

FlexSet-IP 280S

User Guide

(FlexSet Ver 2.xx)
(Coral Ver 14.66)

CoralIPx

Coral FlexiCom

The flexible way to communicate

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Introduction

The FlexSet-IP 280S or Terminal with soft keys is a fully functional keyset that meets all your telephony and office needs. It combines the ability to communicate with the IP world with the solid dependability and high level of functionality available from the Coral.

The FlexSet- IP 280S can be used in a typical office environment or can connect to the Coral via the IP environment from an external location, enabling telecommuting without losing the benefits of the Coral's rich features.

The benefits you receive from working with the FlexSet will become an invaluable part of your work environment. While the technology employed in the FlexSet is state of the art, using the telephone is simple and straightforward.

Benefits of the FlexSet-IP 280S include:

- Single set of wiring
- Increased mobility
- 'True' telecommuting ability
- Clear, logical menus

This *User Guide* provides an overview of the FlexSet-IP 280S and instructions on how to accomplish several tasks. Additional instructions on other feature rich options are located in the *Appendix* located at the end of this Guide.

Enjoy your new FlexSet!

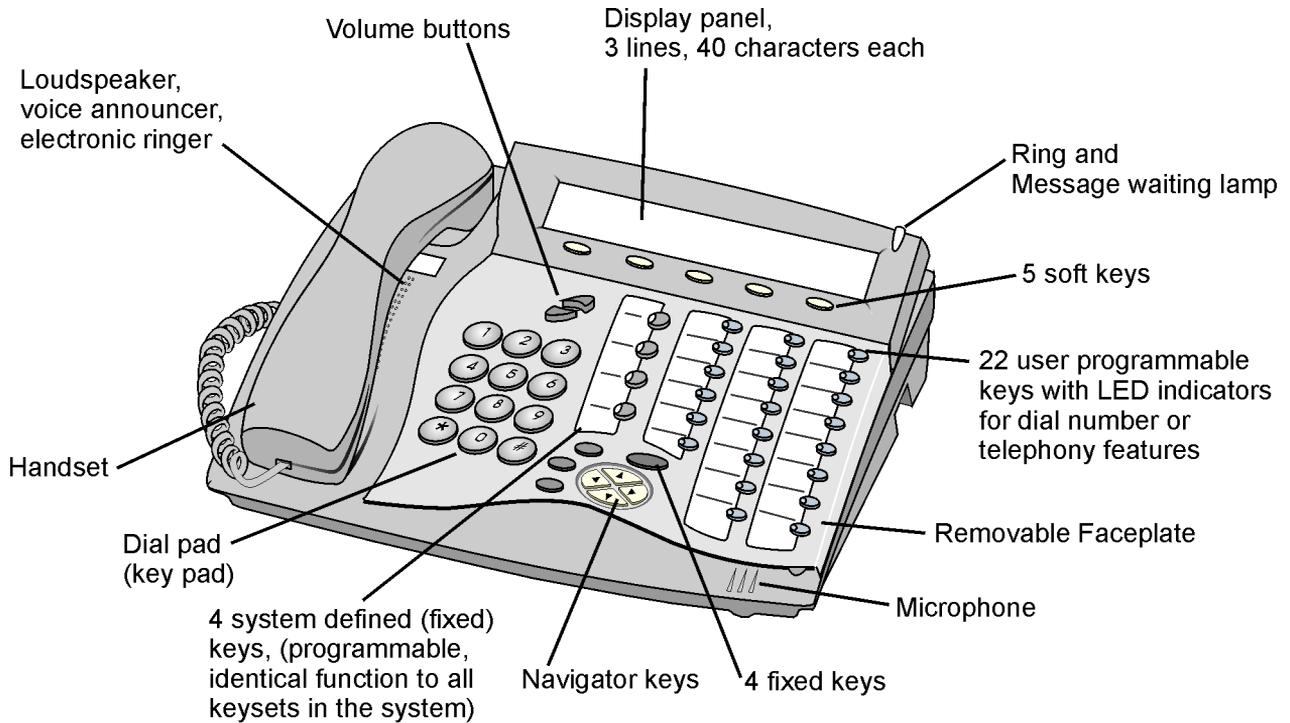
Conventions

- Fixed key names appear in a shaded distinctive box, for example .
- Soft key names appear in a clear distinctive box, for example .
- Emphasized text, as in **SPKR**, indicates system defined fixed keys or DSS user programmable keys (see figure on page 4).
- Text in italics refers the reader to another section of the guide or to other Coral manuals, for example “See *Ring Adjustment*”. It is also used for notes.
- The instruction “Select” indicates that the user should use Navigator keys: up/down, right/left navigator keys to find and select an item from the display.
- The instruction “Enter” indicates that the user should press the ENTER key (above navigator keys) to initiate the action.
- The instruction “Choose” indicates that the user should combine the Navigator right/left keys and “Enter” actions to choose and actuate an option. Pressing an option’s soft key also chooses and activates the option.
- The instruction “scrolling,” or “scroll,” indicates that the user should press one of the four navigator keys .
- The illustrations of the FlexSet display and other views appearing in this manual are examples used to explain more clearly how the features and controls are used. Therefore, what appears on the display in the illustrations may differ from what appears on the display on the actual equipment, and some of the illustrations on the display may represent something impossible in actual operation. The functions that can be used and the information that can be displayed will differ depending on the telephony state and external equipment being connected.
- Where a list, menu or sub-menu continues through several lines in this document, these are indicated as *Page 1, Page 2, etc.*

Related Documentation

- Attendant Console User Guide
- FlexSet 280, 280D, 280D-Z, 120, 120D and 120L User Guide
- Voice over IP Installation Manual
- PI & Database Reference Manual

FlexSet-IP 280S Overview



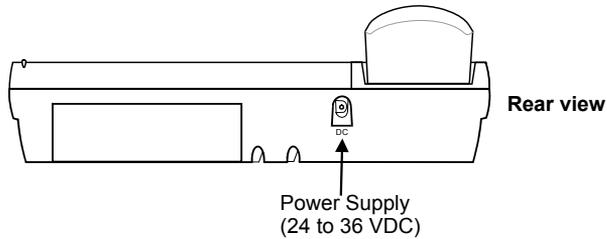
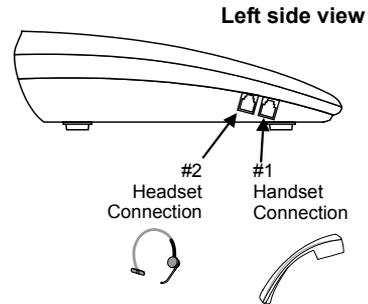
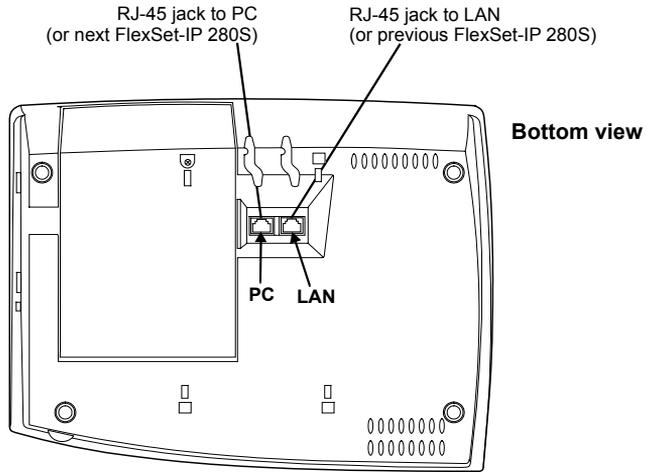
FlexSet-IP 280S Front View

FlexSet-IP 280S Component Descriptions

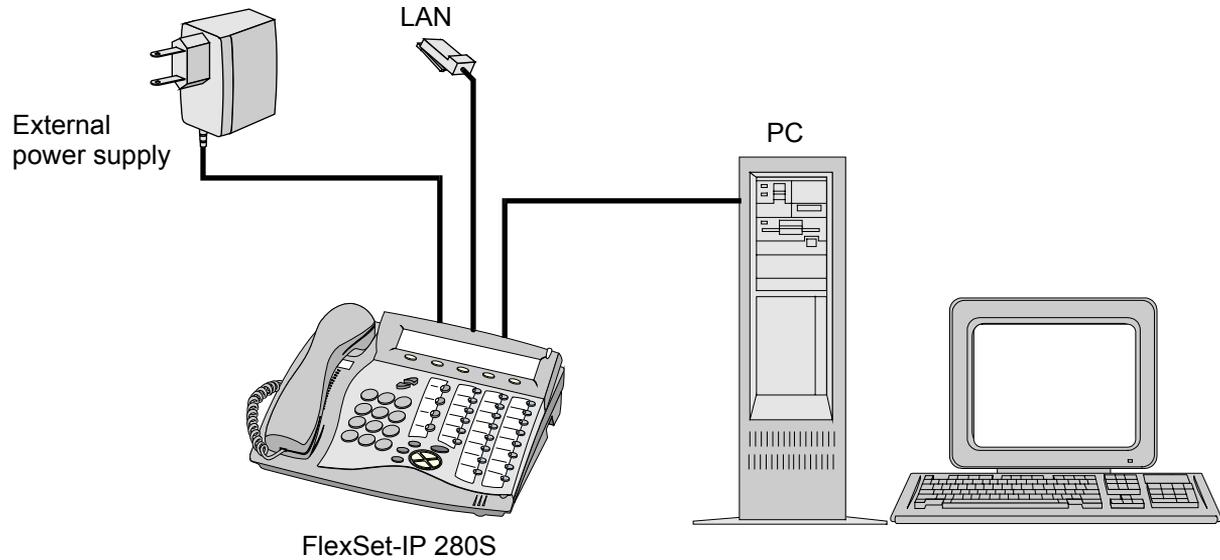
The following table defines controls, buttons and keys found on the FlexSet-IP 280S.

Dial Pad (Key Pad)	Digit buttons used for dialing phone numbers or extension numbers.
FlexSet Display	The display is composed of three lines: System lines (1 st and 2 nd lines), and available function options (on 3 rd line) according to FlexSet status.
Fixed keys	Enter, ABC, Menu and ESC.
Handset	Works as typical phone handset.
Loudspeaker	Output sound device used in hands free operation, paging and ringing.
Microphone	Input sound device used in hands free operation.
Ring and Message Waiting Lamp	Lamp flashes at a slow rate, indicating that a message is waiting. Lamp flashes at a fast rate when the FlexSet is ringing.
Programmable Keys (DSS)	22 user programmable keys on FlexSet-IP 280S with LED Indicators. Used to activate telephony features or speed dial telephone numbers according to the user's needs. LED lights when key or feature is activated.
System Defined (Fixed) Keys	Four system-wide programmed keys (market dependent) for basic features: <i>Speaker</i> , <i>Loop</i> , <i>Transfer</i> and <i>Hold</i> .
Navigator Keys	Up/down, right/left arrows used to move from one option to another on the display. Used for selecting without choosing or activating the option.
Soft keys	Keys used to directly activate the feature of each key.
Volume Buttons	Adjust the volume of the speakerphone, handset and ringer. See <i>Volume Adjustment</i> on page 40.

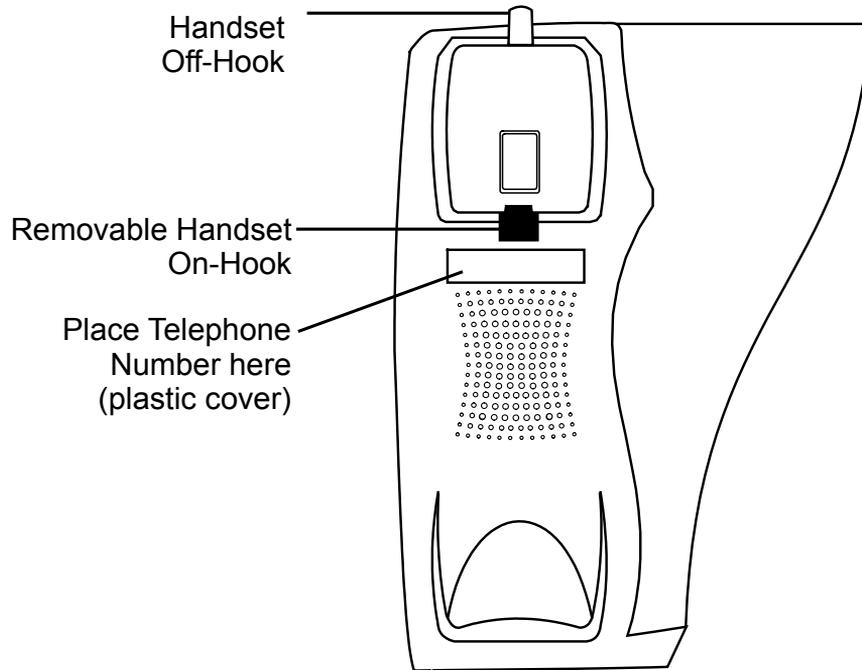
FlexSet-IP 280S - Bottom, Side and Rear View



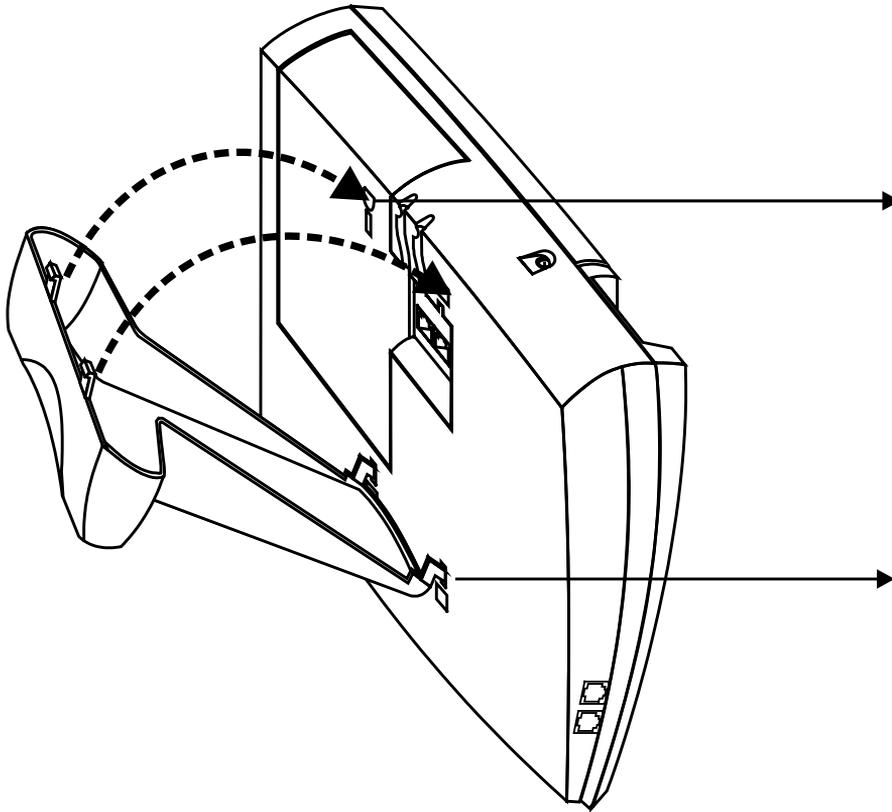
FlexSet-IP 280S – PC Connection



Handset Hook and Telephone Number



Desk Elevation Installation



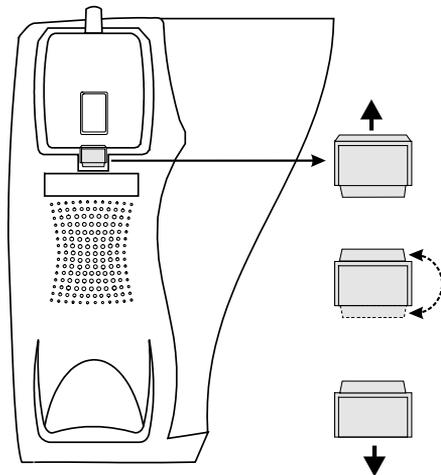
Step 2

Snap the legs located on the thick edge of the bracket into the upper wide slots on the back of the phone

Step 1

Place the bracket's legs, located on the thin edge of the bracket, into the lower narrow slots on the back of the phone

Wall Mounting

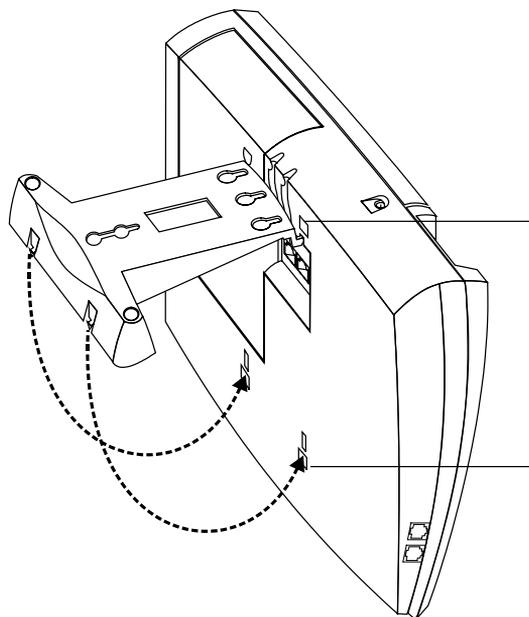


Handset Hook Rotation

Step 1
Lift up the tab
from the opening

Step 2
Rotate the tab

Step 3
Re-insert the tab
into the opening



Step 4
Place the bracket's legs,
located on the thin edge
of the bracket, into the
narrow slots on the back
of the phone.

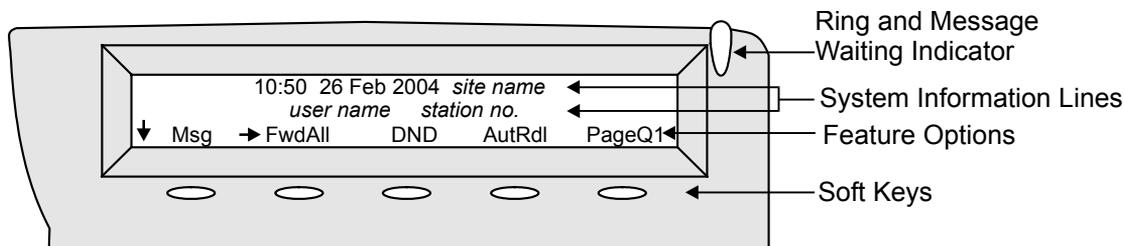
Step 5
Snap the legs, located on the
thick edge of the bracket,
into the lower slots on the back
of the phone.

Bracket Installation

Using the FlexSet-IP 280S Display

The **FlexSet-IP 280S Display** provides an easy to use control interface. On this display, several different classes of function information and controls are found. During normal operation the current function assumes control over the entire area of the Display and all of the soft keys. Meanwhile, the System Lines (1st and 2nd lines) which usually, in idle state, include the time, date, site name, station name and number, automatically change to relay pertinent information about telephony states and operations, and the calling party's information.

Five soft keys on the FlexSet-IP 280S, located immediately below the display screen, act as triggers for any currently displayed FlexSet function or option. All of the information in the Display (3rd line) continually changes to reflect options related to the current state of the FlexSet. In this manner, no matter which state the telephone is in (i.e. Idle, Ringing, etc.) the relevant option is always next to and enabled by one of the soft keys.



Display Panel

Fixed Keys; What They Do

A table containing all the FlexSet fixed keys and the actions they invoke is provided below.

FIXED KEY	ACTION
	Activates a telephony feature after selecting it with the navigator keys (same as using the soft key).
	Returns to the previous menu or list.
	For future use.
	Provides access to all the FlexSet functions via the soft keys.
	Move the cursor → left and right, or go to the next or previous menu or list when the cursor is at the end of a line.
	Used to scroll soft key option list when ↓, ⇅ or ↑ appear on the display line above the soft keys.  to scroll back one menu or list;  to scroll forward one menu or list.

Configuring your FlexSet-IP 280S

Before starting to use your FlexSet-IP 280S, you must first provide your system manager with the MAC number of your FlexSet (see *Viewing the FlexSet-IP 280S MAC address* below), after which you must configure the FlexSet IP address (see *Inputting the IP Addresses* below).

Use the  and  buttons to scroll through menu options.

Press  at each stage to select and continue or  to undo the previous selection.

Viewing the FlexSet-IP 280S MAC address

To view the MAC number, perform the following steps.

Read the MAC number from the label on the base of your FlexSet-IP 280S, or from the label on the packing box;

OR

1. Press the  key.
2. Choose `[SysDef]`.

NOTE: A password is required as a reminder that these parameters are sensitive and affect the operation of your FlexSet-IP.

