Telephone User Guide

PCS digital[™]

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Telephone Introduction



2.4GHz Wireless Handset

The Suite 64 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 2.4 Ghz wireless handset, 31-Button or a 28-Button Telephone.

The wireless handset functions similar to the 31-Button display telephone with the mobility of a wireless environment. The handset has a hot keypad, so there is no need to press the talk or speaker button to make a telephone call, with handsfree answer back. The backlit display makes it easy to read even in low light environments. The Wireless handset has three Interactive Soft Buttons, 6 Programmable Flexible Buttons which are dual color and can be programmed as Station DSS keys or direct CO Lines. Fixed buttons include - Talk, Flash, Func (FEAT) and hold)



Talk = Talk - press this button to answer incoming calls

Flash = Flash - used to transfer a call or establish a conference call

Hold = Place calls on hold to take another action such as paging someone.

Func (Feat) = Feature - Used to invoke features

Volume up and Volume Down (On the side) = Increases and decreases volume

SPKR = Speaker - (On the side) Allows the user to us the telephone in hands free mode.

31-Button Telephone

The Suite 64 31-Button Telephone features an LCD Display (2 x 16 characters) with speakerphone, three Interactive Soft Buttons, 20 Programmable FlexibleButtons (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 invoke 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.

28-Button Telephone

The Suite 64 28-Button Telephone features a speakerphone, 20 programmable Flexible Buttons (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 invoke 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.

Features of the Suite 64

Conventions Used in this Guide

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

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

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

Applies to:

All, 31-Button, Wireless Handset 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 **700 757**) or outside line group (**9**).
- Pressing a programmed outside line button. Refer to the DSS key programming instructions in this guide.

NOTE: At default, 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

Applies to:

All, 31-Button, Wireless Handset and 28-Button Telephones.

Description

To make an intercom call, dial the extension number. By default all extensions are set to handsfree answer back, which can be changed using the code 98

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__6_5 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

Applies to:

All, 31-Button, Wireless Handset 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 CO Line button.

Operational Notes

N/A

Accessing Voicemail Messages

Applies to:

All, 31-Button, Wireless Handset and 28-Button Telephones.

Description

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

Retrieve Messages

Applies to:

All, 31-Button, Wireless Handset and 28-Button Telephones.

Description

- 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.

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Volume Control

Feature Code: N/A

Applies to:

All, 31-Button, Wireless Handset and 28-Button Telephones.

Description

Both the Suite 64 31-Button and 28-Button 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 SPKR

Applies to:

All, 31-Button, Wireless Handset 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 SPKR button LED lights immediately and the speakerphone is active.
- 3. Press SPKR to hang up the call.

Answering a Call

- 1. While your phone is ringing, press the SPKR button.
- 2. The SPKR button LED lights immediately and the speakerphone is active.
- 3. Press SPKR 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: HOLD

Applies to:

All, 31-Button, Wireless Handset and 28-Button Telephones.

Description

You can place a call on Hold by pressing the HOLD 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 HOLD 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

Applies to:

All, 31-Button, Wireless Handset and 28-Button Telephones.

Description

When using the FEAT and HOLD button 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.

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Transfer

Feature Code: N/A

Applies to:

All, 31-Button, Wireless Handset 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

Speed Dial

Extension 500-519 System 600-699

Applies to:

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

Description(31-Button and Wireless Handset)

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 [chill.
- 5. Enter the number that you want to store, including Pauses (FEAT 70), Flash (FEAT 3) and Pulse-To-Tone Conversion (X) 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 HOLD twice) to exit.

When dialing

If you want the systme to select the outside line just dial the Speed Dial location number (500 - 519, 600 - 699).

If you perfer to select the outside line - do the folloing:

- 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 7 0), Flash (FEAT 3) and Pulse-To-Tone Conversion (X) codes and press HOLD.
- 4. Repeat from step 2 to continue programming Speed Dial locations from step 2 above or hang-up (press HOLD twice) to exit.

When dialing

If you want the system to select the outside line automatically dial the Speed Dial location number (500 - 519, 600 - 699).

If you want to 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 Adminis tration.
- 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."

Call Forwarding

Feature Code: FEAT 2

Applicability

Different procedures for the 31-Button, and Wireless handset 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.

