

Suite 64

PCS digital™

Suite 64
Quick Start
User Guide

Pocket Guide

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Important User Safety Instructions

PCS digital, pays careful attention to quality standards in the manufacture of all our products. Safety is a major factor in the design of every Suite 64 Keyset and telephone system. However, safety is YOUR responsibility, as well.

Please read the helpful tips listed below and on the next page. These suggestions will enable you to safely use your new Suite 64 Keyset. Please retain these tips for later use.

CAUTION:

This terminal is NOT for residential use. It is for use with a Suite 64 telephone system ONLY. Use in a non-Suite 64 environment could result in an electrical short circuit when the telephone wiring is set up to provide other telephone service and a Suite 64 Keyset is plugged into the wiring.

Use

When using a Suite 64 Keyset, the following safety precautions should always be followed to reduce the risk of fire, electric shock and injury to yourself and/or others.

- Read and understand all instructions.
- Follow all warnings and instructions for the terminal.
- This terminal can be hazardous if immersed in water. To avoid the possibility of electric shock, do not use it while you are wet. If you accidentally drop the terminal into water, do not retrieve it until you have first unplugged the line cord from the modular jack. Then, call service personnel to ask about a replacement.
- Avoid using the terminal during electrical storms in your immediate area. There is a risk of electric shock from lightning. Extremely important calls should only be made and should be brief. Even though protective measures may have been installed to limit electrical surges caused by lightning from entering your business, absolute protection from lightning is impossible.
- If you suspect a natural gas leak, report it immediately, but use a terminal away from the area in question. The terminal's electrical contacts could generate a tiny spark. While unlikely, it is possible that this spark could ignite a heavy concentration of gas.
- Never push objects of any kind into the equipment through openings in the terminal since they may touch hazardous voltage points or short out parts that could result in a risk of electric shock. Never spill

liquid of any kind on the terminal. If liquid is spilled, however, refer servicing to proper service personnel.

- To reduce the risk of electric shock, do not disassemble this terminal. Suite 64 Keysets have no user serviceable parts. Opening or removing covers may expose you to hazardous voltages. Incorrect reassembly may cause electric shock when the terminal is subsequently used.

Cleaning and Service

Before cleaning, unplug the terminal from the modular wall jack. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.

Unplug the terminal from the modular wall jack. Be sure to refer servicing to qualified service personnel when these conditions exist:

- If liquid has been spilled into the terminal.
- If the terminal has been exposed to rain or water.
- If the terminal has been dropped or the housing has been damaged.
- If you note a distinct change in the performance of the terminal.

SAVE THESE INSTRUCTIONS

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NOTES

Introducing Suite 64

Suite 64 Keysets

The *Suite 64 Integrated Communication Exchange*, or *ICE*, is a versatile, Digital Hybrid Key Telephone System that includes many advanced features. The System Configuration is comprised of a Main Service Unit and optional expansion boards per specific configuration requirement. The components of a basic system include a KSU Main Service Unit with a 31-Button or a 28-Button Telephone.

The *Suite 63 31-Button* Telephone features an LCD Display (2 x 16 characters) with speakerphone, three Interactive Soft Buttons, 20 Programmable DSS keys (dual color LED), 8 fixed feature keys (Trans, Hold, Clear, Feat, Volume up Mute Volume Down, and SPKR).



- Trans = Transfer - used to transfer a call or establish a conference call
- Hold = Place calls on hold to take another action such as paging someone.
- Clear = Brings the telephone back to idle (hangs up on all calls)
- Feat = Feature - Used to involke features
- Volume up and Volume Down = Increases and decreases volume
- Mute = Temporarily suspends transmit on the telephone so that you may talk privately.
- SPKR = Speaker - Allows the user to us the telephone in hands free mode.

The *Suite 64* 28-Button Telephone features a speakerphone, 20 programmable Feature/DSS buttons (dual color LED), 8 fixed feature keys (Trans, Hold, Clear, Feat, Volume up Mute Volume Down, and SPKR).



NOTES

Station Features

Conventions Used in this Guide

FEAT

Feature/DSS Buttons are denoted by this symbol for ease of readability.

8

Keypad keys, such as the key indicated, are referenced by their actual appearance.

TRANS

Fixed feature keys, such as the key indicated, are referenced by their actual appearance.

Enter

Indicates that a keystroke on the telephone keypad is made.

NOTE

Used to alert the reader to an important note about a feature or function.

Making an Outgoing Call

Feature Code: **9**

Applicability

Both 31-Button telephone and 28-Button Telephones.

Description

Access to Outside Lines, is available using several ways. They can be accessed by:

- Dialing the specific outside line (lines **7000-757**) or outside line group (**9**).
- Pressing a programmed outside line button. Refer to the DSS key programming instructions in this guide.

NOTE: *All extensions are programmed with CO Line buttons for CO Lines 1~6.*

To dial an outside line;

1. Press one of the outside CO line buttons where the LED is not illuminated. If the handset is still on-hook, the Speakerphone LED will illuminate.
2. When you hear dial tone, dial the telephone number.
3. Hang up to end the call or press **SPKR**, if you are using the speakerphone, to hang up.