3. Select `IP Params > Static > Self MAC Adr.`

Make a note of the MAC number that is displayed and give this information to your system manager.

SysDe:-IP Params:Static:Self MAC Adr
00-0A-6B-12-34-56

Inputting the IP Addresses

You must now define the relevant IP addresses in your FlexSet. Contact your system manager to determine whether you will be using a static or dynamic IP address.

Use the table on *page 15* to fill in the relevant addresses before you edit the numbers.

To Enter Addresses:

1. Press the **MENU** key.
2. Choose **SysDef**.
3. Select **IP Params > Static**.
4. Select the IP Address you wish to add or change (*see IP Parameters: on page 15*):

NOTE: Before you make use of your FlexSet-IP 280S, the IP address and Subnet Mask for the FlexSet-IP 280S and a Primary Call Agent (CA) IP address must be entered.

After selecting the required IP address, you can scroll between the displayed parameters by using the up/down arrow keys. Before you edit the numbers, see the table on *page 15* describing the available parameters.

SysDef:IP Params:Static:Self IP Adr 010.100.000.001 edit
--

5. To change values, press **edit**. Change only the numbers in the address, using the right/left arrow keys to maneuver between the numbers.

Dynamic Address: For a **dynamic** address, enter 000.000.000.000 in the **Self IP** field.

If no answer is received from either the DHCP server or the DNS server within 10 minutes, the FlexSet-IP 280S goes to software reset. If no physical link exists, the display reads: **No Physical Link** and the FlexSet restarts in 5 minutes.

6. Press **Save** after editing each address to save the changes.

IP Parameters:

Parameter	Note	Description	IP Address	
			Dynamic	Static
Self IP Adr	Mandatory field	The IP address for this keyset	000.000.000.000	. . .
Net Mask		The subnet mask for this keyset	000.000.000.000	. . .
Primary CA	Mandatory field	Primary Call Agent (CA) defines the UGW card address to be used	000.000.000.000	. . .
Secondary CA		Secondary Call Agent (CA) defines an alternate UGW card address in case the Primary UGW is not operating	000.000.000.000	. . .
Default Rout.		The default router address for your LAN or WAN	000.000.000.000	. . .
CA Name		The name of the Call Agent (default: TTBSMGC)		
CA Port		The port used by the Call Agent (default: 2427)		
Self MAC Adr	Display only	View the unique MAC hardware address defined by the manufacturer for this FlexSet-IP 280S	-	-



CAUTION! *When entering a **static** address, be sure to enter the **exact** address you receive from your system manager, including leading zeros. Entering an incorrect address could cause serious network malfunctions.*

If you receive error messages when attempting to connect, refer to Appendix F - Troubleshooting at the end of this document.

Operating the FlexSet-IP 280S

Operating the FlexSet-IP 280S is as simple as pressing a button. Operate the FlexSet using a combination of soft and fixed keys. The FlexSet options appear in the FlexSet display at the lower line of the display, and automatically change to reflect the current state of the telephone.

Five soft keys on the FlexSet-IP 280S, located immediately below the FlexSet display, allow you to enable the relevant options as they appear. The soft key options change every time the FlexSet status changes.

Four **Pre Programmed Feature Keys** are provided, the functions of which are system-wide programmable. Typical functions for these keys are: **[HOLD]**, **[XFER]**, **[LINE]** and **[SPKR]**.

FlexSet functions can also be selected by pressing on the navigation keys. A press on the respective **arrow**, moves the location of the cursor to the next function. To activate the required function, press **[ENTER]**.

Use **[ESC]** to bring the FlexSet display to the beginning of the soft key options.

Press up/down keys  and  to scroll through lines of the soft key feature options. Press left/right keys  and  to move from one option to the next on the displayed line.

A selected option is indicated by an arrow at its left (→ Msg).

An activated option is indicated by a bullet at its left (• FwdAll).

A selected and activated option is indicated by a bold arrow at its left (➔ FwdAll).

The soft keys of several options are on/off toggle switches: one press to activate, an additional press to deactivate.

Using the FlexSet-IP 280S Telephony Features

You do not have to memorize any access codes to activate any of the rich array of Coral telephony features.

Each state change in the FlexSet (such as from idle to ringing, ringing to answer, answer to transfer, etc.) causes the associated state-related features to appear in the FlexSet display. Simply choose the feature you would like to activate by pressing its associated soft key. When the feature is activated, a bullet appears next to the feature.

As shown below, while in idle mode when DND (Do Not Disturb) is off, no bullet appears next to DND. When DND is activated, a bullet is displayed next to DND.

10:50 26 Feb 2004 <i>site name</i>					
<i>user name station number</i>					
↓	→Msg	FwdAll	DND	AutRdl	PageQ1

DND OFF

DND					
<i>user name station number</i>					
↓	→Msg	FwdAll	●DND	AutRdl	PageQ1

DND ON

Several telephony features are toggle switches. Therefore, the first time you press a feature's soft key, the feature is activated or turned on. The second time you press the same feature's soft key, the feature is canceled or turns off automatically.

Using the System Defined Fixed Keys

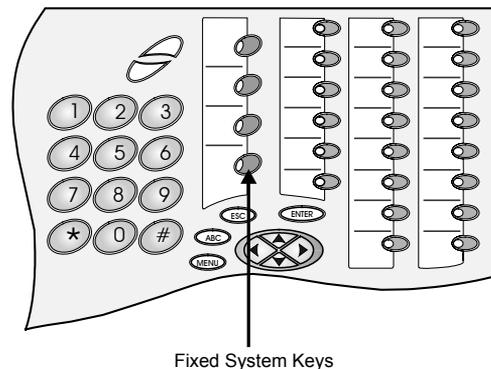
Four FlexSet buttons are programmed during installation, and are the same for each keyset system-wide. These fixed system keys cannot be programmed from the telephone, and can only be changed, system-wide, by the system manager. The four system defined fixed keys are different from site to site. The default features are:

Hold The Hold key is used for placing a party on HOLD while another call is made or received. (See also *Hold* on page A-16)

Transfer/ Recall (XFER) While engaged on a call you can activate a feature by pressing the Transfer key. When using Transfer, a special distinctive dial tone is heard, enabling you to either transfer the call, or activate a feature. Transfer puts the second party on Hold. (See also *Transfer (Xfer)* starting on page A-23).

Line The Line key is used for making and receiving calls. When several Line keys are in use, the station acts as if it is a multi-line instrument. (To program additional Line keys, see next page. default **Line** access code: #121, default **Line Originating Only** access code: #125).

Speaker (SPKR) The Speaker key is used to converse hands-free. When conversing through the speaker, voice volume can be adjusted. Volume of call monitoring, paging, etc. can also be adjusted by using the volume control buttons. (See also *Using the Speakerphone or Headset* on page 36).



Using the Programmable Keys

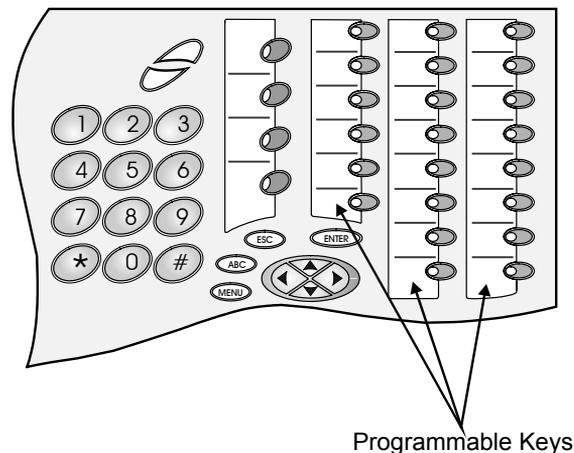
The programmable keys can be assigned to directly access other stations, station groups, trunks, trunk groups, or system features. There are 22 user programmable keys for the FlexSet-IP 280S (see page 4).

To Program a Key

Use this feature to enable programming the DSS keys.

1. Choose **ProgKy** soft key.
2. Press the DSS button you want to program.
3. Dial the numbers on the dial pad exactly as you would normally dial to enable the feature or to speed dial.
4. Press the DSS key again to end.

Several dial commands, in a series, may be programmed into one DSS key - useful for one-button speed dialing, voice response and other complex dialing patterns. Features keys can be programmed exactly as they are programmed in the FlexSet 280D and 120D series keysets. (See the *FlexSet 280, 280D, 280D-Z, 120, 120D and 120L User Guide* for full programming instructions and button labeling. See also the *Attendant Console User Guide*).



Programming: Button Labeling

The DESI™ Plus Labeling System is used to label the buttons on the FlexSet. DESI Plus is a user-friendly and powerful telephone designation strip program, which allows an office printer to quickly create labels custom-designed for various FlexSets.

The FlexSet comes with a preprinted DESI label inserted beneath the faceplate. Additional blank DESI Labels may be purchased from your dealer in letter or A4 sized paper. The sheets of peel-off stickers are provided to label the FlexSet buttons with names and phone numbers. To choose the appropriate label sheet layout designated for the specific FlexSet model, refer to the table at the bottom of this page.

Use DESI software downloaded from the manufacturer's site: http://www.tadirantele.com/products_terminals.asp or from the DESI site: <http://www.desi.com> to print the labels from your computer. Follow the online download instructions.

FlexSet Model	Label Sheet Catalog #		Details
	Letter, (8 ½ x 11")	A4	
FlexSet-IP 280S	7244-7400430	7244-7400420	26 buttons, with Navigator

To print the multi-designation label:

- Use the DESI software to select the layout of your multi-designation label (as described on the previous page)
- Enter the extensions assigned to the buttons on your FlexSet
- Feed your printer with the label sheet
- From the DESI Plus/DESI Lite menu, choose *File > Print*

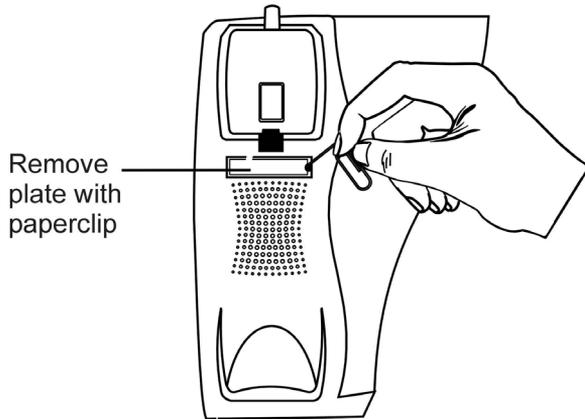
NOTE: The left column on the multi-designation label is intended for the four system defined fixed keys. Other columns are intended for the programmable speed dial keys.



Lift up to
remove cover

To place the telephone number:

- Insert a pointed tool into the hole located on the plastic plate covering the blank telephone number, as shown in the picture
- Lift upward to remove the plastic plate
- Peel off the printed label intended for the telephone number
- Insert the printed label
- Put the plastic plate back in place over the phone number



Making Calls

To place a call choose any one of the following options:

- Lift the handset and dial from the dial pad.
- Press **SPKR** and begin dialing directly from the dial pad.
- Begin dialing without lifting the handset. The Speaker is automatically activated.
- Press any idle (LED not lit) DSS or LOOP key. Loop originating only, or line, and after hearing dial tone, begin dialing.

The options available when the call is not answered are described in *When You Hear Ringback Tone for Internal Calls* on page 25, and in *When You Hear Ringback Tone for External Calls* on page 26.

The options available when the destination called is busy are described in *When you Hear a Reorder Tone for Internal Calls (in Do Not Disturb)* on page 28, and in *During a Break In* on page 30.

NOTES: When making external calls:

- 1) In some systems an outside dial tone must be heard before dialing can begin.
- 2) In some systems using Automatic Routing Selection, internal dial tone or no tone is heard after dialing the access code.
- 3) In some cases (as defined by Class of Service) dialing must begin with a Forced Account code before the called number can be dialed. When a Forced Account code is required, the distinctive dial tone will be heard after dialing the external line code.
- 4) See also *Caller ID Control* on page A-11.
- 5) Pressing # or **[StopDI]** after the external number commands the system to send the call immediately towards the destination without inter-digit delay.
- 6) In certain systems the cost or number of meter units of the call are displayed after an external call terminates. This appears for a few seconds or until another call is made or received, in the format defined for your system.
- 7) On external calls routed via an ISDN trunk, call messages are displayed (i.e. connection status, call fail etc.). Most messages are for system managers and technicians and will not be seen during normal operation (Message definitions follow on next page).

Message Definitions:

- NO B.C.:** *If the Bearer Capability of the trunk or dial service you are attempting to connect to does not match your station's COS.*
- NON ISDN ROUTE:** *If your station's COS is set to ISDN only and call attempts are made through a trunk group not defined as **ISDN only**.*
- QUE GROUP #:** *If no trunk is available the call may be held in a queue and this displays the number of the queue. Not applicable to all systems.*
- CO DISC./USER BUSY:** *The called party is engaged.*
- ON HOOK BY/NORMAL CLEAR:** *The called party has hung up (on hook, idle).*
- CO DISC./CALL REJECTED:** *The call cannot be completed because the called party does not allow it.*
- CO DISC./CAUSE #:** *ISDN protocols define error messages, with codes indicating the cause of failed connections. See Appendix E - ISDN Cause Numbers.*
- NO MEDIA CHANNEL:** *IP-specific error message. See Appendix F - Troubleshooting*
- CODEC MISMATCH:** *IP-specific error message. See Appendix F - Troubleshooting*
- NO PHYSICAL LINK:** *IP-specific error message. See Appendix F - Troubleshooting*

When You Hear Ringback Tone for Internal Calls

After dialing an internal destination number, the following Coral telephony features appear on your FlexSet display when you hear a ringback tone. Wait for an answer or press the nearby soft key to activate the required feature. See *Using the FlexSet-IP 280S Telephony Features* on page 17 for more details.

INTERNAL	<i>called number or name</i>				
↓	→Msg	CampOn	V-Page	Mute	Name/#

- **[Msg]** If no one answers your call, use this feature to leave a “message” at the called party’s station. This feature lights the message waiting lamp at the called party’s station indicating that a message was left, and it leaves a simple message such as CALL SUSAN on the destination station’s keyset display.
- **[CampOn]** Also known as *Call Back*. When a station does not answer, you may request that the system automatically call you back when the required destination number is available.
- **[V-Page]** Use this feature to Voice Page the called party’s keyset station. Your call is automatically answered and your voice heard over the called party’s speakerphone.
- **[Mute]** Activate Mute during ringback so that when the call is answered your side of the conversation is muted (handset, headset and speakerphone) and the called party will not hear you.
- **[Name/#]** Use this feature to briefly display the station dial number instead of the name.

When You Hear Ringback Tone for External Calls

After dialing an external destination number, the following Coral telephony state-related features appear on your FlexSet display when you hear the ringback tone. Wait for an answer or press one of the nearby soft keys to activate the required feature.

OUT trunk line
DIAL outside telephone number
↓ →Msg Mute AutRdl Elp-Tm

Page 1

OUT trunk line
DIAL outside telephone number
↑ →CallWt FlshTk Name/# Park StopDI

Page 2

OUT trunk line
DIAL outside telephone number
↑ →OCC SerCal CampOn

Page 3

- **[Msg]** Use when dialing a network destination but not for external destinations. If no one answers your call, use this feature to leave a “message” at the called party’s station. This feature lights the message lamp at the called party’s station indicating that a message was left, and it leaves a simple message such as CALL SUSAN on the destination station’s keyset display.
- **[Mute]** Activate Mute during ringback so that when the call is answered your side of the conversation is muted (handset and speakerphone) and the called party will not hear anything.
- **[AutRdl]** Use Auto Redial to have the system automatically redial the unanswered destination. Further redial options are available after activation. See page A-6 for more details.
- **[Elp-TM]** (Elapsed Time) - Not used during ringback.
- **[CallWt]** Use Calls Waiting to view the number of calls waiting for you.
- **[FlshTk]** Use Flash on Trunk to send a signal through the system to trunk lines in order to operate certain types of features that are available on the second system. This feature is also known as a Calibrated Opening.

-
- **Name/#** Use this feature to briefly display the trunk dial number instead of the trunk name.
 - **Park** Not used during ringback.
 - **StopDI** Not used during ringback. Press this button before you hear ringback tone, in order for the system to know when dialing out has been completed.
 - **OCC** Use this feature to send DTMF tones over a trunk for applications or services.
 - **SerCal** Not used during ringback.
 - **CampOn** Also known as *Call Back*. When network station does not answer, you may request that the system automatically call you back when the required destination number is available (see page A-12 for more information).

When you Hear a Reorder Tone for Internal Calls (in Do Not Disturb)

After dialing an internal station that is idle and has been set to Do Not Disturb or UNATTEND.

After dialing a station and receiving a reorder tone, override can be applied by pressing DND OVR.

DONT DIST <i>called number or name</i>					
↓	OnHkCm	OfHkCm	V-Page	Mute	Msg

Page 1

↑	Brk-In	DND OVR
---	--------	---------

Page 2

- **[OnHkCm]** Also known as *Call Back*. Use this feature to have the system automatically call you back when the DND destination station is available.
- **[OfHkCm]** Not used during reorder tone.
- **[V-Page]** Use this feature to Voice Page the called party's keyset station. Your voice will be heard over the called party's speakerphone after the Voice Page tone stops.
- **[Mute]** Activate mute during reorder tone so that when the Do Not Disturb is overridden, your side of the conversation is muted and the called party will not hear anything.
- **[Msg]** Use this feature to leave a "message" at the called party's station. This feature lights the message waiting lamp at the called party's station indicating that a message was left, and it leaves a simple message such as CALL SUSAN on the destination station's FlexSet display.
- **[Brk-In]** Enables an authorized user to send ring thus override the Do Not Disturb status. When you hear reorder tone, if DON'T DIST or UNATTENDED message appears, override can be applied and your call can be put through to the station.
- **[DND OVR]** Same as above.

When You Hear a Busy Tone for Internal Calls

After dialing an internal destination number, the following state-related Coral telephony features appear on your FlexSet display when you hear a busy tone. Hang up or press one of the soft keys.

BUSY <i>called number or name</i>
↓ →Msg OnHkCm Brk-In OfHkCm V-Page

Page 1

BUSY <i>called number or name</i>
↑ →Name/#

Page 2

- **[Msg]** Use this feature to leave a “message” at a busy station. This feature lights the message waiting lamp at the busy station and leaves a simple message such as CALL SUSAN on the destination station’s keyset display.
- **[OnHkCm]** Also known as *Call Back*. Use this feature to have the system automatically call you back when the busy destination station is available (see page A-12 for more information).
- **[Brk-In]** The Break-In feature enables an authorized user to break into an established two party call. Both conversing parties will hear the Break In warning tone. Your voice will be heard after the warning tone stops. During Break-In you can release the ports or alternate between parties (see *During a Break In* on page 30).
- **[OfHkCm]** Use this feature to send call waiting tone to the busy party. This feature is also known as *Call Waiting* or *Call Offer*. When a station is busy, use this feature to gain a second ringback tone and wait for your call to be answered.
- **[V-Page]** Use this feature to Voice Page the called party’s keyset station. Your voice will be heard over the called party’s speakerphone after the Voice Page tone stops.
- **[Name/#]** Use this feature to briefly display the station dial number instead of the name.

During a Break In

After dialing a busy destination number and choosing **[Brk-In]** (see page 29), both conversing parties can hear your voice. You may press **SPKR** or hang up in order to allow the continuation of the call, or press one of the following soft keys.

B TO	called number or name			3 rd party	
↓	→Xfer	Mute	FcdRIs	Dest	Source

Page 1

B TO	called number or name			3 rd party	
↑	→Elp-TM	CallWT	Name/#	Spk/Hs	

Page 2

- **[Xfer]** Used to converse, in private, with the caller party (from the original 2-way call). The called party is released.
- **[Mute]** During a break you can mute your side for silent monitoring (handset, headset and speakerphone). When this feature is activated by the MUTE on/off toggle switch, a bullet appears.
- **[FcdRIs]** The Forced Release feature enables an authorized user to release two ports actively connected to each other.
- **[Dest]** Used to converse, in private, with the 3rd party. The called party is put on hold. Press again for 3-way conversation.
- **[Source]** Used to converse, in private, with the called party. The 3rd party is put on hold. Press again for 3-way conversation.
- **[CallWT]** The Call Waiting feature can be used to view the number of calls waiting for you during a conversation.
- **[Name/#]** Briefly displays the two port dial numbers instead of the names.
- **[Spk/Hs]** See pages 36 and 37.

