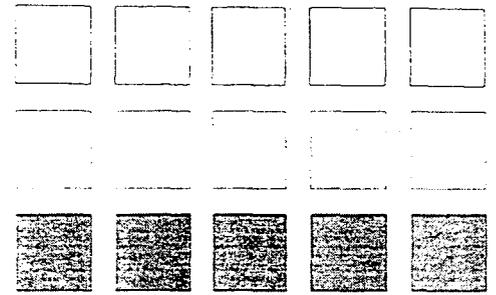


DSS
Digital Business System

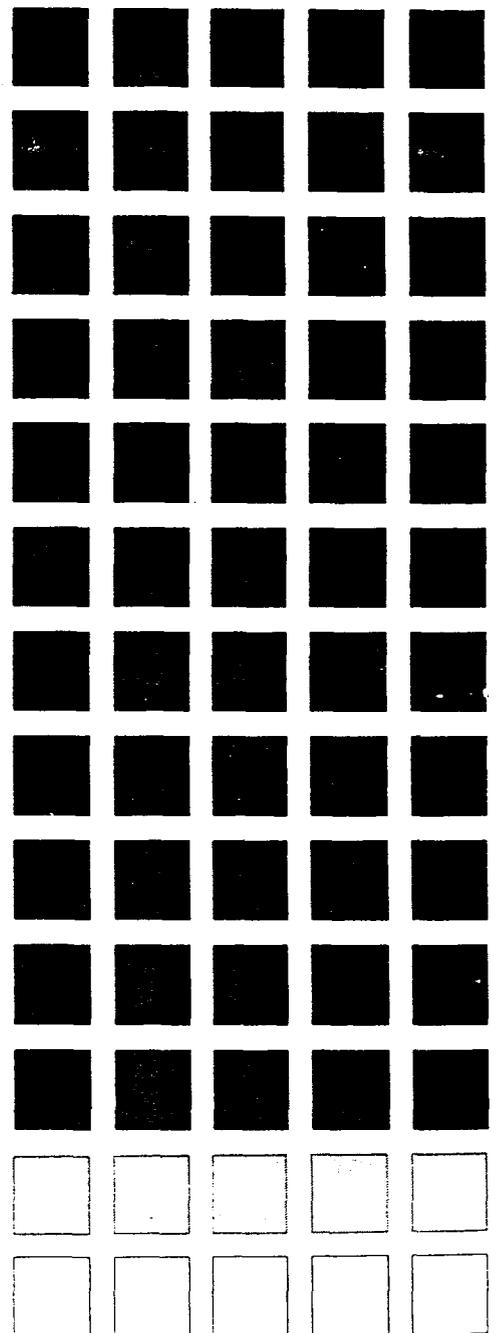


Section 700

Panasonic



Feature Operation



FCC Warning

This equipment generates, uses, and can radiate radio frequency energy, and, if not installed and used in accordance with the instruction manual, may cause interference to radio communications. This equipment has been tested and found to comply with the limits for a Class A digital device pursuant to Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference when operated in a commercial environment. Operation of this equipment in a residential area is likely to cause interference, in which case the user at his own expense will be required to take necessary measures to correct the interference.

Battery Recycling Statement

The following statement applies if you purchased backup batteries with your system.
The product you have purchased contains rechargeable batteries. The batteries are recyclable. At the end of their useful life, under various state and local laws, it may be illegal to dispose of these batteries into the municipal waste stream. Check with your local solid waste officials for details on recycling options or proper disposal.

The information contained in this document is subject to change without notice and should not be construed as a commitment by the Panasonic Communications & Systems Company (PCSC). PCSC reserves the right, without notice, to make changes to equipment design as advances in engineering and manufacturing methods warrant.

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About This Manual

Software Versions Covered by This Manual

This manual covers all versions of CPC-A and CPC-B software through CPC-B Version 4.0.

Differences in feature availability or operation are noted within each feature description.

If you are using this manual for a single DBS system, make note of its software version in the following table. This note may be referenced by technicians or owners of the system.

<i>Software version information for systems shipped with this document</i>	
CPC Model:	Software Version:

Organization

This manual contains detailed descriptions of DBS features. The feature descriptions are organized according to the following categories:

<i>Feature Categories</i>	<i>Description</i>
System Features	System Features are either available on a system-wide basis or aid in the overall administration of the DBS.
Attendant Features	Attendant Features assist the attendant in serving as a central answering point. In addition, attendant features also provide special capabilities for monitoring and programming extensions.
Key Telephone Features	Key Telephone Features are available to DBS key phones. DBS key phones are proprietary digital sets that provide feature access through a combination of feature keys and access codes.
Digital Single-Line Telephone (DSLTL) Features	DSLTL Features are available to Digital Single-Line Telephones. DSLTLs provide digital audio quality and limited feature key access in a single-line set.
Single Line Telephone Features	SLT Features are available to industry-standard 2500 sets. Since SLTs are not equipped with feature keys, most features are accessed by using the dialpad and/or the switchhook.

Purpose

The purpose of this manual is to provide an overview of feature operation and requirements. Where applicable, the following types of information are provided for each feature.

<i>Types of information</i>	<i>Purpose</i>
Description	The Description section provides an overview of how the feature works and, in some cases, what it is typically used for.
Operation	The Operation section includes step-by-step instructions on how to use the feature.
Hardware Requirements	This section lists any special hardware that is required to use the feature.
Related Programming	The Related Programming section lists the programming subsystems associated with the feature.
Considerations	This section provides details on feature interactions and limitations.

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Chapter 1. System Features

This chapter contains detailed descriptions of DBS System Features. System Features are either available on a system-wide basis or aid in the overall administration of the DBS.

Account Codes

You can assign account codes to clients to facilitate billing and to track call dates and times, numbers called, and outside line numbers used. This information is then printed for each account in the SMDR record.

Non-Verified Account Codes

(CPC-A and CPC-B Versions Prior to 3.1)

Description

In CPC-A and CPC-B Versions prior to 3.1, account codes are not verified. Non-verified account codes can be *forced* or *voluntary*, depending on extension programming.

With voluntary account codes, the user is not forced to enter an account code before making a call. With forced account codes, the user must enter an account code before accessing an outside line.

Non-verified account codes can be assigned to incoming and outgoing calls. To assign an account code to an outgoing call, the user enters the account code before making the call or during the call. To assign an account code to an incoming call, the user enters the account code during the call.

To enter an Account Code before dialing:

1. Press the **ON/OFF** key.
 - You will hear the intercom dial tone from the speaker.
 - The **ON/OFF** LED will light.
2. Press the **AUTO** key, then press “#.”
 - “Enter Account #” will appear on the display.
 - If you are using a Single Line Telephone (SLT), dial “#7.”
3. Enter the Account Code (up to 10 digits).
4. Press “#.”
 - “Entered Account #” will appear on the display.

5. Press a vacant CO key or dial a trunk access code.
6. Dial the telephone number.

To enter an Account Code during an outside call:

1. Press the **AUTO** key.
2. Press “#.”
“Enter Account #” will appear on the display.
3. Enter the Account Code (up to 10 digits).
 - The Account Code entered will appear on the display.
4. Press “#.”

Hardware Requirements

- An SMDR printer or external call accounting system is required to collect account code records.

Related Programming

- FF3 (Extension): Forced Account Codes

Considerations

- SLTs cannot assign account codes during a call.

Verified Account Codes

(CPC-B, Version 3.1 or higher)

Description

Extensions with the Verified Account Codes feature *enabled* are restricted from making outside calls without first entering a valid Account Code. After a valid Account Code is entered, the Toll Restriction Service (TRS) type assigned to the code is substituted for the extension TRS type, thus temporarily allowing calls based on the new TRS type.

Extensions with the Verified Account Codes feature *disabled* can place outside calls based on the TRS type assigned to the extension. If a user wishes to place a call that would normally be restricted at the extension, a valid Verified Account Code can be entered to upgrade the TRS type assigned to the extension.

Operation

1. Pick up the handset.

You will hear the intercom dial tone from the handset.

2. Dial "#11."

3. Enter the four-digit Account Code.

4. Press "#."

You will hear intercom dial tone.

5. Press an available CO key or dial a trunk access code.

You will hear outside dial tone.

6. Dial the telephone number.

The Verified Account Code TRS type will remain in effect until the call is completed.

Related Programming

- FF1 (System): Verified Forced Account Codes
- FF1 (System): Toll Restriction for Verified Forced Account Codes
- FF3 (Extension): Verified Forced Account Codes
- FF7 (TRS): Toll Restriction Settings

Hardware Requirements

- An SMDR printer or external call accounting system is required to collect account code records.

Considerations

- Verified account codes are for outgoing calls only.
- The maximum number of verified account codes is 100.
- Each verified account code must consist of 4 digits.
- "0000" cannot be used for a verified account code.
- Verified account codes do not override station lockout.
- Verified account codes do not override Least Cost Routing (LCR) settings.
- With CPC-B Version 3.1 or higher, non-verified account codes can be used. However, they can only be used on a voluntary basis. Forced *non-verified* account codes are not available with CPC-B 3.1 or higher.

Auto Day Mode

(CPC-B Version 4.0 or higher)

Description

Auto Day Mode allows the DBS to go into day mode automatically.

The DBS can also be programmed to go into night mode automatically (see "Night Service," page 1-22).

If only one of the auto modes is turned on, the NIGHT key is used to turn off the auto mode. For instance, if night mode has been activated automatically, the attendant must press the NIGHT key to go into day mode.

If only one of the auto modes is turned on, the NIGHT key can also be used to go into an auto mode before the scheduled time.

If both auto day and auto night modes are turned on, the attendant NIGHT key cannot be used.

Related Programming

- FF1 (System): Auto Day Mode Start Timer
- FF1 (System): Auto Night Mode Start Timer

Considerations

- If both auto modes are set, the starting times must differ by at least one hour.
- When one auto mode is turned on, the mode cannot be reset by the NIGHT key until 3 minutes after the auto mode is activated. (When both auto modes are set, the NIGHT key cannot be used.)
- If a NIGHT key is not assigned, the access code #52 can be used instead.

Auto Set Relocation

(CPC-B Version 3.1 or higher)

Description

With Auto Set Relocation, the program settings of one extension can be relocated to another extension.

Auto Set Relocation is commonly used when extension users want to “trade” work areas. For example, if Extensions “A” and “B” are going to switch office locations, auto set relocation enables them to also switch telephone settings without re-programming.

Operation

Before a phone can be relocated, it must be assigned an auto set relocation code. See “Programming Requirements” for the associated program address.

The following example illustrates how the program settings for extensions 200 and 300 could be switched.

To Transfer Extension Settings from 200 to 300:

1. At extension 200, pick up the handset.
2. Press “#10.”
3. Dial extension number 300.
4. Enter the four-digit auto set relocation code assigned to extension 300.
5. Replace the handset.
 - All programmed station features, TRS, and LCR settings from 200 will be transferred to 300.
 - Extension 300 will be placed out of service.

To Reactivate Extension 300:

1. Unplug the extension cable from 300.
2. Reconnect the cable.

Extension 300 will now assume all station features, TRS, and LCR settings that were initially assigned to 200.

Related Programming

- FF3 (Extension): Auto Set Relocation Code

Considerations

- The following types of data can be transferred using this feature:
 - TRS type settings
 - Ring settings (trunk line, remote ringing, day/night, DID)
 - FF key data
 - Extension numbers and names
 - Absence messages
 - Call forward settings
 - Message waiting
 - All settings and data defined by programming.
- Settings may not be transferred between extensions of different types. In other words, an SLT and a KTEL cannot exchange program settings.
- Attendant 1 is excluded from this feature.

Background Music

(All Versions)

Description

If your system is set up to provide Background Music, music can be played from the speakers of idle telephones. If a call is made to an extension receiving Background Music, the music will stop and the phone will ring. Background Music will also be interrupted when the phone goes offhook.

The system can also provide music-on-hold using the background music source or a separate music source. If music-on-hold is provided, callers automatically hear music when they are placed on hold. (See page 1-21 for more information on Music-on-Hold.)

Operation

To turn Background Music on:

1. Press the **ON/OFF** key.
 - You will hear the intercom dial tone from the speaker.
 - The **ON/OFF** LED will light.
2. Dial “#53.”

“BGM ON” will appear on the display.
3. Press the **ON/OFF** key.

The **ON/OFF** LED will go off.

To turn Background Music off:

1. Press the **ON/OFF** key.
 - You will hear the intercom dial tone from the speaker.
 - The **ON/OFF** LED will light.
2. Dial “#53.”

“BGM OFF” will appear on the display.

3. Press the ON/OFF key.
 - The ON/OFF LED will go off.
 - The date and time will appear on the display.

Related Programming

- FF1 (System) Station Class of Service (CPC-B 3.1 or higher)
- FF3 (Extension) Class of Service (CPC-B 3.1 or higher)

Hardware Requirements

- The music source must be purchased separately. It is not provided with the DBS.
- If a single music source is used for both music-on-hold and background music, the music source connects to the CN5 on the DBS. If a separate music source is used for background music, it connects directly to the SCC card. See *Installation (Section 300)* for instructions.
- The input impedance for the music source is 10k ohms.
- The maximum input level is 10 dB.

Call Forward ID Code for Voice Mail

(CPC-A Version 3.1; All CPC-B Versions)

Description

Call Forward ID Code for Voice Mail allows users to call forward to a third-party voice mail system. The ID Code sends the digits that are required by the Voice Mail to identify the DBS extension and allow it to retrieve messages.

With CPC-A or CPC-B Version 1.0, you can only set the ID Code from the phone that will be forwarded. Beginning with CPC-B Version 2.0, ID Codes can be set from any key phone.

Operation

To set a Call Forward ID Code for Voice Mail:

1. Press the **PROG** key.
2. Press the **AUTO** key.
3. Press “*.”
4. If you are using CPC-B Version 2.0 or later, enter the extension number that will be forwarded. If you are using CPC-A or CPC-B Version 1.0, go to Step 5.
5. Enter up to 16 digits (0 ~ 9) for the mail box ID code. (Press the **REDIAL** key to insert a pause.)
6. Press the **HOLD** key.

To clear the ID Code:

1. Press the **PROG** key.
2. Press the **AUTO** key.
3. Press “*.”
4. Enter the extension number.
5. Press the **HOLD** key.

Centrex/PBX Compatibility

(CPC-A Version 3.2 or higher; CPC-B Version 2.1 or higher)

Description

Centrex Compatibility allows the DBS to be connected to centrex or PBX lines.

The DBS supports up to 8 access codes for dialing centrex or a PBX. These access codes allow the DBS SMDR output to exclude the number dialed to reach a centrex or PBX line.

The DBS also supports transmission of a "flash" signal over the centrex or PBX link.

Related Programming

- FF1 (System): PBX Access Code
- FF2 (Trunks): Central Office Line Type
- FF8 (Least Cost Routing): Add Table

Considerations

- The LCR Add Table can be used to prefix digits for outgoing calls through Centrex.

Direct Inward Dialing (DID)

(CPC-B Version 2.0 or higher)

Description

The Direct Inward Dialing (DID) feature allows a station to have a dedicated direct number. The dedicated number allows the calls to be made directly to the station, without the caller going through the attendant.

Prior to CPC-B Version 3.1, only one DID number could be assigned to a station. Beginning with CPC-B Version 3.1, one DID number can be assigned to several stations, and one station can have more than one DID number.

If a DID number is assigned to more than one station, incoming calls to the DID number ring at all the assigned stations simultaneously.

Related Programming

- FF1 (System): Multiple DID (CPC-B Version 3.1 or higher)
- FF3 (Extension): Extension DID Number (CPC-B Version 2.0 to 2.16)

Hardware Requirements

- The DID trunk card is required. Each DID trunk card provides 8 ports.
- The DID trunk card requires an external 48V power supply. See *Installation (Section 300)* for instructions.

Considerations

- The DBS supports 4-digit, dial-pulse DID.
- DID numbers must be between 0000 and 9999.
- Beginning with CPC-B Version 3.1, a maximum of 500 DID/extension settings is allowed.

Direct Inward System Access (DISA)

(All Versions)

Description

Direct Inward System Access (DISA) allows off-site users dial-in access to the DBS. Users access DISA by dialing a 7-digit number assigned to a DISA trunk.

For security reasons, one incoming DISA code and two outgoing DISA codes can be assigned. If assigned, the incoming code must be entered as soon as the DISA trunk answers. If an outgoing code(s) is assigned, the outgoing code(s) must be entered before the user dials an outgoing call.

Operation

1. Dial the DISA trunk number.
2. Once you hear dial tone from the DBS, enter the 4-digit DISA code.

If the incoming DISA code is not programmed, you can proceed to the next step.

3. If you're dialing an extension within the DBS, dial the extension number. If you're dialing an outside number, go to the next step.
4. Dial #7 plus the 4-digit Outgoing DISA Code(s).

Up to two outgoing DISA codes can be assigned for security purposes. However, the outgoing codes are optional, so you may not be required to dial a code after the #7.

5. Dial the trunk group number you want to use (81-86 or 9).
6. Dial the desired telephone number.

Related Programming

- FF1 (System): DISA ID Setting
- FF1 (System): DISA Outgoing Code 1
- FF1 (System): DISA Outgoing Code 2
- FF2 (Trunk): DISA Port Enable
- FF2 (Trunk): DISA Start Time
- FF2 (Trunk): DISA End Time

To program an incoming code from an Attendant Phone:

In addition to the DISA ID Setting in FF1, the following procedure can be used to program an incoming code.

1. Press the **ON/OFF** key.
 - You will hear the intercom dial tone from the speaker.
 - The **ON/OFF** LED will light.
2. Press the **CONF** key.
3. Dial “#7.”
4. Enter the DISA code.
5. Press the **HOLD** key.
6. Press the **ON/OFF** key.
 - The **ON/OFF** LED will go off.

Hardware Requirements

- An MFR card is required for DISA. The MFR card is required to detect DTMF tones entered via the DISA connection.

Considerations

- DISA can be used access extensions as well as outside numbers.
- Once an incoming DISA code is entered, you cannot blank it out without entering the programming mode.
- Busy override cannot be used for a DISA line.
- With CPC-A and CPC-B Versions 2.0 to 2.1, DISA calls cannot access hunt groups.

Distinctive Ringing

(CPC-B Version 3.1 or higher)

Description

Distinctive trunk call ringing patterns can be set up for each extension using the Distinctive Ringing feature. This allows users to determine which extension is ringing when several telephones are in the same area. If no distinctive ringing pattern is set, the extension will ring based on the incoming ring pattern assigned to the trunk.

Related Programming

- FF3 (Extension): Extension Ring Pattern

Hardware Requirements

- SCC-B Version 1.2 or higher is required for this feature.

Considerations

- One of ten ringing patterns can be selected.
- The ringing patterns are different for key phones and SLT/OPX phones.

Door Phone

(All Versions)

Description

The DBS can control a door phone through an extension, making it possible for you to identify callers without leaving your seat.

The Door Opener can be controlled from any extension. The Door Opener only operates during Intercom Calls with the Door Phone extension.

Operation

1. Answer the door phone.
2. Press "3" while connected to the Door Phone extension.

The door will open automatically.

Related Programming

- FF4 (Ringing and Hunt Groups): Ringing Assignments

Hardware Requirements

- The Door Phone requires a door box adaptor (VB-43701), door box (VA-43705), door opener, and door sensor. The door opener and door sensor can be purchased from an electronics dealer.
- Up to two door phones can be connected to a Door Box Adaptor.
- Each door phone uses one trunk port.
- The Door Phone extension cannot take part in conference calls.
- The Door Opener can be set to open for 15 seconds, 30 seconds, or one minute.
- While the Door Opener is functioning, a call from another Door Phone cannot be answered.

DP to DTMF Signal Conversion

(All Versions)

Description

This feature allows an extension user to switch from DP to DTMF signaling when using a DP trunk.

For instance, if a user dials into a voice mail system using a DP trunk, the user can switch to DTMF signaling to communicate with the voice mail system.

DTMF tones can be sent either during the call or while the call is being dialed.

Operation

To switch from dial pulse to DTMF dialing, press "*" or "#."

Related Programming

- FF2 (Trunk): Dial Send Type

Considerations

- DTMF dialing remains in effect for the duration of the call. Pulse dialing is restored when the handset is replaced.
- Once DTMF dialing is invoked, the user cannot switch back to pulse dialing without disconnecting the call.
- Changing from dial pulse to DTMF is possible even if the "*" or "#" key is programmed for speed dialing.

Independent Timers

(CPC-B, Version 3.1 or higher)

Description

Beginning with CPC-B Version 3.1, the DBS provides separate timers for Call Forwarding-No Answer, CO Delayed Ring, Extension Delayed Ring, and Hunt Group--No Answer.

The Call Forwarding-No Answer timer determines how long a call will ring an extension before forwarding.

The CO Delayed Ring and Extension Delayed Ring timers determine how long a call will ring an extension before ringing other extensions assigned the delayed ringing.

The Hunt Group-No Answer timer determines how long a call will ring an idle member of a hunt group before hunting to the next idle group member.

Related Programming

- FF1 (System): Call Forward No Answer Timer
- FF1 (System): CO Line Delayed Ring Timer
- FF1 (System): Extension Delayed Ring Timer
- FF1 (System): Hunt Group No Answer Timer

Least Cost Routing (LCR)

(All Versions)

Description

Least cost routing (LCR) automatically selects the least expensive route available when making toll calls.

LCR is accessed by dialing "9" before placing a call.

Related Programming

Primary Program Areas:

- FF1 (System): LCR Access
- FF3 (Extension): Forced LCR
- FF8 (LCR): Time Priority Tables
- FF8 (LCR): Trunk Group Tables
- FF8 (LCR): Area Code Tables
- FF8 (LCR): Office Code Tables

Other Program Areas:

- FF8 (LCR): Dial Add Table Storage
- FF8 (LCR): Dial Delete Table Storage
- FF8 (LCR): Special Area Code Table Storage
- FF8 (LCR): Special Office Code Table Storage

Considerations

- If LCR is enabled, ML and MCO keys can be assigned for trunk group 89. However, the FF keys will not light.
- If the LCR feature is deactivated, Pooled Trunk Access is selected automatically.
- Your system can be programmed to use the LCR feature for *all* outgoing calls.

Music-on-Hold

(All Versions)

Description

The DBS can provide music-on-hold to parties on hold on a CO line. The music-on-hold feature can also be used to play announcements or advertisements if desired.

The system can provide music-on-hold using the background music source or a separate music source. See "Background Music" on page 1-9 for more information.

Hardware Requirements

- The music source must be purchased separately. It is not provided with the DBS.
- If a single music source is used for both music-on-hold and background music, the music source connects to the CN5 on the DBS. If a separate music source is used for background music, it is connected directly to the SCC card. See *Installation (Section 300)* for instructions.
- The input impedance for the music source is 10k ohms.
- The maximum input level is 10 dB.

Night Service

(All Versions)

Description

The Attendant can switch the system between Day and Night Modes for answering outside calls. It is also possible to program the system to switch between night and day modes automatically. (CPC-B Version 4.0 or higher is required for automatic day mode settings.)

While in Night Mode (generally used at night or any time when your office is closed), incoming calls can ring at selected extensions (a night watchman's extension, for example), an extension connected to an answering machine, or to a Universal Night Answer point. Universal Night Answer (UNA) is used to allow calls to be picked up from any extension.

See page 1-43 for information on setting a UNA point.

See "Auto Day Mode" (page 1-6) for information on a CPC-B Version 4 enhancement that allows automatic switching between day and night modes.

Operation

To switch to Night Mode:

1. Press the **ON/OFF** key.
 - You will hear the intercom dial tone from the speaker.
 - The **ON/OFF** LED will light.
2. Dial "#52."
3. Press the **ON/OFF** key.
 - The **ON/OFF** LED will go off.
 - "NIGHT MODE" will appear on the display.

To switch to Day Mode:

1. Press the **ON/OFF** key.
 - You will hear the intercom dial tone from the speaker.
 - The **ON/OFF** LED will light.
2. Dial “#52.”
3. Press the **ON/OFF** key.
 - The **ON/OFF** LED will go off.
 - “DAY MODE” will appear on the display.

Related Programming

- FF1 (System): Extension Class of Service
- FF1 (System): Ring Patterns for UNA Terminals
- FF3 (Extension): Class of Service
- FF4 (Ringing and Hunt Groups): Central Office Day Ring Assignment
- FF4 (Ringing and Hunt Groups): Central Office Night Ring Assignment

Hardware Requirements

- Calls during Night Mode are often directed to external paging speakers or an external ringing device, such as a night bell. External paging and ringing devices are not provided with the DBS; they must be purchased separately.

Considerations

- By assigning “#52” to an FF key on an attendant phone, one-touch switching between Day and Night Modes is possible. The FF key lights red when the system is in night mode.
- If there are two Attendant Phones and both DSS consoles have a NIGHT key (programmed on a FF key), both NIGHT indicators will light red when Night Mode is activated.
- If the system is programmed to switch between night and day modes automatically, you cannot switch between modes by using “#52.”

Off-Premises Extension

(All Versions)

Description

SLTs that are located in remote locations can be connected to the DBS through the Off-Premises Extension (OPX) Adaptor.

Off-premise phones can be connected through a direct line to the DBS or through the central office, depending on how far they are from the main cabinet. For specifications, see *Installation (Section 300)*.

Operation

Feature operation for OPX stations is the same as for local SLTs connected to the DBS.

Related Programming

- FF3 (Extension): Telephone Type

Hardware Requirements

- One OPX Adaptor (VB-43702) is required for each OPX station.
- When OPX stations are connected through the central office, an external ringer supply may be required. If required, the ringing supply is connected to the OPX Adaptor.

Considerations

- Up to 6 OPX stations can be connected to a system.
- The DBS side of the OPX Adaptor is connected to a *digital* extension port.

Paging

(All Versions)

Description

Internal paging is accomplished through the speakers of your system's key phones. The Paging feature allows you to contact someone temporarily away from an extension, give instructions to an entire group, or communicate with several people at once. If an external paging system is connected to your system, pages can also be sent through its speakers.

Beginning with CPC-B Version 3.1, The Paging feature can also be programmed to time out after sixty seconds. When a page call times out, a busy tone is sent to the extension that initiated the page.

Operation

To use the Paging feature:

1. Pick up the handset.
2. Press "#," then enter the number of the desired Paging Group (00 ~ 07).
 - The EXT LED will light.
3. Make your announcement.
4. Replace the handset.

Related Programming

- FF1 (System): Paging timer (CPC-B Version 3.1 or higher)
- FF1 (System): External Page Interface Control for Paging Groups
- FF3 (Extension): Extension Page Groups

Hardware Requirements

- External relays and an amplifier are required for external paging.

Considerations

- If an external paging system has been connected to Paging Groups 00 ~ 07, paging can be done through the external speakers. Voice Paging can also be heard over the extensions in groups 00 ~ 07.
- An extension can belong to more than one paging group.
- A maximum of eight Paging Groups can be assigned to a system.
- Additional pages cannot be sent when someone is paging group 00. In fact, if you page group 00 while other extensions are paging groups 01 ~ 07, the latter operations will be terminated, and "Page Overridden" will appear on your display.
- Paging cannot be heard at busy extensions or at extensions for which the Do Not Disturb, Call Forwarding, or Absence Message feature is activated.
- Paging can be answered from an idle extension by dialing the Meet-Me Answer code ("77").
- The Meet-Me Answer feature cannot be used at an extension that is off-hook at the time of the Paging Call, even if the extension's status is later changed to onhook.
- The Meet-Me Answer feature cannot be used with Paging Group 00.

Power Failure Transfer

(All Versions)

Description

This feature provides telephone service to a limited number of SLTs during a power failure. The SLTs are connected to the CO via a Power Failure Unit (PFU).

In the event of a power failure, the power failure stations have dial tone directly from the CO; system features and restrictions do not apply.

Hardware Requirements

- Power Failure Unit (VA-43703)
- An SLT that will be connected to the PFU.

Considerations

- Up to four SLTs can be connected to one Power Failure Unit.
- If a call is in progress through the PFU when the power is restored, the call will be disconnected.
- For added protection against power outages, backup batteries can be installed in the DBS. Backup batteries provide full telephone service and system features to all DBS extensions for a limited amount of time.

The backup batteries typically last up to 30 minutes.

Station Class of Service

(CPC-B Version 3.1 or higher)

Description

Eight station classes of service are available. Twenty system features can be allowed or denied for each class of service. Class of service "0" allows all features and is the default for all extensions. Attempts to access denied features will result in busy tone.

The following features are available for each class of service:

Table 1. Station Classes of Service

<i>Feature</i>	<i>Access Code</i>
Dial Tone On/Off	#50
Head/Hand Set Exchange	#51
BGM On/Off	#53
Absence Message Set/Reset	71
Call Forwarding Set/Reset	72
Do-Not-Disturb Set/Reset	73
Station Lockout	74
Park Access	75
Park Pickup	76
Meet-Me Answer	77
UNA Pickup	78
Direct Pickup	79
Group Pickup	70
Tone/Voice Mode	1 (after dialing number)
Message Waiting Set	2
Busy Override	4
Call Waiting	3
Off Hook Voice Announce	5
CO Call Queuing	2
SLT Transfer	8

Related Programming

- FF1 (System): Extension COS Set
- FF3 (Extension): Class of Service

Station Hunting

(All Versions)

Station hunting allows calls to be automatically transferred among a preselected group of phones.

When a call terminates to a busy station in a hunt group, the call automatically transfers to another station within the group. If the second station is busy, the call automatically transfers to another member of the group.

Several methods of station hunting are available. The CPC version determines which methods are available.

Terminal and Circular Hunting

(CPC-A; CPC-B Versions Prior to 2.0)

Description

CPC-A and CPC-B Versions prior to 2.0 provide terminal and circular hunt groups.

Terminal Hunt Groups

With terminal hunt groups, a call must ring at the first extension in the group in order for hunting to be invoked.

If the first extension of the hunt group is busy, the call automatically transfers to the next extension in the group. If that extension is busy, the call continues to hunt through the group. The order in which the call hunts is determined by how the group is programmed. Up to eight extensions can be placed in the group, and calls will always hunt from member 1 to member 2 to member 3 and so on.

If desired, another hunt group can be designated to receive calls should all the members of the original group be busy.

