .
2. Press  (DTB-type telephones) or  (DTU-type telephones).
3. Dial the speed dial memory location number (  →  ) where the telephone number is stored.
4. The number is displayed in the telephone LCD.

- ☑ Speed dial numbers are stored in redial memory. Speed dialling memory is retained in the system in the event of a power failure by backup battery.
- ☑ The maximum number of digits that can be stored in a speed dial memory location is 24. If the user attempts to dial more than 24 digits, "ERROR" is displayed in the telephone LCD for five seconds.
When a pause or hookflash is programmed as part of the speed dial number, it is counted as a digit.
- ☑ If a user attempts to initiate speed dialling from a speed dial memory location that has not been programmed, "XX: EMPTY or XXX: EMPTY is displayed in the telephone LCD. (XX or XXX = Speed Dial Memory Location Number).
- ☑ If a call is originated for a speed dial memory location that has both the telephone number and associated "name" programmed, the number and name are displayed in the telephone LCD. Once the called party answers, the telephone LCD displays the clock.
- ☑ If a call is originated on a CO line using a stored speed dial number for which no PBX access code is defined and the system supports both CO and PBX lines, the CO line is released and an error tone is generated.
- ☑ Entering a pause, hookflash or nesting numbers is only available if programming speed dial numbers on Multiline telephones (i.e., these are not available when programming speed dial numbers on single line telephones).
- ☑ A maximum of five system and station speed dial memory location numbers can be nested into one speed dial memory location.
- ☑ An external speed dial memory location number can be assigned to a one-touch/feature access key.
- ☑ System speed dial numbers can be nested under station speed dial memory locations however, station speed dial numbers cannot be nested under system speed dial memory locations.
- ☑ Contents of the speed dial memory location can be verified and cleared.

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FEATURE DESCRIPTION

Speed dialling can be assigned on a system-wide basis. System speed dialling can be set to 400 numbers or 80 numbers. If 400 is selected, individual users are not allowed to assign personal speed dialling numbers on their telephones. If 80 is selected, then each telephone user can set up to 20 personal speed dial numbers and 80 speed dial numbers are reserved for system speed dialling.

STATION APPLICATION

This feature is available for all Multiline and Single Line telephones. Single Line telephones can originate system speed dialling system only. Programming, deleting and verifying speed dial numbers can only be performed using an attendant telephone (Ports 1 and 2).

OPERATING PROCEDURES









Programming a speed dial number from an attendant telephone:

1. Press **Feature**.
2. Press **SPD** (DTB-type telephones) or **Redial** (DTU-type telephones).
3. Dial the speed dial buffer number where the number will be stored (0 0 0 → 3 DEF 9 WXYZ 9 WXYZ).
4. Dial the telephone number (maximum 24 digits).
If a pause is needed, press **SPD** / **Redial**. If a hookflash is needed, press **Flash** / **Recall**. If nesting numbers, press **Answer** or **Answer** to enter the brackets.
5. If entering an associated ring pattern, press **Conf** / **Conf** key, then dial the pattern number 1 to 4 (refer to D-6 Distinctive Ringing for more information on this feature).
6. If entering an associated “name” (alphanumeric characters), press **Transfer**. (Refer to *Character Registration, Page 91* for instructions about entering alphanumeric characters.)
7. Press **Feature**.









Placing a speed dial call in from a telephone in a key function (squared) system:

1. Press **☐** (outside line key).
2. Lift the handset.
3. When dialtone is heard, press **SPD** (DTB-type telephones) or **Redial** (DTU-type telephones).
4. Dial the appropriate speed dial buffer number (0 0 0 → 3 DEF 9 WXYZ 9 WXYZ).












Placing a speed dial call from a telephone in a multifunction (non-squared or hybrid) system:

1. Press  (DTB-type telephones) or  (DTU-type telephones).
2. When dialtone is heard, dial the appropriate speed dial buffer number ( 
 →   .










Placing a speed dial call using a single line telephone:

1. Lift the handset.
2. When internal dialtone is heard, dial  .
3. Dial the speed dial buffer number (   →   .

Deleting a speed dial number using an attendant telephone:

1. Press .
2. Press  (DTB-type telephones) or  (DTU-type telephones).
3. Dial the speed dial memory location number where the telephone number is stored (   →   .
4. If deleting the associated “name” (alphabetic characters), press . If only deleting the speed dial number, proceed to the next step.
5. Press .

Confirming a speed dial number using a Multiline telephone:

1. Press .
2. Press  (DTB-type telephones) or  (DTU-type telephones).
3. Dial the speed dial memory location number where the telephone number is stored (   →   .
4. The number is displayed in the telephone LCD.

SERVICE CONDITIONS

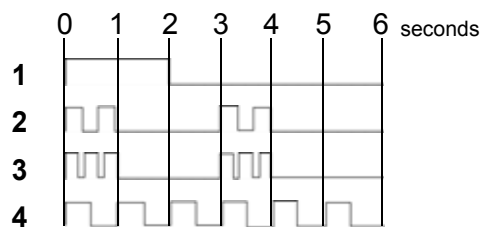
- Speed dial numbers are stored in redial memory. Speed dialling memory is retained in the system in the event of a power failure by backup battery.
- The maximum number of digits that can be stored in a speed dial memory location is 24. If the user attempts to dial more than 24 digits, “ERROR” is displayed in the telephone LCD for five seconds.

When a pause or hookflash is programmed as part of the speed dial number, it is counted as a digit.

- If a user attempts to initiate speed dialling from a speed dial memory location that has not been programmed, “XX: EMPTY or XXX: EMPTY is displayed in the telephone LCD. (XX or XXX = Speed Dial Memory Location Number).


- ☑ If a call is originated for a speed dial memory location that has both the telephone number and associated “name” programmed, the number and name are displayed in the telephone LCD. Once the called party answers, the telephone LCD displays the clock.
- ☑ If a call is originated on a CO line using a stored speed dial number for which no PBX access code is defined and the system supports both CO and PBX lines, the CO line is released and an error tone is generated.
- ☑ Entering a pause, hookflash or nesting numbers is only available if programming speed dial numbers on Multiline telephones (i.e., these are not available when programming speed dial numbers on single line telephones).
- ☑ A maximum of five system and station (personal) speed dial memory location numbers can be programmed into one speed dial memory location.
- ☑ An external speed dial memory location number can be assigned to a one-touch/feature access key.
- ☑ System speed dial numbers can be nested under station (personal) speed dial memory locations however, station speed dial numbers cannot be nested under system speed dial memory locations.
- ☑ Contents of the speed dial memory location can be verified and cleared.
- ☑ If a ring pattern (1 to 4) has been assigned to a system speed dial location, an incoming trunk call whose CLI matches the stored number will ring according to that pattern. This may be different from the usual ringing pattern assigned to that phone and different system speed dial locations can have different ring patterns assigned to them.

A choice of four different ringing patterns are available.



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

**FEATURE
DESCRIPTION**

The Station Camp-On feature allows a call to be transferred to a busy station. Pressing the  key sends a distinct tone (Camp-on tone) to the busy station where the CO/PBX call was transferred. When the busy station becomes idle, that Multiline terminal will be connected to the waiting camped-on call. If the camped-on call is not answered within a preprogrammed time period, it recalls to the originating station.



**STATION
APPLICATION**

This feature is available for all Multiline telephones and single line telephones.

**OPERATING
PROCEDURES****To originate Station Camp-On from a Multiline Terminal with a CO/PBX call in progress:**

1. Press ; call is placed on Non-Exclusive Hold.
2. Dial the station number or press the designated DSS key programmed on a Feature Access key or One-Touch key on the terminal. Receive call waiting tone.
3. Press  key (Camp-on is placed).
4. Go on-hook.
5. After timeout, if the Camp-on remains unanswered, recall tone will be received and the LED on the assigned CO/PBX line will return to flashing green.
6. Press the CO/PBX line key with green LED, and go off-hook to return to the call.

To answer a Camp-On while engaged in a call:

1. Receive a camp-on tone. CO/PBX line key LED flashes green.
 2. Place the caller on hold by pressing the  key.
 3. Press the flashing . The camp-on is answered.
- OR -
4. Go on-hook and the terminal will ring.
 5. Go off-hook and talk with the CO/PBX incoming caller.

To originate a Station Camp-on from a Single Line Telephone with a CO/PBX call in progress:

1. Press the hookswitch momentarily, and receive internal dial tone.
 2. Dial the station number to where call is to be transferred and receive busy tone.
 3. Press the Hookswitch again
- OR -
4. Hang up.

**RELATED
PROGRAMMING**

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Yes or No)
001-4	Ring Transfer	Y
002-0	Station Camp-on Selection	Y

**SERVICE
CONDITIONS**

- If the Camp-on call is placed after Tone Override, Camp-on tone will be provided.
- Originating a Station Camp-on applies only during a conversation on an outside line.
- The Station Camp-on recall timeout is the same as the Hold and Ring transfer (individual stations cannot be programmed for this feature).
- This feature is effective only if the system is programmed for ringing transfer (individual stations cannot be programmed for this feature).
- A station that attempts to Camp-on on a call to a station that is in Do Not Disturb mode will be denied.
- When a station Camp-on is denied, the call remains on Hold at the originating station.
- Line key flashes green at the Multiline Terminal receiving the Camp-on. The camped-on party receives Music on Hold.
- Multiline Terminals can Camp-on to Single Line Telephones, but Camp-on tone is not provided to handsets of Single Line Telephones.
- A busy station can receive upto six station Camp-on calls.
- Camped-on calls can be retrieved from the originating Multiline Terminal prior to the recall by pressing the red flashing CO-PBX line key.
- Camped-on call are placed on Non-exclusive hold.
- Station Camp-on can be disabled/enabled system wide only.
- Station Camp-on can be disabled for MLT ports only.
- SLT Ports 15 and 16 are always able to perform a Camp-on, regardless of whether Station Camp-on is disabled or enabled in system programming (P002-0).
- SLT Ports 15 and 16 provide busy tone when calling a busy station, in place of Call Waiting tone.