When You Hear a Busy Tone for External Calls

After dialing an external destination, the following state-related Coral telephony features appear on your FlexSet display when you hear a busy tone. Hang up and dial later or press the nearby soft key to activate the required feature.

OUT <i>trunk line</i>
USER BUSY
→Msg CampOn AutRdl Save#

- **[Msg]** Used only when dialing network destinations.
Use this feature to leave a “message” at a busy station. This feature lights the message waiting lamp at the called party’s station indicating that a message was left, and a simple message such as CALL SUSAN is left on the destination station’s keyset display.
- **[CampOn]** Also known as *Call Back*. Used only when dialing network destinations. (*See page A-12 for more information.*) When the network station is busy, you may request that the system automatically call you back when the required destination number is available.
- **[AutRdl]** Use Auto Redial to have the system automatically redial the busy destination. See page A-6 for more details.
- **[Save#]** Use this feature to save the dial number of the busy destination. The saved number can then be redialed by using **[RptNum]**.

Answering Calls

There are several ways to answer calls. The most conventional method is to answer the call directly by pressing the flashing **SPKR** key or lifting the handset. Other options include using one of the state-related Coral telephony features before you answer or to divert the unanswered call. The state related features automatically appear in the display below:

<i>caller #</i>	<i>CALL</i>	<i>your #</i>			
→DND	Mute	FwdAll	Name/#		

- **[DND]** Choose this feature to send a reorder (busy) tone to the incoming call, thus avoiding answering the call. Once DND (Do Not Disturb) is activated, all incoming calls will receive reorder tones. A bullet appears next to DND on the 3rd line of the display and within 10 seconds *DND* on the 1st line of the display appears to remind you that the feature is activated.
To disable the DND feature, press the **[DND]** soft key again.
- **[Mute]** Activate mute during ringing before answering so that when the call is answered your side of the conversation is muted (handset, headset and speakerphone), and the caller party will not hear you. The MUTE key is an on/off toggle switch.
- **[FwdAll]** (Forward All) Use this feature to forward all incoming calls to another destination. Press **[FwdAll]** and dial the destination number. Possible destination numbers include: operator, station, group, external numbers via public or private speed call library, DVMS message, UNA/Central Bell, group call or a network number. A bullet appears next to FwdAll on the 3rd line of the display and *FWD* message on the 1st line of the display to remind you that the feature is activated. To disable FwdAll, press the **[FwdAll]** soft key followed by **[Cancel]** soft key.
- **[Name/#]** Use this feature to briefly display the caller station dial number instead of the name on incoming call.

During an Internal Call

The following Coral telephony features are available during an internal call:

ANSWER party #					
↓	→PageQ1	Mute	CallWt	Park	Name/#

Page 1

ANSWER party #					
↑	Spk/Hs	PageQ2	PageQ3	PageQ4	PageQ5

Page 2

- **PageQx** Places your call on hold by sending it to one of ten Page Queue destinations (1 to 10). You are then free to page all the system members from your FlexSet and announce that there is a call for Mr. Doe on Page Queue Line (x = 1-10). The call can be picked up from any system station by dialing the Page Queue access code (default access codes are 7060-7069).
- **Mute** During a conversation you can mute your side of the conversation (handset, headset and speaker-phone). When this feature is activated by the MUTE on/off toggle switch, a bullet appears.
- **CallWt** The Calls Waiting feature can be used to view the number of calls waiting for you during a conversation.
- **Park** “Parks” your call at your station (i.e. places it on hold) so that it can be picked up at another system station. To pick up a parked call, see page A-18.
- **Name/#** Briefly displays the second party dial number instead of the name.
- **Spk/Hs** See pages 36 and 37.

During an External Call

The following Coral telephony features are available during an external call:

EXT ANS <i>trunk line</i>
DIAL <i>outside telephone number</i>
↓ →PageQ1 Xfer Hold Mute Elp-TM

Page 1

EXT ANS <i>trunk line</i>
DIAL <i>outside telephone number</i>
↓ →Save# Park CallWt FlshTk Name/#

Page 2

EXT ANS <i>trunk line</i>
DIAL <i>outside telephone number</i>
↑ →OCC SerCal AcctCd

Page 3

- **PageQ1** Places your call on hold by sending it to the first Page Queue destination. You are then free to page all the system members from your FlexSet and announce that there is a call for Mr. Doe on Page Queue Line 1. The call can be picked up from any system station by dialing the Page Queue 1 access code (default access code is 7060).
- **Xfer** (Transfer) transfers your call to another destination. Pressing **Xfer** places the called party on HOLD. Dial a number (internal or external). Disconnect to transfer the call, or first announce the call and then disconnect. See also *Transfer (Xfer)* starting on page A-23.
- **Hold** Use this feature to place the second party on hold while another call is made or received. Retrieve the call by pressing the winking **LOOP** key or by pressing the **Hold** soft key when a bullet appears next to it, or by pressing on the **HOLD** key when lit.
- **Mute** During a conversation you can mute your side of the conversation (handset, headset and speakerphone). When this feature is activated by the **MUTE** on/off toggle switch, a bullet is displayed next to it.
- **Elp-TM** Use this toggle feature to view or cancel the call duration in HH:MM:SS format up to (13 hours) 12:59:59.

-
- **Save#** Saves the dial number of the called external destination. The saved number can then be redialed by using **RptNum** (Repeat Number).
 - **Park** Parks your call at your station so that you can pick it up at another system station.
 - **CallWt** Use this feature to view the number of calls waiting for you during a conversation.
 - **FlshTk** Use Flash on Trunk to send a signal through the system to trunk lines to operate certain types of features that are available on the second system. This feature is also known as a Calibrated Opening.
 - **Name/#** Briefly displays the trunk dial number instead of the trunk name.
 - **OCC** (**OCC - Other Common Carrier**) Enables you to send touch-tone dialing DTMF tones over a trunk for applications or services. After pressing **OCC** dial the required digits.
 - **SerCal** Marks a call before transferring the call. This causes the call to return to you after the third party hangs up.
 - **AcctCd** Used to enter an account code for the current external call. The code is marked on the SMDR printout.

Using the Speakerphone or Headset

The FlexSet is equipped with a speaker so that it can operate as a speakerphone. This enables you to converse without lifting the handset. Pressing the speakerphone (**SPKR**) key automatically switches on the microphone and speaker. All dialing or conversation is automatically hands-free while the handset remains on the cradle.

There are, however, several ways of using the speaker key, such as: in conjunction with a headset, or when the **SPKR** key is programmed for on/off operation, and using the Spk/Hs (Speaker/Headset) soft key to switch between the handset and the speaker.

Using the Speakerphone for Hands-Free Conversation:

- **With handset on cradle:** When the handset is on the cradle and the **SPKR** key flashes, you can speak hands-free by pressing the flashing **SPKR** key or by using one of the methods described in Making Calls (see page 20).
- **Switchover from speakerphone to handset:** When you are using the speakerphone and want to use the handset for private conversation, lift the handset. The **SPKR** key LED will go off.
- **Switchover from handset to speakerphone:** When you are using the handset and want to use the speakerphone, first press the **SPKR** key, then when the LED is lit, replace the handset on the cradle.
- **Disconnecting Calls:** Either press the lit **SPKR** key when the handset is on the cradle or replace the handset onto the cradle when the **SPKR** key LED is off.

Using the **[Spk/Hs]** Soft key (when the FlexSet is programmed for **SPKR On/Off key**):

- **When using headset (or handset is off cradle):** When your FlexSet is equipped with a headset, you can answer and disconnect calls by pressing the **SPKR On/Off** key. When the **SPKR** key LED is lit, you are connected. Pressing the lit key will disconnect the call. To switch between headset and hands-free operation, you must use the **[Spk/Hs]** soft key from the FlexSet display.
- **With handset on cradle:** If the FlexSet rings and the **SPKR** key flashes, you can speak hands-free by pressing the flashing **SPKR** key. The key LED will now be steadily lit.
- **Switchover from speakerphone to handset:** When you are using the speakerphone and want to use the handset for private conversation, lift the handset. The **SPKR** key LED will remain lit.
- **Switchover from handset to speakerphone:** When you are using the handset and want to use the speakerphone, first press the **[Spk/Hs]** soft key. When the LED is lit, place the handset on the cradle.
- **Disconnecting calls:** There are two ways to disconnect calls:
 - Pressing the lit **SPKR** key.
 - Returning the handset or pressing hookswitch when the **[Spk/Hs]** soft key is off (a bullet is not displayed).

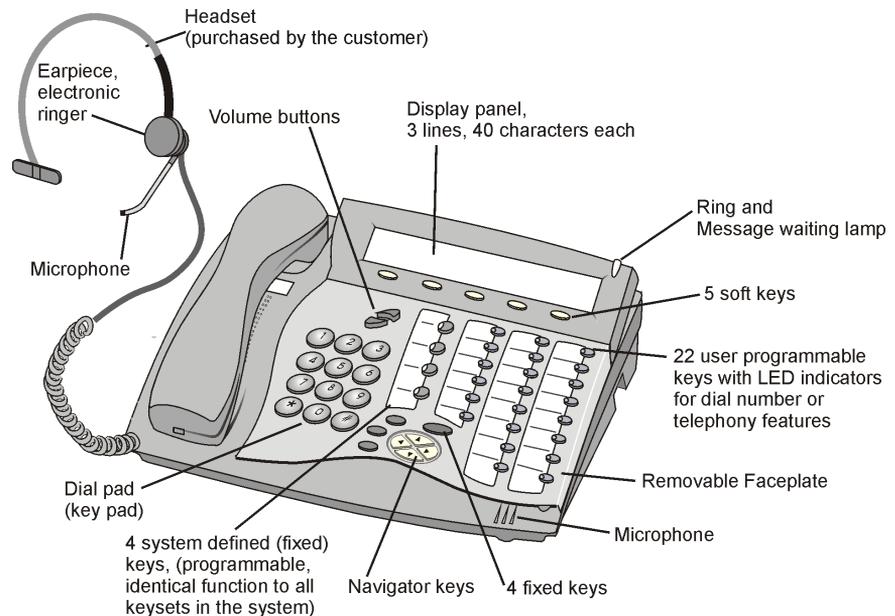
When the FlexSet is programmed as Headset Only and for SPKR On/Off key

- **When your FlexSet is equipped with a headset:** the Headset Only feature is activated and the **SPKR** key is set to operate as On/Off (connect/release) switch, you can answer and disconnect calls by pressing the **SPKR** key.
- **When the key Led is lit,** you are connected. Pressing the lit key will disconnect the call.
- **Disconnecting calls:** Press the lit **SPKR** key.

Note:

See your system administrator to program the SPKR key to operate as On/Off switch.

If the FlexSet is defined as Headset Only, the speakerphone will not operate.



Headset Cord (#2) Disconnect

Headset Cord (#2) Disconnect enables activating a selected preprogrammed key by disconnecting the headset cord. The feature enables you to automatically invoke a keyset function such as Do Not Disturb, Login/Logout, Attended/Unattended, Call Forward or any other preprogrammed key function upon disconnection of the headset cord.

One of the Headset Cord Disconnect purposes is to block a telephone from accepting calls when the headset cord is disconnected. Any call forwarding to the keyset will be automatically cancelled when the feature is activated.

This feature is generally combined with the Headset Only feature to allow calls to be conducted via the headset/handset even if the cradle switch is on-hook.

Note: *The Headset Cord Disconnect feature does not work with all headset equipment. The feature is operable only with headsets that do not use auxiliary equipment, such as splitters, volume amplifiers, external headset/handset switches, etc.*

See your system administrator for the programmable button assigned for this feature.

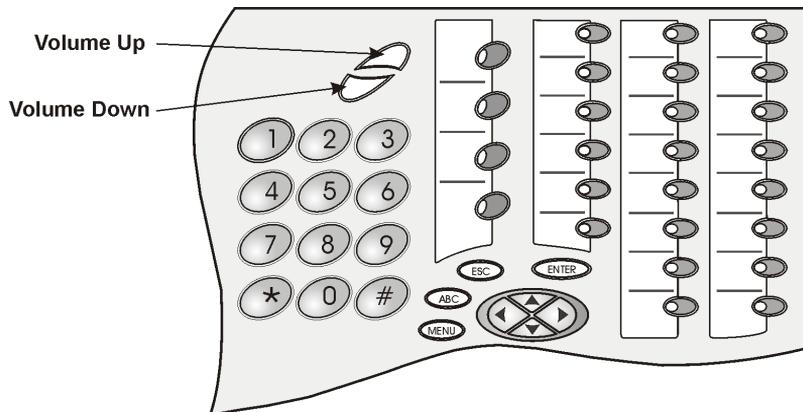
The corresponding button should be programmed to perform the required function.

Operation

- If a key is preprogrammed with a feature having ON/OFF states (e.g. Do Not Disturb), the system will toggle the feature Off when the Cord is connected, and On when the Cord is disconnected. The Login/Logout function is excluded from this rule as it operates in the reverse mode.
- If the key is programmed with a feature without ON/OFF states, the system will operate the same key contents when connecting/disconnecting the cord (e.g. dialing an external number).
- When enabled by disconnecting the cord #2, the feature can be disabled also by pressing the button.
- The feature activated by pressing a button when the cord is plugged in will remain active when the cord is disconnected.
- Connecting the cord will cancel the feature that has been activated by pressing a programmable key or dialing a feature code when the cord was disconnected.

Volume Adjustment

Press the volume buttons to increase or decrease the volume of the FlexSet loudspeaker and handset.



While the volume is being changed, the top line of the display describe the volume level.

Speaker volume levels range from a MIN unit value of 0 to a MAX unit value of 9 (27dB range).

The **Handset** volume level ranges from a MIN unit value of 0 to a MAX unit value of 6 (18dB range).

The Speaker and Handset each have their own audio level and are independently influenced by volume buttons as follows:

Speaker: When conversing through the speaker, voice volume can be adjusted. Volume of call monitoring, paging, etc. can also be adjusted.

Speakerphone: When conversing hands-free, the built in sensitive microphone is used to amplify your voice. The system operates in such a way that the two connecting parties (i.e. you and the far side) cannot be heard simultaneously; the stronger party is heard. Press **Volume Up** to hear the far side more strongly, press **Volume Down** to be heard more easily (or to break in).

Handset: When conversing through the handset or headset, receiver volume can be adjusted.

Ring Adjustment

The FlexSet ring volume can be changed by using the FlexSet soft keys, or by using the volume buttons while the phone is ringing. Also note that the Message Lamp lights in beat with the ring.

The ring level ranges from 0 (MIN ring) to 15 (MAX ring).

To Adjust the Ring Level while Idle:

Select   >  >  > . Press the up or down volume buttons to adjust the ring level.

To Adjust the Ring Level while Ringing:

Press the up or down volume buttons to adjust the ring level.

CAUTION! *The Ringer is disabled and the FlexSet cannot receive calls when DND or Call Forward All are indicated (by bullet) and *DND*, *FWD* messages on the display.*

Appendix A – Telephony Features

The Attendant features are given below in Appendix B.

Not every feature in this *Appendix* may have been installed in your system, or at your station/extension. Attendant features are available only when the station is defined as having Attendant station privileges. Other features are dependent on the assigned Class of Service (COS) levels. Check with your system manager for a list of the specific features installed.

The following features can also be operated by using their system dial codes so that they may be programmed into the programmable keys. For more detailed information on feature default dial codes, how to use and how to program them, refer to the *Coral FlexSet 280, 280D, 280D-Z, 120, 120D and 120L User Guide*.

General Notes:

In the following feature descriptions:

- When a feature is activated, its soft key appears with a bullet next to it. For an example, see page 17.
- “Dial” means entering the number/s from the dial pad.

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Account Code

An account code can be entered before or during an external (incoming or outgoing) call, causing the call to be marked with the account code on the SMDR printout.

To activate during a call:

1. Press **[AcctCd]**.
2. Dial the relevant account number.
3. Hear confirmation tone.
4. Continue the call or hang-up.

To activate from idle:

1. Press **[AcctCd]**.
2. Dial the relevant account number.
3. Dial external line access code.
4. Dial external number.

ACD & UCD: Calls Waiting Display

This feature permits you to view the number of calls waiting for any ACD group.

If the CALLS WAIT ACD # programmable key for your group is flashing, view the number of waiting calls for your group (even during a call) by simply pressing the key. The number of waiting calls is displayed on the top line. To program a CALLS WAIT ACD # key, use feature code #1982, followed by the specific ACD group number.

To view the number of waiting calls for any other group:

1. While in idle, press **[ACDWTc]**.
2. Dial the ACD group number.
3. Hear confirmation tone.

ACD & UCD: Load ID

This feature enables the system to identify you as an ACD agent.

Once your ID is loaded, you can log into one or more ACD groups. You can load a different ID while logged in.

Your ID is erased from the system only when you log-out of all your groups.

1. Press **[LoadID]**, the current ID shown on the top line.
2. Dial your 4-digit ID number.
3. Hear confirmation tone.

ACD & UCD: Log In/Out for a Single ACD Group

Use to join or leave an ACD group. The agent may belong to more than one group simultaneously.

1. Press **[Log/O]**.
2. Dial the ACD group number. The ID number is displayed on the middle line.
3. Choose **[Set]** to join group or **[Cancel]** to leave group.
4. Hear confirmation tone. The ASSIGN message is logged in, while the DE-ASSIGN message on top line means logged out.
5. If you have not loaded your ACD 4 digit ID number, the NO ID, LOGIN message appears. Load your ID number.
6. Continue from Step 2 above.

If you are a member of more than one ACD group, use the PRIMARY LOG-IN feature to define one of those groups as your primary group.

Use the procedure described above, but replace **[Log/O]** with **[PrmLog]**. Once you have logged into your primary group, waiting calls will always be routed to you from this group first.

ACD & UCD: Primary Log-In

If you are a member of more than one ACD group, you can use this feature to define one of those groups as your primary group. Once you have logged into your primary group, waiting calls will always be routed to you from this group *first*.

1. Press **[PrmLog]**.
2. Dial the primary ACD group number.
3. Choose **[Enable]** to join group or **[Cancel]** to leave group.
4. If you have not loaded your ACD 4-digit ID number, the NO ID, LOGIN message appears. Load your ID number.

ACD & UCD: Release/Resume from All Groups

Use **[RisRsm]** to temporarily leave all the ACD/UCD groups of which you are a member. This is a toggle switch. Press again to rejoin your group/s. When released a bullet appears next to **[RisRsm]**.

The top line will show RELEASED ALL when you leave your group/s and RESUMED ALL when you rejoin.

ACD & UCD: Release/Resume from a Single UCD Group

When your station is a member of a UCD group, you may temporarily exit the group and then later rejoin.

1. Press **[E/JUCD]**.
2. Dial your UCD Hunt group number.
3. Press **[Set]** to exit or **[Cancel]** to rejoin.
4. Hear confirmation tone.

Note: *You can use a programmed key for on/off or as a toggle key. To program a RELEASE/RESUME UCD# key, use feature code #1991 followed by the specific UCD group number.*

ACD & UCD: Wrap-Up Code

Use this feature to send the appropriate wrap-up code for the last ACD incoming call you answered.

See your ACD Supervisor for an updated list of codes.

1. Press **[WrapCd]**
2. Dial the appropriate 4-digit code number.
3. Hear confirmation tone.

ACD: Wrap-Up Time On/Off

This toggle feature allows the ACD/UCD agent free time between consecutive ACD calls.

During this free time the agent will not receive any ACD calls and can send the Wrap-Up Code to the ACD server without being interrupted by other calls.

Press **[WrapTm]**, WRAP-UP ON appears on the display and a bullet appears next to the **[WrapTm]** giving the agent free time. Press again to end the Wrap-Up time interval; WRAP-UP OFF appears on the system line.

Auto Answer

This toggle feature causes the speakerphone to automatically answer calls after a predetermined number of rings. Press **[AutAns]** again to deactivate. When the feature is activated a bullet appears next to **[AutAns]**.

CAUTION!

Leaving your workstation while Auto Answer is activated will cause your station to answer an incoming call. All conversation in the room can be heard. A trunk call trapped in Auto Answer could lock up the trunk until released by the system.

