DVX*Plus*

Mach I and II/III/IV
Single Line Telephone
User Guide

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DVX^{Plus} Mach I and II/III/IV Digital Telephone Systems

(Feature Package 3)

Single Line Telephone User Guide

Issue	Release Date	Changes
1	12-98	Includes Feature Package 1 enhancements.
2	8-99	☐ Includes Feature Package 2 {FP2} enhancements. ☐ Content contains extensive revisions.
3	5-00	☐ Includes Feature Package 3 {FP3} enhancements. ☐ User Guide has been reformatted.
3.1	9-00	Content contains updated material.

Contents

Account Codes

SLT stations can enter an account code to identify the call or the calling station.

Entering Account Code before a call:

1. Lift the handset.
2. Dial [627].
3. Dial the account code.
4. Dial [9] or CO Access code. A dial tone is heard.
5. Dial the desired number.

Entering Account Code during a call:

1. Depress the hookswitch momentarily.
2. Dial [627]. Your call will be placed on hold while you enter your account code.
3. Dial the account code.

If the account code contains fewer than 12 digits, dial [✳]. You will receive the intercom dial tone before automatically returning to the call.

Call Back

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

1. Briefly depress and release the hookswitch.
2. Dial [622] and replace the handset.

Only one Call Back request can be left at a station; the second request will convert to a Message Waiting request.

Call Forwarding

All Calls

1. Lift the handset.
2. Dial [640 + 6].
3. Dial station number where calls are to be forwarded.
4. Replace the handset.

Busy/No Answer

1. Lift the handset.
2. Dial [640].
3. Dial the desired call forward code:

   [7] = No Answer calls

   [8] = Busy calls

   [9] = Busy/No Answer calls
4. Dial station number where calls are to be forwarded. A confirmation tone will be heard.
5. Replace the handset.

Forward Override

This feature allows a user to reach a busy station that is busy forwarded to a destination. The calling station will be able to Camp-On, Executive Override, or a leave message at the busy station rather than be forwarded to the busy destination.

Dial [5#] followed by the desired extension number.

Remove Call Forward, DND, & Personalized Msgs

A convenient code has been incorporated to cancel either Call Forwarding, Do Not Disturb, or Personalized Messages when the SLT user has forgotten which mode is active on the phone.

1. Lift the handset. A notification tone is heard.
2. Dial [662]. A confirmation tone is heard.
3. Replace handset.

Station Off-Net Call Forward (via Speed Dial)

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

1. Lift the handset.
2. Dial [640], then press the asterisk [✳] key.
3. Dial speed bin number that contains number where calls are to be forwarded. A confirmation tone is heard.

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.

Call Park

Personal Park

While connected to the first call:

1. Depress hookswitch momentarily. An intercom dial tone is heard.
2. Dial [438].
3. Dial desired number for second call.

4. Depress hookswitch momentarily. An intercom dial tone is heard.
5. Dial [438]. (The 1st call is returned and the 2nd call is placed in Personal Park).

> *The user can alternately connect to the other call by doing a hook flash and dialing [438] as many times as necessary.*

Station Park

While connected to an outside line:

1. Press the TRANS button.
2. Dial [439] + XXX (station number).

To Retrieve a Station Parked Call:

1. Lift the handset.
2. Dial [# + 6] and the user's station number (while at the user's telephone or from any telephone in the system.)
   -or-
3. Dial [438] from the user's station.

System Park

You can place an outside call on hold, or consult/page/call an internal party before transferring the outside call.

While connected to an outside line:

1. Depress and release the hookswitch. The caller is put on Exclusive Hold.
2. Dial park location (430-437). A confirmation tone will be heard.
3. If you hear a busy tone, depress and release the hookswitch twice and dial another parking location.

To Retrieve a Parked Call:

1. Lift the handset.
2. Press the pound [#] key.
3. Dial Park Location (430 to 437) where the call was parked.

Call Pickup

Directed Call Pickup

Upon hearing an unattended telephone ringing:

1. Lift the handset.
2. Dial [#1].
3. Dial station number of ringing telephone.

Group Call Pickup

Upon hearing an unattended telephone ringing:

1. Lift the handset.
2. Dial [#0]. You will be connected to incoming intercom or outside line call.

   You must be in the same Call Pickup group.

Call Transfer

Making a Screened Transfer

1. Briefly depress and release the hookswitch.
2. Dial desired intercom number.
3. Announce the call.
4. Hang up to complete transfer.

Making an Unscreened Transfer

1. Briefly depress and release the hookswitch.
2. Dial desired intercom number.
3. Hang up to complete transfer.

PBX/Centrex Transfer

While connected to a PBX or Centrex CO Line:

1. Briefly depress and release the hookswitch. An intercom dial tone is heard.
2. Dial [660]. A Flash command is presented to the PBX or Centrex CO Line and a stutter tone is heard.
3. Dial desired telephone number.
4. Replace handset to complete transfer.

Calling Station Tone Mode

Allows a calling station to override a called key station's "H" or "P" intercom switch settings.