Operational Notes

- If a CO Line is busy when the access attempt is made, a busy tone is heard and momentarily the telephone returns to an idle status.

Making an Intercom (ICM) Call

Feature Code: **401** - **464**

Applicability

Both 31-Button and 28-Button Telephones.

Description

To make an intercom call, dial the extension number.

Or...

Press one of the pre-programmed Feature/DSS Buttons of the extension that you want to call. Refer to Programming the Feature/DSS Buttons later in this guide.

Operational Notes

- Some applications may require a button to indicate use of the intercom feature at extensions. To meet this requirement, the feature code ^{FEAT}**65** can be programmed on an available Feature/DSS Button for use.
- Auto Line Selection is set to "ICM" (Intercom) by default, therefore, intercom dial tone is heard automatically when lifting the handset or when pressing the ^{SPKR} button.

Receiving Calls

Applicability

Both 31-Button and 28-Button Telephones.

Description

There are several ways in which you can answer incoming calls.

- Lift the handset.
- Press the **SPKR** button.
- Press the flashing **_____** line button.

Operational Notes

N/A

Audible Help

Applicability

Both 31-Button and 28-Button Telephones.

Description

The *Audible Help* feature is available to assist you with operating instructions for most *Suite 64* features. The Hard Drive Voicemail module must be installed and operating for this feature to operate.

1. The HELP feature can be programmed on a programmable button or simply dial the code **FEAT 7 2**. You will be prompted to press a programmed Features/DSS button for help with the feature that you need help with.
2. Press the Feature/DSS button for the feature that you need help with. Be sure to adjust your volume before you enter the help mode using the **VOL**  **VOL**  keys. Once in the Help mode, these keys are considered features and their operation will be defined.

Operational Notes

- The *Suite 64 Hard Drive* Voicemail module must be installed in the system and operating for the *Suite 64 Help* to operate.
- If a CO line button is pressed or an extension button is pressed, the *Audible Help* will recite the line or extension number that was pressed.

Accessing Voicemail Messages

Applicability

Both 31-Button and 28-Button Telephones.

Description

When a Voicemail message is received the MSG DSS/Feature button LED will be flashing red.

On 31-Button Telephone, the display will be similar to the following:



JAN 1 FRI 1:43
New VM MSG : 1

Retrieve Messages

1. Press the flashing Voicemail DSS/Feature button.
2. Enter your password on the keypad. Contact your System Administrator for the default password.
3. Follow the prompts on the Voicemail system to retrieve messages and perform other functions.

Operational Notes

- A Voicemail system must be installed in your *Suite 64* system for the Voicemail feature to be operational.

Volume Control

Feature Code: N/A

Applicability

Both 31-Button and 28-Button Telephones.

Description

Both the *Suite 64* 31-Button and Standard Telephones are equipped with a volume control that allows you to adjust the various volume settings on the telephone. The following function volumes can be adjusted:

- Background Music
- Ringing
- Handset
- Speaker

You can adjust the volume for each function while that function is in use.

You can adjust ringer volume while the telephone is idle.

While the function is active, press the **VOL ▼** **VOL ▲** as necessary. The volume for this function is now set and will be retained for any future use of this mode.

Operational Notes

N/A

Speakerphone

Feature Code: 

Applicability

Both 31-Button and 28-Button Telephones.

Description

The *Suite 64* Telephones are all equipped with a high-quality, half-duplex speakerphone. This feature makes it possible to place hands-free calls. The Speakerphone is disabled when *Headset Mode* is enabled.

Placing a Call

1. Press an idle outside line button or dial an intercom number.
2. The  button LED lights immediately and the speakerphone is active.
3. Press  to hang up the call.

Answering a Call

1. While your phone is ringing, press the  button.
2. The  button LED lights immediately and the speakerphone is active.
3. Press  to hang up the call.

Operational Notes

- The speakerphone function can be impacted by environmental conditions.
- For privacy, you can lift the handset at any time to exit from Speakerphone mode.

Hold

Feature Code: 

Applicability

Both 31-Button and 28-Button Telephones.

Description

You can place a call on *Hold* by pressing the  button. The LED on the line button, that you placed on hold, will flash green at double wink rate, indicating that this line is holding for you. The same line, which is on system hold, will flash red at all other extensions.

1. While on a line, the line green LED is flashing at a double wink rate.
2. To retrieve the call Press the line button or Press the  button. The call will be active on that telephone and green LED now flashes at a slower rate.

Operational Notes

- Any extension with a line flashing (Red LED) can retrieve a call from System Hold.
- Callers placed on Hold will hear silence unless the Suite 64 system is equipped with an external music source or the internal Music-On-Hold source is enabled.

Exclusive Hold

Feature Code: **FEAT** **HOLD**

Applicability

Both 31-Button and 28-Button Telephones.

Description

When using the **FEAT** button and **HOLD** together, you can place an outside call on *Exclusive Hold*.

While connected on an outside line, press **FEAT** and then press **HOLD**.

Operational Notes

- When you place a CO line call on *Exclusive Hold*, the green LED for that line at your telephone will flash fast and the red LED will light steady at other extensions for that CO line.
- *Exclusive Hold* is used only for CO line calls.