Auto Redial

Use **AutRdl** to automatically redial an external busy number, either when you hear the busy tone or from idle. More than one number can be stored in the Redial list. Once activated, the following state-related options appear in the FlexSet screen as needed:

- **Next** Use to view next number in the redial list.
- **Prev** Use to view previous number in the list.
- **ImDial** (Immediate dial) When scrolling through the Auto Redial list, confirms selected number and dials.
- **Add** Use to add another external number to the redial list.
- **Enable** Use to activate Auto Redial upon selected number.
- **Cancel** Deletes the number from the redial list.
- **CanAll** (Cancel All) Deletes all the numbers from the redial list.
- **Freeze** Stops dialing the selected number. To begin dialing this number again, use *Restart*.
- **FrzAll** (Freeze All) Stops dialing all the numbers in the redial list. They can all be restarted again by using *Restart All* **RstAll**.
- **Restart** Begins redialing “Frozen” number. See **Freeze** above.
- **RstAll** (Restart All) Begins redialing all the “Frozen” numbers.
- **Priori** Appears when more than one number has been entered into the redial list. Use this option to increase the redial rate for the most important number.
- **CanPri** Cancel Priority is used to cancel the quick redial for the prioritized number and return number to standard redial cycle.

To Activate Auto Redial from idle (before making an outside call):

1. Choose **AutRdl**.
2. Dial the required outside line access code or press a DSS key.
3. Dial the outside number.
4. Press **SPKR** to release or scroll between numbers by pressing **Next**.

To Activate Auto Redial when you hear a busy tone:

1. Press **AutRdl**.
2. The system will now automatically redial at timed intervals.
3. When the called party answers, press the flashing **SPKR** or lift the handset to enable conversation.

Boss Group: Call Forward All

Used to forward all the incoming calls to your Boss Group to another destination in the system. Possible destinations include operator, station/group, public speed call library, DVMS pre-recorded message, UNA/central bell, network number or group call.

1. Press **BG:FwA** (Boss Group: Forward All)
2. Press **St/Gp#** and dial your boss group number, or scroll between groups by using the scroll soft keys **Port Up**, **Fast Up**, **Port On**, **Fast On**.
3. Press **Dest** and dial the destination number where calls are to be forwarded
OR
Press **Cancel** to cancel Call Forward feature.
4. Press **Abort** or **SPKR** to exit and save.

Boss Group: Call Forward Busy

Use this feature to forward all your incoming Boss Group calls to another destination when all your boss group lines are busy. Possible destinations include operator, station/ group, public speed call library, DVMS pre-recorded message, UNA/central bell, network number or group call.

1. Press **[BG:FwB]** (Boss Group: Forward Busy).
2. Press **[St/Gp#]** and dial your boss group number, or calls between groups by using the scroll soft keys **[Port Up]**, **[Fast Up]**, **[Port On]**, **[Fast On]**.
3. Press **[Dest]** and dial the destination number where calls are to be forwarded
OR
Press **[Cancel]** to cancel Call Forward feature.
4. Press **[Abort]** or **SPKR** to exit and save.

Boss Group: Call Forward No Answer

Use this feature to forward your incoming Boss Group calls to another destination when none of your boss group lines are being answered. Possible destinations include operator, station/group, public speed call library, DVMS pre-recorded message, UNA/central bell, network number or group call.

1. Press **[BG:FNA]** (Boss Group: Forward No Answer).
2. Press **[St/Gp#]** and dial your boss group number, or scroll between groups by using the scroll soft keys **[Port Up]**, **[Fast Up]**, **[Port On]**, **[Fast On]**.
3. Press **[Dest]** and dial the destination number where calls are to be forwarded

OR

Press **[Cancel]** to cancel Call Forward feature.

4. Press **[Abort]** or **SPKR** to exit and save.

Boss Group: Call Forward Timed

Used to forward your incoming Boss Group calls to another destination for specified system-defined time periods. Up to two different time intervals may be defined system-wide. Possible destinations include operator, station/group, public speed call library, DVMS pre-recorded message, UNA/central bell, network number or group call.

1. Press **[BG:FwA]** (Boss Group: times Forward).
2. Press **[St/Gp#]** and dial your boss group number, or scroll between groups by using the scroll soft keys **[Port Up]**, **[Fast Up]**, **[Port On]**, **[Fast On]**.
3. Press **[Dest]** and dial the destination number where calls are to be forwarded
OR
Press **[Cancel]** to cancel Call Forward feature.
4. Press **[Abort]** or **SPKR** to exit and save.

Boss Group: Exclusive Hold

As a Boss Group member, you can put your FlexSet into Exclusive Hold mode. This ensures that a call placed on hold can be retrieved only at your station.

Press **[BG:ExH]** to activate, press again to cancel (this is a toggle on/off feature).

If **[BG:ExH]** is canceled, the held call can be retrieved by any other member of the Boss Group.

Boss Group: Privacy

As a Boss Group member, you can put your FlexSet into Privacy mode. This prevents other members of your Boss Group from accidentally joining your conversations.

Press **[BG:Prv]** to activate, press again to cancel (this is a toggle on/off feature).

Boss Group: Line Keys Programming

Each FlexSet in a Boss Group can be programmed with line keys. The use of programmed line keys assists in defining the various ways in which a Boss Group can answer incoming calls.

To Program Line Keys:

1. Press **[ProgKy]**.
2. Select and press a **LINE NN** DSS key.
3. Dial LINE feature code (default dial number: #126).
4. Dial Line number (**00** = first line, **01** = second line, etc.).
5. Dial the Boss Group number.
6. Press selected **LINE NN** DSS key again.
7. Press **SPKR** key to release.

To View Programmed Key Contents:

1. Press **[ProgKy]**.
2. Press programmed **LINE NN** DSS key. View contents on system lines.
3. Press Volume Up to check any additional codes on this button.
4. Press **SPKR** key to release.

Break-In

Press this feature to break-in to an established two-party call.

Both conversing parties will hear a break-in warning tone.

Press **[Brk-In]** to activate, press **XFER** to cancel (see pages 30-25 for *During a Break In*).

Note: *Only stations with appropriate COS may activate the Break-In feature.*

Call Forward All

Use this feature to forward all your incoming calls to another destination. Possible destinations include: operator, station/group, external number via public and private speed call library, DVMS message, UNA/Central Bell, group call or network number.

1. Press **[FwdAll]**.
2. Dial the destination number.
3. Hear confirmation tone.

Note: *A *FWD* message appears on the top line to remind you that this feature has been activated at your station.*

To Cancel Call Forward:

1. Press **[FwdAll]**.
2. Choose **[Cancel]**.
3. Hear confirmation tone.

To Change Call Forward Destination:

1. Press **[FwdAll]**.
2. Choose **[Dest]** to enter destination.
3. Dial the destination number.
4. Hear confirmation tone.

Call Forward Busy

Use this feature to forward your incoming calls to another destination when your FlexSet is busy. Possible destinations include: operator, station/group, external number via public and private speed call library, DVMS message, UNA/Central Bell, group call or network number.

1. Press **[FwdBsy]**.
2. Dial the destination number.
3. Hear confirmation tone.

To Cancel Call Forward:

1. Press **[FwdBsy]**.
2. Choose **[Cancel]**.
3. Hear confirmation tone.

To Change Call Forward Destination:

1. Press **[FwdBsy]**.
2. Choose **[Dest]** to enter destination.
3. Dial the destination number.
4. Hear confirmation tone.

Call Forward Busy/No Answer

Use this feature to forward your calls to another destination when your FlexSet is either busy or is not being answered. Possible destinations include: operator, station/group, external number via public and private speed call library, DVMS message, UNA/Central Bell, group call or network number.

1. Press **[FwdBNA]**.
2. Dial the destination number.
3. Hear confirmation tone.

To Cancel Call Forward:

1. Press **[FwdBNA]**.
2. Choose **[Cancel]**.
3. Hear confirmation tone.

To Change Call Forward Destination:

1. Press **[FwdBNA]**.
2. Choose **[Dest]** to enter destination.
3. Dial the destination number.
4. Hear confirmation tone.

Call Forward No Answer

Use this feature to forward your unanswered calls to another destination. Possible destinations include: operator, station/group, external number via public and private speed call library, DVMS message, UNA/Central Bell, group call or network number.

1. Press **[FwdNA]**.
2. Dial the destination number.
3. Hear confirmation tone.

To Cancel Call Forward:

1. Press **[FwdNA]**.
2. Choose **[Cancel]**.
3. Hear confirmation tone.

To Change Call Forward Destination:

1. Press **[FwdNA]**.
2. Choose **[Dest]** to enter destination.
3. Dial the destination number.
4. Hear confirmation tone.

Call Forward - Timed

Use this feature to forward your incoming calls at specified (system-defined) time intervals to another destination. Up to two different time intervals may be defined system-wide. Possible destinations include: operator, station/group, external number via public and private speed call library, DVMS message, UNA/Central Bell, group call or network number.

1. Press **Fwd-Tm**.
2. Dial a number.
3. Hear confirmation tone.

To Cancel Call Forward:

1. Press **Fwd-Tm**.
2. Choose **Cancel**.
3. Hear confirmation tone.

To Change Call Forward Destination:

1. Press **Fwd-Tm**.
2. Choose **Dest** to enter destination.
3. Dial the destination number.
4. Hear confirmation tone.

Call Log

Use the Call Log feature to view and redial the last 40 outgoing and last 40 incoming calls to your station. Calls are displayed with the name and number (where available).

1. Press **CALog**, or press **MENU** > **CALog**.
2. Choose **Out** for an outgoing call record
OR
Choose **In** for an incoming call record
3. Choose **Dial** to dial the call
OR
Choose **Delete** to delete the call record.

To Delete All Outgoing, All Incoming or All Call Records:

1. Press **MENU** > **UsrDef** > **CALog**.
2. Choose **Delete**.
3. Choose **Out** to delete all outgoing call records.
OR
Choose **In** to delete all incoming call records.
OR
Choose **Both** to delete all call records.

Note: Ensure that you wish to remove these calls from the Call Log before deleting, as there is no confirmation message.

To Include/Exclude Internal Records in the Call Log:

1. Press **MENU** > **UsrDef** > **CALog**.
2. Choose **Intern**.
3. Choose **Yes** to include internal calls in the log.
OR
Choose **No** to exclude internal calls from the log.

A bullet appears next to **Intern** if internal calls are included.

To Include/Exclude Duplicate Records in the Call Log:

1. Press **MENU** > **UsrDef** > **CALLog**.
2. Choose **Duplic**.
3. Choose **Yes** to list duplicate numbers (a number that has called your station, or that has been called, more than once) separately.
OR

Choose **No** to list only the most recent call for each logged name/number. In this case, the number of times that they called is displayed in parentheses after the name and number. Once the Call Log has been viewed, this number resets to zero and is hidden.

To Set the Outside Line Access Code:

1. Press **MENU** > **UsrDef** > **CALLog**.
2. Choose **OutLin**.
3. Enter the outside line access code to be dialed when calling numbers from the Call Log. The default external access code is 9.

To delete a digit, select the digit using the   buttons and press * to delete.

4. Press **Save**.

Call Trace

Traces the next **x** (a system-defined variable) calls to your FlexSet. A list of the calls can also be sent to a printer or terminal (see **Call Trace Print** below).

Press **Trace** to activate, press again to cancel (this is a toggle on/off feature).

Call Trace Print

Use this feature to receive a printout, or terminal listing of the calls traced from your FlexSet. **Trace** must have been already turned on.

See your system manager to change the printer destination.

1. Press **TrcPrn** to send printout.
2. CALL TRACE PRINT message appears.
3. Hear confirmation tone.
4. If you have not activated **Trace** (above), the CALL TRACE OFF message appears.

Caller ID Control

This feature enables you to allow or restrict the presentation of your telephone number from appearing on the display of the called outside party. Your telephone is pre-set in the system to either restrict or display for all calls. Use **CIDCnl** to override this setting on a per-call basis.

1. Press **CIDCnl**.
2. Dial external number.

Call Waiting Activation/Call Offer

When hearing a busy tone at another station, press **OffHkCm** to send a call waiting tone to the busy station. The station now knows that another call is waiting. Your side hears a second (quicker) ringback tone (system-wide defined).

Calls Waiting Display

Use **[CallWt]** to view the number of calls waiting for you during a conversation.

See also page A-4, *ACD & UCD: Calls Waiting Display*.

Camp-On (or Call Back)

Use this feature when a busy tone or station/trunk does not answer. The system calls you back when the station/trunk is available. Answer your FlexSet to ring the camped-on line.

After dialing an external number, when system resources such as trunks are unavailable (double busy tone), activate **[CampOn]** and then hang-up. The system calls you back as soon as a trunk is freed and continues to dial the digits from memory.

To Camp-On to a busy/ringing station or busy outside line:

1. Press **[CampOn]**.
2. Hear confirmation tone.

To Camp-On to a station while your FlexSet is in idle mode:

1. Press **[CampOn]**.
2. Dial the destination number.
3. Hear confirmation tone.
4. Wait for the system to call you back and answer the call to dial the camped-on station/trunk (or should you hear distinctive dial tone, system-wide defined, press **[CampOn]** to initiate ringing).
5. *For Trunks Only:* After the trunk line is free, you must continue dialing the outside dial number for external numbers.

You Can Add More Than One Destination to the Camp-On List:

1. Press **[CampOn]**.
2. Choose **[Dest]** to enter destination.

3. Dial the destination number..
4. Hear confirmation tone.

Note: *CampOn is automatically cancelled at midnight.*

To Cancel a Number from the Camp-On List:

1. Press **[CampOn]**.
2. Use **[Next]** to scroll through the list of Camp-On destinations and select a destination.
3. Choose **[Cancel]** to cancel Camp-On.

Camp-On (Offhook)

When hearing a busy tone at another station, press **[OffHkCm]** to send a call waiting tone to the busy station. The station now knows that another call is waiting. Your side hears a second (quicker) ringback tone (system-wide defined).

Conference, Multi-Party Lock

The authorized participant user can use **[CnflLck]** to block other users from joining an ongoing conference. This is a toggle on/off, press once to LOCK, press again to UNLOCK.

Note: If you “lock” the conference and leave, you will not be able to rejoin until another conference member “unlocks”.

Conference View/Release

This feature allows an authorized user, from idle, to release a conference participant from an ongoing conference. The feature also allows viewing the participant list.

1. Press **[Cnflns]**.
2. Dial the Conference number.
3. Choose **[Part#]** and dial participant number or use the **[UpScrL]** and **[DnScrL]** to scroll between participants and choose which one should be released.
4. Choose **[FcdRls]** to activate Force Release for the participant displayed on the top line (no confirmation tone will be heard).
5. If the Conference contains no participants, the display shows CONF EMPTY on the top line.
6. Press **SPKR** key or **[Abort]** to exit.

Note: You may repeat this process for any number of participants.

COS Switchover

Use this feature to change your Class of Service from Primary to Secondary or vice versa. Different COSs give different dial and feature capabilities to a particular station.

1. Press **[COS-Sw]**.
2. Dial your 4-digit Passcode.

3. Press **[COS-2]** to switch to your secondary COS or **[COS-1]** to return to your primary COS.

4. Hear Confirmation tone.

Note: To define your passcode, see **[Pascod]** feature description. COS Switchover is denied when your phone is in Checkout mode.

Directory

This feature provides a searchable directory listing of Shared and Personal records. For more information, see *Directory on page G-1*.

Divert Call

When your station is busy, select this feature to divert an incoming call to another system station, group or Library number.

Your station must be defined as multi-appearance to view incoming calls when busy.

A DSS key must be programmed to activate Divert Call.

1. Press **[ProgKy]**.
2. Choose and press DSS key.
3. Dial feature access code (default dial number: #1445).
4. Dial the destination station (or group or library).
5. Press the selected DSS key again.
6. During a call when you need to divert an incoming call, press the DIVERT CALL DSS key.

Do Not Disturb

Press **[DND]** to enable or block all incoming calls to your station. Press the toggle key once to activate and again to cancel. When this feature is activated, a bullet appears next to **[DND]** and a *DND* message on the top line appears to remind you that the feature is activated. You can still dial out and you will still receive Voice Page calls. Only a station with DND Override privilege will be able to ring your FlexSet.

If the feature is activated, the calling station will see the DONT DIST message and hear the reorder tone.

Do Not Disturb Override

After dialing an idle station and receiving a reorder tone, if the DONT DIST or UNATTENDED message appears on the top line, an authorized user can ring the station by using this feature.

1. Press **[DNDOvr]**.
2. Hear ringback tone and wait for answer.

Elapsed Time

Displays the call duration on the top line for external or network calls. The elapsed time is shown in HH:MM:SS format up to (13 hours) 12:59:59.

Press the toggle **[Elp-TM]** during the call or from idle (to display call length for all calls). Press again to cancel the Elapsed Time display.

Executive Privilege

Use this feature to copy all the COS features from any system station to from any system station to your FlexSet (to use features or to dial numbers restricted to the current station).

After the **one** call, the current FlexSet returns to its previous COS.

1. Press **[ExeC]**.

2. Dial the station number.
3. Dial the passcode of that station (see *Passcode* on page A-18).
4. Now the current FlexSet resembles the other station. Continue to dial as you would from that station.

Flash on Trunk

Use this feature as a FLASH key (or a Calibrated Opening key) while connected to an outside line. This enables using certain types of features that are available on the second system (see *During an External Call* on page 34).

FlexiCall

This feature enables you to designate an internal or external phone to operate as a second phone that rings along with your station and may be answered as a system call. For information, see *FlexiCall* on page G-6.

Follow Me

Use this feature to collect your calls from another station. The other station (source) is then put into a call forward state.

1. Press **[FlwMe]**.
2. Dial a station number.
3. Choose **[Set]** to activate or **[Cancel]** to deactivate.

Note: *You can also cancel this option from the other station by canceling the (lit) **[FwdAll]** feature at the other station.*

Forced Release

An authorized user can select this feature to release two ports actively connected to each other.

1. Dial Port Number.
2. Hear busy tone.
3. Press **[Brk-In]**.
4. Listen for conversation. Press **SPKR** or hang up to allow the continuation of the call.
5. Choose **[FcdRls]** to end the conversation and release the ports.

Group Call

Group Calls are preset conference calls.

There are two types of Group Calls.

- Group Call with pre-defined members. One member initiates a call by pressing a pre-programmed DSS Group Call key (or dialing the group call access key) which rings the other stations.
- Multi-Party Conference where any system station can initiate a conference by dialing the conference number code (default feature dial number: 7098 or 7099).

The members join in the same manner when they dial the feature code number during the call.

HELP Requesting

Use this feature to alert a pre-selected station during a call when help is needed. Using this feature does not disrupt your current call.

A DSS key must be programmed to activate **Help Requesting**:

1. Press **[ProgKy]**.
2. Choose and press DSS key.
3. Dial feature access code (default dial number: #1443)
4. Dial the destination station.
5. Press the selected DSS key again.
6. During a call when you need help, press the **HELP-REQUESTING** DSS key and continue the call, while watching the Help key LED.

Your programmed DSS key LED is lit while the destination phone rings. The LED winks when the call is answered.

The destination station views the help message on their station display while their station is ringing. Wait for help or press HELP key again.

Tip: *Discuss with co-worker/partner what Help procedure should be performed when Help is requested.*

HELP Answering

This feature allows you to receive a call for help from another station. When your phone rings and HELP message is displayed:

1. Answer the call, hear confirmation tone and check the station number displayed.
2. Press **SPKR** or hang up to release.
3. Take help action as agreed.

Hold

During a call, press **[Hold]** or **HOLD** to place the second party on hold so that you can place another call, transfer the call or answer another call.

The **[Hold]** soft key is shown with a bullet next to it, indicating that a call has been placed on hold at your station. The **HOLD** fixed key LED lit on and the fixed **LOOP** key is winking.

The held party hears a tone, as defined system-wide.

Note: *A *HOLD* message appears on the top line to remind you that a called is held at your station.*

To Pickup the Held Call:

1. Press **[Hold]** or **HOLD** again.
2. Choose **[ReConn]**. If more than one party has been placed on hold, scroll between names by using **[Next]**.

The held calls are returned in “first in/first out order”.

If you do not return to the call on hold within a predetermined amount of time, the call will automatically return to you.

Note: *If your telephone is programmed with Hard **HOLD**, the message **CALL ON HOLD** appears after placing a call on hold. When Hard Hold is activated on a call, your station will be considered busy for additional incoming calls. However, outgoing calls can still be made.*

Idle Display

Use **[IdlDsp]** to hide your FlexSet top and middle (system) lines. Press the toggle key again to have the system lines reappear.

When your FlexSet is in idle state, the system lines display the time, date and company name on the top line and your name and station number on the middle line. When the FlexSet is not in idle mode, the system lines change to reflect the current telephony operation.

When the idle display is turned off, the system lines do not appear when the FlexSet is in idle mode. However, the system lines return to reflect current information during all other modes: ring, busy, feature activation, etc.

Individual Remote System Services (IRSS)

This feature enables you to connect an off-site non-Coral phone (such as your home phone or mobile) to the Coral and make calls from within the system. For more information, see *Individual Remote System Services (IRSS) - Freedom* on page G-11.