Station Message Detail Recording (SMDR)

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

Station Message Detail Recording provides detailed calls records of system telephone usage. This feature is useful for controlling costs by identifying telephone users, trunk usages, and numbers dialled. SMDR supports the connection of call accounting equipment that audits local and long distance telephone bills. The SMDR facility can log call records for both outgoing and incoming calls. An optional MIF-B13 ETU is required to support this feature.





An MIF-B13 ETU is required to support this feature.

STATION APPLICATION

This feature is available for all Multiline telephones and single line telephones.

OPERATING PROCEDURES

To Switch Between PC Programming and SMDR Output Mode for MIF ETU:

1. Press .
2. Dial  .
3. Press .



RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
002-9	Station Message Detail Recording	N
024	Print Format	N
025	Baud Rate to Printer	N
026	Stop Bit for Printer	N

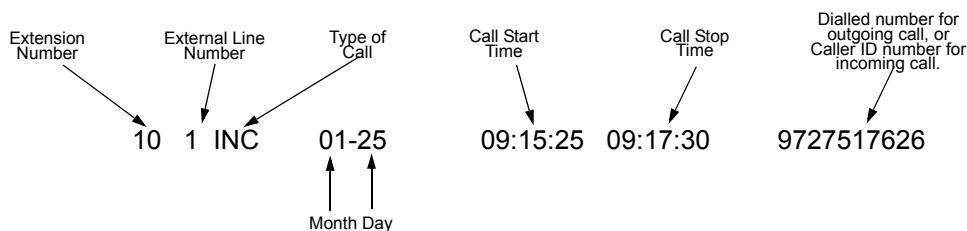
SERVICE CONDITIONS

- SMDR generates information for incoming calls, outgoing calls and transferred incoming and outgoing calls.
- In system programming it is possible to select incoming, outgoing or both types of calls to be produced in the SMDR report. Incoming and outgoing calls include normal and transferred calls.
- The Caller ID information presented with an incoming call will be printed in the SMDR report in the dialled number field. If Caller ID is not provided, this SMDR field will be blank. The maximum number of digits in this field is 24.
- A name associated with an incoming Caller ID number will not be displayed in the SMDR report.

- ☑ If a power failure occurs during a call, the call is terminated and the call record information is lost.
- ☑ If the SMDR feature is disabled in system programming (Function “002-9 – Station Message Detail Recording”), printout or data storage is not performed.
- ☑ If a printer is not connected to the system or if the printer is not operating, the MIF-B13 ETU can store information for approximately 200 calls. Once the memory is full, the oldest call record is erased and the new record is stored.
- ☑ When the memory on the MIF-B13 ETU becomes 80% full, the system generates an alert that is displayed on an attendant position telephone LCD. When the memory falls below 80% the alert clears from the telephone LCD.
- ☑ Using  , the user manually switches between PC programming mode and SMDR mode. If PC programming mode is selected, SMDR data is stored in memory on the MIF-B13 ETU. If SMDR mode is selected, SMDR data is sent to the printer connected to the MIF-B13 ETU.

If a PC is connected to the system instead of a printer and SMDR mode has been selected, SMDR data is output to the PC (i.e., no data is stored in memory on the MIF-B13 ETU).

- ☑ When the printer is connected, data stored in memory on the MIF-B13 ETU is printed out. New call records are printed as they are received.
- ☑ No record is generated if the caller hangs up before the elapsed call timer starts.
- ☑ The print format is:



TYPE OF CALL
 OUT = Outgoing Call
 TRO = Transferred Outgoing Call
 INC = Incoming Call
 TRI = Transferred Incoming Call
 CFE = Call Forward External

- ☑ The EIA RS-232C port, used to interface with the external device, must conform to the following specifications:

Synchronization:	Start/Stop
Data Length:	8 bits
Parity Bits:	None
Stop Bits:	1
Start Bits:	1
Baud Rate:	1200, 2400, 4800 or 9600 bps
Cable:	RS-232C (D-sub, 9-pin) straight

S-12 *Step Call*

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

This feature allows a user, who calls a busy extension, to call another extension in the system by simply dialling a new extension number without having to hang up between call attempts.

STATION APPLICATION

This feature is available for all Multiline telephones and single line telephones.

OPERATING PROCEDURES

Using the Step Call feature when calling a busy extension:

1. Dial another extension number.
2. If that extension is also busy, continue this process until you reach an idle extension number.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
206	Extension Number Assignment	N

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S-13 *Stored Hookflash*

Xen Alpha

Release 6.0

FEATURE DESCRIPTION







This feature allows a hookflash to be stored in a speed dial memory location. This allows Multiline telephone users to store the hookflash which is used to allow access to features such as transferring calls, conferencing, in a speed dial buffer, etc.

STATION APPLICATION








This feature is available for all Multiline telephones.

OPERATING PROCEDURES

Programming a hookflash on a one-touch/feature access key for speed dialling:

1. Press .
2. Press  (DTB-type telephones) or  (DTU-type telephones).
3. Enter the speed dial memory location number.
4. Press  (DTB-type telephones) or  (DTU-type telephones). This enters a hookflash.
5. Enter the telephone number to be stored in the speed dial memory location.
6. Press .

Programming a hookflash on a one-touch/feature access key for speed dialling when the external line is a PBX line:

1. Press .
2. Press  (DTB-type telephones) or  (DTU-type telephones).
3. Press the one-touch/feature access key where the number will be stored.
4. Press .
5. Press  (DTB-type telephones) or  (DTU-type telephones).
6. Enter the telephone number to be stored in the speed dial memory location.
7. Press .

Note: The external line must be assigned as a PBX line using Function “107 – Trunk Line Type”.

**RELATED
PROGRAMMING**

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Yes or No)
107	Trunk Line Type	N

**SERVICE
CONDITIONS**

- This feature is only available for Multiline telephones.
- A hookflash can be entered for system and station speed dial numbers.

Telephone Volume and Display Contrast Control

Xen Alpha

Release 6.0

FEATURE DESCRIPTION








This feature allows Multiline Telephone users to control the handset and the speaker ringing volume by pressing the up and down volume buttons on the telephone. It also allows the user to change the contrast on the LCD of the DTU-type Multiline telephones.

STATION APPLICATION







This feature is available for all Multiline telephones.


OPERATING PROCEDURE

Changing the on-hook ringing volume:






1. Press .
2. Dial  .
3. Dial .
4. Press  (Δ = louder or ∇ = softer) to increase or decrease the volume ( for DTU-type telephones, \wedge = louder or \vee = softer).
5. Press .

Changing the LCD contrast (DTU-type Multiline telephones only):

1. Press .
 2. Dial  .
 3. Dial .
 4. Press  (\wedge = darker \vee = lighter) to increase or decrease the LCD contrast.
 5. Press .
- OR -

While the telephone is idle, press  (\wedge = darker \vee = lighter) to increase or decrease the LCD contrast.



Changing the off-hook ringing volume:

1. Lift handset.
2. Dial  .
3. Dial .
4. Press  (Δ = louder or ∇ = softer) to increase or decrease the volume ( for DTU-type telephones, \wedge = louder or \vee = softer).
5. Place handset on-hook.




RELATED PROGRAMMING

SERVICE CONDITIONS

Changing the handset receiver volume:



1. Lift handset, or while talking using the handset,
2. Press  (△ = louder or ▽ = softer) to increase or decrease the volume ( for DTU-type telephones, ∧ = louder or ∨ = softer).

Setting the handsfree speaker volume:

1. Press , or while talking using the speakerphone,
2. Press  (△ = louder or ▽ = softer) to increase or decrease the volume ( for DTU-type telephones, ∧ = louder or ∨ = softer).

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
242	Receiver Volume Level	N

- LCD contrast can be adjusted when using Dterm Series i and DTU-type Multiline telephones.
- A receiver volume adjustment may be retained or reset at the end of a call, depending on the version of Main System Software, as follows:
 - V1.X All manual volume adjustments are preserved at the end of the call.
 - V2.X - 3.X A volume adjustment made while speaking through the handpiece is reset back to default when the call is ended. All other volume adjustments are preserved at the end of a call.
- For system software V4.0 and later, the receiver volume (handset or handsfree speaker), which is changed by the user during a call can be either reset back to default or preserved at the end of a call. This is specified on a per station basis in system programming (P242).
- All Volume and contrast settings are retained in the event of a system power failure or system reset.
- When the user presses the volume key  (▲ = louder or ▼ = softer) on a DTB-type telephone while the telephone is in the idle condition, the volume of the incoming ring is adjusted. When the user presses the volume key  (∧ = darker or ∨ = lighter) on a DTU-type telephone while the telephone is in the idle condition, the LCD contrast is adjusted.

T-2

Tenant Service

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

This feature allows the outside lines to be subdivided into two tenant groups or call pickup groups. This allows each tenant to have access to their own assigned outside line. Users cannot pick up calls coming into another tenant group.