A pilot number may be designated as the first extension in a terminal hunt group. A pilot number is a fictitious station number that, when dialed, starts the hunting process through the group. In CPC-A and CPC-B Versions prior to 2.0, a pilot number can be provided by adding a resistor to an analog port. See "Hardware Requirements" for details.

Circular Hunt Groups

With circular hunting, hunting is initiated by calling any extension in the group. If the called extension is busy, the call will hunt through the next members of the group until the end of the hunt group is reached. If the call reaches the end of the group without reaching an idle extension, it will transfer back to the first member of the group until one full circle is completed.

If desired, another hunt group can be designated to receive calls should all the members of the original group be busy.

Related Programming

- FF4 (Ringing and Hunt Groups): Hunt Group Member Table
- FF4 (Ringing and Hunt Group): Call Next Hunt Group
- FF4 (Ringing and Hunt Groups): Terminal/Circular Hunt Groups
- FF4 (Ringing and Hunt Groups): Ringing Assignments

Hardware Requirements

- A pilot number can be provided by installing a 2 watt 450 Ohm resistor on the analog port that will be dialed to initiate station hunting. The resistor is placed across the tip and ring of the designated analog port.

The resistor will "busy" the port. When the busy pilot number is called, the call will hunt through the other stations in the group.

Considerations

- Eight Station Hunt Groups can be programmed; a single Hunt Group can contain up to eight extensions, including the pilot extension.
- If all extensions in a group are busy and an alternate group has not been designated, CO calls will queue, and intercom calls will receive busy tone.
- If the first extension within a hunt group activates an absence message, call forwarding, or DND, the hunt feature will not work.

- If an extension other than the first extension activates an absence message, call forwarding, or DND, the hunt feature will skip that extension, and proceed to the next extension within the group.
- The amount a time a call rings at a hunt group member before transferring to another hunt group member is determined by the Call Forward--No Answer Timer.
- An SLT hunt group member that places a call on hold then replaces the handset will not receive additional hunt group calls until the held call is released.
- An extension that is a member of a hunt group cannot be a member of another hunt group or a member of call coverage group.
- The offhook signaling option should be removed from members in a hunt group.

Station Hunting (CPC-B Version 2.0 or higher)

Beginning with CPC-B Version 2.0, three types of hunt groups are available: Terminal, Distributed, and Longest Idle. In addition, CPC-B Version 2.0 and higher also provide a software-defined pilot extension number. The software-defined pilot number eliminates the need for the 2 W 450 Ohm resistor required for a pilot number in CPC-A and CPC-B Versions prior to 2.0.

CPC-B Versions 2.0 or higher also allow calls from busy hunt groups to overflow to a transfer extension. The transfer extension can be the pilot of another hunt group, the pilot (0) of the attendant group, or a single extension number.

Terminal Hunt Groups

When the Terminal method is set, a call to the pilot number will search hunt group members, repeatedly, until the Transfer Timer expires. If none of the members is free when the timer expires, the call can be transferred to the transfer extension.

Distributed Hunt Groups

When the Distributed method is used, calls are distributed through the pilot number based on which extension in the group received a call in the last search. The incoming call begins its search at the next available extension in the group, then continues, in sequence, repeatedly, until the Transfer Timer expires. If none of the members is free when the timer expires, the call can be transferred to the transfer extension.

Longest Idle Hunt Groups

With Longest Idle hunting, a call to the pilot number rings the extension in the group that has been available the longest.

As with the other two methods, the search then continues through the Hunt Group until the Transfer Timer expires. If a member does not become available before the timer expires, the call can be transferred to the transfer extension.

Related Programming

- FF4 (Ringing and Hunt Groups): Hunt Group Search Method
- FF4 (Ringing and Hunt Groups): Pilot Extension Number
- FF4 (Ringing and Hunt Groups): Transfer Timer
- FF4 (Ringing and Hunt Groups): Hunt Group Extension Number
- FF4 (Ringing and Hunt Groups): Transfer Extension Number
- FF4 (Ringing and Hunt Groups): CO Delayed Day Ring Assignments for Hunt Group Pilot Numbers
- FF4 (Ringing and Hunt Groups): CO Delayed Night Ring Assignments for Hunt Group Pilot Numbers
- FF4 (Ringing and Hunt Groups): Central Office Day Ringing Assignment for Hunt Group Pilot Numbers
- FF4 (Ringing and Hunt Groups): Central Office Night Ringing Assignment for Hunt Group Pilot Numbers
- FF4 (Ringing and Hunt Groups): Ringing Assignments
- FF1 (System): Hunt Group No Answer Timer (CPC-B Version 3.1 or higher)

Considerations

- Eight Station Hunt Groups can be programmed; a single Hunt Group can contain up to eight extensions, plus a pilot extension number.
- The transfer destination of any Hunt Group can be set to: the pilot number of the next group, the pilot number (0) of the Attendant Group, the pilot number of the same group, or a real extension. The transfer destination cannot be voice mail.

- A Transfer Timer adjusts the transfer time between hunt groups. The transfer time can be set from 0 to 32 seconds. If set to 0 seconds, CO calls will be queued at the hunt group until a member is available. Intercom calls will also queue.
- Central office trunks can be set to terminate to different hunt group pilot numbers during day and night mode operation.
- Beginning with CPC-B 3.1, the Hunt Group No Answer Timer determines how long a hunt group member rings before the call is transferred to the next hunt group member. In previous releases, this time was determined by the Call Forwarding--No Answer Timer.
- Beginning with CPC-B Version 4.0, when a call comes to the pilot number of a hunt group, the call will hunt to a member that has call forwarding set, unless call forwarding is set to an outside number. In previous versions, hunting would skip an extension with call forwarding set. The following call types will hunt to a member that has call forwarding set:
 - Intercom calls
 - Transferred intercom calls
 - Incoming CO calls (including DID calls)
 - Transferred CO calls
 - DISA calls

Station Message Detail Recording (SMDR)

(All Versions)

Description

Station Message Detail Recording (SMDR) provides detailed call records of outgoing calls. SMDR records can be output to a printer or an external call accounting system.

Figure 1 shows the SMDR format for CPC-A and CPC-B Versions prior to 3.1. Figure 2 shows the SMDR format for CPC-B Version 3.1 or higher.

Figure 1. SMDR Format for CPC-A and CPC-B Versions Prior to 3.1

0	1	2	3	4	5	6	7
01234567890123456789012345678901234567890123456789012345678901234567890							
1	2	3	4	5	6	7	8
MM DD	HH:MM	H:MM.X	C	NN	DDDDD-DDD-DDD-DDDD	NNN	AAAAAAAAAA
<p>1=Date MM=month DD=day</p>				<p>5=Trunk number NN=number (01-64)</p>			
<p>2=Call start time HH=hour MM=minute</p>				<p>6=Dialed digits DD=digits 0-9 or symbols * or # (See the Note following item 8.)</p>			
<p>3=Call duration H=hour (0-9) MM=minutes X=1/10th of a minute (0-9)</p>				<p>7=Extension number or DISA number 10-73, 100-699=extensions #01-#64=DISA numbers</p>			
<p>4=Call condition I=incoming i=DISA incoming O=DISA outgoing D=Call longer than 10 hours</p>				<p>8=Account code A=digits 0-9 or symbols * or #</p>			
				<p>Note: The * symbol appears as a greater-than sign (>) on the SMDR printout; the # symbol appears as a less-than sign (<).</p>			

Figure 2. SMDR Format for CPC-B Version 3.1 or higher

0	1	2	3	4	5	6	7
012345678901234567890123456789012345678901234567890123456789012345678901234567							
1	2	3	4	5	6	7	8 9
T	MM/DD	HH:MM:SS	HH:MM.SS	NNN	DDDDDDDDDDDDDDDDDDDDDDDDDDDDDDDDDDDDDD	AAAAAAAAAA	VVVVV NN
1=Call type				5=Extension number			
S=Inbound DISA				10-69, 100-699=extensions			
s=Outbound DISA				CO number=DISA			
I=Incoming				6=Dialed digits			
O=Outgoing				DD=digits 0-9 or symbols * or#			
T=Transfer (See Note 1.)				(See Note 2.)			
N=DNIS				7=Account code			
D=DID				A=0-9999999999			
P=Intercom calls				8=Verified account code or walking			
2=Date				COS code			
MM=month				V0000-V9999=verified account codes			
DD=day				W0000-W9999=walking COS codes			
3=Call start time				9=Trunk Number			
HH=hours				NN=number (01-64)			
MM=minutes							
SS=seconds							
4=Call duration							
HH=hours							
MM=minutes							
SS=seconds							
Notes:							
1. Transferred calls include direct and group call pickups and conference calls. If a station call is transferred to an outside number, an SMDR record is also created for the station that is transferred.							
2. The * symbol appears as a greater-than sign (>) on the SMDR printout; the # symbol appears as a less-than sign (<). Centrex and PBX codes, as well as LCR access codes, do not appear as dialed digits.							

Related Programming

- FF1 (System): SMDR Display Start Timer
- FF1 (System): SMDR Printing Mode 1
- FF1 (System): SMDR Printing Mode 2
- FF1 (System): SMDR Printing Mode 3
- FF3 (Extension) SMDR Report

Hardware Requirements

- A printer or external call accounting system is required to receive SMDR data.

T1 Interface

(CPC-B Version 4.0 or higher)

Description

The T1 Interface is a digital trunk card that provides twenty-four 64 kbps channels, for a total transmission rate of 1.544 Mbps. T1 lines can be leased from local exchange carriers and long-distance carriers.

The DBS T1 Interface supports the following options:

SF or ESF Framing Formats

Either super frame (SF) or extended super frame (ESF) formats can be used with the DBS T1.

The superframe consists of 12 frames, with each frame including 193 bits. Each frame is separated by a framing bit.

An extended super frame consists of 24 frames, thereby doubling the length of the super frame (SF) format. ESF also supports monitoring and maintenance capabilities that are not available with the SF format.

Flexible Trunk Signaling Modes

The T1 Interface provides the following trunk signaling modes. The signaling modes can be assigned on a per-channel basis.

- Loop start
- Ground start
- E&M
-
- FF1 (System): T1 Settings
- FF2 (Trunks): Trunk Type
- FF2 (Trunks): T1 Port Class
- FF3 (Extension): Extension Port Class

Hardware Requirements

- The following hardware is required to install a T1 in a single cabinet:
 - 1 T1 Trunk Card (VB-43561)
 - 1 T1 MDF Card (VB-43562)
 - 1 Sync Card (VB-43563)

In addition, the following hardware is required to install a T1 in a double cabinet if the T1 card is located in the slave cabinet:

- 1 T1 Cable (VB-43564)

To install two T1s in a double cabinet, you must have 2 T1 Trunk Cards and 2 T1 MDF Cards.

- The installer must provide a Channel Service Unit (CSU) that complies with FCC Part 15 and Part 68. The CSU is installed between the DBS and the public network. The CSU provides alarm, diagnostic, and monitoring functions, as well as network protection.

Considerations

- *Fractional T1* can be used when fewer than 24 T1 trunks are needed. Fractional T1 allows you to use only a portion of the 24 channels provided on the T1 card.
- Though each T1 Interface provides 24 trunk channels, T1 trunks do not increase the overall trunk capacity of the DBS. Each T1 channel subtracts from the total number of analog trunks that can be installed. Furthermore,

the number of analog trunks that can be used are always decremented in quantities of 8.

For instance, if you're installing a T1 in a DBS 96 and you only want to use 12 T1 channels, the logical number of analog trunks that would be available is 20 ($32 - 12 = 20$).

However, because the number of analog trunks must be decremented in quantities of 8, the actual number of analog trunks that can be used is 16:

(32 total trunks - 16 (two 8-trunk increments) = 16.)

- The current version of the T1 supports voice communications only. Data can be transmitted only if it reaches the T1 in analog form. Examples of analog data that can be transmitted over the T1 include fax transmissions or PC files that have been converted into analog form using a modem.

Toll Restriction

(All Versions)

Description

Access levels, including the prohibition of long distance calls or after-hours calls, can be assigned to specific extensions or CO lines using the Toll Restriction feature. This minimizes non-business related calls and reduces phone bills by only allowing long distance calls over designated lines.

The following access levels are available:

Table 2. Toll Restriction Types

<i>Toll Restriction Type</i>	<i>Characteristics</i>
0	<ul style="list-style-type: none"> • Restriction of outbound dialing. • Restriction of inbound ringing on all trunks. • Inbound ringing trunks can be answered by or transferred to Type 0 extensions. • Intercom calls are allowed.
1	<ul style="list-style-type: none"> • Full restriction of outbound dialing. • Inbound ringing on all trunks. • Intercom calls are allowed.
2	<ul style="list-style-type: none"> • 1-800 calls allowed • Inbound trunk calls can be answered and transferred from a Type 2 phone. • Full restriction of international calls. • Full restriction of operator calls. • Speed dial number selectable restriction. • N11 code selectable restriction. • Restriction of up to 50 seven-digit numbers. • Inter-digit timing is set to 6 seconds.
3	<ul style="list-style-type: none"> • 1-800 calls allowed. • Full restriction of operator calls. • Selectable restriction of international calls. • Selectable restriction of N11 codes (211-911). • Speed dial number selectable restriction. • Restriction of up to 50 seven-digit numbers. • Trunk calls can be answered and transferred. • Defaulted to full restriction of area-code dialing (but up to four codes can be permitted). • Defaulted to full restriction of office-code dialing (but up to four codes can be permitted). • Inter-digit timing is set to 6 seconds.
4	<ul style="list-style-type: none"> • Identical to Type 3, except that office-code dialing is allowed by default.
5	<ul style="list-style-type: none"> • Programmable TRS Type; defaulted to no restrictions.
6	<ul style="list-style-type: none"> • Programmable TRS Type; defaulted to no restrictions.
7	<ul style="list-style-type: none"> • No restriction of outbound dialing.

The following calling restrictions are also available:

- **Station Lockout Key Code Restriction**

A key code must be entered before calling out when the Station Lockout feature is activated.

- **Account Code Restriction**

An Account Code must be entered before calling out.

- **Forced LCR Restriction**

The LCR feature controls outside calls.

Related Programming

- **FF1 (System): Override Toll Restrictions with SSD Numbers**
- **FF3 (Extension) Station Lockout**
- **FF7 (Toll Restriction): Toll Restriction Settings**

Considerations

- **The dialing restrictions included in this feature help prevent unauthorized outgoing calls. It is possible, however, to program your system to allow System Speed Dialing to override Toll Restrictions.**

Trunk Name Assignment

(CPC-B Version 2.0 or higher)

Description

You can display a name, number, or message up to six characters long on the LCD in place of your CO trunk line number. The name will appear when a CO call is ringing or connected.

For example, you can assign specific CO lines to different individuals or departments. Then, when an extension rings, the individual's name or the department's name will appear on the display, immediately identifying for whom the call is intended.

While you are speaking on the extension, "CO TALK XXXXXX" will appear on the LCD. (XXXXXX represents the six characters of the Trunk Name.) While the extension is ringing, "INCOMING XXXXXX" will appear. While the extension is ringing and you are speaking on the extension at the same time, "INCOMING XXXXXX" will appear on the second line of the display.

Related Programming

- FF6 (Name and Message): CO Line Name Assignment

Considerations

- Trunk names can be assigned with a DSS or an attendant phone.
- If a text name is assigned to a CO trunk, the trunk number does not appear on the display.

Trunk Queuing

(All Versions)

Description

If all outside lines in a Trunk Group are busy, the system can call you when a line becomes free. Simply pick up the handset and dial the telephone number when the Trunk Callback alert tone rings.

Operation

To set Trunk Queuing:

1. Press the **ON/OFF** key.
2. Press the **CO** line key or dial a trunk access code.

You will hear a busy tone from the speaker.
3. Press "2."

"In CO Queuing" will appear on the display.
4. Press the **ON/OFF** key.
5. Wait for the Trunk Callback alert tone.

To respond to the Trunk Callback alert tone:

Pick up the handset.

- You will immediately access the outside line.
- You will hear dial tone.
- "CO TALK #XX" will appear on the display.

Related Programming

- FF1 (System): Extension Class of Service
- FF3 (Extension): Class of Service

Considerations

- Response to the Trunk Callback alert tone must be within sixteen seconds or Trunk Queuing will be canceled.
- If a call arrives from an outside line while the Trunk Queuing feature is activated, Trunk Queuing will be suspended for the duration of the incoming call.
- If you are engaged in another call on a different line for more than twenty minutes after the desired outside line becomes available, that outside line's assignment to you will be canceled.
- The Trunk Queuing feature may also be used if you hear a busy tone when trying to make a call using the Pooled Trunk Access feature.
- Trunk Queuing can be used by SLTs.

Universal Night Answer

(All Versions)

Description

Universal Night Answer (UNA) sends incoming calls during night mode to an external ringer, such as a night bell.

As an alternative to using a night bell, UNA can also be configured to ring external paging speakers.

Universal Night Answer calls can be picked up from any extension, provided the extension's Class of Service allows UNA answer.

Operation

To answer a UNA call:

1. Pick up the handset.

You will hear the intercom dial tone.

2. Dial "78."

"CO TALK #01" will appear on the display if the call is on line 1.

Related Programming

- FF1 (System): Extension Class of Service
- FF1 (System): Ring Patterns for UNA Terminals
- FF3 (Extension): Class of Service
- FF4 (Ringing and Hunt Groups): Central Office Day Ring Assignment
- FF4 (Ringing and Hunt Groups): Central Office Night Ring Assignment

Hardware Requirements

- An external ringing device is not provided with the DBS. It can be purchased separately from an electronics dealer.
- External paging speakers are not provided with the DBS; they must be purchased separately.

Considerations

- With CPC-A, extension port 73 is used to assign ringing to an external page/UNA interface.
- With CPC-B, extension port 145 is used to assign ringing to an external page/UNA interface.

Voice Mail Ringing

(CPC-B Version 3.1 or higher)

Description

The Voice Mail Ringing feature allows calls from a DBS Automated Attendant or from an ACD port to ring an extension with the same ring tone as a CO trunk. The ring pattern is selected in the Extension Distinctive Ringing program. If a distinctive ringing pattern is not specified, the ringing pattern will be two seconds on/two seconds off.

Related Programming

- FF3 (Extension): Extension Distinctive Ringing

Walking TRS Class of Service

(CPC-B Version 3.1 or higher)

Description

Walking TRS Class of Service allows an extension user to “carry” his or her toll restrictions to another phone.

Before the Walking TRS Class of Service feature can be used, a Walking Class of Service code must be entered for each extension that wants to use dialing privileges at another extension.

Operation

To enter a Walking Class of Service code:

1. Pick up the handset.
You will hear intercom dial tone from the handset.
2. Dial “#12.”
3. Enter the four-digit Walking Class of Service code (0001 ~ 9999).

4. Press “#.”
5. Replace the handset.

To use a Walking Class of Service code:

1. Pick up the handset of an extension other than your own.

You will hear intercom dial tone from the handset.

2. Dial “#13.”
3. Enter *your* extension number.
4. Enter your Walking Class of Service code.
5. Press “#.”

6. Enter a trunk access code (88XX, 9, 81 ~ 86).

You will hear the outside dial tone from the handset.

7. Dial the telephone number.

The Walking Class of Service will remain in effect until you replace the handset.

To clear a Walking Class of Service code:

1. Pick up the handset.

You will hear intercom dial tone from the handset.

2. Dial “#12.”
3. Enter the original Walking Class of Service code.
4. Press “#.”
5. Replace the handset.

To confirm a Walking Class of Service code (Attendant Phone only):

1. Pick up the handset.

You will hear the intercom dial tone from the handset.

2. Press the **CONF** key.

3. Dial “#12.”

4. Enter the extension number.

The Walking Class of Service code for that extension will appear on the display.

Considerations

- Walking Class of Service can be used by KTELEs, DSLTs, and SLTs.
- A Walking Class of Service code can be used on more than one extension.
- If a station is locked out, the Walking Class of Service feature will override the lockout.
- LCR and TRS dialing privileges follow the Walking Class of Service.

Chapter 2. Attendant Features

This chapter describes features that are available to an attendant phone.

In addition to functioning as a central answering point, an attendant phone also has special capabilities for monitoring and programming other phones.

Attendant Assignment of Speed Dialing

(All Versions)

Description

The attendant can assign system speed dialing numbers. System speed dialing numbers are shared by all DBS extensions.

Operation

1. Press the **ON/OFF** key.
 - You will hear intercom dial tone from the speaker.
 - The **ON/OFF** LED will light.
2. Press the **PROG** key.

“F” will appear on the display.
3. Press **AUTO**.

“FA” will appear on the display.
4. Enter the Speed Dial code (00-89).

“Enter SSD 01” will appear on the display if number is to be stored for System Speed Dial code 01.
5. Dial the telephone number to be stored.

The number will appear on the display.
6. Press the **HOLD** key.

“SSD 01” and the stored telephone number will appear on the display if the number was stored on Speed Dial code 01.
7. Repeat steps 2 ~6 to store additional numbers.

Considerations

- Storing a new number erases any previously stored data.
- To delete a System Speed Dial number, perform the programming steps, but do not enter a number before pressing **HOLD**.
- Storing names for System Speed Dialing can also be done using a DSS console connected to the attendant phone.

Attendant Busy Override

(CPC-B Version 2.0 or higher)

Description

The Attendant Busy Override feature allows the attendant to break in on an Intercom Call or a CO Call already in progress. An alert tone is first heard by the busy party called, then the call becomes a three-party conference.

Attendant Busy Override can break into an extension, even if the extension has "Busy Override Reject" enabled. (The extension feature "Busy Override" cannot break into an extension that has "Busy Override Reject" enabled.)

Operation

To override a busy extension:

Press "4."

"CONF 135 157" will appear on the display if extensions 135 and 157 were engaged in the call you interrupted.

Related Programming

- FF1 (System): Attendant Override

Considerations

- Replace the handset to exit the three-party conference call.
- The alert tone can be turned on or off through system programming.

Attendant Call Park

(All Versions)

Description

Using the Attendant Call Park feature, the Attendant may park an outside call until the called party can be found. The attendant can then use the Paging feature to inform the called party of the call's Park Number. The parked call can then be retrieved from any extension by dialing the Park Number.

The attendant phone is equipped with ten outside line Park Numbers (00 ~ 09). By programming a Call Park key into a FF key of a telephone or a DSS console, one-touch Call Park is possible.

Operation

To park an outside call:

1. Press the **HOLD** key.
 - The outside call will be placed on hold.
 - "CO HOLD #03" will appear on the display if the call arrived on line 3.
2. Dial "75."

"PARK HOLD" will appear on the display.
3. Enter desired Park Number (00 ~ 09).

"PARK HOLD 01" will appear on the display if you selected Park Number 01.

To release a parked call (after receiving the Park Number from the Attendant):

1. Pick up the handset.

You will hear intercom dial tone.

2. Dial "76."

3. Enter the Park Number assigned to the call.

"PARK PICK 01" will appear if 01 was the assigned Park Number, then "CO TALK #03" will appear if the call arrived on line 3.

Related Programming

- FF1 (System): Attendant Park Hold Recall Timer

Considerations

- With CPC-A and CPC-B Versions prior to 3.1, if Call Park is assigned to an FF key, the FF key does not indicate when a call is parked. Beginning with CPC-B Version 3.1, the FF key does indicate when a call is parked.
- If a parked call is not answered before the Attendant Park Hold Recall Timer expires, the parked call will recall to the attendant.

Attendant Control of Absence Messages, Call Forwarding, and DND

(All Versions)

Description

An attendant phone can cancel the Absence Message, Call Forwarding, and Do-Not-Disturb (DND) features activated on any extension.

Operation

To cancel an Absence Message, Call Forwarding, or DND:

1. Press the **ON/OFF** key.
 - You will hear intercom dial tone from the speaker.
 - The **ON/OFF** LED will light.
2. Press the **CONF** key.
3. Dial the extension number.
4. Press “*.”
5. Press the **ON/OFF** key.

The **ON/OFF** LED will go off.

Considerations

- On DSS consoles equipped with DSS keys, the indicator for an extension that has Absence Message, Call Forwarding, or DND activated lights green. This indicator goes off when the feature is canceled.

(The indicator does not light for Permanent Call Forwarding.)

Attendant-Controlled Text Assignment

(All Versions)

Description

The attendant can assign text to extensions, system speed dial numbers, and Call Waiting/OHVA text replies without the use of a DSS/72 and without entering the programming mode.

Text is assigned through the dialpad on the attendant phone.

Operation

To assign names to extensions:

1. Pick up the receiver or press the **ON/OFF** key.
2. Press **PROG**.
3. Dial #2.
4. Enter the extension's port number.
5. Press **AUTO** to backspace and erase the existing name.
6. Use the dialpad sequences shown in Table 3 on page 57 to enter letters and/or numbers.

Press **FLASH** after each letter.

Press **CONF** to switch between numbers and letters.
7. To store your entry, press **HOLD**.

To assign names to System Speed Dial numbers:

1. Pick up the receiver or press the **ON/OFF** key.
2. Press **PROG**.
3. Dial #1

4. Press **AUTO**.
5. Dial the desired of system speed dial number (00-89).
6. Press **AUTO** to backspace and erase the existing name.
7. Use the dialpad sequences shown in Table 3 on page 57 to enter letters and/or numbers.

Press **FLASH** after each letter.

Press **CONF** to switch between numbers and letters.
8. To store your entry, press **HOLD**.

To assign text to Call Waiting/OHVA Text Replies (CPC-B Version 4.0 or higher):

1. Pick up the handset or press **ON/OFF**.
2. Press **PROG**.
3. Dial #5
4. Dial 1 ~ 5, depending on which text message you want to change.
5. Press **AUTO** to backspace and erase the existing name.
6. Use the dialpad sequences shown in Table 3 on page 57 to enter letters and/or numbers.

Press **FLASH** after each letter.

Press **CONF** to switch between numbers and letters.
7. To store your entry, press **HOLD**.

Table 3. Key sequences for text assignment.

<i>Key</i>	<i>Number of Key Presses</i>					
	<i>Once</i>	<i>Twice</i>	<i>Three times</i>	<i>Four times</i>	<i>Five times</i>	<i>Six times</i>
1	Space	Q	Z	Space	q	z
2	A	B	C	a	b	c
3	D	E	F	d	e	f
4	G	H	I	g	h	i
5	J	K	L	j	k	l
6	M	N	O	m	n	o
7	P	R	S	p	r	s
8	T	U	V	t	u	v
9	W	X	Y	w	x	y
0	.	:	.	:	.	:
*	*	-	?	*	-	?
#	#	/	!	#	/	!

Attendant Groups

(CPC-B Version 2.0 or higher)

Description

The DBS can accommodate up to four attendant positions. The first attendant is fixed at port 1, extension 100. The other Attendants can be set to any port or extension. When there is more than one attendant in a system, you can create an Attendant Group with a pilot number of 0.

When all Multi-Line keys on the first attendant phone are busy, a call will be forwarded to the second, third, and fourth attendant phones, in that order.

Related Programming

- FF1 (System): Second Attendant Position
- FF1 (System): Third Attendant Position
- FF1 (System): Fourth Attendant Position
- FF1 (System): Attendant Transfer Extension Position

Considerations

- If all four phones are busy, the call will be transferred to a preset destination which must be a real extension number. The forwarding destination cannot be the pilot number of a hunt group.
- The third and fourth attendants cannot have a DSS/72.
- Prior to CPC-B Version 2.0, the DBS supported a maximum of two attendant positions.

Dial Tone Disable

(All Versions)

Description

The intercom dial tone can be turned off at an attendant phone. Dial tone is turned off when a headset is used.

Operation

To disable the intercom dial tone:

1. Press the **ON/OFF** key.
 - You will hear the intercom dial tone from the speaker.
 - The **ON/OFF** LED will light.
2. Press “#50.”
3. Press the **ON/OFF** key.

The **ON/OFF** LED will go off.

To reactivate dial tone:

Repeat the preceding steps.

DSS/72

(All Versions)

Description

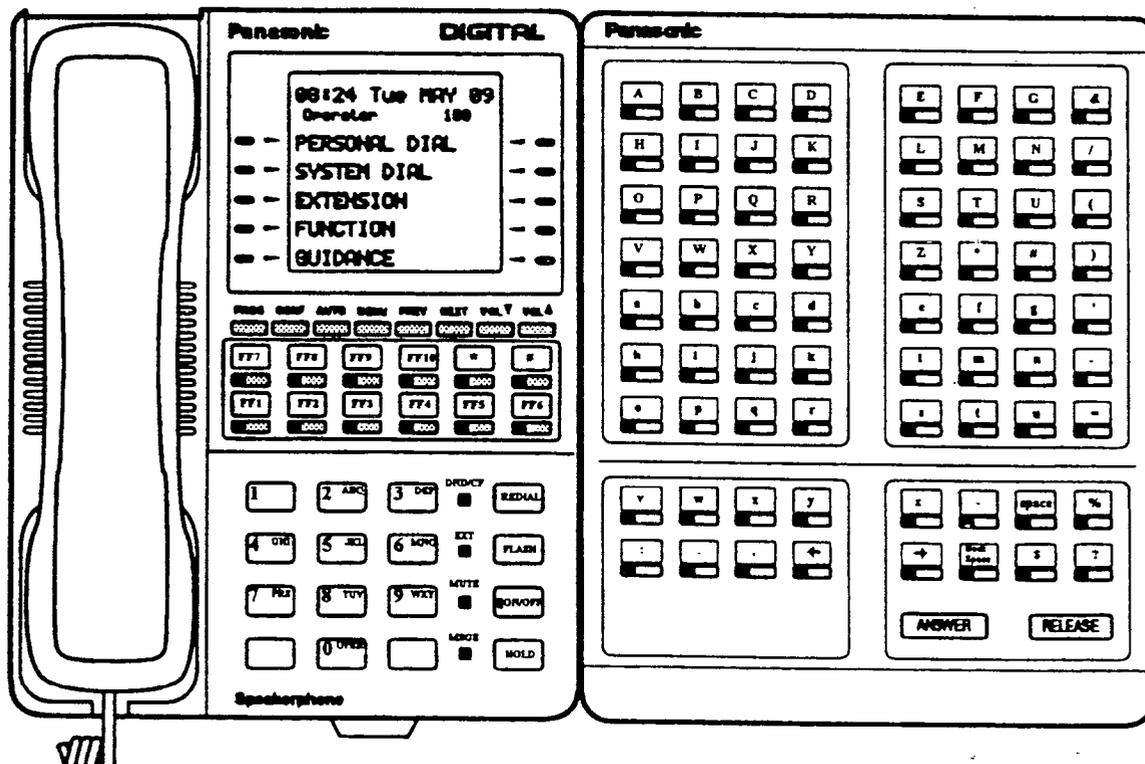
The DSS/72 is a 72-key console that can be attached to the attendant phone.