Transfer

Feature Code: N/A

Applicability

Both 31-Button and 28-Button Telephones.

Description

The *Transfer* feature is used to direct calls from your extension to another extension.

1. While connected to a call from either an outside line or an intercom extension press **TRANS**.
2. Dial the destination directory number where this call is to be transferred or press the appropriate extension button if programmed.
3. Hang up to complete the transfer.

Operational Notes

N/A

Last Number Redial

Feature Code: **FEAT 8**

Applicability

Different procedures for the 31-Button and 28-Button Telephones as described below.

Description

The *Last Number Redial* feature, or LNR, automatically dials the last number dialed from your telephone. The LNR retains up to sixteen (16) digits. You may either choose a specific outside line by first pressing that outside line button or you can allow the line to be selected automatically by the LNR feature.

Choose an Outside Line First

1. Press an outside line button.
2. Press **FEAT 8**.

Automatically Select an Outside Line

1. Press **FEAT 8**.

NOTE: On a 31-Button Telephone, in the event that all CO lines are busy you will hear busy tone and your telephone will display:

ALL CO LNS BUSY

If the Last Number Redial memory is empty you will hear an error tone and the telephone will display:

LNR EMPTY

Operational Notes

- *Last Number Redial* doesn't operate with intercom calls.
- The LNR feature code can be programmed on a Feature/DSS Button.
- LNR will dial the speed dial number and any subsequent manually dialed digits.

Saved Number Redial

Feature Code: **FEAT** **51**

Applicability

31-Button and 28-Button Telephones.

Description

The *Saved Number Redial*, or SNR feature can be used like a note pad, allow you to store a telephone number to be dial later. This number can be entered while on a call, the outside party hears nothing, or while the telephone is idle. The same feature code is used to Save a Dialed Number (SDN) and to dial the saved number – *Saved Number Redial* (SNR).

SDN

After you've placed an outside line call to a number that you would like to store, press **FEAT** **51**. The dialed number is stored in the Saved Number memory.

SNR

When the telephone is idle, press the Feature/DSS Button designated as SNR or press **FEAT** **51**. The stored number is dialed.

Operational Notes

- SDN can store up to sixteen (16) digits.
- On a 31-Button Telephone, when SNR is attempted and the SDN buffer is empty, the display will show "NO SAVED NUMBER."
- On a 31-Button Telephone, if all CO lines are busy when the redial is attempted the display will show "ALL CO LINES BUSY."
- The *Save Dialed Number/Saved Number Redial* feature code can be programmed on any Feature/DSS Button.

Speed Dial

Extension 500-519,

System 600-699

Applicability

Different procedures for the 31-Button and 28-Button Telephones as described below.

Description(31-Button)

The *Speed Dial* feature allows you to store frequently dialed numbers. There are 20 speed bins per extension and 100 system speed bins that can be shared by all extensions.

Setup

1. Press **FEAT** **1**.
2. Dial the Speed Dial location number (**500** – **519**).
3. Press **[show]**. The current contents are displayed.
4. Press **[chg]**.
5. Enter the number that you want to store, including Pauses (**FEAT** **70**), Flash (**FEAT** **3**) and Pulse-To-Tone Conversion (**#**) codes.
6. Press **[save]**. That number is stored in this speed dial location.
7. Repeat from step 2 to continue programming *Speed Dial* locations from step 2 above or hang-up (press **SPKR** twice) to exit.

System Selects the Outside Line Automatically

Dial the Speed Dial location number (**500** – **519**, **600** – **699**).

You Select the Outside Line to Use

1. Press the desired outside line button or dial the outside line directory number.
2. Press **FEAT 1**.
3. Dial the Speed Dial location number (**500** – **519**, **600** – **699**).

Description(28-Button)

Setup

1. Press **FEAT 1**.
2. Dial the Speed Dial location number (**500** – **519**).
3. Enter the number that you want to store, including Pauses (**FEAT 70**), Flash (**FEAT 3**) and Pulse-To-Tone Conversion (**#**) codes and press **HOLD**.
4. Repeat from step 2 to continue programming *Speed Dial* locations from step 2 above or hang-up (press **SPKR** twice) to exit.

System Selects the Outside Line Automatically

Dial the Speed Dial location number (**500** – **519**, **600** – **699**).

You Select the Outside Line to Use

1. Press the desired outside line button or dial the outside line directory number.
2. Press **FEAT 1**.
3. Dial the Speed Dial location number (**500** – **519**, **600** – **699**).

Operational Notes

- Only a 31-Button Telephone can program System *Speed Dial* bins using Attendant Administration.
- Speed bins may be chained.
- Pauses and Flashes may be stored in *Speed Dial*.
- On a 31-Button Telephone, if you access an empty bin the display will show "SPEED NO. EMPTY."

Camp On (Extension)

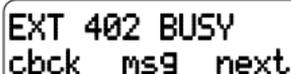
Applicabilty

31-Button and 28-Button Telephones.

Description (31-Button)

The *Camp On* feature alerts the user of a busy extension that another extension is attempting a call. When you initiate a *Camp On*, the user at the busy extension hears a *Camp On* alert tone.