OPERATING PROCEDURES

Not applicable.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
401	Trunk Line Assignment for Tenant 1	Y
402	Trunk Line Assignment for Tenant 2	Y
403	Tenant-to-Telephone Assignment	Y

SERVICE CONDITIONS

- Each external line and telephone is assigned to tenants 1 or 2 using system programming. At default, all external lines and telephones are assigned to tenant 1.
- Each external line can be assigned to more than one tenant (i.e., duplicate tenant allowed). However, telephones can only be a member of one tenant group (i.e., duplicate tenants are not allowed).
- CO/PBX LEDs associated with other tenants will not light when in use.
- The following features are available when users are members of different tenant groups:
 - *All Call Page, Page 3*
 - *Automatic Callback, Page 23*
 - *Callback Request, Page 57*
 - *Call Pickup Direct, Page 79*
 - *Call Pickup Group, Page 81*
 - *Call Transfer, Page 87*
 - *Conference Add-On, Page 101*
 - *Extension Hunting, Page 131*
 - *Internal Voice/Tone Signalling, Page 185*
 - *Step Call, Page 287*
 - *Tone Override, Page 297*

- ☑ The following features *may not be* available when users are members of different tenant groups:
 - *Answer Key, Page 9*
 - *Automatic Callback, Page 23*
 - *Barge-In (Interrupting an External Call), Page 45*
 - *Holdfree Transfer, Page 163*
 - *Manual Line Seizure, Page 205*
 - *Privacy On All Calls, Page 243*
 - *Specified CO/PBX Line Seizure, Page 273*
 - *Trunk Queuing, Page 301*

T-3

Timed Alarm

Xen Alpha

Release 6.0

FEATURE DESCRIPTION







A timed alarm can be set to any Multiline telephone as a reminder of a scheduled time. The user can program the system to automatically send a reminder alarm to their telephone. Two timed alarms are available system-wide.

STATION APPLICATION







This feature is available for all Multiline telephones.

OPERATING PROCEDURES







Setting a timed alarm:

1. Press .
2. Dial   (Alarm 1) or   (Alarm 2).
3. Enter the time (24 hour clock = 00:00 → 23:59) when you want the alarm to sound.
4. Press .





Cancelling a timed alarm:

1. Press .
2. Dial   (Alarm 1) or   (Alarm 2).
3. Press .

Confirming a timed alarm :

1. Press .
2. Dial   (Alarm 1) or   (Alarm 2).
3. Press .

Cancelling a timed alarm: (attendant position only):

1. Press .
2. Dial  .
3. Press .

- ☑ In the following cases, no alarm is sounded:
 - A handsfree call is in progress or room monitoring is in progress.
 - An internal voice announced call or tone signal call is being received.
 - An incoming doorphone ringing call.
- ☑ Alarm 1 automatically resets (releases) when it sounds.
- ☑ Alarm 2 does not reset, it sounds each day at an preassigned time.
- ☑ If both alarms are set to the same time, only alarm 1 sounds. Alarm 2 will sound at the next preassigned time.
- ☑ A user can cancel an alarm that sounds at their telephone by pressing any of the keys on the telephone (except the volume key).
- ☑ Feature access codes and preset times can be assigned to a one-touch/feature access key. When a timed alarm sounds, the LED on the one-touch/feature access key (where the access code or time is assigned) lights red while the alarm sounds.
- ☑ When an alarm sounds, "ALARM: X" is shown in the telephone display for 10 seconds. (X = 1 or 2)
- ☑ An alarm can sound when the user has a call in progress.
- ☑ Preset times must be specified in 24-hour time (24 hour clock = 00:00 → 23:59).
- ☑ Only attendant positions can be used to reset alarms system-wide.
- ☑ Both alarms can be reset system-wide.
- ☑ When a timed alarm is set on a DTB-type Multiline telephone, a clock icon is also shown in the telephone display. The icon disappears when Alarm 1 ends, however if Alarm 2 is set, the clock is continually displayed.

T-4


Tone Override

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

Tone Override is used by one user to signal another user, who is engaged on a call, that they have an incoming call. The called party can answer the incoming call by putting the existing call on hold.


This feature also allows the user to switch between a tone override call and an existing call. When the user answers the tone override call, the existing call is put on hold. By pressing  , the user can switch between the two calls.

STATION APPLICATION

This feature is available for all Multiline and Single Line telephones.

OPERATING PROCEDURES



Originating a Tone Override:

1. After hearing a tone, dial  (set as default) to send the override tone.
2. After hearing a confirmation tone, wait for the called party to answer call.


Answering a Tone Override:

After hearing the override tone, press  and talk with the calling party.

Answering the override call and switching between callers (Multiline telephone users only):

1. After hearing the override tone, press  to put the existing call on hold and to answer override call.
2. Talk with the override caller.
3. To switch between the two callers, press .

SERVICE CONDITIONS

- This feature is not available if the telephone is in one of the following conditions:
 - The telephone is being used to assign one-touch/feature access keys, speed dial numbers, scrolling, etc.
 - The telephone is being used to program the system.
 - A Single Line telephone is called.
 - The called telephone is set to do not disturb.
- Tone override is only enabled when the called telephone is busy.
- The user can answer the tone override by pressing  (during an internal/external call or while engaged in an add-on conference).
- A Single Line telephone has 30 seconds to send a tone override before it is disabled.

- ☑ If the user is speaking on the speakerphone and a tone override is received, the speech path is temporarily disrupted and the party sending the tone override hears a call waiting tone.
- ☑ When tone override is released, the telephone display returns to the previous condition.
- ☑ A telephone cannot receive multiple tone overrides.
- ☑ If a user is engaged on an external call and hangs up while a tone override is being received, the call becomes an internal call.
- ☑ A tone override call can be made to users who are members of another tenant group.
- ☑ The tone override tone is generated each time the tone override operation is performed.

T-5

Trunk Outgoing Restriction

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

When telephones are assigned this feature, users are restricted from making some (or all) external calls (such as long distance calls). Users can continue to answer calls however or may be able to make internal calls only. What is restricted is determined by individual needs and is programmed in system programming.

STATION APPLICATION

This feature is available for all Multiline telephones and Single Line telephones.

OPERATING PROCEDURES



Depends on how this feature is programmed.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
351 → 356	Restricting Outgoing Calls for Trunk Lines 1 → 6	Y

SERVICE CONDITIONS

- A telephone that has outgoing restriction enabled cannot bypass the restriction by pressing  (DTB-type Multiline telephones) or  (DTU-type Multiline telephones) when a call is received. If the user attempts to make a call, the call is disconnected and "ERROR" is displayed in the telephone LCD.
- At system default, all external lines and all telephones are enabled for both incoming and outgoing calls.
- Outgoing restriction can be programmed for each external line and telephone using system programming.

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T-6

Trunk Queuing

Xen Alpha

Release 6.0

FEATURE DESCRIPTION







When all outside lines are busy, telephone users can queue onto the busy line. When the line becomes available the system rings the telephone user to notify them that the line is available. The user can cancel the queue at any time.

STATION APPLICATION

This feature is available for all Multiline telephones and Single Line telephones.

OPERATING PROCEDURES

Setting trunk queuing when all external lines are busy:

1. Press the appropriate external line key
- OR -
Lift the handset and dial  .
- OR -
Press  and dial  .
2. When you hear the busy tone, dial   . The telephone display indicates the queue is set.
3. When you hear the recall ring tone, lift the handset or press  .
4. Dial the desired telephone number.

Cancelling trunk queuing:

1. Lift the handset or press  .
2. Dial   . The telephone display indicates the queue is cancelled.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
001-6	Trunk Line Direct Access	N
002-8	Private Call	N
209	Outgoing Call Priority Mode	N

- ☑ Trunk queuing is not allowed if the telephone is a member of a different tenant group.
- ☑ Trunk queuing is enabled for the following conditions:
 - When MNO DEF and the trunk number are dialed to seize a specific external line.
 - When dial access code is dialed.
 - When the telephone is set for external line preference.
- ☑ If the telephone is not set to seize an external line, trunk queuing is disabled for that telephone and an error tone is heard when trunk queuing is attempted.
- ☑ The following messages are displayed when trunk queuing is enabled/disabled:
 - Enabled = TRUNK QUE SET
 - Disabled = TRUNK QUE CNCL
- ☑ If the telephone is equipped with an LCD, "LINE IDLE" is displayed to notify the user the line is now available.
- ☑ The system provides ring notification to the telephone that set trunk queuing for 10 seconds. After 10 seconds, ringing stops and trunk queuing is released.
- ☑ If trunk queuing is set to an external line and an incoming call is received on that line, trunk queuing notification is delayed until after that telephone is idle.
- ☑ If there is more than one telephone queued to the same external line, the recall is generated in the order in which the telephones set trunk queuing. If one of the queued telephones is busy when recall is attempted, the recall is directed to the next idle telephone. The busy telephone remains in the queue and will be recalled when the telephone becomes idle.
- ☑ Trunk queuing is not available on a phone with ACR enabled and ACR bypass set to Deny.
- ☑ If ACR bypass is set to Allow, then the following operation can be used to activate trunk queuing.
 - When a MNO DEF and a Busy trunk number are dialed.
 - When a busy line is seized manually, followed by trunk queuing access code.

T-7

Two-Colour LEDs (Lamp)

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

The system provides two-colour (red and green) LEDs to provide various status indications of the telephone. Hold and call waiting are a couple of example of status indications.

STATION APPLICATION

This feature is available for all Multiline telephones.

OPERATING PROCEDURES

Not applicable.

SERVICE CONDITIONS

- The line keys on all Multiline telephones can light both red and green.
- The LED lights green for the following feature and red for all other features:
 - *Call Transfer, Page 87*
 - *Hold with Recall (Exclusive and Non-Exclusive), Page 169*
 - *I-Hold Indication, Page 179*
 - *I-Use Indication, Page 197*
- The large LED on the DTU-type Multiline telephone flashes Green for incoming trunk calls and Red for incoming ICM, DID, DIT and CO Ring Transferred calls. The large LED on the DTB-type Multiline telephone flashes Red for all incoming calls.

