



Vodavi StarPlus Executive, Enhanced and Basic Station User Guide

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STARPLUS®



Directory Tray

Intercom Call Switch

Speaker Ring
Volume Volume

H - Announce w/Hands-free reply
T - Tone only ringing
P - Call announce

28 Flexible Buttons

Flexible Buttons are programmed by each station user and are used to access available lines, provide DSS/BLF for extensions, access speed dial numbers and use other features.

6 Fixed Buttons



Enhanced and Executive Model Features (Our Part Numbers VODAV1412-xx and VODAV1414-xx where xx is color – 60, 70 or 71):

- 12-key dial pad
- Thirty-four buttons with LEDs
- 28 Flexible buttons, including:
 - Camp-On
 - Line Queue
 - Call Back
 - Pick-up
 - MSG
 - FWD
 - DND
 - CONF
- 6 Fixed feature buttons
 - HOLD
 - TRANS
 - FLASH
 - SPEED
 - MUTE
 - ON/OFF
- Speakerphone – activated with ON/OFF button
- MUTE – used with speakerphone, press to activate
- Volume Controls – SPKR VOC for all speaker voice signals and RING VOL for all tone signals.
- H-T-P Switch – Controls how intercom calls are received. H- Intercom call announce with hands-free reply, T – Tone only intercom ringing, P – Call Announce intercom calls. Station users calling your extension may override these settings using a dial code from their station.
- Directory tray – slide out tray in the front of the terminal
- Wall mounting – reversible base for standard wall jack mounting

For Executive Models Only:

48-character LCD – shows station extensions calling, line ringing information, camp-on information and message waiting information in 3 fields. Updated by the KSU to show activity.

1. Current Status – top line, 24 characters
2. Date (left half of bottom line, 12-characters)
Time of day (right half of bottom line, 12-characters)

Basic Model Features:

- 12-key dial pad
- 14-buttons with LED
- 8 flexible buttons
 - CO line 1
 - CO line 2
 - LOOP
 - POOL
 - MSG
 - FWD
 - DND
 - CONF
- 6 fixed feature buttons
 - HOLD
 - TRANS
 - FLASH



- SPEED
- MUTE
- ON/OFF
- Speakerphone – activated with ON/OFF button
- MUTE – used with speakerphone, press to activate
- Volume Controls – SPKR VOC for all speaker voice signals and RING VOL for all tone signals.
- H-T-P Switch – Controls how intercom calls are received. H- Intercom call announce with hands-free reply, T – Tone only intercom ringing, P – Call Announce intercom calls. Station users calling your extension may override these settings using a dial code from their station.
- Directory tray – slide out tray in the front of the terminal
- Wall mounting – reversible base for standard wall jack mounting

DSS/DLS Console (Our Part Number VODAV1410-60) Features:

- 48 buttons to access stations, direct appearing CO lines or flexible buttons

Default Flex Features:

- Camp-on – Alert a busy extension that an outside call is holding for them.
- Line Queue – Puts your extension in line for an available outside line when one becomes available.
- Call Back – When you dial an extension and get a busy signal, use this feature to signal that extension to ring your phone when idle again.
- Pick Up – Allows you to pick up an incoming call that is ringing to an unattended station.
- MSG Wait – Use to prompt a message waiting LED to light at an unavailable station.
- PND – Forward your calls to another station.
- DND – Places your telephone in Do Not Disturb mode. While in DND, you will receive no calls, but may place calls as usual.
- CONF – Place conference calls.

Fixed Feature Buttons:

- HOLD – Places an outside call on hold.
- TRANS – Transfer an outside call from one station to another.
- FLASH – Ends an outside call and restores dial tone.
- SPEED - Access speed dial, save number redial and last number redial.
- MUTE – Switches the microphone or handset volume on or off, depending on whether you are using the speakerphone or handset.
- ON/OFF – Place a phone call without lifting the handset, turns speakerphone on and off.

Call Answering and Handling

Answer an Outside Call:

- Lift handset or press ON/OFF to use speaker mode.
- Press the flashing outside line button or loop button. If your station is programmed with Preferred Line answer, this second step may be skipped.

