

IWATSU  
**enterprise** 3.0  
*Communications Server*

## Owner's Manual



## **SPECIAL NOTICES**

### **TOLL RESTRICTION**

The Toll Restriction feature of the Iwatsu Enterprise-CS system is one method of preventing fraud (i.e., the making of unauthorized toll calls) by users of the system. The chance of fraud may be reduced but may not be eliminated. Only a complete program which includes but may not be limited to inspection of telephone call billing, use of call detail recorders, and other such devices, systematic monitoring of all telephone call activity, and implementing corrective measures can minimize the possibility of fraud. Iwatsu Voice Networks and/or its Third Party manufacturers/suppliers hereby disclaim any express or implied warranty that its equipment is technically immune from or prevents unlawful and/or unauthorized utilization that may result in unauthorized toll calls. Iwatsu Voice Networks hereby warns Distributor that such is possible.

### **DISA**

The Direct Inward System Access (DISA) feature, with the ability to allow outside parties to connect to the internal services of Iwatsu Enterprise-CS, may provide a means for fraudulent calls to occur. Only a complete program which includes, but may not be limited to, inspection of telephone call billing, use of call detail recorders, and other such monitoring devices, systematic monitoring of all telephone call activity, frequently changing DISA authorization codes, and implementing corrective measures can minimize the possibility of fraud. Iwatsu Voice Networks and/or its Third Party manufacturers/suppliers hereby disclaim any express or implied warranty that its equipment is technically immune from or prevents unlawful and/or unauthorized utilization that may result in unauthorized calls. Iwatsu Voice Networks hereby warns Distributor that such is possible.

### **Use of Call Recorder, Station Monitor, Station Coaching and Voice Mail Record**

In certain states it is illegal to intercept, listen to, and/or record telephone calls. In certain states and under certain circumstances it is illegal to intercept for the purposes of listening in and/or recording telephone calls. Because such activity is not illegal in all jurisdictions and may be permitted in training and/or monitoring of personnel, this telephone system can be programmed to permit interception, listening to, and/or recording with or without warning to those on the line. Before utilizing the system for such purposes, you are advised to confirm the laws of the jurisdiction in which you utilize such features(s). Iwatsu Voice Networks and/or its Third Party manufacturers/suppliers disclaim any responsibility for improper or illegal use of the Call Record, Station Monitor, Station Coaching, and VM Record Feature and disclaim any obligations to render legal advice concerning this feature.

**Support of Enhanced 911**

In order to comply with regulations for support of Enhanced 911 service that may be in effect in the local jurisdiction that the Iwatsu Enterprise-CS system is installed, the Iwatsu Enterprise-CS provides for Enhanced E911 support by either using optional third party equipment, or configuring the system to use assigned telephone numbers (ANI) for defined areas, or a station or group of stations. The Distributor is hereby warned to check local laws as to Enhanced 911 support requirements, and that the configurations of the Iwatsu Enterprise-CS not contravene any such statutes, and to properly warn the End User (Purchaser) of the Iwatsu Enterprise-CS of the possible legal implication of the use of this feature.

**Electrical Safety Advisory**

It is recommended that an AC surge arrestor of the form and capacity suitable for the model of Iwatsu Enterprise-CS purchased be installed in the AC outlet to which the system is connected.

**Music-On-Hold**

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Iwatsu Voice Networks, 8001 Jetstar Drive, Irving, TX 75063, (972) 929-0242  
Email: [info@iwatsu.com](mailto:info@iwatsu.com), Web: <http://www.iwatsu.com>  
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This manual was written for systems with version 3.x software. In some cases, available feature operations may differ from those listed in this manual, depending on the hardware, software and programmed functions in your Iwatsu Enterprise-CS. For more information contact your authorized Iwatsu distributor.

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**Note:** The UL model name for the Iwatsu Enterprise-CS is ADIX-ECS.

Part Number: 108622

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**Section 1 –  
Iwatsu Enterprise-CS  
General Description**

IWATSU ENTERPRISE-CS

## **FCC REGISTRATION AND REQUIREMENTS**

### **INSTRUCTIONS TO THE USER**

The Iwatsu Enterprise-CS line of digital telecommunications systems has been registered and approved by the Federal Communications Commission (FCC) for direct connection to your local telephone service. In accordance with FCC rules and regulations regarding telephone equipment, Iwatsu is required to make you aware of your rights and obligations regarding the use of this equipment. In order that we may fulfill our obligations, please take a moment to carefully read the rules and regulations contained herein that apply to you.

#### **FCC Rules and Regulations**

##### **(1) Notification to the Local Telephone Company**

The local Telephone Company may request specific information about the Iwatsu Enterprise-CS before connection can be made to the local Telephone Company lines. When requested by the Telephone Company, the following information should be provided:

- a) The FCC Registration Number for all equipment connected to an individual line.
- b) The largest Ringer Equivalence Number (REN) for each line.
- c) Information required for compatible operation of the equipment with the Telephone Company communication facilities. The FCC Registration Number and Ringer Equivalence Number (REN) are printed on the equipment label located on the common equipment cabinet of the system (IX-CME). The largest Ringer Equivalence Number is the sum of the Ringer Equivalence Number (REN) of each FCC registered device that is connected to the same line. The maximum Ringer Equivalence Number that can normally be used without causing faulty operation is 5.0. Check with your local Telephone Company to determine the maximum Ringer Equivalence Number for the telephone lines you are using. In order to connect registered terminal equipment to the Telephone Company lines, the terminal equipment must utilize an FCC "standard means of connection", often referred to as a "registered jack". The type of jack utilized on the Iwatsu Enterprise-CS is identified by a USOC code number. Different code numbers are utilized for the various types of services provided by the Telephone Company that the systems use. When requesting new telephone service, the Telephone Company must be informed of the code number for each type of service. The Iwatsu Enterprise-CS can be configured as either a Private Branch Exchange (PBX) - Fully Protected, Key Telephone System - Fully Protected or a Multi-Function (Hybrid) System - Fully Protected. For your convenience, the following are the codes and registration numbers applicable to Iwatsu Enterprise-CS equipment:

	FCC Numbers
	ECS
Key Telephone System - Fully Protected	US:BD6KF10BIWATSU1
Multi-Function (Hybrid) System - Fully Protected	US:BD6MF10BIWATSU1
PBX - Fully Protected	US:BD6PF10BIWATSU1

The Iwatsu Enterprise-CS is FCC, Part 68, registered as a fully protected telephone system. The following information must be provided to the local telephone operating company when requesting service terminating to the Iwatsu Enterprise-CS:

**LOOP START TRUNK**

Ringer Equivalence No 0.5B  
Service Order Code ..... 9.0F  
Facility Interface Code ..... 02LS2  
Registered Connection..... RJ21X

**GROUND START TRUNK†**

Ringer Equivalence No..... 1.0B  
Service Order Code ..... 9.0F  
Facility Interface Code ..... 02GS2  
Registered Connection..... RJ21X

**CALLER ID TRUNK**

Ringer Equivalence No..... 0.5B  
Service Order Code ..... 9.0F  
Facility Interface Code ..... 02LS2  
Registered Connection..... RJ21X,  
..... RJ11\*

**E&M TIE LINE CARD**

**TYPE 1**  
Facility Interface Codes..... TL31M  
Service Order Code ..... 9.0F  
Registered Connection..... RJ2GX  
**TYPE 2**  
Facility Interface Codes TL32M  
Service Order Code ..... 9.0F  
Registered Connection..... RJ2HX

**T-1 SERVICE (SF)**

Facility Interface Code ..... 04DU9-BN  
Service order Code 6.0P  
Registered Connection..... RJ48C

**T-1 SERVICE (ESF)**

Facility Interface Code ..... 04DU9-1KN  
Service order Code ..... 6.0P  
Registered Connection..... RJ48C

**DID TRUNK\***

Facility Interface Code ... 02RV2-T  
Ringer Equivalence No. . 0.0B  
Service order Code..... 9.0F  
Registered Connection ... RJ21X

**OPS LINE CARD**

Facility Interface Codes..... OL13C  
Service Order Code ..... 9.0F  
Registered Connection ... RJ21X

**ISDN BRI CARD**

Facility Interface Codes..... 02IS5  
Registered Connection..... RJ49C#

**ISDN PRI CARD**

Facility Interface Codes..... 04DU9-1KN  
Registered Connection..... RJ49C or  
..... RJ48X

**NOTE:**

- \* Check with local utility or service provider for type of connection allowed.
- † Not available for US:BD6KF10BIWATSU1 registration applications.
- # NT1 required.

**(2) Restrictions on the Use of Registered Telephone Equipment**

FCC rules governing customer owned telephone equipment specifically exclude the use of the Iwatsu Enterprise-CS on public coin telephone (payphone) lines. The connection to party line service is subject to local state tariffs. Contact your state public utility, public service commission or corporate commission for information on this.

**(3) Incidence of Harm**

If for some reason the Iwatsu Enterprise-CS causes harm to the Telephone Company network, the Telephone Company will notify you in advance that temporary discontinuance of service may be required. In the event advance notice is not practical, the Telephone Company will notify you of the interruption of service as soon as possible. Also, the Telephone Company will advise you of your right to file a complaint with the FCC if you believe it is necessary. The Telephone Company may also make changes in its facilities, operations or procedures that could affect the operation of your system. If this occurs, the Telephone Company will provide advance notice in order for you to make the necessary modifications to maintain uninterrupted service.

**(4) Hearing-Aid Compatibility**

The Iwatsu Enterprise-CS, utilizing telephone station equipment manufactured by Iwatsu, meets all FCC requirements for hearing-aid compatibility.

**(5) Instruction Regarding the Repair and Refurbishment of Registered Equipment**

Only the manufacturer or its authorized agents are permitted under FCC rules to make other than routine repairs to registered telephone equipment. Repairs made to registered telephone equipment by unauthorized entities are a violation of local state tariffs and will void equipment warranties. Routine repairs are classified typically as lamp replacement, fuse replacement, directory label replacement, etc. All other repairs to your Iwatsu Enterprise-CS telephone equipment should be performed by Iwatsu Voice Networks. When trouble is experienced on any telephone line that your system is connected to and the trouble is causing harm to the network, the Telephone Company may request that you remove the equipment from the telephone lines(s) until the problem has been corrected. To contact Iwatsu Voice Networks, for information regarding the repair of your equipment, write or call:

(972)929-0242

**IWATSU VOICE NETWORKS**

8001 Jetstar Drive

Irving, TX 75063

Attn: Repair Department

**(6) Use of Other FCC Registered Equipment**

Aside from the Ringer Equivalence reporting as explained (above), use of other FCC equipment may provide for specific limitations depending upon the type of equipment. Check the instructions included with such equipment to determine what the limitations are, if any, on the use of such equipment.

**(7) Automatic Dialers**

The Iwatsu Enterprise-CS contains features that provide for the automatic dialing of outgoing calls. When programming Emergency Numbers and/or making test calls to Emergency Numbers:

- Remain on the line and briefly explain to the dispatcher the reason for the call.
- Perform such activities during off-peak hours such as early morning or late evening.

