

# STARPLUS<sup>®</sup>

*digital systems*

**SPD 1428 and SPD 2856**  
**Station User Guide**  
*(including FP II features)*



**VODAVI**

**COMMUNICATIONS  
SYSTEMS**



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## PLACING AND ANSWERING OUTSIDE CALLS

### PLACING AN OUTSIDE CALL

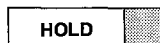


*Station user may also dial the individual trunk group access code to access an outside line.*

To access an outside line for dialing out:

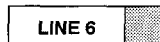
- Press outside line button or pool button. ON/OFF button LED will light and dial tone will be heard.
- Dial desired party.
- When called party answers, lift handset to converse or use speakerphone.
- If LCR is enabled, dial [9], then the phone number.

### PLACING AN OUTSIDE LINE ON HOLD



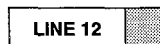
- If your system is programmed for Exclusive Hold Preference, press HOLD button once for Exclusive Hold and twice for System Hold.
- If your system is programmed for System Hold Preference, press HOLD button once for System Hold and twice for Exclusive Hold.

### ANSWERING AN OUTSIDE CALL



- Lift handset or press ON/OFF button.
- Press slow flashing outside line button, or Loop button. (If your telephone is programmed with Preferred Line Answer, you may answer an outside line by lifting the handset or pressing ON/OFF button.)

### ANSWERING A RECALL



When an outside line has remained on hold for an extended period of time, you will be reminded with a recalling ring. (If preferred Line Answer is enable, skip next step.)

- Press outside line, Loop or Pool button flashing at very fast rate.
- Lift handset or press ON/OFF to converse.

### FLASH



When connected to an outside line:

- Press FLASH button to disconnect outside line and reseize outside line dial tone.

### CALLING STATION TONE MODE OPTION

Allows a calling station to override a called stations "H" or "P" intercom switch settings.

When placing a call to a station and Tone ringing is desired:

- Dial [6#] on the dial pad.
  - Dial three-digit station extension,
  - or
  - Press DSS button of desired station.
- Call tone rings station.

## CALL PICKUP

### CALL PICKUP

There are two ways to pick up a call ringing at another telephone:

### CALL PICKUP (GROUP)



*You must be in the same pickup group as the ringing telephone to pickup the call*

When intercom tone ringing, transferred outside line ringing, recall ringing or initially ringing call is heard at an unattended telephone.

- Lift the handset or press ON/OFF button.
  - Dial [#0] on the dial pad, or
  - Press the PICK-UP button to be connected to the calling party.

### CALL PICKUP (DIRECTED)



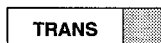
*NOTE: User MUST have access to the specific outside line or a Loop button to do a directed call pick-up.*

When incoming, transferred, or recalling outside line ringing, intercom ringing, or Camp On ringing is heard at an unattended telephone.

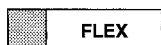
- Dial the station number of the known ringing telephone. Receive ringback or Call Announce Tone.
- Press the PICK-UP button to answer the call.

## CALL PARK

### CALL PARK



OR



To place an outside call in park and consult with, page, or call an internal party:

While connected to an outside line:

- Press TRANS button. The caller is put on Exclusive Hold.
  - Dial parking location (220 to 227), or
  - Press pre-programmed\* CALL PARK Flex button.
- Hear confirmation tone.

If you hear busy tone:

- Press TRANS and dial another parking location, or
- Press pre-programmed\* CALL PARK Flex button.

*\*Refer to FLEX Button Programming*

### RETRIEVING A PARKED CALL

- Lift handset or press ON/OFF button.
- Dial the pound [#] key.
  - Dial the parking location where call was parked (220 to 227), or
  - Press pre-programmed\* FLEX button.

*\*Refer to FLEX Button programming.*

## PERSONAL PARK

### PERSONAL PARK

While connected to an outside line:

- Press the TRANS button. The caller is put on Exclusive Hold.
  - Dial the Personal Park code, [228],  
or
  - Press pre-programmed\* PERSONAL PARK flex button.
- Confirmation tone will be heard.

To retrieve a parked call:

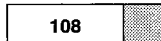
From the station that parked the call:

- Dial the Personal Park Code, [228],  
or
- Press pre-programmed\* PERSONAL PARK flex button.
- Both the station and the call will receive a warning tone and then a talk path is established between the two parties.

\*Refer to FLEX Button programming.

## INTERCOM CALLS

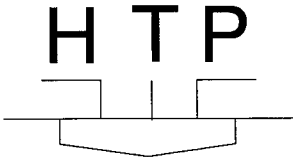
### PLACING AN INTERCOM CALL



- Press the DSS button of the party to be called (if programmed at your phone),  
or
- Dial the three-digit station number (100-155).
- You will hear ringing if the called stations intercom signal switch is in the "T" position; or two bursts of tone if in the "H" or "P" position.
- Lift handset or use speakerphone after the tone bursts stop.
- Hang up to end call.

*NOTE: Dialing a number in the numbering plan activates the telephone automatically.*

### ANSWERING AN INTERCOM CALL



With your intercom signal switch in the:

- **H mode.** (Left switch position) You will hear two bursts of tone and an announcement. Reply handsfree or lift handset for privacy.
- **T mode.** (Center switch position) You will hear repeated bursts of intercom tone ringing and the HOLD button will slow flash. Lift handset or press ON/OFF button to answer.
- **P mode.** (Right switch position) You will hear two bursts of tone and a one-way announcement. The calling party cannot hear conversations in progress.

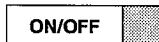
## INTERCOM CALLS - Cont'd

### INTERCOM TRANSFER



- Intercom transfer without DSS buttons:
  - Receive or make an intercom call.
  - Press the TRANS button. Intercom dial tone is heard.
  - Dial the station where the call is to be transferred.
  - When 2nd station answers, you are in a supervised transfer mode. (1st station is staged for transfer)
  - Replace handset. (Station 1 and 2 are connected)
- Intercom transfer using DSS buttons:
  - Receive or make an intercom call using a DSS button.
  - Press TRANS button. Intercom dial tone is heard.
  - Press DSS button where call is to be transferred.
  - Replace handset. (Station 1 and 2 are connected)

### GROUP LISTENING



All digital key stations have built in speakerphones. Station users may use the speaker to monitor a call while using the handset to converse with the outside party. This enables other people in the room to listen to both parties in the conversation.