The 72 keys of the DSS can be programmed as Direct Station Select (DSS) keys for internal lines. In addition to providing direct station selection, the DSS keys also provide busy lamp fields to assist the attendant in monitoring the status of extensions.

Simplified Call Transfer is possible by pressing a DSS key while connected to an outside line. The outside line will be placed on hold and the extension dialed automatically.

When the attendant is placed in the programming mode, the DSS functions as a typewriter for inputting text names. Figure 3 shows which keys are pressed for text input.

Figure 3. VB-43225 with a DSS/72

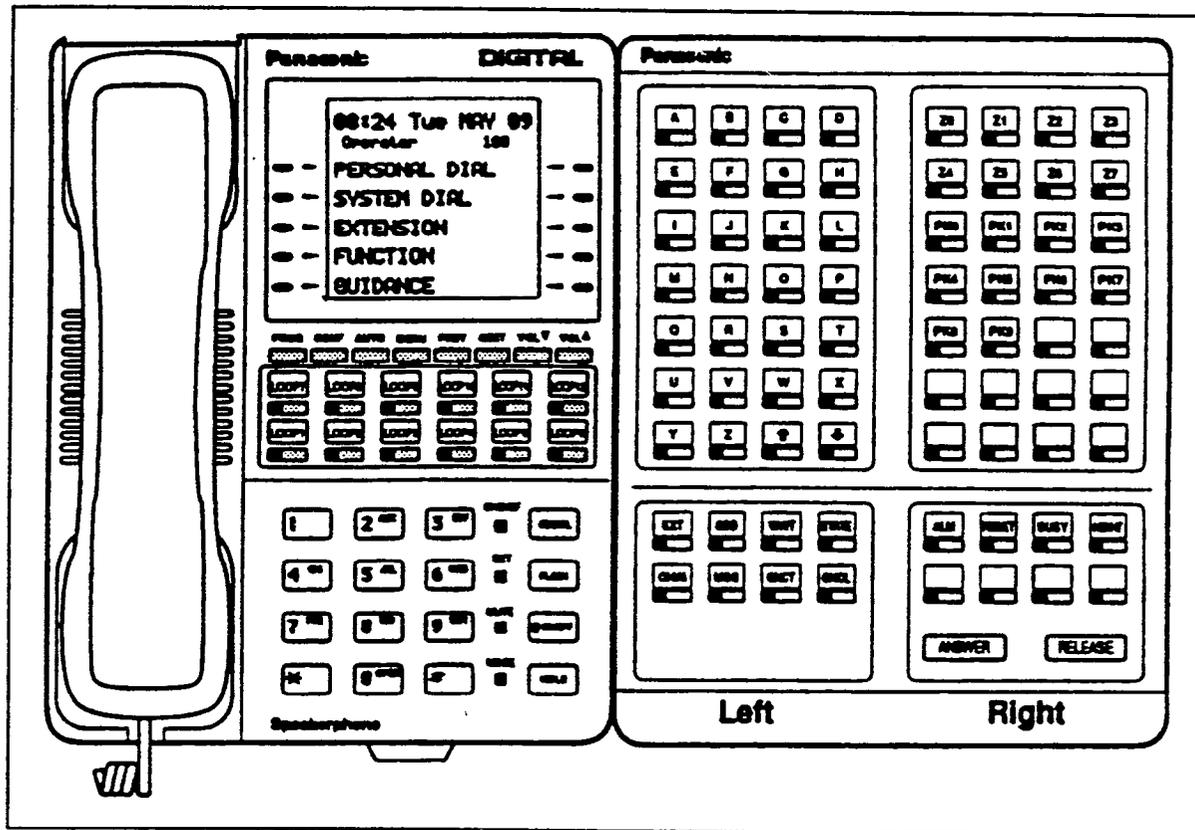


When the Attendant Feature Package (VB-43330) is installed, the DSS/72 can be used as an Attendant Console. The attendant console provides station monitoring and call transfer by name for large systems, even if a large display phone is not used.

As Figure 4 illustrates, the Attendant Console includes preassigned keys for attendant functions, such as Call Park, Zone Paging, and alarm monitoring.

For a detailed description of the Attendant Console, see the *Attendant Console User's Guide* (Section 760).

Figure 4. VB-43225 with a DSS/72 configured as an Attendant Console



Related Programming

- FF1 (System): Attendant Feature Package Settings
- FF3 (Extensions): Terminal Type

Hardware Requirements

- The “Attendant Feature Package” is required to configure the DSS/72 as an Attendant Console. The “Attendant Feature Package” is contained on a special EPROM chip that replaces an EPROM on the CPC-B card.

Considerations

- Up to two DSS/72s can be assigned to a single attendant phone. However, only one of the DSS/72s can be assigned as an Attendant Console.
- The DSS key LED informs the attendant of the status of assigned extensions. The LED lights red when the extension is busy and green when Absence Message, Call Waiting, or DND is activated.
- Pressing a DSS key while connected to an outside line places the line on hold.
- The “Attendant Feature Package” is available with CPC-B Versions 2.0 or higher.

Headset Operation

(All Versions)

Description

A headset can be connected to attendant or non-attendant phones. (Dial tone is normally turned off when using the headset.)

Operation

To use a headset:

1. Connect a headset to the desired telephone.
2. Press the **ON/OFF** key.
3. Press “#51.”

The **ON/OFF** LED will remain lit.

To stop using a headset:

Repeat the preceding steps.

Hardware Requirements

- Headsets are not provided with the DBS; they must be purchased separately.
- Most commercially available headsets (with ECM mike transducers) can be used.

Station Lockout Code Assignment

(All Versions)

Description

The Station Lockout feature allows users to dial a Station Lockout code to restrict their phone from being used for outside calls.

Station Lockout codes can be assigned through the attendant phone.

Operation

To program a Station Lockout code:

1. Press the **ON/OFF** key.
 - You will hear the intercom dial tone from the speaker.
 - The **ON/OFF** LED will light.
2. Press the **CONF** key.
3. Dial “#8.”
4. Dial the extension number.
5. Enter the desired key code (four digits).

6. Press the **HOLD** key.

“STORE 1357” will appear on the display if key code 1357 was entered.

7. Press the **ON/OFF** key.

The **ON/OFF** LED will go off.

Considerations

- A locked extension can be used for Intercom Calls.
- Station Lockout key codes can also be set through system programming.

System Time and Date Control

(All Versions)

Description

The date and time displayed on all system extensions is set from an attendant phone.

Operation

To set the date and time:

1. Press the **ON/OFF** key.

- You will hear intercom dial tone.
- The current date and time will be displayed on your LCD.

2. Press the **PROG** key.

“F” will appear on the display.

3. Dial “##.”

“Program Mode: MAIN MODE” will appear on the first and second lines of the display.

4. Press the FF1 key.

“SELECT SUB MODE” will appear on the second line of the display.

5. Dial “1#.”

“1:DATE 2:TIME” will appear.

6. Dial “1#.”

“MONTH/DAY/YEAR” will appear.

7. Enter six digits for the month, day, and year.

For example, to set the date to March 3, 1993, enter “030393.”

8. Press #.

“TIME SET MODE” will appear on the display.

9. Enter four digits for hours and minutes (24-hr. time).

For example, for 11:00 a.m., enter “1100.”

10. Press #.

11. Press the ON/OFF key.

The new date and time will appear on the display.

To reset the minutes display to “00:”

If the clock is five minutes slow or fast, you can re-synchronize the minutes setting to “00,” provided the current minutes display is between “:55” and “:05.”

1. Press the ON/OFF key.

- You will hear intercom dial tone.
- The ON/OFF LED will light.

2. Press the PROG key.

“F” will appear on the display.

3. Dial "#4."

"Time Adjusted" will appear on the display.

4. Press the **ON/OFF** key.

The **ON/OFF** LED will go off.

Considerations

- The month is entered in numeric form, but it is displayed as the name of the month.
- The day of the week is calculated automatically.

Traffic Measurement

(All Versions)

Description

An attendant phone can track the number of outgoing and incoming calls for each outside line number, as well as the number of times each System Speed Dial number is used. This information can be used to evaluate trunk usage and control costs.

To determine the number of outgoing calls made on an outside line:

1. Press the **ON/OFF** key.
 - You will hear intercom dial tone.
 - The **ON/OFF** LED will light.
2. Press the **CONF** key.

"C" will appear on the display.

3. Dial “#90,” then enter the number of the outside line you want to check.

If 1234 outgoing calls have been made on line 01, “Outgoing01 1234” will appear on the display.

Pressing the # key steps through the trunk numbers and system speed dial numbers.

4. Press the ON/OFF key.

The ON/OFF LED will go off.

To check other usage rates:

Replace “#90” in Step 3 with one of the following codes:

Table 4. Traffic measurement options

<i>Operation</i>	<i>Code</i>	<i>Display</i>
Check the number of incoming calls to a specific trunk	#91NN	“Incoming NN”
Check the number of times a System Speed Dial number was used:	#92SS	“SYS-SPD SS”
Delete usage data:	#93	“Clear All Inform”
Notes: NN = CO line number (01 ~ 64) SS = System Speed Dial number (00 ~ 89)		

Considerations

- Usage data cannot be cleared item by item.
- All data is retained until it is deleted or until 65,536 entries are made (at which point the figures are reset to zero).
- A backup battery protects memory contents in case of power failure.

Walking COS Confirmation

(CPC-B Version 3.1 or higher)

Description

The attendant can check the Walking Class of Service ID code of any extension.

Operation

1. Press **ON/OFF**.
2. Press **CONF**.
3. Dial **#12** plus the extension number.

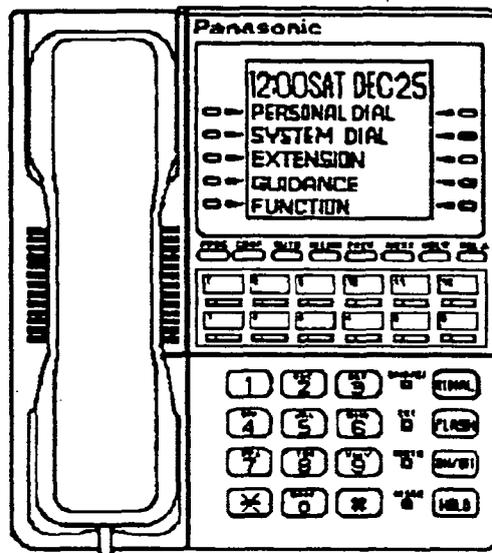
The Walking Class of Service ID code will appear on the display.

Chapter 3. Key Telephone Features

This chapter describes DBS key telephone features. DBS key telephones are proprietary digital phones that provide feature access through a combination of feature keys and access codes.

Figure 5 illustrates the DBS key phone VB-43225. The VB-43225 provides a large display that includes one-touch access to speed dial numbers, telephone features, and help screens.

Figure 5. VB-43225 key phone



Absence Message

(All Versions)

Description

Extension users can leave text messages on their phone when they are away.

When the unattended extension is dialed, the text message will display on the caller's phone.

Any one of the following messages can be selected. Messages 5 to 9 can be changed through system programming.

Table 5. Absence Messages

<i>Message No.</i>	<i>Message Text</i>
0	In Meeting
1	At Lunch
2	Out of Office
3	Vacation
4	Another Office
5	User Defined
6	User Defined
7	User Defined
8	User Defined
9	User Defined

Operation

To set an Absence Message

1. Press the ON/OFF key.
 - You will hear intercom dial tone from the speaker.
 - The ON/OFF LED will light.
2. Dial "71."

"Enter Msg Code" will appear on the display.

3. Enter a message code between 0 and 9 (See Table 5.).

“Enter Parameter” will appear on the display.

4. Enter the time you will return (optional). See Table 6 for examples.

5. Press the **ON/OFF** key.

- The **DND/CF LED** will light.
- “At Lunch” will appear on the display if you selected message code 1.

To cancel an Absence Message

1. Press the **ON/OFF** key.

- You will hear intercom dial tone from the speaker.
- The **ON/OFF LED** will light.

2. Dial “71.”

“Enter Msg Code” will appear on the display.

3. Press the **ON/OFF** key.

- The **ON/OFF LED** will go off.
- The **DND/CF LED** will go off, and the message will disappear from the display.

Related Programming

- FF1 (System) Extension Class of Service (CPC-B Version 3.1 or higher)
- FF3 (Extension) Class of Service (CPC-B Version 3.1 or higher)
- FF6 (Names and Messages): Absence Message

Considerations

- Calling parties without a display get a busy signal, rather than the Absence Message.
- If a message code number that has not been programmed when a message is selected, "Absence," followed by the code number, will appear on the display.
- Absence Message return times can be input as shown in the following table:

Table 6. Example Return Times for Absence Messages

<i>Input</i>	<i>Display</i>
No input	Return
9	Return 9:00
11	Return 11:00
615	Return 6:15
1035	Return 10:35

Four-digit numbers can also be input (0000 ~ 9999 = Hours & Minutes or Month & Date).

- Setting an Absence Message cancels DND and Call Forwarding features.
- When an Absence Message is set on a DID station, incoming DID calls are routed according to the ringing assignment programmed for the incoming trunk.
- Callback to an incoming CO call on a Private Line is available if the Absence Message feature is activated.

Busy Override

(All Versions)

Description

Extensions in the same Paging Group (1-7) can break into one another's outside calls or Intercom Calls to relay urgent information or to create three-party Conference Calls.

Operation

1. Pick up the handset.

You will hear intercom dial tone from the handset.

2. Dial the extension number.

3. When you hear busy tone, dial "4."

- An alert tone will sound to both phones (system programming required).
- The EXT LED will light.

Related Programming

- FF1 (System): Alert Tone for Busy Override and Offhook Voice Announce
- FF1 (System): Extension Class of Service (CPC-B Version 3.1 or higher)
- FF3 (Extension): Class of Service (CPC-B Version 3.1 or higher)
- FF3 (Extension): Busy Override Send
- FF3 (Extension): Busy Override Receive
- FF3 (Extension): Extension Paging Groups

Considerations

- You cannot break in on three-party conference calls.
- In CPC-A and CPC-B Versions 2.0 or lower, an Attendant Phone can break into any call, independent of system programming.

Beginning with CPC-B Version 2.0, attendants can be prevented from using busy override.

- The default for the override alert tone is “off.” If the override alert tone is enabled, the tone will be sent to both parties when a call is overridden.
- In CPC-A and CPC-B Versions prior to 3.1, overridden extensions display “CONF” when an override is performed. Beginning with CPC-B Version 3.1, “Overridden” does not appear on the display of an extension that has been broken into.

Call Coverage Groups

(All Versions)

Description

Call coverage is designed for office workers who almost always want their unanswered calls to be routed to the same secretary or secretaries.

If an extension in a Call Coverage Group is unable to receive a call, the call will be automatically routed to a designated phone within the group (the “covering” phone).

Up to two extensions can be designated as covering phones.

For example, if an outside call on line 1 is sent to extension 135, but extension 135 is busy or does not answer, the call will ring at the covering phone and “TRK #01> 135” will appear on the covering phone’s display.

If two extensions are designated as covering phones and one of them is in DND, the second will receive the call.

Call coverage assignments are controlled through system programming, rather than from individual extensions.

For extension-controlled routing of unanswered calls, see “Call Forwarding” on page 76.

Related Programming

- FF3 (Extension): Offhook Signaling
- FF4 (Ringing and Hunt Groups): Call Coverage Group Member Table

Considerations

- Up to sixteen Call Coverage Groups can be programmed into your system. A Call Coverage Group can have up to two covering phones and up to six extensions.
- A member of one Call Coverage Group cannot belong to another Call Coverage Group or to a Hunting Group.
- A single-line telephone (SLT) can be a member of a coverage group, but it cannot be a covering phone.
- Calls to an extension in DND do not cover.
- Calls to an extension with Call Forwarding activated do not cover.
- If the Call Forwarding feature or the Absence Message feature is activated for covering phone No. 1, covering phone No. 2 will “cover” the other extensions in the group.
- Voice intercom calls do not cover. Only tone intercom calls can activate call coverage.

Call Forwarding

(All Versions)

Call Forwarding allows users to send their calls to another extension, an outside line, or voice mail. All versions of the DBS provide call forwarding. However, some call forwarding enhancements are not available with earlier versions. The following table shows the call forwarding features available with each release.

Table 7. DBS Call Forwarding features

<i>Feature</i>	<i>Availability</i>
Call Forwarding--All Calls	All versions
Call Forwarding--No Answer	CPC-A Version 3.1 or higher CPC-B Version 2.0 or higher
Call Forwarding--Busy	All versions
Call Forwarding--Busy/No Answer	All versions
Call Forwarding--External	All versions
Permanent Call Forwarding	CPC-B Version 3.1 or higher

Descriptions

Call Forwarding--All Calls. When the Call Forwarding--All Calls feature is activated, all incoming calls to an extension are forwarded immediately.

Call Forwarding--No Answer. When Call Forwarding--No Answer is activated, an unanswered call will ring until the Call Forward No Answer timer expires. When the timer expires, the unanswered call will be forwarded.

Call Forwarding--Busy. When Call Forwarding--Busy is activated, all incoming calls to a busy extension will be forwarded.

Call Forwarding--Busy/No Answer. When Call Forwarding--Busy/No Answer feature is activated, all incoming calls to an extension that is busy or does not answer will be forwarded.

Call Forwarding--External. When Call Forwarding--External is activated, all incoming intercom calls to an extension will be forwarded to an outside number. In order to forward to an outside number, the number must first be entered as a system or personal speed dial number.

Any system speed dial number (00-89) can be used to store an outside number for call forwarding. With CPC-A and CPC-B Versions prior to 2.0, only personal speed dial number 99 can be used. With CPC-B Versions higher than 2.0, any of personal speed dial numbers (90-99) can be used.

Permanent Call Forwarding. Permanent call forwarding is assigned through system programming, rather than by the user. Permanent call forwarding is normally used to forward calls to a voice mail system.

An extension user can invoke other forms of call forwarding (no answer, busy, all calls) to temporarily override the permanent call forwarding destination.

Permanent call forwarding can be used with busy, no answer, or busy/no answer.

When Permanent Call Forwarding is assigned, the **DSS** and/or **BLF** keys are not lit green, the DND/CF LED is off, and the second line of LCD displays do not display the Call Forwarding assignment.

To activate Call Forwarding:

1. Press the **ON/OFF** key.
 - You will hear intercom dial tone from the speaker.
 - The **ON/OFF** LED will light.
2. Dial "72."

"ENTER FWD CODE" will appear on the display.
3. Dial the appropriate call forwarding code.

<i>Call Forward Type</i>	<i>Code</i>
All	0
Busy/no answer	1
Busy	2
Outside	3
No answer	4

"ENTER FWD EXT#" will appear on the display.

4. If you're forwarding to an internal number, enter the number of the extension you want to receive your calls. If you're forwarding to an outside number, press **AUTO** plus the appropriate speed dial number.

Note: To forward to an outside number, the number must be programmed into personal or system speed dialing. With CPC-A or CPC-B Versions prior to 2.0, you can only forward to an outside number that is programmed into personal speed dial number 99. Beginning with CPC-B, you can forward to any speed dial number (system or personal).

5. Press the **ON/OFF** key.

- The **DND/CF** LED will light.
- "FWD-EXT 135" will appear on the 2nd line of the display if extension 135 was selected. If a name was assigned to the extension, the name will appear instead of the extension number.

To cancel Call Forwarding

1. Press **ON/OFF**.
2. Dial "72."
3. Hang up.

Related Programming

- FF1 (System): Call Forward No Answer Timer
- FF1 (System): Extension Class of Service (CPC-B Version 3.1 or higher)
- FF3 (Extension): Class of Service (CPC-B Version 3.1 or higher)
- FF3 (Extension): Permanent Call Forward Type (CPC-B Version 3.1 or higher)
- FF3 (Extension): Permanent Call Forward Extension (CPC-B Version 3.1 or higher)
- FF10 (System and Personal Speed Dial): System Speed Dial Numbers
- FF10 (System and Personal Speed Dial): Personal Speed Dial Numbers

Considerations

- With CPC-A and CPC-B Versions prior to 2.0, calls cannot be forwarded to an extension that already has call forwarding activated. In other words, phone "A" could only forward to phone "B" if phone "B" was not forwarded.

Beginning with CPC-B Version 2.0, calls can be forwarded to extensions that have call forwarding activated. For example, phone "A" can be forwarded to phone "B," even if phone "B" is forwarded to voice mail.

- DND and Absence Messages cancel Call Forwarding.
- Voice calls do not forward when Call Forwarding--No Answer is used.
- If several calls arrive at once at an extension set for Call Forwarding-No Answer, all of the calls will be queued. (The timing for each call begins with the ringing tone.)
- Extensions for which Call Forwarding-External has been set cannot:
 - Be in the middle of an outside call when the feature is activated.
 - Have a toll restriction setting that prohibits outside calls.
- Calls can be forwarded to a third-party voice mail (a system other than the DBS Voice Mail) by using the "Call Forward ID Code" described on page 10.

Call Hold

(All Versions)

The DBS provides both Exclusive and System Hold.

Exclusive Hold

Description

With Exclusive Hold, only the station that held the call can retrieve it.

Exclusive Hold can be used to hold CO calls and intercom calls.

Operation

To place a call on Exclusive Hold:

Press the line key being used for the call.

The line LED will flash green and you will hear intercom dial tone.

“Hold TRK #01” will appear on the display if outside line 1 is placed on hold.

To retrieve a call from Exclusive Hold:

Press the line key on which the call was placed on hold.

The line LED will stop flashing and remain green.

“CO TALK TRK #01” will appear on the display if a held call on outside line 1 was released.

Related Programming

- FF1 (System): Attendant Hold Recall Timer
- FF1 (System): Extension Hold Recall Timer
- FF1 (System): Central Office Line Automatic Hold
- FF1 (System): Non-appearance CO Line Hold

Considerations

- When using an outside line for which there is no line key on your extension, press the **HOLD** key to place the call on hold, then press a vacant line key. Release the held call by pressing **HOLD** again. (System programming determines whether the call will be placed on Exclusive Trunk Hold or System Trunk Hold.)
- A held call will recall if it is not retrieved before the Hold Recall Timer expires. "Hold Recall #01" will appear on the display if a call on outside line 1 has been held beyond the time limit.
- If you press the **HOLD** key during a conference with two outside lines, both outside lines will be placed on hold.
- If your system is set for onhook transfer, you have placed an outside call on hold, and then you make an Intercom Call, you must make sure the other extension hangs up before you do. If you hang up before the other extension, *the held outside line will be transferred to that extension.* (Pressing **FLASH** will release the extension.)
- The DBS can provide music-on-hold to callers placed on hold. See "Music-On-Hold" (page 21) for more information.

System Hold

Description

Using System Hold, you can place either an outside call or an Intercom Call on hold.

A call placed on System Hold can be retrieved from any extension.

Operation

To place a call on System Hold:

Press the **HOLD** key.

- The line LED which was being used for the call will flash green.
- You will hear intercom dial tone.
- "Hold TRK #01" will appear on the display if the call was on outside line 1.

To release a call placed on System Hold from the extension that placed it there:

Press the line key that is flashing green.

- The line LED will stop flashing and remain lit.
- “CO TALK #01” will appear on the display if the call was on outside line 1.

To release a call placed on System Trunk Hold from a different extension:

Press the line key that is flashing red.

- The line LED will turn green and stop flashing.
- “CO TALK TRK #01” will appear on the display if the call was on outside line 1.

Related Programming

- FF1 (System): Attendant Hold Recall Timer
- FF1 (System): Extension Hold Recall Timer
- FF1 (System): Central Office Line Automatic Hold
- FF1 (System): Non-Appearing Central Office Line Hold

Considerations

- When using an outside line for which there is no line key on your extension, press the **HOLD** key to place the call on hold, then press a vacant line key. Release the held call by pressing **HOLD** again. (System programming determines whether the call will be placed on Exclusive Trunk Hold or System Trunk Hold.)
- If the Automatic Outside Line Hold feature is programmed for your system, pressing any other line key will place your original call on System Hold.
- A held call will recall if it is not retrieved before the Hold Recall Timer expires. “Hold Recall #01” will appear on the display if a call on outside line 1 has been held beyond the time limit.
- If you press the **HOLD** key during a conference with two outside lines, both outside lines will be placed on hold.

- If your system is set to onhook transfer, you have placed an outside call on hold, and then you make an Intercom Call, you must make sure the other extension presses the **FLASH** key or hangs up before you do. If you hang up before the other extension, *the held outside line will be transferred to that extension.*
- If there is no response to the Hold Recall, the tone will sound at the Attendant Phone (extension 100 or 10). However, no tone will sound at an Attendant Phone if Night Service is activated or if the call is on a Private Line.
- An error tone will sound if you attempt to place more than one intercom call on hold at the same time.
- The DBS can provide music-on-hold to callers placed on hold. See “Music-On-Hold” (page 21) for more information.

Call Park

(All Versions)

Description

You can use the Call Park function to transfer a call, even if you cannot locate the intended recipient of the call. Simply park the call, then page the person you want to transfer to. That person can answer the call from any extension by dialing the number of the extension that parked the call.

Operation

To park a call:

1. Press the **HOLD** key.
2. Dial “75.”

“Park Hold” will appear on the display.

To retrieve a parked call:

1. Pick up the handset.

You will hear intercom dial tone from the handset.

2. Dial "76."

3. Dial the number of the extension that parked the call.

"CO TALK TRK #1" will appear on the display if the call was parked on line 1.

Related Programming

- FF1 (System): Park Recall Timer

Considerations

- An alarm tone will sound if a parked call is not released before the Recall Timer expires (determined by system programming). If this happens, the user that parked the call can retrieve it by simply picking up the handset. If no one retrieves the call after the Recall Timer expires, a second alarm will sound at an attendant phone(s).
- You cannot park more than one outside line at a time.
- The Attendant Phone cannot use this feature. The Attendant must use the Attendant Call Park feature.
- The Call Park Recall Timer is similar to the Recall Timer, except that when the Call Park Recall Timer is set for "0" a call is recalled automatically in three minutes.
- You can store "75" on an FF key and use it as a Call Park key. After placing an outside call on hold, press the Call Park key to park the call. The Call Park LED will light while the call is parked and then go off when the call is released.

Call Pickup

(All Versions)

The DBS provides both directed and group call pickup.

Direct Call Pickup

Description

A call to any extension can be answered at from other extension using the Direct Call Pickup feature. The Direct Call Pickup feature can also be programmed into a One-Touch key.

Operation

1. Pick up the handset.

You will hear intercom dial tone from the handset.

2. Dial "79."

3. Enter the number of the ringing extension.

- The extension number or the outside line number of the caller will appear on the display.
- The **EXT** LED will light or the MCO or ML key.

4. Speak when your call is answered.

5. Replace the handset.

The **EXT** LED will go off.

Related Programming

- FF1 (System): Extension Class of Service (CPC-B 3.1 or higher)
- FF3 (Extension): Class of Service (CPC-B Version 3.1 or higher)

Considerations

- If more than one caller is attempting to reach the ringing extension, the Direct Call Pickup feature will answer the call that arrived first.

Once the call has been picked up, other extensions that attempt to pick up the call receive busy tone.

- You can answer incoming calls, intercom calls (both tone and voice), call waiting, paging, transferred calls, or recalls using the Direct Call Pickup feature. You cannot answer alarm incoming calls or callbacks with this feature.

Group Call Pickup

Description

Using the Group Call Pickup feature, you can answer calls to other extensions within your Paging Group without entering the number of the extension that is ringing. Group Call Pickup can also be programmed into an FF key.

Operation

1. Pick up the handset.

You will hear intercom dial tone from the handset.

2. Dial "70."

- The extension number or the outside line number of the caller will appear on the display.
- The EXT LED will light.

3. Speak when your call is answered.

4. Replace the handset.

The EXT LED will go off.

Related Programming

- FF1 (System): Extension Class of Service (CPC-B Version 3.1 or higher)
- FF3 (Extension): Class of Service (CPC-B Version 3.1 or higher)
- FF3 (Extension): Extension Page Group
- FF5 (FF Keys): FF Key Assignments for Extensions

Considerations

- If more than one call is arriving at the Paging Group, the Group Call Pickup feature will answer the call to the lowest port number first.
- If the called extension belongs to more than one Paging Group, the Group Call Pickup Feature will answer the call to the lowest numbered Paging Group first.
- You can answer incoming calls, Intercom Tone Calling, or Intercom Voice Calling using the Group Call Pickup feature. You cannot answer Paging or Callback with this feature.

Call Transfer

(All Versions)

The DBS provides two call transfer methods: blind transfer and screened transfer.

Blind Transfer

Description

Blind transfer allows the transfer of a call directly to an extension, without waiting for the called extension to answer.

Operation

1. Press the **HOLD** key to place the outside call on hold.
 - The line LED for the outside line on hold will flash green.
 - You will hear intercom dial tone from the handset.
 - “Hold #01” will appear on the display if the call is on line 1.

2. Dial the extension number to which the call is to be transferred.

“Call-EXT 135” will appear on the display if you dialed extension 135.

3. Replace the handset before the other party answers.
 - You can also replace the handset after the third party answers.
 - The line LED for the original outside line will turn red when the call has been transferred.
 - “Transf 135 #01” will appear on the display if a call on line 1 is transferred to extension 135.
 - The third party need only pick up the handset to speak to the outside line.