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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 or Predefined Forward timers, then calls will be sent to the Preset or Predefined 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).
- 2. Press [direct].
- 3. Enter the extension number to which calls are to be forwarded.
- 4. Press [≦≅⊍⊕].
- 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 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).
- 2. Press [DUEY].
- 3. Enter the extension number to which calls are to be forwarded.
- 4. Press [≦€V€].
- 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 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).
- 2. Press [next].
- 3. Press [n_ana].
- 4. Enter the extension number to which calls are to be forwarded.
- 5. Press [≦€₩].
- 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 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).
- 2. Press [next].
- 3. Press [⊕xt].
- 4. Enter the telephone number (cell phone, other office, etc.) where calls are to be forwarded.
- 5. Press [□□□□].
- 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 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).
- 2. Press [next.].
- 3. Press [follow].

Follow Me (From Another Extension to This Extension)

- 1. Press FEAT 2 or the Feature/DSS Button designated as CALL FWD (if programmed).
- 2. Press [remote].
- 3. Press [50t].
- 4. Enter the extension number where calls are to be forwarded from.
- 5. Press [Save].
- 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. Enter the password of the extension from which the calls will be forwarded.
- 8. Press [Save]. You hear a confirmation tone and the extension returns to idle.

Follow Me (From This Extension to Another Extension)

- 1. Press FEAT 2 or the Feature/DSS Button designated as CALL FWD (if programmed).
- 2. Press [next].
- 3. Press [follow].
- 4. Press [Freset].
- 5. Enter the extension number from which calls will be forwarded.
- 4. Press [≦∃♥€].
- 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.

Delete Forward

- 1. Press the middle Interactive Soft Button (under the FWD in the display).
- 2. Each active mode of forward will be displayed, e.g.:
- 3. If you want to delete this forward, press [].

Or...

4. Press [MOI™] for other active forward settings.

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Operational Notes (31-Button and Wireless Handset)

- 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 2 2 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.

Busy Call Forward

- 1. Press FEAT 2 1 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.

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.

External Call Forward

- 1. Press FEAT 26 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 25 or the Flexible 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.

Follow Me (From Another Extension to This Extension)

- 1. Press FEAT 23 or the Flexible 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 extension 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 Flexible 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 ★2 + (Number of Forwarding Type) at own extension.

Delete Forward (Other Extension)

1. Press FEAT * 23 + (Extension Number of Originator) + Password of originating Extension.

Delete All Forwarding

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 Conference

Feature Code: FEAT 60

Applies to:

All, 31-Button, Wireless Handset 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. 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.

Establish a Three-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 twice 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 twice and all of the connections will be joined together. Four parties include the controller of the conference.
- 8. Hang up to end the Conference.

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

- 1. While engaged in a conference:
- 2. Press [forced] and the following is displayed.
- 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:
- 2. Press [Frivate] and the following is displayed.
- 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 Flexible button of the outside line/extension to be connected. That conference party is removed from the conference and connected to you.
- 5. Reestablish 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 conference 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, if supplied to the system.
- 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.
- The conference manager can exit the conference, leaving it established, by dialing the code FEAT 77.

Meet Me Conference Room

Feature Code: Dial Code 860 - 867

Applies to:

All, 31-Button, Wireless Handset and 28-Button Telephones.

Description

The Suite 64 system can accommodate eight, 4-party conference rooms simultaneously. Conference rooms can include a maximum of 4 extensions or outside lines. Any extension that dials into the conference room or Central Office line that is transferred to the conference room can attend a conference.

Meeting in a Conference Room

- 1. Internal extensions dial the conference room number 860 867.
- 2. CO lines can be transferred by an extension or auto attendant into a conference room.
- 3. An Extension user presses the TRANS button and dials the Conference Room Number.
- 4. In the Auto Attendant, the caller dials the Conference Room Number.
- 5. Hang up to exit the Conference Room.

Operational Notes

• Internal extensions can dial directly into the conference room; Central Office calls must be transferred into the conference room.



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Extension Ring Adjustment (Distinctive Ringing)

Feature Code: FEAT # 7

Applies to:

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

Description (31-Button, Wireless Handset)

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

- 1. Press the ringing code #7.
- 2. You hear the current tone.
- 3. Press [in a limit out on 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

N/A

Do Not Disturb (DND)

Feature Code: FEAT 4

Applies to:

All, 31-Button, Wireless Handset and 28-Button Telephones.