While conversing, on the handset:

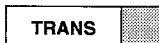
- Press the ON/OFF button. Both parties of the conversation can then be heard on the digital station's speaker. The speakerphone microphone will be muted while the handset is off-hook.

*Group Listening is NOT available when the station is in the headset mode.*

To deactivate Group Listening while off-hook, the ON/OFF button must be depressed.

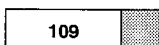
## CALL TRANSFER

### CALL TRANSFER

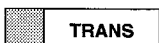


Outside lines can be transferred from one phone to another within the system. The transfer can be either screened (announced) or unscreened to either an idle or busy station, or a UCD Group or Hunt Group.

### SCREENED TRANSFER



OR



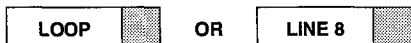
While connected to an outside line:

- Press station button where call is to be transferred (if programmed on your telephone), or
- Press TRANS button and dial station number (100-155).
- The called extension signals according to the intercom signal switch position.
- When that extension answers, announce the transfer.
- Hang up to complete transfer.



## CALL TRANSFER - Cont'd

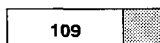
### ANSWERING A SCREENED TRANSFER



Your intercom will be signaling according to the intercom signal switch position.

- Answer the intercom and receive the transfer notice.
- Press the outside line button or loop button flashing on hold.

### TRANSFER SEARCH



OR



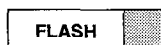
When attempting to locate a party:

- Press a station key to signal a station, or
- Press the TRANS button and dial desired station.
- If the party is not located, press another station key to continue the search, or press the TRANS button twice and dial the station number.
- If the party is not located, press the TRANS button twice again and dial another station number to continue the search.
- When the called party answers, hang up to complete the transfer.

### UNSCREENED TRANSFER

When the called extension begins to signal, hang up to transfer the call. (Recall timer starts.)

### PBX/CENTREX TRANSFER



While connected to an outside line (PBX/Centrex):

- Press FLASH button. Transfer dial tone is heard.
- Dial PBX/Centrex station number.
- Hang up to complete the transfer.

### EXECUTIVE/SECRETARY TRANSFER

- > If you are designated the Executive station and your phone is busy or in DND, all calls will be routed to the Secretary station.
- > If you are the designated Secretary station, you can signal the Executive that is busy or in DND by using the Camp-On feature.

## PAGING

### PAGING

70	Int/Ext All Call
71	Internal Zone 1
72	Internal Zone 2
73	Internal Zone 3
74	Internal Zone 4
75	Internal All Call
76[0]	External All Call
76[P]	External Page Zones 1-7

If you have been given the ability to make page announcements.

- Lift handset or press ON/OFF button.
  - Dial the two or three—digit paging code, or
  - Press pre-programmed\* FLEX button.
- Speak in normal tone of voice to deliver message.
- Replace handset to terminate the page announcement.

*\*Refer to FLEX Button programming.*

*Stations off-hook or in DND will not hear the page announcement.*

### FLASH KEY ON INTERCOM

When connected to a page zone or another internal party, press FLASH button to disconnect page or intercom call. Intercom dial tone will be heard.

## MEET ME PAGE

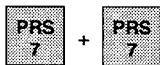
### MEET ME PAGE

To request another party meet you on a page:

- Dial the desired two or three-digit paging code, or
- Press pre-programmed FLEX button.
- Request that party meet you on the page.
- Do not hang up; wait for the requested party to answer.

*\*Refer to FLEX Button programming*

### ANSWERING A MEET ME PAGE



Go to the nearest phone:

- Dial [77] on the dial pad, or
- Press pre-programmed\* FLEX button.
- You will be connected to the party that paged you.

*\*Refer to FLEX Button programming.*

## CAMP-ON

### CAMP ON

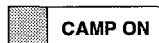


*If a station is in DND, only the attendant can Camp-On using the attendant override feature.*

If you call a station that is busy and wish to alert them to your call:

- Press the pre-programmed\* CAMP ON button. Called station will receive one burst of ringing. Wait for their response.
- When called party answers, consult with them or hang up to transfer the call.

### ANSWERING A CAMP-ON



If you are on a connected call, hear one burst of muted ringing, and your CAMP-ON button is flashing, you have a call waiting for you.

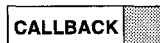
To answer

- Press the pre-programmed\* CAMP ON button. Any outside line you are connected to will be placed on hold. You may converse with the station placing the call.
- Press the flashing outside line button, if a call is being transferred.

If you do not have a pre-programmed\* CAMP-ON button, either:

- Go on-hook with present call. Camp-on will ring through, or
- Place outside CO call on hold. Then go on-hook. Camp-on will ring through.

### CALL BACK



(FLEX)

**NOTE:** When the Automatic Call Back Timer is enabled, a call back request will automatically be invoked anytime a user listens to intercom busy tone for a preset period of time.

If you dial a telephone that is busy and want to leave a Call Back indication:

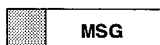
- Press the pre-programmed\* CALL BACK button.
- Hang up.
- When busy station hangs up, you will be signaled.
- Answer the call; station you called will then be signaled. (If your station is busy when signaled, an automatic MSG will be placed at your phone.)

*\*A FLEX Button MUST be programmed for this feature to operate. Refer to FLEX Button programming.*

*Only one Call Back request can be left at a station; the second request will leave a message wait callback request.*

## MESSAGE WAITING

### LEAVING A MESSAGE WAITING INDICATION



If you dial a station that is busy, unattended, or in DND, you can leave a message waiting indication.

- Press the MSG button. Called party's MSG button will flash slowly.
- Replace the handset to end the call.

*Up to five messages can be left at any Key Station*

### ANSWERING A MESSAGE WAITING INDICATION



If your MSG button is flashing at a slow rate, you have a message waiting for you..

- Press flashing MSG button. Station that left message will be signaled with tone ringing.
- If called station does not answer, press the MSG button once to leave message.

*The first message left will be the first one called.*

## LEAST COST ROUTING

### LEAST COST ROUTING



To place an outside call when LCR has been enabled in the system:

- Dial [9] on the dial pad.
- Dial desired telephone number (i.e.: 1+area code+number) 7-digit number.
- Wait for answer. Lift handset or use speakerphone to converse.