When placing a call to a key station and tone ringing is desired:

1. Dial [6#].
2. Dial three-digit station extension (call tone rings station).

Camp-On

Placing a Camp-On

After receiving an intercom busy tone:

1. Briefly depress and release the hookswitch.
2. Dial [620]. When the called line is alerted, they can choose to pick-up your call, or remain on original call.

Receiving a Camp-On

When a Camp-On warning tone is received through the handset while you are on a CO call, you can:

Hang up the present call, take the new call, or ignore the Camp-On signal.

Also refer to the Conference w/Personal Park feature.

CO Line Queuing

1. Dial outside line access code. You will receive a busy tone.
2. Briefly depress and release the hookswitch.
3. Dial [621]. A confirmation tone is heard.

Conference (CONF)

You may set up a conference with one external and one other internal station.

1. Lift the handset.
2. Place an outside call.
3. Briefly depress and release hookswitch to place call on hold.
4. Dial number of internal station you wish to add.
5. When that station answers, briefly depress and release hookswitch again. All three parties will be connected.

Conference w/Personal Park

While connected to an outside line:

1. Depress hookswitch momentarily. An intercom dial tone is heard.
2. Dial [438]. (The first call is placed in Personal Park).
3. Dial desired number for second call.
4. Depress hookswitch momentarily. An intercom dial tone is heard.
5. Dial [664]. All three parties are conferenced.
6. Hang up to terminate conference.

Do Not Disturb (DND)

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

1. Lift the handset.
2. Dial [631].
3. Replace the handset.

To cancel Do Not Disturb:

1. Lift the handset.
2. Dial [631] or [662].
3. Replace the handset.

Hold - Exclusive

While connected to an outside line:

Briefly depress and release the hookswitch.

To retrieve the call:

Depress and release the hookswitch again.

Least Cost Routing

LCR Operation and Queuing

To place an outside call when LCR has been enabled:

1. Lift the handset.
2. Dial [9].
3. Dial desired phone number (1 + area code + number).
4. Wait for answer.

> *If the 911 feature is active, [800] is the LCR access code, instead of 9.*
>
> *If all available lines are busy, remain off-hook for four (4) seconds to automatically be queued onto LCR for an available line.*

LCR Queue Call Back

If an LCR Queue Call Back has been activated:

1. When telephone is signaled, answer the call. (The designated phone number will automatically be redialed.)
2. Wait for answer.

LCR Queue Cancel:

1. Lift the handset.
2. Dial the LCR Queue Cancel code [626].
3. Replace handset.

> *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.*

Meet Me Page

To request another party meet you on a page:

1. Dial the desired two or three-digit paging code,
2. Request that party meet you on the page.
3. Do not hang up; wait for the requested party to answer.

Answering a Meet Me Page

Go to the nearest telephone:

> Dial [770]. You will be connected to the party that paged you.

Message Waiting (MSG)

Answering a Message Waiting

If your message waiting lamp is flashing, or there is an interrupted dial tone when you lift the handset:

1. Lift the handset.
2. Dial [663]. The station that left the message will ring.

Leaving a Message Waiting Indication

1. Lift the handset.
2. Dial desired intercom station. No Answer or DND tone is heard.
3. Briefly depress and release the hookswitch.
4. Dial [623].
5. Hang up.

Name in Display Programming

Every SLT extension has the capability to program the user's name so that people using display telephones will see the name instead of the station number.

1. Lift the handset.
2. Dial [690].
3. Enter your name (up to 7 letters) using the codes as listed.

			Other Codes			
1	A-21 B-22 C-23	D-31 E-32 F-33	1 = 1#	8 = 8#	" = 01	* = *#
			2 = 2#	9 = 9#	, = 02	(= #1
G-41 H-42 I-43	J-51 K-52 L-53	M-61 N-62 O-63	3 = 3#	0 = 0#	? = 03	) = #2
P-71 R-72 S-73 Q-74	T-81 U-82 V-83	W-91 X-92 Y-93 Z-94	4 = 4#	Space = 11	/ = 04	+ = #3
			5 = 5#	: = 12	! = *1	= = #4
✱	OPER 0	#	6 = 6#	- = 13	$ = *2	# = ##
			7 = 7#	' = 14	& = *4	. = 24

4. Press hookswitch to complete the programming process.

Off-Hook Preference

If your phone is programmed for Off-Hook Preference, you will hear outside line dial tone when lifting the handset.

When this operation is desired, you may not have access to all features contained in this User Guide. However, consult your Centrex or PBX User Guide for additional features you may have.

Also refer to PBX/Centrex Transfer feature in this User Guide for transferring instructions.