Last Number Redial

Use **[Redial]** to redial the last number dialed.

Pressing the asterisk key (*) from the dial pad also redials the last number called.

Message

You can leave a message at another system station or at a network number and conversely, any system station or network number can leave a message at your station. The message lamp flashes and a bullet appears next to the **[Msg]** key when there is a message. The message consists of simple text, such as **CALL SUSAN**, which is displayed on the top line.

To View and Answer Messages left at your station:

Press **[Msg]**. The top line indicates who called. Choose one of the following:

- **[Next]**: To view the next message. If there are no other messages, **LIST END** appears on the top line of the display.
- **[Prev]**: To view the previous message. If there is no previous message, then you are at the beginning of the list and **List Start** appears on the top line of the display.

- **[CalBck]**: To call back the message sender (name is displayed on the top line). The message lamp is turned off if there are no other messages.
- **[LveMsg]**: To leave a message at another system station. Dial a station, boss group or network number. Hear confirmation tone.
- **[Cancel]**: To cancel the message and the flashing message lamp without calling back the message sender.

To Leave a Message at Another System Station or network number from Idle:

1. Press **[Msg]**.
2. Dial a station, boss group or network number.
3. Hear confirmation tone

You will hear a reorder tone when trying to leave a message at stations not equipped with a flashing message lamp.

To Leave a Message at Another System Station when Station is Busy or Not Answering:

Press **[Msg]** while hearing the busy or ringback tone.

Message Cancel

The message originator can cancel messages left at another station.

1. Press **[MsgCan]**.
2. Dial a station or network number.
3. Hear confirmation tone.

Mute

Use **[Mute]** before or during a call to mute your own voice from the party on the other side. The mute feature deactivates the microphone for your

speakerphone and handset or headset. Press the toggle key again to restore microphone.

Name/Dial Number Display

During a call or feature activation, press **[Name#]** to briefly display the dial number instead of the name on incoming or outgoing calls.

Night Answer

Calls can be answered after the attendant leaves or when a central bell is ringing. Normally, this feature is activated for incoming calls during the night answering period. There are two ways to do this: Group Pickup and Directed Pickup.

- **Group Pickup**: Allows you to pick up any central bell that rings within your pickup group by pressing **[NitAns]**.
- **Directed Pickup**: Allows you to pick up any ringing central bell in the system by pressing **[PkUpDr]** and then continuing to dial the number of the ringing bell.

Other Common Carrier (OCC)

OCC is for users with pulse trunks and/or for when your FlexSet is defined with Auto Transfer.

This feature enables you to send touch-tones dialing (DTMF tones) over a trunk for applications or services requiring DTMF tones.

1. During an external call, press **[OCC]**.
2. Dial the required digits.

Page-Queue

Press **[PageQx]** (x= 1 to 10) to send or pickup a call to/from a Page-Queue destination. Your FlexSet is then freed to page all the system members and announce that there is a call for Mr.Doe on line x.

Note: To pick up the call, Mr. Doe should dial from any station to the relevant Page-Queue number (default numbers 7060-7069). If the call is not picked up within a predetermined time, it will automatically return to the originating station from which Page-Queue was placed.

To place a call in Page-Q:

1. During a call, choose **[PageQx]**.
2. Hear confirmation tone.
3. Announce that there is a call or Page_Q line x.

To pick up a call placed in Page-Q:

1. Choose **[PageQx]**.

Paging, Announcing: Public Address

Use this feature to announce a message over your system's Public Address (PA) speakers.

1. Press **PAGE XXXX** DSS key or dial PA access code.
2. Announce your message.
3. Press **SPKR** or hang up to release.

Note: See *FlexSet 280, 280D, 280D-Z, 120, 120D and 120L User Guide* on how to program a DSS PAGE key (default access codes: 7074 to 7079)

Park

During a call, press **[Park]** to place the second party on hold at your station so that it can be picked-up at another station. The **[Park]** soft key is shown with a bullet next to it, indicating that a call has been parked at your station. The parked party hears a tone, as defined system-wide.

To Pick-Up Parked Call:

1. Press **[Park]** at the second station.
2. Dial your station number (i.e. number where the call was parked).

To Pick-Up Parked Call from same FlexSet where a call was parked:

1. Press **[Park]** again.
2. Choose **[ReConn]**. If more than one party has been parked, scroll between names by using **[Next]**.

Passcode

Define or change the passcode needed to operate certain Coral features such as Phone Lock, Executive Privilege, Auto Set Relocate and COS Switchover.

You can define the 4-digit passcode for your FlexSet only at your own FlexSet. Save your passcode in a safe place.

To Enter for the first time:

1. Press **[Pascod]**.
2. Dial any 4-digit number.
3. Re-dial the number to confirm.
4. Hear confirmation tone.

To Change Passcode:

1. Press **[Pascod]**.
2. Dial the old 4-digit passcode number.
3. Dial the new 4 digit passcode number
4. Re-dial the number to confirm.
5. Hear confirmation tone.

Phone Lock

Use this feature to prevent unauthorized persons from using your phone line. Incoming calls may still be answered.

To Lock/Unlock Your Telephone:

1. Press **[Lock]** or **[Unlock]**.

-
2. Dial your 4-digit Passcode number.
 3. Hear confirmation tone.

Pickup Direct

Use this feature to pickup any ringing station in your system.

1. Press **[PkUpDr]**.
2. Dial the number of the ringing phone.
3. Answer the call.

Pickup Group

Press **[PkUpGp]** to answer any ringing station within your pre-programmed Pickup Group.

Note: See your System Administrator to define your own Pickup Group.

Preference

Use this feature to prioritize specific trunk or line connections for your FlexSet. This causes the system to automatically choose the available line, loop or trunk in prioritized order when placing a call (lifting the handset, pressing **SPKR** or dialing a number).

You can also select this option just to view your preference list.

To program the Preference Priority:

1. Press **[Pref]**.
2. Select required destinations by pressing programmed DSS keys.
Maximum: six priorities in any order:
 - **OUTSIDE Line:** trunk/trunk group/dial service or routing access
 - **Loop** (default access code #121)
 - **Loop Originating Only** (default access code #125)
 - **Boss Group Line Key**
3. Dial Activation Code to assign priority.
4. Hear confirmation tone.

To check list of priorities:

1. Press **[Pref]**.
2. Press volume-up to scroll through the list.
3. Hear confirmation tone.

To cancel:

1. Press **[Pref]**.
2. Dial Cancellation Code to cancel priority.
3. Hear confirmation tone.

Note: *If you intend to select an OUTSIDE line as the first priority, you must program a LOOP or LINE key to be able to use dialed features. When activating a feature, press the LOOP or LINE key first, then dial the feature access code.*

Tip: *This feature is useful if you make mostly trunk (external) calls. Assign a preference to an outside line(s), and each time you make a call, you will be connected directly to an external trunk.*

Private Library

Use this feature to program your personal Speed Dial Directory.

A Private Library can be used to speed dial long numbers. Also, use a Private Library to dial external or network numbers for features that allow only internal destinations such as Call Forward, Divert and Hunt features.

Note: *Private Libraries are saved via the Coral system with your station number but not in your FlexSet memory.*

To Program a New Library:

1. Press **[PrvLib]**.
2. Choose **[LIBRY#]** and dial the Library number to be programmed, or scroll through the list of private library numbers and choose one. The Library number (e.g.: PRIVAT LIB 7000) appears on the top line of the display. The Library contents appear on the second line of the display. The following options appear in the FlexSet display:
 - **[LIBRY#]**: To dial a new Private Library number.
 - **[NxtLib]**: Scrolls to the next Private Library.
3. Enter the digits you would normally dial to place the call (include trunk access code). Insert required dial parameters in between the dialing digits when needed. These parameters appear over pages on your FlexSet display. Press the related soft key when needed. The list of dial parameters is given below:

- **[OutPh#]** (Outside phone number). Choose this to program or change an external number into the required Library number. Dial the required external number.
- **[NxtLib]** View the next Library number.
- **[PrvLib]** View the previous Library number.
- **[Cancel]** Deletes the Library contents.

After entering the outside access code, when entering digits into the Library number, you may also enter any one of these special dial codes in between the digits to enhance dialing:

- **[Pausex]** where x=1 to 9: Introduces a delay of x seconds before the following digits are dialed.
- **[STOP]** Indicates to the system to stop dialing the outside number (display shows ‘.’).

- **[OutPsW]** (Outpulsing Wait Period) Offers the user a free time interval in which he is able to dial any number of digits.
- **[DIPuls]** Notifies the system that all following digits will be Dial Pulse digits.
- **[DIDTMF]** Notifies the system that all following digits will be Dial DTMF digits.
- **[InhDsp]** Inhibits the display of the Library contents on the FlexSet. Also used for Call Accounting System (digits displayed as ‘_’).
- **[Dsp-On]** Enables the display of the Library contents on the FlexSet. Also used for Call Accounting System.
- **[WtDITn]** Asks the system to wait for Dial Tone before dialing the digits.
- **[Dsply-]** Displays a dash within the dialing number on the FlexSet. Also used for the Call Accounting System.
- **[FLASH]** Sends a Calibrated Opening (Flash) over a trunk line (display shows ‘hf’).
- **[Dial-***] Enables dialing a * as part of the dialing number.
- **[Dial-#]** Enables dialing a # as part of the dialing number.

To delete a single number from memory:

1. Press **[PrvLib]**.
2. Choose **[LIBRY#]** and dial the library number to be removed, or scroll through the list of private library numbers and choose one.
3. Choose **[Cancel]**.
4. Press **SPKR** to exit.

Program Key

Use this feature to enable programming the DSS keys.

1. Press **[ProgKy]**.
2. Press the DSS key you want to program.
3. Dial the numbers exactly as you would normally to enable the feature or to speed dial.
4. Press the DSS key again to end.

To check a key's contents:

1. Press **[ProgKy]**.
2. Press the assigned DSS key.
3. View contents on system lines.
4. Press Volume-Up button to check any additional digits or codes on this button.

To cancel a key:

1. Press **[ProgKy]**.
2. Press selected key.
3. Press Volume Down button.
4. Press selected key again.

Note: See page 19, *Using the Programmable Keys*.

Relay (Accessory)

To switch a relay On or Off and activate external devices such as an external alarm or an electric lock.

1. Dial Relay Code (Default Dial Numbers: 7086 to 7091).
2. Choose **[Set]** to turn relay on or **[Cancel]** to turn relay off.
3. Hear confirmation tone.

Note: See *FlexSet 280, 280D, 280D-Z, 120, 120D and 120L User Guide on how to program a DSS Relay key*.

Reminder

Use this feature to ring your FlexSet at one or more designated times. If you do not answer the call, the FlexSet will ring 3 more times at 1-min. intervals.

To Enter First Reminder Request:

1. Press **[Remind]**.
2. Choose **[New]**.
3. ENTER TIME is displayed on the top line.
4. Dial the time you want to be called.
Four digits are required for a 12-hr clock: (i.e. 0805 for 8:05)
5. Choose **[AM]** or **[PM]**.
6. Hear confirmation tone.

Other Options after 1st entry:

- **[New]** to add another reminder time.
- **[Scroll]** to scroll through the list of reminder times.
- **[Cancel]** to cancel reminder time displayed on top line.

When Reminder Call Rings:

When the FlexSet rings, the REMIN CALL xxxx message appears on the top line indicating that this is a reminder call. Press the **SPKR** key to answer the call. Choose one of the following:

1. Press **[Snooze]** or dial 4 to have the system recall you later.
2. Press **SPKR** to cancel the reminder.

Ring Adjustment

Press **[RngAdj]** to change the ringing level:

1. Use the variously defined soft key options to adjust the level.
2. Press **SPKR** key to set.

Note: *The Ring Volume can also be adjusted directly from the Volume Up/Down button while the FlexSet is ringing.*

Room Status

Use **[RmSts#]** (nn = 0 to 15) toggle key to turn On or Off the room status definition of your station.

There are 16 different Room Status definitions. See your system administrator for their various definitions.

1. Press the required Room Status definition to activate. The status name appears on the top line. A bullet will be shown next to the soft key.
2. Press this toggle switch again to deactivate.

Save Number

Use **[Save#]** either during a conversation or when trying to reach a busy or unanswered external number. This feature will save the number.

The saved number can then be redialed by pressing **[RptNum]** from idle.

Note: *As opposed to Last Number Redial, the saved number will remain in memory until another number is saved by repeating the above procedure.*

Saved Number Redial

Press **[RptNum]** to dial the number saved by **[Save#]**.

Security Line

Use **[SecrLn]** to block another user from employing the BREAK-IN feature on your FlexSet extension. All Call-Waiting and Break-In feature tones are blocked. The users employing these features receive a reorder tone.

Press this toggle switch again to deactivate.

Note: Only a station that has Security override privilege can break into your secured phone.

Series Call

Use this feature to mark an external call before transferring it to a third party. This will cause the call to return to you after the third party hangs up. This feature can *only* be used during conversation.

1. During conversation, press **SerCal** to mark the call.
2. Hear confirmation tone.
3. Transfer the call when you are ready.

Silent Monitor (2-way)

This feature enables an authorized user to monitor any port, station, trunk, etc. (except conference) in any state, without audio or visual warning to the monitored party.

This feature can be activated from an idle station or when hearing the busy or no answer tone. While monitoring adjust the monitoring volume by pressing volume Up/Down, and whisper by pressing **WhspPg**.

To Activate on a Busy Call or Ring Back:

1. Press **SltMon** or
2. Press **Xfer** and dial 9.

To Activate from an Idle Station:

1. Press **SltMon**.
2. Dial a station or trunk number.

Note: Monitoring Volume can be adjusted by pressing the Volume Up/Down buttons.

Speakerphone/Handset

Use **Spk/Hs** to enable the operation of the speakerphone on the FlexSet. When this feature is turned on, pressing **SPKR** is similar to lifting or replacing the handset. See page 36 for detailed information.

Stop Dial

Use **StopDi** to tell the system that you have finished sending digits over a trunk line. In response the system sends your call immediately towards the destination without waiting interdigit time out.

In some systems, pressing the # from the dial pad also activates this feature.

Transfer (Xfer)

Use this feature to transfer an existing call to any other internal or external number.

1. During call, press **Xfer**.
2. Dial the third party destination number.
3. Choose one of the following:
 - Wait for an answer to announce the call and disconnect.
 - Disconnect to automatically transfer the call.

If the 3rd party is busy or not answered, the call will return to you with a relevant NANS or SBSY message. Answer the return call, then either:

Ask calling party if they wish to transfer to another party, or hangup, or press **CampOn** to automatically camp on to the station from which the call was transferred.

4. You can now alternate between the two parties and speak privately with one while the other is put on hold by choosing the relevant flashing Exclude Source/Destination soft keys.

- Choose the flashing **[Source]** to speak privately with the first party.
- Choose the flashing **[Dest]** to speak privately with the second party.
- Choose the stay on **[Source]** or **[Dest]** and then converse 3-way, then if you wish to converse privately again choose either the **[Source]** or **[Dest]** and the other party will again be put on hold.
- While in 3-way and you wish to converse privately again with any party; choose either the **[Source]** or **[Dest]** and the other party will again be put on hold.
- Press **[Xfer]** to release the destination (second) party and return to 2-way conversation with the source.
- Choose **[FcdRls]** to release all parties.

To Transfer a Held Call:

Use transfer of a held call to connect an incoming call to the held party, such as when you have to locate someone for a caller.

1. While party is being held, dial a destination number.
2. Press **[Xfer]**.
3. Press the winking DSS key associated with the held call.
4. Disconnect to transfer the call.

Allowed Transfer Features

Only one of the following four Transfer features is allowed as defined through your COS. Please consult your system administrator for details: Broker Call, Consultation Call, 3-Way Conference Call and Combination Call.

Transfer: 3 Way Conference

During a call you can use this feature to add another party to the call, creating a 3-Way Conference call.

1. During call, press **[Xfer]**.
2. Choose third party destination and dial a destination number.
3. *Wait* for the third party to answer.
4. Press **[Xfer3-W]** or **[Xfer]** to connect all 3 parties. If your COS definition is defined as ALL, then you must press **[Xfer3-W]** again to establish the 3-Way call.

Other options after 3-Way call is established:

- Press **[Xfer]** again to release the third party, and continue conversing with the original party.
- Press lit **[Source]** soft key to converse privately with the first (Source) party that you connected to. The third (Destination) party is put on hold while you converse and the **[Dest]** soft key flashes.
- Press lit **[Dest]** soft key to converse privately with the second (Destination) party that you connected to. The second (Source) party is put on hold while you converse and the **[Source]** soft key flashes.
- Press the flashing **[Dest]** or **[Source]** soft key to switch between the Source and Destination parties.
- Press **[Xfer3-W]** to reconnect all three parties again.
- Press **[FcdRls]** to end the call (3-Way or 2-Way).

Note: *If you do not succeed in establishing a 3-Way call, your Transfer COS definition may be defined as Transfer Broker or Transfer Consult.*

Transfer: Broker

During a call, use this feature to connect to a third party while placing the original (source) party on hold. You may continue to switch between the two calls (parties). The party not in conversation is automatically put on hold.

1. During call, press **Xfer**.
2. Choose third party destination dial a number.
3. Wait for Answer.
4. Press **Source** or **Dest** to alternate between the calls any number of times.

Source and **Dest** flash depending on which party you are connected to.

5. Press a non-flashing **Source** or **Dest** soft key for a 3-way call.
6. Press **FedRls** in order to release all parties and press **SPKR**.
7. Press **SPKR** or hang up in order to allow conversation between the two parties.

Note: *If you do not succeed in establishing the Brokered call, your Transfer COS definition may be defined as Transfer 3-Way or Transfer Consult.*

Transfer: Consultation

This feature allows you to consult with a third party while the original caller (or called party) is automatically placed on hold.

After consultation is complete, the two original parties are reconnected and the consulted party is released.

1. During call, press **Xfer**.
2. Choose third party destination and dial a number.

3. When your call is answered, the original party is placed on hold so that you may converse privately with the second party.
4. After the consultation is concluded, press **Xfer** to return to the original call and disconnect from the consulted party.

Note: *If you do not succeed in establishing the Consultation call, your Transfer COS definition may be defined as Transfer Broker or Transfer Consult.*

Voice Page Announcing

Use this feature to voice page a single keyset station.

When dialing a busy or unanswered keyset station, simply press **V-Page** upon hearing the busy or ringback tone.

To Voice Page (from idle):

1. Press **V-Page**.
2. Dial a keyset station number.
3. Listen for the Voice Page tone and begin announcing.

Note: *When you hear reorder tone and DNT DIS VP message appears, the station is protected from receiving voice page calls.*

Voice Page Receiving: Auto Answer

Use **VP-AA** to have your FlexSet automatically answer Voice Page calls. When activated, this causes the two connected stations to act as intercoms, allowing both parties to converse hands-free over the speakerphone.

This enables you to use your FlexSet as an intercom with a fellow worker.

This is a toggle key, pressing again to cancel the feature, requires pressing the **SPKR** key before voice page conversation can take place.

Voice Page Receiving: On/Off

Press **[Pg-Rcv]** to enable or block Voice Paging at your FlexSet station. Press the toggle key once to enable and again to disable (or block).

When this feature is enabled (a bullet appears), you will be able to hear voice pages.

If Page Receiving is turned off, the paging station will see the DNT DIS VP message on their keyset.

Wakeup

Use this feature to ring your FlexSet at designated times. If you do not answer the call, the FlexSet will ring 3 more times at 1-minute intervals. If you do not answer by the third call, the wakeup call is routed to the attendant.

To Enter First Wakeup Request:

1. Press **[Wakeup]**.
2. Choose **[New]**.
3. ENTER TIME is displayed on the top line.
4. Dial in the time you want your station to ring.
Four digits are required for a 12-hr clock (i.e. 0805 for 5 minutes past 8).
5. Choose **[AM]** or **[PM]**.
6. Hear confirmation tone.

Other Options After 1st Entry:

- **[New]** to add another Wakeup time.
- **[Scroll]** to view Wakeup list.
- **[Cancel]** to cancel Wakeup time displayed on top line.

When Wakeup Call Rings:

The top line displays WAKE CALL NAME/NUM. Press **SPKR** to answer the call; a tone is heard, as defined system-wide. Choose one of the following:

1. Press **[Snooze]** or dial 4 to have Wakeup call ring again later.
2. Press **SPKR** to cancel the wakeup.
3. Hear confirmation tone.

Whisper Page Activation

Used by a third party to quietly page one party of a two party call. The other party does not hear the whisper page. The whispering party cannot hear the conversation between the two parties.