Place an Outside Call on Hold:

- For stations programmed for Exclusive Hold Preference, press HOLD for exclusive hold and twice for system hold.
- For stations programmed for System Hold Preference, press HOLD for system hold and twice for exclusive hold.

Answering a Recall:

A call that has been holding too long will trigger a recall ring. To answer:



- Press outside line, loop or pool button that is flashing quickly (if your station has enabled Preferred Line Answer, skip this step).
- Lift handset or press ON/OFF for handset or speaker mode.

Answer a Queue

When you hear ringing and see that the line you queued in to is flashing rapidly:

1. Lift the handset.
2. Press the flashing outside line button. If you have Preferred Line Answer programmed, you will connect to the desired line when you lift the handset.

Exclusive Hold:

When a call is placed on exclusive hold, no other station may pick up the call. Check with the system administrator as the system may be programmed to activate exclusive hold on the first or second press of the Hold button.

Executive Transfer to Secretary

If the station designated "Executive" is busy or in DND, all calls will be routed to the secretary station.

Answer a Message Waiting Indication:

1. When you MSG button is flashing, there is a message waiting for you.
2. Press the flashing MSG. The station that left the message will be signaled.
3. If the party does not answer, press "MSG" to leave a message.

Unanswered Call Management Table

Requires optional software.

Starplus SPD 4896 system maintains a 100-entry capacity call management table. The call information, including the name and number is recorded when the call is abandoned. This table may be accessed from any station. Only the 1st attendant station can delete an entry from the table. To navigate the table:

| Function | Function Button |
|---|-----------------|
| 1. Go to beginning of the table | Dial Code 635 |
| 2. Review the next item in this table entry | MUTE |
| 3. Move to the next table entry. | HOLD |
| 4. Delete current table entry. | FLASH |
| 5. Exit review. | ON/OFF |
| 6. Return to previous entry. | TRANS |
| 7. Call Back | SPEED |

Transferring Calls

Screened / Announced Transfer:

1. Press the station button of the agent to receive the call, if programmed. Otherwise, press TRANS and the 3-digit station number.
2. When the agent answers, announce the call and hang up to transfer.

Unscreened / Unannounced Transfer:

1. Press the station button of the agent to receive the call, if programmed. Otherwise, press TRANS and the 3-digit station number.
2. When the extension signal is heard, announce the call and hang up to transfer.

Transferring Calls to a Station Using Forward to Voice Mail

1. Press the TRANS button.
2. Dial the number of the extension using forward to voice mail.



Camp-On

Camp-On Alerts an agent to a waiting call.

1. Press the CAMP-ON button.
2. Wait for response.
3. When the party answers, speak with them about the call or hang up to transfer the call.

Answering a Camp-On

While you are on a call, if you hear one burst of muted ringing and your station's CAMP-ON button is flashing:

1. Press the CAMP-ON button. The first call is now on hold and you can converse with the person placing the Camp-On call.
2. Press the flashing outside line button to retrieve the transferred call.

If you do not have a CAMP-ON button, go on hook with the first call, or place it on hold and hang up. The call will ring through.

Account Codes:

If enabled with optional software:

- While on an outside line call, press the pre-programmed account code button.
- Dial the code (up to 12 digits). The other party will not hear tones. If the code is less than 12 digits in length, press "%" to return to the call.

Note: If account codes are forced, the code must be entered before the outside number is dialed.

Disable Outgoing Central Office Line Access:

Must be performed from the first attendant station. These steps will prevent outgoing calls on the chosen CO line or lines. To reactivate the line, repeat steps.

- Lift handset or press the ON/OFF button.
- Dial "602".
- After the confirmation tone, press the line button of the CO line you wish to disable. The confirmation tone will sound and the CO line button LED will flash.

Placing Calls:

Instructions for when Automatic Line Selection is enabled.

- Press the outside line or pool button.
- Dial the outside number.
- Lift handset to speak.

To access outside line:

1. Press an idle outside line button, Pool button, or dial a CO line group access code or Least Cost Routing access code.
2. Dial the phone number.
3. Lift handset or use the speakerphone to converse.

CO Line Queuing

If you wish to use a particular outside line that is currently in use, you may place yourself on a waiting list so you can access the line when it becomes available.