Related Programming

- FF1 (System): Onhook Transfer
- FF1 (System): Extension Transfer Recall Timer
- FF1 (System): Attendant Transfer Recall Timer

Considerations

- In order to transfer a call by pressing **HOLD**, dialing the extension, and going onhook, the Onhook Transfer feature must be enabled in system programming.
- If Onhook Transfer is disabled, blind transfer is performed by pressing **HOLD**, dialing the extension number, pressing **PROG**, then going onhook.
- In Onhook Transfer is enabled, calls can also be transferred by pressing **PROG** before going onhook.
- The Attendant can transfer calls while the handset is still in place, even if the system is not set for Onhook Transfer.
- You cannot transfer a call to an extension that has Do Not Disturb or Absence Message activated.
- You can transfer a call to an extension that has Call Forwarding activated. The transferred call will follow the call forwarding path of the extension it is transferred to.

For example, if extension "A" is forwarded to extension "B," calls that are transferred to extension "A" will be forwarded to extension "B."

- When you transfer a call to an extension that is busy or does not answer and does not have Call Forwarding activated, the transfer will recall to your extension after the Transfer Recall Timer expires. The other extension's number and the number of the transferred CO line or extension will then appear on your display.

(For example, if you transfer an outside call on line 1 to extension 135 and that extension does not answer, the call will return to your extension and "Recall 135 #01" will appear on the display.)

Screened Transfer

Description

Using the Screened Transfer feature, you can contact a third party and announce the call before the transfer.

Operation

To use Screened Transfer when your system is set for Onhook Transfer:

1. Press the **HOLD** key to place the call on hold.
 - The line LED for the outside line on hold will flash green.
 - You will hear intercom dial tone from the handset.
 - “Hold TRK #01” will appear on the display if the call is on outside line 1.
2. Dial the extension number to which the call is to be transferred.
3. When your call is answered, inform the third party of the transfer.
 - The EXT LED will stop flashing and remain lit.
 - “Talk-EXT 135” will appear on the display if extension 135 answered.
4. Hang up the handset.
 - The line LED for the original outside line will turn red.
 - The third party need only pick up the handset to speak to the outside line.

To use Screened Transfer when Onhook Transfer is disabled:

1. Press the **HOLD** key to place the outside call on hold.
 - The line LED for the outside line on hold will flash green.
 - You will hear intercom dial tone from the handset.
 - “Hold TRK #01” will appear on the display if the call is on line 1.
2. Dial the extension number to which the call is to be transferred.

3. When your call is answered, inform the third party of the transfer.
 - The **EXT** LED will stop flashing and remain lit.
 - “Talk-EXT 135” will appear on the display if extension 135 answered.
4. Press the **PROG** key or dial “8.”
 - The line LED for the original outside line will turn red.
 - “TRF 135 TRK #01” will appear on the display if a call on line 1 is transferred to extension 135.
 - The third party need only pick up the handset to speak to the outside line.
5. Hang up to complete the transfer.

Related Programming

- FF1 (System): Onhook Transfer
- FF1 (System): Extension Transfer Recall Timer
- FF1 (System): Attendant Transfer Recall Timer

Considerations

- The Attendant can transfer calls while the handset is still in place, even if the system is not set for Onhook Transfer.
- You cannot transfer a call to an extension that has Do Not Disturb or Absence Message activated.
- You can transfer a call to an extension that has Call Forwarding activated. The transferred call will follow the call forwarding path of the extension it is transferred to.

For example, if phone “A” is covered to phone “B,” calls that are transferred to phone “A” will be forwarded to phone “B.”

- When you transfer a call to an extension that is busy or does not answer and does not have Call Forwarding activated, a call tone will sound at your extension after Transfer Recall Timer expires. The other extension's number and the number of the transferred CO line or extension will then appear on your display and the call will be returned to your extension.

(For example, if you transfer an outside call on line 1 to extension 135 and that extension is busy or does not answer, the call will return to your extension and "Recall 135 #01" will appear on the display.)

Call Waiting

(All Versions)

Description

You can send a Call Waiting signal, followed by a brief LED message, to a busy extension. The party receiving the message need only replace the handset and then pick it up again to be automatically connected to the message sender's extension.

The following messages can be sent using the Call Waiting feature:

Table 8. Call Waiting Text Messages

<i>Message Code</i>	<i>Message</i>
5	"Visitor Here"
6	"Need Help"
7	"Important"
8	"Urgent"
9	"Emergency"

Message codes 0 ~ 4 cannot be used.

With CPC-B Version 4.0 or higher, users can also respond to call waiting by sending a text message. See "Call Waiting/OHVA Text Reply" on page 95.

Operation

To set Call Waiting:

1. Press the **ON/OFF** key.
2. Dial the extension number.

You will hear a busy tone from the speaker.
3. Press "3."
 - The **EXT LED** will flash.
 - "Call Wait 157" will appear on the display if you called extension 157.
4. If you want to send a text message, dial the desired message code (5 ~ 9).

The corresponding message will display on the called party's phone. (If the called party does not have a display, he or she will continue to hear a call waiting indication.)
5. Remain on the line until the called party picks up.

To answer Call Waiting:

1. The **EXT LED** will flash, indicating Call Waiting has been sent.
2. "Call Wait 135" will appear on the display if extension 135 sent the Call Waiting.
3. Replace the handset.
 - The current call will be disconnected.
 - "Call Wait-100" will appear on the display.
4. Pick up the handset.
 - You will automatically be connected to the extension sending the Call Waiting.
 - "Talk-EXT 100" will appear on the display.

Note: To answer a call waiting tone, you may flash the switchhook, rather than hang up. If you flash the switchhook, you are connected to the waiting party immediately.

To answer Call Waiting using the Talk Back key:

A “Talk Back” key can be assigned to an FF key. The Talk Back key allows you to answer a waiting call without disconnecting the original call.

1. The LED of the Talk Back key will flash red, indicating Call Waiting has been sent.
2. Press the Talk Back key to answer Call Waiting.
 - The LED of the Talk Back key will flash green.
 - The current call will be held automatically.
3. Press the Talk Back key again to return to the original call.

The LED of the Talk Back key will go off.

Related Programming

- FF1 (System): Extension Class of Service (CPC-B Version 3.1 or higher)
- FF3 (Extension): Class of Service (CPC-B Version 3.1 or higher)
- FF3 (Extension): Call Waiting Notification Tone
- FF3 (Extension): Call Waiting (Receive)
- FF5 (FF Key Settings): FF Key Assignments for Extensions

Considerations

- When using an SLT, message code 8 cannot be used. (The digit “8” is used to transfer calls on SLTs.)
- Call Waiting can be used without entering a message code.
- Call Waiting is cancelled when the sender replaces the handset.
- If the extension called has DND activated, has a call on hold, is ringing (from another call), or is engaged in a conference call, Call Waiting cannot be sent.

- A call on an outside line can be placed on hold before Call Waiting is answered to avoid terminating the original call. An Intercom Call, however, must be terminated before Call Waiting can be answered.
- If onhook Call Transfer has been programmed and an outside line is placed on hold to answer Call Waiting, make sure you replace the handset after the other extension hangs up. If the caller hangs up first, the held call will be transferred to the called extension.
- Call Waiting cannot be sent to an ML key.

Call Waiting/OHVA Text Reply

(CPC-B Version 4.0 or higher)

Description

When a busy party receives an indication of incoming intercom call, the busy party can respond by sending a text message back to the caller.

The text message can be sent after any of these intercom call indications:

- Call waiting tone
- Call waiting tone followed by a text message
- An offhook voice announce.

Operation

When you are talking on a call and receive an indication of a incoming intercom call, press CONF then dial 1-5.

The following table shows the default text associated with messages 1 to 5.

<i>Message Number</i>	<i>Message Definition</i>
1	Take A Message
2	Please Hold
3	Will Call Back
4	Transfer
5	Unavailable

Messages 1-5 can be changed through system programming.

Programming

- FF6 (Names and Messages): Call Waiting/OHVA Text Reply

Considerations

- Text messages 1-5 can be changed from an attendant phone or a DSS/72.

Camp-on

(All Versions)

Description

If you reach a busy extension, the Camp-on feature will alert you with a ring when the extension becomes free. You will then be able to pick up your handset to automatically dial the extension.

Operation

To activate the Camp-on feature:

1. Pick up the handset.
2. Dial the desired extension number.

You will hear a busy tone if the extension is busy.
3. Press "3."
 - You will hear ringback tone.
 - If the Camp-on feature cannot be set, you will continue to hear a busy tone.
4. Replace the handset after you hear the ringback tone.
5. Wait for the station callback ring.

To answer the callback ring:

1. Pick up the handset when you hear the callback ring.
 - “Camp-on Call” will appear on the display.
 - The EXT LED will flash.
 - The system will automatically dial the called extension.
2. Speak when your call is answered.

Related Programming

- FF3 (Extension): Call Waiting Notification Tone/OHVA

Considerations

- The callback ring must be answered within sixteen seconds or it will be canceled.
- A Camp-on request will only be accepted *after* Call Waiting status.
- The callback ring cannot be accepted by a station that has Call Forwarding activated.
- An extension can only have one call camped-on at a time. For example, if Extension 152 camps-on to Extension 153, another extension cannot camp-on to 153, as long as 152 is camped-on.
- An extension that has initiated a camp-on cannot receive a camp-on. For instance, if Extension 200 has camped-on to Extension 300, another extension cannot camp-on to 200.

CO Line Key Trunk Access

(All Versions)

Description

You can access an outside line by pressing a CO line key.

Operation

1. Press an unlit line key.
 - You will hear the outside dial tone.
 - The line LED will light green.
 - “CO TALK #01” will appear on the display if you are using CO line 1.
2. Dial the telephone number.

The dialed number will appear on the display.
3. Pick up the handset and speak when the call is answered.
4. Replace the handset.
 - The line LED will change from green to red and then go off.
 - The time and date will reappear on the display.

Related Programming

- FF1 (System): SMDR Display Start Timer for Central Office Calls
- FF5 (FF Keys): FF Key Assignments for Extensions

Considerations

- The duration of a call is shown on the display while the call is in progress.
- In CPC-A and CPC-B Versions prior to 3.1, the SMDR Display Start Timer can be set to start after 16 seconds or 30 seconds after the last digit of the telephone number is dialed.

In CPC-B Version 3.01 or higher, the timer can be set to start at 5, 16, or 30 seconds.

Conference Calls

(All Versions)

Description

Conference Calls allow an extension user to add a party to an existing conversation.

Extension users can create the following types of Conference Calls:

- One outside line and two extensions
- Two outside lines and one extension
- One outside line and three extensions
- Two outside lines and two extensions
- Three extensions
- Four extensions.

Operation

To establish a Conference Call:

1. Press **HOLD** or the line key of your current call to place it on hold.

The extension number, outside line number, or name of the party on hold will appear on the display.

2. Press an unlit line key or dial the number of the extension you wish to add to the call.
 - The line LED will light green.

- You will hear the outside dial tone from the handset.
 - “CO TALK #01” will appear on the display if you chose CO line 1.
3. If you pressed an unlit line key in step 2, dial the number of the party you wish to add to the call.

The number will appear on the display.

4. Press the **CONF** key when your call is answered.

If you are now conducting a three-way Conference Call involving outside line 2, CO 1, and CO 2, “CONF #01 #02” will appear on the display.

5. Repeat steps 1 ~ 4 to add a fourth party to a three-party Conference Call.

To add an extension to an outside call:

1. Press the **CONF** key during the outside call.
2. The party at the extension who wishes to join the call must pick up the handset.
3. The party joining the call must press the line key of the call in progress. (The line key LED will be lit red.)

Steps 2 and 3 must be completed within five seconds of each other.

4. Pick up the handset.

The three parties will now be able to speak to one another.

5. Repeat steps 1 ~ 4 to add another extension to a three-party Conference Call.

Considerations

- The SCC-A card provides 3 four-party conference circuits. The SCC-B provides 8 four-party conference circuits
- Press **FLASH** or hang up to exit a Conference Call.
- The Call Hold feature cannot be used during a four-party Conference Call.

Dial "0" for Attendant

(All Versions)

Description

The Attendant can be called from any extension by simply pressing "0."

If multiple attendants are assigned, a dial "0" call will go to Attendant "1" first. If attendant "1" is busy, the call will then go to Attendant "2." The call will continue to transfer to the next attendant in the attendant group if necessary.

With CPC-A and CPC-B Version 1.0, a maximum of two attendants can be assigned. Beginning with CPC-B Version 2.0, up to four attendants can be assigned.

Operation

1. Pick up the handset or press **ON/OFF**.

You will hear intercom dial tone.

2. Press "0."

- "Talk-EXT 100" will appear on the display if your extension is set for Voice Calling.
- "Call-EXT 100" will appear on the display if your extension is set for Tone Calling.

Related Programming

- FF1 (System): Second Attendant Position
- FF1 (System): Third Attendant Position
- FF1 (System): Fourth Attendant Position
- FF1 (System): Attendant Transfer Extension Position
- FF6 (Names and Messages): Extension Name

Considerations

- If the Attendant's name has been stored, the name will appear on the display instead of the extension number.

Direct Trunk Access

(All Versions)

Description

Extensions can access a specific trunk for outgoing calls. Extensions can also use Direct Trunk Access to test trunks or to access data trunks.

Operation

1. Press the **ON/OFF** key:
 - You will hear intercom dial tone from the speaker.
 - The **ON/OFF** LED will light.
2. Dial “88,” then enter the desired line number (01 ~ 64).
 - You will hear the outside dial tone from the speaker.
 - “CO TALK #05” will appear on the display if you chose line 5.
3. Dial the telephone number.

The number will appear on the display.
4. Pick up the handset and speak when your call is answered.
5. Replace the handset.

Considerations

- You cannot use the Direct Trunk Access feature if you are holding a call that does not appear on a CO line key.

Do-Not-Disturb (DND)

(All Versions)

Description

An extension can be made unavailable by activating Do-Not-Disturb (DND). When DND is activated at an extension, calls to that extension receive busy tone.

Operation

To activate DND:

1. Press the **ON/OFF** key:
 - You will hear intercom dial tone from the speaker.
 - The **ON/OFF** LED will light.
2. Dial "73."
 - The **DND/CF** LED will light.
 - "DND Set" will appear on the display.
3. Press the **ON/ OFF** key.

The **ON/OFF** LED will light.

To cancel DND:

1. Press the **ON/OFF** key:
 - You will hear intercom dial tone from the speaker.
 - The **ON/OFF** LED will light.
2. Dial "73."
 - The **DND/CF** LED will light.
 - "DND Canceled" will appear on the display.

3. Press the ON/ OFF key.

The ON/OFF LED will go off.

Related Programming

- FF1 (System): Extension Class of Service (CPC-B Version 4.0 or higher)
- FF3 (Extension): Class of Service (CPC-B Version 4.0 or higher)

Considerations

- Callback Queuing will ring an extension in DND.
- A Private Line will ring an extension in DND.
- Setting DND automatically cancels the Call Forwarding and Absence Message features.
- With CPC-A and CPC-B Version 1, DND is not available for Attendant Phones. Beginning with CPC-B Version 2.0, Attendant Phones can activate DND.
- The Attendant can activate or cancel this feature on an extension using FF key LEDs on a DSS console.
- The DND feature cannot be activated from an extension selected to receive call forwarding.

EM/24 Console

(All Versions)

Description

Connecting an EM/24 console to your extension increases the number of FF keys by twenty-four. By assigning extensions to its FF keys, you can use an EM/24 console as a BLF (Busy Lamp Field).

Related Programming

- FF3 (Extension): Terminal Type
- FF3 (Extension): EM/24 Port Assignment

Considerations

- An EM/24 console can be connected to any key phone.

Flexible Function (FF) Keys

(All Versions)

Description

You can assign frequently used functions to programmable keys on key phones, DSS consoles, and EM/24 consoles. All keys not already assigned as line or Speed Dialing keys are available for programming.

Up to twelve dial keys or six digits can be stored in an FF key. (The LED of the FF key will not light when digits are stored in the key.)

You can also store the **PROG**, **CONF**, **AUTO**, **REDIAL** (for redialing only, not for inserting a pause), and **FLASH** features.

Also, you can assign Call Forwarding-External and either a Personal Speed Dial code or a System Speed Dial code to an FF key. Or you can assign a pilot extension number as a Call Forwarding destination by storing both Call Forwarding and the pilot extension number (0, 10 ~ 69, or 100 ~ 699) in an FF key.

Operation

To assign pre-programmed codes to an FF key:

1. Press the **ON/OFF** key:
 - You will hear intercom dial tone from the speaker.
 - The **ON/OFF** LED will light.
2. Press the **PROG** key.
“F” will appear on the display.
3. Press the **FF** key to be programmed.
“Enter Code” will appear on the display.
4. Enter the code to be programmed (see Table 9).
The code programmed will appear on the display.
5. Press the **HOLD** key.
“Code Stored” will appear on the display.
6. Repeat steps 2 ~ 5 to program additional keys.
7. Press the **ON/OFF** key.
The **ON/OFF** LED will go off.

To assign digits to an FF key:

1. Press the **ON/OFF** key.
2. Press the **PROG** key.
3. Press the **FF** key to be programmed.
“Enter Code” will appear on the display.
4. Press the **PROG** key.

5. Enter up to six digits.
6. Press the **HOLD** key.

To assign Call Forwarding--External to an FF key:

1. Press the **ON/OFF** key.
2. Press the **PROG** key.
3. Press the FF key to be programmed.
“Enter Code” will appear on the display.
4. Enter “72.”
5. Press “3.”
6. Press the **AUTO** key.
7. Enter the Speed Dial code (System Speed dial 00 ~ 89 or Personal Speed dial 90 ~ 99).
Note: The speed dial code must include the **CONF** key (to indicate a trunk call), the appropriate trunk access code, and the outside number.
8. Press the **HOLD** key.

Intercom Calls will now be forwarded. CO incoming calls and transferred CO calls will not be forwarded to an outside line.

To assign a Hunt Group pilot number or an extension number to an FF key:

1. Press the **ON/OFF** key.
2. Press the **PROG** key.
3. Press the FF key to be programmed.
“Enter Code” will appear on the display.
4. Enter “72.”

5. Enter the Call Forwarding code (0, 1, 2, or 4).
6. Enter the Hunt Group pilot number or an extension number.
7. Press the **HOLD** key.

To erase a code stored in an FF key:

Note: FF keys assigned as CO lines cannot be cleared using the following procedure. CO line keys can only be cleared through system programming.

1. Press the **ON/OFF** key.
2. Press the **PROG** key.
3. Press the FF key to be programmed.
“Enter Code” will appear on the display.
4. Press the **HOLD** key.
“Code Cleared” will appear.

To check a programmed FF key:

1. Press the **ON/OFF** key:
 - You will hear intercom dial tone from the speaker.
 - The **ON/OFF** LED will light.
2. Press the **CONF** key.
“C” will appear in the display.
3. Press the FF key to be checked.
The programmed data will appear on the display.
4. Press the **ON/OFF** key.
 - The **ON/OFF** LED will go off.
 - The date and time will appear on the display.

Related Programming

- FF5 (FF Keys): FF Key Assignments for Extensions
- FF9 (Copy Program): FF Key Copy

Considerations

- The following functions can be assigned to FF keys:

Table 9. Feature access codes for FF key assignments

<i>Feature</i>	<i>Code to be entered</i>
Call Attendant	0
Intercom Call	Extension number (10 ~ 69) or (100 ~ 699)
Outside Line	88, outside line number (01 ~ 32)
Pooled Trunk Access	Outside line group number (9, 81 ~ 86) Note: "9" can used as an outside line group number if it is not used for LCR.
LCR	9
Paging	#, Paging Group number (00 ~ 07)
Call Park	75
DND Activate/ Cancel	73
Absence Message Activate/Cancel	71
Call Forwarding	72
Alarm Activate/ Cancel	#4
Station Lockout	74, lockout code (max. 4 digits)
Dial Tone On/Off	#50
Direct Call Pickup	79
Group Call Pickup	70
Account Code 1	#79, account code (max. 6 digits)
Account Code 2	AUTO , #, account code (max. 6 digits)
Speed Dialing	AUTO , speed dial number (00 ~ 99)
Night Service On/ Off	#52 (Attendant only)
Intercom	#8

<i>Feature</i>	<i>Code to be entered</i>
Message Clear	AUTO, FLASH
Message Call	AUTO, REDIAL
Headset On/Off	#51
BGM On/Off	#53
Answer Key	*1
Release Key	*2
Talk Back Key	*3
Paging Meet-Me Answer	77
Universal Answer Pickup	78
Save Dial Call	AUTO, *
Register Save Dial	AUTO, AUTO
MUTE Key	*#
FLASH key	FLASH

- If a new code is programmed into a key, the previously programmed code is erased.
- To erase a code programmed into a key, press the **HOLD** key when the display reads "Enter Code." "Code Cleared" will then appear on the display.
- The system can be programmed so that Pooled Trunk Access calls automatically use LCR when 9 is selected.
- Night Service, DND, and BGM can be activated through FF keys without lifting the handset.
- When making a call using the Speed Dialing feature, the **FLASH** key stored in Speed Dialing becomes the PBX flash feature.

Handsfree Answerback

(All Versions)

Description

You can answer a call without lifting the handset using the Handsfree Answerback feature. However, your extension must be programmed for Voice Calling to use this feature. If your extension is not set for Voice Calling, the caller must press "1" during a call to switch from Tone Calling to Voice Calling.

Operation

1. Confirm that the **MUTE** LED is off.

If it is lit, press the **MUTE** key to turn it off.

2. Speak into the microphone.

Related Programming

- FF1 (System): Extension Intercom Calling

Considerations

- Users should stay within three feet of the telephone when they speak.
- When using a large display phone, the **MUTE** feature can be selected from the Menu screen on the display. With other DBS key phones, the **MUTE** function is assigned to a fixed key.

Intercom Calling

(All Versions)

Descriptions

The DBS provides two methods of intercom calling: voice calling and tone calling.

Voice Calling. With voice calling, intercom calls are connected immediately, without a ringing tone.

Tone Calling. With tone calls, a ringing tone is sent to the called extension.

System programming determines whether the DBS uses voice or tone calling as a default. If voice calling is the default, dialing a "1" after the extension number will change the call to a tone call. If tone calling is the default, dialing a "1" will result in a voice call.

Operation

To make a Voice Call:

1. Pick up the handset.

You will hear intercom dial tone from the handset.

Note: If you are calling from an extension programmed for Prime Line Preference, press the FF key programmed for intercom operation.

2. Dial the extension number (10 ~ 69) or (100 ~ 699).

3. If the system default is tone calling, dial a "1."

- "Talk-EXT 125" will appear on the display if you called extension 125. If the extension name has been stored, that name will appear on the display after "Talk" instead of "-EXT 125."

- The EXT LED will light.

4. Speak when your call is answered.

5. Replace the handset.

The EXT LED will go off.

To transfer a call using Voice Calling:

1. Press the **HOLD** key.
 - The **EXT LED** will flash.
 - “Hold-EXT 135” will appear on the display if you placed extension 135 on hold.
2. Dial the number of the extension to which the call will be transferred.
3. If the system default is tone calling, dial a “1.”

“Talk-EXT 157” will appear on the display if you are transferring the call to extension 157.
4. Replace the handset.

To make an Tone Call:

1. Pick up the handset.

You will hear intercom dial tone from the handset.

Note: If you are calling from an extension programmed for prime line preference, press the FF key programmed for intercom operation.
2. Dial the extension number.
3. If the system default is voice calling, dial a “1.”
 - “Call-EXT 125” will appear on the display if you called extension 125. If the extension name has been stored, that name will appear on the display rather than the extension number.
 - The called extension will ring and the **EXT LED** will flash.
4. Speak when your call is answered.

“Talk-EXT 125” will appear on the display if you called extension 125. If the extension name has been stored, the name will appear on the display after “Talk” instead of “-EXT 125.”

5. Replace the handset.

The **EXT LED** will go off.

To transfer a call using Tone Calling:

1. Press the **HOLD** key.
 - The **EXT LED** will flash.
 - “Hold-EXT 135” will appear on the display if you placed extension 135 on hold.
2. Dial the number of the extension to which the call will be transferred.
3. If the system default is voice calling, dial a “1.”

“Call-EXT 157” will appear on the display if you are transferring the call to extension 157.
4. Replace the handset.

Related Programming

- FF1 (System): Extension Intercom Calling
- FF1 (System): Alert Tone for Voice Calls
- FF1 (System): Extension Class of Service (CPC-B Version 4.0 or higher)
- FF3 (Extension): Class of Service (CPC-B Version 4.0 or higher)

Considerations

- When an extension’s calling mode is set to voice calls, a “splash” tone can be sent to alert the extension to the voice call. System programming determines if the splash tone is provided.
- If an extension is offhook, it will receive tone calls.
- Calls to OPX and analog SLT extensions are always tone calls, regardless of system programming.
- The voice calling feature is not available for DISA incoming calls.
- Voice calls do not forward if Cover No Answer is turned on.

Last Number Redial

(All Versions)

Description

The last outside number dialed may be redialed automatically by pressing the **REDIAL** key.

Operation

1. Press an unlit line key.
 - You will hear the outside dial tone from the speaker.
 - The line LED will light green.
 - “CO TALK #01” will appear on the display if you are using CO line 1.

2. Press the **REDIAL** key.

The last number dialed will appear on the display.

3. Pick up the handset and speak when your call is answered.
4. Replace the handset.

The line key LED will change from green to red, then go off.

Considerations

- If the Auto Flash Redial feature is set, you can flash the outside line once by pressing the **REDIAL** key at the busy tone. The last number dialed can then be redialed.
- The Last Number Redial feature can redial a number up to sixteen digits long.
- A maximum of five Speed Dialing codes can be redialed.

Line Appearances

The DBS provides up to four types of line appearances, depending on the CPC version used.

The following table summarizes how each type of line appearance is used:

Table 10. MCO and ML key definitions

Key	Definition
Extension Line (EL) Appearances	EL keys provide one-touch dialing, direct station selection, and busy lamp fields for extensions.
Direct Line (DL) Appearances	DL keys are used to originate and receive calls over specific trunk numbers.
Multi-CO (MCO) Appearances	MCO keys are used to originate and receive CO calls.
Multi-Line (ML) Appearances	ML keys are used to originate and receive CO line calls and intercom calls.

Extension Line (EL) Appearances

(CPC-B Version 2.0 or higher)

Description

When an EL key is programmed, it automatically provides direct station selection and busy lamp field for the assigned extension number. If desired, the EL key can also provide ring monitor.

For example, you can set extension A as an EL key to extension B. When extension A rings, the LED of the EL key on extension B flashes. If extension B answers the call by pressing the EL key, the LED on extension A will go off and the call will only remain on the EL key of extension B.

Ringling can be set on either one or both extensions. If the extensions are not set for ringling, the LED of the EL key will flash red. If the extensions are set for ringling, the LED will flash green.

When extension A is in use, the LED of the EL key on extension B will light red. If one extension has the Absence Message, Call Forwarding, or Do-Not-Disturb feature activated, the EL key will light green.

Operation

To assign an EL key:

1. Press the **PROG** key.
2. Press the **FF** key you want to assign the **EL** appearance to.
3. Dial the extension number.

To make an intercom call using the EL key:

Press the idle **EL** key.

To pick up a call on an EL key:

Press the flashing **EL** key.

Related Programming

- **FF1 (System): Extension (BLF) Delayed Ring**
- **FF4 (Ringing and Hunt Groups): Extension Ring Assignment**
- **FF5 (FF Keys): FF Key Assignments for Extensions**

Considerations

- Ringing assignments for **EL** keys are assigned through system programming.
- If several calls arrive at an **Extension Line** key, the calls are queued and will ring on a first-in, first-out basis.

Direct Line (DL) Appearances

(CPC-B Version 2.0 or higher)

Description

Direct Line keys can be assigned to any one of sixty-four CO lines for making and receiving outside line calls. Direct Line keys have priority over Multi-Line keys for outgoing and incoming outside line calls.

The LED for a Direct Line key will flash green on an incoming call if the CO line is set to ring. It will flash red if the CO line is not set to ring. If another extension answers the call, the LED on the telephone will *light* red.

Operation

<i>Operation</i>	<i>Action</i>
To originate a trunk call ...	Press an idle DL key. The key blinks (green) as the call is made.
To place a call on Exclusive Trunk Hold (page 96) ...	Press the DL key.
To place a call on System Trunk Hold (page 81) ...	Press the HOLD key.
To transfer a call ...	Press HOLD , dial the destination extension, then press PROG .

Related Programming

- FF1 (System): Least Cost Routing
- FF2 (Trunks): Trunk Group Assignment
- FF3 (Extension): Forced LCR
- FF5 (Keys): FF Key Assignment
- FF8 (LCR) LCR Setting

Multi-CO (MCO) Appearances

(All Versions)

Description

You can make and receive CO line calls using a Multi-CO (MCO) key. Each extension can have up to three MCO keys. The Attendant can have up to 12 MCO keys.

An MCO key can be assigned to any of the pooled trunk groups. See "Pooled Trunk Access" on page 134 for more information.

See "ML/MCO Separation" (page 120) for information on assigning both ML and MCO keys to the same system (CPC-B Version 4 or higher).

Operation

<i>Operation</i>	<i>Action</i>
To originate a trunk call ...	Press an idle MCO key. The key blinks (green) as the call is made.
To place a call on Exclusive Trunk Hold (page 96) ...	Press the MCO key.
To place a call on System Trunk Hold (page 81) ...	Press the HOLD key.
To transfer a call ...	Press HOLD , dial the destination extension, then press PROG .

Related Programming

- FF1 (System): Least Cost Routing
- FF2 (Trunks): Trunk Group Assignment
- FF3 (Extension): Forced LCR
- FF5 (Keys): FF Key Assignment
- FF8 (LCR) LCR Setting

Considerations

- When all trunks in a group are busy, the corresponding MCO key lights red.
- If LCR is enabled, MCO keys can be assigned for trunk group 89. However, the FF keys will not light.
- Press the MCO key that flashes red to answer an outside call.
- There are seven groups of outside lines: 9 and 81 ~ 86.

Multi-Line (ML) Appearances

(CPC-B Version 2.0 or higher)

Description

You can make and receive both CO line calls and Intercom Calls using a Multi-Line (ML) key. Each extension can have up to three Multi-Line keys. The Attendant can have up to 12 Multi-Line keys.

See "ML/MCO Separation" (page 122) for information on assigning both ML and MCO keys to the same system (CPC-B Version 4 or higher).