The whispered party can answer the whisper page while placing the second party on hold or create a 3-way call and add the whispering party by double pressing the flashing DSS key pre-programmed with the whisperer dial number (or the second LOOP key).

Note: *Whisper Pages may only be sent to non-IP keysets and not to other FlexSet-IP phones.*

This feature can also be activated while in Silent Monitor and then the whisperer can be heard as well as hear the two parties conversing.

1. Press **[WhspPg]**.
2. Dial a station number.
3. Hear whisper tone.
4. Deliver the message and disconnect.

Note: *When you hear reorder tone and DND WHISPER message appears, the station is protected from receiving whisper paging calls.*

Whisper Page Receiving On/Off

Whisper page receiving is not available on the current version of the FlexSet-IP 280S. Ensure **DND-WP** is activated to block your FlexSet from receiving a message whispered by another station. This is a toggle key – press once to activate. When the feature is activated, a bullet appears next to **DND-WP**.

Zone Page

Use this feature to page a pre-programmed group of keyset users. The entire group can be paged by dialing the Zone Page access code (default dial numbers: 7300 to 7309).

1. Dial the Zone Page Access Code or program a DSS key with the Access Code number.
2. Announce your message to the group.
3. Disconnect when you finish announcing.

Note: *See your system administrator to view or define the zone group access codes and their respective members.*

Appendix B – Attendant Features

This appendix includes the complete list of Attendant (Operator) Features.

Any feature can be programmed into a programmable key by using its feature code and any required destination number. For example, you may want to program a CALL FWD SUSAN key that automatically forwards all your calls to Susan. A list of attendant features and their operation starts on page B-1. See the *Coral Attendant Console User Guide* for more detailed information on programming features and their default dial numbers.

Most attendant features are activated upon other stations. Once you have activated an attendant feature, the related options appear on the FlexSet screen as displayed below. Each individual option always appears on the same location on the display, however, only the relevant options appear as needed. The features (soft key functions), which are displayed in abbreviated format due to available-space constraints, are described on the following page.

10:50	26 Feb 2004	site name			
	user name	station number			
↓ →BG:Prv	BsyOut	Dil D	DrpNoD	HtTkDy	

10:50	26 Feb 2004	site name			
	user name	station number			
↓ →HtTkIm	IncOnl	OutOnl	RsvdTo	ATT-To	

10:50	26 Feb 2004	site name			
	user name	station number			
↓ →StRstr	St-Blk	TrmOnl	WkUpRq	WkUpRp	

10:50	26 Feb 2004	site name			
	user name	station number			
↓ →Attend	D/Nxfr	Day/N1	Day/N2	PubLib	

10:50	26 Feb 2004	site name			
	user name	station number			
↓ →A:Sts0	A:Sts1	A:Sts2	A:Sts3	A:Sts4	

10:50	26 Feb 2004	site name			
	user name	station number			
↓ →Time	A:FwdA	A:FwdB	A:FwNA	A:FwdT	

10:50	26 Feb 2004	site name			
	user name	station number			
↓ →A:Ss15	AutoGd	CO-Blk	Alarm	DIL-N1	

10:50	26 Feb 2004	site name			
	user name	station number			
↓ →ChgPrn	Pen&Rs	Chkl/O	A:DND	HtStDy	

10:50	26 Feb 2004	site name			
	user name	station number			
↓ →DIL-N2					

Feature As Displayed	Extended Designation
A:DND	Do Not Disturb Attendant
A:FwdA	Forward-All
A:FwdB	Forward-Busy
A:FwdT	Forward-Timed
A:FwNA	Forward-No Answer
A:Sts0	Room Status (0-15)
A:Trc	Call Trace
A:TrcP	Call Print
Alarm	Alarm
Attend	Attended Station
ATT-To	Attendant To
AutoGd	Auto Guard
BG:Prv	Boss Group: Privacy
BsyOut	Busy Out
ChgPrn	Charge Print
ChkI/O	Check In/Out
CO-Blk	CO Block
D/Nxfr	Day/Night Transfer
Day/N1	Day/Night 1
Day/N2	Day/Night 2
DIL-D	Direct In Line

Feature As Displayed	Extended Designation
DIL-N1	Direct Night 1
DIL-N2	Direct Night 2
DrpNoD	Drop On No Dial
HtStDy	Hot Station Delay
HtStIm	Hot Station Immediate
HtTkDy	Hot Trunk Delay
HtTkIm	Hot Trunk Immediate
IncOnl	Incoming Only
Msg-Wt	Message Waiting
OrgOnl	Originating Only
OutOnl	Outgoing Only
Prn&Rs	Print with Reset
PubLib	Public Libraries
RsvdTo	Reserved To
St-Blk	Station Blocking
StRstr	ST Outgoing Restriction
Time	Time/Date Set
TrmOnl	Terminating Only
WkUpRp	Wakeup Report
WkUpRq	Wakeup Request

FUNCTION OPTION	MNEMONIC	FUNCTIONAL EXPLANATION
[DEST]	Destination	Any station, trunk, ACD/UCD Hunt Group, Boss Group and Public Library port defined in the system.
[St#] [St/Rm#]	Station # Station/Room #	Port dial number defined in the Coral system for a telephone line.
[St/Gp#] [StRmGp]	Station/Group # Station/Room/ Station Group	A number of stations linked together (members) for a common function such as ACD/UCD group or Boss Group. A station can be defined as a member of many ACD/UCD groups and/or Boss Groups.
[TrkDI#]	Trunk Dial #	Dial Number assigned to a trunk station.
[TrkGp#]	Trunk/Group Number	A number of trunks linked together (members) for a common outgoing function.
[FastUp]	Fast Up Scroll	Used to fast scroll forward to the next assigned feature.
[FastDn]	Fast Down Scroll	Used to fast scroll backward to the previous assigned feature.
[PortUp]	Port Up Scroll	Used to scroll up port by port through available ports. While scrolling, the port name/number appears on the top line.
[PortDn]	Port Down Scroll	Used to scroll down port by port through available ports. While scrolling, the port name/number appears on the top line. Once you reach the first port on the list, this option changes to another option.
[Cancel]	Cancel	Used to cancel or to deassign a selected feature.
[Set]	Activate	Used to activate or to assign a selected feature.
[Abort]	Exit/Terminate	Same as pressing SPKR . Used to determine the end of the feature programming or to escape from the current operation.

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◆ Do Not Disturb (DND)	18
Hot Station Delay	19
Hot Station Immediate	19
Message Waiting	19
Originating Station Only	20
◆ Room Status	20
Station Blocking	20
Station Outgoing Restriction	20
Terminating Station Only	21
Wakeup Report	21
◆ Wakeup Request	21
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Return Calls

This class of calls typically indicates Return calls from busy or no answer stations, user errors, system errors or messages that are sent back to the attendant after an operation has succeeded or failed. Calls that are returned to the attendant generally require additional operations. To identify the type of return call that is pending, accompanying detailed messages are also shown on the console display.

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When Transfer is Not Completed

After a transfer operation (see *Transfer (Xfer)* on page A-23), when an unscreened call is either busy or unanswered, the call will return to you with the relevant message displayed:

NANS	station unanswered #	original caller #
NO ANSWER	station unanswered #	
→DND	Mute	FwdAll Name/#

Station Does Not Answer

SBSY	busy station #	original caller #
BUSY	busy station #	
→DND	Mute	FwdAll Name/#

Station is Busy

When either of these messages are received the telephone rings:

1. Answer the call (see *Answering Calls* on page 32).
2. Press **[CampOn]**, OR
Ask the calling party if they wish to transfer to another party or to hang up.

Note: When you press **[CampOn]**, the call will automatically camp on to the station from which the call was transferred. This procedure can be carried out any number of times.

Intercepted Calls

The attendant may also be called upon to assist with intercepted calls to a station. A station's call could be intercepted for the following reasons:

- **Dial Fail: Incomplete number dialed.**
- **COS Fail: Class of Service denies the use of a certain feature.**
- **Toll Barrier: Block on certain external numbers.**
- **Undefined Destination: The destination is not recognized by the system.**
- **Passcode Fail: Illegal Account Code. VFAC number is not recognized by the system. The following message is shown on the second line: PASSCODE FAIL.**

INTCPT	caller #	COS#	
DIAL/COS/T-BAR/UNDEFINED/FAIL			dialed#
↓ DND	Mute	FwdAll	Name/#

To Answer Intercept:

1. Answer the call. The intercepted caller number and its COS number are displayed on the first system line of the display. The second system line displays a written fail message and the dialed number, Feature Code or Outgoing Destination number.
2. Ask the caller for the dialed number. If the number is incorrect or a denied feature, the attendant can transfer the call to another destination.

Message Waiting Delivery

station or room #	CALL	your #
MESSAGE ANSWER		
→DND	Mute	FwdAll Name/#

Your Phone Rings

ANSWER station or room #			
→PageQ1	Mute	CallWt	Park

Page 1

ANSWER station or room #	
→Msg-Wt	Name/#

Page 2

During Message Delivery

To answer a Message Waiting Return Call:

1. Answer the call and check the station number displayed.
2. Deliver the relevant message.
3. Message Waiting indication for the relevant station will be cancelled automatically on answering if defined as a Hot Line, OR
Press **[Msg-Wt]** to cancel the Message Waiting indication if **NOT** defined as a Hot Line.
4. Press **SPKR** or hang up to release.

Note: *The method of canceling Message Waiting Indication is defined system-wide, Message Waiting Return calls can be defined system-wide as Hot Lines.*

Ports Without Disconnect Supervision

When two Ports Without Disconnect Supervision (PWDS) are connected, the length of conversation allowed is predetermined. You are called from time to time to control the connection.

PWDS	CALL	<i>your #</i>	
party #1	PWDS	<i>party #2</i>	
↓ DND	Mute	FwdAll	Name/#

Your Phone Rings

B TO	party #1	<i>party #2</i>		
↓ Xfer	Mute	FrcRls	Dest	Source

Connected parties hear break-in warning tone

To answer a Return Call – PWDS:

1. Answer the call
2. The connected parties hear break-in warning tone
3. Listen for conversation
4. If conversation has ended, press **[FcdRls]** (Forced Release).
Otherwise, press **SPKR** to continue the call for another time period.

Wakeup Call

This type of call is received if for any reason (No Answer, Busy or the handset is not on the cradle), the system fails to complete the wake up after three attempts. Should such a failure occur, it is recommended that the attendant provide an alternate means for waking the guest.

<i>station or room #</i> NOT WOKEN

TRUNK CONTROLS

Trunk Controls allow the attendant to define the operation of system trunks for special use, such as for incoming or outgoing calls only or for designating a trunk as reserved for a particular group or specific station.

Busy Out

The attendant may use this feature to block or unblock any trunk for both incoming and outgoing calls. This feature may be used to block faulty trunks until service is restored.

1. Press **[BsyOut]**.
2. Choose **[TrkD#]** and dial a trunk number or scroll through the trunk ports.
3. Choose **[Set]** to assign Busy Out or **[Cancel]** to deassign.
4. Choose **[Abort]** or **SPKR** to terminate.

Direct In Line

The attendant may program an incoming trunk line to ring directly at a specific destination depending on the required service period (Day, Night-1, Night-2) defined system-wide.

Possible destinations are operator, station, hunt group, boss group, UNA/ Central Bell group, group call, Public speed call, modem, DVMS message, Wait-Q and Network number.

1. Press **[DIL-D]** (Direct In-Line Day),
or **[DIL-N1]** (Direct In-Line Night-1),
or **[DIL-N2]** (Direct In-Line Night-2), as required.
2. Choose **[TrkD#]** and dial a trunk number or scroll through the ports to choose a trunk.

3. Choose **[DEST]** and dial the destination number, or **[Cancel]** to cancel destination.
4. Choose **[Abort]** or **SPKR** to terminate.

Drop On No Dial

The attendant may program an outgoing trunk to be dropped when a caller does not dial the first digit within a system-wide time-out period. The trunk is then made available to other users.

1. Press **[DRPNoD]** (Drop On No Dial)
2. Choose **[TrkD#]** and dial a trunk number, or scroll through the ports to choose a trunk.
3. Choose **[Set]** to assign Drop-On-No-Dial or **[Cancel]** to deassign.

Hot Trunk Delay

The attendant may program an outgoing trunk to automatically connect to the system, after a first digit time-out, when no dialing has taken place.

1. Press **[HtTkDy]** (Hot Trunk Delay).
2. Choose **[TrkD#]** and dial a trunk number, or scroll through the ports to choose a trunk.
3. Choose **[Set]** to assign or **[Cancel]** to deassign.

Hot Trunk Immediate

The attendant may program an outgoing trunk to automatically and immediately connect to the system.

1. Press **[HtTrkIm]** (Hot Trunk Immediate).
2. Choose **[TrkDI#]** and dial a trunk number, or scroll through the ports to choose a trunk.
3. Choose **[Set]** to assign to assign or **[Cancel]** to deassign.

Incoming Only

This feature enables the attendant to reserve a trunk for incoming calls only, thereby preventing outgoing calls on that trunk.

1. Press **[IncOnl]** (Incoming Only).
2. Choose **[TrkDI#]** and dial a trunk number, or scroll through the ports to choose a trunk.
3. Press **[Set]** to prevent outgoing calls or **[Cancel]**.

Outgoing Only

Enables the attendant to reserve a trunk for outgoing calls only. All incoming calls on that trunk will continue ringing back with no answer and will not be transferred to any destination.

1. Press **[OutOnl]** (Outgoing Only).
2. Choose **[TrkDI#]** and dial a trunk number, or scroll through the ports to choose a trunk.
3. Choose **[Set]** to prevent incoming calls or **[Cancel]**.

Reserved To

This feature enables the attendant to reserve a trunk or trunk group for a specific station or Boss Group. This will prevent any other user from making outgoing calls on these trunks.

1. Press **[RsvdTo]** (Reserved To).
2. Choose **[TrkGp#]** and dial a trunk or trunk group number, or scroll through the ports to choose a trunk or trunk group.
3. *To reserve*, choose **[St/Gp#]** and dial a station or Boss Group number. *To cancel*, choose **[Cancel]**.

SYSTEM CONTROLS

System Controls allows the attendant to program certain features for system-wide operations.

Alternate Attendant Destination

Enables the attendant to program an alternate attendant destination or extension if the console is left unattended. After a time-out period, incoming calls to an unattended console will be re-routed to the selected destination and the attendant console will go into unattended mode. Any action that is performed at the original console will force it back to attended mode and the alternate destination back to normal operation.

Possible destinations are station, hunt group, boss group, UNA/ central bell, pre-recorded DVMS message, public/private speed call, DSS key, group call.

To program alternate destination:

1. Press **[ATT-To]**.
2. Dial the destination number where calls are to be forwarded, or choose **[DEST]** to change the destination.
3. Hear confirmation tone.

To cancel:

1. Press **[ATT-To]**.
2. Choose **[Cancel]**.
3. Hear confirmation tone.

Attended/Unattended Station

Use this toggle feature key to block all calls to the console causing a Do Not Disturb mode at the Attendant console. Calls can still be made from the console. Only stations with DND OVERRIDE or SECURITY OVERRIDE privilege can ring the attendant station.

If a destination has been programmed using Alternate Attendant Destination (see above), all calls will be automatically rerouted to that destination.

1. Press **[Attend]** or **[DND]** once to Activate and again to Cancel.
2. Hear confirmation tone. The *DND* (Do Not Disturb) message is displayed on the top line of the display to remind you that the feature is activated.

Day/Night Transfer (Auto/Manual)

A toggle key, which determines whether the system will automatically or manually transfer between various Day/Night service modes.

To select Automatic Night Transfer:

1. Press **[D/Nxfr]** (Day/Night Transfer Auto/Manual) once to set Automatic and again to cancel, thus selecting “Manual”. When set to “Auto Transfer”, a bullet is displayed.
2. Hear confirmation tone.

Note: *When set to automatic, the system will transfer service modes without attendant supervision. However, when set to Manual, the attendant must decide when to change modes and use the DAY (normal mode), NIGHT1 or NIGHT 2 service mode. See below.*

Day/Night1 Service and Day/Night 2 Service

When **[D/Nxfr]** is set to Manual (i.e. Cancelled), the system must be manually transferred to a night mode, which defines call destinations for unanswered calls for specified time intervals.

The attendant can choose either Day, Night1 or Night2 mode by choosing the toggle keys **[Day/N1]** or **[Day/N2]**.

The system is in Night-1 mode when a bullet is displayed next to **[Day/N1]**. The system is in Night-2 mode when a bullet is displayed next to **[Day/N2]**. The system is in Day service when the bullet is cancelled from both keys **[Day/N1]** and **[Day/N2]**.

To return to Day mode:

1. Press the **[Day/N1]** soft key or the **[Day/N2]** soft key that has a bullet.
2. Hear confirmation tone.

See your system manager to change the Start Time for this mode.

Programming Public Library

This feature enables the attendant to program or update the Public Speed Call telephone library.

To update/add a Public Speed Dial number:

1. Press **[PubLib]** (Public Library).
2. Choose **[Lib#]** and dial the library number, or scroll through the list of public library numbers and choose one. The Library number/name (e.g. PUBLIC LIB 6000) appears on the top line of the display. The Library contents appear on the second line of the display.
3. Choose **[OutPh#]** and enter the digits you would normally dial to place the external call including its outside line access code. Special dial codes can be added to the dial number. See table on next page.
4. Press **[Abort]** to terminate.

Note: *A new number programmed into an existing library number will erase the old number, but will save the old library name.*

To delete a Public Speed Dial Number:

1. Press **[PubLib]**.
2. Choose **[Lib#]** and dial the library number, or scroll through the list of public library numbers and choose one.
3. Choose **[Cancel]** to delete the Library contents.
4. Press **[Abort]** to terminate.

CAUTION!

When a library number is deleted, its name is also deleted. Names can only be entered by an authorized technician or system manager.

The following table defines the special codes that may be used as part of the outside number.

CODES	DESCRIPTION
*x	Delay dialing by X seconds (x = 1 to 9)
#0	Stop dial (end of outside or network number)
#1	Outpulsing wait period during which user is able to dial any number of digits
#2	All digits following will be Dial Pulse
#3	All digits following will be DTMF
#4	Inhibits display (for Call Accounting System and keyset display)
#5	Enables display (for Call Accounting System and keyset display)
#6	Wait for second dial tone
#8	Display ‘_’ (for Call Accounting System and keyset display)
#9	Calibrated Opening on trunk (FlashTk)
**	Dial * out
##	Dial # out

Note: *The number of digits that can be programmed, including dial codes, is limited by the system (defined system-wide). Should you try entering a longer digit string than allowed the system will give the error message LENGTH EXCEEDED, and programming will stop.*

Time/Date Set

The attendant can use this feature to change the time and date for the entire system.

To Set the Time:

1. Press **[Time]**.
2. Dial the time, 4 digits (12 hour clock) use leading zeros, e.g. 0805 for 5 past 8.
3. Choose **[AM]** or **[PM]**.
4. Choose **[Set]**.
5. Hear confirmation tone.

To Set the Date:

1. Press **[Time]**.
2. Choose **[SetDte]**.
3. Dial the Date, 6 digit format: mm:dd:yy or dd:mm:yy (depending on your system setup). Use leading zeros.
For Example: May 26, 2002 should be entered as *052602* in North America.
4. Choose **[Set]**.
5. Hear confirmation tone.

STATION CONTROLS

The station controls allow the attendant to define stations for specific feature activation. Some of these features operate permanently, or until redefined, such as Call Forward All. Other features operate on a one-time base. After the feature is activated it is then cancelled and must be redefined or reactivated in order to operate again. An example of such a feature is a Wakeup Report.

Features marked with a ♦ can also be operated directly from a user station, when defined by COS, without attendant interference.

ACD Group (Max Call waiting for Busy Group)

Enables the attendant to define the maximum number of calls waiting to be answered by an ACD group, so that the next caller to the group will hear a busy tone and not be answered by the announcer.

1. Press **[ACDBsy]** (Busy ACD Group).
2. Dial an ACD group number or press the VOLUME Up/Down Buttons to scroll between the ACD groups. This will cause the scroll options to appear. Continue scrolling by using the scroll options (if needed to choose an ACD group).
3. Choose **[CngCl#]** (change call number) to change the maximum number of callers that will hear the busy tone.
4. Enter a 3-digit number with leading zeros, up to 254 (e.g. 023 for 23).
5. Choose **[Cancel]** to delete the limitation.
6. Press **[Abort]** to terminate.

Call Charge Printout

This feature shows the charges accumulated per station. The attendant may request this printout at any time for a single or all stations/rooms without resetting the Charge Table content.