### LCR QUEUING (AUTOMATIC)

*If all lines available to you are busy, remain off-hook for four seconds to automatically be queued onto LCR for an available line.*

- Dial [9] on the dial pad.
- Dial desired telephone number (i.e.: 1+area code+number) 7-digit number.
- Wait for answer.

### LCR QUEUE CALLBACK

If an LCR Queue Call Back has been activated:

- When telephone is signaled, answer the call.
- Desired telephone number will automatically be redialed.
- Wait for answer. Lift handset or use speakerphone to converse.

To Cancel an active LCR Queue:

- Dial the LCR Queue Cancel code, [626].
- Replace the handset or press the ON/OFF button.

*Only one LCR Queue Call Back request may be initiated by a station. When a second request is made, the first request will be canceled.*

## CO LINE QUEUING

### CO LINE QUEUING

LINE QUE

*\*Refer to FLEX Button programming.*

**NOTE:** A station can queue only one line at a time.

If you see that a particular outside line is busy and you wish to be placed on a list waiting for that line to become available:

- Press desired busy outside line button or Pool button. Receive busy tone.
- Press pre-programmed\* LINE QUEUE button.
- Hang up.

*If a line within the same line group is available, it will be presented immediately.*

### TO ANSWER A QUEUE CALLBACK

LINE 5

*If your station has been programmed for Preferred Line Answer, you will have the line automatically upon lifting the handset. Then dial the desired number.*

If you hear Queue Call Back ringing and an outside line of the line group you queued is slow flashing:

- Lift handset or press ON/OFF button.
- Press flashing outside line button to answer.

## DO NOT DISTURB

### ACTIVATING DO NOT DISTURB

DND  
(FLEX)

*\*Refer to FLEX Button programming.*

If you have been given the ability to place your phone in Do Not Disturb:

- Press the pre-programmed\* DND button. DND button LED lights steady.
- The DND button can be pressed while the phone is ringing to stop the ringing.(Refer to One-Time DND below.

To cancel Do Not Disturb:

- Press the pre-programmed\* DND button again. DND button LED extinguishes.

### ONE-TIME DO NOT DISTURB (DND)

DND  
(FLEX)

Allows you to prevent calls from ringing at your station while you're on a call. The One-Time DND condition will automatically cancel when you end your call.

- Press the pre-programmed\* DND button while you're off-hook and connected to a CO line or intercom call. The DND button LED lights and off-hook tones at your station are canceled.

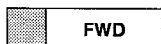
To Cancel One-Time Do Not Disturb

- Go on-hook or press ON/OFF button.
- The DND button LED extinguishes and DND is canceled.

*\*Refer to FLEX Button programming.*

## CALL FORWARDING

### CALL FORWARDING - (ALL CALLS)



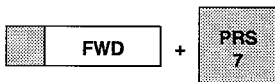
If you have been given the ability to forward your calls:

- Lift handset or press ON/OFF button.
- Press the pre-programmed\* FWD button.
  - Press DSS button,
  - or
  - Dial intercom number where calls are to be forwarded, including UCD, Voice Mail, and Hunt group pilot numbers.

*Line Queue, Call Back requests, message wait requests, and pre-selected messages are canceled when a station activates call forward.*

\*Refer to FLEX Button programming.

### CALL FORWARDING - (NO ANSWER)

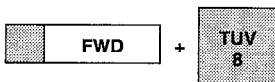


If you have been given the ability to forward your calls:

- Lift handset or press ON/OFF button.
- Press the pre-programmed\* FWD\* button.
- Dial the Call Forward No Answer code [7] on the dial pad.
  - Press DSS button,
  - or
  - Dial intercom number where calls are to be forwarded. Hear confirmation tone.
- Replace handset or press ON/OFF button.

\*Refer to FLEX Button programming.

### CALL FORWARDING - (BUSY)

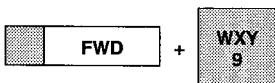


If you have been given the ability to forward your calls:

- Lift handset or press ON/OFF button.
- Press the pre-programmed\* FWD\* button.
- Dial the Call Forward Busy code [8] on the dial pad.
  - Press DSS button,
  - or
  - Dial intercom number where calls are to be forwarded. Hear confirmation tone.
- Replace handset or press ON/OFF button.

\*Refer to FLEX Button programming.

### CALL FORWARDING - (BUSY/NO ANSWER)



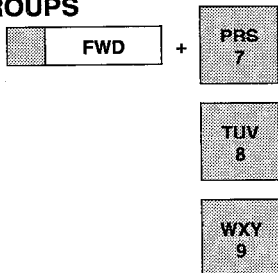
If you have been given the ability to forward your calls:

- Lift handset or press ON/OFF button.
- Press the pre-programmed\* FWD button.
- Dial the Call Forward Busy/No Answer code [9] on the dial pad.
  - Press DSS button,
  - or
  - Dial intercom number where calls are to be forwarded. Hear confirmation tone.
- Replace handset or press ON/OFF button.

\*Refer to FLEX Button programming.

## CALL FORWARDING - Cont'd

### CALL FORWARDING TO VOICE MAIL GROUPS



Intercom and Transferred CO callers may be routed directly to your mail box by forwarding your phone to a voice mail group.

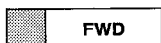
- Lift handset or press ON/OFF button.
- Press the pre-programmed\* FWD button.
- Dial the desired code:
  - [7]=no answer calls
  - [8]=busy calls
  - [9]=busy/no answer calls.

For immediate forwarding, skip preceding step.

- Dial the three-digit Voice Mail group pilot number (440-447) for the group (1-8) where calls are to be forwarded. Hear confirmation tone.
- Replace handset or press ON/OFF button.

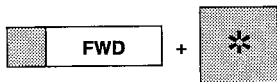
\*Refer to FLEX Button programming.

### TO REMOVE CALL FORWARDING (ALL TYPES)



- Press ON/OFF button.
- Press the pre-programmed\* FWD button.
- Replace handset or press ON/OFF button.

### STATION OFF-NET CALL FORWARDING (via speed dial)



Allows stations to forward intercom and transferred calls to an off-net location.

In a speed dial bin, store the number of the off-net location where calls are to be forwarded. Follow instructions provided for storing station or system speed dial numbers.

- Lift handset or press ON/OFF button.
- Press the pre-programmed\* FWD button.

Either:

- Dial an asterisk [\*] on the dial pad. Then dial the speed bin number that contains the number where calls are to be forwarded. Confirmation tone is heard. FWD button LED is flashing.