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






**FEATURE
DESCRIPTION**

Uniform Call Distribution (UCD) is a hunting method that distributes calls uniformly to all members of a hunt group. The Xen Alpha has two UCD groups and each station can be assigned to one or both of these groups. Hunting is instituted when a DIT, DID or AA Transferred or CO Ring Transferred call arrives at a UCD Pilot Number. The UCD Pilot number is not a physical station number but an unused number within the allowable station number range. When agents are busy the call hunts to the next agent in the group. When there is no answer at the first agent then the call will forward to the next agent in the group. A greeting message and subsequent follow-on message can be recorded and played to callers directed to a UCD group.








**STATION
APPLICATION**

All stations.








**OPERATING
PROCEDURES****To record a message:**

1. Press .
2. Dial    Follow-on Message
 UCD 1 Greeting Message
 UCD 2 Greeting Message
3. Lift the handset if recording from a handset (this is recommended).
4. Press .
5. Record the selected message.
6. When completed, return the handset to the cradle or press the SPEAKER key to stop recording; otherwise, the message timer will automatically stop the recording.

To verify a message:

1. Press .
2. Dial    Follow-on Message
 UCD 1 Greeting Message
 UCD 2 Greeting Message
3. Press .

To clear a message:

1. Press .
2. Dial    Follow-on Message
 UCD 1 Greeting Message
 UCD 2 Greeting Message
3. Press .

RELATED PROGRAMMING

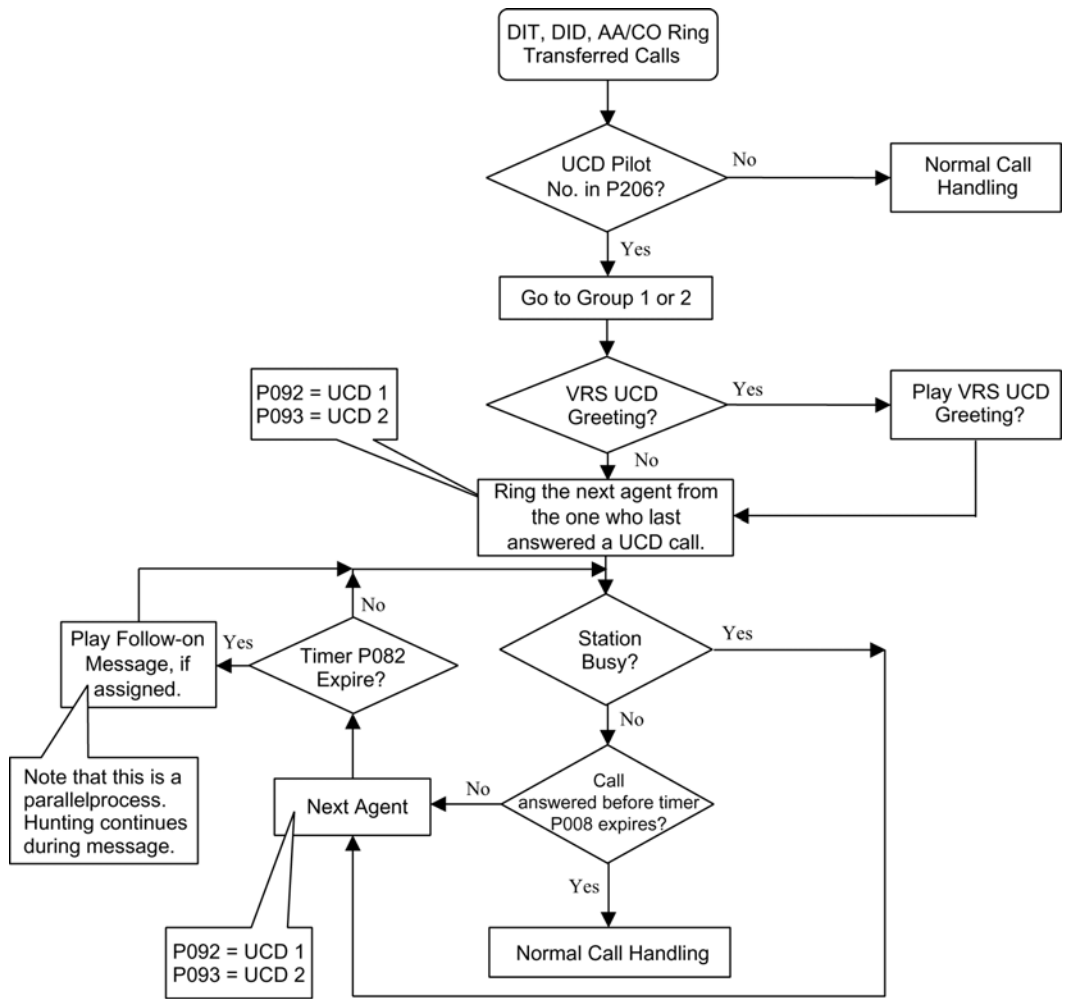
All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Yes or No)
008	Call Forward No Answer Transfer Duration	N
082	AA Follow On Message Time	N
092	UCD Group 1 Agent Assignment	Y
093	UCD Group 2 Agent Assignment	Y
206	Extension No. Assignment	Y

SERVICE CONDITIONS

- UCD is not available for intercom calls.
- A trunk call must be directed to the UCD pilot number for it to hunt within the group. This may be via a DID or DIT assignment, a Ring Transferred trunk call, or an AA Transferred call.
- Trunks calls can be 'ring transferred' to a UCD pilot. In this case, ringback tone is provided to an internal caller who dials an UCD pilot number for the purpose of transferring an trunk call into the UCD queue. During this period of ringback tone, no UCD agents ring. Once the 'ring transfer' is completed, the UCD agents begin ringing for the transferred trunk call.
- The hunt method for UCD is circular and uniform. Each new call to the UCD pilot begins hunting at the next station in the UCD table from the station that last answered a UCD call. In this way each agent in the group answers an equal number of calls.
- UCD pilot numbers must be assigned to the UCD ports, numbered Ports 17 and 18, in system programming (no default setting). The UCD pilot number cannot be assigned as a UCD agent. Do not assign a UCD pilot number without also assigning agents to that UCD group.
- The UCD pilot numbers form part of the allowable station number range, but cannot be the same as that given to a physical station.
- Calls made directly to a UCD agent's station number are treated as personal calls and will not circulate within the UCD group.
- UCD calls will not follow an agent's Call Forward Busy/No Answer settings.

- ☑ UCD calls follow an agent's Call Forward All setting to another station, however if the destination station does not answer the forwarded call within the "No Answer" time specified in P008, the call will move to the next UCD agent in the group.
- ☑ UCD calls will not follow an agent's Call Forward All setting to the Automated Attendant or to an External destination.
- ☑ If a UCD call is unanswered at one UCD agent, the system uses the Call Forward - No Answer timer (P008) to send the call to the next available UCD agent.
- ☑ If the first agent to receive the UCD call is busy, the call will forward to the next agent in the group and this will repeat until the call finds an available agent.
- ☑ If all agents in a UCD group are busy when a call arrives, the call camps on to the first station in the group and waits on hold until an agent becomes available. When a agent becomes available, the call will ring at this extension, after the Call Forward No Answer timer is reached (default setting is 10 seconds). At default, the longest time between an agent becoming available and receiving the next camped on call is 10 seconds.
- ☑ Calls continue to ring within the UCD group until they are answered by an agent or the caller terminates the call.
- ☑ ISDN calls terminating at a UCD pilot follow the DID ring pattern and tone.
- ☑ The detection of an optional 'Line Reversal on Calling Party Idle (ROI)' signal from an analogue trunk will terminate the call and immediately clear the call from the UCD group. Calls originating on ISDN trunks will also clear immediately from the queue should the caller hang up at any time.
- ☑ With an optional VRS-B13 ETU installed, a call directed to one of the UCD Pilot Numbers can be answered by a UCD Greeting Message. When the UCD message has finished playing, the caller receives Music On Hold (MOH) while the hunting process occurs. The delay before the UCD greeting is played is fixed at 2 seconds.
- ☑ A different UCD message is available for each UCD Group, UCD Message 1 for UCD Group 1 and UCD Message 2 for UCD Group 2.
- ☑ While the UCD message is playing to one caller, further calls to the UCD pilot will continue to ring until the VRS channel becomes available. Once available the next call will receive the UCD message and then be directed to a UCD agent.
- ☑ While a call is waiting to be answered in a UCD queue, they listen to MOH. If the call continues unanswered for a predetermined period of time, a 'follow-on' message can be played to the caller at specified intervals. This message is different from the UCD greeting message.
- ☑ UCD agents may "Log Off" from their group by placing their station in Do Not Disturb mode, during which time they will not be presented with new UCD calls. These calls will instead be directed to the next agent in the group. If all agents are either busy or in DND mode, new UCD calls will camp-on to the first agent in the group and off-hook ringing will be heard there. If the first agent is an SLT, they will not receive off-hook ringing but will answer a call by going off-hook.



U-2

User Programming

Xen Alpha

Release 6.0

FEATURE DESCRIPTION

Users are allowed to program the following features using their Multiline telephones and Single Line telephones.

- Ancillary Device Connection, Page 5*
- Attendant Positions, Page 11*
- Call Forward – All Calls, Page 61*
- Call Forward – Busy/No Answer, Page 65*
- Clock/Calendar Display, Page 95*
- Character Registration, Page 91*
- Distinctive Ringing, Page 115*
- Extension Name Assignment, Page 133*
- Incoming Call Identification, Page 181*
- Nesting Dial, Page 217*
- Off-Hook Ringing, Page 225*
- One-Touch/Feature Access Keys – User Programmable, Page 227*
- Programmable Pause for Speed Dial, Page 245*
- Speed Dial – Station, Page 275*
- Speed Dial – System, Page 279*
- Stored Hookflash, Page 289*
- Telephone Volume and Display Contrast Control, Page 291*
- Timed Alarm, Page 295*

SERVICE CONDITIONS

- Feature programming must be done while the system is idle.