1. Press the outside line button or pool button.
2. When you hear the busy tone, press the pre-programmed LINE QUEUE button.
3. Replace the handset.

FLASH

Use the FLASH button to disconnect the outside line and retrieve an outside line dial tone.

Last Number Redial:

1. Press the SPEED button



2. Press the "#" key. The system will select the outside line last used (if available) and will dial the last number dialed. If no lines are available in the same group, the station user will get a busy tone and can queue for a line. If a line is preselected, the preselect overrides the selection of the line used for the original call.

Place a Call Using Least Cost Routing (Requires optional software):

To place an outside call when LCR has been enabled, dial "9" before the number. If all lines are busy, remain off-hook for four second to be queued for an available line. To cancel a callback request, dial "626". Replace the handset or press the ON/OFF button.

Message Waiting

Use message waiting to leave a message at a station that is busy, unattended or in DND.

1. Lift the handset.
2. Dial the station.
3. When the busy tone sounds, press the pre-programmed MSG button. The called party's MSB button will flash.
4. Hang up to end.

Saved Number Redial

To save, after placing an outside call, do not go back on-hook. Press SPEED twice before hanging up. To use, press SPEED and *.

Speed Dial

To Use:

1. Press the SPEED button
2. Dial the bin location or press the programmed speed bin button (00-19 for station speed and 20-99 for system speed dial).

Store Speed Numbers (System speed dial numbers must be programmed by the attendant station or station 100 if no attendant station is assigned):

1. Press the SPEED button
2. Press a desired outside line or pool button or SPEED again to select an outside line automatically.
3. Dial the speed bin location (00-19 for station speed and 20-99 for system speed dial).
4. Dial the telephone number. Pressing HOLD during number entry adds a pause. FLASH inserts a flash.
5. Press SPEED to end, or
6. Press SPEED twice to finish programming the number and enter a new number.

To erase a speed button:

1. Press the SPEED button twice
2. Dial the speed bin location (00-19 for station speed and 20-99 for system speed dial).

Press SPEED again.

Paging

1. Lift the handset or press ON/OFF
2. Dial the two or three-digit paging code or the pre-programmed PAGE button.
 - 70=All Call Internal and External
 - 71=Internal Zone 1
 - 72=Internal Zone 2
 - 73=Internal Zone 3
 - 74=Internal Zone 4
 - 75=Internal All Call
 - 760=External All Call
 - 76Z=External Zones 1-7
3. Announce the page



Conference Calls (if enabled):

Allowed Combinations include up to four internal and one external party, 5 internal parties or one internal party and two external parties.

Place a Conference Call:

1. Lift the handset.
2. Dial the desired party.
3. Press the pre-programmed CONF button when the party answers.
4. To add another party, select another outside line and dial, or chose an internal party.
5. Press the CONF button twice with the party answers.

Leave a Conference (Controller only):

1. Press the ON/OFF button and press MUTE.
2. Replace the handset to monitor the conference. To leave the conference unsupervised, press the pre-programmed CONF button and hang up. The CONF button will flash and a disconnect timer will start. A warning tone will let the remaining parties know when they are about to be disconnected.

Rejoin a Conference Call:

Rejoining a conference call resets the disconnect timer.

To rejoin a monitored conference, pick up the handset. To rejoin an unsupervised conference, lift the handset and press the flashing CONF button.

End a Conference Call (Call initiator only):

Hang up if you are actively involved in the call, or if you are monitoring and have rejoined the conference. To end an unsupervised conference, press the flashing CONF button while your station is on hook.

Automatic Call Distribution (ACD) and Uniform Call Distribution (UCD):

If enabled with optional software (uniform call distribution is automatically disabled). Sixteen ACD groups comprised of up to 16 three-digit stations can be programmed.

Agent Login and Logout:

- To log in, dial the login code "572" and the ACD group number or,
- Press a programmed LOGIN flex button.
- Enter the AGENT ID code (0000-9999). Tone will sound when login is complete.
- To log out, dial "571" or,
- Press a programmed LOGOUT flex button.

Notes:

- If an agent logs in to an ACD group on a station that is logged in to another ACD group, the station will be logged out of the original ACD group.
- An agent can log out while in wrap-up or unavailable mode.
- When logged in, the agent will be placed in wrap-up mode before receiving the first ACD call.
- If an agent logs in to a group that is at full capacity (16 agents), the agent will hear an error tone.
- Agent ID codes are not verified.