Canceling Off-Net Forwarding:

- Lift handset or press ON/OFF button.
- Press the pre-programmed\* FWD button. FWD button LED is extinguished.

\*Refer to FLEX Button programming

## PERSONALIZED MESSAGES

### PERSONALIZED MESSAGES

-00	Clear Messages
-01	ON VACATION
-02	RETURN AM
-03	RETURN PM
-04	RETURN TOMORROW
-05	RETURN NEXT WEEK
-06	ON TRIP
-07	IN MEETING
-08	AT HOME
-09	ON BREAK
-10	AT LUNCH

Each station can select a preassigned message to be displayed on the LCD of any Key Telephone calling that station.

To select one of the ten available messages:

- Dial [633] on the dial pad, or
- Press pre-programmed FLEX button.
- Dial the two-digit code for the message which will appear. Refer to Table at left.
- Hang up. (Activating DND or Call Forwarding cancels selected message.)

### PERSONALIZED MESSAGES - Date and Time Entry

-11	VACATION UNTIL: MM/DD
-12	RETURN: HH:MM xm or MM/DD
-13	ON TRIP UNTIL: MM/DD
-14	MEETING UNTIL: HH:MM xm
-15	AT HOME UNTIL: HH:MM xm
-16	ON BREAK UNTIL: HH:MM xm
-17	AT LUNCH UNTIL: HH:MM xm

As an enhancement to the original canned messages, station users can activate certain messages that will allow the user to enter a specific time or a date of return. These messages will appear on the calling station's display to alert them of the desired party's return time or date.

To activate a message with a custom return time or date:

- Dial [633] on the dial pad.
- Dial the two-digit code for the message which will appear. Refer to Table at left.
- Enter the date/time by using the buttons on the dial pad as follows:
- Press the HOLD button to enter the message. Confirmation tone is received.

To cancel the message:

- Dial the Message Access code [633]+[00] on the dial pad.
- Replace the handset or press the ON/OFF button.

A=21	M=61	1=1#	*=01
B=22	N=62	2=2#	,=02
C=23	O=63	3=3#	?=03
D=31	P=71	4=4#	/=04
E=32	Q=74	5=5#	!=*1
F=33	R=72	6=6#	\$=*2
G=41	S=73	7=7#	%=*3
H=42	T=81	8=8#	&=*4
I=43	U=82	9=9#	*=*#
J=51	V=83	0=0#	(=#1
K=52	W=91	SPACE=11	)=#2
L=53	X=92		+=#3
	Y=93	:12	==#4
	Z=94	-13	#=##
		'=14	

### PERSONALIZED MESSAGE CODE ON A FLEX KEY



You can program code 633 on a flexible key to speed access of pre-selected messages.

- Press SPEED button twice.
  - Press the desired flex button. LED flashes.
  - Dial [633]+[#]. Confirmation tone is heard.
- User can now press that flex button and dial the two-digit message number 00-10. Confirmation tone is heard. Refer to Personalized Messages for a list of codes.



## CUSTOM MESSAGES

### CUSTOM MESSAGES

The system administrator (Sta 100) programs the ten custom messages at the first attendant station. These messages can be used in the same manner as Personalized messages.

A station wishing to select a custom message:

- Dial [633] on the dial pad.  
or
- Press the pre-programmed\* Message Access flexible button.
- Dial the two-digit code for the desired message to be displayed on your phone when called.
- Replace the handset or press the ON/OFF button.

To cancel the message:

- Dial the Message Access code [633]+[00] on the dial pad.
- Replace the handset or press the ON/OFF button.

## OFF HOOK VOICE OVER

### OFF HOOK VOICE OVER (OHVO)

This feature allows users, off-hook on a call (CO or Intercom), to receive a voice announcement through the handset receiver without interrupting the existing call. The overridden party may then respond to the calling party using CAMP-ON procedures to talk to the calling party or may use Silent Text Messaging to respond to the calling party via LCD Displays.

Placing an Off-Hook Voice Over (OHVO) call:

- When an OHVO station calls a busy OHVO station, and busy tone is received, the calling OHVO station can dial the OHVO code [628] on the dial pad,  
or
- Press a pre-programmed\* OHVO button to initiate an OHVO announcement. The HOLD button LED will flash at the called OHVO station.
- The OHVO receiving station will receive a one beep warning tone, the called OHVO station must be in the "H" mode, and then the calling OHVO party may begin the voice announcement to the called OHVO party.

Responding to an Off-Hook Voice Over (OHVO):

- After receiving an OHVO announcement, two options are available to respond to the calling party:
  - The called OHVO station may respond to the calling OHVO station by using the Camp-On feature. The called OHVO station presses the flashing HOLD button to consult with the calling station. The existing call (CO line) goes on Exclusive Hold automatically. This method, then follows Camp-On procedures and operation.  
or
  - The called station may respond to the calling station by using the Silent Text Messaging (this feature is only available to digital key terminals, and the called station must be a digital display terminal.) The called OHVO station may press pre-programmed Message button to respond to the voice over announcement without being released from the current call, (i.e. by pressing a flex button pre-programmed for the message "IN MEETING"), the calling station will receive this message on the calling station's LCD display.

## TEXT MESSAGING

### TEXT MESSAGING (Silent Response)

31	I WILL TAKE CALL
32	TAKE MESSAGE
33	TRANSFER TO SECRETARY
34	PUT CALL ON HOLD
35	CALL BACK
36	ONE MOMENT PLEASE
37	I WILL CALL BACK
38	WHO IS IT?
39	IS IT LONG DISTANCE?
40	IS IT PERSONAL?
41	IS IT AN EMERGENCY?
42	IS IT IMPORTANT?
43	IS IT URGENT?
44	SEND CALL TO VOICE MAIL
45	PARK CALL
46	OUT OF SERVICE
47	PUT CALL THROUGH
48	I AM BUSY
49	O.K.
50	NO
51	YES

This a feature allows a station user to use text messages to respond to a caller that has either Camped-On or has used the Off-Hook Voice Over feature to alert a busy station user of a waiting call or message. The "camped-on" station may respond to the caller via the canned, custom, and silent response text (LCD) messages. The text messages appear on the calling party LCD Display.

While receiving a Camp-On, or OHVO call:

- The called party may press a flexible button programmed for message access [633#], then dial the desired two-digit message code. Example : [633] + [38] means that a telephone calling the station will receive the message "WHO IS IT?".