1. Call a busy extension. The display shows:



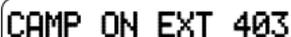
```
EXT 402 BUSY
cbck ms9 next
```

2. Press **[next]**. The bottom line on the display changes to:



```
Camp voice intru
```

3. Press **[cAMP]**. The user of the busy extension hears the *Camp On* alert tone and the display shows:



```
CAMP ON EXT 403
```

4. When the busy extension goes on hook or places the current call on hold, the extension rings.

Description (28-Button)

When you initiate a *Camp On* by entering the digit [4] or the suffix code, the user at the busy extension hears a *Camp On* alert tone.

A suffix code is a code that is dialed after the extension number is dialed. “4” is the default *Camp On* suffix code.

Operational Notes

- Each extension can have only one *Camp On* at the same time.
- While waiting for a busy extension the caller hears music.

Call Forwarding

Feature Code: **FEAT** **2**

Applicability

Different procedures for the 31-Button and 28-Button Telephones as described below.

Description (31-Button)

There are several choices for forwarding your calls:

- **Direct** – Forward all of your calls,
- **Busy** – Forward your calls when your telephone is busy.
- **Follow Me** – Forward calls at your extension to the extension where you are currently working (conference room, associate's office, etc.)
- **Follow Preset** – is programmed by the system administrator and can not be changed by the station. Station forwarding overrides preset call forwarding as long as the station's forward timer is shorter than the preset call forward timer.
- **No Answer** – Forward unanswered calls to another destination.
- **External** – Forward CO Line calls, that are transferred to your extension, to a different, external telephone number. This feature must be enabled by your system administrator.

Forward conditions can be set as follows for each call forward type:

- Intercom calls only.
- Intercom and outside line (including transferred outside lines) calls.
- Outside line (CO Line) calls only.

A Forward Timer can be set for some forwarding options, such as "No Answer". This timer determines how long a call will ring, at your extension, before it is forwarded to another destination. If this timer is NOT set shorter than the Preset Forward timer, than calls will be sent to the Preset Forward destination (if programmed in the system database).

Direct Call Forward

1. Press **FEAT** **2** or the Feature/DSS Button designated as CALL FWD (if programmed). The display shows:

```
CALL FORWARD
direct busy next
```

2. Press **[direct]**. The display shows:

```
DIRECT CFW._
bksp save chg
```

3. Enter the extension number to which calls are to be forwarded.
4. Press **[save]**. The display shows:

```
DIRECT FWD XXX
co icm/co icm
```

5. Select the type of calls to forward.

- a. **co** = outside line incoming or transferred calls
- b. **icm/co** = both intercom and outside line calls
- c. **icm** = intercom calls only.

6. You hear a confirmation tone and the extension returns to idle. The Status Lamp is lit green and the display shows FWD in the middle of the bottom row.

Busy Call Forward

1. Press **FEAT** **2** or the Feature/DSS Button designated as CALL FWD (if programmed). The display shows:

```
CALL FORWARD
all busy next
```

2. Press **[busy]**. The display shows:

```
BUSY FWD._
bksp save chg
```

3. Enter the extension number to which calls are to be forwarded.

4. Press **[save]**. The display shows:

```
BUSY FWD XXX
co icm/co icm
```

5. Select desired type of calls to forward.

a.**co** = outside line incoming or transferred calls

b.**icm/co** = both intercom and outside line calls

c.**icm** = intercom calls only.

6. You hear a confirmation tone and the extension returns to idle. The Status Bar is lit green and the display shows **FWD** in the middle of the bottom row.

No Answer Call Forward

1. Press **FEAT** **2** or the Feature/DSS Button designated as CALL FWD (if programmed). The display shows:

```
CALL FORWARD
all busy next
```

2. Press **[next]**. The display shows:

```
CALL FORWARD
n_ans ext follow
```

3. Press **[n_ans]**. The display shows:

```
NO_ANS FWD._
bksp save chg
```

4. Enter the extension number to which calls are to be forwarded.

5. Press **[save]**. The display shows:

```
NO_ANS FWD. XXX
co icm/co icm
```

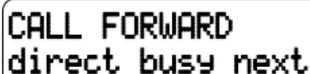
6. Select the type of calls to forward.

- a.**co** = outside line incoming or transferred calls
- b.**icm/co** = both intercom and outside line calls
- c.**icm** = intercom calls only.

7. You hear a confirmation tone and the extension returns to idle. The Status Bar is lit green and the display shows **FWD** in the middle of the bottom row.

External Call Forward

1. Press **FEAT** **2** or the Feature/DSS Button designated as CALL FWD (if programmed). The display shows:



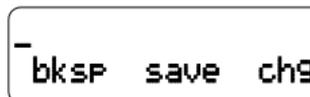
CALL FORWARD
direct busy next

2. Press **[next]**. The display shows:



CALL FORWARD
n_ans ext follow

3. Press **[ext]**. The display shows:



_bksp save chg

4. Enter the telephone number (cell phone, other office, etc.) where calls are to be forwarded.
5. Press **[save]**.
6. You hear a confirmation tone and the display briefly shows the telephone number where outside line transfers will be routed. The extension returns to idle, the Status Bar is lit green, and the display shows **FWD** in the middle of the bottom row.