**(8) Toll Restriction and Optimized Routing Features**

The Iwatsu Enterprise-CS provides both Toll Restriction and Optimized Routing features that may be programmed in your system. The software or programming contained in the Iwatsu Enterprise-CS may be required to be upgraded to allow user access to the network in order to recognize newly established network area codes and exchange codes as they are placed in service. Failure to upgrade the programming or software (if required) to recognize the new codes as they are established will restrict the user from gaining access to the network and to these codes.

**(9) Direct-Inward-Dialing (DID) Requirements**

The Iwatsu Enterprise-CS meets all FCC requirements for Direct-Inward-Dialing (DID) service by providing Answer Supervision on incoming DID calls in accordance with FCC regulations. Allowing this equipment to be operated in such a manner as to not provide proper Answer Supervision is a violation of Part 68 of the FCC's rules. The equipment returns proper Answer Supervision to the local telephone exchange when DID calls are: answered by the called station, answered by the attendant, routed to a recorded announcement that can be administered by the system user, routed to a dial prompt (instruction).

**(10) Radio Frequency Emissions**

The Iwatsu Enterprise-CS is registered with the FCC as a Class A RF Device that may radiate radio frequency emissions. In the event that the system causes interference with another device, steps must be taken to reduce the interference, including possible removal of the equipment. While the probability of such an event is remote, consult Iwatsu Voice Networks for further assistance if this occurs.

**(11) Equal Access Requirements**

This system is capable of providing user access to interstate providers of operator services through the use of equal access codes. Failure to provide equal access capabilities is a violation of the Telephone Operator Consumer Services Improvement Act of 1990 and Part 68 of the FCC rules.

IWATSU VOICE NETWORKS.

## ***IWATSU ENTERPRISE-CS COMPONENTS OVERVIEW***

### **IX-CME Gateway Controller**

6 Universal Card Slots:  
5 x 96-channel and 1 x 32-channel card slots  
Time Slots: 1024  
Dimensions (H x W x D): 13.3" x 16.93" x 12.21"  
Weight: 20 lbs. Empty; 34.5 lbs. Full Capacity  
Power Supply: IX-PWSE or IX-PWSES

### **IX-EXPME1 Expansion Module**

4 Maximum (2<sup>nd</sup>, 3<sup>rd</sup>, 5<sup>th</sup>, 6<sup>th</sup> Shelf)  
6 Universal Card Slots: (16-port Slots)  
Time Slots: 96  
Dimensions (H x W x D): 11.5" x 16.93" x 12.21"  
Weight: 20 lbs. Empty; 34 lbs. Full Capacity  
Power Supply: IX-EXPWS

### **IX-EXPME2 Expansion Module**

1 Maximum (4<sup>th</sup> Shelf)  
6 Universal Card Slots: (16-port Slots)  
Time Slots: 96  
Dimensions (H x W x D): 11.5" x 16.93" x 12.21"  
Weight: 20 lbs. Empty; 34 lbs. Full Capacity  
Power Supply: IX-EXPWS

### **IX-PWSE Power Supply**

Dimensions (H x W x D): 10.5" x 2.75" x 11.5"  
Weight: 5 lbs.

### **IX-PWSES Power Supply**

Dimensions (H x W x D): 10.5" x 2.75" x 11.5"  
Weight: 3 lbs. 13.4 oz.

### **IX-EXPWS Power Supply**

Dimensions (H x W x D): 10.5" x 2.75" x 11.5"  
Weight: 5 lbs.

### **Switch Parameters**

#### **CPU**

VR4133  
64-bit CPU  
266 MHz  
433 MIPS  
Distributed Multi-microprocessor

#### **Flash Memory Capacity**

w/IX-CCU/IX-CCSU: 128 MB

#### **RAM Capacity**

w/IX-CCU/IX-CCSU: 128 MB SDRAM

#### **Heat Dissipation**

IX-PWSE (max.): 316 BTU/hr  
IX-PWSES (max.): 205 BTU/hr  
IX-EXPWS (max.): 316 BTU/hr



**Iwatsu Enterprise-CS  
Three Cabinet Configuration (Shown)  
Expandable to Six Cabinets**

#### **NOTE:**

The ECS may also be expanded by adding ADIX cabinets under the control of the ECS operating system through the TDM highway interface. This integration is possible when the IX-HWYA card is installed in the IX-CME and the IX-HWYL card is installed in the IX-CML, IX-CMM, or the IX-CM.

### Environment

Operating Temperature:  
0° to 40°C/32° to 104°F  
Storage Temperature:  
-10° to 50°C/14° to 122°F  
Relative Humidity (non-condensing):  
10% to 90%

### FCC Registration Numbers

KF: US:BD6KF10BIWATSU1  
MF: US:BD6MF10BIWATSU1  
PF: US:BD6PF10BIWATSU1

### IC Registration Number

IC:577A-IWATSU1

### Mounting Options

19" Rack Mount

### Power Nominal Max.

IX-PWSE:	115 watts	185 watts
IX-PWSES:	115 watts	120 watts
IX-EXPWS:	115 watts	185 watts

### AC Input

AC Input Voltage Tolerance:  
IX-PWSE: 120 ± 10% VAC  
IX-PWSES: 120 ± 10% VAC  
IX-EXPWS: 120 ± 10% VAC

### Frequency Tolerance:

IX-PWSE:	60 ± 3 Hz
IX-PWSES:	60 ± 10%
IX-EXPWS:	60 ± 3 Hz

### Maximum Input Current

IX-PWSE:	3.4A
IX-PWSES:	2.2A
IX-EXPWS:	3.4A

### Ringing Generator

Frequency: 20 Hz  
Amplitude: 90 Vac  
Maximum Simultaneous  
Ringing (SLT): 20

### Battery Backup

ECS IX-PWSE and  
IX-EXPWS power supplies  
include a battery interface.  
Backup time is dependent upon  
battery array, system size and  
system usage.

### Facility Interface Codes

Loop Start Trunks:	02LS2
Ground Start Trunks:	02GS2
DID Trunks:	02RV2-T
E&M Tie Lines:	TL31M/TL32M
OPS Lines:	0L13C
T1-SF:	04DU9-BN
T1-ESF:	04DU9-1KN
ISDN BRI:	02IS5
ISDN PRI:	04DU9-1KN

### Attendant Console

Maximum Attendant Positions:	32
Loop Keys (Incoming Lines):	8
Programmable Function Keys:	16
DSS Units (Max. 4 per Attendant)	128
Programmable DSS Keys:	30
Menu Driven Software Function Keys:	8
Call Waiting Indications:	12
Alphanumeric LCD:	4 rows, 40 characters
BLF Indications:	200 x 2

### Telephone Requirements

#### Digital Telephones

Wiring:	1 pair
Total End-to-end Distance	
22 AWG Twisted Pair:	1,000 ft.
24 AWG Twisted Pair:	1,000 ft.
1 Star Repeater:	1,500 ft.
2 Star Repeaters:	8,500 ft.

#### IP Telephones

Wiring: CAT 5 (UTP) or better  
Total End-to-end Distance  
CAT 5: 328 ft.

#### Single Line Telephones

Wiring:	1 pair
Wiring w/Message Lamp:	1 or 2 pair
Maximum Loop Resistance (Includes SLT)	
On-premise SLT:	600 ohm
Off-premise SLT:	1,200 ohm
Ringing Frequency:	20 Hz

#### Omegatrek IX-BS5 Base Stations

Wiring:	1 or 2 pair
Total End-to-end Distance	
22 AWG Twisted Pair:	820 ft.
24 AWG Twisted Pair:	460 ft.
1 IX-BSREP Repeater:	4,450 ft.
2 IX-BSREP Repeaters:	10,150 ft.

### Circuits Per Card

Universal Trunk Card (IX-8UNTK):  
8 circuits  
Caller ID Trunk Module (IX-400):  
4 circuits  
T1 Campus Networking Card  
(IX-DTI-N w/IX-VCOMP): 1 circuit  
CO Transfer Card (IX-4ETLAN):  
4 circuits  
Conference Card (IX-8CNFBX-1):  
8 circuits  
IP Station Card  
(IX-8IPSUB/IX-8EIPSUB) 8 circuits  
Digital Station Card (IX-16PSUB):  
16 circuits  
Digital Station Card (IX-8PSUB-1):  
8 circuits  
Digital Station/Caller ID Trunk Card  
(IX-408): 12 circuits  
Digital Station/On-premise SLT Card  
(IX-044): 8 circuits  
E & M Tie Line Trunk Card  
(IX-4EMTK): 4 circuits  
Ground/Loop Start Trunk Card  
(IX-8LGTK): 8 circuits  
ISDN BRI Trunk Card  
(IX-4ICOTB/IX-4EICOTB) 4 circuits  
IP Networking Card  
(IX-8IPNET/IX-8EIPNET) 8 circuits  
ISDN PRI Trunk Card  
(IX-DTI-P): 1 circuit  
CID w/Msg Lamp SLT Card  
(IX-8SUBS-4) 8 circuits  
CID w/Msg Lamp SLT Exp Card  
(IX-8ESUBS-4) 8 circuits  
Message Lamp SLT Card  
(IX-8SUBM-3): 8 circuits  
Message Lamp SLT Expansion Card  
(IX-8ESUBM): 8 circuits  
Off-premise SLT Card  
(IX-4SUBL): 4 circuits  
Omega-Voice VMI Voice Mail Card  
(IX-4EVMC) 4 circuits  
(IX-4VML-CFM) 4 circuits  
(IX-4VML) 4 circuits  
Omega-Voice VMI Expansion Card  
(IX-EVML) 4 circuits  
Omegatrek Wireless Interface Card  
(IX-4CSUB-3) 4 circuits  
On-premise SLT Card (IX-8SUBS-3):  
8 circuits  
On-premise SLT Expansion Card  
(IX-8ESUBS): 8 circuits  
T1 Trunk Card (IX-DTI-T): 1 circuit  
**Media Gateway Channels**  
IX-MBU: 24 Channels  
IX-EMBU: 24 Channels  
IX-MBU + (3)IX-EMBU: 96 Channels

### Software

Abandon Call Storage: 500 call records  
Account Codes: 12 digits  
Call Forwarding: 10 steps  
No Answer: no limit to steps  
Call Pick-up Groups: 250  
CO/ICM Hunt Groups: 250  
CO/Station Alphanumeric ID:  
8 characters  
DHCP Server: 1024 IP Addresses  
DID Alphanumeric ID: 16 characters  
Door phone Ringing Assignment:  
16 ringing stations/455 door phones  
External Paging Zones: 125  
Flexible Numbering Plan: 1-4 digits  
Forced Verified Account Codes: 2000  
Incoming Call Delayed Ringing Assignment:  
16 stations/line  
Incoming Call Ringing Assignment:  
16 stations/line, 32 stations/line  
if delayed ringing assignment is  
not programmed.  
Incoming Trunk Groups: 250  
Intercom Call Groups: 250  
Key Patterns: 1024  
Maximum Call Coverage Keys: 2048  
Maximum Digits per  
Speed Dial Number: 32  
Maximum Stations per  
Hunt Group: 32  
Maximum Stations per  
Paging Group: 64  
Maximum Stations per  
Text Message Group: 16  
Outgoing Trunk Groups: 250  
Paging Groups  
External: 125  
Internal: 125  
Park Orbits  
Attendant: 24  
System: 128  
Station: 1  
Programmable System  
Announcement Time:  
330 seconds (IX-CMSG-1)  
Relays 32  
Speed Dial Alphanumeric ID:  
10 characters  
Station Speed Dial Numbers: 10  
Station Text Messages: 10  
System Speed Dial Numbers: 900  
System Text Messages: 90  
Text Message Groups: 250