The additional messages (with their codes) listed in the chart can also be sent as a text response:

*NOTE: The calling station must be a digital display telephone and the call station must be a keyset.*

## EXECUTIVE OVERRIDE

### EXECUTIVE OVERRIDE

**CAUTION. USE OF THIS FEATURE WHEN THE EXECUTIVE OVERRIDE WARNING TONE IS DISABLED MAY BE INTERPRETED AS A VIOLATION OF FEDERAL, STATE, OR LOCAL LAWS, AND AN INVASION OF PRIVACY. CHECK APPLICABLE LAWS IN YOUR AREA BEFORE INTRUDING ON CALLS USING THIS FEATURE.**

Allows stations designated as "Executive" the ability to override and "barge in" on other keysets engaged in CO Line conversations.

If you call a busy station:

- Dial [625] on the dial pad. Executive station will be bridged onto the CO conversation in progress at the called station. Optional warning tone is heard and presented to all parties prior to cut-thru.
- Replace handset at Executive station to terminate the override.

## CONFERENCE

### CONFERENCE COMBINATIONS

*Only stations that have Conference enabled will be able to initiate a Conference.*

- Four internal and one external or five party internal - Add-on Conference.
- One internal and two external - Multi-Line Conference.

### ESTABLISHING A CONFERENCE



*Only stations that have Conference enabled will be able to initiate a Conference. A maximum of five parties can be included in a conference.*

- Lift the handset.
- Select intercom station or dial desired outside party. *When called party answers, press CONF button.*
- Add next conference party by selecting another outside line or intercom station.
- When party answers, press the CONF button twice. All parties are connected.

### EXITING A CONFERENCE (Controller Only)

There are three methods of exiting a conference:

- Press the ON/OFF button to ON. Press the MUTE button, and replace the handset (to monitor a conference).

Use this method only if Multi-Line Conference is in progress:

- Press HOLD button to place outside parties on hold. Hold timer starts. If one of the two parties is internal, that party will be dropped.
- Press the pre-programmed CONF button and hang up or press the ON/OFF button to leave the other conference parties still connected in an unsupervised conference. The CONF button LED will flash and timer will start. There will be a warning tone before the other parties are dropped.

*\*Refer to FLEX Button programming.*

### RE-ENTERING A CONFERENCE

When the controller re-enters the conference, the disconnect timer is reset.

- Lift handset to re-enter a monitored conference.
- To re-enter a conference placed on hold, repeat steps for establishing a conference.
- To re-enter an unsupervised conference, lift handset and press flashing CONF\* button. The CONF\* button lights steady and confirmation tone will be heard.

*\*Refer to FLEX Button programming.*

### TERMINATING A CONFERENCE

To terminate a Conference:

- Replace handset or press ON/OFF button to OFF.
- You must be actively in the conference.

*For conferences involving another station, it may be necessary to press the flashing CONF button after going on-hook.*

*\*Refer to FLEX Button programming.*

## SPEED DIAL

### STORING SPEED NUMBERS



SPEED

*TRANS button=*Pulse-to-Tone Switchover  
*HOLD button=*Pause  
*FLASH button=*Flash  
*TRANS button as 1st entry=*Display Security

Station Speed numbers can be entered by keyset users. System Speed numbers must be entered by the first programmed attendant. If no attendant is specified, enter at Station 100.

- Press the SPEED button once.
  - Press a desired outside line key, or
  - Select an outside line automatically by pressing the SPD button a second time.
- Dial the speed bin location.
  - 00 to 19 for Station Speed numbers
- Dial telephone number. (including special codes at left)
- Press the SPEED button.
- Hang up.

### DIALING A SPEED NUMBER



SPEED

If no outside line has been specified in programming, one will be chosen automatically or you can choose one now.

- Press the SPEED button.
  - Dial the speed bin location, or
  - Press programmed speed bin button.
    - 00 to 19 = Station Speed numbers
    - 20 to 99 = System Speed numbers.
- When called party answers, pick up handset or use speakerphone.

### LAST NUMBER REDIAL

- Press the SPEED button.
- Press the pound [#] key. The last number dialed over an outside line will be automatically redialed.

### SAVE NUMBER REDIAL



SPEED

If you wish to save the last number you dialed for use later:

- After placing an outside call, keep handset off-hook.
- Press the SPEED button twice.

### TO DIAL A SAVED NUMBER



SPEED

- Press the SPEED button.
- Press the asterisk [\*] key. Saved number is automatically dialed.

### AUTOMATIC SELECTION

Pressing an outside line button, Loop or Pool button, a Speed button, a Station button, or dialing a number in the Starplus Digital System Numbering Plan will automatically activate the speakerphone and light the ON/OFF button, if your keyset is programmed as a speakerphone.

## UNIFORM CALL DISTRIBUTION (UCD)

### DISPLAY CALLS IN QUEUE FOR UCD GROUPS

UCD 55X 00 CALLS IN QUEUE  
MM/DD/YY HH:MM am

*This feature cannot be used with a call in progress and the station will be considered busy for incoming calls.*

From an idle display key telephone:

- Dial [567] on the dial pad, followed by the three-digit UCD Group number (55x), or
- Press pre-programmed flex button. ON/OFF button LED lights steady
- Your display will tell you how many calls are in queue for that group.
- Dynamic update of display occurs as queue condition changes.
- Replace handset or press the ON/OFF button to terminate mode.

### AVAILABLE/UNAVAILABLE MODE

UNAVAILABLE UCD \*125\*  
MM/DD/YY HH:MM am

If you are a UCD Agent, you may place your station in the Available mode to receive UCD type of calls or you may place your station in the unavailable mode to block UCD type of calls from ringing your station.

To go Available:

- Dial [566] on the dial pad or press pre-programmed\* Available/Unavailable FLEX button. You may now receive calls.

To go Unavailable:

- Dial [566] on the dial pad or press pre-programmed\* Available/Unavailable FLEX button. You are now blocked from receiving UCD calls.

*\*Refer to FLEX Button programming.*

## MISCELLANEOUS

### HEADSET MODE

If you wish to use a headset and have been given the ability to do so in programming.

To Activate Headset Mode:

- Dial [634] on the dial pad, or
- Press pre-programmed\* FLEX button. LED will light steady.