Operation

<i>Operation</i>	<i>Action</i>
To originate an intercom or trunk call ...	Press an idle MCO key. The key blinks (green) as the call is made.
To place a call on Exclusive Hold (page 96) ...	Press the MCO key.
To place a call on System Hold (page 81) ...	Press the HOLD key.
To transfer a call ...	Press HOLD , dial the destination extension, then press PROG .

Related Programming

- FF1 (System): Least Cost Routing
- FF2 (Trunks): Trunk Group Assignment
- FF3 (Extension): Forced LCR
- FF5 (Keys): FF Key Assignment
- FF8 (LCR) LCR Setting

Considerations

- A Multi-Line key will ring for incoming CO calls, Intercom Calls, recall calls, and call-forward calls.
- When a CO call or an Intercom Call arrives, a search will begin for a Multi-Line key not in use. *The lower numbered FF keys will be searched first.* When a free Multi-Line key is found, the LED will flash green and the extension will ring.
- If another phone answers an incoming trunk call, the ML LED on your extension will go off and the ringing will stop, indicating that the Multi-Line key on your telephone is no longer in use.
- When dialing an extension number, the system automatically selects the free Multi-Line key with the lowest number.
- If the CO line or held extension does not respond before the Recall Timer expires, the extension will ring and the Multi-Line key will flash green.
- If LCR is enabled, ML keys can be assigned for trunk group 89. However, the FF keys will not light.

ML/MCO Separation

(CPC-B Version 4.0 or higher)

Description

Beginning with CPC-B Version 4, each extension can have either MCO or ML keys. In previous software versions, MCO or ML keys were only available on a system-wide basis, and the type of key that was available differed according to the software release. Table 10 contains definitions of MCO and ML keys. Table 11 shows MCO/ML availability with previous releases.

Table 11. MCO/ML availability

<i>CPC Version</i>	<i>Type of Key</i>
CPC-A	MCO only
CPC-B 1.0	MCO only
CPC-B 2.0 - 3.1	ML only
CPC-B 4.0 and above	MCO or ML

Related Programming

- FF3 (Extension): ML/MCO Separation
- FF5 (Keys): FF Key Assignment

Considerations

- The initial setting for all extensions (except the first attendant phone) is MCO.
- The initial setting for the first attendant phone (port 1) is ML.

Meet-Me Answer

(All Versions)

Description

You can answer a Paging call from any extension using the Meet-Me Answer feature.

Operation

1. Pick up the handset from any extension at which you hear the Paging call.
You will hear intercom dial tone from the handset.
2. Press “77.”
 - Paging will cease and you will be connected to the party trying to reach you.
 - The EXT LED will light.
3. Speak to the party that paged you.

Related Programming

- FF1 (System): Extension Class of Service (CPC-B Version 4.0 or higher)
- FF3 (Extension): Class of Service (CPC-B Version 4.0 or higher)

Considerations

- The Meet-Me Answer feature cannot be used with Paging Group 00.
- You can only use the Meet-Me Answer feature at an extension that does not have an incoming call.
- If an external paging system or a Universal Answer system has been installed, use Group Call Pickup to respond to the Paging call.
- If you are at a speakerphone, you can press the ON/OFF key instead of picking up the handset to answer the Paging Call. You can then speak to the party trying to reach you using the phone’s built-in speaker and microphone.

Message Waiting/Callback Request

(All Versions)

Description

If you try to call an extension that is busy or does not answer, you can leave a message requesting a return call.

Operation

To leave a Callback Request:

1. Press the **ON/OFF** key.

2. Dial the extension number.

“Call-EXT 135,” “Busy-EXT 135” or “Talk-EXT 135” will appear on the display if you attempt to call extension 135.

3. Dial “2” at the busy tone or while the telephone is still ringing.

“Accept Message” will appear on the display.

4. Press the **ON/OFF** key.

The Message Waiting lamp will flash at the called extension.

To answer a Callback Request:

1. Pick up the handset.

You will hear intercom dial tone from the handset.

2. Press the **AUTO** key.

3. Press the **REDIAL** key.

- Your telephone will automatically dial the extension that left the Callback Request.

- If extension 135 left the Callback Request and your extension is set for Tone Calling, “Call-EXT 135” will appear on the display.

- If extension 135 left the Callback Request and your extension is set for Voice Calling, "Talk-EXT 135" will appear on the display.

4. Speak when your call is answered.

The EXT LED will light.

The Message Waiting lamp will go off.

To view the most recent Callback Request

Callback Requests are normally viewed in the order received. To view the most recent callbacks first:

1. Press the ON/OFF key.

- You will hear intercom dial tone from the speaker.
- The ON/OFF LED will light.

2. Press the CONF key twice.

The most recent Callback Request will appear on the display.

3. Press the ON/OFF key.

The ON/OFF LED will go off.

4. Repeat steps 2 and 3 to view other Callback Requests.

To cancel a Callback Request:

1. Press the ON/OFF key.

- You will hear intercom dial tone from the speaker.
- The ON/OFF LED will light.

2. Press the AUTO key.

3. Press the **FLASH** key.

“Call Back Cancel” will appear on the display.

4. Press the **ON/OFF** key.

The **ON/OFF** LED will go off.

Related Programming

- FF1 (System) Extension Class of Service (CPC-B Version 3.01 or higher)
- FF3 (Extension) Class of Service (CPC-B Version 3.01 or higher)

Considerations

- When your extension has received several Callback Requests, the number of requests will appear on the left side of the display.
- Up to four Callback Requests can be sent to any one extension. The order of the messages can then be changed by the party receiving the requests.
- If you call the same extension a second time and the party answers, any Callback Requests you sent earlier will be cancelled.
- If a Callback Request is sent to an extension for which Call Forwarding is set, the Callback Request will be automatically forwarded to the designated extension.
- You can send a Callback Request to an extension that has Do Not Disturb or Absence Message activated.

Off-Hook Voice Announce (OHVA)

(All Versions)

Description

You can interrupt a busy extension when making an Intercom Call, then make an announcement that only the called party can hear using the Off-Hook Voice Announce (OHVA) feature. You can also transfer a held call to a busy extension after making the announcement using this feature.

Operation

To make an OHVA:

1. Pick up the handset.
2. Dial the desired extension number.

If the extension is busy you will hear the busy tone.

3. Press "5."
 - "CONF131 135" will appear on the display if you called extension 135 from extension 131 while extension 135 was speaking with another extension.
 - "CONF 01 135" will appear on the display if you called extension 135 while extension 135 was speaking with an outside line.
 - The **EXT** LED will flash.
 - "Voice Announce" will appear on the called extension's display.
 - The Talk Back key will flash red.
4. Make your announcement.

To answer an OHVA:

1. Press the Talk Back key (must be programmed in an FF key).
 - The Talk Back key's LED will flash green.
2. Speak with the caller.
3. To return to the previous call, press the Talk Back key again.

To transfer a call using OHVA

1. Press the **HOLD** key to place the call to be transferred on hold.
2. Dial the number of the extension to which the call will be transferred.

You will hear a busy tone if the extension is already engaged in a call.
3. Press "5" and announce the call to be transferred.

If the transferred call is not accepted by the called extension, press the **FLASH** key to cancel the transfer.

If the transferred call is accepted and Onhook Transfer is enabled for your extension, hang up. If OnHook Transfer is not enabled, press **PROG** then hang up.

Note: Attendant console phones transfer by pressing the **RELEASE** key.

To answer a call after it has been announced using OHVA:

1. Replace the handset.

Your extension will ring.
2. Pick up the handset.

Related Programming

- FF1 (System): Extension Class of Service (CPC-B 3.1 or higher)
- FF3 (Extension): Class of Service (CPC-B 3.1 or higher)
- FF3 (Extension): Call Waiting Notification Tone/Offhook Voice Announce

Considerations

- The held call is transferred as soon as the extension sending the OHVA hangs up.
- If the transferred call is not answered immediately, it will queue for a set time limit, then return to the extension sending the OHVA. (The recall time can be set in the Transfer-Recall Timer.)
- When receiving an OHVA, an extension's Talk Back key's LED will flash red. When the Talk Back key is pressed to answer an OHVA, the LED will flash green.
- You cannot receive a Call Waiting message during an OHVA. ("Denied" will appear on the display of the extension trying to send the Call Waiting message.)

One-Touch Keys

(All Versions)

Description

One-Touch Keys can be used to store telephone numbers, speed dial numbers, or feature access codes.

To dial the stored number, the user goes offhook and presses the desired key.

Operation

To program a One-Touch key for Pooled Access:

1. Press the **ON/OFF** key.
 - You will hear intercom dial tone from the speaker.
 - The **ON/OFF** LED will light.
2. Press the **PROG** key.
3. Press the One-Touch key to be programmed.
4. Press the **CONF** key.

5. Enter the number of the outside line group to be stored. (See Table 12.)
6. Enter the telephone number to stored.
7. Press the **HOLD** key.

To assign System Speed Dial numbers to One-Touch keys:

1. Press the **ON/OFF** key.
 - You will hear intercom dial tone from the speaker.
 - The **ON/OFF** LED will light.
2. Press the **PROG** key.
3. Press the One-Touch key to be programmed.
4. Press the **AUTO** key.
5. Enter the System Speed Dial Number to be programmed.
6. Press the **HOLD** key.
7. Press the **ON/OFF** key.

The **ON/OFF** LED will go off.

To assign two System Speed Dial numbers to a single One-Touch key:

1. Press the **ON/OFF** key.
 - You will hear intercom dial tone from the speaker.
 - The **ON/OFF** LED will light.
2. Press the **PROG** key.
3. Press the One-Touch key to be programmed.
4. Press the **AUTO** key.

5. Enter the Speed Dial number for the access code.

6. Press the **REDIAL** key.

This inserts a pause between the access code and the telephone number.

7. Press the **AUTO** key.

8. Enter the Speed Dial number for the telephone number.

9. Press the **HOLD** key.

Both the access code and the telephone number are programmed on the One-Touch key.

10. Press the **ON/OFF** key.

The **ON/OFF** LED will go off.

To assign access codes to a One-Touch key:

1. Press the **ON/OFF** key.

- You will hear intercom dial tone from the speaker.
- The **ON/OFF** LED will light.

2. Press the **PROG** key.

3. Press the One-Touch key to be programmed.

4. Enter the access number.

5. Press the **REDIAL** key.

This inserts a pause between the access code and the telephone number.

6. Press the **HOLD** key.

7. Press the **ON/OFF** key.

The **ON/OFF** LED will go off.

To check a programmed One-Touch key:

1. Press the **ON/OFF** key.
 - You will hear intercom dial tone from the speaker.
 - The **ON/OFF** LED will light.
2. Press the **CONF** key.

“C” will appear in the display.
3. Press the One Touch key to be checked.

The programmed data will appear on the display.
4. Press the **ON/OFF** key.
 - The **ON/OFF** LED will go off.
 - The date and time will appear on the display.

Considerations

- If the pause following an access code is too short, press the **REDIAL** key more than once.
- A One-Touch key can be programmed to automatically access a CO line before dialing a personal speed dial number.
- Selection of an outside line group is made when programming a One-Touch key. A free line is then selected from that group when dialing out. (Group 9 can be programmed to select LCR automatically.) The following table shows the available outside line groups and their corresponding code numbers:

Table 12. One-touch access codes for trunk group numbers

<i>Trunk Group Number</i>	<i>Code Number to be entered</i>
81	1
82	2
83	3
84	4
85	5
86	6
9	9

- One-Touch keys cannot be checked while Station Lockout is being set.

Onhook Dialing

(All Versions)

Description

Onhook Dialing is a standard feature for DBS key phones. To dial onhook, the user simply presses the **ON/OFF** key.

Users can dial onhook using the dialpad, one-touch keys, or FF keys.

Pooled Trunk Access

(All Versions)

Description

The DBS system supports up to 64 outside lines. These lines can then be divided into seven Pooled Trunk groups. If you store an FF key as an MCO or ML key, an open line from the Pooled Trunk group assigned to that key can be selected automatically.

Even if all the outside lines assigned to an extension are busy, a free line can be selected by choosing an outside line group number. Group numbers 9 and 81 ~ 86 are available.

Operation

To select a Pooled Trunk group using a pre-programmed FF key:

1. Press the **ON/OFF** key.
 - You will hear intercom dial tone from the speaker.
 - The **ON/OFF** LED will light.
2. Press the **ML** or **MCO** key.
 - The LED of the Pooled Trunk key will light green.
 - You will hear the outside dial tone from the speaker.
 - “CO TALK #01” will appear on the display if line 1 is accessed.
3. Dial the telephone number.

The number will appear on the display.
4. Pick up the handset and speak when your call is answered.
5. Replace the handset.

The LED of the **ML** or **MCO** key will go off.

To select a Pooled Trunk group that is not assigned to an FF key:

1. Press the ON/OFF key.
 - You will hear intercom dial tone from the speaker.
 - The ON/OFF LED will light.
2. Enter the desired group number (81 ~ 86, 9).
 - You will hear the outside dial tone from the speaker.
 - "CO TALK #05" will appear on the display if line 5 is accessed.
3. Dial the telephone number.

The number will appear on the display.
4. Pick up the handset and speak when your call is answered.
5. Replace the handset.

Related Programming

- FF1 (System): Least Cost Routing
- FF2 (Trunks): Trunk Group Assignment
- FF3 (Extension): Forced LCR
- FF5 (Keys): FF Key Assignment
- FF8 (LCR) LCR Setting

Considerations

- The LED of the ML or MCO key will light red and you will hear a busy tone when all lines in the same group are busy. (Those lines cannot be accessed.)
- If a ML or MCO key is assigned line group number 9 and LCR has been activated, LCR will be selected automatically.

- Press the ML or MCO key that flashes red to answer incoming calls.
- If one group is set aside for data lines, this feature can be used when a line is needed for operations such as data transmission via modem.

Prime Line Preference

(All Versions)

Description

Prime Line Preference allows a user to place an outside call by simply picking up the handset. This feature can be programmed to always access a specific trunk or an entire trunk group. (Be sure to program one of the other FF keys as an intercom key.)

Operation

1. Pick up the handset.
 - You will hear the outside dial tone.
 - The LED of line key 1 will light green if line 1 is accessed.
 - "CO TALK #01" will appear on the display if line 1 is accessed.
2. Dial the telephone number.

The number will appear on the display.
3. Speak when your call is answered.

Related Programming

- FF1 (System): Least Cost Routing
- FF2 (Trunks): Trunk Group Assignment
- FF3 (Extension): Forced LCR
- FF5 (Keys): FF Key Assignment
- FF3 (Extension): Prime Line Pickup

Considerations

- To make an Intercom Call, first press the FF key programmed as an intercom key, then dial the extension number.
- This feature will only work if FF key 1 is assigned to an outside line or a Pooled Trunk Access feature.
- This feature cannot be used with a SLT.

Private Line

(All Versions)

Description

An outside line can be reserved for exclusive access, eliminating the need for that user to wait for a free outside line during busy periods.

Operation

1. Press the CO line key designated as a Private Line.
 - You will hear the outside dial tone.
 - The line LED will light green.
 - “CO TALK #01” will appear on the display if the Private Line is line 1.
2. Dial the telephone number.

The number will appear on the display.
3. Pick up the handset and speak when your call is answered.
4. Replace the handset.

The line LED will go off.

Related Programming

- FF2 (Trunks): Private Central Office Line
- FF1 (System): Least Cost Routing
- FF2 (Trunks): Trunk Group Assignment
- FF3 (Extension): Forced LCR

Considerations

- Calls to a Private Line will cause an extension to ring even if the DND or the Absence Message feature is activated for that extension.
- Calls to a Private Line will not be forwarded, even if Call Forwarding is activated.
- No matter how long a call on a Private Line is on hold and even if the overtime warning tone is ignored, no warning tone will sound at the Attendant Phone.
- When a private line is assigned, the Toll Restriction assignment for the private line changes to "0" for all other extensions. Ringing assignments for all other extensions are also removed for the private line.

Reminder Call

(All Versions)

Description

Your telephone can remind you of important meetings, deadlines, etc., with the Reminder Call feature.

Operation

To set the Reminder Call feature:

1. Press the **ON/OFF** key.
 - You will hear intercom dial tone from the speaker.
 - The **ON/OFF** LED will light.
2. Press “#4.”

“Enter Time HHMM” appears on the display.
3. Enter the time you wish the Reminder Call to sound. Enter the desired time in 12-hour format, followed by a “1” for a.m. or a “2” for p.m.
4. Press the **ON/OFF** key.
 - The **ON/OFF** LED will go off.
 - “Alarm 03:25 PM” will appear on the display if you programmed the Reminder Call to sound at 3:25 p.m.

To cancel the Reminder Call feature:

1. Press the **ON/OFF** key.
 - You will hear intercom dial tone from the speaker.
 - The **ON/OFF** LED will light.
2. Dial “#4.”

“Enter Time HHMM” appears on the display.

3. Press the **ON/OFF** key.
 - The **ON/OFF** LED will go off.
 - “Alarm 03:25 PM” will disappear from the bottom line of the display.

Considerations

- A sixteen-second alarm tone will be sounded at the specified time.
- One Reminder Call may be set for each telephone.
- To change the Reminder Call, simply enter a new time.
- If the extension is in use when the reminder call is scheduled, the reminder call will be sent as soon as the extension becomes available.

Saved Number Redial

(All Versions)

Description

You can save a previously dialed number for later redialing. Unlike the Last Number Redial feature, the Saved Number Redial feature allows you to store a number that will not be lost as soon as you dial a different number.

Saved Number Redial applies only to outside numbers, not extension numbers.

Operation

To save a number:

1. Press the **AUTO** key twice before replacing the handset.
2. Press “*.”

“Dial Stored” will appear on the display and the number will be saved.
3. Replace the handset.

To redial a saved number:

1. Press an unlit line key.
 - You will hear the outside dial tone from the speaker.
 - The line LED will light green.
 - "CO TALK #01" will appear on the display if you are using CO line 1.

2. Press the **AUTO** key.

3. Press "*".

The dialed number will appear on the display.

4. Pick up the handset and speak when your call is answered.

5. Replace the handset.

The line LED will change from green to red, then go off.

Considerations

- Any previously saved number will be erased when a new number is saved.
- The Saved Number Redial feature can redial a number up to sixteen digits long.
- A maximum of five Speed Dialing codes can be redialed.

Speed Dialing

(All Versions)

Personal Speed Dialing

Description

Frequently called numbers can be stored using the Personal Speed Dial feature, saving time and avoiding wrong numbers. Personal Speed Dial numbers are programmed at each extension. Up to ten Personal Speed Dial Numbers can be stored.

It is also possible to enter names of up to sixteen characters in each of the Speed Dial numbers. Then, when using the Personal Speed Dial feature from a display phone, a programmed entry can be confirmed by name rather than by number.

Extension users can program their own personal speed dial numbers using One-Touch keys, or they can be programmed from a programming phone.

Operation

To assign Personal Speed Dialing to a One-Touch Key:

1. Press **ON/OFF**.
2. Press **PROG**.
3. Press a One-Touch key.
4. Include a trunk access code if you like. If you include an access code, you do not have to press a line key before using the One-Touch key.

To include an access code, press **CONF** then 9 or 1 ~6. (1 ~ 6 stands for trunk groups 81 ~ 86.)

5. Dial the number.
6. Press **HOLD**.
7. Press **ON/OFF**.

To use a programmed Personal Speed Dial key:

1. If the Speed Dial key includes a trunk access code, simply press the key.

If the Speed Dial key does not include an access code, you press an unlit line key before pressing the Speed Dial key.

- You will hear outside dial tone from the speaker.
- The line LED will light green.
- "CO TALK #01" will appear on the display if you are using CO line 1.

2. Pick up the handset and speak when your call is answered.

3. Replace the handset.

The line LED will change from green to red, then go off.

To check a programmed Personal Speed Dial key:

1. Press the **ON/OFF** key:

- You will hear intercom dial tone from the speaker.
- The **ON/OFF** LED will light.

2. Press the **CONF** key.

"C" will appear in the display.

3. Press the Personal Speed Dial key to be checked.

The programmed data will appear on the display.

4. Press the **ON/OFF** key.

- The **ON/OFF** LED will go off.

To assign a name to a Personal Speed Dial number:

1. Press the **ON/OFF** key.
 - You will hear intercom dial tone from the speaker.
 - The **ON/OFF** LED will light.
2. Press the **PROG** key.
3. Press “#1.”

“Speed Dial Name” will appear on the display.
4. Press the **AUTO** key.
5. Enter the Personal Speed Dial code.
6. Press **AUTO** to backspace and erase the existing name.
7. Use the dialpad sequences shown Table 3 on page 57 to enter letters and/or numbers.

Press **FLASH** after each letter.

Press **CONF** to switch between numbers and letters.
8. To store your entry, press **HOLD**.

To delete a Personal Speed Dial number:

1. Press **ON/OFF**.
2. Press **PROG**.
3. Press the One-Touch key.
4. Press **HOLD**.
5. Press **ON/OFF** again.

Related Programming

- FF7 (Toll Restrictions): Toll Restrictions
- FF10 (System and Personal Speed Dial): Personal Speed Dial Numbers

Considerations

- Personal Speed Dial numbers can contain up to sixteen characters, including the “*,” “#,” **FLASH** (indicate “-”), **PAUSE (REDIAL)**, **CONF**, and **AUTO** keys.
- A dash (“-”) can be displayed in the Personal Speed Dialing number. To display a dash, press the **FLASH** key where you want the dash to appear.
- If you make a mistake while programming, an alarm tone will sound and “ERROR” will appear on the display. If this happens, start again from step 1.
- Storing a new number erases any previously stored data.
- Names for Personal Speed Dialing can also be programmed using a DSS console connected to the Attendant Phone.
- If the called party’s telephone number and name are stored in the One-Touch feature memory, the display will show that number and name when making the call.
- Speed Dialing cannot be checked while Station Lockout is activated.

System Speed Dial

Description

Frequently called numbers can be stored using the System Speed Dial feature, saving time and avoiding wrong numbers. System Speed Dial numbers are programmed from the Attendant Phone and can be used by any extension, as opposed to Personal Speed Dial numbers, which are exclusive to each individual extension. Up to 90 System Speed Dial Numbers can be stored.

Operation

To use a programmed System Speed Dial key:

1. Press an unlit line key.
 - You will hear the outside dial tone from the speaker.
 - The line LED will light green.
 - "CO TALK #01" will appear on the display if you are using CO line 1.
2. Press the **AUTO** key.

"A" will appear on the display.
3. Enter the System Speed Dial code (00 ~ 89).

The number dialed and the corresponding name will appear on the display.
4. Pick up the handset and speak when your call is answered.
5. Replace the handset.

The line LED will change from green to red, then go off.

To check a programmed System Speed Dial key:

1. Press the **ON/OFF** key.
 - You will hear intercom dial tone from the speaker.
 - The **ON/OFF** LED will light.
2. Press the **CONF** key.

“C” will appear in the display.
3. Press **AUTO**.
4. Dial the System Speed Dial key to be checked.

The programmed data will appear on the display.
5. Press the **ON/OFF** key.
 - The **ON/OFF** LED will go off.
 - The date and time will appear on the display.

Related Programming

- FF1 (System): Override TRS for System Speed Dialing
- FF10 (Speed Dialing): System Speed Dialing

Considerations

- If numbers do not appear on the display when the System Speed Dial code (00 ~ 89) is entered, your extension has been programmed to not show these entries.
- The system can be programmed to allow System Speed Dial Numbers to override toll restrictions.
- You can make outside calls using this feature, even if a Toll Restriction (2 ~ 6) is set.
- Speed Dialing cannot be checked while Station Lockout is activated.

Station Lockout

(All Versions)

Description

The Station Lockout feature allows users to dial a Station Lockout code to restrict their phone from being used for outside calls.

To activate Station Lockout:

1. Press the **ON/OFF** key.
 - You will hear the intercom dial tone from the speaker.
 - The **ON/OFF** LED will light.
2. Dial "74."
"Enter Code #" will appear on the display.
3. Dial the Station Lockout code.
4. Press the **ON/OFF** key.
"Set Sta. Lock" will appear on the display.

To deactivate Station Lockout:

1. Press the **ON/OFF** key.
 - You will hear intercom dial tone from the speaker.
 - The **ON/OFF** LED will light.
2. Dial "74."
"Enter Code #" will appear on the display.
3. Dial the Station Lockout code.
4. Press the **ON/OFF** key.
"Set Sta. Lock" will disappear from the display.

Considerations

- A locked extension can be used for Intercom Calls.
- Station Lockout key codes can only be set from an attendant phone or a programming phone.
- You cannot confirm Speed Dialing or set Speed Dialing while Station Lockout is activated.
- If you enter an incorrect key code and then try to dial, you will hear a busy tone.

Trunk-to-Trunk Transfer

(All Versions)

Description

Trunk-to-trunk transfer allows an extension to transfer one outside party to another outside party.

Before completing the transfer, the extension can hold a three-way conference with the two outside parties.

Operation

1. Press the **HOLD** key during an outside call.
 - Your current call will be put on hold.
 - “Hold #01” will appear on the display if line 1 is put on hold.
2. Press an unlit CO key.
 - You will hear the outside dial tone.
 - “Talk #02” will appear on the display if you chose line 2.
3. Dial the telephone number of the party which you would like to connect with your original call.
4. Speak when your call is answered.

Inform the person at the other end that you are going to connect the two lines.

5. Press the **CONF** key.
 - A three-party Conference Call will be initiated.
 - “Conf #01 #02” will appear on the display if you are connected to lines 1 and 2.
6. Press one of the **CO** keys.
 - The two outside lines will be connected.
 - “Hold #01 #02” will appear on the display if lines 1 and 2 are connected.

Related Programming

- FF1 (System): Unsupervised Conference Timer
- FF2 (Trunks): Unsupervised Central Office Line Conference
- FF3 (Extensions): Unsupervised Conference

Considerations

- After the Trunk-to-Trunk Transfer is completed, you can no longer add another party to initiate a three-party Conference Call.
- When the call is finished, the conference information will disappear from the display and your extension will return to normal operation.
- When the Unsupervised Conference Timer expires, the call will be automatically disconnected.

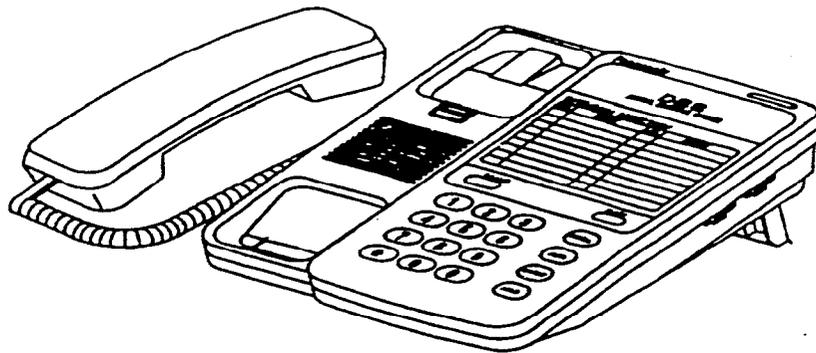
Chapter 4. DSLT Features

This chapter describes features that are available with the Digital Single Line Telephone (DSLST).

Figure 6 illustrates the DSLST. For more information on DSLST operation, see the *Digital SLT User's Guide (Section 790)*.

Note: The DSLST can only be used with CPC-B Version 3.1 or higher.

Figure 6. *Digital Single Line Telephone (DSLST)*



Absence Message

Description

DSL users can leave text messages on their phone when they are away.

When the unattended extension is dialed by a key phone, the text message will display on the caller's phone.

Any one of the following messages can be selected. Messages 5 to 9 can be changed through system programming.

Table 13. Absence Messages

<i>Message No.</i>	<i>Message Text</i>
0	In Meeting
1	At Lunch
2	Out of Office
3	Vacation
4	Another Office
5	User Defined
6	User Defined
7	User Defined
8	User Defined
9	User Defined

Operation

To Set an Absence Message

1. Lift the handset or press ON/OFF.
2. Dial "71."
3. Enter a message code between 0 and 9 (See Table 13.).
4. Enter the time you will return (optional). See Table 14 for examples.
5. Replace the handset or press ON/OFF.

To Cancel an Absence Message

1. Lift the handset or press **ON/OFF**.
2. Dial "71."
3. Replace the handset or press **ON/OFF**.

Related Programming

- FF1 (System) Extension Class of Service (CPC-B Version 3.1 or higher)
- FF3 (Extension) Class of Service (CPC-B Version 3.1 or higher)
- FF6 (Names and Messages): Absence Message

Considerations

- Calling parties without a display get a busy signal, rather than the Absence Message.
- If a message code number that has not been programmed when a message is selected, "Absence," followed by the code number, will appear on the caller's display.
- Absence Message return times can be input as shown in Table 14:

Table 14. Example Return Times for Absence Messages

<i>Input</i>	<i>Display</i>
No input	Return
9	Return 9:00
11	Return 11:00
615	Return 6:15
1035	Return 10:35

Four-digit numbers can also be input (0000 ~ 9999 = Hours & Minutes or Month & Date).

- Setting an Absence Message cancels DND and Call Forwarding features.
- When an Absence Message is set on a DID station, incoming DID calls are routed according to the ringing assignment programmed for the incoming trunk.

Busy Override

Description

Extensions in the same Paging Group (1-7) can break into one another's outside calls or Intercom Calls to relay urgent information or to create three-party Conference Calls.

Operation

1. Pick up the handset.

You will hear intercom dial tone from the handset.

2. Dial the extension number.

3. When you hear busy tone, dial "4."

- An alert tone will sound to both phones (system programming required).

Related Programming

- FF1 (System): Alert Tone for Busy Override and Offhook Voice Announce
- FF1 (System): Extension Class of Service (CPC-B Version 3.1 or higher)
- FF3 (Extension): Class of Service (CPC-B Version 3.1 or higher)
- FF3 (Extension): Busy Override Send
- FF3 (Extension): Busy Override Receive
- FF3 (Extension): Extension Paging Groups

Considerations

- You cannot break in on three-party conference calls.
- The default for the override alert tone is "off." If the override alert tone is enabled, the tone will be sent to both parties when a call is overridden.

Call Forwarding

Call Forwarding allows users to send their calls to another extension, an outside line, or voice mail. The following call forwarding options are available.

Call Forwarding--All Calls. When the Call Forwarding--All Calls feature is activated, all incoming calls to an extension are forwarded immediately.