ACD Agent "HELP" Button:

Logged in agents on an active call can use this feature, which must be programmed to a flex button, to signal their supervisor that they are in need of assistance. Supervisors will receive a "HELP" message and a Camp-On tone will sound on their station's speaker. The supervisor will then press

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the "HELP" flex button and the override feature button to place an intercom call to the agent's station. If an agent goes back to their call before the supervisor can respond, the HELP message will be converted to a message wait indication.

To Request Supervisor Assistance:

- Press the programmed "HELP" button.
- If a supervisor is available, the agent's HELP button will light.
- Press, "HELP" again to cancel the request.

Notes:

- Up to five messages can be left at any supervisor station.
- If the supervisor responds to a HELP request and the agent is on a call, the supervisor may use the barge-in button to monitor or give assistance to the agent.

ACD Call Qualification:

Call qualification allows agents to enter up to a 12-digit code to identify the call (only the first four will be provided in the SMDR record).

- While on a call, press the programmed CALL QUALIFY flex button followed by the four-digit code and "*". If programmed, the agent will hear a confirmation tone. The other party will not hear the tone.

ACD Agent Queue Status Display:

From any idle telephone:

1. Dial "567" or press the pre-programmed flex button.
2. Dial the 3-digit ACD group number. The ON/OFF button LED lights steadily.
3. Agent Queue Status shows:

ACD5xx 00 CALLS IN QUEUE

MM/DD/YY HH:MM am

Note: ACD5xx where xx equals 50-65.

4. Replace the handset or press the ON/OFF button to end.

Note: Station performing these steps is considered unavailable for incoming calls.

The agent's phone will display an enhanced Calls in Queue notification when there is a call in queue.

The message will look like:

5xx: CIQ:xx AL:xx OC:.MMM

MM/DD/YY HH:MM am

Where 5xx=Group,

CIQ: xx = Number of calls in queue

AL: xx = Number of agents logged in

OC:MMM = Oldest call (in minutes)

ACD Agent Available / Unavailable:

To receive ACD calls (become available):

1. Dial 566 on the dial pad or press the pre-programmed Available/Unavailable key.

To block ACD calls:

Repeat steps above.

Overflow Station Agent Available / Unavailable:

To receive ACD calls (become available):

2. Dial 578 on the dial pad or press the pre-programmed Available/Unavailable key.

To block ACD calls:

Repeat steps above.

Supervisor Log In / Logout:

Log in to monitor calls.

1. Dial the login code 576 and the ACD group number or press a pre-programmed LOGIN flex button.

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2. Enter the supervisor code (0000-9999). At the confirmation tone, supervisor is logged in.
To Log out:
Repeat steps above.
Note: The system will not verify supervisor codes other than requiring four digits be entered.

Supervisor Monitor with Barge-In:

Allows supervisor to monitor a call in progress in either listen-only mode or conference mode. A warning tone may or may not be used. Note: Please check local laws before employing. Most areas require that the outside caller be notified of call monitoring or recording.

Listen-Only Mode:

1. Dial the 3-digit station number of the agent's station. At the busy tone, press the pre-programmed Barge-In flex button.

Note: the supervisor's MUTE button LED will be lighted. Pressing the MUTE button allows the supervisor to join the conversation.

Supervisor Queue Status Display

A supervisor logged in to an ACD group may view the queue status by dialing 577 plus the ACD group number. Information will be displayed as follows:

**5xx: CIQ: xx AL: xx OC: MMM
MM/DD/YY HH:MM am**

Where 5xx=Group,

CIQ: xx = Number of calls in queue

AL: xx = Number of agents logged in

OC:MMM = Oldest call (in minutes)

Group Status:

Allows any supervisor or agent to view the status of all ACD groups in the system. The display shows which stations are logged in to a particular group as well as the status of the station (available/unavailable, out-of-service, DND or busy). To view:

1. Dial 573 or press the pre-programmed flex button. The display shows ACD group 550. The status of the ACD agents will be displayed alongside the station number. Display will look like:

**ACD5xx: 1IOA 111A 112A
1130 114U 115D 116B 117N**

Where:

- (N) = Not Equipped
- (D) = Do not Disturb
- (O) = Out of service
- (U) = Unavailable
- (B) = Busy on a-call
- (A) = Available

2. Dial * to view the next ACD group or # to view the previous group.

UNIFORM CALL DISTRIBUTION (UCD)

Up to eight UCD groups with up to eight 3-digit station numbers may be programmed and assigned a pilot number. When the number is dialed, the first available agent in that group, who has been idle for the longest period of time will receive the call.