While Headset mode is active, the ON/OFF button will activate the headset and disable speakerphone and intercom call announce operation at your station.

To De-Activate Headset Mode:

- Dial [634] on the dial pad, or
- Press the pre-programmed\* FLEX button. LED will extinguish.

*\*Refer to FLEX Button Programming.*

## DIAL BY NAME

### DIAL BY NAME

ALPHA NUMERIC CHARACTER	DIGIT
A,B,C	2
D,E,F	3
G,H,I	4
J,K,L	5
M,N,O	6
P,Q*,R,S	7
T,U,V	8
W,X,Y,Z*	9
*does not appear on dial pad	

When the system finds a unique numeric match (MURPHY=687749) to the name being dialed, the call will be placed to the station matching the name. The intercom call will signal the station according to the H-T-P switch setting. If fewer than 8 digits are dialed, the numeric match will be dialed after a 10 sec. interdigit time-out occurs, or if a "#" (pound), is pressed.

The system will allow station users to dial extension numbers by entering a name of a person that has been programmed for that station. The system database will allow entry of a name (alphanumeric) up to 24 characters in length for each station. This programmed name can be used for dialing-by-name station users and in some cases LCD displays.

To dial a station user by name:

- Dial the Dial-By-Name code [6\*] on the dial pad, or
- press the pre-programmed\* DIAL-BY-NAME flex button.
- Dial the desired person's name using the keys on the key pad. For example: if you wanted to call Linda Murphy, and last names were entering into the directory dialing list, you would press the digit 6 (M), then the digit 8 (U), then the digit 7 (R), the digit 7 again (P), the digit 4 (H) and finally the digit 9 (Y).

## NAME IN DISPLAY

### PROGRAMMING NAME INTO DISPLAY

A=21	M=61	1=1#	"=01
B=22	N=62	2=2#	,=02
C=23	O=63	3=3#	?=03
D=31	P=71	4=4#	/=04
E=32	Q=74	5=5#	!=*1
F=33	R=72	6=6#	\$=*2
G=41	S=73	7=7#	%=*3
H=42	T=81	8=8#	&=*4
I=43	U=82	9=9#	*=*#
J=51	V=83	0=0#	(=#1
K=52	W=91	Space=11	)=#2
L=53	X=92	: =12	+ =#3
	Y=93	- =13	= =#4
	Z=94	' =14	# =##

Every extension (Key or SLT) has the capability to program the users name so that people using display telephones will see the name instead of the station number.

- Dial [690] on the dial pad.
- Enter your name (up to 7 characters) using the pattern shown.
- Press SPEED button to complete the programming process.

### UNIVERSAL NIGHT ANSWER

NOTE: Each telephone utilizing Universal Night Answer must have a loop button appearance if the ringing outside line does not appear at their phone.

If you hear outside line ringing at another station (while the system is in Night Service) and wish to answer it:

- Dial [#3] on the dial pad. The connected outside line can be transferred or disconnected.

## DIRECTORY DIALING

### DIRECTORY DIALING - Stations

Station Users and Attendant(s) with Executive Display telephones may view a list, of up to 100 names on SPD 1428 System, and up to 200 names on SPD 2856 System from the System Directory on the station's LCD display. Then automatically dial the station or speed dial bin by pressing a single button. Names placed in the directory list may be associated to intercom numbers, System Speed dial bins, or entries in the Local Number/Name Translation Table. Users may view the directory list beginning with any letter of the alphabet, then scroll through the list either forward or backwards. Directory dialing may also be used to transfer a call from one station to another.

To view the directory list:

- Dial the Directory List dial code [680] on the dial pad,
  - or
  - press the pre-programmed\* flex button programmed as a directory dialing button.
- Press a button on the key pad, once, twice or three times, to represent the letter of the alphabet, to begin viewing the list of names. (i.e. the first depression of the digit 2 produces the names beginning with an "A". The second depression of the digit 2 produces the names beginning with a "B", while the third depression of the digit 2 produces the names beginning with a "C".) The letters of the alphabet are represented on the key pad as follows:

ALPHA NUMERIC CHARACTER	DIGIT
A,B,C	2
D,E,F	3
G,H,I	4
J,K,L	5
M,N,O	6
P,Q*,R,S	7
T,U,V	8
W,X,Y,Z*	9

\*does not appear on dial pad.

- Names beginning with the letter chosen will appear on the LCD display.

**NOTE: If there are no names in the Directory List beginning with the desired letter, a name with the next higher letter will be shown on the LCD display.**

- Dial an [\*] on the dial pad to scroll up (next entry) through the list,
  - or
  - Dial a [#] on the dial pad to scroll down (previous entry) through the list,
    - or
    - press another button to view the list for a different letter of the alphabet.
- When the desired name is shown on the LCD display, pressing the SPEED button will automatically dial the destination station or outside phone number (via speed dial).

### TRANSFERRING A CALL USING DIRECTORY DIALING

While on a call:

- Press the TRANSfer button.
  - Dial the Directory Dial Code [680] on the dial pad,
    - or
    - Press a pre-programmed\* flex button programmed for directory dialing.
- Press the SPEED button to automatically dial the destination station.
- Hang up to complete the transfer.

**NOTE: Calls may only be transferred to internal stations only. An attempt to transfer a call off-net (via a speed dial bin) will result in the call re-calling upon going on-hook.**

\*Refer to FLEX Button programming

## OFF-HOOK PREFERENCE

### OFF-HOOK PREFERENCE

If your phone has been programmed for Off-Hook Preference, you will access an outside line, or a feature by going off-hook or pressing the ON/OFF button.

- While Off-Hook Preference is enabled, you may access Internal intercom dial tone by:
  - Pressing your pre-programmed\* ICM button. LED lights steady, or
  - Dial your own three-digit intercom number. (Do not lift handset or press ON/OFF button before dialing intercom number).
- Intercom dial tone will be heard.
- You may now dial an internal station or Feature Access code.

*\*Refer to FLEX Button programming. Also refer to Prime FLEX Button programming.*

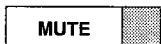
## MISCELLANEOUS

### VOLUME CONTROLS

There are two volume control slide switches on the front of the key telephone. Sliding the switch to the left will decrease the volume.

- Left switch - voice, background music, and speakerphone.
- Right switch - tone ringing volume.

### MUTE



The MUTE button provides privacy during speakerphone or handset operation by disabling the microphone.