Follow Me Call Forward

1. Press **FEAT 2** or the Feature/DSS Button designated as CALL FWD (if programmed). The display shows:

```
CALL FORWARD
direct busy next
```

2. Press **[next]**. The display shows:

```
CALL FORWARD
n_ans ext follow
```

3. Press **[follow]**. The display shows:

```
FOLLOW ME
preset remote
```

Follow Me (From Another Extension to This Extension)

1. Press **FEAT 2** or the Feature/DSS Button designated as CALL FWD (if programmed). The display shows:

```
CALL FORWARD
direct busy next
```

2. Press **[remote]**. The display shows:

```
REMOTE SELECTION
del set
```

3. Press **[set]**. The display shows:

```
FOLLOW FM _
bksp save chg
```

4. Enter the extension number where calls are to be forwarded from.

5. Press **[save]**. The display shows:

```
FOLLOW FM XXX
CO icm/co icm
```

6. Select the type of calls to forward.

a. **CO** = outside line incoming or transferred calls

b. **icm/co** = both intercom and outside line calls

c. **icm** = intercom calls only.

7. The display shows:

```
PSWD:
bksp save chg
```

8. Enter the password of the extension from which the calls will be forwarded.

9. Press **[save]**. You hear a confirmation tone and the extension returns to idle.
The display shows:

```
FORWARD FROM XXX
```

Follow Me (From This Extension to Another Extension)

1. Press **FEAT 2** or the Feature/DSS Button designated as CALL FWD (if programmed). The display shows:

```
CALL FORWARD
direct busy next
```

2. Press **[next]**. The display shows:

```
CALL FORWARD
n_ans ext follow
```

3. Press **[follow]**. The display shows:

```
FOLLOW ME
preset remote
```

4. Press **[preset]**. The display shows:

```
FOLLOW TO _
bksp save chg
```

5. Enter the extension number from which calls will be forwarded.

4. Press **[save]**. The display shows:

```
FOLLOW FM XXX
co icm/co icm
```

6. Select the type of calls to forward.

- co** = outside line incoming or transferred calls
- icm/co** = both intercom and outside line calls
- icm** = intercom calls only.

7. You hear a confirmation tone and the extension returns to idle. The display shows:

```
FORWARD TO XXX
```

Delete Forward

- Press the middle Interactive Soft Button (under the **FWD** in the display).
- Each active mode of forward will be displayed, e.g.:

```
BUSY FWD. XXX
del more
```

- If you want to delete this forward, press **[del]**.
Or...
- Press **[more]** for other active forward settings.

Operational Notes (31-Button)

- The user at the forwarded extension will hear special Intercom Reminder tone signifying that *Call Forward* is activated.
- *External Call Forward* will forward only transferred CO Line calls.

Description (28-Button)

Direct Call Forward

1. Press **FEAT** **22** or the Feature/DSS Button designated as CALL FWD (if programmed).
2. Enter the extension number to which calls are to be forwarded.
3. Select the type of calls to forward.
 - a. 1 = outside line incoming or transferred calls
 - b. 2 = both intercom and outside line calls
 - c. 3 = intercom calls only.
4. You hear a confirmation tone and the extension returns to idle. The Status Bar Lamp is lit green.

Busy Call Forward

1. Press **FEAT** **21** or the Feature/DSS Button designated as CALL FWD (if programmed).
2. Enter the extension number to which calls are to be forwarded.
3. Select the type of calls to forward.
 - a. 1 = outside line incoming or transferred calls
 - b. 2 = both intercom and outside line calls
 - c. 3 = intercom calls only.
4. You hear a confirmation tone and the extension returns to idle. The Status Bar is lit green.

No Answer Call Forward

1. Press **FEAT 2 4** or the Feature/DSS Button designated as CALL FWD (if programmed).
2. Enter the extension number to which calls are to be forwarded.
3. Select the type of calls to forward.
 - a. 1 = outside line incoming or transferred calls
 - b. 2 = both intercom and outside line calls
 - c. 3 = intercom calls only.
4. Enter a No Answer Time #1 between 10 and 50 (seconds). This is the time period setting that will alert the system that if there is no answer, the call is to be forwarded.
5. Enter a No Answer Time #2 between 10 and 50 (seconds). This is the second time period setting that will alert the system that if there is no answer, the call is to be forwarded.
6. You hear a confirmation tone and the extension returns to idle. The Status Bar is lit green.

External Call Forward

1. Press **FEAT 2 6** or the Feature/DSS Button designated as CALL FWD (if programmed).
2. Enter the telephone number (cell phone, other office, etc.) where calls are to be forwarded.
3. You hear a confirmation tone.

Follow Me Call Forward

1. Press **FEAT 2 5** or the Feature/DSS Button designated as CALL FWD (if programmed).
2. Enter the extension number to which calls are to be forwarded.
3. Select the type of calls to forward.
 - a. 1 = outside line incoming or transferred calls
 - b. 2 = both intercom and outside line calls
 - c. 3 = intercom calls only.