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**FEATURE
DESCRIPTION**








Virtual Extensions are software extensions available as part of the 14 possible digital extension ports. A Virtual Extension that is assigned to a line key, can appear and ring on an individual station or multiple stations. When a call is directed to a VE, any station with the VE appearance can answer that call. This ensures that every call to that group is answered promptly. Multiline telephones may have several VE appearances depending on the application. A VE can be call forwarded (All or Busy/No Answer) to another extension, VE, outside destination, Automated Attendant or Voice Mail port.

Virtual extensions make use of digital ports which have no physical connection to them. When a digital port which has no telephone connected (including those of the ESI card which may not be installed) is assigned to a one-touch key, that key automatically becomes a VE key. If a digital telephone is then connected, that key will operate as a DSS/BLF key.


**STATION
APPLICATION**

All Multiline telephones.

**OPERATING
PROCEDURES****Assigning a VE key to a MLT:**

1. Press  while the telephone is in the idle condition.
2. Press  (DTB-type telephones) or  (DTU-type telephones).
3. Press  (one-touch/feature access key).
4. Dial .
5. Dial 2-digit extension number.
6. Press  and enter an associated name (optional).
7. Press .

Answering a call arriving on a VE key:

1. Press the red flashing VE key.
2. Talk to calling party.
3. Press  to end the call.

Setting call forward on a VE key:

1. Press the VE key and receive internal dial tone.
2. Dial the desired Call Forward Access Code:
CF-All MNO MNO
CF-B/NA MNO PQRS
3. Specify the type of incoming call to be forwarded:
External
Internal
4. Enter the destination number:
Off Premise or MNO DEF + telephone number
Station No. ~ JKL WXYZ
Auto Attendant WXYZ WXYZ (for external calls only)
5. Press .

Cancelling call forward on a VE key:

1. Press the VE key and receive internal dial tone.
2. Dial the desired Call Forward Access Code:
CF-All MNO MNO
CF-B/NA MNO PQRS
3. Specify the type of incoming call forward:
External
Internal
4. Dial .
5. Press .

Setting or Cancelling Do Not Disturb on a VE key:

1. Press the VE key and receive internal dial tone.
2. Dial MNO JKL.
3. Press .

The setting toggles on and off each time the code is entered.

- The total number of ESI + VE = 14. Any unused ESI ports, that is, those with no MLT connected or ESI card installed, shall be available for use as a VE. Combinations range from 13ESI/1VE to 1ESI/13VE.
- The VE will assume the identity of a vacant ESI port, ie. the same port number, extension number, name and other programming parameters.
- The VE port can be ring assigned just as any other physical extension (PE). A VE may be ring assigned or receive calls directly regardless of whether or not the PE is also ring assigned.
- VE Port numbers can be entered as a destination in DID tables (P066/P067).

SERVICE CONDITIONS

- ☑ VE extension numbers can be entered in the DIT assignment tables (P140~P151).
- ☑ VE ports are assigned on a MLT, in the same manner as a DSS/BLF key, except that it will only function as BLF. If the fast flashing VE key is pressed, the call will be answered.
- ☑ An incoming call (internal, external, door phone, transferred, etc) to a VE causes the VE key to flash red rapidly (same as a line key receiving an incoming call).
- ☑ A door phone call will produce a chime on the MLT depending on the door phone number which is calling. Internal and external calls will produce their respective ring patterns on the MLT.
- ☑ When a call to a VE is answered the call then resides on the PE and the VE becomes available to take further calls.
- ☑ Multiple VE keys can be assigned to a MLT. The same VE port can be assigned on multiple MLTs.
- ☑ Calls can be transferred via the Automated Attendant to a VE.
- ☑ Calls can be transferred to a VE using either a supervised or unsupervised process. For a supervised transfer, the VE key flashes red rapidly to indicate the incoming call and the LCD shows that the incoming call is an internal call. The transfer is only completed after the internal call has been answered. For an unsupervised transfer, the same initially applies as per the supervised transfer, however when the transferee hangs up to perform a ring transfer, the LCD now indicates that the call is a transferred CO call.
- ☑ A VE can be forwarded to another VE, internal extension, Automated Attendant, Voice Mail, UCD pilot or external destination.
- ☑ Door phone calls can be assigned to ring on a VE and these calls are answered by pressing the VE key.
- ☑ Internal paging calls cannot be made to a VE.
- ☑ When a call forward or a DND is set on a VE, that setting applies across all instances of that VE key over multiple extensions. Likewise, when one extension user changes or cancels the call forward or DND on a VE, the same applies to copies of that same VE key on other extensions.
- ☑ When Do Not Disturb is set on a VE, the VE key flashes red. This appears on all extensions where that VE key is assigned. When a call arrives on that VE key, no audible ringing is produced at any extension.
- ☑ If the PE is set in DND mode and its VE is not audible, ringing is only muted for calls arriving on the PE, and vice versa.
- ☑ When one extension presses a VE key to receive internal dial tone, that VE key shows busy (solid red) on all other extensions which have that same VE key.
- ☑ Internal, DID, DIT, CO, CO transferred and forwarded calls can ring on a VE.

- Pressing the VE key will send the handset off-hook and provide internal dial tone. From internal dial tone, the following access codes can be entered. All other dialling returns ERROR.
 - 65 = Do Not Disturb
 - 66 = Call Forward All
 - 67 = Call Forward Busy/No Answer
- A VE key cannot be used to make an outgoing call.
- If a VE key is pressed and left off-hook, howler tone will eventually be produced at that extension.
- The VRS manual answer message can be invoked on a trunk assigned to ring on a VE.
- Off-hook ringing will be produced at an extension which is off-hook when a call rings on a VE key.
- A PE assigned with Ringing Line Preference will automatically answer a call ringing on one of its a VE keys when that PE goes off-hook.
- A call arriving on a VE key will be associated with the PE which answered it when the SMDR report for that call is produced. A VE extension with CFE set will display VE extension number in SMDR record upon completion of call.
- A VE extension number cannot be assigned as an agent in a UCD group. Such assignments will be ignored.
- If a port which is currently assigned as a VE then has a telephone connected, the VE key assigned for that port automatically becomes a DSS/BLF key.
- While a VE port is off-hook or is ringing, that VE port will be in a busy state and a call to that VE will return busy to the caller. A call forward busy would be followed if set.
- While answering calls by going off-hook or pressing the Speaker key, PE calls have priority over VE calls. Only once all PE calls have been answered will the VE calls be answered in a first-in-first-out basis. A ringing (flashing) VE key can however be answered at any time by pressing the VE key.
- The call pickup access code can be used to answer a ringing VE. If more than one call is ringing into the system, calls are picked up beginning with the lowest numbered PE/VE (ie. if PE10 & VE11 ring at the same time, PE10 is picked up first).
- Dialling a busy VE key will return Busy Tone to the caller, not Call Waiting Tone. Automatic Callback, Callback Request, Tone Override and Step Call therefore cannot be set when calling a busy VE.
- Voice/Tone Switching is not available when making an intercom call to a VE.
- The LCD display for a VE call will appear on a PE (with VE assigned) only if the PE is idle.
- If a PE call arrives while there is a VE call ringing, the LCD display for the PE call will override the VE call.

- ☑ A Call Forward from a PE to a VE cannot be set if the VE is only assigned to that PE and no others.
- ☑ If a VE assigned as a Pilot Number is busy while all members of the hunt group are also busy, the caller will receive busy tone and the call will not hunt.
- ☑ Barge In is not allowed to a VE key.
- ☑ Where a PE has a Timed Alarm set and at the same time as the alarm a VE call rings at that PE, then VE call has higher priority than the timed alarm.
- ☑ When the Virtual Extension (VE) which is a member of an Extension Hunt Group is set in Do Not Disturb (DND) mode, that VE will continue to accept calls when idle, but without audible ring indication. The incoming call will not hunt to the next member of the group as a result of the DND setting.
- ☑ A one-touch/feature access key programmed with a Call Forward access code cannot be used to set a Call Forward on a Virtual Extension. After pressing a VE key and receiving internal dial tone, the Call Forward access code must be dialed followed by the destination.
- ☑ If a VE is ringing on a station and the user wishes to make an internal call, an ICM key must be programmed on the station, as indicated below.



Setting up a Voice Mail Box for a Virtual Extension:

A Virtual Extension (VE) can be assigned a personal Voice Mail (VM) box. Incoming calls to a VE, which has been forwarded to a VM port, will be directed to the personal mailbox of the VE.

One-Touch Keys (OTK) can be programmed with the mailbox number of the VE for easy message access. Following are two methods of setting up a personal VM box for a VE.

When PE does not have their own personal mailbox.

PE's that do not have their own personal mailbox will receive the general VM greeting on dialling a VM port (eg. Ext. 50); users can then enter the Personal ID of the VE's mailbox to retrieve messages.

Programming an OTK for VE mailbox access:















1. Press .
2. Press (DTB-type telephones) or (DTU-type telephones).
3. Press (one-touch/feature access key).
4. Dial .
5. Dial .
6. Dial "Personal ID Number" for VE mailbox.
7. Press .

When PE has their own personal mailbox.

PE's that are assigned their own personal mailbox will access their mailbox directly on dialling a VM port (eg. Ext. 50); users must then dial the sequence [*2# *2#] on the dialpad to access the general VM greeting. The Personal ID of the VE's mailbox can then be entered to retrieve messages.

Message Waiting indication on the PE will be provided when messages are left for either the VE or the PE. If there are messages left for both the VE and the PE, retrieving the messages from one mailbox will cancel the Message Waiting indication. Users must therefore access both mailboxes for the existence of new messages to ensure that all messages are retrieved.