Description

Extensions that do not wish to receive internal or external calls can place themselves in DND mode. An Extension in DND will appear busy on all programmed DSS buttons, and when it is dialed. However calls to the extension will follow the "No Answer Predefined Forward" parameter. However, extensions cannot be station forwarded, and in DND at the same time. A single ring tone is heard.

- 1. When idle dial ______4.
- 2. You hear the current tone.

Deactivate DND

- 1. When idle dial FEAT 4.
- 2. You hear the current tone.

Operational Notes

N/A

Feature/DSS Button Programming

Feature Code: FEAT # 3

Applies to:

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

Description (31-Button, Wireless Handset)

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 #3. The display indicates that you are in Feature button programming mode by prompting you to press a key:
- 2. Press the Feature/DSS Button that you want to program. The current programming disp lays:
- 3. Press [☐☐]. The following will be displayed.
- 4. To program the button, you must know the feature code (Refer to section 3).
 - a. To program a directory number, press [dir].
 - b. Enter the appropriate directory number and then press [Save]. If you make a mistake, use [bksp] and [chs] to re-enter the number.
 - c. To program a feature code, press [FIM].
 - 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 press Clear, 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 #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.

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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.

Headset Mode

Feature Code: Dial Code FEAT 9 #

Applies to:

All, 31-Button, Wireless Handset and 28-Button Telephones.

Description

When Headset Mode is active, the SPKR button is used to turn the headset on and off (Switching between headset and speakerphone modes). Each time the SPKR is pressed, it toggles between; headset, speaker and idle.

- 1. When idle dial FEAT 9 #.
- 2. You hear the current tone.

Deactivate

- 1. When idle dial FEAT * 9 #.
- 2. You hear the current tone.

Operational Notes

- The handset must be lifted to complete the connection
- Background music and other features react the same way while off hook
- The Clear button will bring the extension back to idle

Night Mode (Attendant Code)

Feature Code: Dial Code FEAT 6 3

Applies to:

The 31-Button and Wireless Handset - (Attendant Telephone)

Description

The attendant from each tenant group can place "Their" system into Day or Night mode, which affects incoming CO line ringing, receive assignment, and Classes of Service.

Operational Notes

• When the system is in Night mode, all digital display telephones will display "NIGHT" on the bottom row.

Night Mode (Attendant Administration)

Feature Code: Dial Code FEAT # 0

Applies to:

31-Button Telephone or Wireless Handset

Description

By entering the Attendant Administration mode, a tenant user can place "their system" into Day, Noon, Night or Timed mode, which affects incoming CO line ringing, receive assignment, and Classes of Service.

- 1. While the phone is idle, press #0.
- 2. Enter the Tenant group to be programmed-Attendant
- 3. Enter the Tenant password
- 4. Press [Show].
- 5. The display will read [SVC MODE CHANGE]
- 6. Press [show].
- 7. Press [chg] to select between [Time], [Day], [Noon] or [Night] modes.

Operational Notes

- "Time" mode automatically switches between Day, Noon, and Night modes.
- When the system is in Noon mode, all digital display telephones will display "Noon" on the bottom row.
- When the system is in Night mode, all digital display telephones will display "NIGHT" on the bottom row.

Feature Code List - Alphabetical



Feature	Code	Disable Code
Account Code	89	
Alam Clock	FEAT 92	¥92
Alam Key	FEAT 6 2	
Answering Machine Emulation	FEAT 6 4	
Attendant	0	
Attendant Administration	FEAT # 0	
Auto Selection (Intercom/CO Line	FEAT 95	* 95
Automatic Hold	FEAT 9 4	* 94
Automatic Redial	FEAT 7 8	
Background Music	800 or 801	
Busy Call Forward (28-Button Telephone)	FEAT 21	
Busy Call Forward (Analog Telephone)	#21 + Ext	# 2 1
Busy Ring Allow	FEAT # 2	
Call Back	Ext + #	
Call Back Cancel	FEAT # #	
Call Forward	FEAT 2	
Call Park	FEAT 73 + Ext	
Call Pickup - Directed (Suffix Code)	Ext + * 6	
Call Pickup - Directed Analog (Suffix Code)	Ext + 6	
Call Pickup - Group	*	
Caller ID Table - Review (Call Back)	FEAT 6#	
Camp On Analog (Suffix Code)	Ext + 4	
CO Lines 1 - 24	700 to 723	
CO Line Flash	FEAT 3	
CO Line T1 (Future)	728 to 751	
CO Lines VoIP (Future)	7 2 4 to 7 2 7	
Conference	FEAT 60	
Conference	FEAT 77	
Conference Room	860 to 867	
Day, Night, Service (Attendant Extension)	FEAT 63	
Database Entry (Enter Password)	FEAT # X	
Default Set	FEAT 69	
Dial Pad Touch Tone (On/Off)	FEAT # 1	
Direct Call Forward (28-Button Telephone)	FEAT 22	
Direct Call Forward (Analog Telephone)	#22	# * 2 2