To print for a single station/room:

1. Press **[ChgPrn]** (Charge Printout).
2. Choose **[St/Rm#]** and dial a station/room number, or scroll through the list and choose.
3. Choose **[Set]** to print, the PRINTED message appears on the top line of the display.
4. Press **[Abort]** to terminate.

To print for all stations/rooms:

1. Press **[ChgPrn]**.
2. Choose **[All-St]** to print.
3. Hear Confirmation Tone.

Call Charge Reset with Printout

This feature resets the charge table back to zero and prints the charges accumulated per station. The attendant may request print and reset for only one station/room or for all station/rooms.

To print and reset the charge table for a single station:

1. Press **[Prn&Rs]** (print with reset).
2. Choose **[St/Rm#]** and dial a station/room number, or scroll through the list and choose.
3. Choose **[Set]** to rest and print, the PRINTED WITH RESET message appears on the top and middle lines of the display.
4. Press **[Abort]** to terminate.

To print with reset for all stations:

1. Press **[Prn&Rs]** (print with reset).
2. Scroll down to the beginning of the list by **[PortDn]**.
3. Choose **[All-St]** to reset.
4. Hear Confirmation Tone.

◆ *Call Forward All (Follow-me)*

The attendant may program stations, boss groups and ACD/UCD groups so that all incoming calls ring at another destination.

Possible destinations are operator, station, ACD/UCD group, boss group, UNA/Central Bell, DVMS message, public and private speed call libraries, DSS key, group call, or network number.

1. Press **[A:FwdA]** (Attendant: Forward All).
2. Choose **[St/Gp#]** and dial the originating station/group number, OR Scroll between station/groups by using the scroll Up/Dn soft keys.
3. Choose **[DEST]** and dial the forward destination number, OR Choose **[Cancel]** to cancel Call Forward All or Follow-me.
4. Press **[Abort]** or **SPKR** to exit.

◆ *Call Forward Busy*

The attendant may program stations and boss groups so that all incoming calls ring at another destination when the originally called station or group is busy.

Possible destinations are operator, station, ACD/UCD group, boss group, UNA/Central Bell, DVMS message, public and private speed call libraries, DSS key, group call, or network number.

1. Press **[A:FwdB]** (Attendant: Forward-Busy).

2. Choose **[St/Gp#]** and dial the originating station/group number, OR Scroll between station/groups by using the scroll Up/Dn soft keys.
3. Choose **[DEST]** and dial the forward destination number, OR Choose **[Cancel]** to cancel Call Forward Busy.
4. Press **[Abort]** or **SPKR** to exit.

◆ *Call Forward No Answer*

The attendant may program stations and boss groups so that all incoming calls ring at another destination when the originally called station or boss group remains unanswered.

Possible destinations are operator, station, ACD/UCD group, boss group, UNA/Central Bell, DVMS message, public and private speed call libraries, DSS key, group call, or network number.

1. Press **[A:FwNA]** (Attendant: Forward-No Answer).
2. Choose **[St/Gp#]** and dial a station/group number, OR Scroll between station/groups by using the scroll Up/Dn soft keys.
3. Choose **[DEST]** and dial the forward destination number, OR Choose **[Cancel]** to cancel Call Forward No Answer.
4. Press **[Abort]** or **SPKR** to exit.

◆ *Call Forward Timed*

The attendant may program stations and groups so that all incoming calls ring at another destination at specified time intervals defined system-wide. Up to two different intervals can be defined.

Possible destinations are operator, station, ACD/UCD group, boss group, UNA/Central Bell, DVMS message, public and private speed call libraries, DSS key, group call, or network number.

1. Press **[A:FwdT]** (Attendant: Timed Forward).

2. Choose **[St/Gp#]** and dial a station/group number, OR
Scroll between station/groups by using the scroll Up/Dn soft keys.
3. Choose **[DEST]** and dial the forward destination number, OR
choose **[Cancel]** to cancel call Forward Timed.
4. Press **[Abort]** or **SPKR** to exit.

◆ *Call Trace*

The attendant may activate Malicious Call Trace for any station.

1. Press **[A:Trc]** (Attendant: Call Trace).
2. Choose **[St/Rm#]** and dial a station/room number or use scroll Up/Dn options to scroll through list.
3. Choose **[Set]** to assign Trace or **[Cancel]** to deassign Trace.
4. Press **[Abort]** or **SPKR** to exit.

Note: *If the message NO TRACE RECORD appears, the system resources are insufficient for the feature to be activated.*

◆ *Call Trace Printout*

The attendant may request a printout of all the calls traced for a specific station, without resetting the call trace record.

Note: *The CALL TRACE feature must have already been activated on the station for a printout to be possible.*

Trying to print when CALL TRACE has not been assigned (see above) on the station results in the CALL TRACE OFF message on the top line of the display.

1. Press **[A:TrcP]** (Attendant: Call Trace Print).
2. Press **[St/Rm#]** and dial a station/room number or use scroll Up/Dn options to scroll through list.

3. Choose **[Set]** to print. The CALL TRACE PRINT message appears on the top line of the display.
4. Press **[Abort]** or **SPKR** to exit.

Check-In/Out

The attendant may use this feature to enable or disable telephony features at a specific station/room.

1. Press **[Chk/O]** (Check In/Out).
2. Press **[St/Rm#]** and dial a station/room number or use scroll Up/Dn options to scroll through list.
3. Choose **[Cancel]**, to Check-In (DEASSIGN message appears).
4. Choose **[Set]** to Check-Out (ASSIGN message appears).
5. Press **[Abort]** or the **SPKR** key to exit.

◆ *Do Not Disturb (DND)*

The attendant uses this feature to activate DND at a specific station or boss group. Only stations with DND OVERRIDE privilege can ring the specified station or boss group.

1. Press **[A:DND]** (Attendant: Do Not Disturb).
2. Press **[St/Gp#]** and dial a station/room/boss group number or use scroll Up/Dn options to scroll through list.
3. Choose **[Set]** to assign DND for the station or choose **[Cancel]** to deassign DND for the station.
4. Press **[Abort]** or **SPKR** to exit.

Hot Station Delay

The attendant may program a station to ring another destination (such as an operator, trunk, group, DVMS message, another station number, pager, etc.), when the handset is taken off-hook for an extended time period defined system-wide.

1. Press **[HtStDy]** (Hot Station Delay).
2. Choose **[St#]** and dial the originating station number, or scroll through the station ports.
3. Choose **[DEST]** and dial the destination number, OR Choose **[Cancel]** to cancel Hot Station Delay.
4. Press **[Abort]** or **SPKR** to exit.

Hot Station Immediate

The attendant may program a station to ring another destination (such as an operator, trunk, group, DVMS message, another station number, pager, space, etc.), as soon as the handset is lifted.

1. Press **[HtStIm]** (Hot Station Immediate)
2. Choose **[St#]** and dial the originating station number, or scroll through the station ports.
3. Choose **[DEST]** and dial the destination number, OR Choose **[Cancel]** to cancel Hot Station Immediate.
4. Press **[Abort]** or **SPKR** to exit.

Message Waiting

The attendant can use this feature to leave a message waiting indication at a busy or idle station/room/group.

To leave a message indication at a busy or No Answer station:

1. Press **[Msg-Wt]** (or press **XFER** and dial 7) when hearing the busy tone or the station does not answer.
2. Hear confirmation tone.

To leave a message indication at an idle station:

1. Press **[Msg-Wt]** (Message Waiting).
2. Choose **[StRmGp]** and dial a station/room/group number, or scroll through the station ports.
3. Choose **[Set]** to assign or **[Cancel]** to deassign message.
4. Press **[Abort]** or **SPKR** to exit.

When Message is Answered:

If the destination station is defined by the system as a “Hot Station”, the attendant will be called back as soon as the handset is lifted and the message indication lamp will be turned off. Otherwise, the attendant should cancel the message indication after the message is answered.

To Cancel Message from idle state:

1. Press **[Msg-Wt]**.
2. Choose **[StRmGp]** and dial a station/room/group number, or scroll through the station ports.
3. Press **[Cancel]**.
4. Press **[Abort]** or **SPKR** to exit.

Originating Station Only

The attendant can block all calls to a station by defining the station as "Originating Only". The user can only call out and cannot receive any calls at the station.

1. Press **[OrgOn]** (Originating Only).
2. Choose **[St#]** and dial a station number, or scroll through the station ports.
3. Choose **[Set]** to assign originating only or **[Cancel]** to deassign.
4. Press **[Abort]** or **SPKR** to exit.

◆ *Room Status*

The attendant can use this option to change the room status definition of a station.

Each Room Status definition displays a different status for the room such as CLEAN, DIRTY, OCCUPY, VACANT, etc. up to 16 room status types. See your system administrator for the precise definitions for your system.

1. Press **[A:Sts#]** (Attendant: Room Status; # = 0 to 15).
2. Choose **[St/Rm#]** and dial a station/room number or scroll through the ports to choose.
3. Choose **[Set]** to assign room status, or **[Cancel]** to deassign the room status.
4. Press **[Abort]** or **SPKR** to exit.

Station Blocking

The attendant may temporarily prevent a station from making and receiving any and all calls, essentially blocking the station.

1. Press **[St-Blk]** (Station Blocking).
2. Choose **[St#]** and dial a station number or scroll through the ports to choose.
3. Choose **[Set]** (to Block) or **[Cancel]** (to Unblock).
4. Press **[Abort]** or **SPKR** to exit.

Station Outgoing Restriction

The attendant may prevent a station from making outgoing trunk calls or regnant trunk access.

1. Press **[StRstr]** (Station Outgoing Restriction).
2. Choose **[St#]** and dial a station number or scroll through the ports to choose.
3. Choose **[Set]** to assign outgoing restriction or **[Cancel]** to deassign.
4. Press **[Abort]** or **SPKR** to exit.

Terminating Station Only

The attendant can use this feature to prohibit a station from originating any calls. The user can, however, continue to receive calls.

1. Press **[TrmOnl]** (Terminating Only).
2. Press **[St#]** and dial a station number or scroll through the ports to choose.
3. Choose **[Set]** to assign Terminating Only or **[Cancel]** to deassign.
4. Press **[Abort]** or **SPKR** to exit.

Wakeup Report

The attendant can request a printout of wakeup requests that were not answered. The report can be sorted by time or station number as defined system-wide.

1. Press **[WkUpRp]** (wakeup report).
2. The WAKEUP REPORT message appears on the top line of the display.
3. Hear confirmation Tone. The printer automatically prints the report.

◆ Wakeup Request

The attendant can program a station to ring at a specified time. If the user does not answer, recall will be attempted three times.

If recall is not answered, then the attendant will receive a call with the NOT WOKEN message on the top line (See *Wakeup Call* on page B-10). It is recommended that the attendant provide an alternate means for waking the guest.

Printouts are possible (system-wide defined) for: new/cancel and fail, success.

To Enter a New Wakeup Request:

1. Press **[WkUpRq]** (wakeup request).
2. Choose **[St/Rm#]** and dial the station/room number or scroll through list.
3. Choose **[Set]** to enter a new time for the station/room. The ENTER TIME message appears on the top line.
4. Dial in the wakeup time : Enter 4 digits for a 12 hour clock, use leading zeros.
5. Choose AM or PM.
6. Press **[Abort]** or **SPKR** to exit.

To Cancel Wakeup Request:

1. Press **[WkUpRq]**.
2. Choose **[St/Rm#]** and dial a station/room number or scroll through list.
3. Choose **[PortUp]** or **[PortDn]** to scroll through wake up time list and stop at the wakeup time you want to cancel.
4. Choose **[Cancel]** to delete the time.
5. Press **[Abort]** or **SPKR** to exit.

TROUBLESHOOTING

Alarm

This feature allows the attendant to identify and examine the system Alarms.

1. Press **[Alarm]**.
2. Choose **[NxtAlm]** (next alarm) to scroll through the alarm list. The alarm number and its code are listed on the system lines.
3. Make a list of each alarm number to report to the technician.
4. Press **[Abort]** or **SPKR** to exit.

See *Attendant User Guide* on how to use a DSS Alarm key (default access code #1997).

See the *PI & Database Reference Manual* for a detailed list of the alarm codes and their definitions.

Auto Guard

The attendant may view which of the trunks have been automatically blocked from use for outgoing calls by the Auto Guard feature.

When ASSIGN appears in the display, the trunk line is blocked. DEASSIGN means the trunk line is being used by the system.

To View Trunk Status:

1. Press **[AutoGd]** (Auto Guard)
2. Choose **[TrkD#]** and dial the trunk number or scroll through the ports.
3. Check the top line of the display

When a Trunk is in ASSIGN status (blocked):

1. Press **[AutoGd]**.
2. Choose **[TrkD#]** and dial the trunk number or scroll through the ports.
3. Press **[Cancel]** to unblock the trunk. (ASSIGN → DEASSIGN)
4. Press **[Abort]** or **SPKR** key to exit.
5. Check to see that the trunk is unblocked by placing a call on the trunk. If the call goes through, the trunk is unblocked. Otherwise, call the technician and re-activate AUTO GUARD.

To activate Auto Guard and prevent outgoing calls:

1. Press **[AutoGd]**.
2. Choose **[TrkD#]** and dial the trunk number or scroll through the ports.
3. Press **[Set]** to block the trunk. (DEASSIGN → ASSIGN).
4. Press **[Abort]** or **SPKR** to exit.

CO Block (Display Only)

The attendant may view which of the trunks have been blocked by the Central Office.

When ASSIGN appears in the display, the trunk is completely blocked. DEASSIGN means that the trunk is being used by the system.

1. Press **[CO-Blk]**.
2. Choose **[TrkD#]** and dial the trunk number or scroll through the ports.
3. Press **[Abort]** or **SPKR** to exit.

Appendix C - Glossary

ACD/UCD Group	Automatic Call Distribution and Uniform Call Distribution. Calls enter the system and are automatically routed to the ACD or UCD members based upon system definitions of availability and overflow.
Attendant/Operator	The individual responsible for answering incoming calls and transferring them to their required destinations, as well as attending to trunk, system and station feature controls.
Auto Transfer	When auto transfer is defined at a station, dialing the number to which a call is to be transferred will automatically transfer the call; use of the XFER key is not necessary. This feature is typically utilized by attendants (see also Transfer).
Boss Group	A Boss Group is a number of stations operating together in which the individual station may or may not ring simultaneously as defined by the system per Boss Group. The appropriate line key will flash at all stations set to ring at a specific station; the call can be either transferred to any group member or picked up by any group member when not in exclusive hold. Any group member can join a conversation by merely pressing the appropriate illuminated line key. However, only one additional member can join, and this is only when the original group member is not in privacy mode.

Class Of Service (COS)	A Class-of-Service (COS) consists of a list of features that are available to the telephone line user. However, the user may be denied certain features. Each internal telephone is marked with two classes-of-service, Primary and Secondary, which can be defined differently. In order to increase flexibility, Coral allows switching between the Primary and Secondary COS, but only one COS can be utilized at a time. When the telephone is in check-out mode, the telephone is marked by a system-wide defined COS and the user is denied this feature.
CO Trunk Number (Incoming)	The number that is dialed by an outside telephone user from the public network (through the Central Office) in order to call into the Coral for an internal station. (Number listed in the local telephone directory).
Dial	For the purpose of this guide “Dial” means entering the relevant digits by pressing the number on the Dial Pad (Key Pad) that operates a feature or sends a call to a destination. Dial also means pressing a key programmed with the feature or destination (DSS).
Disconnect	You may disconnect from an ongoing call by either pressing the Speaker key or by manually replacing the handset onto its cradle (i.e. hang up).
Direct Station Selection (DSS)	Permits you to make or transfer a call to an extension by using a defined key. DSS can also be used on all accessible system ports. Instead of dialing a number this can be done by pressing the programmed key. Also provides busy lamp field for programmed stations.
Digitized Voice Message System (DVMS)	DVMS is the utility that provides the means for embedding pre-recorded announcements into the system. Recorded messages can be informative, for example: transfer messages, or advertisements.

Forced Account Code	A feature that forces the station user to dial an account code before having access to an outside line. A display equipped keyset user attempting to access an outside line without dialing the account code will receive the message “ENTER ACCOUNT #” on the display. After dialing the account code, the user will be able to continue dialing the intended number.
Idle	A station or extension that is not ringing or busy, therefore available for use.
Intercept	If you misdial or dial an unauthorized code (restricted to you), you will receive a reorder tone or will be routed directly to the attendant/ operator/ master extension, as defined in your system.
Off-Hook	Lifting the telephone handset from its cradle has the same effect as pressing a preprogrammed LOOP , LINE or SPKR fixed key, but automatically inhibits the Speakerphone facility. Off- hook provides the dial tone, which then enables you to dial or activate a feature.
Line	The line key is used for making and receiving calls when the station is defined as a member of a boss group. When several line keys are in use, the station will act as if it is a multi-line instrument.
Loop	The loop key is used for making and receiving calls. When several loop keys are in use the station will act as if it is a multi-line instrument.
On- Hook	Replacing the telephone handset on its cradle – has the same effect as pressing the SPKR key.
Outside Line Access Code	A series of digits which must be dialed or keyed in order to gain access to a trunk or trunk group.
Port	Provides access to a device, station or trunk from within the system.
Recall- Automatic	The call that you have transferred to another extension.
Station/ Extension	Each Coral internal telephone is called a station.

Station Group	A number of stations linked together (members) for a common function, such as ACD/ UCD group or Boss group. A station can be defined as a member of many ACD/ UCD groups and/or Boss groups
Telephony Features	The FlexSet is part of the Coral family of telephones that have access to a rich array of telephony features that are user activated. The features supplied by the Coral appear in the FlexSet-IP 280S display whenever the FlexSet is engaged.
Time-Out	A predetermined period of time allowed to complete a specific function. If the function is not completed, for example dialing, the caller is dropped and the exchange equipment freed for other users. See also <i>Recall- Automatic</i> .
Transfer/ Xfer	While engaged on a call you can initiate a feature by pressing the XFER (Transfer) key. XFER provides you with a distinctive dial tone, which enables you to either transfer the call, or activate a feature. XFER puts the second party on Hold and provides a tone, as defined system-wide. If your Coral is connected to another PABX you may have to use the FLASH key instead of the XFER key. The XFER key is used for local Coral features, while the FLASH key is used to flash on trunks. In some systems, if you are not connected to a DTMF destination, transfer can be carried out by dialing '1' instead of pressing the XFER key. In some systems transfer is applied automatically when you dial a number (see also Auto Transfer).
Trunk	An outside line from the telephone company that terminates at the customer's location.
Trunk Group	A number of trunks linked together (members) for a common outgoing function.
Trunk Number	The access code number that is dialed or keyed by station user in order to gain access to a specific outside line.

**Verified Forced Account
Code (VFAC)**

A feature that forces the station user to dial a secret authorization account code before accessing an outside line. Before dialing is allowed, VFAC verifies the presence of the account code. If the code is not present, dialing is blocked. When the code is found, dialing is allowed. Except for verification, VFAC is the same as Forced AcctCd.

Appendix D - Tones

Tones are audible signals of various frequencies that give information about the status of calls and features. While using the Coral system, many different tones will be heard. These tones may vary for different locations, as each system is customized during installation. While the sounds of the tones themselves are not described, their general use is discussed below. In order to familiarize yourself with these tones, try accessing various features and listen to the resultant tone signals. The most frequently heard tones are:

- Break-In/Break-Out Tone** A warning tone received by a station user indicating that a third party has broken into, or is leaving (breaking out) an existing conversation.
- Break-In Warning** Tone heard during the entire break-in period. Indicates that a third party is listening (not used in North America)
- Busy Tone** Tone heard when the destination you have dialed (extension or trunk) is busy.
- Call Waiting Tone** Tone heard at your FlexSet station while engaged on a call or activating a feature indicating that another call is waiting to be answered (this appears only when multi-appearance is defined for your FlexSet station).
- Confirmation Tone** Tone heard indicating that the telephony feature has been activated or deactivated.
- Dial Tone** Tone heard after off-hooking (lifting) your handset from idle.
- Distinctive Dial Tone** This tone indicates that certain features are in use at your FlexSet, for example, when you have programmed your FlexSet not to receive calls with either Call Forward All, or Do Not Disturb, and you lift the handset. DDT is also heard between patterns of digits when dialing certain features, for example, AcctCd feature.

When the following features are applied at your telephone, the distinctive dial tone is heard when the handset is lifted:

- Call Forward All
- Do Not Disturb
- Messages Waiting
- Secondary COS

Reorder Tone You will hear this tone at your FlexSet if:

- You try to access a denied feature or misdial
- You have stayed off-hook for too long before dialing
- The station you have called does not answer within the predetermined interval.
- The station you have called is in Do Not Disturb status

Ringback Tone Tone is heard when the destination you have dialed is ringing.