4. You hear a confirmation tone and the extension returns to idle. The Status Bar is lit green.

Follow Me (From Another Extension to This Extension)

1. Press **FEAT** **2** **3** or the Feature/DSS Button designated as CALL FWD (if programmed).
2. Enter the extension number where calls are to be forwarded from (originator).
3. Select the type of calls to forward.
 - a. 1 = outside line incoming or transferred calls
 - b. 2 = both intercom and outside line calls
 - c. 3 = intercom calls only.
4. Enter the password of the extension from which the calls will be forwarded.

Follow Me (From This Extension to Another Extension)

1. Press **FEAT** **2** **5** or the Feature/DSS Button designated as CALL FWD (if programmed).
2. Enter the extension number from which calls will be forwarded.
3. Select the type of calls to forward.
 - a. 1 = outside line incoming or transferred calls
 - b. 2 = both intercom and outside line calls
 - c. 3 = intercom calls only.
4. You hear a confirmation tone and the extension returns to idle.

Delete Forward (Own Extension)

1. Press **FEAT** ***** **2** +(Number of Forwarding Type) at own extension.

Delete Forward (Other Extension)

1. Press **FEAT** ***** **2** **3** +(Extension Number of Originator) + Password of originating Extension.

Delete All Forwarding

1. Press **FEAT** **20**.

Operational Notes (28-Button)

- Regardless of whether the extension where calls are being forwarded is a 28-Button Telephone or single line telephone, the user at the forwarded extension will hear special Intercom Reminder tone signifying that *Call Forward* is activated.
- If a Feature/DSS Button has been programmed for *Call Forward* mode. The LED associated to that button will light red indicating the telephone is in *Call Forward* mode.

Supervised/Unsupervised Conference

Feature Code:   

Applicability

Both 31-Button and 28-Button Telephones.

Description

The *Suite 64* system can accommodate eight, 4-party conferences simultaneously. Conferences can include a maximum of 3 outside lines or up to 4 extensions. One telephone station acts as the conference manager and counts as one conference member.

Supervised/Unsupervised

A *Supervised Conference* is a conference whereby at least one member is an extension of the *Suite 64* system. The *Suite 64* extension that establishes a conference becomes the conference manager and can add and/or delete members of the conference at any time. The conference manager also is authorized to establish an *Unsupervised Conference*. An *Unsupervised Conference* is a conference where all members are on outside lines. (1-Extension, 2-Outside maximum)

Establish a Three-party Conference

1. Answer or place the first call (internal or external).
2. Press .
3. Place the second internal or external call.
4. Press the  button to join the connections together.
5. Hang up to end the Conference.

Establish a Four-party Conference

1. Answer or place the first call (internal or external).
2. Press **HOLD**.
3. Place the second internal or external call.
4. Press the **TRANS** button to join the connections together.
5. Press **HOLD**.
6. Place the third call internal or external call.
7. Press the **TRANS** button. The connections will be joined together. Four parties include the controller of the conference.
8. Hang up to end the Conference.

Establish an Unsupervised Conference

NOTE: An Unsupervised Conference can only be established by the internal extension. The conference is limited by an External Conference Timer. Refer to the Suite 64 Installation, Programming & Maintenance Manual for details.

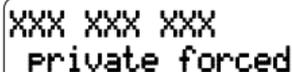
1. Answer or place the first external call.
2. Press **HOLD**.
3. Answer or place the second external call.
4. Press the **TRANS** button to join the connections together.
5. Press **FEAT 77**. The *Unsupervised Conference* between the two outside parties is established and your extension is returned to idle.

Rejoin an Unsupervised Conference

1. Press **FEAT 77**.
2. Your extension is rejoined to the conference connection.

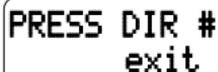
Force Release a Conference Member (31-Button Telephone/Conference Controller only)

1. While engaged in a conference the display shows:



```
XXX XXX XXX
private forced
```

2. Press [forced] and the following is displayed.

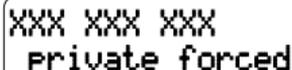


```
PRESS DIR #
exit
```

3. Press [exit] to abort the operation and return to the conference or dial the directory number (outside line number or Extension number) to release. (You can press the outside line button or Feature/DSS button of the outside line/extension to be released.) That conference member is disconnected and you are rejoined in conference with the remaining members.
4. Hang up to end the Conference.

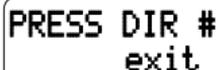
Private Connection with a Conference Member (31-Button Telephone/Conference Controller only)

1. While engaged in a conference the display shows:



```
XXX XXX XXX
private forced
```

2. Press [Private] and the following is displayed.



```
PRESS DIR #
exit
```

3. Press [exit] to abort the operation and return to the conference.

Or...

4. Dial the directory number (outside line number or Extension number) to connect or you can press the outside line button or Feature/DSS button of the outside line/extension to be connected. That conference party is removed from the conference and connected to you.

-
5. Re-establish the conference with all members by pressing the **TRANS** button or hang up on the current connection and rejoin the remaining member(s) by pressing **HOLD**.
 6. Hang up to end the conference/connection.