## Networking

### Campus Over IP

Total Campus Resources	1024
Total Resources Per Node	512
Total Campus Nodes Per Network:	16
Local Survivability:	Yes
Full Feature Transparency:	Yes
Bandwidth Requirement for Voice Traffic: (per call)	105 kbps
Resource Sharing Across Network:	Yes
Voice Compression:	
(G.711)	Yes
(G.729)	Yes
Uniform Intercom Dialing:	Yes

## Networking

### Campus Over T1

Total Campus Nodes	15
Local Survivability:	Yes
Full Feature Transparency:	Yes
Communications Channels per T1 Span:	46
Data Channel Split on T1 Span:	Yes
Resource Sharing	
Across Network:	Yes
Voice Compression:	Yes (Proprietary)
Uniform Intercom Dialing:	Yes

### PBX To PBX

#### Conventional Networking

E & M Tie Trunks	140
T1 Cards (IX-DTI-T)	
PBX to PBX Networking	10
IP-NET Cards	62
IP-NET Maximum Remote Systems	128

## Seismic Withstanding

Applied Force	Sweep Cycle/Wave	Applied Waves	Simulated Installation
0.25g vertical 0.125g horizontal	0.5-10Hz	30	Ground level, floor mount
0.5g vertical 0.25g horizontal	0.5-5Hz	30	2 <sup>nd</sup> to 6 <sup>th</sup> floor mount

***Iwatsu Enterprise-CS with the IX-PWSE and IX-PWSES Power Supply Capacities<sup>1</sup>***

This table lists the maximum port capacities for an Iwatsu Enterprise-CS based on configuration, utilizing the IX-PWSE or IX-PWSES power supply in the IX-CME cabinet. See Notes on the following page.

<b>Power Supply Location</b>	<b>IX-PWSE</b>	<b>IX-PWSES</b>
<b>Shelf 6</b>		
<b>Shelf 5</b>		
<b>Shelf 4</b>		
<b>Shelf 3</b>		
<b>Shelf 2</b>		
<b>Shelf 1</b>	<b>IX-CME</b>	<b>IX-CME</b>
Universal Card Slots	6	6
Number of TDM Ports <sup>2</sup>	144	144
Trunk Ports	144	144
T1 Ports w/o T1RCV	144	144
Station Ports <sup>4</sup>	1024	1024
IP Stations (IX-12IPKTD-E) <sup>4</sup>	1024	1024
IP Stations (IX-12IPKTD)	96	96
Omegatrek Portable Station (IX-PS6)	1024	1024
IX-BS5 Base Stations	24	16
TDM Digital Station Ports <sup>5</sup>	72	48
Attendant Positions	32	32
Attendant Consoles	24 w/o BLF	16 w/o BLF
BLF Units <sup>6</sup>	8	7
DSS Units (IX-DSS-3)	32	20
On-Premise SLTs (Regular)	72	28
On-Premise SLTs (MSG)	72	24
Off-Premise SLTs	16	16
Doorphones	96	47
Busy Bypass Units <sup>7</sup>	36	24
Loop Start Trunks	48	20
Caller ID Trunks	48	20
Ground Start Trunks	48	16
E & M Tie Trunks	20	16
DID Trunks	20	12
IX-MSGU Message Cards	5	5
IX-EDVIF Cards <sup>8</sup>	1	1
Conference Circuits / Party	32 / 4	32 / 4
T1 Cards (Circuits) (IX-DTI-T) <sup>9</sup>	6	6
T1 Cards w/o T1RCV	6	6
T1 Cards with T1RCV	0	0
ISDN BRI Circuits	48	40
ISDN PRI Cards (Circuits) (IX-DTI-P)	6	6
Campus APS Network Cards (IX-DTI-N w/ IX-VCOMP)	5	3
IP Networking Cards / Circuits (IX-8IPNET or IX-8EIPNET)	12 / 96	12 / 96
IX-MBU Channels: G.729 / G.711	192 / 160	192 / 160

**Iwatsu Enterprise-CS with the IX-PWSE and IX-PWSES  
Power Supply Capacity Notes:**

1. This table lists the maximum capacity supported for each component type based on the type of power supply installed on the shelf, total number of cards slots available, software restrictions and the power consumption of each component. The combined total number of ports for each system is limited to 1024 ports. Power consumption based on utilizing the IX-PWSE or the IX-PWSES in the IX-CME ECS cabinet.
2. The combined number of TDM Station, Trunk, and Miscellaneous ports may not exceed the number of ports listed in this category.
3. This number indicates the maximum trunk port capacity utilizing no T1RCV cards.
4. The ECS supports a maximum of 1024 IP or IP + TDM ports, this number assumes a minimum of 8 trunk ports supported.  
(1016 station ports + 8 trunk ports = 1024 total ports)
5. The maximum number of TDM station ports per shelf may not exceed 72. This number does not apply to PS6 Portable Stations.
6. The total combined number of IX-BLF Units and IX-DSS-A-2 units installed in the system may not exceed 15.
7. When Busy Bypass Units are used, the total number of Digital Stations should not exceed these numbers.
8. The IX-EDVIF card may only be installed in the first three shelves of the system. For additional serial card functions, IX-SCIF or IX-HCIF cards can be added based on available card slots and power consumption.

## Iwatsu Enterprise-CS with Iwatsu Enterprise-CS Expansion Hardware Capacity<sup>1</sup>

Maximum port capacities for an ECS with ECS expansion shelves based on configuration and power supply. See Notes on the following page.

Power Supply Location	IX-PWSE	IX-EXPWS	IX-EXPWS	IX-EXPWS	IX-EXPWS	IX-EXPWS
Shelf 6						IX-EXPME 1
Shelf 5					IX-EXPME 1	IX-EXPME 1
Shelf 4				IX-EXPME 2	IX-EXPME 2	IX-EXPME 2
Shelf 3			IX-EXPME 1	IX-EXPME 1	IX-EXPME 1	IX-EXPME 1
Shelf 2		IX-EXPME 1	IX-EXPME 1	IX-EXPME 1	IX-EXPME 1	IX-EXPME 1
Shelf 1	IX-CME	IX-CME	IX-CME	IX-CME	IX-CME	IX-CME
Universal Card Slots	6	12	18	24	30	36
Number of TDM Ports <sup>2</sup>	144	240	336	432	528	624
Trunk Ports	144	240	336	432	528	624
T1 Ports w/o T1RCV	144	144	144	144	144	144
Station Ports <sup>4</sup>	1024	1024	1024	1024	1024	1024
IP Stations (IX-12IPKT-D-E) <sup>4</sup>	1024	1024	1024	1024	1024	1024
IP Stations (IX-12IPKTD)	96	192	288	384	480	576
Omegabtek Portable Station (IX-P58)	1024	1024	1024	1024	1024	1024
IX-BSS Base Stations	24	48	72	96	120	144
TDM Digital Station Ports <sup>5</sup>	72	144	216	288	360	432
Attendant Positions	32	32	32	32	32	32
Attendant Consoles	24 w/o BLF	32 (w/ BLF or w/ BLF)	32	32	32	32
BLF Units <sup>6</sup>	8	8	8	8	8	8
DSS Units (IX-DSS-3)	32	64	96	128	128	128
On-Premise SLTs (Regular)	72	144	216	288	360	432
On-Premise SLTs (MSG)	72	144	216	288	360	432
Off-Premise SLTs	16	32	48	64	80	96
Doorphones	96	192	288	384	480	576
Busy Bypass Units <sup>7</sup>	36	72	108	144	180	216
Loop Start Trunks	48	96	144	192	240	288
Caller ID Trunks	48	96	144	192	240	288
Ground Start Trunks	48	96	144	192	240	288
E & M Tie Trunks	20	40	60	80	100	120
DID Trunks	20	40	60	80	100	120
IX-MSGU Message Cards	5	8	8	8	8	8
IX-EDVIF Cards <sup>8</sup>	1	1	1	1	1	1
Conference Circuits / Party	32/4	32/4	32/4	32/4	32/4	32/4
T1 Cards (Circuits) (IX-D1HT) <sup>9</sup>	6	9	12	15	18	21
T1 Cards w/o T1RCV	6	6	6	6	6	6
T1 Cards with T1RCV	0	3	6	9	12	15
ISDN BRI Circuits	48	96	144	192	240	288
ISDN PRI Circuits (Circuits) (IX-D1HP)	6	9	12	15	18	21
Campus APS Network Cards (IX-D11-Nw/IX-VOOMP)	5	6	7	8	9	10
IP Networking Cards / Circuits (IX-8IPNET or IX-8EIPNET)	12/86	24/192	36/288	48/384	60/480	72/576
IX-MBU Channels: G.729 / G.711	192 / 160	192 / 160	192 / 160	192 / 160	192 / 160	192 / 160

### **Iwatsu Enterprise-CS with Iwatsu Enterprise-CS Expansion Hardware Capacity Notes:**

1. This table lists the maximum capacity supported for each component type based on the type of power supply installed on the shelf, total number of cards slots available, software restrictions and the power consumption of each component. The combined total number of ports for each system is limited to 1024 ports. Power consumption based on utilizing the IX-PWSE in the IX-CME ECS cabinet and IX-EXPWS in the Iwatsu Enterprise-CS Expansion cabinets.
2. The combined number of TDM Station, Trunk, and Miscellaneous ports may not exceed the number of ports listed in this category.
3. This number indicates the maximum trunk port capacity utilizing no T1RCV cards.
4. The ECS supports a maximum of 1024 IP or IP + TDM ports, this number assumes a minimum of 8 trunk ports supported.  
(1016 station ports + 8 trunk ports = 1024 total ports)
5. The maximum number of TDM station ports per shelf may not exceed 72. This number does not apply to PS6 Portable Stations.
6. The total combined number of IX-BLF Units and IX-DSS-A-2 units installed in the system may not exceed 15.
7. When Busy Bypass Units are used, the total number of Digital Stations should not exceed these numbers.
8. The IX-EDVIF card may only be installed in the first three shelves of the system. For additional serial card functions, IX-SCIF or IX-HCIF cards can be added based on available card slots and power consumption.

## Iwatsu Enterprise-CS with ADIX APS Expansion Hardware Capacity<sup>1</sup>

Maximum port capacities for an ECS with ADIX APS expansion shelves based on configuration and power supply. See Notes on the following page.