- Press MUTE button while off-hook on speakerphone or handset to activate. (MUTE button LED lights steady)
- Press MUTE button again to deactivate.

### BACKGROUND MUSIC (OPTIONAL)



To activate Background Music:

- Press [632] on the dial pad (music is heard), or
- Press pre-programmed FLEX Button.\*

To de-activate Background Music:

- Press [632] again and music is discontinued, or
- Press pre-programmed FLEX Button.\*
- When you pick up the handset or press the ON/OFF button, music is discontinued automatically.

*\*Refer to FLEX Button Programming.*



## MISCELLANEOUS

### SPEAKERPHONE



*For further references in this section where "lift handset" is specified, you may also use the method of pressing the "ON/OFF" button, if the telephone is programmed to be a true two-way speakerphone.*

- Press station key of desired party, or
- Press available outside line button and dial number.
- Speakerphone is activated.
- Press ON/OFF button to end call.

### USING ACCOUNT CODES



*\*A FLEX button must be programmed onto your phone to use the Account Code feature. Refer to FLEX Button programming.*

When connected to an outside line call:

- Press pre-programmed\* ACCOUNT CODE button.
- Dial account code up to 12-digits. (The other party will not hear the digits being dialed).
- If account code is less than 12-digits, an asterisk [\*] must be entered to return to the call.
- If account codes are forced, the account code must be entered prior to dialing the outside number.

# USER PROGRAMMING

## TO PROGRAM FLEXIBLE BUTTONS



- Press SPEED button twice.
- Press button to be programmed (it must be programmed in data base as a flexible button.)
- Dial desired code (Refer to chart).

100-155	Station Intercom Numbers	640 [8]	Busy - Call Forward
22 [C]	Call Park Location 1-7 (system)	640 [9]	Busy/No Answer - Call Forward
228	Personal Park	640 [*]	Off-Net - Call Forward (SLT only)
33 [H]	Hunt Group Pilot Numbers 0-7	70	All Call Page (Internal & External)
44 [V]	Voice Mail Group Pilot Numbers 0-7	71	Internal Page Zone 1
55 [U]	ACD/UCD Group Pilot Numbers 0-7	72	Internal Page Zone 2
566	ACD/UCD Available/Unavailable	73	Internal Page Zone 3
567	ACD/UCD Calls in Queue Display	74	Internal Page Zone 4
601	Attendant Override	75	Internal All Call Page
602	Disable Outgoing CO Line Access	76 [0]	External All Call Page(All Ext Zones)
603	CO Line Off-Net Forward	76 [P]	External Page 1-7
604	Night Service	77	Meet-Me-Page Answer
620	Camp-On	0	Attendant
621	Line Queue	#0	Group Call Pick Up
622	Call Back	#1	Directed Call Pick-up
623	Message Wait	#3	Universal Night Answer
624	Conference	[SPEED] YY	Speed Dial Access (00-19 Station) (20-99 System)
625	Executive Override/Monitor Barge-In	[SPEED] *	Save Number Redial
627	Account Code Enter	[SPEED] #	Last Number Redial
628	OHVO Enable		
629	MUTE Button		
631	Do Not Disturb		
632	Background Music		
633 [ZZ]	Personalized Messages		
633 00	Clear Personalized Messages		
634	Headset Mode		
640	All Call Forward		
640 [7]	No Answer - Call Forward		

YY = Speed Dial Bin numbers,

[SPEED] \* = Personalized Messages,

U = ACD/UCD Group Number 0-7,

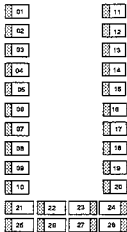
C = Call Park Location 0-7

H = Hunt Group Number 0-7,

V = Voice Mail Group Number 0-7

P = External Page Zone Number 1-7

## PRIME FLEX BUTTON PROGRAMMING



\*Refer to Off-Hook Preference

If your phone is programmed for off-hook preference\* and have been given the ability to enable or change the Prime Flex button.

- Dial [691] on the dial pad.
- Dial two-digit button number. (Refer to map to the left)

To disable Off-Hook Preference:

- Dial [691] on the dial pad.
- Dial [00] on the dial pad.

## PROGRAMMING PBX/CENTREX CODES ONTO A FLEX BUTTON

For easy one-button access to Centrex or PBX features, perform the following steps:

- Program the Centrex or PBX code into a Station or System speed dial bin, including hook-flash (Flash key), [\*], and [#] commands. (Refer to Station or System Speed dial programming)
- Program that speed bin onto a FLEX button. (Refer to FLEX button programming)

\*System Speed dial programming can only be performed at the Attendant station.

# DIRECTORY

1			11
2			12
3			13
4			14
5			15
6			16
7			17
8			18
9			19
10			20
21	22	23	24
25	26	27	28

BIN 00		BIN 10	
BIN 01		BIN 11	
BIN 02		BIN 12	
BIN 03		BIN 13	
BIN 04		BIN 14	
BIN 05		BIN 15	
BIN 06		BIN 16	
BIN 07		BIN 17	
BIN 08		BIN 18	
BIN 09		BIN 19	

**SYSTEM SPEED BINS**

Monitored by Toll Restriction		Overrides Toll Restriction	
BIN 20		BIN 60	
BIN 21		BIN 61	
BIN 22		BIN 62	
BIN 23		BIN 63	
BIN 24		BIN 64	
BIN 25		BIN 65	
BIN 26		BIN 66	
BIN 27		BIN 67	
BIN 28		BIN 68	
BIN 29		BIN 69	
BIN 30		BIN 70	
BIN 31		BIN 71	
BIN 32		BIN 72	
BIN 33		BIN 73	
BIN 34		BIN 74	
BIN 35		BIN 75	
BIN 36		BIN 76	
BIN 37		BIN 77	
BIN 38		BIN 78	
BIN 39		BIN 79	
BIN 40		BIN 80	
BIN 41		BIN 81	
BIN 42		BIN 82	
BIN 43		BIN 83	
BIN 44		BIN 84	
BIN 45		BIN 85	
BIN 46		BIN 86	
BIN 47		BIN 87	
BIN 48		BIN 88	
BIN 49		BIN 89	
BIN 50		BIN 90	
BIN 51		BIN 91	
BIN 52		BIN 92	
BIN 53		BIN 93	
BIN 54		BIN 94	
BIN 55		BIN 95	
BIN 56		BIN 96	
BIN 57		BIN 97	