Call Forwarding--No Answer. When Call Forwarding--No Answer is activated, an unanswered call will ring until the Call Forward No Answer timer expires. When the timer expires, the unanswered call will be forwarded.

Call Forwarding--Busy. When Call Forwarding--Busy is activated, all incoming calls to a busy extension will be forwarded.

Call Forwarding--Busy/No Answer. When Call Forwarding--Busy/No Answer feature is activated, all incoming calls to an extension that is busy or does not answer will be forwarded.

Call Forwarding--External. When Call Forwarding--External is activated, all incoming *intercom* calls to an extension will be forwarded to an outside number. In order to forward to an outside number, the number must first be entered as a system or personal speed dial number.

Any speed dial number (00-99) can be used to store an outside number for call forwarding. (00~89 are system speed dial numbers; 90 ~ 99 are personal speed dial numbers.)

Permanent Call Forwarding. Permanent call forwarding is assigned through system programming, rather than by the user. Permanent call forwarding is normally used to forward calls to a voice mail system.

An extension user can invoke other forms of call forwarding (no answer, busy, all calls) to temporarily override the permanent call forwarding destination.

Permanent call forwarding can be used with busy, no answer, or busy/no answer.

Operation

To activate Call Forwarding:

1. Lift the handset or press ON/OFF.
 - You will hear intercom dial tone from the speaker.
2. Dial "72."
3. Dial the appropriate call forwarding code.

<i>Call Forward Type</i>	<i>Code</i>
All	0
Busy/no answer	1
Busy	2
Outside	3
No answer	4

4. If you're forwarding to an internal number, enter the number of the extension you want to receive your calls. If you're forwarding to an outside number, press **AUTO** plus the appropriate speed dial number.

Note: To forward to an outside number, the number must already be programmed into personal or system speed dialing. (See page 182 for instructions.)

5. Replace the handset or press ON/OFF.

To cancel Call Forwarding

1. Lift the handset or press ON/OFF.
2. Dial "72."
3. Replace the handset or press ON/OFF.

Related Programming

- FF1 (System): Call Forward No Answer Timer
- FF1 (System): Extension Class of Service (CPC-B Version 3.1 or higher)
- FF3 (Extension): Class of Service (CPC-B Version 3.1 or higher)
- FF3 (Extension): Permanent Call Forward Type (CPC-B Version 3.1 or higher)
- FF3 (Extension): Permanent Call Forward Extension (CPC-B Version 3.1 or higher)
- FF10 (System and Personal Speed Dial): System Speed Dial Numbers
- FF10 (System and Personal Speed Dial): Personal Speed Dial Numbers

Considerations

- Calls can be forwarded to extensions that have call forwarding activated. For example, phone "A" can be forwarded to phone "B," even if phone "B" is forwarded to voice mail.
- DND and Absence Messages cancel Call Forwarding.
- Voice calls do not forward when Call Forwarding--No Answer is used.
- Extensions for which Call Forwarding-External has been set cannot:
 - Be in the middle of an outside call when the feature is activated.
 - Have a toll restriction setting that prohibits outside calls.
- Calls can be forwarded to a third-party voice mail (a system other than the DBS Voice Mail) by using the "Call Forward ID Code" described on page 10.

Call Hold

Description

The DSLTT is provided with a **HOLD** key. The **HOLD** key is used to both place calls on hold and retrieve calls from hold.

The **HOLD** key provides either exclusive or system hold, depending on system programming. With Exclusive Hold, only the station that held the call can retrieve it. With System Hold, another station can retrieve the call.

Operation

To place a call on Hold:

Press the **HOLD** key.

To release the call:

Press the **HOLD** key again.

Related Programming

- FF1 (System): Non-appearance CO Line Hold
- FF1 (System): Extension Hold Recall Timer
- FF1 (System): Central Office Line Automatic Hold

Considerations

- A held call will recall if it is not retrieved before the Hold Recall Timer expires.
- If there is no response to the Hold Recall tone, the tone will sound at the Attendant Phone. However, no tone will sound at an Attendant Phone if Night Mode is activated.
- If your system is set to onhook transfer, you have placed an outside call on hold, and then you make an Intercom Call, you must make sure the other extension presses the **FLASH** key or hangs up before you do. If you hang up before the other extension, *the held outside line will be transferred to that extension.*

- An error tone will sound if you attempt to place more than one call on hold at the same time.
- The DBS can provide music-on-hold to callers placed on hold. See “Music-On-Hold” (page 21) for more information.

Call Park

Description

You can use the Call Park function to transfer a call, even if you cannot locate the intended recipient of the call. Simply park the call, then page the person to whom you would like to transfer the call. That person can answer the call from any extension by dialing the number of the extension that parked the call.

Operation

To park a call:

1. Press the **HOLD** key.
2. Dial “75.”

To retrieve a parked call:

1. Lift the handset.

You will hear intercom dial tone from the handset.

2. Dial “76.”
3. Dial the number of the extension that parked the call.

Related Programming

- FF1 (System): Park Recall Timer

Considerations

- An alarm tone will sound if a parked call is not released before the Park Recall Timer expires (determined by system programming). If this happens, the user that parked the call can retrieve it by simply picking up the handset. If no one retrieves the call after the Park Recall Timer expires, a second alarm will sound at an attendant phone(s).
- You cannot park more than one outside line at a time.
- The Call Park Recall Timer is similar to the Recall Timer, except that when the Call Park Recall Timer is set for "0" a call is recalled automatically in three minutes.

Call Pickup

DSLTLs can use both directed and group call pickup.

Direct Call Pickup

Description

A call to any extension can be answered from any other extension using the Direct Call Pickup feature.

Operation

1. Lift the handset.
2. Dial "79."
3. Enter the number of the ringing extension.

Related Programming

- FF1 (System): Extension Class of Service (CPC-B 3.1 or higher)
- FF3 (Extension): Class of Service (CPC-B Version 3.1 or higher)

Considerations

- If more than one caller is attempting to reach the ringing extension, the Direct Call Pickup feature will answer the call that arrived first.

Once the call has been picked up, other extensions that attempt to pick up the call receive busy tone.

- You can answer incoming calls, intercom calls (both tone and voice), call waiting, paging, transferred calls, or recalls using the Direct Call Pickup feature. You cannot answer callbacks with this feature.

Group Call Pickup

Description

Using the Group Call Pickup feature, you can answer calls to other extensions within your Paging Group (01-07) without entering the number of the extension that is ringing.

Operation

1. Lift the handset.
2. Dial "70."

Related Programming

- FF1 (System): Extension Class of Service (CPC-B Version 3.1 or higher)
- FF3 (Extension): Class of Service (CPC-B Version 3.1 or higher)
- FF3 (Extension): Extension Page Group

Considerations

- If more than one call is arriving at the Paging Group, the Group Call Pickup feature will answer a call to the lowest port number first.
- If the called extension belongs to more than one Paging Group, the Group Call Pickup Feature will answer a call to the lowest numbered Paging Group first.
- You can answer incoming calls, Intercom Tone Calling, or Intercom Voice Calling using the Group Call Pickup feature. You cannot answer Paging or Callback with this feature.

Call Transfer

The DBS provides two call transfer methods: blind transfer and screened transfer.

Blind Transfer

Description

Blind transfer allows the transfer of a call directly to an extension, without waiting for the called extension to answer.

Operation

1. Press the **HOLD** key to place the call on hold.
2. Dial the extension number to which the call is to be transferred.
3. Replace the handset before the other party answers.
 - You can also replace the handset after the third party answers.
 - The third party need only pick up the handset to speak to the outside line.

Related Programming

- FF1 (System): Onhook Transfer
- FF1 (System): Extension Transfer Recall Timer

Considerations

- In order to transfer a call by pressing **HOLD**, dialing the extension, and going onhook, the Onhook Transfer feature must be enabled in system programming.
- You cannot transfer a call to an extension that has Do Not Disturb or Absence Message activated.
- You can transfer a call to an extension that has Call Forwarding activated. The transferred call will follow the call forwarding path of the extension it is transferred to.

For example, if extension "A" is forwarded to extension "B," calls that are transferred to extension "A" will be forwarded to extension "B."

- When you transfer a call to an extension that does not answer and does not have Call Forwarding activated, the transfer will recall to your extension after the Transfer Recall Timer expires.

(For example, if you transfer an outside call on line 1 to extension 135 and that extension does not answer, the call will return to your extension.)

Screened Transfer

Description

Using the Screened Transfer feature, you can contact a third party and announce the call before the transfer.

To use Screened Transfer when your system is set for Onhook Transfer:

1. Press the **HOLD** key to place the call on hold.
 - You will hear intercom dial tone from the handset.
2. Dial the extension number to which the call is to be transferred.
3. When your call is answered, inform the third party of the transfer.
4. Replace the handset.
 - The third party need only pick up the handset to speak to the outside line.

To use Screened Transfer when Onhook Transfer is disabled:

1. Press the **HOLD** key to place the outside call on hold.
 - You will hear intercom dial tone from the handset.
2. Dial the extension number to which the call is to be transferred.
3. When your call is answered, inform the third party of the transfer.
 - The **EXT LED** will stop flashing and remain lit.
4. Dial "8."
 - The third party need only pick up the handset to speak to the outside line.
5. Replace the handset.

Related Programming

- FF1 (System): Onhook Transfer
- FF1 (System): Extension Transfer Recall Timer

Considerations

- You cannot transfer a call to an extension that has Do Not Disturb or Absence Message activated.
- You can transfer a call to an extension that has Call Forwarding activated. The transferred call will follow the call forwarding path of the extension it is transferred to.

For example, if phone "A" is covered to phone "B," calls that are transferred to phone "A" will be forwarded to phone "B."

- When you transfer a call to an extension that does not answer and does not have Call Forwarding activated, the transfer will recall to your extension after the Transfer Recall Timer expires.

(For example, if you transfer an outside call on line 1 to extension 135 and that extension is busy or does not answer, the call will return to your extension.)

Call Waiting

Description

You can send a Call Waiting signal, followed by a brief LCD message, to a busy extension. The party receiving the message need only replace the handset and then pick it up again to be automatically connected to the message sender's extension.

The following messages can be sent using the Call Waiting feature:

Table 15. Call Waiting Text Messages

<i>Message Code</i>	<i>Message</i>
5	"Visitor Here"
6	"Need Help"
7	"Important"
9	"Emergency"

Message codes 0 ~ 4 cannot be used.

Operation

To Set Call Waiting:

1. Lift the handset.
2. Dial the extension number.

You will hear busy tone.
3. Press "3."
4. If you wish to send a text message, dial the desired message code (5-7 or 9).

The message will display on the called party's phone if the called party has a key phone. (If the called party does not have a display, he or she will continue to hear a call waiting indication.)

5. Remain on the line until the called party picks up.

To answer Call Waiting (after disconnecting the current call):

1. Replace the handset.
 - The current call will be disconnected.
2. Pick up the handset.
 - You will automatically be connected to the extension sending the Call Waiting.

To answer Call Waiting (without disconnecting the current call):

1. Press **HOLD**.
 - The current call will be disconnected.
 - The new call will be connected automatically.
2. Press **HOLD** again to retrieve the first call.

Related Programming

- FF1 (System) Extension Class of Service (CPC-B Version 3.1 or higher)
- FF3 (Extension): Class of Service (CPC-B Version 3.1 or higher)
- FF3 (Extension): Call Waiting Notification Tone
- FF3 (Extension): Call Waiting (Receive)

Considerations

- Call Waiting can be used without entering a message code.
- If the extension called has DND activated, has a call on hold, is ringing (from another call), or is engaged in a conference call, Call Waiting cannot be sent.
- If the extension called has call forwarding activated, call waiting cannot be sent unless the called extension has an available ML key.

Camp-on

Description

If you reach a busy extension, the Camp-on feature will alert you with a ring when the extension becomes free. You will then be able to pick up your handset to automatically dial the extension.

Operation

To activate the Camp-on feature:

1. Lift the handset.
2. Dial the desired extension number.

You will hear a busy tone if the extension is busy.

3. Press "3."
 - You will hear ringback tone.
 - If the Camp-on feature cannot be set, you will continue to hear a busy tone.
4. Replace the handset after you hear the ringback tone.
5. Wait for the station callback ring.

To answer the callback ring:

1. Pick up the handset when you hear the callback ring.
 - The system will automatically dial the called extension.
2. Speak when your call is answered.

Related Programming

- FF3 (Extension): Call Waiting (Receive)

Considerations

- The callback ring must be answered within sixteen seconds or it will be canceled.
- A Camp-on request will only be accepted *after* Call Waiting status.
- Camp-on cannot be activated by an extension that has call forwarding turned on.
- An extension can only have one call camped-on at a time. For example, if Extension 152 camps-on to Extension 153, another extension cannot camp-on to 153, as long as 152 is camped-on.
- An extension that has initiated a camp-on cannot receive a camp-on. For instance, if Extension 200 has camped-on to Extension 300, another extension cannot camp-on to 200.

Conference Calls

Description

Conference Calls allow an extension user to add a party to an existing conversation.

DSLIT users can create the following types of Conference Calls:

- One outside line and two extensions (three-party Conference Call)
- Two outside lines and one extension (three-party Conference Call)
- Three extensions (Intercom Conference Call)

Operation

To add an extension:

1. Press the **HOLD** key to place the current call on hold.
2. Dial the number of the extension you wish to add to the call.
3. Press **CONF** when your call is answered.

To add an outside number:

1. Press the **HOLD** key to place the current call on hold.
2. Dial a trunk group number (81 ~ 86 or 9).
3. Dial the outside number.
4. Press **CONF** when your call is answered.

Considerations

- Press the **FLASH** key to exit a Conference Call.
- The Hold feature cannot be used during a three-party conference.

Dial "0" for Attendant

Description

The Attendant can be called from any extension by simply pressing "0."

If multiple attendants are assigned, a dial "0" call will go to Attendant "1" first. If attendant "1" is busy, the call will then go to Attendant "2." The call will continue to transfer to the next attendant in the attendant group if necessary.

A maximum of four attendants can be assigned.

Operation

1. Lift the handset.
2. Press "0."

Related Programming

- FF1 (System): Second Attendant Position
- FF1 (System): Third Attendant Position
- FF1 (System): Fourth Attendant Position
- FF1 (System): Attendant Transfer Extension Position

Direct Trunk Access

Description

Extensions can access a specific trunk for outgoing calls. Extensions can also use Direct Trunk Access to test trunks or to access data trunks.

Operation

1. Lift the handset.
2. Dial "88" followed by the desired trunk number (01 ~ 64).
3. Dial the outside number.
4. Replace the handset.

Do-Not-Disturb (DND)

Description

An extension can be made unavailable by activating Do-Not-Disturb (DND). When DND is activated at an extension, calls to that extension receive busy tone.

Operation

To activate DND:

1. Lift the handset or press **ON/OFF**.
2. Dial "73."
3. Replace the handset or press the **ON/ OFF** key.

To cancel DND:

1. Lift the handset or press **ON/OFF**.
2. Dial "73."
3. Replace the handset or press **ON/ OFF**.

Related Programming

- FF1 (System): Extension Class of Service (CPC-B Version 4.0 or higher)
- FF3 (Extension): Class of Service (CPC-B Version 4.0 or higher)

Considerations

- Callback Queuing will ring an extension in DND.
- Setting DND automatically cancels the Call Forwarding and Absence Message features.
- The DND feature cannot be activated at an extension selected to receive Call Forwarding.

Intercom Calling

Descriptions

The DBS provides two methods of intercom calling: voice calling and tone calling.

Voice Calling. With voice calling, intercom calls are connected immediately, without a ringing tone.

Tone Calling. With tone calls, a ringing tone is sent to the called extension.

System programming determines whether the DBS uses voice or tone calling as a default. If voice calling is the default, dialing a "1" after the extension number will change the call to a tone call. If tone calling is the default, dialing a "1" will result in a voice call.

Operation

To make a Voice Call:

1. Lift the handset.
2. Dial the extension number.
3. If the system default is tone calling, dial a "1."

To make an Tone Call:

1. Lift the handset.
2. Dial the extension number.
3. If the system default is voice calling, dial a "1."
 - The called extension will ring.

Related Programming

- FF1 (System): Extension Intercom Calling
- FF1 (System): Alert Tone for Voice Calls
- FF1 (System): Extension Class of Service (CPC-B Version 4.0 or higher)
- FF3 (Extension): Class of Service (CPC-B Version 4.0 or higher)

Considerations

- When an extension's calling mode is set to voice calls, a "splash" tone can be sent to alert the extension to the voice call. System programming determines if the splash tone is provided.
- If an extension is onhook, it will receive tone calls.
- The voice calling feature is not available for DISA incoming calls.
- Voice calls do not forward if Cover No Answer is turned on.

Last Number Redial

Description

The last outside number dialed may be redialed automatically by pressing the **REDIAL** key.

Operation

1. Lift the handset.
2. Dial a trunk access code (81 ~ 86 or 9).
3. Press the **REDIAL** key.

Considerations

- If the Auto Flash Redial feature is set, you can flash the outside line once by pressing the **REDIAL** key at the busy tone. The last number dialed can then be redialed.

- The Last Number Redial feature can redial a number up to sixteen digits long.
- A maximum of five Speed Dialing codes can be redialed.

Meet-Me Answer

Description

You can answer a Paging call from any extension using the Meet-Me Answer feature.

Operation

1. Pick up the handset from any extension at which you hear the Paging call.
2. Press "77."
 - Paging will cease and you will be connected to the party trying to reach you.
3. Speak to the party that paged you.

Related Programming

- FF1 (System): Extension Class of Service (CPC-B Version 4.0 or higher)
- FF3 (Extension): Class of Service (CPC-B Version 4.0 or higher)

Considerations

- The Meet-Me Answer feature cannot be used with Paging Group 00.
- You can only use the Meet-Me Answer feature at an extension that does not have an incoming call.
- If an external paging system or a Universal Answer system has been installed, use Group Call Pickup to respond to the Paging call.

Message Waiting/Callback Request

Description

If you try to call an extension that is busy or does not answer, you can leave a message requesting a return call.

Operation

To leave a Callback Request:

1. Lift the handset.
2. Dial the extension number.
3. Dial "2" at the busy tone or while the telephone is still ringing.
4. Replace the handset.

To answer a Callback Request:

1. Pick up the handset.

You will hear intercom dial tone from the handset.

2. Press the **AUTO** key.
3. Press the **REDIAL** key.

- Your telephone will automatically dial the extension that left the Callback Request.

To cancel a Callback Request:

1. Lift the handset or press **ON/OFF**.
2. Press the **AUTO** key.
3. Press the **FLASH** key.
4. Replace the handset or press the **ON/OFF** key.

Related Programming

- FF1 (System) Extension Class of Service (CPC-B Version 3.01 or higher)
- FF3 (Extension) Class of Service (CPC-B Version 3.01 or higher)

Considerations

- Up to four Callback Requests can be sent to any one extension.
- If you call the same extension a second time and the party answers, any Callback Requests you sent earlier will be cancelled.
- If a Callback Request is sent to an extension for which Call Forwarding is set, the Callback Request will be automatically forwarded to the designated extension.
- You can send a Callback Request to an extension that has Do Not Disturb or Absence Message activated.

Off-Hook Voice Announce (OHVA)

Description

You can interrupt a busy extension when making an Intercom Call, then make an announcement that only the called party can hear using the Off-Hook Voice Announce (OHVA) feature. You can also transfer a held call to a busy extension after making the announcement using this feature.

Operation

To make an OHVA:

1. Lift the handset.
2. Dial the desired extension number.

If the extension is busy you will hear the busy tone.

3. Press "5."

To transfer a call using OHVA

1. Press the **HOLD** key to place the call to be transferred on hold.
2. Dial the number of the extension to which the call will be transferred.
You will hear a busy tone if the extension is already engaged in a call.

3. Press "5" and announce the call to be transferred.

If the transferred call is not accepted by the called extension, press the **FLASH** key to cancel the transfer.

4. Press "8."
5. Replace the handset.

To answer the call from a DSLT:

1. Press **CONF**.
2. Speak with the announcing party.
3. Press **CONF** again to disconnect the announcing party and return to the original call.

Related Programming

- FF1 (System): Onhook Transfer
- FF1 (System): Alert Tone for Busy Override and Offhook Voice Announce
- FF1 (System): Extension Class of Service (CPC-B 3.1 or higher)
- FF3 (Extension): Class of Service (CPC-B 3.1 or higher)
- FF3 (Extension): Call Waiting Notification Tone/Offhook Voice Announce

Considerations

- If Onhook Transfer is enabled, the held call is transferred as soon as the extension sending the OHVA hangs up.
- If the transferred call is not answered immediately, it will queue for a set time limit, then return to the extension sending the OHVA. (The recall time can be set in the Transfer-Recall Timer.)
- You cannot receive a Call Waiting message during an OHVA.
- You cannot toggle back and forth between two calls during an OHVA.

Onhook Dialing

Description

Onhook Dialing is a standard feature for the DSLTL. To dial onhook, the user simply presses the **ON/OFF** key.

The DSLTL does not include a microphone, so the user must lift the handset to talk.

Pooled Trunk Access

Description

The DBS system is designed to accept eight to 64 outside lines. These lines can be divided into seven Pooled Trunk groups.

A free line can be selected by choosing an outside line group number. Group numbers 9 and 81 ~ 86 are available.

Operation

1. Lift the handset.
 - You will hear intercom dial tone from the speaker.
2. Dial the desired trunk group number (81 ~ 86 or 9).
3. Dial the outside number.

Related Programming

- FF1 (System): Least Cost Routing
- FF2 (Trunks): Trunk Group Assignment
- FF3 (Extension): Forced LCR
- FF8 (LCR) LCR Setting

Considerations

- There are seven groups of outside lines: 9 and 81 ~ 86. Some additional outside lines may not be assigned to a group.
- Dialing "9" activates LCR if the LCR option is turned on in system programming.

Reminder Call

Description

Your telephone can remind you of important meetings, deadlines, etc., with the Reminder Call feature.

Operation

To Set the Reminder Call feature:

1. Lift the handset or press **ON/OFF**.
 - You will hear intercom dial tone.
2. Press “#4.”
3. Enter the time you wish the Reminder Call to sound. Enter the desired time in 12-hour format, followed by a “1” for a.m. or a “2” for p.m.
4. Replace the handset or press the **ON/OFF** key.

To Cancel the Reminder Call feature:

1. Lift the handset or press **ON/OFF**.
 - You will hear intercom dial tone from the speaker.
2. Dial “#4.”
3. Replace the handset or press **ON/OFF**.

Considerations

- A sixteen-second alarm tone will be sounded at the specified time.
- One Reminder Call may be set for each telephone.
- To change the Reminder Call, simply enter a new time.
- If the extension is in use when the reminder call is scheduled, the reminder call will be sent as soon as the extension becomes available.

Saved Number Redial

Description

You can save a previously dialed number for later redialing. Unlike the Last Number Redial feature, the Saved Number Redial feature allows you to store a number that will not be lost as soon as you dial a different number.

Saved Number Redial applies only to outside numbers, not extension numbers.

Operation

To save a number:

1. Press the **AUTO** key twice before replacing the handset.
2. Press “*.”
3. Replace the handset.

To redial a saved number:

1. Lift the handset.
2. Dial a trunk access code (81 ~ 86 or 9).
3. Press the **AUTO** key.
4. Press “*.”

Considerations

- Any previously saved number will be erased when a new number is saved.
- The Saved Number Redial feature can redial a number up to sixteen digits long.
- A maximum of five Speed Dialing codes can be redialed.

Speed Dialing

Personal Speed Dialing

Description

Frequently called numbers can be stored using the Personal Speed Dial feature, saving time and avoiding wrong numbers. Personal Speed Dial numbers are programmed at each individual extension, as opposed to System Speed Dial numbers, which can be used by any extension. Up to ten Personal Speed Dial Numbers can be stored.

Extension users can program their own personal speed dial numbers, or they can be programmed from a programming phone.

Operation

To assign Personal Speed Dial Numbers:

1. Lift the handset or press **ON/OFF**.
2. Press *****.
3. Dial "80."
4. Dial a personal speed dial number (90-99).
5. Dial the number you want to store.

You may include a trunk access code if you like. If you include an access code, you do not need to dial a trunk group before using the speed dial number.

To include a trunk access code, press **CONF** then dial 9 or 1 ~ 6. (1 ~ 6 stands for trunk groups 81 ~ 86.)

To include a pause, press **REDIAL**.

To include a flash, press **FLASH**.

6. Press **HOLD**.
7. Replace the handset or press **ON/OFF**.

To delete a Personal Speed Dial number:

1. Lift the handset or press **ON/OFF**.
2. Press *****.
3. Dial "80."
4. Dial the personal speed dial number (90-99).
5. Press **HOLD**.
6. Replace the handset or press **ON/OFF**.

Related Programming

- FF7 (Toll Restrictions): Toll Restrictions
- FF10 (System and Personal Speed Dial): Personal Speed Dial Numbers

Considerations

- The attendant phone can also enter personal speed dial numbers for DSLTTs.
- Personal Speed Dial numbers can contain up to sixteen digits.
- Storing a new number erases any previously stored data.
- Speed Dialing cannot be checked while Station Lockout is being set.

System Speed Dial

Description

Frequently called numbers can be stored using the System Speed Dial feature, saving time and avoiding wrong numbers. System Speed Dial numbers are programmed at the Attendant Phone and can be used by any extension, as opposed to Personal Speed Dial numbers, which are exclusive to each individual extension. Up to ninety System Speed Dial Numbers can be stored.

Operation

To dial a system speed dial number:

1. Pick up the handset.
2. Dial a trunk access code (81 to 86 or 9), if the system speed dial number does not include a trunk access code.
3. Press **AUTO**.
4. Dial the two-digit system speed dial code (00-89).

Related Programming

- FF1 (System): Override TRS for System Speed Dialing
- FF10 (Speed Dialing): System Speed Dialing

Chapter 5. SLT Features

This chapter describes features that are available to single-line telephones (SLTs).

Single-line telephones are industry-standard 2500 sets. SLTs are not equipped with feature keys or line keys, so basic telephone operations are performed by pressing dialpad keys and/or using the switchhook.

Absence Message

(All Versions)

Description

SLT users can leave text messages on their phone when they are away.

When the unattended extension is dialed by a key phone, the text message will display on the caller's phone.

Any one of the following messages can be selected. Messages 5 to 9 can be changed through system programming.

Table 16. Absence Messages

<i>Message No.</i>	<i>Message Text</i>
0	In Meeting
1	At Lunch
2	Out of Office
3	Vacation
4	Another Office
5	User Defined
6	User Defined
7	User Defined
8	User Defined
9	User Defined

Operation

To Set an Absence Message

1. Lift the handset.
2. Dial "71."
3. Enter a message code between 0 and 9 (See Table 16.).
4. Enter the time you will return (optional). See Table 17 for examples.
5. Replace the handset.

To Cancel an Absence Message

1. Lift the handset.
2. Dial "71."
3. Replace the handset.

Related Programming

- FF1 (System): Extension Class of Service (CPC-B Version 3.1 or higher)
- FF3 (Extension): Class of Service (CPC-B Version 3.1 or higher)
- FF6 (Names and Messages): Absence Message

Considerations

- Calling parties without a display get a busy signal, rather than the Absence Message.
- If a message code number that has not been programmed when a message is selected, "Absence," followed by the code number, will appear on the caller's display.
- Absence Message return times can be input as shown in Table 17:

Table 17. Example Return Times for Absence Messages

<i>Input</i>	<i>Display</i>
No input	Return
9	Return 9:00
11	Return 11:00
615	Return 6:15
1035	Return 10:35

Four-digit numbers can also be input (0000 ~ 9999 = Hours & Minutes or Month & Date).

- Setting an Absence Message cancels DND and Call Forwarding features.
- When an Absence Message is set on a DID station, incoming DID calls are routed according to the ringing assignment programmed for the incoming trunk.

Busy Override

(All Versions)

Description

Extensions in the same Paging Group (1-7) can break into one another's outside calls or Intercom Calls to relay urgent information or to create three-party Conference Calls.

Operation

Press "4" when you hear the busy tone.

- An alert tone will sound at both phones (system programming required).

Related Programming

- FF1 (System): Alert Tone for Busy Override and Offhook Voice Announce
- FF1 (System): Extension Class of Service (CPC-B Version 3.1 or higher)
- FF3 (Extension): Class of Service (CPC-B Version 3.1 or higher)
- FF3 (Extension): Busy Override Send
- FF3 (Extension): Busy Override Receive
- FF3 (Extension): Extension Paging Groups

Considerations

- You cannot break in on three-party conference calls.
- The default for the override alert tone is "off." If the override alert tone is enabled, the tone will be sent to both parties when a call is overridden.

Call Forwarding

(All Versions)

Call Forwarding allows users to send their calls to another extension, an outside line, or voice mail. All versions of the DBS provide call forwarding. However, some call forwarding enhancements are not available with earlier versions. The following table shows the call forwarding features available with each release.

Table 18. DBS Call Forwarding features

<i>Feature</i>	<i>Availability</i>
Call Forwarding--All Calls	All versions
Call Forwarding--No Answer	CPC-A Version 3.1 or higher CPC-B Version 2.0 or higher
Call Forwarding--Busy	All versions
Call Forwarding--Busy/No Answer	All versions
Call Forwarding--External	All versions
Permanent Call Forwarding	CPC-B Version 3.1 or higher

Call Forwarding--All Calls. When the Call Forwarding--All Calls feature is activated, all incoming calls to an extension are forwarded immediately.

Call Forwarding--No Answer. When Call Forwarding--No Answer is activated, an unanswered call will ring until the Call Forward No Answer timer expires. When the timer expires, the unanswered call will be forwarded.

Call Forwarding--Busy. When Call Forwarding--Busy is activated, all incoming calls to a busy extension will be forwarded to a designated extension.

Call Forwarding--Busy/No Answer. When Call Forwarding--Busy/No Answer feature is activated, all incoming calls to an extension that is off-hook or does not answer will be forwarded to a designated extension. Similarly, if the extension is busy, the calls will be forwarded to the designated extension.

Call Forwarding--External. When Call Forwarding--External is activated, all incoming *intercom* calls to an extension will be forwarded to an outside number. In order to forward to an outside number, the number must first be entered as a system or personal speed dial number.