Programming an OTK for VE mailbox access:

1. Press  .
2. Press  (DTB-type telephones) or  (DTU-type telephones).
3. Press  (one-touch/feature access key).
4. Dial  .
5. Dial   .
6. Dial       .
7. Dial "Personal ID Number" for VE mailbox.
8. Press  .

**GENERAL
DESCRIPTION**

Voice Mail Integration provides an interface between the Xen Alpha system and a locally-provided analogue voice mail system. When a station is forwarded to the voice mail system and a call arrives at that forwarded station, the caller is sent directly to the individuals personal mail box. A message waiting indication can then be sent to the station informing them that a new message was received. The Xen Alpha system can support two Voice Mail Integration ports

**STATION
APPLICATION**

All stations can call the voice mail system.

All stations can receive voice mail messages.

Only Multiline telephones can provide message waiting indication.

**OPERATING
PROCEDURES****To access the voicemail system:**

1. Press the **Message** key (Dterm Series i terminals only)

- OR -

1. Go off-hook to receive internal dial tone.
2. Dial the voicemail extension number (default: **24**).

- OR -

1. Go off-hook to receive internal dial tone.
2. Dial # (if message waiting indication has been received).

**SERVICE
CONDITIONS**

- An SLI(2)-B13 ETU is required to connect the external analogue voice mail equipment. Two ports are available and these must be assigned in system programming to function as voice mail integration ports. This setting effects both SLI ports.
- A PBR-B13 ETU is required and a PBR circuit must be available for the SLI port whenever the voice mail system goes off-hook. If a PBR circuit is not available, Busy Tone will be returned. Four PBR circuits are provided by the PBR-B13 ETU.
- The APR-UA Unit, AP(R)-RA Unit and SLT(1)-U13 ADP do not support voice mail integration.
- When a call is complete, Busy Tone is sent to the voice mail ports. The voice mail system must detect this Busy Tone in order to release the port.
- DTMF digits indicating the station from where the call originated are sent to the voice mail system whenever a call is forwarded or ring transferred to a voice mail integration port. The following occurs under this scenario; after the voice mail system answers the call, the KSU will wait the specified delay time (P035), then

send as DTMF the prefix digits (P037) followed by the extension number (XX) from where the call originated.

- ☑ When required by the voice mail system, up to four digits can precede the station number to access a user's mailbox.
- ☑ When a call arrives at a voice mail port having transited more than one station through multiple call forward settings, the extension number of the station where the call was first directed is presented to the voice mail system. For example, extension 10 CFA extension 11 CFBNA voice mail; an incoming call to extension 10 will forward to the voice mail system and upon answering will send as DTMF the digits "10", preceded by the prefix number if assigned.
- ☑ Incoming DID calls may be assigned to ring directly at an EVM extension. These calls will camp on to the EVM port if both are busy.
- ☑ CO/PBX lines can be ring assigned to voice mail ports. If this is done however, hunting between the two ports will not occur. Rather, CO/PBX calls should be set with DIT to a voice mail extension.
- ☑ When a call (ICM, CO/PBX, DIT, DID or Recall) rings directly to a voice mail port (ie. it is not forwarded or ring transferred from an extension), no DTMF digits are passed through to the voice mail system upon answering the call.
- ☑ To set message waiting indication, the voice mail system must go off-hook and dial (as DTMF) the access code for "Message Waiting Indication Set" (default: 641), followed by the extension number (2 digits) where the indication is to be provided.
- ☑ To remove the message waiting indication at a station, the voice mail system must go off-hook and dial (as DTMF) the access code for "Message Waiting Indication Cancel" (default: 642), followed by the extension number (2 digits) where the indication is to be cleared.
- ☑ Only the SLI ports assigned for voice mail integration can set and cancel the message waiting indication.
- ☑ When a station receives message waiting indication from the voice mail system, the following are displayed on the terminal:
 - a) Large LED Flashes Red (0.5sec ON, 0.5sec OFF),
 - b) LCD shows "[VM]".
- ☑ Up to three callback request indications can be displayed on a station. Once a [VM] indication has been received, a further two callback request indications can be left by other stations. If the external voice mail indication is the fourth callback request, this will be accepted but only the LED indication will initially be visible, the LCD indication will not show until one of the existing callback requests has been cleared.
- ☑ If a system-wide reset of callback requests is performed (Feature-88-Feature), the indications set by the voice mail system will remain. Only the callback requests set by other extensions are cleared.
- ☑ Messages from the voice mail system take precedence over normal callback request messages when returning the callback by dialling '#'. Once the voice mail callback has been returned, other callback requests set at the station will then be returned in order of receipt when '#' is dialled again.

- ☑ Message waiting indication sent from the voice mail system is sustained by the memory battery backup system in the event of a mains power failure.
- ☑ Intercom Dial Tone is returned to the voice mail system after it performs a hookflash to place an incoming call on hold.
- ☑ Busy Tone is returned to the voice mail system on calling a busy station.
- ☑ The SLI ports must be assigned for voice mail integration (VMI) in system programming. When set to VMI, standard analogue telephones can no longer be used with the SLI card.
- ☑ The two voice mail integration ports (SLI ports 15 and 16) are assigned by default extension numbers 24 and 25. These may be changed in P206 as required. Both of these extension numbers will function as voice mail pilot numbers and whenever one of these numbers is busy the call will automatically hunt to the other.
- ☑ When both voice mail ports are busy, further calls (CO, DIT, DID, Forwarded DIT/DID and Ring Transferred CO/DIT/DID) will camp on to port 15 or 16. When either port becomes available, the camped on call will ring through to that port. This functions independently of the setting in P002-2 (Station Camp-on Selection).
- ☑ Only one ICM call can camp on to a voice mail port when both are busy. Further intercom calls will receive busy indication.
- ☑ Message waiting indication cannot be provided to analogue devices connected to the APR Adaptor, SLT Adaptor or SLI card.
- ☑ When the voice mail system sends a hookflash with a call in progress, the call will go onto Exclusive Hold. To retrieve the held call, the voice mail sends hookflash again. If the voice mail system ring transfers a call (i.e. hookflash–extension number–onhook), the call will then change to Non-Exclusive Hold.
- ☑ A call transferred from a voice mail port that is not answered within the time specified in P003 or P004 (depending on the state of the call) will recall to the voice mail port. If the port is busy, the recall will camp on to that same port. No DTMF digits are sent when the voice mail system answers a recall.
- ☑ The external voice mail system can transfer external calls only. Internal calls cannot be transferred. Both internal and external calls can be placed on hold.
- ☑ The voice mail ports cannot establish an Add-On Conference call. They can however be added as a member of a conference call.
- ☑ The voice mail ports are not able to dial the intercom access codes of the system. The only access codes that it can dial are those assigned in system programming for message waiting indication set and cancel, along with extension numbers (10~59) and trunk access code 0.
- ☑ The voice mail system may send a hookflash signal to place calls on hold. The timing of this hookflash signal is determined by system programming, P502 (SLT Bounce Protection Time), P503 (SLT Hookflash Start Time) and P504 (SLT Hookflash End Time). P001-9 (Single Line Telephone Hookflash Assignment) must be set to Hold.

- ☑ After a message waiting access code is entered followed by an extension number, internal dial tone is again presented to the voice mail system to allow it to send further message waiting indications without needing to release the line.
- ☑ If the voice mail system sets message waiting (MW) indication on a virtual extension (VE), no visual indication will be provided on any station. If a message is received into a VE's mail box, the voice mail system must be programmed to set MW indication on a specified station.
- ☑ If SLI ports 15 and 16 are assigned as VM ports and these are then assigned as members of a UCD group, the VM ports will be skipped during the call distribution process.
- ☑ If SLI ports 15 and 16 are assigned as VM ports and their extension numbers are within an assigned hunt group range (e.g. 20~29), these extensions will be skipped during the call hunting process. A hunt group will not function if the pilot number (i.e. 10, 20, 30, 40, 50) is assigned as a voice mail port.
- ☑ Barge-In may be performed on a trunk which is connected and talking to an voice mail port.
- ☑ When a call is placed on hold and the voice mail system is then dialled (as in a supervised transfer), DTMF digits are not sent when the call is answered. If however a ring transfer (unsupervised transfer) is performed, DTMF digits will be sent upon the voice mail system answering the call.
- ☑ If a DSS/BLF key is pressed with a voice mail call in progress, that call will be placed on hold and a new intercom call initiated. If a one-touch/features access key assigned as speed dial is pressed, the voice mail call will be dropped and an external call established.
- ☑ Once an SLI port is changed to a voice mail port in system programming, any features previously set on that port can no longer be accessed in order to cancel them. Features such as Call Forward and Do Not Disturb must be cancelled prior to setting voice mail integration. Other system programming parameters which may have been set for the SLI ports, such as door phone ring assignment, must also be checked and removed where appropriate.
- ☑ Voice Call mode (P001-1 = Voice) will be ignored whenever the call originates or terminates from/to an external voice mail port.
- ☑ When returning a callback request by dialling #, the callback will not follow any call forward setting on the station which set the callback. The callback will be directed to that station only.
- ☑ A call from a voice mail port to a station which is set with a call forward back to the same voice mail port (i.e. creating a call forward loop) will not forward but ring at the forwarded station.

APPENDIX A

Xen Alpha

Release 6.0

FEATURE ACCESS CODES & SPECIAL NUMBERS LIST



This section provides a list of the feature access code and the special numbers that are used when programming and operating the system. *Feature Access Codes* are codes that are entered to access certain features of the system. Before using feature access codes, the user must press  before and after entering the code. *Special Internal Dials Numbers* are numbers or codes that are entered to access certain functions of the system. Before entering these special numbers, the user must first press an external line and get internal dialtone. All of these codes are fixed in the system. This means that these codes cannot be changed by the user.