Operational Notes

- The conference manager is the extension that establishes a conference.
- Only the manager can add new parties.
- Only the conference manager is allowed to release any attending party.
- While speaking privately with a conference member other members of the conference will be connected to *Music On Hold*.
- When the conference manager exits a conference, the last internal number that joined the conference will be the new conference manager.
- When a conference is established, each time that party enters a conference, each member will hear a conference tone.
- Conferences can only be established using a 31-Button Telephone.

Extension Ring Adjustment

Feature Code: **FEAT #7**

Applicability

Different procedures for the 31-Button and 28-Button Telephones as described below.

Description (31-Button)

You can choose one of eight *Extension Ring Adjustment* for your extension to differentiate your ringing tone from others.

1. Press the ringing code **FEAT #7**.
2. You hear the current tone and the setting displays.



RING TYPE :1
chg

3. Press **[chg]** until you hear the *Extension Ring Adjustment* that you want and it will be displayed.

Description (28-Button)

1. Press the ringing code **FEAT #7 + (1-8)**
2. You hear the selected tone.

Operational Notes

- The *Extension Ring Adjustment* code can be programmed on any available Feature/DSS Button.
- A CO Line – ringing type overrides an extension's ringing type.

Feature/DSS Button Programming

Feature Code: **FEAT** # **3**

Applicability

Different procedures for the 31-Button and 28-Button Telephones as described below.

Description (31-Button/28-Button)

Suite 64 31-Button Telephones have 20 dual-colored programmable Feature/DSS Buttons. You can program any system feature code on any Feature/DSS Button for one-button operation. Certain programmed Feature/DSS Buttons will light when activated (*Do Not Disturb*, Call Forward, DSS/BLF, etc.), while others such as Call Pick-Up, Background Music, Last Number Redial, do not.

Features are separated into two distinct categories for programming onto Flexible Buttons: Directory Numbers or Feature Codes.

1. While the phone is idle, press **FEAT** # **3**. The display indicates that you are in Feature button programming mode by prompting you to press a key:

PRESS FTR KEY

2. Press the Feature/DSS Button that you want to program. The current programming displays:

P4____
show ch9

3. Press **[ch9]**. The following will be displayed.

SELECT FUNCTION
dir P9M

4. To program the button, you must know the code type. Refer to the *Suite 64 31-Button Telephone User Guide* and the section for *Feature/Directory/Suffix Code Lookup* to locate the feature and code you want to program.

- a. To program a directory number, press **[dir]**.

```
DIR NUMBER : _
bksp save chg
```

- b. Enter the appropriate directory number and then press **[save]**. If you make a mistake, use **[bksp]** and **[chg]** to re-enter the number.
- c. To program a feature code, press **[PGM]**.

```
PGM CODE : _
bksp save chg
```

- d. Press the **FEAT** button.
- e. Enter the feature code for example, enter **4#** for *DND* and then press **[save]**.
5. Continue programming other Feature/DSS Buttons or lift/replace the handset to exit this programming.

Description (28-Button)

Suite 64 28-Button Telephones have 20 dual-colored programmable Feature/DSS Buttons. You can program any system feature code on any Feature/DSS Button for one-button operation. Certain programmed Feature/DSS Buttons will light when activated (*Do Not Disturb*, Call Forward, DSS/BLF, etc.), while others such as Call Pick-Up, Background Music, Last Number Redial, do not.

Features are separated into two distinct categories for programming onto Flexible Buttons: Directory Numbers or Feature Codes.

1. While the phone is idle, press **FEAT # 3**.
2. Press the Feature/DSS Button that you want to program. When programming, the red LED of the feature key being programmed will flash slowly until programming is completed.

NOTE: To program the button you must know the code number of the feature.

3. For a Directory Number press **1** + Directory Number + **HOLD**.
4. For a Feature press **2** + **FEAT** + Feature Code + **HOLD**.

Operational Notes

- On 31-Button Telephone, if you dial an invalid code you will hear error tone and the display will show “**CODE UNAVAILABLE.**”
- In some cases a user can program a Feature/DSS Button for a specific CO line although access is restricted to that line via database programming.
- Any Feature/DSS Button programmed with a code previously assigned to a different Feature/DSS Button will cause the previously programmed Feature/DSS Button to become unassigned.
- 31-Button Telephone Feature/DSS Buttons can be cleared of any feature code/directory number by pressing [**save**] before entering a code/number.

NOTES

Feature Code List

Feature Code List

Below is an alphabetical list of the feature codes used in the Suite 64 telephone system.