UCD Available / Unavailable

Place your station in available mode by pressing 566 or the programmed Available/Unavailable button. Press 566 or the Available/Unavailable button again to become unavailable.



Background Music

1. Dial 632 or the pre-programmed flexible button.
2. Repeat, lift the handset or press the ON/OFF button to turn off.

Call Forwarding

Forward Calls (if enabled):

1. Lift the handset.
2. Press the pre-programmed FWD button.
3. Dial the desired code:
7= no answer calls
8= busy calls
9= busy and no answer calls.
4. Press the DSS button or 3-digit extension to receive the forwarded calls.
5. Replace the handset.

Note: a station in call forward mode may place outgoing calls.

To Cancel Call Forward:

1. Lift handset.
2. Press the pre-programmed FWD button.

Forward Calls to An Off-Network Location (if enabled):

Allows calls to be transferred to an outside location where the outside number is stored on a speed dial bin.

1. Lift handset.
2. Press the pre-programmed FWD button
3. Dial X and the speed bin number with the stored number.
4. Replace the handset.

To Cancel:

1. Lift handset.
2. Press the pre-programmed FWD button.

Forward ACD or UCD Group Calls to Another Group (if enabled):

6. Lift the handset.
7. Press the pre-programmed FWD button.
8. Dial the desired code:
7= no answer calls
8= busy calls
9= busy and no answer calls.
9. Dial the 3-digit group number where calls are to be forwarded.
10. Replace the handset.

To Cancel:

1. Lift the handset.
2. Press the pre-programmed FWD button.

Forward Calls to Voice Mail (if enabled):

1. Lift the handset.
2. Press the pre-programmed FWD button.
3. Dial the desired code:
7= no answer calls
8= busy calls
9= busy and no answer calls.
4. Dial the 3-digit voice mail group pilot number where calls are to be forwarded.
5. Replace the handset.



Call Park

Call Park allows an agent to put a caller while a page announcement is made or an internal party called.

While connected to an outside calls:

1. Press TRANS.
2. Dial park location (430-437). If a busy tone sounds, press TRANS twice and try another location.

Pick up a Parked call:

1. Lift the handset or press ON/OFF.
2. Press the # button.
3. Dial the location of the parked call.

Call Pick Up:

If a call is ringing at an unattended telephone in your group:

1. Lift the handset.
2. Dial #0 or press the pre-programmed PICK UP button to connect.

Voice Mail (Requires Optional Software)

Retrieve Voice Mail Messages:

1. Dial the voice mail group number, programmed voice mail group button or flashing Message Wait button.
2. Enter your password.

Transfer a Caller to Voice Mail

Use when a station is not forwarded to voice mail and a caller wishes to be sent directly to voice mail.

1. While on a call, press the TRANS button.
2. Dial the Voice Mail Group number or the programmed VM group button
3. Dial the mail box location of the party and go on-hook.

Setting User Preferences

Distinctive Ring

The system allows for up to 81 ring patterns that each user may select from.

1. Dial 695.
2. Enter the two-digit tone number 01-88 (88 for no ring). The corresponding ring will sound.
3. When you hear the tone you want, press the SPEED button.

Speed Dial

To Use:

3. Press the SPEED button
4. Dial the bin location or press the programmed speed bin button (00-19 for station speed and 20-99 for system speed dial).

Store Speed Numbers (System speed dial numbers must be programmed by the attendant station or station 100 if no attendant station is assigned):

7. Press the SPEED button
8. Press a desired outside line or pool button or SPEED again to select an outside line automatically.
9. Dial the speed bin location (00-19 for station speed and 20-99 for system speed dial).
10. Dial the telephone number. Pressing HOLD during number entry adds a pause. FLASH inserts a flash.
11. Press SPEED to end, or
12. Press SPEED twice to finish programming the number and enter a new number.