Any speed dial number (00-99) can be used to store an outside number for call forwarding. (00~89 are system speed dial numbers; 90 ~ 99 are personal speed dial numbers.)

Permanent Call Forwarding. Permanent call forwarding is assigned through system programming, rather than by the user. Permanent call forwarding is normally used to forward calls to a voice mail system.

An extension user can invoke other forms of call forwarding (no answer, busy, all calls) to temporarily override the permanent call forwarding destination.

Permanent call forwarding can be used with busy, no answer, or busy/no answer.

Operation

To activate Call Forwarding:

1. Lift the handset.
 - You will hear intercom dial tone from the speaker.
2. Dial "72."
3. Dial the appropriate call forwarding code.

<i>Call Forward Type</i>	<i>Code</i>
All	0
Busy/no answer	1
Busy	2
Outside	3
No answer	4

4. If you're forwarding to an internal number, enter the number of the extension you want to receive your calls. If you're forwarding to an outside number, dial "0" plus the appropriate speed dial number.

Note: To forward to an outside number, you must have already programmed the number into personal or system speed dialing. With CPC-A or CPC-B Versions prior to 2.0, you can only forward to an outside number that is programmed into personal speed dial number 99. Beginning with CPC-B, you can forward to any speed dial number (system or personal).

5. Replace the handset.

To cancel Call Forwarding

1. Lift the handset.
2. Dial "72."
3. Replace the handset.

Related Programming

- FF1 (System): Call Forward No Answer Timer
- FF1 (System): Extension Class of Service (CPC-B Version 3.1 or higher)
- FF3 (Extension): Class of Service (CPC-B Version 3.1 or higher)
- FF3 (Extension): Permanent Call Forward Type (CPC-B Version 3.1 or higher)
- FF3 (Extension): Permanent Call Forward Extension (CPC-B Version 3.1 or higher)
- FF10 (System and Personal Speed Dial): System Speed Dial Numbers
- FF10 (System and Personal Speed Dial): Personal Speed Dial Numbers

Considerations

- With CPC-A and CPC-B Versions prior to 2.0, calls cannot be forwarded to an extension that already has call forwarding activated. In other words, phone "A" could only forward to phone "B" if phone "B" was not forwarded.

Beginning with CPC-B Version 2.0, calls can be forwarded to extensions that have call forwarding activated. For example, phone "A" can be forwarded to phone "B," even if phone "B" is forwarded to voice mail.

- Calls can be forwarded to extensions that have call forwarding activated. For example, phone "A" can be forwarded to phone "B," even if phone "B" is forwarded to voice mail.
- DND and Absence Messages cancel Call Forwarding.
- Voice calls do not forward when Call Forwarding--No Answer is used.
- Extensions for which Call Forwarding-External has been set cannot:

- Be in the middle of an outside call when the feature is activated.
- Have a toll restriction setting that prohibits outside calls.
- Calls can be forwarded to a third-party voice mail (a system other than the DBS Voice Mail) by using the "Call Forward ID Code" described on page 10.

Call Hold

(All Versions)

Description

Call Hold provides either exclusive or system hold, depending on system programming. With Exclusive Hold, only the station that held the call can retrieve it. With System Hold, another station can retrieve the call.

Operation

To place a call on Hold:

Flash the switchhook.

To release the call:

Flash the switchhook again.

Related Programming

- FF1 (System): Non-appearance CO Line Hold
- FF1 (System): Extension Hold Recall Timer
- FF1 (System): SLT Onhook Flash Timer

Considerations

- A held call will recall if it is not retrieved before the Hold Recall Timer expires.
- If there is no response to the Hold Recall, the call will transfer to the Attendant Phone. However, no tone will sound at an Attendant Phone if Night Mode is activated.

- If you flash the switchhook during a conference call, the flash will be ignored.
- If your system is set to onhook transfer and you have placed an outside call on hold, and then you make an intercom call, you must make sure the other extension hangs up before you do. If you hang up before the other extension, *the held outside line will be transferred to that extension.*
- The DBS can provide music-on-hold to callers placed on hold. See “Music-On-Hold” (page 21) for more information.

Call Park

(All Versions)

Description

You can use the Call Park function to transfer a call, even if you cannot locate the intended recipient of the call. Simply park the call, then page the person to whom you would like to transfer the call. That person can answer the call from any extension by dialing the number of the extension that parked the call.

Operation

To park a call:

1. Flash the switchhook.
2. Dial “75.”

To retrieve a parked call:

1. Lift the handset.

You will hear intercom dial tone from the handset.

2. Dial “76.”
3. Dial the number of the extension that parked the call.

Related Programming

- FF1 (System): Park Recall Timer

Considerations

- The parked call will recall if it is not retrieved before the Recall Timer expires. If this happens, the user that parked the call can retrieve it by simply picking up the handset. If no one retrieves the call after the Park Recall Timer expires, the call will revert to the attendant.
- You cannot park more than one outside line at a time.
- The Park Recall Timer is similar to the Recall Timer, except that when the Park Recall Timer is set for "0" a call is recalled automatically in three minutes.

Call Pickup

(All Versions)

SLTs can use both directed and group call pickup.

Direct Call Pickup

Description

A call to any extension can be answered from any other extension using the Direct Call Pickup feature.

Operation

1. Lift the handset.
2. Dial "79."
3. Enter the number of the ringing extension.

Related Programming

- FF1 (System): Extension Class of Service (CPC-B 3.1 or higher)
- FF3 (Extension): Class of Service (CPC-B Version 3.1 or higher)

Considerations

- If more than one caller is attempting to reach the ringing extension, the Direct Call Pickup feature will answer the call that arrived first.

Once the call has been picked up, other extensions that attempt to pick up the call receive busy tone.

- You can answer incoming calls, intercom calls (both tone and voice), call waiting, paging, transferred calls, or recalls using the Direct Call Pickup feature. You cannot answer callbacks with this feature.

Group Call Pickup

Description

Using the Group Call Pickup feature, you can answer calls to other extensions within your Paging Group (01-07) without entering the number of the extension that is ringing.

Operation

1. Lift the handset.
2. Dial "70."

Related Programming

- FF1 (System): Extension Class of Service (CPC-B Version 3.1 or higher)
- FF3 (Extension): Class of Service (CPC-B Version 3.1 or higher)
- FF3 (Extension): Extension Page Group

Considerations

- If more than one call is arriving at the Paging Group, the Group Call Pickup feature will answer the call to the lowest port number first.
- If the called extension belongs to more than one Paging Group, the Group Call Pickup Feature will answer the call to the lowest numbered Paging Group first.
- You can answer incoming calls, Intercom Tone Calling, or Intercom Voice Calling using the Group Call Pickup feature. You cannot answer Paging or Callback with this feature.

Call Transfer

(All Versions)

The DBS provides two call transfer methods: blind transfer and screened transfer.

With CPC-A and CPC-B Versions prior to 2.0, SLTs can only transfer trunk calls. Beginning with CPC-B Version 2.0, SLTs can transfer trunk and intercom calls.

Blind Transfer

Description

Blind transfer allows the transfer of a call directly to an extension, without waiting for the called extension to answer.

Operation

1. Flash the switchhook to place the call on hold.
2. Dial the extension number to which the call is to be transferred.
3. Replace the handset before the other party answers.
 - You can also replace the handset after the third party answers.
 - The third party need only pick up the handset to speak to the outside line.

Related Programming

- FF1 (System): Onhook Transfer
- FF1 (System): Extension Transfer Recall Timer

Considerations

- In order to transfer a call by flashing the switchhook, dialing the extension, and going onhook, the Onhook Transfer feature must be enabled in system programming.
- You cannot transfer a call to an extension that has Do Not Disturb or Absence Message activated.
- You can transfer a call to an extension that has Call Forwarding activated. The transferred call will follow the call forwarding path of the extension it is transferred to.

For example, if extension "A" is covered to extension "B," calls that are transferred to extension "A" will be forwarded to extension "B."

- When you transfer a call to an extension that is busy or does not answer and does not have Call Forwarding activated, the transfer will recall to your extension after the Transfer Recall Timer expires.

(For example, if you transfer an outside call on line 1 to extension 135 and that extension does not answer, the call will return to your extension.)

Screened Transfer

Description

Using the Screened Transfer feature, you can contact a third party via an extension before transferring a call to that party.

Operation

To use Screened Transfer when your system is set for Onhook Transfer:

1. Flash the switchhook to place the call on hold.
 - You will hear intercom dial tone from the handset.
2. Dial the extension number to which the call is to be transferred.
3. When your call is answered, inform the third party of the transfer.
4. Replace the handset.
 - The third party need only pick up the handset to speak to the outside line.

To use Screened Transfer when Onhook Transfer is disabled:

1. Flash the switchhook to place the outside call on hold.
 - You will hear intercom dial tone from the handset.
2. Dial the extension number to which the call is to be transferred.
3. When your call is answered, inform the third party of the transfer.
 - The EXT LED will stop flashing and remain lit.
4. Dial "8."
 - The third party need only pick up the handset to speak to the outside line.
5. Replace the handset.

Related Programming

- FF1 (System): Onhook Transfer
- FF1 (System): Extension Transfer Recall Timer

Considerations

- You cannot transfer a call to an extension that has Do Not Disturb or Absence Message activated.
- You can transfer a call to an extension that has Call Forwarding activated. The transferred call will follow the call forwarding path of the extension it is transferred to.

For example, if phone "A" is covered to phone "B," calls that are transferred to phone "A" will be forwarded to phone "B."

- When you transfer a call to an extension that is busy or does not answer and does not have Call Forwarding activated, a call tone will sound at your extension after Transfer Recall Timer expires.

(For example, if you transfer an outside call on line 1 to extension 135 and that extension is busy or does not answer, the call will return to your extension.)

Call Waiting

(All Versions)

Description

You can send a Call Waiting signal, followed by a brief LCD message, to a busy extension. The party receiving the message need only replace the handset and then pick it up again to be automatically connected to the message sender's extension.

The following messages can be sent using the Call Waiting feature:

Table 19. Call Waiting Text Messages

<i>Message Code</i>	<i>Message</i>
5	"Visitor Here"
6	"Need Help"
7	"Important"
9	"Emergency"

Message codes 0 ~ 4 cannot be used.

Operation

To Set Call Waiting:

1. Lift the handset.
2. Dial the extension number.

You will hear busy tone.
3. Press "3."
4. If you wish to send a text message, dial the desired message code (5-7 or 9).

The message will display on the called party's phone if the called party has a key phone. (If the called party does not have a display, he or she will continue to hear a call waiting indication.)
5. Remain on the line until the called party picks up.

To answer Call Waiting (after disconnecting the current call):

1. Replace the handset.
 - The current call will be disconnected.
2. Pick up the handset.
 - You will automatically be connected to the extension sending the Call Waiting.

To answer Call Waiting (without disconnecting the current call):

1. Flash the switchhook.
 - The current call will be disconnected.
 - The new call will be connected automatically.
1. Flash the switchhook again to retrieve the original call.

Related Programming

- FF1 (System) Extension Class of Service (CPC-B Version 3.1 or higher)
- FF3 (Extension): Class of Service (CPC-B Version 3.1 or higher)
- FF3 (Extension): Call Waiting Notification Tone
- FF3 (Extension): Call Waiting (Receive)

Considerations

- Call Waiting can be used without entering a message code.
- If the extension called has DND activated, has a call on hold, is ringing (from another call), or is engaged in a conference call, Call Waiting cannot be sent.
- Call Waiting cannot be sent to an ML key.

Camp-on

(CPC-A 3.1 or higher; All Versions of CPC-B)

Description

If you reach a busy extension, the Camp-on feature will alert you with a ring when the extension becomes free. You will then be able to pick up your handset to automatically dial the extension.

Operation

To activate the Camp-on feature:

1. Lift the handset.
2. Dial the desired extension number.

You will hear a busy tone if the extension is busy.

3. Press "3."
 - You will hear ringback tone.
 - If the Camp-on feature cannot be set, you will continue to hear a busy tone.
4. Replace the handset after you hear the ringback tone.
5. Wait for the station callback ring.

To answer the callback ring:

1. Pick up the handset when you hear the callback ring.
 - The system will automatically dial the called extension.
2. Speak when your call is answered.

Related Programming

- FF3 (Extension): Call Waiting (Receive)

Considerations

- The callback ring must be answered within sixteen seconds or it will be canceled.
- A Camp-on request will only be accepted *after* Call Waiting status.
- Camp-on cannot be activated by an extension that has call forwarding turned on.
- An extension can only have one call camped-on at a time. For example, if Extension 152 camps-on to Extension 153, another extension cannot camp-on to 153, as long as 152 is camped-on.
- An extension that has initiated a camp-on cannot receive a camp-on. For instance, if Extension 200 has camped-on to Extension 300, another extension cannot camp-on to 200.

Conference Calls

(All Versions)

Description

Conference Calls allow an extension user to add a party to an existing conversation.

SLT users can create the following types of Conference Calls:

- One outside line and two extensions
- Two outside lines and one extension (CPC-B Version 3.1 or later)
- Three extensions

Operation

To add an extension:

1. Flash the switchhook to place the current call on hold.
2. Dial the number of the extension you wish to add to the call.
3. Dial "7" when your call is answered.

To add an outside number (CPC-B Version 3.1 or higher):

1. Flash the switchhook to place the current call on hold.
2. Dial a trunk group number (81 ~ 86 or 9).
3. Dial the outside number.
4. Flash the switchhook when your call is answered.

Related Programming

- FF3 (Extension): SLT Hookflash

Considerations

- Call Waiting cannot be received during conference calls.
- A switchhook flash is ignored during a conference call.
- Calls forwarded externally cannot create a conference.
- The Hold feature cannot be used during a three-party conference.

Dial "0" for Attendant

(CPC-B Version 2.0 or higher)

Description

The Attendant can be called from any extension by simply pressing "0."

If multiple attendants are assigned, a dial "0" call will go to Attendant "1" first. If attendant "1" is busy, the call will then go to Attendant "2." The call will continue to transfer to the next attendant in the attendant group if necessary.

A maximum of four attendants can be assigned.

Operation

1. Lift the handset.
2. Press "0."

Related Programming

- FF1 (System): Second Attendant Position
- FF1 (System): Third Attendant Position
- FF1 (System): Fourth Attendant Position
- FF1 (System): Attendant Transfer Extension Position

Direct Trunk Access

(All Versions)

Description

Extensions can access a specific trunk for outgoing calls. Extensions can also use Direct Trunk Access to test trunks or to access data trunks.

Operation

1. Lift the handset.
2. Dial "88" followed by the desired trunk number (01 ~ 64).
3. Dial the outside number.
4. Replace the handset.

Do-Not-Disturb (DND)

(All Versions)

Description

An extension can be made unavailable by activating Do-Not-Disturb (DND). When DND is activated at an extension, calls to that extension receive busy tone.

Operation

To activate DND:

1. Lift the handset.
2. Dial "73."
3. Replace the handset.

To cancel DND:

1. Lift the handset.
2. Dial "73."
3. Replace the handset.

Related Programming

- FF1 (System): Extension Class of Service (CPC-B Version 4.0 or higher)
- FF3 (Extension): Class of Service (CPC-B Version 4.0 or higher)

Considerations

- Callback Queuing will ring an extension in DND.
- Setting DND automatically cancels the Call Forwarding and Absence Message features.
- The DND feature cannot be activated at an extension selected to receive Call Forwarding.

Intercom Calling

(All Versions)

Descriptions

The DBS provides two methods of intercom calling: voice calling and tone calling.

Voice Calling. With voice calling, intercom calls are connected immediately, without a ringing tone.

Tone Calling. With tone calls, a ringing tone is sent to the called extension.

System programming determines whether the DBS uses voice or tone calling as a default. If voice calling is the default, dialing a "1" after the extension number will change the call to a tone call. If tone calling is the default, dialing a "1" will result in a voice call.

Operation

To make a Voice Call:

1. Lift the handset.
2. Dial the extension number.
3. If the system default is tone calling, dial a "1."

To make an Tone Call:

1. Lift the handset.
2. Dial the extension number.
3. If the system default is voice calling, dial a "1."
 - The called extension will ring.

Related Programming

- FF1 (System): Extension Intercom Calling
- FF1 (System): Alert Tone for Voice Calls
- FF1 (System): Extension Class of Service (CPC-B Version 4.0 or higher)
- FF3 (Extension): Class of Service (CPC-B Version 4.0 or higher)

Considerations

- When an extension's calling mode is set to voice calls, a "splash" tone can be sent to alert the extension to the voice call. System programming determines if the splash tone is provided.
- If an extension is onhook, it will receive tone calls.
- The voice calling feature is not available for DISA incoming calls.
- Voice calls do not forward if Cover No Answer is turned on.

Last Number Redial

(All Versions)

Description

The last outside number dialed may be redialed automatically.

Operation

1. Lift the handset.
2. Dial a trunk access code (81 ~ 86 or 9).
3. Flash the switchhook.
4. Dial "89."

Considerations

- The Last Number Redial feature can redial a number up to sixteen digits long.
- A maximum of five Speed Dialing codes can be redialed.

Meet-Me Answer

(All Versions)

Description

You can answer a Paging call from any extension using the Meet-Me Answer feature.

Operation

1. Pick up the handset from any extension at which you hear the Paging call.
2. Press "77."
 - Paging will cease and you will be connected to the party trying to reach you.
3. Speak to the party that paged you.

Related Programming

- FF1 (System): Extension Class of Service (CPC-B Version 4.0 or higher)
- FF3 (Extension): Class of Service (CPC-B Version 4.0 or higher)

Considerations

- The Meet-Me Answer feature cannot be used with Paging Group 00.
- You can only use the Meet-Me Answer feature at an extension that does not have an incoming call.
- If an external paging system or a Universal Answer system has been installed, use Group Call Pickup to respond to the Paging call.

Message Waiting/Callback Request

(All Versions)

Description

If you try to call an extension that is busy or does not answer, you can leave a message requesting a return call.

Operation

To leave a Callback Request:

1. Lift the handset.
2. Dial the extension number.
3. Dial "2" at the busy tone or while the telephone is still ringing.
4. Replace the handset.

To answer a Callback Request (CPC-B only):

1. Pick up the handset.

You will hear intercom dial tone from the handset.

2. Dial "##".

- Your telephone will automatically dial the extension that left the Callback Request.

To cancel a Callback Request (CPC-B only):

1. Lift the handset.
2. Dial "##".
3. Replace the handset.

Related Programming

- FF1 (System) Extension Class of Service (CPC-B Version 3.1 or higher)
- FF3 (Extension) Class of Service (CPC-B Version 3.1 or higher)

Considerations

- With CPC-A, SLTs cannot receive callback requests.
- Up to four Callback Requests can be sent to any one extension.
- If you call the same extension a second time and the party answers, any Callback Requests you sent earlier will be cancelled.
- If a Callback Request is sent to an extension for which Call Forwarding is set, the Callback Request will be automatically forwarded to the designated extension.
- You can send a Callback Request to an extension that has Do Not Disturb or Absence Message activated.

Off-Hook Voice Announce (OHVA)

(CPC-B Version 3.1; All Versions of CPC-B)

Description

You can interrupt a busy extension when making an Intercom Call, then make an announcement that only the called party can hear using the Off-Hook Voice Announce (OHVA) feature.

Operation

To make an OHVA:

1. Lift the handset.
2. Dial the desired extension number.

If the extension is busy you will hear the busy tone.
3. Press "5."

Related Programming

- FF1 (System): Onhook Transfer
- FF1 (System): Alert Tone for Busy Override and Offhook Voice Announce
- FF1 (System): Extension Class of Service (CPC-B 3.1 or higher)
- FF3 (Extension): Class of Service (CPC-B 3.1 or higher)
- FF3 (Extension): Call Waiting Notification Tone/Offhook Voice Announce

Considerations

- If Onhook Transfer is enabled, the held call is transferred as soon as the extension sending the OHVA hangs up.
- You cannot receive a Call Waiting message during an OHVA.
- You cannot toggle back and forth between two calls during an OHVA.
- Offhook Voice Announcements should not be made to SLTs. The SLT user will hear the announcement through the handset, but so will the other party.

Pooled Trunk Access

(All Versions)

Description

The DBS system is designed to accept eight to 64 outside lines. These lines can be divided into seven Pooled Trunk groups.

A free line can be selected by choosing an outside line group number. Group numbers 9 and 81 ~ 86 are available.

Operation

1. Lift the handset.
 - You will hear intercom dial tone from the speaker.
2. Dial the desired trunk group number (81 to 86 or 9).
3. Dial the outside number.

Related Programming

- FF1 (System): Least Cost Routing
- FF2 (Trunks): Trunk Group Assignment
- FF3 (Extension): Forced LCR
- FF8 (LCR) LCR Setting

Considerations

- There are seven groups of outside lines: 9 and 81 ~ 86. Some additional outside lines may not be assigned to a group.
- Dialing "9" activates LCR if the LCR option is turned on in system programming.

Speed Dialing

(All Versions)

Personal Speed Dialing

Description

Frequently called numbers can be stored using the Personal Speed Dial feature, saving time and avoiding wrong numbers. Personal speed dial numbers are assigned from the attendant or programming phone to each SLT.

Operation

To dial a Personal Speed Dial number:

1. Pick up the handset.
2. Dial a trunk access code (81 to 86 or 9), if the system speed dial number does not include a trunk access code.
3. Dial "80."
4. Dial the two-digit personal speed dial code (90-99).

System Speed Dial

Description

Frequently called numbers can be stored using the System Speed Dial feature, saving time and avoiding wrong numbers. System Speed Dial numbers are programmed at the Attendant Phone and can be used by any extension, as opposed to Personal Speed Dial numbers, which are exclusive to each individual extension. Up to ninety System Speed Dial Numbers can be stored.

Operation

To dial a system speed dial number:

1. Pick up the handset.
2. Dial a trunk access code (81 to 86 or 9), if the system speed dial number does not include a trunk access code.
3. Dial "80."
4. Dial the two-digit system speed dial code (00-89).

Related Programming

- FF1 (System): Override TRS for System Speed Dialing
- FF10 (Speed Dialing): System Speed Dialing

Section 700B

CPC - B

ADDENDUM

to the

DBS OPERATING INSTRUCTIONS

Issue 1

August 1991

Panasonic[®]

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CPC-B

V1.0 and V2.0

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V1.0

CPC-B - VERSION 1.0 (Enhanced DBS)

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OPERATION

EXTENSIONS

V1.0

1. CAMP-ON CALL BACK

After making an intercom call to a busy station, the system will notify you when the extension becomes free. Pick up the receiver to automatically dial the extension.

1.1. Set Camp-On Call Back

1. Pick up the receiver
2. Enter an extension number.
Listen for a busy signal.
3. Press **3**
Listen for the ringback tone.
If camp-on call back cannot be set, you will continue to hear a busy signal.
4. Hang up during the ringback tone.
5. Wait for the station call-back ring.

1.2. Answer Camp-On Call Back

1. Your station will ring when the called station is no longer busy. If you have a display telephone, [Camp-on Call] appears on the display and the EXT LED will blink. Pick up the receiver. The system automatically dials the called extension. Listen for a ringback tone.

NOTES: The call back must be answered within 16 seconds or it is canceled.

Camp-on call back is accepted only after call waiting status. System programming must be set to accept both camp-on call back and call waiting. *See your dealer for more information.*

Call back cannot be accepted by a station that is set for either call forward or another call-back request. If you hear a busy signal after pressing **3**, there is a possibility that the called station is set for one of these features.

2. OFF-HOOK VOICE ANNOUNCE (OHVA)

When making an intercom call to a busy extension, you can interrupt the call and make an announcement that can only be heard by the called extension.

2.1. Make an OHVA

1. Pick up the receiver
2. Enter an extension number
3. Press **5** at the sound of the busy signal.

If You Have a Display Telephone:

Your Display

If the called number is speaking with another extension:

[CONF] plus your extension number and the called extension number appears on your display. The EXT LED will blink.

If the called number is speaking with an outside line:

[CONF] plus the trunk line number and the called extension number appears on your display. The EXT LED will blink.

The Called Extension's Display

[Voice Announce] appears on the called extension display.

4. Make announcement

2.2. Answer an OHVA *(Assign a Talk-back key *3 to an FF key.)*

1. Press the talk-back key to answer a voice announcement. The LED of the talk-back key does not light. The ongoing call is temporarily shut off.
2. Press the talk-back key a second time to return to the previous call.

NOTES: Because this feature functions in the same way as the conference feature, the voice path may not always be available and the call may not be accepted. If this is the case, you will hear a busy signal.

During OHVA you cannot toggle back and forth between two calls. Toggling is available as in call waiting. See Section 700, DBS Operating Instructions for more information on the call waiting feature.

3. CALL FORWARD ID CODE FOR VOICE MAIL

Sets a call-forward ID code for voice mail on your extension only. This feature is for CPC-A and CPC-B version 1.0.

- 1. PROG**

- 2. AUTO**

- 3. ***

- 4. Enter up to 16 digits (0-9) for ID code. Use the REDIAL key to insert a pause.**

- 5. HOLD**

OPERATION

**SINGLE-LINE
TELEPHONES**

V1.0

1. RESPONDING TO CALL WAITING ON AN SLT

A tone signal, indicating that a second call is waiting on the line, can be heard through the receiver of an SLT.

There are two ways of responding to a call-waiting tone:

1. To disconnect the current call, hang up.
The station will ring.
2. Pick up the receiver.

2. ANSWERING MESSAGE WAITING

Message Waiting can be activated on an SLT by any station in the system by entering a code.

2.1. Answer a Call-Back Request

1. Pick up the receiver
Listen for the Message-Waiting confirmation tone (four beeps followed by a steady intercom dial tone.)
2. Press # twice

2.2. Cancel Message Waiting

1. Pick up the receiver
2. Press # and *

INTRODUCTION

V2.0

CPC-B - VERSION 2.0 (DBS III)**I. Introduction**

DBS III has many new or improved features that affect name assignment, hunt groups, call forward, flexible feature keys, transfer, ring tables, line keys, attendant features, large-screen display telephones, SLT features and includes Direct-in Dial and an Attendant Feature Package (AFP) for the Attendant Console, a combination of a large-screen display telephone, VB-43225, and an optional pre-configured 72 key, DSS Console VB-43320.

CPC-B, Version 2.0, (DBS III), is an upgrade to CPC-B, Version 1.0, (Enhanced DBS).

CO Name Assignment

You can use up to six characters to assign names to Central Office (CO) lines.

Improved Hunting

Pilot or lead extension numbers have been added to Hunt Groups and three new search methods, terminal, distributed and longest idle, have been created. (Circular hunting is no longer available.)

Improved Call Forward

A fifth call-forward setting, No Ans, allows an incoming call to queue for a set time before transferring to the CF extension. Enhancements to the CF feature now enable you to forward your calls to an extension already set for CF. In addition, the attendant can forward calls to a Single-Line Telephone or a Voice-Mail port.

DID Trunk Line

Direct-in Dial (DID) allows you to route DID numbers to extensions in the DBS system. The feature works with the new, extension ring tables. (Requires optional DID trunk card VB-43541 and -48V power supply.)

Improved On-Hook Transfer

On-hook transfer is always available to the attendant with DBS III, even if the feature is disabled system wide.

Improved Off-Hook Signaling - SLT

On the SLT, off-hook signaling announces a second call and then allows you to put the current call on hold and pick up the new call at the same time by hook flashing.

Improved Large-Screen Display Feature Key

The new cancel key on the large-screen display telephones will cancel do-not-disturb, call forward or absence message.

Improved FF Key Capability

The storing capacity of the FF keys has doubled. You can store any of one to six digits in a single FF key. For example, it is now possible to store one-digit codes for features such as camp-on call or message waiting.

Improved Line Keys

The line keys are extensively overhauled and come in three types: Extension line, (EL), Direct line (DL) and Multi-line (ML). EL keys allow other extensions to appear on your telephone with or without a ring assignment. DL keys have access to any one of 64 CO lines. ML keys have both CO lines and intercom lines in one key.

Attendant Position

New attendant features include four attendant positions, three of which can be assigned to any port or any extension with the exception of port 1 and extension 100 which are reserved for the first attendant. The new features also include the capability to disable the Attendant Override through a system-wide setting and an attendant group with a Pilot Number set to 0 (operator call). Calls to the attendant group do not queue, they are immediately forwarded to a destination.

Attendant Feature Package

The Attendant Feature Package (AFP) VB-43330 works with the Attendant Console. The optional DSS Console has pre-configured Z 0-7 (Paging Zone) keys, P 0-9 (Park keys), a NIGHT key, BUSY key, WAIT key, OHVA key, EXT key, SSD key, STATE key, RESET key, ALM key, MSG key, CNCT (Connect) key, CNCL (Cancel) key. The 12 line or loop keys on the large-screen display telephone are multi-line and can also be assigned as FF keys. There are also 26 search keys for extensions and two arrow keys. Requires optional AFP software package. **See *Attendant Feature Package manual, Section 760.***

NOTE: The Attendant Feature Package is an optional software package. It works only with CPC-B, Version 2.0.

FEATURES

CO-TRUNK-LINE NAME ASSIGNMENT

V2.0

II. FEATURES

1. CO-TRUNK-LINE NAME ASSIGNMENT

This is a new feature for the LCD display. In place of the CO trunk-line number, you can display a name, number or message of up to six numbers or letters. Depending on programming, the six numbers and letters will appear on either the first or second line of the display during ringing or talking on a CO Line.

For example, certain CO lines can be assigned to different companies or sections of a company. The section or company name will appear on the display immediately identifying who the call is for. The display can also be used for names of individuals.

NOTE: We recommend that CO trunk lines be assigned to FF keys since the trunk-line number will not display with this feature. There is only room on the display for either a name or number.

1.1. LCD DISPLAY

The display appears as follows:

During Talking:

CO TALK XXXXXX (6 characters)

During Ringing:

INCOMING XXXXXX (6 characters)

Ringing during Talking:

INCOMING XXXXXX (6 characters) (Appears on the second line of the display.)

FEATURES

FLEXIBLE FEATURE KEY

ASSIGNMENT

V2.0

2.1. LINE KEY FEATURES

There are three types of line keys, **Direct Line (DL)**, **Multi-Line (ML)** and **Extension Line (EL)**.