FEATURE	CODE	DISABLE
ACCOUNT CODE	89	
ALARM CLOCK-EXTENSION	FEAT 92	FEAT *92
ANALOG PHONE CALL FWD BUSY	#21 + EXT	#*21
ANALOG PHONE CALL FWD IMMED	#22 + EXT	#*22
ANALOG PHONE DIRECTED PICK UP	EXT + 6	
ANALOG PHONE FOLLOW ME	#23 + EXT	#*23
ANALOG PHONE FWD NO ANS,	#24 + EXT	#*24
ANS MACHINE EMULATION	FEAT 64	
ATTENDANT	0	
ATTND ADMIN	FEAT #0	
AUTO SELECTION (CO/ICM)	FEAT 95	FEAT *95
AUTOMATIC HOLD	FEAT 94=ON	FEAT *94=OFF
AUTOMATIC RECORD	FEAT 67	
AUTOMATIC REDIAL	FEAT 78	
BACKGROUND MUSIC	800 OR 801	
BUSY RING ALLOWED	FEAT #2	
CALL BACK CANCEL ALL	FEAT ##	
CALL FORWARD	FEAT 2	FEAT 2
CALL PARK	FEAT 73	
CALL PICKUP -- GROUP	*	
CALLER ID TABLE -- CALLBACK	FEAT 6#	
CO ANALOG TRUNK NUMBERS	700 TO 723	
CO T-1 TRUNK NUMBERS	728 TO 751	
CO VOIP TRUNK NUMBERS	724 TO 727	
CONF BRIDGE, MEET ME	860 TO 867	

CONF-- SUPERVISED OR UNSUPERVISED	FEAT 77	
CONFERENCE	FEAT 60	
CONFERENCE ROOMS	860 TO 867	
DEFAULT SET	FEAT 69	
DIAL PAD TOUCH TONE	FEAT #1	
DIRECTORY NUMBER FOR MODEM	400	
DIRECTORY NUMBERS FOR PHONES	401 TO 464	
DIRECTORY NUMBERS VOICE MAIL	465 TO 472	
DISTINCTIVE RING-EXTENSION	FEAT #7	
DO NOT DISTURB	FEAT 4	
DSS KEY PROGRAMMING	FEAT #4	
EXT FEATURE STATUS CHECK	FEAT #8	
EXTERNAL PAGING	820	
FEAT/DIR NUMBER LOOKUP	FEAT #5	
FEATURE KEY PROGRAMING	FEAT #3	
FEATURE KEY RESET	FEAT 58	
FEATURE STATUS	FEAT #8	
FLASH CO LINE	FEAT 3	
FLEXIBLE FEAT BUTTON PROG	FEAT #3	
FORCED ICM CALL FORWARD	FEAT 4	
FORCED ICM TONE RING	*	
FORCED REL (CONFERENCE)	FEAT 74	
GET HELD CO LINE	FEAT 7*	
HEADSET MODE	FEAT 9#	
HELP	FEAT 72	
HIDDEN CODES	FEAT 61	
HOLD	HOLD	
HOLD- EXCLUSIVE	FEAT HOLD	
HOT KEY ON/OFF	FEAT #6	

HOT LINE	FEAT <u>9</u> *	FEAT * <u>9</u> *
ICM KEY	FEAT <u>6</u> 5	
ICM MODE SELECTION	FEAT <u>9</u> 8	
LAST NUMBER REDIAL	FEAT <u>8</u>	
LOUD BELL NUMBER	<u>8</u> 1 0	
MEET ME PAGE	FEAT <u>5</u> 9 #	
MEMO PAD	FEAT <u>5</u> *	
MESSAGING-CALL ME, TEXT, VOICE	FEAT <u>9</u> 6	
MESSAGING--STATUS TEXT	FEAT <u>9</u> 0	
MUTE KEY	FEAT <u>7</u> 6	
MWI OFF CODE	# * <u>9</u> 6	
MWI ON CODE	# <u>9</u> 6	
NIGHT SVC MODE	FEAT <u>6</u> 3	
PAGE ALLOW/DENY	FEAT <u>#</u> 9	
PAGE ALL EXTENSIONS	<u>2</u> 0 9	
PAGE GROUP NUMBERS	<u>2</u> 0 1 TO <u>2</u> 0 8	
PAGE TENANT 1	<u>2</u> 0 0	
PAGING ANSWER KEY	FEAT <u>5</u> 9	
PAGING RECEIVE	# <u>9</u>	
PAUSE INSERTION	FEAT <u>7</u> 0	
PHONE LOCK/UNLOCK	FEAT <u>9</u> 7	
PICK UP GROUP NUMBERS	<u>2</u> 6 0 TO <u>2</u> 6 7	
PRIVATE TALK (CONFERENCE)	FEAT <u>5</u> 7	
PULSE TO TONE CONVERSION	*	
RELEASE KEY	FEAT <u>5</u> 2	
ROOM STATUS	FEAT <u>7</u> #	
SAVED NUMBER REDIAL	FEAT <u>5</u> 1	
SERVICE MODES	FEAT <u>6</u> 3	
SPEED DIAL NUMBERS PERSONAL	<u>5</u> 0 0 TO <u>5</u> 1 9	

SPEED DIAL NUMBERS SYSTEM	600 TO 699	
SPEED DIALING PROGRAMMING NOTES	FEAT 1	
STATUS MSG	FEAT 90	
TRANS AND ANSWER CALL	FEAT 68	
UCD GROUP NUMBERS	230 TO 253	
VIRTUAL NUMBERS	830 TO 859	
VOICE MW KEY	FEAT 64	
VOICE RECORD	FEAT 67	