Table A-6: Feature Access Codes List

 *Feature Access Codes are only available on Multiline terminals.*



Access Code	Description
1	Handsfree Answer Set/Cancel
10	Headset Off-Hook/On-Hook Button (When programmed under a Feature Access key only.)
2	Handset Mute Set/Cancel
3	Seized Trunk Number Display Internal System Hold
4	Station Number Verify Manual Pause
50	Timed Alarm Verify (Alarm 1)
51	Timed Alarm Cancel (Alarm 1)
52	Timed Alarm Set (Alarm 1) (When programmed under a Feature Access key, performs SET and CANCEL for same function.)
53	Timed Alarm Verify (Alarm 2)
54	Timed Alarm Cancel (Alarm 2)
55	Timed Alarm Set (Alarm 2) (When programmed under a Feature Access key, performs SET and CANCEL for same function.)
56	Room Monitored Telephone Set/Cancel
57	Room Monitoring Telephone Set/Cancel
58	All Telephone Alarm Clear  This feature is only available for telephones assigned to ports 1 and 2.
6	Door Lock Release
6*	Internal Hunt
65	Internal Do Not Disturb Set/Cancel
68	Call Forward – All Calls, Busy, No Answer (All Telephones) Cancel Do Not Disturb Cancel  This feature is only available for telephones assigned to ports 1 and 2.

Table A-6: Feature Access Codes List

☞ Feature Access Codes are only available on Multiline terminals.

Access Code	Description
690	Incoming Ring Mode (All Modes for Incoming Calls) Set/Cancel
691	Incoming Ring Mode (Telephone Mode) Set/Cancel
692	Incoming Ring Mode (Common Mode) Set/Cancel
66 Y XX	Call Forward – All Calls Set ☞ Y = Type of incoming call, External (0) or Internal (1). XX = Extension Number (10⇒59), VRS Automated Attendant (99), or Trunk Access code (0 or 631 ⇒636) + External Number.
66 Y **	Call Forward – All Calls Cancel Y = Type of Incoming call, External (0) or Internal (1).
67 Y XX	Call Forward – Busy/No Answer Set ☞ Y = Type of incoming call, External (0) or Internal (1). XX = Extension Number (10⇒59), VRS Automated Attendant (99), or Trunk Access code (0 or 631 ⇒636) + External Number.
67 Y **	Call Forward - Busy/No Answer Cancel Y = Type of Incoming call, External (0) or Internal (1).
7	Privacy Release (Outside Line Calls)
70	Record VRS message: 1. Night Mode AA 2. Day Mode AA 3. Holiday Mode AA 4. Follow-on message 5. UCD 1 Greeting 6. UCD 2 Greeting 7. Hold message 8. Manual Answer message
71	Verify VRS message: 1. Night Mode AA 2. Day Mode AA 3. Holiday Mode AA 4. Follow-on message 5. UCD 1 Greeting 6. UCD 2 Greeting 7. Hold message 8. Manual Answer message
72	Delete VRS message: 1. Night Mode AA 2. Day Mode AA 3. Holiday Mode AA 4. Follow-on message 5. UCD 1 Greeting 6. UCD 2 Greeting 7. Hold message 8. Manual Answer message

Table A-6: Feature Access Codes List

☞ Feature Access Codes are only available on Multiline terminals.

Access Code	Description
75	Low Battery LCD Indication Reset ☞ This feature is only available for telephones assigned to ports 1 and 2.
80	Night Mode Set/Cancel
81	VRS Night mode Set/Cancel
82	VRS Day mode Set/Cancel
83	VRS Holiday mode Set/Cancel
84XX	Extension Name Entry (Internal Calls) ☞ XX = Extension Numbers 10⇒59
85X	Trunk Name Entry (External Call) ☞ X = Outside Line (1⇒6)
86	ISDN Supplementary Services
88	Callback Indication Reset (system-wide cancel) ☞ This feature is only available for telephones assigned to ports 1 and 2.
9 #	Date/Time Set
9 *	Test Printing (SMDR) ☞ This feature is only available for telephones assigned to ports 1 and 2.
91	Malicious Call Trace ☞ Available during an incoming ISDN call only.
93	Background Music Telephone Set/Cancel
96	SMDR Printout Start/Stop Toggle (Stop = PC Programming Mode) ☞ This feature is only available for telephones assigned to ports 1 and 2.
99	Feature LED (Lamp) Reset

Table A-7: Special Internal Dial Numbers List

Access Code	Description	MLT	APR	SLI Card	SLT Adpt
0	Auto Answer Assignment (Trunk Pickup)	✓	✓	✓	✓
10 ⇒ 59	Internal Extension Number Range	✓	✓	✓	✓
60	Pick up CO/PBX calls ringing in a different tenant group.	✓	✓	✓	✓
61	Pick up ICM/DID/DIT calls ringing in the same tenant group.	✓	✓	✓	✓
62	Pick up calls ringing at a specified extension.	✓	✓	✓	✓
63X	Specified CO/PBX Line Seizure ☞ X = Outside Lines 1⇒6	✓	✓	✓	✓
64	Cancel Call Forward All and DND for MLT where set.	✓	✓	✓	✓
65	Do Not Disturb Set/Cancel	✓	✓	✓	✓
66 Y XX	Call Forward – All Calls Set ☞ Y = Type of incoming call, External (0) or Internal (1). XX= Extension Number (10⇒59), VRS Automated Attendant (99), or Trunk Access code (0 or 631 ⇒636) + External Number.	✓	✓	✓	✓
66 Y **	Y = Type of incoming call, External (0) or Internal (1).	✓	✓	✓	✓
67 Y XX	Call Forward – Busy/No Answer Set ☞ Y = Type of incoming call, External (0) or Internal (1). XX= Extension Number (10⇒59), VRS Automated Attendant (99), or Trunk Access code (0 or 631 ⇒636) + External Number.	✓	✓	✓	✓
67 Y **	Call Forward - Busy/No Answer Cancel Y = Type of incoming call, External (0) or Internal (1).	✓	✓	✓	✓
68	Trunk Queuing	✓	✓	✓	✓
69	Trunk Queuing Cancel	✓	✓	✓	✓
7	Quick Transfer to Voicemail	✓	✓	✗	✓
70	Internal All Call Page	✓	✓	✓	✓
71	Zone A page	✓	✓	✓	✓
72	Zone B page	✓	✓	✓	✓
74	Page Answer	✓	✓	✓	✓
75	External Paging	✓	✓	✓	✓
77	Internal/External All Call Page	✓	✓	✓	✓

Table A-7: Special Internal Dial Numbers List

Access Code	Description	MLT	APR	SLI Card	SLT Adpt
78	Activate Door Lock Release 1	✓	✓	✓	✓
79	Activate Door Lock Release 2	✓	✓	✓	✓
81	Doorphone 1 Monitor	✓	✓	✓	✓
82	Doorphone 2 Monitor	✓	✓	✓	✓
84	Last Number Redial (SLT Only)	✗	✗	✓	✓
85	Personal Speed Dial entry (SLT Only)	✗	✗	✓	✓
83	Speed Dial call (SLT Only)	✗	✗	✓	✓
871	Ringer/Volume Adjustment	✓	✗	✗	✗
872	Contrast Adjustment ☞ This applies to Dterm Series i and DTU-type telephones	✓	✗	✗	✗
89	Feature LED (Lamp) Reset	✓	✓	✓	✓
9	Attendant Call (Call MLT Port 01)	✓	✓	✓	✓
#	Answer Callback Request (if set)	✓	✓	✗	✗
#	Last Number Redial (SLT only)	✗	✗	✓	✓

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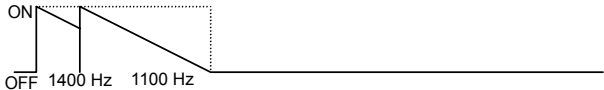


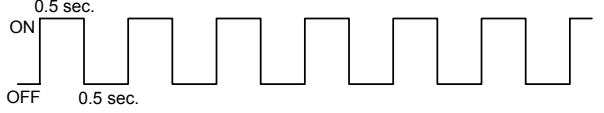
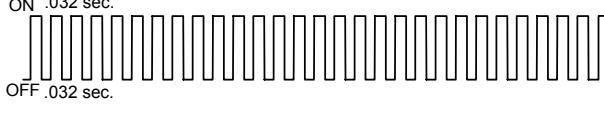
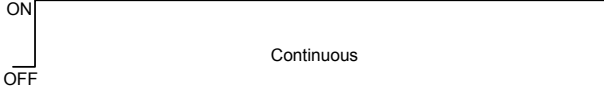
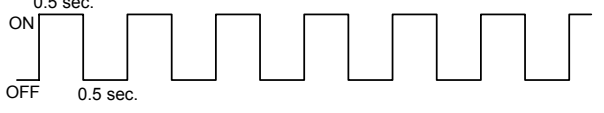
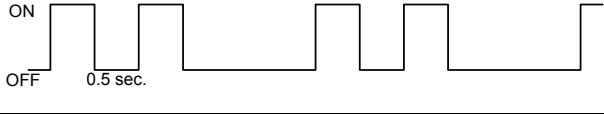
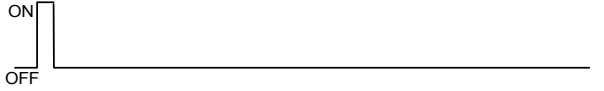
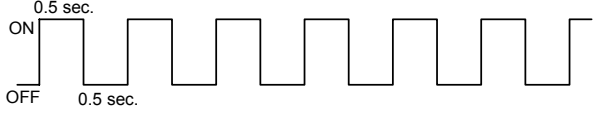
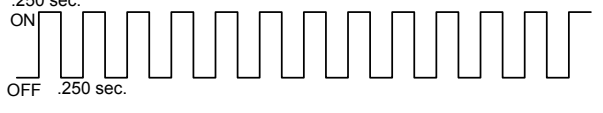
APPENDIX B