Feature	Code	Disable Code
Directory Number for System Modem	400	
Directory Numbers	401 to 464	
Directory Numbers for Voicemail	4 6 5 to 4 7 2	
Distinctive Ring Extension	FEAT # 7	
Do Not Disturb (DND)	FEAT 4	
Do Not Disturb override (Suffix Code)	Ext + 3	
External Call Forward (28-Button Telephone)	FEAT 26	
External Page	8 2 0	
Feature / Directory Look Up	FEAT # 5	
Feature (Flexible) Button Programming	FEAT # 3	
Feature Status	FEAT 58	
Follow Me Call Forward (28-Button Telephone)	FEAT 23 + Ext	
Follow Me Call Forward (Analog)	#23 + Ext	# * 2 3
Follow To: Call Forward (28-Button Telephone)	FEAT 25	
Forced Intercom Call Forward (28-Button)	ext + FEAT 4	
Forced Intercom Tone Ringing (Suffix Code)	*	
Forced Release (Conference)	FEAT 7 4	
Get Held CO Line	FEAT 7 *	
Headset Mode	FEAT 9#	* 9#
Help	FEAT 7 2	
Hold	HOLD	
Hold - Exclusive	FEAT HOLD	
Hot Key Pad (On/Off)	FEAT 9 X	FEAT * 9 *
Intercom Key (Requires a Button)	FEAT 65	
Intercom Mode Select	FEAT 98	
Intrusion (Suffix Code)	Ext + 8	
Last Number Redial	FEAT 8	
Loud Bell	8 1 0	
Memo Pad	FEAT 5 ★	
Message Wait (Suffix Code)	Ext + 9	
Messages (Call Me, Text, Voice)	FEAT 90	
Messaging (Call Me, Text, Voice)	FEAT 9 6	
Monitor (Suffix Code)	ext + 1	
Mute Key	FEAT 7 6	
No Answer Call Forward (28-Button Telephone)	FEAT 2 4	

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Feature	Code	Disable Code
No Answer Call Forward (Analog)	# 2 4 + Ext	# * 24 + Ext
One Touch Record	FEAT 6 7	
Page All Tenant	209	
Page Allow / Deny	FEAT # 9	
Page Group Numbers	201 to 208	
Page Tenant 1	200	
Paging Answer Key (Meet Me Page)	FEAT 5 9	
Paging Receive Analog (Meet Me page)	#9	
Password (Extension)	FEAT 97	
Pause (Insertion for Speed Dial)	FEAT 70	
Pick Up Group Numbers	260 to 267	
Private Talk (Conference)	FEAT 5 7	
Programming DSS Feature Buttons	FEAT # 4	
Programming Feature (Flexible) Buttons	FEAT #3	
Pulse to Tone Conversion	*	
Release Key	FEAT 5 2	
Room Status	FEAT 7 #	
Saved Number Redial	FEAT 5 1	
SLT Message Waiting Indication (On/Off)	#96	# * 96
Speed Dial Numbers - Personal	500 to 549	
Speed Dial Numbers - System	600 to 699	
Speed Dial Programming	FEAT 1	
Status Message	FEAT 90	
Trans and Answer (One Button Operation	FEAT 68	
Transfer Beep Enabled	FEAT 5 6	
UCD Agent Log Off	FEAT 911	
UCD Agent Log On	* 91	
UCD Group Numbers	230 to 253	
Virtual Numbers	830 to 259	
Volume Beep	FEAT 5 3	

Notes:

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