To erase a speed button:

3. Press the SPEED button twice
4. Dial the speed bin location (00-19 for station speed and 20-99 for system speed dial).
5. Press SPEED again.



Handset Receiver Gain (Volume Control)

Use a pre-programmed handset receiver gain flex button to adjust the volume while on a CO or intercom call.

While on a Call:

1. Press the Handset Receiver Gain button.
2. Dial 0 (lowest) to 9 (loudest) or press “#” to increase or “a” to decrease.
3. Press the Handset Receiver Gain button again to exit volume adjustment.

A button can be programmed to change the volume. Use [638]+[+%] to decrease and [638]+[#] to increase. Program a default volume level using [638]+[0-9].

Use a Headset (if allowed):

1. Dial [634] on the dial pad or press the pre-programmed* HEADSET MODE button.

Repeat to de-activate.

Do Not Disturb (if enabled)

To turn on while the station is in use, idle or ringing, press the DND button. Press DND again to cancel.

Night Service

Night service may be activated or deactivated from any Keypad as long as Night Service flex button, rather than the Night Service button on the attendant station or by the automatic schedule. In those cases, other stations cannot remove the system from night mode. Press the Night Service button to activate. Press the button again to deactivate.

Personal Park

Functions like the HOLD button. Calls in personal park are subject to the system call park recall timer. Press the TRANS button and dial 438 or the programmed PERSONAL PARK button.

To retrieve, dial 438 or press the programmed PERSONAL PARK button.

Personalized Messages:

A station's selected message will be displayed on the LCD of any telephone calling that station. To leave a message:

1. Dial 633 or press a programmed MSG button.
2. Dial the 2-digit code for the message:
 - 00=clears message
 - 01=ON VACATION
 - 02=RETURN AM
 - 03=RETURN PM
 - 04=RETURN TOMORROW
 - 05=RETURN NEXT WEEK
 - 06=ON TRIP
 - 07=IN MEETING
 - 08=AT HOME
 - 09=ON BREAK
 - 10=AT LUNCH

Or, enter an enhanced message, which will prompt you to enter more specific information:

- 11=VACATION UNTIL: MM/DD
- 12=RETURN: HH:MM xm or MM/DD
- 13=ON TRIP UNTIL: MMDD
- MEETING UNTIL: HH:MM xm
- AT HOME UNTIL: HH:MM xm



- ON BREAK UNTIL: HH:MM xm
- AT LUNCH UNTIL: HH:MM xm

Then, enter the date and/or time using the following keys:

| Character | Enter Keys | Character | Enter Keys |
|------------------|-------------------|------------------|-------------------|
| A | 21 | 1 | 1# |
| B | 22 | 2 | 2# |
| C | 23 | 3 | 3# |
| D | 31 | 4 | 4# |
| E | 32 | 5 | 5# |
| F | 33 | 6 | 6# |
| G | 41 | 7 | 7# |
| H | 42 | 8 | 8# |
| I | 43 | 9 | 9# |
| J | 51 | 0 | 0# |
| K | 52 | Space | 11 |
| L | 53 | : | 12 |
| M | 61 | - | 13 |
| N | 62 | ` | 14 |
| O | 63 | " | 01 |
| P | 71 | , | 02 |
| Q | 74 | ? | 03 |
| R | 72 | / | 04 |
| S | 73 | ! | *1 |
| T | 81 | \$ | *2 |
| U | 82 | & | *4 |
| V | 83 | * | *# |
| W | 91 | (| #1 |
| X | 92 |) | #2 |
| Y | 93 | + | #3 |
| Z | 94 | = | #4 |
| | | # | ## |

Or, enter a System Message. The first attendant programs the messages and should provide a list of messages to each station user.