Second Ringback Tone Tone that the calling party hears indicating that the called party is currently busy. When the called party disconnects, the waiting call will be the next one ringing to the destination.

Speaker Status Tone Indicates that the second conversing party's keyset is in speakerphone mode. Enables you to keep your privacy when you call someone who answered the call or placed the call back to the speaker, and there are other people in the phone environment.

Tick Tone A tone indicating that you may continue dialing.

VIP Ring Tone A warbling tone heard when receiving a call from a station designated as VIP. Enables you to identify an incoming call as a high priority call.

Voice Paging Tone A warbling tone when using the paging facility.

Appendix E - ISDN Cause Numbers

Cause #	CODE MEANING	ACTION
1	unallocated (unassigned) number	check number and call again*
2	no route to specified transit network	notify system manager
3	no route to destination	notify system manager
6	channel unacceptable	notify system manager
7	call awarded and being delivered in an established channel	no action*
16	normal clearing (message displayed as text)	no action*
17	user busy (message displayed as text)	call later
18	no user responding	call later
19	no answer from user (user alerted)	call later
21	call rejected	call later
22	number changed	check number and call again*
27	destination out of order	call later
28	invalid format (address incomplete)	check number and call again*
29	facility rejected	notify system manager

* If the message returns frequently notify system manager

Cause #	CODE MEANING	ACTION
31	normal unspecified	no action**
34	no circuit/ channel available	call later*
38	network out of order	wait and call later
41	temporary failure	call later*
42	switching equipment congestion	call later
43	access information discarded	no action*
44	requested circuit/ channel not available	notify system manager
47	resource unavailable, unspecified	notify system manager
49	quality of service not available	notify system manager
50	requested facility not subscribed	notify system manager
57	bearer capability not authorized	notify system manager
58	bearer capability not presently available	call later
63	service or option not available, unspecified	notify system manager
65	bearer capability not implemented	check destination is correct, try again from different compatible terminal, notify system manager if message returns
66	channel type not implemented	notify system manager

* If the message returns frequently notify system manager

Cause #	CODE MEANING	ACTION
69	requested facility not implemented	notify system manager
70	only restricted digital information bearer capability is available	notify system manager
79	service or option not implemented, unspecified	notify system manager
81	invalid call reference value	notify system manager
83	a suspended call exists, but this call identity does not	no action*
84	call identity in use	no action*
85	no call suspended	no action*
86	call having the requested call identity has been cleared	no action*
88	incompatible destination	check destination is correct, try again from different compatible terminal, notify system manager if message returns
91	invalid transit network selection	notify system manager
95	invalid message, unspecified	notify system manager
96	mandatory information element is missing	notify system manager
97	message type non-existent or not implemented	notify system manager
98	message not compatible with call state or messages type non-existent or not implemented	notify system manager

* If the message returns frequently notify system manager

Cause #	CODE MEANING	ACTION
99	information element non-existent or not implemented	notify system manager
100	invalid information element contents	notify system manager
101	message not compatible with call state	notify system manager
102	recovery on timer expiry	no action*
111	protocol error, unspecified	notify system manager
127	interworking, unspecified	notify system manager

* If the message returns frequently notify system manager

Appendix F - Troubleshooting

Failure Messages

The following failure messages may appear on your FlexSet-IP 280S to indicate there is a connection error. See the table below to determine the cause of the problem and the solution.

Failure Message	Problem	Solution / Action
NO MEDIA CHANNEL	In order to connect to the dialed number, the system requires an available Media Channel. Currently all IP Media Channels are engaged. The media channel resources will be freed once another user ends their conversation.	Hang up and try again later.
CODEC MISMATCH	The compression rate of your FlexSet-IP has not been defined correctly in the COS.	Notify your system administrator.
NO PHYSICAL LINK	Your FlexSet-IP 280S is not connected to the network.	Check all wires, connections, hubs and switches to determine if any parts or components are unplugged or damaged.

Appendix G – Latest Telephony Features

Directory

This feature provides a searchable directory listing. Both Shared and Personal records are combined and organized alphabetically, for easy retrieval. A search result can be dialed at the touch of a key.

The Directory enables:

- Fast search by name
- Number retrieval and autodial
- Add/edit entries to the Personal directory

Shared Directory is composed of the following internal and external numbers:

- Public Speed Call Library
- Hunt Group
- Boss Group
- All stations defined in the system

Personal Directory is a self-built database of external telephone numbers. It is accessible only from the station at which it was entered.

An entry to the Personal Directory is distinguished from a Shared Directory entry by a preceding asterisk.

Calls arriving to your station are matched against entries to your Personal Directory. Incoming calls from contacts listed in the directory are shown on the display as they appear in the Directory.

To search through the Directory:

NOTE: *Both Shared and Personal directories are accessed by the first constituent of an entry. If an entry consists of a given name and a family name, the search will look for the attribute listed first.*

1. Dial the Directory feature code #1994.
2. Enter all or part of the name of your contact party using the alphanumeric keys (*see Keypad on page G-4 and Editing Keys on page G-5*).

You may also use the  keys to scroll through the Directory.

3. While the name or number of the retrieved contact party is displayed, you can do one of the following:
 - Place a call by pressing asterisk (*) (*see steps below*)
 - Modify a Personal Directory contact information by dialing #2 (*see below*)
 - Permanently remove a Personal Directory entry by dialing #0 (*see below*)

To place a call from the Directory:

To place a call from within the Directory, dial asterisk (*) while the name or number of the retrieved contact party is displayed.

To modify an entry to the Personal Directory:

1. Dial #2 while the name or number of the retrieved contact party is displayed.
2. Edit the name as required.
3. Press the  key.
4. Edit the number.
5. Press the  key to save the changes. The entry subsequent to the one modified appears on the display.
or
Dial asterisk (*) to save the changes and call the saved contact.

To remove an entry from the Personal Directory:

To permanently delete an entry (personal directory only), press #0 while the entry is displayed. You will not be able to restore the deleted entry. The entry subsequent to the one removed appears on the display.

To add a new entry to the Personal Directory:

1. Dial the Directory feature code (#1994)
2. Dial #1.
3. At the prompt, enter the name of your contact party using the alphanumeric keys.
Up to 16 characters are allowed (see Keypad on page G-4 and Editing Keys on page G-5).
4. Press the  key.
5. At the prompt, enter the telephone number of your contact party (do not enter the outside line access code).
6. Press the  key to save the entry (an asterisk marks the saved entry as a Personal one).

OR

Press asterisk (*) to save the entry and to call the saved contact.

NOTE: *Any attempt to make an entry in excess of the number of entries allowed by the system, or to assign a dial number already existing on the Directory to a new contact, will fail.*

Editing Keys

The Directory service allows you to easily retrieve a telephone number by keying a name of your contact and to place a call to the search result as soon as the match is found. The available key combinations are listed in the table below. Options marked with a diamond (◆) are applicable for the Personal Directory only.

Option	Key	Description
Delete Entry ◆	#0	Delete the displayed personal entry. (There is no option to restore the deleted entry.)
New Entry ◆	#1	Add a new entry to your Personal Directory.
Modify Entry ◆	#2	Edit the displayed personal entry.
Backspace	#3	Erase the last entered character or digit.
Space	#4	Insert a space between words.
Name/Number	#5 or Designated DSS button	Toggle between name and number of your contact. To program a Name/Number toggle button, use feature code #128.
Send	*	Place a call to the displayed contact.
Scroll		Scroll through the Directory entries, contact by contact (entries are alphabetically organized).
Caps Lock ◆	Designated DSS button	Toggle between uppercase and lowercase characters. To program the Caps Lock toggle button, contact your system administrator for the Caps Lock feature code.
Character/Digit	Designated DSS button	Toggle between digits and characters. To program the Character/Digit toggle button, contact your system administrator for the Character/Digit feature code.

FlexiCall

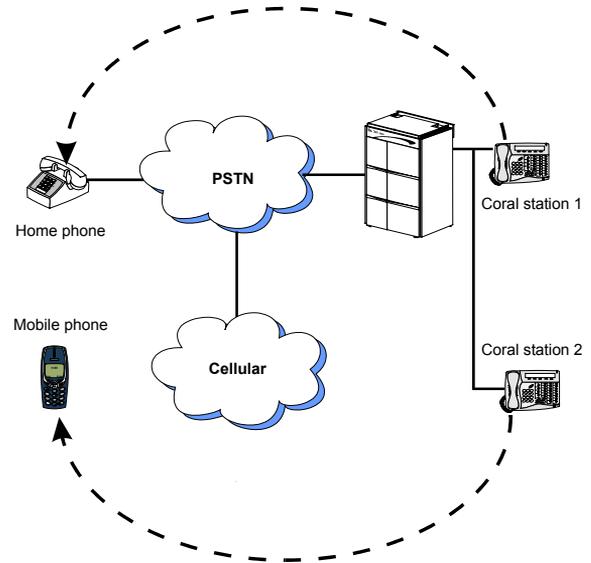
Calls ringing at your Coral station can simultaneously ring at any designated internal or external phone (e.g. home phone, mobile, second station) and can be answered at either phone. Your FlexSet can distinguish between calls arriving from an internal or external source when ringing at the remote destination (*see page G-7*). Calls can be transferred back to the original FlexSet anytime during the call.

The FlexiCall feature is an ideal solution for office applications requiring a “courtesy” telephone, and applications requiring an extension telephone to a system FlexSet. The FlexiCall feature may be used also to “semi-connect” ancillary devices such as answering machines, fax machines, or data modems to your FlexSet, without using a separate telephone number.

The remote destination rings even when your FlexSet is disconnected.

The remote destination does not ring if any of the following features is activated at your Coral station: *Do Not Disturb, Call Forward All, Call Forward Busy, Call Forward Timed, Auto Answer.*

The remote destination does not ring for the following incoming calls: *Group call, Boss Group call (only first member of a Boss Group will ring), Bell/UNA, Reminder, Wakeup, Voice Page.*



Internal/External FlexiCall

You can distinguish between calls arriving from an internal or external source when operating the FlexiCall feature. You can set calls arriving to your FlexSet to concurrently ring at your remote phone as follows:

- Internal and External calls ring at your remote phone.
- Only internal calls ring at your remote phone.
- Only external calls ring at your remote phone

This is demonstrated in the table below.

Case	To set		Set FlexiCall options as follows:		
	Internal Calls ring at:	External Calls ring at:	FlexiCall All (#17710) Set to:	FlexiCall Internal (#17711) Set to:	FlexiCall External (#17712) Set to:
1			Disabled	Activated	Disabled
2			Disabled	Disabled	Activated
3			Enabled	Irrelevant	Irrelevant
4			Disabled	Activated	Activated



= your Coral station



= your remote phone

To Operate FlexiCall:

1. Dial the appropriate FlexiCall feature code (see table below).
2. Dial the remote destination number (internal number or Public/Private Library number), at which calls will ring simultaneously with your Coral station.
A remote destination can be: an operator, station, network number, UNA/ Central Bell, or external number (stationary or cellular) via Public/Private Speed Call Library.
3. Listen for the confirmation tone.

To Cancel FlexiCall

1. Dial the appropriate feature code (see table below).
2. Dial the cancellation code (default #10).
3. Listen for the confirmation tone.
Should you hear a reorder tone, FlexiCall is denied at your station (as defined by Class of Service).

FlexiCall Type:	Feature Code
All	#17710
Internal	#17711
External	#17712

NOTES:

*Internal and External calls may be routed to different destinations.
If FlexiCall All is defined, it overrides the settings for Internal and External.*

FlexiCall: Receiving Calls at a Remote Destination

If your remote destination is located outside the enterprise (connected to the PSTN or public cellular network), you can answer all your FlexSet calls from your remote destination. Once you have answered a call at your remote destination, you have the following options:

Function	Key	Use to:
Place a new call	*1	Listen for a dial tone indicating that you can place a call to a new contact. Your original conversing party will be disconnected
Transfer call		A dial tone prompts you to enter the required transfer number. Transfer can be screened or unscreened. To return to the original conversing party (when transfer destination is busy or does not answer) dial *2 again.
Switch to Broker/ Consultation/3-Way Conference call	*2	A dial tone prompts you to enter the required third party number. Depending on your Class of Service definitions, one of the following three party functions will be activated (see page G-15): <ul style="list-style-type: none">• Broker Call• Consultation• 3-Way Combination of Consultation/Broker/3-way Conference Call
Divert call to Coral station	*3	A dial tone prompts you to enter a divert number. You will be disconnected and your conversing party will be transferred to the divert number. Your number will not show on the divert party's display.
Access voice mail/IVR	*4	For instructions on accessing voice mail from an IRSS phone, refer to <i>page G-10</i>
Divert call to your FlexSet	*5	You will be disconnected and your conversing party will be transferred to your Coral station. Your number will not show on your FlexSet's display. If your station does not answer within the system defined time-out period, the call will return to your remote phone.

NOTE: *Your remote phone will be activated as a part of the system only when a remote call is picked up at that phone.*

To activate voice mail/IVR from your remote phone:

You can access your voice mailbox, retrieve messages and setup voice mail options for your Coral station.

1. Answer the remote call.
2. Dial *1. Listen for the dial tone. Your original party will be released.
3. Dial the voice mail or IVR dial number (see table below).
4. At the automated voice mail answer, dial the voice mail remote access code followed by your station number to access your station's voice mail box.
5. Dial *4 as soon as the automated voice mail answers. This allows the system to recognize the voice mail (or IVR) commands.
6. Choose the required option from the voice mail or IVR system menu.

NOTE: *Contact your system administrator for the voice mail (IVR) dial number and voice mail remote access code. Use the table below to record that number and code:*

Voice Mail (IVR) Dial Number	Voice Mail Remote Access Code

Individual Remote System Services (IRSS) - Freedom

The IRSS feature, also known as Freedom, enables you to connect an off-site non-Coral phone (such as your home phone or mobile) to the Coral and make calls from within the system. Many of the Coral's extensive features (e.g. transfer, conference call, voice mail, access to public and private libraries) are available from this off-site phone. The off-site telephone operates as a virtual station in the Coral network, retaining the original features of the external telephone in addition to the Coral features.

To enable IRSS (from remote phone providing caller ID):

NOTE: *To enable the IRSS feature at your Coral station, you must first program a Private/Public Library number with your off-site phone number. Use the table below to record library numbers that contain your IRSS destination.*

Private/Public Library Number:	IRSS Phone Number

1. Dial IRSS feature code #17714.
2. At the dial tone, enter the number of a Private/Public Library containing your off-site phone number.
3. Listen for the confirmation tone.

To cancel IRSS:

1. Dial IRSS feature code #17714.
2. At the dial tone, enter the cancellation code (default #10).
3. Listen for the confirmation tone.

Placing IRSS Calls:

For IRSS calls placed from phones that send Caller ID, the IRSS feature must be enabled at your Coral station. See steps below.

For IRSS calls placed from phones that do not send Caller ID information, the IRSS feature must be enabled using the Executive Privilege feature. *See page G-13.*

To place a call from IRSS phone providing Caller ID:

1. Place a call to your desk phone. Listen for the distinctive dial tone.
2. If a passcode is required (as defined by the Class of Service), enter it now.
3. At the dial tone, dial the number of the person you wish to call.

Possible destinations can be *external number (stationary or cellular) or network number, or a Coral destination, including station, trunk/trunk group, dial service, routing access, public/private library, voice mail.*

If your destination is an external number, it should be preceded by the outside line access code.

You can activate any of the options described in the table on *page G-14*

To place a call from IRSS phone that does not provide Caller ID:

This applies for IRSS calls from off-site phones that do not possess a Caller ID number and, therefore, cannot be identified by the Coral.

NOTE: *Some telephones may be denied the Executive Privilege feature (defined by Class Of Service). In order to use Executive Privilege your station must be defined with a passcode.*

1. Place a call to the Executive Privilege number (contact your system administrator for that number).
2. Listen for the dial tone.
3. Dial your own Coral station number.
4. Dial your 4 digit passcode. Listen for the distinctive dial tone.
5. Dial the required destination number.

Possible destinations can be: *external number (stationary or cellular), network number, or a Coral destination, including station, trunk/trunk group, dial service, routing access, public/private library, voice mail.*

NOTE: *If your destination is an external number, it should be preceded by an external line access code.*

- If your destination is voice mail (IVR access code), skip to *page G-16*.
 - If your destination is a FlexiCall All feature, skip to *page G-17*.
 - To enable another IRSS phone, skip to *page G-18*.
6. Listen for the ringback tone.
 7. Wait for an answer.
 8. You can activate any of the options described in the table on *page G-14*.

Options available while in an established IRSS call

Function	Key	Use to:
Place a new call	*1	Listen for a dial tone indicating that you can place a call to a new contact. Your original conversing party will be disconnected
Transfer call	*2	A dial tone prompts you to enter the required transfer number. Transfer can be screened or unscreened. To return to the original conversing party (when transfer destination is busy or does not answer) dial *2 again.
Switch to Broker/Consultation/3Way Conference Call	*2	A dial tone prompts you to enter the required third party number. Depending on your Class of Service definitions, one of the following three party functions will be activated (see <i>page G-15</i>): <ul style="list-style-type: none">• Broker Call• Consultation• 3-Way• Combination of Consultation/Broker/3-way Conference Call
Divert call to a Coral station	*3	A dial tone prompts you to enter a divert number. You will be disconnected and your conversing party will be transferred to the divert number. Your number will not show on the divert party's display.
Access voice mail/IVR	*4	For instructions on accessing voice mail from an IRSS phone, refer to <i>page G-16</i> .

Broker/Consultation/3-Way Conference call

While engaged in an established FlexiCall or IRSS call, you can use one of the options listed below, as defined by your Coral station Class of Service.

To activate a Broker call:

1. Dial *2.
2. Dial the third party and wait for an answer.
3. Dial *2 to alternate between parties (any number of times).
When you hang up, the other parties will remain in conversation.

To activate a Consultation call:

1. Dial *2.
2. Dial the number of the person you wish to consult with.
3. When your conversation is concluded, dial *2 to return to the original call. The consulted party will be released.

To activate a 3-way Conference call:

1. Dial *2.
2. Dial the number of the person you wish to add on to the call.
3. When the party answers, dial *2 for a 3-way call.

To activate any combination of Consultation/Broker/3-way Conference calls:

1. Dial *2.
2. Dial the third party number and wait for an answer.
3. Dial *2. The third party is put on hold.
4. When you have concluded your private conversation, dial *2 to complete a 3-way Conference call.

To activate Voice Mail/IVR from your IRSS phone:

You can access your voice mailbox, retrieve messages and setup voice mail options for your Coral station.

1. Place a call to your desk phone. Listen for the distinctive dial tone.
2. Dial the voice mail or IVR dial number (contact your system manager for the dial number and access code).
3. At the automated voice mail answer, dial the voice mail remote access code followed by your station number to access your station's voice mail box.
4. Dial *4 as soon as the automated voice mail answers. This allows the system to recognize the voice mail or IVR commands.
5. Choose the required option from the voice mail or IVR menu.

NOTE: *Contact your system administrator for the voice mail (IVR) dial number and voice mail remote access code. Use the table below to record that number and code:*

Voice Mail (IVR) Dial Number	Voice Mail Remote Access Code

To activate the FlexiCall All feature from your IRSS phone:

1. Place a call to your desk phone. Listen for the distinctive dial tone.
2. Dial the FlexiCall All feature code #17710.
3. At the dial tone, dial the destination number. Wait for the confirmation tone.

Possible destinations are: *operator, station, network number, UNA/Central Bell or external number (stationary or cellular) via Public/Private Speed Call Library.*

To cancel the FlexiCall All feature from your IRSS phone:

1. Place a call to your desk phone. Listen for the distinctive dial tone.
2. Dial the FlexiCall All feature code #17710.
3. At the dial tone, dial the cancellation code (default #10). Wait for the confirmation tone.

To enable a new IRSS phone from your present IRSS phone

4. Place a call to your desk phone.
5. At the distinctive dial tone, dial the passcode assigned to your station.
6. At the tone, dial IRSS feature code #17714.
7. At the tone, dial the number of the private library containing the number of the remote phone to be designated as your **new** IRSS phone.
8. Listen for the reorder tone. You are now disconnected. You can now access your station from your newly assigned IRSS phone.

To cancel IRSS feature from your IRSS phone:

9. Repeat steps 1-3 above.
10. Dial the cancellation code (default #10). The IRSS feature is deactivated at your Coral station.

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