2.1.1. DIRECT-LINE KEY

DL keys can be assigned to any one of **64 CO lines** for making and receiving outside-line calls. **DL** keys have priority over **Multi-Line** keys for outgoing and incoming outside-line calls.

On a **DL** key, the LED blinks *green* if the CO line is set to ring. If not set to ring, the LED blinks *red*. If another telephone answers the call, the LED on your telephone will also *light red*.

The **DL** key functions in the same way as the CO-line key found in earlier versions of **DBS**.

2.1.2. MULTI-LINE KEY (ML)

You can make and receive both CO-line *and* intercom calls on the **ML** key. Each station telephone can have up to **three ML keys**. *See your dealer for more information.*

NOTE: The attendant can assign the 12 multi-line keys.

Ringling

The **ML** key will ring for incoming CO, intercom, recall and call-forward calls. When a CO or intercom call comes in, a search begins for an **ML** key which is not in use. The **lower number FF keys** are searched first. When a free **ML** key is found, the LED will blink green and ring.

Response to a Ring Signal

If another telephone responds to the ring, the **ML**-key LED on your telephone will go out and the ringing will stop, indicating that the **ML** key on your telephone is no longer in use.

Intercom Dialing

When dialing an intercom number, the system, automatically, selects a free **ML** key with the **lowest** number. The LED will blink green. To dial an intercom number, pick up the receiver or press ON/OFF and then dial. If you press an **ML** key, you will access a CO line.

2.1. LINE KEY FEATURES

2.1.2. MULTI-LINE KEY (ML)

CO Dialing

To access a CO line, press a free **ML** key. The LED will blink green.

Multi-Line Key Hold

Pressing the **ML** key will put the call on Exclusive hold. Pressing the **HOLD** key will put the call on System hold.

Transfer

Put the call on **HOLD**, dial an extension and proceed with the On-Hook Transfer operation. **See your dealer for more information.** The transfer is complete when the person on **HOLD** begins talking to the extension.

Transfer-Recall Ring

If the dialed extension doesn't respond after a time which has been set in the Transfer Recall Timer, a recall ring will sound from the telephone speaker. Pick up and tell the caller the extension is not available or try the transfer again. **See your dealer for more information.**

HOLD-Recall Ring

If the CO or intercom line on **HOLD** doesn't respond after a time which has been preset in the Recall Timer, the **ML** key will ring and blink green. **See your dealer for more information.**

NOTE: The **ML** key is an enhancement to the MCO key found in earlier versions of **DBS**.

2.1. LINE KEY FEATURES

2.1.3. EXTENSION-LINE KEY (EL)

The **EL** key on one telephone is set with another **EL** key on a second telephone. *See your dealer for more information.*

Set telephone A as an **EL** key to telephone B. When telephone A rings, the LED of the **EL** key on telephone B also blinks. If telephone B answers the call by pressing the **EL** key, the LED on telephone A will go out and the call will remain only on the **ML** key of telephone B.

Ringng can be set on either one or both telephones. If the telephones are not set for ringing, the LED of the **EL** key will blink red. If the telephones are set for ringing, the LED will blink green.

If the **EL** key of telephone A is in use, the LED of the **EL** key on telephone B will light red. If one telephone is set for absence message, call forward or do-not-disturb, the **EL** keys on both telephones will stay green.

Special Conditions for the EL Key

If several calls come in to an **EL** key, the calls are queued and ring on the **EL** key on a first-in, first-out basis.

2.2. MORE FLEXIBILITY FOR FF KEYS

Up to **six** digits can be stored in an FF key. *(The LED of the FF key will not light with this feature setting.)*

2.2.1. Dial Keys and Features

You can store a **combination** of 12 dial keys for speed dialing on an FF key. The combination cannot begin with * or #.

(0-9)
*
#

You can also store the following features:

PROG
CONF
AUTO
REDIAL (for redialing only, not for inserting a pause.)
FLASH

NOTE: You cannot use the *programming mode* to assign the **FLASH** and **CONF** features to an FF key. See below for instructions on how to assign features to an FF key.

2.2.2. Assign any digits(Any Key) to an FF key OR 2.2.3. Assign pre-programmed codes

- | | | |
|--|---|--|
| <ol style="list-style-type: none"> 1. Press ON/OFF 2. PROG 3. FF key - [Enter Code] will appear on the display. 4. PROG 5. Enter up to 6 digits 6. HOLD | - | <ol style="list-style-type: none"> 1. Press ON/OFF 2. PROG 3. FF key 4. Code (See Section 700) 5. HOLD |
|--|---|--|

NOTE: To erase a code stored in an FF key, press the **HOLD** key when the display reads [Enter Code]. [Code Cleared] will appear.

2.2. MORE FLEXIBILITY FOR FF KEYS

Call Forward - Outside Line

You can set CF/Outside Line and either a Personal or System Speed dial code in an FF key.

2.2.4. Set Call Forward-Outside Line to an FF key

1. Press **ON/OFF**

2. **PROG**

3. FF key

4. Enter **72**

5. Enter **3**

6. **AUTO**

7. Speed-dial code - **(Assign CO-line telephone number as: CONF 9 plus up to 16 digits in code (SSD 00-89 or PSD 90-99))**

8. **HOLD**

NOTE: Only intercom calls will forward. CO incoming calls and transferred CO calls will not forward to an outside line.

2.2. MORE FLEXIBILITY FOR FF KEYS

2.2.5. Call Forward - Hunt-Group Pilot-Extension Number or Extension Number

You can set a pilot number as a call-forward destination, by storing CF and the pilot-extension number (0, 10-69, 100-699) in an FF key.

Set Hunt-Group Pilot Extension Number or Extension Number to an FF key

1. Press **ON/OFF**

2. **PROG**

3. FF key

4. Enter **72**

5. Enter call-forward code (**0, 1, 2 or 4**)

6. Enter hunt-group pilot-extension number or extension number

7. **HOLD**

OPERATION

EXTENSIONS

V2.0

III. OPERATION

1. TRANSFERRING CALLS

1.1. Transfer with Off-Hook Voice Announce (OHVA)

To transfer a held call to a busy extension, dial the extension number and at the sound of the busy tone, hang up. The call will transfer and camp on until answered or recalled after a time set in the Transfer Recall Timer.

If you wish, you may announce (OHVA) a held call to a busy extension before transferring it. Only the person you called will hear your announcement.

In order to speak with you, the called extension must press the talk-back key (*Programming May Be Required*). Again, communication is only possible between the announcer and the person on the called extension. Anyone else on the line can continue speaking, but will not be able to hear your conversation.

The held call is transferred when the announcer hangs up.

If the call is not picked up immediately, it will queue for a set time and then return to the announcer. The time for recall can be set in the Transfer-Recall timer.

When receiving an Off-Hook Voice Announcement, the talk-back key LED flashes red. When you press the talk-back key to answer an OHVA, the LED blinks green.

1.1.1. Transfer a call

On-hook transfer disabled

1. Press **HOLD** to put the call on hold
 2. Enter the transfer extension number.
Listen for a busy tone.
 3. Press **5** and make an announcement
 4. Press **PROG**
 5. Hang up
- OR**
- Press **RELEASE** on the Attendant Console

NOTE: The system must be set to accept Busy Override.

1. TRANSFERRING CALLS

1.1. Transfer with Off-Hook Voice Announce (OHVA)

1.1.1 Transfer a call

On-hook transfer enable

1. Press **HOLD** to put the call on hold.
2. Enter the transfer extension number
Listen for a busy signal.
3. Press **5** and make an announcement
4. Hang up.

OR

Press **RELEASE** on the Attendant Console

NOTE: To transfer a call from a Single-Line Telephone with the OHVA feature, on-hook transfer must be set to *enable*.

1.1.2 Answer the call after it has been announced

1. Hang up
2. The telephone will ring
3. Pick up the receiver

NOTE: Call Waiting You cannot receive a call-waiting message (See Section 700, DBS Operating Instructions) during an OHVA. A **[DENIED]** message will appear on the LCD of the extension trying to send a call-waiting message.

1. TRANSFERRING CALLS

1.1. Transfer with Off-Hook Voice Announce (OHVA)

1.1.3 Cancel a Transfer

1. Press **HOLD** to put the call on hold.
2. Enter the transfer extension number
Listen for busy signal.
3. Press **5** to make an announcement
4. Transfer call is not accepted by the transfer extension
5. Press **FLASH** to cancel the transfer.
6. Press line key to speak to the call on hold.

1. TRANSFERRING CALLS

1.2. Enhancement to On-Hook Transfer

1.2.1. Attendant Transfer

This upgrade of the On-Hook transfer feature allows the *attendant* to transfer calls while the receiver is in place (On-Hook), even if set for *disable* system-wide.

1.2.2. Extension Transfer

On-Hook transfer from an *extension* is not affected by this enhancement. Calls can only be transferred "on hook" if the On-Hook feature is set to *enable*.

1.2.3. PROG Key Transfer

You can transfer calls with the [PROG] key from either the attendant or an extension. The On-Hook feature can be set to either *enable* or *disable*.

1. TRANSFERRING CALLS

1.3. Call Forward

Call-Forward/No Answer (CF/No Ans) is the *fifth* DBS System Call-Forwarding feature.

1.3.1.

Cod	Call Forward Setting	Call	NO ANS	BUSY
72-0	All Calls	Intercom	CF	CF
		CO	CF	CF
72-1	Busy/No Answer	Intercom	*See note below	CF
		CO	Timed/CF	CF
72-2	Busy	Intercom	Rings/Queues	CF
		CO	Rings/Queues	CF
72-3	Outside Line	Intercom	CF	CF
		CO	Rings/Queues	Rings/Queues
72-4	No Answer (New)	Intercom	*See note below	Busy
		CO	Timed/CF	Rings/Queues

When you set CF/No Answer, your call will queue for a set time at a busy extension before it transfers to the extension set for CF/No Answer. If several calls come in to the extension number at the same time, all of the calls are queued. The timing for each call begins with the first ring signal.

The expiration time is set in the CF/No Answer timer. *See your dealer for more information.*

NOTE: Intercom call [No Answer] *See page 24.*

System Setting	
Voice Call	Tone Call
No Call Forwarding	Timed Call Forward

1. TRANSFERRING CALLS

1.3. Call Forward

CF/No Answer

1.3.2. Set

1. Pick up receive
2. Enter **72**
3. Enter **4**
4. Enter the extension number for the call-forwarding destination.
5. Hang up

NOTE: When you set CF/No Answer, Voice calls will only transfer if your extension is not busy.

1.3.3. Reset

From a key telephone or an SLT

1. Pick up receiver
2. Enter **72**
3. Hang up

From a large LCD display

1. Pick up receiver
 2. Press **[FUNCTION]** on large LCD display
 3. Press **[CANCEL]**
 4. Hang up
-

1. TRANSFERRING CALLS

1.3.4. Call Forward ID Code for Voice Mail

Sets a call forward ID code for voice mail from any extension for any other extension. This feature is for CPC-B version 2.0 only.

- 1. PROG**

- 2. AUTO**

- 3. ***

- 4. Enter mail box extension number**

- 5. Enter up to 16 digits (0-9) for the mail box ID code. Use REDIAL key to insert a pause.**

- 6. HOLD**

1. TRANSFERRING CALLS

1.3.5. Call Forward to an Outside Line

With this feature, you can set an outside-line number in any speed dialing code (00-99).

1. 72
2. 3
3. AUTO
4. Store a telephone number of up to 16 digits in speed dialing code (SSD 00-89 or PSD 90-99).
5. Hang up

NOTE: Only intercom calls will forward to an outside line.
CO incoming calls and transferred CO calls will not forward to an outside line.

1. TRANSFERRING CALLS

1.4. Enhancement to Call Forward

There are three new enhancements to Call Forward:

1. You can forward calls to an extension that may already be set for Call Forward.
2. The attendant can forward calls to another key telephone, a single-line telephone or single-line device such as an answering machine or Voice Mail.
3. In addition to the original Call Forward settings **All Calls, Busy/No Answer, Busy** and **Outside Line**, there is a new, *fifth* setting available, **CF/No Answer**.

In order to forward **intercom** calls with the CF/No Answer or the CF/Busy/No Answer setting when the telephone is idle, the system must be set for Tone calls. If the system is programmed for Voice calls, you will not be able to forward calls with the No Answer or Busy/No Answer feature.

Transferred CO-line calls and direct CO-line calls will forward regardless of the setting for tone or voice. ***See your dealer for more information.***

NOTE: See page 20.

OPERATION

ATTENDANT

V2.0

III. OPERATION

Attendant

1. Attendant Group

The DBS system can accommodate up to four attendant positions. The first attendant is fixed at Port 1 and extension 100. The second, third and fourth attendants can be set at any port or extension.

When there are several units in a system, it is possible to create an attendant group with a Pilot number of 0.

When all the multi-line keys on the first attendant's telephone are busy, a call will go to the second, third and fourth attendants in sequence.

If all four attendant telephones are busy, the call will transfer to a preset destination which must be a real extension number, for example, a voice-mail port or answering machine. This extension number should be decided by the customer administrator. The call forward destination cannot be the pilot number of a hunt group.

2. Attendant Override Disable * Programming Required

It is now possible to disable the Attendant Override feature through a *system-wide setting*.

If the attendant tries to override, once the system is set for Attendant Override Disable, a busy tone will sound.

See your dealer for more information.

NOTE: The **Attendant Overflow** feature is no longer available.

OPERATION

SINGLE-LINE
TELEPHONES

V2.0

III. OPERATION

1. Off-Hook Signaling

1.1. SLT Off-Hook Signal (Camp-on tone)

During conversation, a single-line telephone will hear an off-hook signal through the receiver if there is another incoming call.

The signal will sound if CO-line, CO-line transfer, CO-line recall, intercom-recall or intercom-transfer calls are waiting.

1.2. Answer an SLT Off-Hook Signal

1. Hook flashing once will put the current call on HOLD and at the same time pick up the waiting call.
2. Hook flash a second time to return to the held call and to disconnect the second call.

NOTE: If you have a previous call on hold, you **cannot** answer the off-hook signal.

2. CALL FORWARD TO AN OUTSIDE LINE ON AN SLT

With this feature, you can set an outside-line number in any speed dialing code (00-99).

- 1. 72**
- 2. 3**
- 3. 0**
- 4. Store a telephone number of up to 16 digits in speed dialing code (SSD 00-89 or PSD 90--99).**

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Section 700B

CPC-B

ADDENDUM

to the

DBS OPERATING INSTRUCTIONS

Issue 2

March 1993

Panasonic®

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V1.0, V2.0, and V3.1

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INTRODUCTION

V3.1

CPC-B - Version 3.1

I. Introduction

Station Class of Service (COS)

Feature restrictions can be placed on individual phones. There are up to 8 definable classes of service. If no COS is assigned, all features are available.

Independent Timer

This enhancement provides separate timers for Call Forward No Answer (CFNA), CO Delayed Ring, Extension Delayed Ring, and Hunt Group No Answer Timers.

Permanent CFWD

A permanent call forward destination can be assigned to each extension. Call Forwarding, Do Not Disturb, and Absent Messages set from the extension will override the permanent call forward assignment.

Extension Distinctive Ringing for CO Incoming (SCC-B required)

This function allows distinctive trunk call ringing patterns to be set up for each extension. A distinctive ring pattern will be sent to the extension when a trunk assigned to ring at the extension rings in.

Multiple DID

This function allows a DID number to ring on more than one phone. Also, one phone may have more than one DID number assigned.

Page Timeout

The page feature can now be programmed to time out after 60 seconds.

Verified Account

The system can store up to 100 account codes with TRS type data. By entering a verified account code from an extension, a user can temporarily use the TRS type assigned to the account code.

Walking COS

By entering a code number from an extension, this function allows that extension to temporarily have trunk access capabilities defined by the TRS data of another extension. When the extension goes ON-HOOK it will return to its normal TRS type.

Auto Set Relocation

Program settings for one extension may be transferred to another extension by dialing a relocation code from the destination extension. This allows end users to move extensions around without programming or making wiring changes.

CO Conference by SLT

Allows two CO calls and an SLT phone to conference for simultaneous conversation.

Busy Override (Modified)

Allows a user to initiate a busy override without any indication on the overridden party's phone.

DBS Voice Mail/ACD Ringing (SCC-B required)

When a voice mail port calls another port, the call will ring with the same ringing tone as a CO call.

This feature is available only when using Panasonic DBS Voice Mail/Automated Attendant or ACD.

FEATURES

V3.1

II. Features

1. Station Class of Service (COS) (Programming required)

Eight user-definable station classes of service are now available. Twenty system features can be allowed or denied for each class of service. Class of service "0" allows all features and is the default for all stations. Attempts to access denied features will result in a busy tone. The following features are available to each class of service.

Features

- 1- Dial Tone On/Off (#50)
- 2- Head/Hand Set Exchange (#51)
- 3- BGM On/Off (#53)
- 4- Absence Message Set/Reset (71)
- 5- Call Forward Set/Reset (72)
- 6- Do Not Disturb Set/Reset (73)
- 7- Station Lockout (74)
- 8- Park Access (75)
- 9- Park Pick Up (76)
- 10- Meet Me Answer (77)
- 11- UNA Pick Up (78)
- 12- Direct Pick Up (79)
- 13- Group Pick Up (70)
- 14- Tone/Voice Mode (1)
- 15- Message Waiting Set (2)
- 16- Busy Override (4)
- 17- Call Waiting (3)
- 18- Off Hook Voice Announcement (5)
- 19- CO Call Queuing (2)
- 20- SLT transfer (8)

2. Independent Timers (Programming required)

This enhancement provides separate timers for Call Forward No Answer (CFNA), CO Delayed Ring, Extension Delayed Ring, and Hunt Group No Answer. These timers were previously all controlled by the Call Forward No Answer Timer.

Call Forward No Answer (CFNA)

Sets the length of time a call will ring an extension before forwarding.

CO Delayed Ring & Extension Delayed Ring

Sets the length of time a call will ring an extension before ringing other extensions assigned delayed ringing.

Hunt Group No Answer

Sets the length of time a call will ring an idle member of a hunt group before hunting to the next idle member of the group.

3. Permanent Call Forwarding (Programming required)

A permanent call forwarding destination can be assigned to each extension. Three types of Permanent Call Forwarding are available :

- Busy/No Answer
- Busy
- No Answer

When Permanent Call Forwarding is assigned to an extension :

- DSS and/or BLF keys on other extensions are not lit green.
- The DND/CF led is off.
- The second line on LCD display phones does not display the call forward assignment.
- SLTs, OPXs, and D-SLTs hear normal dial tone when OFF-HOOK.

Temporary Call Forwarding, DND, and Absent Mode from the telephone will override the permanent call forward setting.

**4. Extension Distinctive Ringing for CO Incoming
(Programming and SCC-B required)**

This function allows distinctive trunk call ringing patterns to be set up for each extension. This allows users to determine which extension is ringing when several phones are located close together in the same area.

If no distinctive ringing is programmed, the extension will ring based on the incoming ring pattern assigned to the trunk.

5. Multiple DID (Programming required)

This feature allows a DID number to ring more than one extension and or a single extension ring on multiple DID numbers. A maximum of 500 DID/extension settings are allowed. DID numbers must be between 0000 and 9999.

6. Page Timeout (Programming required)

The paging function can be programmed to time out after 60 seconds. When a page call times out, a busy tone is sent to the extension that initiated the page.

7. DBS Voice Mail/ACD Ringing (Programming and SCC-B required)

This feature allows calls from a DBS Automated Attendant or ACD port to ring an extension with the same ring tone as a CO trunk. The ring pattern is selected in the Extension Distinctive Ringing program. If the Extension Distinctive Ringing is not specified, the ringing pattern will be 2 seconds on / 2 seconds off.

This feature is available only when using Panasonic DBS Voice Mail/Automated Attendant or ACD.

OPERATION EXTENSIONS

V3.1

III. Operation (Extensions)

1. VERIFIED ACCOUNT (Programming required)

1.1 Operating Modes

This feature has two operating modes.

Stations with Verified Account Codes enabled are restricted from making outside calls without first entering a valid account code. After a valid account code is entered, the TRS type assigned to the account code is substituted for the station TRS type allowing outside calls based on the new TRS type.

Stations with Verified Account Codes disabled can place outside calls based on the TRS type assigned to the station. If a user wants to place a call that is normally restricted, a valid Verified Account Code can be entered to upgrade the TRS type assigned to the station.

1.2 Using Verified Account Codes

To use Verified Account Codes:

1. Pick up handset (or press on/off key). Hear intercom dial tone.
2. Dial #11XXXX# (XXXX = 4 digit account code).
If account code is valid, intercom dial tone is heard. Go to step 3.
If account code is not valid, a busy tone is heard. Hang up.
3. Dial trunk access code. (88XX, 9, 81-86) Hear CO dial tone.
4. Dial outside number.

The verified account code TRS type will remain in effect until the extension is placed on hook or the on/off key is pressed.

2. WALKING CLASS OF SERVICE (Programming required)

2.1 WCOS Code

Before the Walking Class of Service feature can be used, a WCOS code must be entered for each station that wants to use their dialing privileges at another extension.

2.2 Entering a WCOS Code

To enter a Walking Class of Service code:

1. Pick up handset (or press on/off key). Hear intercom dial tone.
2. Dial #12XXXX# (XXXX = 4 digit WCOS code 0001-9999).
3. Hang up.

2.3 Using a WCOS Code

To use a Walking Class of Service code:

Extension 105 has unlimited dialing privileges and has stored 8888 as a WCOS code. Extension 110 is restricted from placing outside calls.

At extension 110:

1. Pick up handset (or press on/off key). Hear intercom dial tone.
2. Dial #13 105 8888 #. Hear intercom dial tone.
3. Dial trunk access code. (88XX, 9, 81-86) Hear CO dial tone.
4. Dial outside number.

The walking class of service will remain in effect until extension 110 is placed on hook or the on/off key is pressed.

2. WALKING CLASS OF SERVICE (Programming required)

2.4 Clearing a WCOS Code

To clear a Walking Class of Service code:

1. Pick up handset (or press on/off key). Hear intercom dial tone.
2. Dial #12XXXX# (XXXX = original 4-digit WCOS code).
3. Hang up.

2.5 Confirming a WCOS Code (Attendant Only)

To confirm a Walking Class of Service Code:

1. Pick up handset (or press on/off key). Hear intercom dial tone.
2. Dial CONF #12NN(N) [NN(N) = extension number]. WCOS ID code will be shown on the LCD display.

NOTES :

1. WCOS code can be used on more than one extension.
2. If a station is locked out the WCOS feature will override it.
3. LCR and TRS dialing privileges will follow WCOS.

3. AUTO SET RELOCATION (Programming required)

3.1 Program Settings

Program settings for one extension may be relocated to another extension by dialing a relocation code from the destination phone.

3.2 Example of Settings

STA-A	STA-B
PORT 15	PORT 20
EXT 120	EXT 130
RID : 1010	RID : 1050

Station A and Station B want to swap locations.

From STA-A :

1. Pick up handset (or press ON/OFF key).
2. Dial **#10 130 1050**.
3. Hang up.

All programmed station features, TRS, and LCR settings from STA-B will be transferred to STA-A. STA-B will be placed out of service. To reactivate STA-B simply unplug and reconnect station cable. STA-B will now assume all station features, TRS, and LCR settings previously assigned to STA-A.

3. AUTO SET RELOCATION (Programming required)

NOTES :

1. This function allows all the following types of data to be transferred:
 - TRS type settings
 - Ring settings (trunk line, BLF, remote ringing, day/night, DID)
 - FF key data
 - Extension numbers and names
 - Absent, transfer
 - Message waiting
(All settings and data for any phone that has program settings)
2. Settings may not be transferred between extensions of different types.

Example: KTEL -- SLT
 KTEL -- DSS
 KTEL -- OPX
3. Any data that is changed during relocate time will be retained after this function releases.
4. Attendant 1 is excluded from this function.
5. Phone must be in idle status in order to perform function.

4. BUSY OVERRIDE (Modified) (Programming required)

4.1 Modification

The busy override feature has been modified to allow a user to initiate a busy override without any indication on the overridden extension.

4.2 Operation

Operation is the same as previous versions.

1. Call a busy extension.
2. Hear busy tone.
3. Dial 4 to override the busy tone.

NOTES:

1. This feature creates a 3-way conference where all parties can hear and talk with one another.
2. Busy Override requires the initiating and receiving extensions be in the same page group (01-07).
3. The Busy Override alert tone must be enabled in system programming if an alert tone is desired.

OPERATION

SINGLE LINE

TELEPHONES

V3.1

III. Operation (Single-Line Telephone)

1. CO CONFERENCE BY SLT (Programming required)

1.1 Purpose

This feature is designed to connect two calls to an SLT phone in conference mode for simultaneous conversation with both callers. The following types of conference calls are possible:

- One outside line and two extension
- Two outside lines and one extension
- Three extensions

1.2 One outside line and two extensions

1. **HOOKFLASH** to put CO call on hold
2. Dial the extension number you wish to call.
3. When call is answered **HOOKFLASH** or dial " 7 " . A 3 way conference is now established between a CO and two extensions.

1.3 Two outside lines and one extension

1. **HOOKFLASH** to put original CO call on hold.
2. Access a trunk and dial the number you wish to call.
3. When call is answered **HOOKFLASH**. A 3 way conference is now established between two COs and one SLT.

1.4 Three extensions

1. **HOOKFLASH** to put extension call on hold.
2. Dial the extension number you wish to call.
3. When call is answered **HOOKFLASH** or dial " 7 " . A 3 way conference is now established between three extensions.

1. CO CONFERENCE BY SLT (Programming required)

In the above cases the second call is originated by the SLT. If OFF-HOOK SIGNALING is active, the conference function can also be initiated when the SLT receives another CO call. That is, **HOOKFLASH** puts first call on hold and answers the incoming call. A second **HOOKFLASH** will conference all three parties.

NOTES:

1. During conference calls, including 2 trunk line conference calls, the call waiting tone will not operate.
2. **HOOKFLASH** during conference is prohibited.
3. Four-way conference is not possible.
4. Call Forward Outside trunk calls are excluded from conference call processing.
5. Dialing "7" activates the conference feature during an intercom call.

2. VERIFIED ACCOUNT (Programming required)

2.1 Operating Modes

This feature has two operating modes.

Stations with Verified Account Codes enabled are restricted from making outside calls without first entering a valid account code. After a valid account code is entered, the TRS type assigned to the account code is substituted for the station TRS type allowing outside calls based on the new TRS type.

Stations with Verified Account Codes disabled can place outside calls based on the TRS type assigned to the station. If a user wants to place a call that is normally restricted, a valid Verified Account Code can be entered to upgrade the TRS type assigned to the station.

2.2 Using Verified Account Codes

To use Verified Account Codes:

1. Pick up handset. Hear intercom dial tone.

2. Dial #11XXXX# (XXXX = 4 digit account code).

If account code is valid, intercom dial tone is heard. Go to step 3.

If account code is not valid, a busy tone is heard. Hang up.

3. Dial trunk access code. (88XX, 9, 81-86) Hear CO dial tone.

4. Dial outside number.

The verified account code TRS type will remain in effect until the Single line telephone is placed on hook.

3. WALKING CLASS OF SERVICE (Programming required)

3.1 WCOS Code

Before the Walking Class of Service feature can be used, a WCOS code must be entered for each station that wants to use their dialing privileges at another extension.

3.2 Entering a WCOS Code

To enter a Walking Class of Service code:

1. Pick up handset . Hear intercom dial tone.
2. Dial #12XXXX# (XXXX = 4 digit WCOS code 0001-9999).
3. Hang up.

3.3 Using a WCOS Code

To use a Walking Class of Service code:

Extension 105 has unlimited dialing privileges and has stored 8888 as a WCOS code. Single Line Telephone 110 is restricted from placing outside calls.

At Single Line Telephone 110:

1. Pick up handset . Hear intercom dial tone.
2. Dial #13 105 8888 #. Hear intercom dial tone.
3. Dial trunk access code (88XX, 9, 81-86). Hear CO dial tone.
4. Dial outside number.

The walking class of service will remain in effect until Single Line Telephone 110 is placed on hook.

3. WALKING CLASS OF SERVICE (Programming required)

3.4 Clearing a WCOS Code

To clear a Walking Class of Service code:

1. Pick up handset . Hear intercom dial tone.
2. Dial #12XXXX# (XXXX = original 4-digit WCOS code).
3. Hang up.

NOTES:

1. WCOS code can be used on more than one extension.
2. If a station is locked out the WCOS feature will override it.
3. LCR and TRS dialing privileges will follow WCOS.

4. AUTO SET RELOCATION (Programming required)

4.1 Program Settings

Program settings for one extension may be relocated to another extension by dialing a relocation code from the destination phone.

4.2 Example of Settings

STA-A	STA-B
PORT 15	PORT 20
EXT 120	EXT 130
RID : 1010	RID : 1050

Station A and Station B want to swap locations.

From SLT-A :

1. Pick up handset .
2. Dial **#10 130 1050**.
3. Hang up.

All programmed station features, TRS, and LCR settings from SLT-B will be transferred to SLT-A. SLT-B will now assume all station features, TRS, and LCR settings previously assigned to SLT-A.

4. AUTO SET RELOCATION (Programming required)

NOTES:

1. This function allows all the following types of data to be transferred :
 - TRS type settings
 - Ring settings (trunk line, BLF, remote ringing, day/night, DID)
 - FF key data
 - Extension numbers and names
 - Absent, transfer
 - Message waiting
(All settings and data for any phone that has program settings)
2. Settings may not be transferred between extensions of different types.

Example: KTEL -- SLT
 KTEL -- DSS
 KTEL -- OPX
3. Any data that is changed during relocate time will be retained after this function releases.
4. Attendant 1 is excluded from this function.
5. Phone must be in idle status in order to perform function.

5. BUSY OVERRIDE (Modified) (Programming required)

5.1 Modification

The busy override feature has been modified to allow a user to initiate a busy override without any indication on the overridden extension.

5.2 Operation

Operation is the same as previous versions.

1. Call a busy extension.
2. Hear busy tone.
3. Dial 4 to override the busy tone.

NOTES:

1. This feature creates a 3-way conference where all parties can hear and talk with one another.
2. Busy Override requires the initiating and receiving extensions be in the same page group (01-07).
3. The Busy Override alert tone must be enabled in system programming if an alert tone is desired.

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