	Shelf 6					IX-EXPML1
	Shelf 5				IX-EXPML2	IX-EXPML2
	Shelf 4			IX-EXPML1	IX-EXPML1	IX-EXPML1
	Shelf 3		IX-EXPML1	IX-EXPML1	IX-EXPML1	IX-EXPML1
	Shelf 2	IX-CML	IX-CML	IX-CML	IX-CML	IX-CML
	Shelf 1	IX-CME	IX-CME	IX-CME	IX-CME	IX-CME
Universal Card Slots	6	11	17	23	29	35
Number of TDM Ports <sup>2</sup>	144	232	328	424	520	616
Trunk Ports <sup>3</sup>	144	200	256	312	368	424
T1 Ports without T1RCV	144	168	168	168	168	168
T1 Ports with T1RCV	0	24	72	120	168	216
Station Ports (TDM + IP) <sup>4</sup>	1024	1024	1024	1024	1024	1024
IP Stations (IX-12IPKTD-E) <sup>4</sup>	1024	1024	1024	1024	1024	1024
IP Stations (IX-12IPKTD)	96	192	288	384	480	576
Omnepak Portable Station (IX-PS6)	1024	1024	1024	1024	1024	1024
IX-BSS Base Stations	24	40	64	88	112	136
TDM Digital Station Ports <sup>5</sup>	72	144	216	288	360	432
Attendant Positions	32	32	32	32	32	32
Attendant Consoles	24 w/o BLF	32 w/BLF 24 w/o BLF	32	32	32	32
BLF Units	8	16	24	32	32	32
DSS Units (IX-DSS-3)	32	64	96	128	128	128
On-Premise SLTs (Regular)	72	140	212	284	356	428
On-Premise SLTs (MSG)	72	136	208	280	352	424
Off-Premise SLTs	16	20	24	28	32	36
Doorphones	96	167	240	312	384	456
Busy Bypass Units <sup>6</sup>	36	72	108	144	180	216
Loop Start Trunks	48	84	132	180	228	264
Caller ID Trunks	48	80	128	176	224	268
Ground Start Trunks	48	76	124	172	220	260
E & M Tie Trunks	20	36	60	84	108	132
DID Trunks	20	36	60	84	108	132
IX-MSGU Message Cards	4	7	8	8	8	8
IX-EDVIF Cards <sup>7</sup>	1	1	1	1	1	1
Conference Circuits / Party	32/4	32/4	32/4	32/4	32/4	32/4
T1 Cards (Circuits)(IX-DTL-T) <sup>8</sup>	6	8	10	12	14	16
T1 Cards without T1RCV	6	7	7	7	7	7
T1 Cards with T1RCV	0	1	3	5	7	9
ISDNBRI Circuits	48	76	120	164	208	252
ISDNPRI Cards (Circuits)(IX-DTI-P)	6	8	10	12	14	16
Campus APS Network Cards (IX-DTI-New/IX-VCOMP)	5	8	11	14	15	15
IP Networking Cards / Circuits (IX-RIPNET or IX-8EIPNET)	12	21	32	43	54	62
IX-MBU Channels	192	192	192	192	192	192

### **Iwatsu Enterprise-CS with ADIX APS Expansion Hardware Capacity Notes:**

1. This table lists the maximum capacity supported for each component type based on the type of power supply installed on the shelf, total number of cards slots available, software restrictions and the power consumption of each component. The combined total number of ports for each system is limited to 1024 ports. Power consumption based on utilizing the IX-PWSE in the IX-CME ECS cabinet and IX-PWSL in the ADIX APS and expansion cabinets.
2. The combined number of TDM Station, Trunk, and Miscellaneous ports may not exceed the number of ports listed in this category.
3. This number indicates the maximum trunk port capacity utilizing no T1RCV cards.
4. The ECS supports a maximum of 1024 IP or IP + TDM ports, this number assumes a minimum of 8 trunk ports supported.  
(1016 station ports + 8 trunk ports = 1024 total ports)
5. The maximum number of TDM station ports per shelf may not exceed 72. This number does not apply to PS6 Portable Stations.
6. When Busy Bypass Units are used, the total number of Digital Stations should not exceed these numbers.
7. The IX-EDVIF card may only be installed in the first three shelves of the system. For additional serial card functions, IX-SCIF or IX-HCIF cards can be added based on available card slots and power consumption.

### **Key Telephone Lamp Indications**

<u>Status</u>	<u>Lamp Indication</u>
I-Use (Green) .....	Modulation Steady (On)
CO Incoming/Call Forward.....	0.1 sec. on, 0.9 sec. off
I-Hold (Green) .....	0.5 sec. on, 0.5 sec. modulated on
System Hold/Non-Privacy .....	0.1 sec. off, 0.3 sec. modulated on
Recall, ICM Incoming, MSG.....	0.7 sec. off, 0.3 sec. modulated on
DND.....	0.5 sec. on, 0.5 sec. modulated on
Busy .....	Steady (On)

### **Station Port Requirements**

<u>Model</u>	<u>Description</u>	<u>ECS Ports Required</u>
IX-ATT .....	Attendant Console .....	2
IX-BLF .....	Busy Lamp Field .....	1
DCKT970.....	Digital Wireless Telephone .....	1 or shared with digital telephone
IX-DCKT900.....	Digital Wireless Telephone .....	1 or shared with digital telephone
IX-PS6 .....	Digital Portable Key Telephone .....	1
Platinum DSS.....	50 DSS & 20 function keys with display .....	1
IX-DSS-3 .....	50 DSS & 20 function keys with display .....	1
Platinum 18i/d.....	18 line keys with 6 line LCD display .....	1
Platinum 12i/d.....	12 line keys with 2 line LCD display .....	1
IX-12IPKTD-E..	12 line keys (24 line keys with IX-ELK-3).....	1
IX-12IPKTD-E2 ...	12 line keys (24 line keys with IX-ELK-3).....	1
IX-12KTS-3 .....	12 line keys (24 line keys with IX-ELK-3).....	1
IX-12KTD-3 .....	12 line keys (24 line keys with IX-ELK-3).....	1
IX-12KTD-2 .....	12 line keys (24 line keys with IX-ELK-3).....	1
IX-MKT .....	Digital Key Telephone .....	1
IX-DDPH.....	Digital Doorphone.....	1
IX-PSUBMDM.....	Digital Port Modem.....	1

### **Time Parameters**

Hold Recall Timer.....	0 - 255 seconds
Timed Trunk Queuing .....	1 - 20 minutes
Doorphone Answer Time.....	5 - 255 seconds
VSS Recording Time .....	0 - 120 seconds
Hunting Time .....	0 - 255 seconds
Night Mode Start Time .....	00:00 - 23:59
Auto CO Answer Start Time.....	00:00 - 23:59
MISC Relay Timer.....	10 - 255 ms
DISA-Waiting Time.....	0 - 255 seconds

### **Graphic User Interface**

The Iwatsu Enterprise-CS utilizes the Iwatsu Programmer for all system programming. The minimum PC operating requirements are:  
Windows Vista or XP (Standard or Professional) Operating System, 700 MHz Processor, 256 MB RAM, and Microsoft .NET Framework 2.0.

## **IWATSU ENTERPRISE-CS STATIONS**

**Important:** The user should not install equipment or accessories.  
Only Iwatsu qualified service personnel are authorized to  
install any component of the Iwatsu Enterprise-CS.

### ***IP AND DIGITAL TELEPHONES AND OMEGATREK WIRELESS TELEPHONES***

There is a wide assortment of IP, digital, and wireless telephones designed to work with Iwatsu Enterprise-CS. These telephones have a combination of Fixed Features keys and / or Programmable Multipurpose keys. Many of the models are equipped with a digital display and have keys that provide red and green LED indication.

#### ***Iwatsu Enterprise Platinum Series IP Softphone***

The Iwatsu Enterprise Softphone IP Telephone is part of the new Platinum Series line of telephones from Iwatsu. The Iwatsu Voice Networks' Iwatsu Enterprise IP Softphone offers all the functionality of a fixed IP phone, yet it resides on the PC and uses the PC's IP connection to communicate with the Iwatsu Enterprise-CS. The Iwatsu Enterprise IP Softphone has a fixed ICM key and two fixed line keys. Additionally, five frequently-used fixed keys are integrated on the Iwatsu Enterprise IP Softphone: Hold, Forward, Add, Park, and Flash. Four tabs provide extended access to enhanced features. The Softphone can be configured with two different skins and tabs may be placed on either the left or right of the Softphone.

**Note:** When installing the Iwatsu Enterprise Softphone at a remote location, a VPN connection is required.

### ***Iwatsu Enterprise 18i Platinum Series IP Telephone***

The Iwatsu Enterprise 18i IP Telephone is part of the new Platinum Series line of telephones from Iwatsu. The Iwatsu Enterprise 18i is equipped with eight menu keys, 18 line keys, and a six-line, 20-character backlit LCD display. The Iwatsu Enterprise 18i has a large incoming call / MSG indication LED on the top of the telephone. The Iwatsu Enterprise 18i also includes an integrated pedestal and a wall mount to simplify installation. Frequently used features are now made available through menu keys on the display. Features that often required a specialized key on the telephone or a series of feature access codes can now be easily accessed using the new menu keys. Menu key features include: Call Forwarding, Voice Mail, Call Conferencing, Call Park, a Call Log for incoming and outgoing call records, Speed Dial, Redial, and EZDial for access from one to ten direct station selections.

The Iwatsu Enterprise 18i provides complete access to the ECS feature set from an Ethernet connection. Each Iwatsu Enterprise 18i Telephone requires an IP address that is either static or dynamically allocated by the network DHCP server.

**Note:** When installing the Iwatsu Enterprise 18i at a remote location, a VPN router is required. End-to-end Quality of Service (QoS) is required on all VPN routers used in the WAN.

### ***Iwatsu Enterprise 12i Platinum Series IP Telephone***

The Iwatsu Enterprise 12i IP Telephone is part of the new Platinum Series line of telephones from Iwatsu. The Iwatsu Enterprise 12i is equipped with three menu keys, 12 line keys, and a two-line, 20-character LCD display. The Iwatsu Enterprise 12i has a large incoming call / MSG indication LED on the top of the telephone. The Iwatsu Enterprise 12i includes an integrated pedestal and a wall mount to simplify installation.

Frequently used features are now made available through menu keys on the display. Features that often required a specialized key on the telephone or a series of feature access codes can now be easily accessed using the new menu keys. Menu key features include: Call Forwarding, Voice Mail, Call Conferencing, Speed Dial, and Call Park.

The Iwatsu Enterprise 12i IP Telephone provides complete access to the ECS feature set from an Ethernet connection. Each Iwatsu Enterprise 12i Telephone requires an IP address that is either static or dynamically allocated by the network DHCP server.

**Note:** When installing the Iwatsu Enterprise 12i at a remote location, a VPN router is required. End-to-end Quality of Service (QoS) is required on all VPN routers used in the WAN.

### ***IX-12IPKTD-E Executive Model IP Telephone***

The IX-12IPKTD-E IP Executive Model IP Telephone provides complete access to the Iwatsu Enterprise-CS feature set from an Ethernet connection. Each IX-12IPKTD-E IP Telephone requires an IP address that is either dynamically allocated by the network DHCP server or is a static IP address.

The IX-12IPKTD-E IP Telephones require an available channel on an IX-MBU Media Bridge Unit card to communicate with TDM resources. Calls made between IX-12IPKTD-E telephones are able to communicate peer-to-peer (via the IP Network) and do not require an IX-MBU channel.

The IX-12IPKTD-E IP Telephone includes an integrated Layer 2 switch that was designed for the workstation user and allows the switching of data within a LAN. Because the IX-12IPKTD-E IP Telephone is a Layer 2 switch, one PC connects to the back of the IX-12IPKTD-E IP Telephone and passes all data through the phone. When using the switching capabilities of the IX-12IPKTD-E IP Telephone, voice quality does not suffer. However, it is important to not use the switching capabilities for high load devices like a file or database server.