Paging

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

1. Lift the handset.
2. Dial desired paging code.

Page Zone	Code
All Call - Internal and External	700
External All Call (All Zones)	76[O]
External Zones 1-2	76[P]
Internal Zones 1-8	701-708
Internal All Call	709

3. Speak in normal tone of voice to deliver message.
4. Replace handset to terminate the page announcement.

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

Personalized Messages

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

To select one of the ten available messages:

1. Dial [633].
2. Dial the two-digit code for the message to display.

Code	Message	Code	Message
01	On Vacation	06	On Trip
02	Return AM	07	In Meeting
03	Return PM	08	At Home
04	Return Tomorrow	09	On Break
05	Return Next Week	10	At Lunch
Use message code 00 to CLEAR messages.			

3. Hang up. (Activating DND cancels selected message.)

Placing Calls

Intercom Call

1. Lift the handset.
2. Dial three-digit intercom number.
   You will hear:
   ☐ Ringing if called station is in "T" answering mode,
      -or-
   ☐ Two bursts of tone if called station is in "H" or "P" mode.
3. Hang up to end the call.

Outside Call

1. Lift the handset.
2. Dial Line Group access code.
   ☐ 9 = LCR Line Group 1
   ☐ 800 = when E911 enabled
   ☐ 801 to 807 = Line Groups
3. Dial telephone number.

Speed Dial

1. Lift the handset.
2. Dial [668].
3. Dial the desired speed number bin:
   ☐ 000 to 019 = station speed numbers
   ☐ 020 to 999 = system speed numbers
4. Replace the handset to end the call.

Storing Station Speed Numbers

CO Lines in Line Group 1 will be used for SLT Speed Dial.

1. Lift the handset.
2. Dial [661].
3. Dial desired speed number bin (000-019).
4. Dial telephone number you wish to store.
5. Briefly depress and release the hookswitch. A confirmation tone is heard.

Universal Day/Night Answer

When the system is in Day or Night mode and you hear an outside line ringing at another station and wish to answer it:

Dial [#5]. The connected outside line can be transferred or disconnected.

User Worksheets

Station Speed Dial Numbers

Bin	Speed Number	Bin	Speed Number
000		010	
001		011	
002		012	
003		013	
004		014	
005		015	
006		016	
007		017	
008		018	
009		019	

SLT Default Numbering Plan

Feature	Code	Feature	Code
Account Code, Enter	627	Flash Command to CO Line	660
ACD* Agent Help	574	Handset Receiver Gain	638+[G]
ACD* Agent Login (Primary Grp)	572+[5UU]	Hunt Group Pilot Numbers	45+[H]
ACD* Agent Login (Secondary Grp)	582+[5UU]	LCR or Line Grp 1 (LCR enabled)	9
ACD* Agent Logout (Primary Grp)	571+[5UU]	LCR Queue Cancel	626
ACD* Agent Logout (Secondary Grp)	581+[5UU]	Line Queue	621
ACD* Available /Unavailable	566	Message Wait	623
ACD* Group Member Status	573	Message Wait Return	663
ACD* Group Pilot Numbers	5+[UU]	Name in Display Programming	690
ACD* Overflow Avail /Unavail	578	Page - All Call (Int and Ext)	700
Attendant	0	Page - External All Call (All Zones)	76+[0]
Call Back	622	Page - External Zones	76+[P]
Call Forward - All	640+[6]	Page - Internal All Call	709
Call Forward - Busy	640+[8]	Page - Internal Zones 1-8	701-708
Call Forward - Busy/No Answer	640+[9]	Page - Meet Me (Answer)	770
Call Forward, DND - Clear	662	Personalized Messages	633+[ZZ]
Call Forward - No Answer	640+[7]	Personalized Messages (Clear)	633+[00]
Call Forward - Off-Net	640+[✳]	Speed Dial Access	668+[YYY]
Call Park Location - Personal	438	(000-019 Sta, 020-999 Sys)	
Call Park Location - System	43+[C]	Station Speed Dial Programming	661+[YYY]
Call Park Location - Station	439+[XXX]	Tone Mode Ring Option	6#+[XXX]
Call Park Pickup (Key and SLT)	#43+[C]	UCD Group Pilot Numbers	55+[U]
Call Park Pickup	#6	Universal Day/Night Answer	#5
Call Pickup - Directed	#1+[XXX]	Voice Mail Group Pilot Numbers	44+[V]
Call Pickup - Group	#0		
Camp-On	620		
CO Line Direct Access	88+[LLL]		
CO Line Group 1-7	801-807		
CO Line Group (If E911 is enabled)	800		
Conference w/ Personal Park	664		
Do Not Disturb	631		
Exec Override/Monitor Barge-in	625		
Extension Numbers:			

Extension Numbers:
DVX Mach I 100-131
DVX^Plus II/III 100-171
DVX^Plus IV 100-351

LEGENDS:

C	=	Call Park Location (0-7)
G	=	Volume Control (0-9)
H	=	Hunt Group (0-7)
LLL	=	Line Number
P	=	External Zone 1 or 2
U	=	UCD Group 0-7
UU	=	ACD* Groups 50-65
V	=	Voice Mail Group (0-7)
XXX	=	Station Extensions
YYY	=	Speed Dial Numbers
ZZ	=	Personalized Messages

*Features available with optional software.