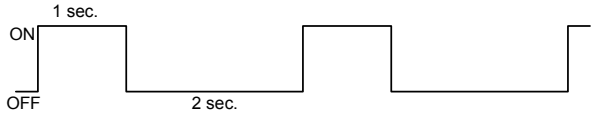
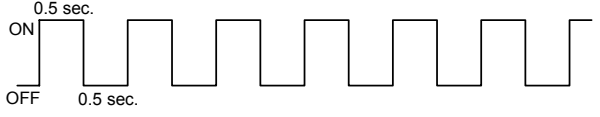


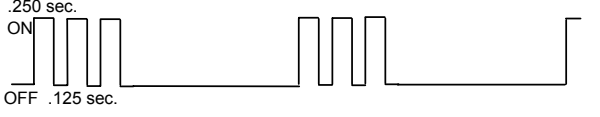

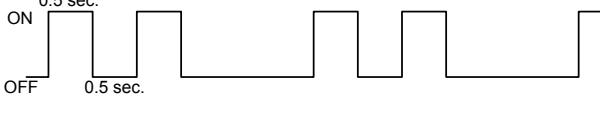
TONE PATTERNS

This chart provides the frequency and tone cycle patterns for the tones. Tones are used by the system to inform users of system functions such as dial tone, busy tone and ringback tone. Note that the tones and frequencies are listed for each type of telephone the Xen Alpha system supports. In the chart (I) beside the frequency indicates the Xen Alpha telephone and (E) indicates the DTU-type telephones.

Table A-8: Tone Patterns

System Tone (Fixed)	Frequency (Hz) (Fixed)	Modulation	Cycle
Automatic Callback	500 Hz (I) 540 Hz (D)	N/A	
Barge-In Tone	440 Hz	N/A	
Busy Tone	480 Hz 620 Hz	N/A	
Call Waiting Tone	440 Hz	N/A	
CO/PBX Ring Tone A	High: 1024 Hz/1285 Hz (I) 1100 Hz/1400 Hz (E) Low: 480 Hz/606 Hz (I) 520 Hz/660 Hz (E)	16	
CO/PBX Ring Tone B	High: 1024 Hz/1285 Hz (I) 1100 Hz/1400 Hz (E) Low: 480 Hz/606 Hz (I) 520 Hz/660 Hz (E)	16	
CO/PBX Ring Tone C	High: 1024 Hz/1285 Hz (I) 1100 Hz/1400 Hz (E) Low: 480 Hz/606 Hz (I) 520 Hz/660 Hz (E)	16	
CO/PBX Ring Tone D	High: 1024 Hz/1285 Hz (I) 1100 Hz/1400 Hz (E) Low: 480 Hz/606 Hz (I) 520 Hz/660 Hz (E)	16	

System Tone (Fixed)		Frequency (Hz) (Fixed)	Modulation	Cycle
Doorphone 1	Chime Tone	N/A	N/A	
	Busy Chime Tone	1400 Hz/1100 Hz (I & E)	N/A	
Doorphone 2	Chime Tone	N/A	N/A	
	Busy Chime Tone	1024 Hz (I) 1100 Hz (E)	N/A	
Hold Alarm		1024 Hz (I) 1100 Hz (E)	N/A	
Howler Tone		2400 Hz (I & E)	16 100% AM	
Incoming Dial Tone		360 Hz/440 Hz (I & E)	N/A	
Incoming Ring Transfer		480 Hz/606 Hz (I) 520 Hz/660 Hz (E)	16	
Internal Ring Tone		500 Hz (I) 540 Hz (E)	N/A	
Key Tone		1100 Hz (I & E)	N/A	
Recall Tone		1024 Hz (I & E)	N/A	
Reorder Tone		480/620 Hz	N/A	

System Tone (Fixed)	Frequency (Hz) (Fixed)	Modulation	Cycle
Ringback Tone for External Speaker CO/PBX Ring Tone	440 Hz/480 Hz (I & E)	N/A	
Ringling Transfer Alarm	1024 Hz (I) 1100 Hz (E)	N/A	
Set Tone 1	800 Hz (I & E)	N/A	
Set Tone 2	500 Hz (I) 540 (E)	N/A	
Timed Alarm	1024 Hz (I) 1100 Hz (E)	N/A	
Tone Override	500 Hz (I) 540 HZ (E)	N/A	
Trunk Queuing	500 Hz (I) 540 HZ (E)	N/A	

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APPENDIX C

Xen Alpha

Release 6.0

GLOSSARY OF TERMS

This glossary is provided to help you understand terms and abbreviations used throughout this document.

Table A-9: Glossary of Terms

Term	Definition
Central Office (CO)	Telephone company facility where subscribers' lines are joined to switching equipment for connecting other subscribers to each other, locally and long distance. Also called CO, as in See-Oh. Sometimes the term central office is the same as the overseas term "public exchange." Sometimes, it means a wire center in which there might be several switching exchanges.
CO	Refer to Central Office
Dial Pulse (DP)	A means of signalling consisting of regular momentary interruptions of a direct or alternating current at the sending end in which the number of interruptions corresponds to the value of the digit or character. In short, the old style of rotary dialling. Dial the number "five" and you will hear five "clicks." See also DTMF.
Dual Tone Multifrequency (DTMF)	Dual Tone Multi-Frequency. A fancy term describing push button or Touchtone dialling. (Touchtone is a not registered trademark of AT&T, though until 1984 it was.) In DTMF, when you touch a button on a push button pad, it makes a tone, actually a combination of two tones, one high frequency and one low frequency. Thus the name Dual Tone Multi Frequency. In U.S. telephony, there are actually two types of "tone" signalling, one used on normal business or home push button/touchtone phones, and one used for signalling within the telephone network itself. See also Dial Pulse.
DP	Refer to Dial Pulse.
DTMF	Refer to Dual Tone Multifrequency.
Hybrid System	This term is used to describe a system which has attributes of both Key Telephone Systems and PBXs. The distinguishing feature is that a hybrid key system can use normal single line phones in addition to the normal electronic key phones. A single line phone behind a hybrid works very much like a single line phone behind a PBX. The second distinguishing feature of a hybrid is that it is "non-squared." This means that not every trunk appears as a button on every phone in the system. In a non-squared system, you can have more trunks than you have buttons on each telephone. Some telephones will have trunks that others do not have and vice versa. This allow you to have more trunks on your telephone system than you have buttons on your telephones. This means, for example, that four executives can each have private lines and access to four trunks on a six-button telephone.

Table A-9: Glossary of Terms

Term	Definition
ISDN	Integrated Services Digital Network. ISDN comes today in two basic flavors -- BRI, which is 144,000 bits per second and designed for the desktop, and PRI which is 2,031,616 bits per second and designed for telephone switches, computer telephony and voice processing systems. Neither ISDN BRI or ISDN PRI is a standard service, though there are several "standard" configurations. ISDN BRI is a wonderful service in your home or office because it can give you video conferencing, and faster data communications.
Key Function (KF)	Refer to Squared System
Key Service Unit (KSU)	The Key Service Unit is the main cabinet containing all the equipment, switching and electronics necessary to run a key telephone system.
KF	Refer to Squared System
KSU	Refer to Key Service Unit.
LCD	Refer to Liquid Crystal Display
Liquid Crystal Display (LCD)	Liquid Crystal Display. An alphanumeric display using liquid crystal sealed between two pieces of glass. The display is divided into hundreds or thousands of individual dots, which are charged or not charged, reflecting or not reflecting external light to form characters, letters and numbers. LCD displays have certain advantages. They use little electricity and react reasonably quickly.
MF	Refer to Hybrid System.
Multifunction System (MF)	Refer to Hybrid System.
PBR	Push Button Receiver. Instead of rotary dialling, buttons are pushed to generate the tones needed to place a phone call. Also called Touchtone or DTMF.
Rotary Dialling	Refer to Dial Pulse
PBX	Private Branch eXchange. A private (i.e. you, as against the phone company owns it), branch (meaning it is a small phone company central office), exchange (a central office was originally called a public exchange, or simply an exchange). In other words, a PBX is a small version of the phone company's larger central switching office. A PBX is also called a Private Automatic Branch Exchange, though that has now become an obsolete term. In the very old days, you called the operator to make an external call, except in Europe. Then later someone made a phone system that you simply dialled nine (or another digit -- in Europe it's often zero), got a second dial tone and dialled some more digits to dial out, locally or long distance. So, the early name of Private Branch Exchange (which needed an operator) became Private AUTOMATIC Branch Exchange (which didn't need an operator). Now, all PBXs are automatic. And now they're all called PBXs, except overseas where they still have PBXs that are not automatic

Table A-9: Glossary of Terms

Term	Definition
Squared System	A squared system is a system where each trunk line "appears" as the same button on each phone. The major advanced of the squared system is that you can go to any telephone anywhere in the system and punch any button for any trunk line and know it to be the same button for the same trunk line. This makes telephone operation less confusing. However, there is a limitation to this configuration, you can only have as many trunks on your key system as you have trunk buttons on your key telephones. (See also, Hybrid System.)
Switch	A mechanical, electrical or electronic device which opens or closes circuits, completes or breaks an electrical path, or selects paths or circuits.
Tenant Service	Some businesses acquire a telephone system too large for their needs so they sell parts of the service to smaller offices in their own building or in the surrounding community. There are two ways to make money on tenant service -- renting telephone equipment or reselling long distance lines. There's more money on re-selling long distance lines.
Touchtone Dialling	Refer to Dual Tone Multifrequency.
Trunk Line	A communication line between two switching systems. The term switching systems typically includes equipment in a central office (the telephone company) and PBXs. A tie trunk connects PBXs. Central office trunks connect a PBX to the switching system at the central office.

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