The IX-12IPKTD-E IP Telephone packages voice data through the UDP datagram and sends the data on an IP Network such as an Ethernet LAN or VPN. Additionally, the IPKTD-E IP Telephone can be powered over the Ethernet, via a Power over Ethernet (PoE) power supply. PoE is supported for the IX-12IPKTD-E (December 2004 production model). For more information on **Power over Ethernet**, refer to the **IP Telephone User Guide section** of this manual.

**Note:** When installing the IX-12IPKTD-E at a remote location, a VPN router is required. End-to-end Quality of Service (QoS) is required on all VPN routers used in the WAN.

### ***IX-6IPKTD-E IP Telephone***

The IX-6IPKTD-E IP Executive Model IP Telephone provides complete access to the Iwatsu Enterprise-CS feature set from an Ethernet connection. Each IX-6IPKTD-E IP Telephone requires an IP address that is either dynamically allocated by the network DHCP server or is a static IP address.

The IX-6IPKTD-E IP Telephones require an available channel on an IX-MBU Media Bridge Unit card to communicate with TDM resources. Calls made between IX-6IPKTD-E telephones are able to communicate peer-to-peer (via the IP Network) and do not require an IX-MBU channel.

The IX-6IPKTD-E IP Telephone includes an integrated Layer 2 switch that was designed for the workstation user and allows the switching of data within a LAN. Because the IX-6IPKTD-E IP Telephone is a Layer 2 switch, one PC connects to the back of the IX-6IPKTD-E IP Telephone and passes all data through the phone. When using the switching capabilities of the IX-6IPKTD-E IP Telephone, voice quality does not suffer. However, it is important to not use the switching capabilities for high load devices like a file or database server.

The IX-6IPKTD-E IP Telephone packages voice data through the UDP datagram and sends the data on an IP Network such as an Ethernet LAN or VPN. Additionally, the IPKTD-E IP Telephone can be powered over the Ethernet, via a Power over Ethernet (PoE) power supply. For more information on **Power over Ethernet**, refer to the **IP Telephone User Guide section** of this manual.

**Note:** When installing the IX-6IPKTD-E at a remote location, a VPN router is required. End-to-end Quality of Service (QoS) is required on all VPN routers used in the WAN.

### ***IX-12IPKTD-E2 IP Telephone***

The IX-12IPKTD-E2 IP telephone replaces the IX-12IPKTD and adds Power over Ethernet (PoE) capability and maintains all the features found on the IX-12IPKD.

The IX-12IPKTD-E2 IP Telephone provides complete access to the Iwatsu Enterprise-CS feature set from an Ethernet connection. Each IX-12IPKTD-E2 IP Telephone requires an available port on either the IX-8IPSUB card or IX-8EIPSUB card. In addition, each IX-12IPKTD-E2 IP Telephone requires an IP address. The IP address is either dynamically allocated by the network DHCP server or is a static IP address.

The IX-12IPKTD-E2 IP Telephone includes an integrated Layer 2 switch that was designed for the workstation user and allows the switching of data within a LAN via MAC address. Because the IX-12IPKTD-E2 IP Telephone is a Layer 2 switch, the PC connects to the back of the IX-12IPKTD-E2 IP Telephone and passes all data through the phone. When using the switching capabilities of the IX-12IPKTD-E2, voice quality does not suffer. However, it is important to not use the switching capabilities for high-load devices like a file or database Server.

The IX-12IPKTD-E2 IP Telephone packages voice data through the UDP datagram and sends the data on a 10 Base-T, 100 Base-T or 10/100 Base-T switched Ethernet network.

Additionally, the IX-12IPKTD-E2 can be powered over the Ethernet, via Power over Ethernet (PoE) Power Sourcing Equipment (PSE).

### ***Iwatsu Enterprise 18d Platinum Series Digital Key Telephone***

The Iwatsu Enterprise 18d Digital Telephone is part of the new Platinum Series line of telephones from Iwatsu. With the introduction of the Iwatsu Enterprise 18d Digital Telephone, frequently used system features are now made available through menu keys on the display. Features that often required a specialized key on the telephone or a series of feature access codes can now be accessed using the new menu display. The menu display offers easy-to-read, clear text that guides users through the process of accessing system features through the Iwatsu Enterprise 18d Telephone menu functions. Menu key features include: Call Forwarding, Voice Mail, Call Conferencing, Call Park, a Call Log for incoming and outgoing call records, Speed Dial, Redial, and EZDial for access from one to ten direct station selections.

The Iwatsu Enterprise 18d is equipped with 18 line keys, eight menu keys, and a six-line, 20-character backlit LCD display. The Iwatsu Enterprise 18d has a large incoming call / MSG indication LED on the top of the telephone. The Iwatsu Enterprise 18d also includes an integrated pedestal and a wall mount to simplify installation

### ***Iwatsu Enterprise 12d Platinum Series Digital Key Telephone***

The Iwatsu Enterprise 12d Digital Telephone is part of the new Platinum Series line of telephones from Iwatsu. With the introduction of the Iwatsu Enterprise 12d Digital Telephone, frequently used system features are now made available through a menu keys on the display. Features that often required a specialized key on the telephone or a series of feature access codes can now be accessed using the new menu keys. The menu display offers easy-to-read, clear text that guides users through the process of accessing system features through the Iwatsu Enterprise 12d Telephone menu functions. Menu key features include: Call Forwarding, Voice Mail, Call Conferencing, Speed Dial, and Call Park.

The Iwatsu Enterprise 12d is equipped with three menu keys, 12 line keys, and a two-line, 20-character LCD display. The Iwatsu Enterprise 12d has a large incoming call / MSG indication LED on the top of the telephone. The Iwatsu Enterprise 12d includes an integrated pedestal and a wall mount to simplify installation.

### ***IX-12KTD-3 Executive Digital Key Telephone with Display***

The IX-12KTD-3 Executive Digital Key Display Telephone offers all the functionality of the IX-12KTS-3 with the addition of a two-line, 16 characters per line liquid crystal display. This display is very helpful for using advanced features and for providing status information. The oversized indicator lamp flashes red for incoming calls and green for a programmable feature such as message waiting.

### ***IX—MKT Digital Key Telephone***

The IX-MKT Digital Key telephone is equipped with four Fixed Feature Keys with a red LED and eight Programmable Multipurpose Keys with a red/green LED, and an incoming call indicator lamp that flashes red for incoming calls and green for a programmable feature such as message waiting. The IX-MKT may be upgraded with an optional internal speakerphone unit. In addition, the IX-MKT also supports a single line/modem connection (for outgoing calls only) through an in-board modular connector. This feature allows simultaneous use of a modem while on a voice call. This model is available in black or white.

### ***Windows Messenger Client***

The Iwatsu Enterprise-CS supports the use of Microsoft® Windows Messenger. This application is controlled by the Iwatsu Enterprise-CS software and is configured in the database as a station on the system. Windows Messenger utilizes the Iwatsu Enterprise-CS integrated Session Initiated Protocol (SIP) to setup and teardown calls. Once configured, any station can call a Windows Messenger client. Windows Messenger clients can communicate with other ECS stations and make / receive outside calls.

#### Requirements:

- SIP Client License
- IX-MBU Media Gateway channel
- PC Sound card and microphone
- Windows Messenger version 5.0

### ***Omegatrek PS6 Portable Station***

The Omegatrek PS6 Portable Station is a lithium battery-operated portable telephone that allows users to make and receive calls within the service area covered by an Omegatrek IX-BS5 Base Station. The PS6 Portable Station has a three-line display, eight multiple purpose keys each with a red/green LED, an integrated handset speaker for voice announce and hands-free answerback, multiple ringing tones including vibrate mode, and an integrated headset jack.

### ***DCKT970 Digital Wireless Key Telephone***

The DCKT970 Digital Wireless Key Telephone has four feature keys (Transfer, Hold, Feature, Channel and Redial) and four function (F1-F4) keys. It may be connected directly to a digital station port, or it may share a port with a digital telephone. All of the keys on this telephone are programmable with the exception of the Talk, Channel and Redial keys which are fixed. The transmission frequency of the DCKT970 is between 902 and 928 MHz.

### ***Omegatrek IX-BS5 Base Station***

To optimize the signal reception, the Omegatrek Wireless System is installed using a cell configuration. A cell is the area covered by radio signals from an IX-BS5 Base Station. Signal strength in a cell is designed to be strong enough for users of the Omegatrek Wireless System to carry on normal calls throughout the cell area.

## **ATTENDANT CONSOLE**

The Attendant Console has been designed to provide convenience and speed for the processing of incoming calls. There are 24 Feature keys that may be programmed for specific feature functionality or outside line termination. Eight of these 24 keys have dual-color (red and green) lamps that are usually reserved for outside line termination. These keys are frequently referred to as Float (FLT) or Loop keys. In addition to these keys, there are 30 keys that can be programmed as Direct Station Selection (DSS) keys. DSS keys provide one-touch access to call the system extensions.

The Handset (Receiver) or Headset may be attached to either side of the Attendant Console. If your organization has the requirement to train a new attendant, a second Handset or Headset may be attached. Each side has the option of either being in the talk or monitor mode by moving the Talk/Monitor switch.

The Attendant Console also has two Lamp indicators. One is to inform you if there is an alarm condition in the system. The other one is to inform you of the number of calls waiting to be answered, up to 12 calls. You will also notice that the Attendant Console has keys to adjust the Handset, Ringer and Speaker volume.

The Attendant Console has a 4-line, 40 characters per line liquid crystal display. The display provides call status information along with the date and time. There is a Display Contrast switch on the right side of the Attendant Console to compensate for different lighting conditions.

The display also provides a second function. It works in conjunction with six Soft Function keys to enhance advanced feature operation. These Soft Function keys have no fixed functionality. Their capabilities are interactive with the prompts that appear on the display.

Pressing a Soft Function button that corresponds to a prompt on the display will result in a change of the prompts on the display. An optional Busy Lamp Field (BLF) may be added to the Attendant Console. The Busy Lamp Field has 200 lamps to provide status indication for the system extensions and outside lines.

The Attendant Console has all the capabilities described in the Digital Telephone User's Guide. Many feature operations in the Digital Telephone User's Guide require the pressing of the Speaker button (SPKR) to start and end feature operation. The Attendant Console does not require the use of the Speaker button (SPKR) to start feature operation, but does require pressing of the Release button (RLS) to end feature operation.

## **ATTENDANT POSITION**

The Attendant Position consists of a Digital Multiline Display Telephone and a Direct Station Selection Unit. Each Attendant Position may have a maximum of four DSS Units. The maximum number of DSS Units and Attendant Consoles that may be used in an Iwatsu Enterprise-CS is 128 (4 DSS Units per Attendant Console).

### ***Iwatsu Enterprise DSS***

The Iwatsu Enterprise DSS Direct Station Selection Unit is part of the new line of Platinum Series telephones. The Attendant Position consists of an Iwatsu Enterprise 18i/d Platinum Series IP or Digital Telephone and an Iwatsu Enterprise DSS Direct Station Selection Unit. This DSS unit has 50 keys to provide one-touch access and status indication for the system extensions. In addition, there are 20 keys that may be programmed for specific attendant features. This DSS Unit also has a 40-character liquid crystal display to assist in call processing.