## STARPLUS® Station Numbering Plan

<input type="checkbox"/> 100-127	Station Intercom Numbers (SPD 1428)	<input type="checkbox"/> 690	Name in Display Programming
<input type="checkbox"/> 100-155	Station Intercom Numbers (SPD 2856)	<input type="checkbox"/> 691 [BB]	Off-Hook Preference Programming
<input type="checkbox"/> 199	Modem via DISA access or transfer	<input type="checkbox"/> 692	Time & Date Programming
<input type="checkbox"/> 22 [C]	Call Park Location 0-7 (system)	<input type="checkbox"/> 695	(1st programmed Attendant)
<input type="checkbox"/> 228	Personal Park	<input type="checkbox"/> 70	Distinctive Ringing
<input type="checkbox"/> 33 [H]	Hunt Group Pilot Numbers 0-7	<input type="checkbox"/> 71	All Call Page (Internal & External)
<input type="checkbox"/> 420 [XXX]	Voice Mail enable MSG Wait	<input type="checkbox"/> 72	Internal Page Zone 1
<input type="checkbox"/> 421 [XXX]	Voice Mail cancel MSG Wait	<input type="checkbox"/> 73	Internal Page Zone 2
<input type="checkbox"/> 44 [V]	Voice Mail Group Pilot Numbers 0-7	<input type="checkbox"/> 74	Internal Page Zone 3
<input type="checkbox"/> 55 [U]	ACD* or UCD Group Pilot Numbers 0-7	<input type="checkbox"/> 75	Internal Page Zone 4
<input type="checkbox"/> 566	ACD* or UCD Available/Unavailable	<input type="checkbox"/> 76 [0]	Internal All Call Page
<input type="checkbox"/> 567 55 [U]	ACD* or UCD Calls in Queue Display	<input type="checkbox"/> 76 [P]	External All Call Page (All Zones)
<input type="checkbox"/> 570 [BB]	ACD* Call Qualifier	<input type="checkbox"/> 77	External Page Zones 1-7
<input type="checkbox"/> 571	ACD* Agent Logout	<input type="checkbox"/> 81	Meet-Me-Page Answer
<input type="checkbox"/> 572	ACD* Agent Login	<input type="checkbox"/> 82	CO Line Group 1
<input type="checkbox"/> 573	ACD* Group Member Status	<input type="checkbox"/> 83	(if LCR is enabled)
<input type="checkbox"/> 574	ACD* Supervisor/Agent Help	<input type="checkbox"/> 84	CO Line Group 2
<input type="checkbox"/> 575	ACD* Supervisor Logout	<input type="checkbox"/> 85	CO Line Group 3
<input type="checkbox"/> 576	ACD* Supervisor Login	<input type="checkbox"/> 86	CO Line Group 4
<input type="checkbox"/> 577	ACD* Supervisor Queue Status	<input type="checkbox"/> 87	CO Line Group 5
<input type="checkbox"/> 6# [XXX]	Tone Mode Ring Option	<input type="checkbox"/> 88	CO Line Group 6
<input type="checkbox"/> 6*	Dial By Name	<input type="checkbox"/> 9	CO Line Group 7
<input type="checkbox"/> 601	Attendant Override	<input type="checkbox"/> 0	All CO line Groups
<input type="checkbox"/> 602	Disable Outgoing CO Line Access	<input type="checkbox"/> #0	(CO Line Off-Net Forward)
<input type="checkbox"/> 603	CO Line Off-Net Forward	<input type="checkbox"/> #22 [C]	LCR or CO Line Group 1
<input type="checkbox"/> 604	Night Service	<input type="checkbox"/> #3	(if LCR is disabled)
<input type="checkbox"/> 620	Camp-On	<input type="checkbox"/> [SPEED] [YY]	Attendant
<input type="checkbox"/> 621	Line Queue	<input type="checkbox"/> (00-19 Station) (20-99 System)	Group Call Pick Up (Key & SLT)
<input type="checkbox"/> 622	Call Back	<input type="checkbox"/> [SPEED]+[*]	Call Park Pickup (Key and SLT)
<input type="checkbox"/> 623	Message Wait	<input type="checkbox"/> [SPEED]+[#]	Universal Night Answer
<input type="checkbox"/> 624	Conference	<input type="checkbox"/> [*][*]+[3226]	Speed Dial Access
<input type="checkbox"/> 625	Executive Override/Monitor-Barge-In	<input type="checkbox"/> [SPEED]+[*]	(00-19 Station) (20-99 System)
<input type="checkbox"/> 626	LCR Queue Cancel	<input type="checkbox"/> [SPEED]+[*]	Save Number Redial
<input type="checkbox"/> 627	Account Code Enter	<input type="checkbox"/> [SPEED]+[#]	Last Number Redial
<input type="checkbox"/> 628	OHVO Enable	<input type="checkbox"/> [*][*]+[3226]	Data Base Admin Manager
<input type="checkbox"/> 631	Do Not Disturb		(default [DBAM])
<input type="checkbox"/> 632	Background Music		
<input type="checkbox"/> 633 [#]	Personalized Message on a Flex Button		
<input type="checkbox"/> 633 [ZZ]	Personalized Messages		
<input type="checkbox"/> 633 [00]	Clear Personalized Messages		
<input type="checkbox"/> 634	Headset Mode		
<input type="checkbox"/> 635	ICLID* Display - (unanswered calls)		
<input type="checkbox"/> 636 [XXX]	Station Relocate		
<input type="checkbox"/> [FWD]	All Call Forward		
<input type="checkbox"/> [FWD]+[7]	No Answer - Call Forward		
<input type="checkbox"/> [FWD]+[8]	Busy - Call Forward		
<input type="checkbox"/> [FWD]+[9]	Busy/No Answer - Call Forward		
<input type="checkbox"/> [FWD]+[*]	Off-Net - Call Forward		
<input type="checkbox"/> 680	Dial Speed Directory		

XXX = Intercom Station Numbers

YY = Speed Dial Bin numbers

ZZ = Personalized Messages

BB = Button Number

U = ACD\* or UCD Group Number 0-7

C = Call Park Location 0-7

H = Hunt Group Number 0-7

V = Voice Mail Group Number 0-7

P = External Page Zone Number 1-7

\* Features available with optional software.