3. Press HOLD to enter the message.
4. Dial 633 and 00 to cancel.

Programming your Name in to the LCD Display:

1. Dial 690.
2. Enter the name (up to 7 characters) using the keys on the dial pad.

| Character | Enter Keys | Character | Enter Keys |
|------------------|-------------------|------------------|-------------------|
| A | 21 | 1 | 1# |
| B | 22 | 2 | 2# |
| C | 23 | 3 | 3# |
| D | 31 | 4 | 4# |
| E | 32 | 5 | 5# |
| F | 33 | 6 | 6# |
| G | 41 | 7 | 7# |
| H | 42 | 8 | 8# |
| I | 43 | 9 | 9# |
| J | 51 | 0 | 0# |
| K | 52 | Space | 11 |



| Character | Enter Keys | Character | Enter Keys |
|------------------|-------------------|------------------|-------------------|
| L | 53 | : | 12 |
| M | 61 | - | 13 |
| N | 62 | ` | 14 |
| O | 63 | " | 01 |
| P | 71 | , | 02 |
| Q | 74 | ? | 03 |
| R | 72 | / | 04 |
| S | 73 | ! | *1 |
| T | 81 | \$ | *2 |
| U | 82 | & | *4 |
| V | 83 | * | *# |
| W | 91 | (| #1 |
| X | 92 |) | #2 |
| Y | 93 | + | #3 |
| Z | 94 | = | #4 |
| | | # | ## |

3. Press the SPEED button to complete.
4. Dial 690 and SPEED to erase.

Station Relocation

Station Relocation allows a user to unplug their station, plug it in a new location that has been designated as out of service and then retrieve all the previous station attributes (extension number, button mapping, speed dial and class of service) to the new location. The stations trade numbers and attributes.

1. Unplug the phone and plug it in at the new location
2. Dial 636 on the dial pad.
3. Dial the extension number of the station being relocated.

Off Hook Preference and OHVA (Off hook voice announce)

Off-Hook Preference

If your phone is stationed for Off-hook preference, pressing ON/OFF or lifting the handset will automatically connect you to an outside line or feature. Access the internal intercom dial tone by pressing the pre-programmed ICM button or dial your 3-digit intercom number without lifting the handset or pressing the ON/OFF button.

Off Hook Voice Over (OHVO)

This feature enables a user to receive a voice announcement though the handset while a call is in progress (the calling party will not be connected to the original call and will not be able to hear the conversation in progress). The voice over announcement is somewhat muted so as not to enable the original conversation to continue. The party receiving the OHVO call may respond using the CAMP-ON feature to talk to the calling party or by using silent text messaging to communicate over the LCD displays.

Place an OHVO Call:

When you dial a busy station and hear the tone, press "628" or the pre-programmed OHVO button and make your announcement. The receiving call must have OHVO enabled, be off-hook and in the "H" mode.

Respond to an OHVO Call:

When you receive a one-beep warning tone indicating an incoming OHVO call, you may respond in one of two ways:

1. Press HOLD to consult with the calling party and put the original call on exclusive hold.



2. Use silent text messaging (only available when both parties have a display terminal) by pressing a pre-programmed message button (shown below) without leaving the current call. For example, pressing the pre-programmed "IN MEETING" key will display that message on the calling stations' LCD display.

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

Flexible Button Assignment:

Buttons on your telephone that have not been assigned as CO lines, pooled group or loop buttons, you may program them as desired.

There are five possible functions
You may assign to these buttons:

- **DSS/BLF:** This button when pressed, will automatically signal the assigned intercom station. The station user programs DSS/BLF buttons.
- **FEATURES:** A shortcut for dialing feature codes. The station user programs feature buttons.
- **SPEED DIAL:** A one-touch method to dial programmed locations.
- **POOLED GROUP ACCESS:** Several outside lines may be placed on this one button. When it is selected, the system chooses an available line from this group. The database administrator assigns these buttons.
- **LOOP:** Any telephone that does not display all outside lines must have a LOOP button, which will display these outside lines. LOOP buttons are assigned in database administration.

To Program flexible buttons:

1. Press SPEED twice.
2. Press the button to be programmed (must have been programmed in the database as a multifunction button).
3. Dial the desired code, referring to the table below.