Red flashing lamp:	The extension is in the Do Not Disturb, Call Forward, Absence Message, Station Forced Release or Station Lock mode.
Solid red lamp:	The extension is busy.
Green flashing lamp:	The extension has the Message Waiting lamp lit.
Solid green lamp:	The extension is talking with the attendant.

The Attendant Position has all the capabilities described in the Digital Telephone User's Guide.

### ***IX-DSS-3***

The IX-DSS-3-A has 50 keys to provide one-touch access and status indication for the system extensions. In addition, there are 20 keys that may be programmed for specific attendant features. This DSS Unit also has a 40-character liquid crystal display to assist in call processing. All features and specifications of the IX-DSS-A-2 are available in the newer IX-DSS-3.

Red flashing lamp:	The extension is in the Do Not Disturb, Call Forward, Absence Message, Station Forced Release or Station Lock mode.
Solid red lamp:	The extension is busy.
Green flashing lamp:	The extension has the Message Waiting lamp lit.
Solid green lamp:	The extension is talking with the attendant.

The Attendant Position has all the capabilities described in the Digital Telephone User's Guide.

### ***DIGITAL DOORPHONES***

The Digital Doorphone (IX-DDPH) provides an economical and simple method to allow visitors to make an intercom call to gain entrance to your building.

### ***SINGLE LINE TELEPHONES***

Industry standard single line telephones (either 500 or 2500 type) can be connected as on-premise or as off-premise extensions.

## **OPTIONAL STATION EQUIPMENT**

The following components provide the Iwatsu Enterprise-CS station terminals with additional features.

### ***NR-A-AUDIO AND NR-A-IPAUDIO ADAPTER***

The NR-A-AUDIO and NR-A-IPAUDIO adapters provide the interface for the Iwatsu Enterprise Platinum Series digital and IP Telephones to a station loud-ringer and a recording device. The NR-A-AUDIO and NR-A-IPAUDIO provide an interface to a recording device through a 1/8 inch mini-jack audio connector.

### ***IX-COMLINK-2 COMPUTER TELEPHONY INTERFACE ADAPTER***

IX-COMLINK-2 is a TAPI-compliant Computer Telephony Interface adapter that bridges the gap between your PC and Iwatsu Enterprise-CS digital desktop telephone. IX-COMLINK-2 combines desktop application software such as Iwatsu's Contact Point application and a digital telephone system to fully harness the power of your PC through your Iwatsu Enterprise-CS telephone system.

### ***IX-KTLCD-3 DISPLAY UNIT (IX-12KTD / S-3 ONLY)***

IX-KTLCD-3 units are available in both black and white to match the IX-12KTD / S-3 Digital Key Telephones. The IX-12KTS-3 Digital Key Telephones are field upgrade-able to receive the new IX-KTLCD-3 unit.

### ***IX-12ELK-3 EXPANSION LINE KEY UNIT***

Expansion Line Key Unit. IX-12ELK-3 units add an additional 12 keys to your IX-12IPKTD, IX-12IPKTD-E IP Telephones or IX-12KTD / S-3 Digital Key Telephones and are available in both black and white to match the telephones. The buttons on the black telephone are black, and the buttons on the white phone are gray. The IX-12IPKTD IP Telephones and IX-12KTD / S-3 Digital Key Telephones are field upgradeable to receive the IX-12ELK-3.

### ***IX-LRAU (IX-12KTD / S-3 ONLY)***

Internal Loud Ringer Unit. The IX-LRAU provides the interface for IX-12KTD-3 or IX-12KTS-3 Digital Key Telephone to a station loud-ringer, external speakerphone unit and a recording device. The IX-LRAU works the same as the IX-LRSP but provides a new interface to a recording device through a 1 / 8 inch mini-jack audio connector.

### ***IX-LRSP***

Station Loud-ringer/ External Speakerphone Adapter.

### ***IX-BPCU (IX-12KTD / S-3 ONLY)***

The IX-BPCU unit allows a caller that calls a busy station with the IX-BPCU unit installed to make a voice announcement to that busy station. Unlike ADIX digital key telephones prior to the IX-12KTD / S-3, the IX-12KTD-3 and IX-12KTS-3 Digital Key Telephones do not use an additional speaker and MIC for the busy bypass function. The IX-BPCU unit utilizes the speaker and the MIC of the IX-12KTD-3 or IX-12KTS-3 Digital Key Telephone. The IX-BPCU requires an additional digital station port to operate.

### ***IX-BPAD***

Station Busy Bypass/Auto-dialer Unit. Adds the busy bypass calling feature to multiline telephones, plus 16 programmable keys that can be used as auto-dialers. It requires one station port.

### ***IX-SNHD***

Station Noise Canceling Handset. Hearing aid compatible. Provides comfortable call in noisy areas for the Iwatsu Enterprise-CS telephones.

### ***IX-SHHD***

Station Amplified Handset. Provides acoustic receiving voice amplification for hearing impaired people.

### ***IX-SHAD (STANDARD HANDSET)***

Station Hearing Aid Handset. This is the factory-equipped handset and can be used with a hearing aid device that uses a magnetic pick-up coil.

### ***IX-SSPU***

Station Speakerphone Unit. Adds hands-free call feature on outside line calls to the Iwatsu Enterprise-CS telephones.

### ***IX-AUTD***

Station Auto-dialer Unit. Adds 16 programmable keys that can be used as auto-dialers (IX-12KTD-2 only).

### ***IX-PHSAD***

Station Headset Adapter/Auto-dialer Unit. Adds a headset adapter, plus 16 programmable keys that can be used as auto-dialers or DSS keys to the Iwatsu Enterprise-CS Digital Multiline Telephones.

### ***IX-STPD***

Station Pedestal/Wall Mount. Used to wall mount or to provide additional angle to the Iwatsu Enterprise-CS Digital Multiline Telephones (IX-12KTD-2 only).

### ***IX-VTPD***

IX-MKT Pedestal/Wall Mount. Used to wall mount or to provide additional angle to the Iwatsu Enterprise-CS IX-MKT Digital Key Telephone.

### ***IX-ADPD***

Autodial Pedestal/Wall Mount. Used to wall mount or to provide additional angle to the Autodial Unit.

### ***IX-SREP***

Star Repeater. Used to extend the distance an Iwatsu Enterprise-CS Digital Telephone, DSS, Attendant Console, or Digital Doorphone may be from the KSU (Key Service Unit). An IX-SRWPS is required for local power.

### ***IX-SRPWS***

Star Repeater Power Supply. Used to provide local power for two IX-SREPs.

### ***IX-HSHG***

Handset Hanger Assembly. The optional IX-HSHG is available in both black and white to match the IX-12KTD-3 and IX-12KTS-3 Digital Key Telephones and IX-12IPKTD and IX-12IPKTD-E IP Telephones. The Handset Hanger Assembly provides a more secure station handset cradle for wall-mounted stations.

## **POWER SUPPLY DESCRIPTION**

The IX-PWSE is the main power sources for the Iwatsu Enterprise-CS IX-CME cabinet. Additional power supplies are also used to provide power to certain circuit cards and station terminals when installed in the system

### ***IX-PWSE***

The IX-PWSE power supply generates the DC voltages required for system operation. The DC output voltages of the power supply are +5 VDC, +8 VDC, -8 VDC and +24 VDC. These voltages are converted from the 120 VAC commercial power supply or the +24 VDC emergency backup battery at the main power supply unit.

### ***IX-PWSES***

The IX-PWSES power supply generates the DC voltages required for system operation. The DC output voltages of the power supply are +5 VDC, +8 VDC, -8 VDC and +24 VDC. These voltages are converted from the 120 VAC commercial power supply. This power source supports a single IX-CME cabinet does not support a battery backup.

### ***IX-EXPWS***

The IX-EXPWS power supply generates the DC voltages required for the ECS expansion modules. The DC output voltages of the power supply are +5 VDC, +8 VDC, -8 VDC and +24 VDC. These voltages are converted from the 120 VAC commercial power supply or the +24 VDC emergency backup battery.

### ***IX-DCDCM***

This unit provides -48 VDC talk battery. Required for off-premise single line telephones (IX-4SUBL), E&M Tie Lines (IX-4EMTK), and Ground Start outside lines (IX-8UNTK). The IX-DCDCM must be installed on the same shelf as the cards mentioned above.

### ***IX-PMMSG***

This unit is connected to the IX-8SUBM-2 card and provides +90 VDC power required for single line telephones with message lamps. The power is supplied only to the IX-8SUBM-2 card to which the IX-PMMSG is connected.

***IX-RNGUM***

This unit provides 90 VAC ringing voltage at 20 Hz. for single line telephones. Required for any IX-4SUBL or IX-8SUBS-2 card installed in the Iwatsu Enterprise-CS.

***IX-BACBB***

Battery Connecting Cable for power failure back-up.

***BATTERY BACK-UP***

Backup time is dependent upon battery array, system size and usage.

## **COMMON CONTROL CARDS**

Common control cards are the core of system operation and are always required in the IX-CME Gateway Controller. These cards include the Central Processing Unit, Expansion Memory and Highway Expansion Cards (Highway Expansion Cards are only required for Iwatsu Enterprise-CS to ADIX expansion).

### ***IX-CCU Central Control Unit***

The IX-CCU Central Control Unit contains a 64-bit processor that controls all Iwatsu Enterprise-CS functions. At a maximum capacity, this processor will support up to 1024 TDM+IP devices. On board features of the IX-CCU include a 1024-address DHCP server, SIP and H.323 call control servers, two RS232C serial ports for system event output and administration access, 32 conference circuits that will each support a 4-party conference, an external alarm indicator connector, and an external Background Music / Music On Hold source connector, an FTP server and client for system software upgrades, and an internal web server for SNMP (Simple Network Management Protocol) access. The IX-CCU has connectors for the IX-CCSU which is a required component for all ECS applications.

### ***IX-CCSU Central Control Sub Unit***

The IX-CCSU is a required component in all Iwatsu Enterprise-CS applications. This card mounts on the IX-CCU and contains 128MB compact flash memory which stores the master and backup database files. This card also has two 10/100 Ethernet connectors one of which is connected to the IX-MBU and provides the TCP/IP signaling data for the IP devices. The other Ethernet connector is used for system programming access. All licensing information for the ECS system is stored on the IX-CCSU card.

### ***IX-MBU Media Bridge Unit***

The IX-MBU card provides media gateway services to/from any IP device to/from any TDM station, trunk, or miscellaneous port. The IX-MBU, installed in one of five 96-channel slots on the IX-CME, provides 24 channels for IP/TDM conversion in a base configuration. With the addition of one or more IX-EMBU 24-channel DSP daughter cards, the IX-MBU card may be expanded to provide up to 96 channels for IP/TDM conversion. A maximum of 192 MBU channels are supported in the system with release 1.0. This will be expanded to 480 MBU channels in a future release. The IX-MBU card supports the IEEE 802.1p voice prioritization, TOS and DiffServ QoS standards.

### ***IX-EXPIFCM ECS Expansion Card***

The IX-EXPIFCM ECS Expansion card is installed in the IX-CME cabinet and provides support for 480 TDM ports. The IX-EXPIFCM directly interfaces the IX-EXPIFE1 cards installed in the IX-EXPME1 ECS expansion modules one and two and the IX-EXPIFE2 card installed in the IX-EXPME2 expansion module three. The IX-EXPMECBL and IX-CMECBL-L cables are required for a direct physical connection to the expansion cards.

### ***IX-EXPIFE1 ECS Expansion Card***

The IX-EXPIFE1 ECS Expansion card is installed in the EXT slot of the IX-EXPME1 expansion cabinets one, two, four, and five and provides support for 96 TDM ports per card. The IX-EXPIFE1 directly interfaces the IX-EXPIFCM expansion card installed in the IX-CME cabinet or the IX-EXPIFE2 expansion card installed in the IX-EXPME2 expansion cabinet. The IX-EXPMECBL cable is required for a direct physical connection to the IX-EXPIFCM card.

### ***IX-EXPIFE2 ECS Expansion Card***

The IX-EXPIFE2 ECS Expansion card is installed in the EXT slot of the IX-EXPME2 expansion cabinet and provides support for 288 TDM ports. The IX-EXPIFE2 directly interfaces the IX-EXPIFCM card installed in the IX-CME cabinet and the IX-EXPIFE1 expansion cards installed in the IX-EXPME1 ECS expansion modules four and five. The IX-EXPMECBL and IX-CMECBL-L cables are required for a direct physical connection to the expansion cards.

### ***IX-HWYA TDM Highway Expansion Card***

The IX-HWYA TDM Highway Expansion card is required to expand the Iwatsu Enterprise-CS TDM resources using legacy Iwatsu ADIX cabinets. The IX-HWYA card is installed in the EXT slot of the IX-CME cabinet and provides a connection to an IX-HWYL card installed in the common module of an ADIX APS, ADIX-M, or ADIX 450 system. The IX-CMECBL cable is required for a direct physical connection to the IX-HWYL. The Iwatsu Enterprise-CS will grow to a maximum of 616 TDM ports when the Iwatsu Enterprise-CS is expanded using ADIX APS cabinet hardware.

### ***IX-HWYL TDM Highway Expansion Card***

The IX-HWYL TDM Highway Expansion card is required to expand the Iwatsu Enterprise-CS TDM resources using legacy Iwatsu ADIX cabinets. The IX-HWYL card is installed in the CPU slot of the ADIX APS IX-CML, ADIX-M IX-CMM, or ADIX 450 IX-CM. The IX-CMECBL cable is required for a direct physical connection to the IX-HWYA. The Iwatsu Enterprise-CS will grow to a maximum of 616 TDM ports when the Iwatsu Enterprise-CS is expanded using ADIX APS cabinet hardware.

## **STATION INTERFACE CARDS**

The station interface cards interface the system universal ports to the individual station terminals. The following types of cards are available for the various station terminal applications.

### ***EIGHT-PORT IP STATION CARD***

#### ***(IX-8IPSUB / IX-8EIPSUB)***

The IX-8IPSUB/IX-8EIPSUB card provides eight IP station ports for use with the IX-12IPKTD IP Telephone. The IX-8EIPSUB is a daughterboard card that can receive power from either the IX-8IPSUB (for a combined total of 16 IP station ports) or the IX-8IPNET (for a combined total of 8 IP Networking ports and 8 IP Station ports). The IX-8IPSUB/IX-8EIPSUB card connects to the Ethernet-based local area network (LAN) and requires one port per card on the LAN switch.

*Station Ports: 8 ports/card.*

*1 ECS TDM port required for: IX-12IPKTD.*

*Note: The IX-8IPSUB/IX-8EIPSUB cards are not required for the IX-12IPKTD-E IP Telephone.*

### ***EIGHT-PORT DIGITAL STATION CARD***

#### ***(IX-8PSUB-1)***

An IX-8PSUB-1 card provides eight station terminal ports for Attendant Consoles, DSS Units and Digital Telephones that are connected through star wiring. Each port connects the station terminal with a two-wire cable that carries bi-directional data transmission (ping-pong transmission).

*Ports: 8 ports/card.*

*Stations: 2 ports required for: IX-ATT,*

*1 port required for: IX-DSS-3, IX-BLF, IX-KTD/S-3, IX-12KTD-2, DCKT970 (may share a port with a key telephone), IX-DCKT900 (may share a port with a key telephone), IX-MKT, IX-COMLINK-2, IX-DDPH, IX-BLF, IX-MSGU (per channel), IX-BPAD, and IX-BPCU.*

## **SIXTEEN-PORT DIGITAL STATION CARD**

### **(IX-16PSUB)**

The IX-16PSUB card interfaces 16 digital station terminals to the Iwatsu Enterprise-CS. Each circuit of the IX-16PSUB card is star connected to an Iwatsu Enterprise-CS digital telephone, DSS Unit, or Attendant Console using #22/24 AWG one-pair twisted cable. If an IX-BPAD busy bypass unit is used with an Iwatsu Enterprise-CS digital telephone, #22/24 AWG two-pair twisted cable is required. Single-pair cable allows for bi-directional data transmission or *ping-pong* transmission. The loop limit of Iwatsu Enterprise-CS digital station terminals is 1000 feet. The loop limit can be extended using IX-4SLREPU star repeaters.

*Ports: 16 ports/card*

*Stations: 2 ports required for: IX-ATT,*

*1 port required for: IX-DSS-3, IX-DSS-A-2, IX-BLF, IX-KTD/S-3, IX-12KTD-2, DCKT970 (may share a port with a key telephone), IX-DCKT900 (may share a port with a key telephone), IX-MKT, IX-COMLINK-2, IX-DDPH, IX-BLF, IX-MSGU (per channel), IX-BPAD, and IX-BPCU.*

## **OMEGATREK WIRELESS SYSTEM INTERFACE CARD**

### **(IX-4CSUB-3)**

The IX-4CSUB-3 card is a required component in Iwatsu Enterprise-CS configured with the optional Omegatrek wireless communications system. This card provides four circuits for IX-BS5 Omegatrek Base Station termination. Each circuit connects an IX-BS5 base station using either two-wire or four-wire cabling.

*Ports: 16 ports/card*

*Circuits: 4 circuits/card.*

*Stations: 1 circuit required for each IX-BS5 Base Station*

## **ANALOG STATION CARD WITH CALLER ID**

### **(IX-8SUBS-4)**

The IX-8SUBS-4 supports eight on-premise single line telephone extensions, Caller ID, Caller ID for call waiting, and message waiting lamps (neon or LED lamps). An IX-8SUBS-4 can be expanded to support up to 16 single line telephones by adding an IX-8ESUBS-4 single line telephone expansion card. The IX-8SUBS-4 includes the DTMF receivers required for 2500 (touch-tone) type telephones and also provides a hardware loop open feature for Voice Mail Integration.

This card is compatible with the Iwatsu Enterprise-CS and ADIX systems and replaces the IX-8SUBS and IX-8SUBM cards.

*Ports: 8 ports/card, 16 ports/card when configured with the IX-8ESUBS-4 expansion card*

*Stations: 2500 (Touch-tone) type telephones.*

*Additional Power: None*

*Loop Limit: 700 Ohms*

## **ANALOG STATION CARD**

### **(IX-8SUBS-3)**

An IX-8SUBS-3 provides eight station ports for on-premise single line telephones. The IX-8SUBS-3 includes the DTMF receivers required for 2500 (Touch-tone) type telephones and provides a hardware loop open feature for Voice Mail Integration. This card may be expanded to support up to 16 single line telephones by adding an IX-8ESUBS single line telephone expansion card.

*Ports: 8 ports/card, 16 ports/card when configured with the IX-8ESUBS expansion card*

*Stations: 500 (Dial Pulse) or 2500 (Touch-tone) type telephones.*

*Additional Power: Ring Generator (IX-RNGUM)*

*Loop Limit: 600 Ohms*

## **ANALOG STATION CARD WITH MESSAGE LAMP POWER**

### ***(IX-8SUBM-3)***

An IX-8SUBM-3 card provides eight station ports for on-premise single line telephones with message lamps. This card also includes eight DTMF receivers for 2500 type (DTMF) telephones. The message lamp must be a neon lamp. The IX-8SUBM-3 card supports both one-pair wire and two-pair wire connections. An optional IX-PMMSG power supply is required on-board to provide 90 VDC for lighting telephone message lamps. This card may be expanded to support up to 16 single line telephones with message lamps by adding an IX-8ESUBM single line telephone expansion card. The IX-8ESUBS may also be used to add eight single line ports without message lamp support.

*Ports: 8 ports/card, 16 ports/card when configured with the IX-8ESUBM expansion card*

*Stations: 500 (Dial Pulse) or 2500 (DTMF) type telephones*

*Additional Power: Ring Generator (IX-RNGUM), Message Lamp Power Supply (one IX-PMMSG on board for each 8 ports)*

*Other Requirements: None*

*Loop Limit: 600 Ohms*

## **OFF-PREMISE ANALOG STATION CARD**

### ***(IX-4SUBL)***

An IX-4SUBL card provides four station ports for off-premise single line telephones (OPX). The ports provide -48 VDC talk battery for network compatibility. An additional DTMF receiver is required on the board when 2500 type (DTMF) telephones are connected.

*Ports: 4 ports/card*

*Stations: 500 (Dial Pulse), or 2500 (Touch-Tone) type telephones.*

*Additional Power: Ring Generator (IX-RNGUM), -48 VDC (IX-DCDCM)*

*Other Requirements: IX-4RCVS for 2500 type single line telephone*

*Loop Limit: 1200 Ohms*

*FIC Code: OLI3C*

## **EIGHT-PORT DIGITAL STATION/ FOUR-PORT CALLER ID TRUNK CARD**

### **(IX-408)**

An IX-408 card provides eight digital station ports and four caller ID trunk ports. The eight station terminal ports for Attendant Consoles, DSS Units and Digital Telephones are connected through star wiring. Each port connects the station terminal with a two-wire cable that carries bi-directional data transmission (ping-pong transmission). The four caller ID trunk circuits interface the Iwatsu Enterprise-CS to four Caller ID loop start circuits.

*Ports: 12 ports/card*

*Stations: 2 ports required for: IX-ATT,*

*1 port required for: IX-DSS-3, IX-BLF, IX-KTD/S-3, IX-12KTD-2,  
DCKT970 (may share a port with a key telephone), IX-  
DCKT900 (may share a port with a key telephone),  
IX-MKT, IX-COMLINK-2, IX-DDPH, IX-BLF,  
IX-MSGU (per channel), IX-BPAD, and IX-BPCU.*

*Additional Power: None*

*Features for Caller ID: 600/900 Ohm impedance selection, Long/Short  
distance selection*

## **FOUR-PORT DIGITAL STATION/ FOUR-PORT ANALOG STATION CARD**

### **(IX-044)**

An IX-044 card provides four station ports for on-premise single line telephones and four digital station ports. The IX-044 includes the DTMF receivers required for 2500 (Touch-tone) type telephones and provides a hardware loop open feature for Voice Mail Integration. An optional IX-400 Caller ID module may be added to the IX-044 card to provide an additional four caller ID trunk ports.