Flexible Button Programming Codes

| | | | |
|------------|--------------------------------------|---|---|
| 100-195 | Station intercom numbers | 633+[ZZ] | Personalized Messages |
| 43[C] | Call Park Location 1-7 | 633+00 | Clear Personalized Messages |
| 438 | Personal Park | 634 | Headset Mode |
| 44[V] | Voice Mail* Group Pilot number 0-7 | 635 | ICLID* Display (unanswered calls) |
| 45[H] | Hunt Group Pilot Numbers 0-7 | 638+[0] | Handset Receiver Gain w/Display |
| 55[U] | ACD* Group Pilot Numbers 0-09 | 640 | All Call Forward |
| 55[U] | UCD Group Pilot Numbers 0-09 | 641 | Release Key (Stations/Attendants) |
| 56[U] | ACD* Group Pilot Numbers 10-15 | 680 | Dial Speed Directory |
| 566 | ACD*/UCD Available/Unavailable | 6.95 | Distinctive Ring |
| 567 | ACD*/UCD Calls in Queue Display | 70 | All Call Page |
| 571 | ACD* Agent Logout | 71 | Internal Page Zone 1 |
| 572 55[U] | ACD* Agent Login | 72 | Internal Page Zone 2 |
| 573 | ACD* Group Member Status Display | 73 | Internal Page Zone 3 |
| 574 | ACD* Agent Help | 74 | Internal Page Zone 4 |
| 575 | ACD* Supervisor Logout | 75 | Internal All Call Page |
| 576 55 [U] | ACD* Supervisor Login | 76[O] | External All Call Page |
| 577 55[U] | ACD* Supervisor Queue Status Display | 76[P] | External Page 1-7 |
| 578 | ACD* Overflow Avail/Unavailable | 77 | Meet-Me-Page Answer |
| 601 | Attendant Override | 9 | Least Cost Routing* Access |
| 602 | Disable Outgoing Line Access | #0 | Group Call Pick Up |
| 603 | CO Line Off-Net Forward | #5 | Universal Night Answer |
| 604 | Night Service | [SPEED]+YY | Speed dial Access (00-19=Station, 20-99=System) |
| 620 | Camp-On | [SPEED]+[*] | Save Number Redial |
| 621 | Line Queue | [SPEED]+[#] | Last Number Redial |
| 622 | Call Back | YY=Speed Dial Bin Numbers | |
| 623 | Message Wait | ZZ=Personalized Messages | |
| 624 | Conference | U = ACD* (0-15) or UCD (0-7) Group Number | |
| 625 | Executive Override/Monitor Barge-in | C=Call Park Location 0-7 | |
| 626 | LCR* Queue Cancel | H = Hunt Group Location 0-7 | |
| 627 | Account Code* Enter | V = Voice Mail* Group Number 0-7 | |
| 628 | OHVO On | P = External Page Zone Number 1-7 | |
| 629 | MUTE feature | | |
| 631 | Do Not Disturb | | |
| 632 | Background Music | | |

*Features available with optional software.

To Erase:

1. Press SPEED twice.
2. Press the button to be erased.
3. Press FLASH.
4. After confirmation tone, replace the handset or press ON/OFF.



Keypad Test

Use this function to test the unit while it is disconnected from the switch. The test will verify the Keypad and DSS, LED, LCD and keypad button operations.

1. Enter the test mode by taking the handset off hook.
2. Press the SPEED button and dial "7#" to disconnect the Keypad from the system and bring up the test mode menu on the LCD.
3. Select the test mode by pressing the mode number. Choose 1 for LCDLED, 2 for KEYBTN or 3 for DSSBTN. Press "##" to return to the main test menu.

Option 1:

This test sends a series of continuously repeated LCD string messages to the LCD lines 1 and 2. The strings consist of the letters 'A' through 'X' and 'a' through 'x'. The next string is, "PICKUP TRUCK SPEED ZONE!" "-STANDING BACK-". The strings are displayed on lines 1 and 2 of the LCD. All the LEDs will flash.

Option 2:

Pressing the Keypad button turns on the LED and shows an LCD message with the button number. Switching the "H-T-P" switch will cause "H-POS", "T-POS" OR "P-POS" to be displayed. Pressing the dial pad keys shows the digit pressed on the LCD.

Option 3:

Each DSS associated with the Keypad being tested will enter the test mode. This test will cause all the LEDs to flash. Pressing a DSS flex button turns that LED on and displays a message on the LCD of the associated Keypad identifying the flex button number (01-48). Depress a flex button to end.