*Ports: 8 ports/card (12 ports/card with the IX-400 Caller ID module)*

*Single-Line Stations: 500 (Dial Pulse) or 2500 (Touch-tone) type telephones*

*Additional Power: Ring Generator (IX-RNGUM)*

*Loop Limit: 600 Ohms*

*Digital Stations: 2 ports required for: IX-ATT,*

*1 port required for: IX-DSS-3, IX-DSS-A-2, IX-BLF, IX-KTD/S-3,  
IX-12KTD-2, DCKT970 (may share a port with a key  
telephone), IX-DCKT900 (may share a port with a key  
telephone), IX-MKT, IX-COMLINK-2, IX-DDPH,  
IX-BLF, IX-MSGU (per channel), IX-BPAD, and IX-  
BPCU.*

## **OMEGA-VOICE VMI VOICE MAIL SYSTEM CARD**

### **(IX-4EVMC)**

The IX-4EVMC is completely compact flash based voicemail card with three type II compact flash sockets. Slot 1 contains a 64 MB Compact Flash Module (CFM) dedicated to system files and fixed system prompts. Should corruption occur, the IX-4EVMC also contains a backup volume to restore program files. Slot 2 contains a 256 MB or 512 MB CFM dedicated to customer data and voice, greeting and message files. Socket 3 is an expansion socket for full backups of customer data or other future uses.

*Ports: 4 ports (8 ports/card with IX-4EVML Expansion Module)*

*Mailboxes: 400 (256 MB CFM) or 600 (512 MB CFM)*

*Message Storage: 55 hours (256 MB CFM) or 110 hours (512 MB CFM)*

*Compact Flash Drive: 256 MB or 512 MB for customer data*

*Audio Sampling Rate: 64 kilobits/second*

*Memory: 4 MB SRAM*

### **(IX-4VML-CFM)**

The IX-4VML-CFM is a compact flash version of the IX-4VML card where the hard disk drive is replaced with a 128 MB compact flash drive. In a base configuration the IX-4VML-CFM provides 4 voice mail ports, approximately 25 hours of message storage space, and supports a maximum of 100 voice mailboxes. The IX-4VML-CFM may be expanded to 8 ports by adding the IX-4EVML.

*Ports: 4 ports/IX-4VML-CFM card (8 ports/card with IX-4EVML Expansion Module)*

*Mailboxes: 100*

*Message Storage: 100 hours at maximum compression*

*Compact Flash Drive: 128 MB*

*Audio Sampling Rate: 64 kilobits/second*

*Memory: 2MB*

## **VOICEMAIL ADAPTOR CARD**

### ***(IX-VMAC)***

The IX-VMAC card is motherboard card used to install a VS-VML Voice Mail card in the Iwatsu Enterprise-CS. The VS-VML is installed on the IX-VMAC card.

*Ports: 4 ports*

*Mailboxes: 50*

*Message Storage: 8 hours*

*Hard Drive: None*

*Memory: 64MB*

## **Trunk Interface Cards**

Trunk interface cards interface the system universal ports to the individual outside trunks. Four types of cards are available to meet various outside communication requirements.

### **UNIVERSAL TRUNK CARD**

#### **(IX-8UNTK)**

The IX-8UNTK card is an analog trunk card that was developed for improving the speech quality of IP phones over analog trunks. This card employs a linear CODEC and a DSP-based echo canceller. The IX-8UNTK has a combination of features found on the IX-8CITK and the IX-8LGTK-2 trunk cards with the addition of an echo canceller. The IX-8UNTK card is equipped with eight circuits for analog trunks and Caller ID. Each of the eight trunks can be set as Loop Start or Ground Start as required. The 8UNTK card is only UL approved for use in the Iwatsu Enterprise-CS (ECS) cabinets: ECS common modules (IX-CME) or ECS expansion modules (IX-EXPME1, IX-EXPME2).

*Ports: 8 ports/card*

*Additional Power: -48Vdc (IX-DCDCM) when used as ground start trunks are equipped.*

*Features: Loop/Ground start selection, 600/900 Ohm impedance selection, Long/Short distance selection*

### **GROUND START / LOOP START TRUNK INTERFACE CARD**

#### **(IX-8LGTK-2)**

An IX-8LGTK-2 card interfaces the Iwatsu Enterprise-CS to eight central office or PBX circuits. On-board selection allows this card to be used with the loop or ground start circuits.

*Ports: 8 ports/card*

*Additional Power: -48Vdc (IX-DCDCM) when used as ground start trunks are equipped.*

*Features: Loop/Ground start selection, 600/900 Ohm impedance selection, Long/Short distance selection*

## **CALLER ID TRUNK INTERFACE CARD**

### **(IX-8CITK)**

An IX-8CITK card interfaces the Iwatsu Enterprise-CS to eight Caller ID loop start circuits. This card is required to use the Caller ID feature.

*Ports: 8 ports/card*

*Additional Power: None*

*Features: 600/900 Ohm impedance selection, Long/Short distance selection*

## **EIGHT-PORT DIGITAL STATION/ FOUR-PORT CALLER ID TRUNK CARD**

### **(IX-408)**

See description under Station Interface Cards.

## **FOUR-PORT DIGITAL STATION/ FOUR-PORT ANALOG STATION CARD**

### **(IX-044)**

See description under Station Interface Cards.

## **FOUR-PORT ANALOG CALLER ID TRUNK EXPANSION MODULE**

### **(IX-400)**

The IX-400 Caller ID trunk module is connected to the IX-044 card and interfaces eight caller ID loop start circuits.

*Ports: 4 ports/card*

*Additional Power: None*

*Features: 600/900 Ohm impedance selection, Long/Short distance selection*

## **IP NETWORKING CARD**

### **(IX-8IPNET / IX-8EIPNET)**

The IX-8IPNET/IX-8EIPNET IP Networking card provides 8 ports for IP Networking use. The IX-8EIPNET is a daughterboard that can receive power from either the IX-8IPNET (for a combined total of 16 IP Networking ports) or the IX-8IPSUB (for a combined total of 8 IP Networking ports and 8 IP station ports). The IX-8IPNET / IX-8EIPNET IP Networking card interfaces with the Ethernet-based local area network (LAN) using one port on the LAN switch (or router if no switch is used) before passing the voice traffic over a fully managed network (such as a VPN).

The IX-8IPNET / IX-8EIPNET IP Networking cards use Session Initiated Protocol (SIP) to establish a connection on an as-needed basis.

*Ports: 8 ports/card*

*Additional Power: None*

*Voice Compression: G.711 or G.729*

## **E & M TIE LINE NETWORKING INTERFACE CARD**

### **(IX-4EMTK)**

The IX-4EMTK card interfaces the Iwatsu Enterprise-CS to four circuits for four wire E&M tie lines for system-to-system connection. Either Type 1 or Type 2 E&M can be selected as required by the customer.

*Ports: 4 ports/card*

*Additional Power: 48 VDC (IX-DCDCM)*

*Features: Type 1/Type 2 selection*

*FIC Code: Type 1: TL31M*

*Type 2: TL 32M*

## **T1 TRUNK INTERFACE CARD**

### **(IX-DTI-T)**

The IX-DTI-T card interfaces the Iwatsu Enterprise-CS to one T1 span and has the ability to support the following configurations: loop start trunk, ground start trunk, E&M trunk, E&M tie, DID trunk, ANI trunk, DNIS trunk, single line telephone, and off-premise telephone. In addition, the card may be configured to provide the following clocking options: Master, Slave-Primary, Slave-Backup or Slave-Private. The IX-DTI-T is not supported in the IX-CME when the IX-T1RCV Receiver card is required.

*Ports: 8, 16, 24 ports/card*

*Features: loop, ground, E&M trunk, E&M tie, DID, ANI, DNIS, OPX, SLT*

*Other Requirements: IX-PLLU, IX-T1RCV (optional), IX-8ERCV (optional)*  
*Framing: SF or ESF with AMI or B8ZS*

**(IX-T1RCV)**

The IX-T1RCV is a receiver card that is only required if any of the T1 channels are receiving DTMF signals, i.e., DID, ANI, DNIS, E&M, TIE, or OPX. This card provides eight receivers, dedicated to the first eight channels, and allows the addition of two IX-8ERCV cards to provide a total of 24 receivers. Receiver circuits 9-24 are dedicated to channels 9-24 respectively.

*Ports: None*

*Circuits: 8 DTMF Receivers*

*Location: Card slot to the right of the IX-DTI-T card*

**(IX-8ERCV)**

The IX-8ERCV is a daughter board card that mounts on the IX-T1RCV and provides an additional eight DTMF receivers.

*Ports: None*

*Circuits: 8 DTMF Receivers*

*Location: IX-T1RCV (max of 2 per IX-T1RCV)*

**ISDN BRI INTERFACE CARD**

**(IX-4ICOTB)**

The IX-4ICOTB card interfaces the Iwatsu Enterprise-CS to four ISDN BRI (Basic Rate Interface) lines. Each BRI line contains two channels for voice communication, providing a total of 8 voice channels.

*Interface: 4 BRI circuits/card*

*Features: ISDN Basic Rate Interface*

**ISDN BRI INTERFACE EXPANSION CARD**

**(IX-4EICOTB)**

The IX-4EICOTB is a daughter board card that connects to the IX-4ICOTB BRI card and provides an additional 4 BRI lines

*Interface: 4 BRI circuits/card*

*Features: ISDN Basic Rate Interface*

**ISDN PRI INTERFACE CARD**

**(IX-DTI-P)**

The IX-DTI-P card interfaces the Iwatsu Enterprise-CS to one ISDN PRI (Primary Rate Interface) line. Each PRI line contains 23 B (Bearer) channels for voice and data transmission and 1 D channel for signaling.

*Interface: 24 channels/card (23 B channels + 1 D channel)*

*Features: ISDN Primary Rate Interface*

## **T1 CAMPUS NETWORKING INTERFACE CARD**

### ***(IX-DTI-N with IX-VCOMP)***

The IX-DTI-N T1 Campus Network Interface Card with the IX-VCOMP Voice Compression Card connects a main and remote Iwatsu Enterprise-CS in a T1 Campus Network via a point-to-point T1 span. Depending on the voice compression set on-board, each point-to-point T1 span will support either 23 or 46 remote station, trunk or miscellaneous ports.

*Interface: One 24 channel point-to-point T1 circuit*

*Features: T1 Campus Networking, Voice Compression*

**Note:** T1 Campus is not supported in remote systems using IP Campus

## **Shared Resource Cards**

The Iwatsu Enterprise-CS offers shared resource cards that add more features to the system to meet the customer's applications. Some of these cards occupy system ports, but the features can be shared by the station terminals.

## **CONFERENCE BRIDGE**

### ***(IX-CNFBOX-1)***

The IX-CNFBOX-1 Card supports a conference call of up to eight parties with a maximum of five outside parties. Up to five IX-CNFBOX-1 cards may be installed in serial to support up to 40 parties in one conference call.

*Ports: 8 per card*

*Location: Any universal card slot*

*Additional power: none*

*Additional hardware: IX-4ETRAN card for external party conference call*

*Features: Eight-party conference call*

## **MESSAGE CARD**

### ***(IX-MSGU)***

An IX-MSGU card provides voice prompts for various answering services. Two channels are standard; these can be expanded to four by adding the IX-EMCH. These channels are connected to the MDF as a digital station terminal even though the IX-MSGU occupies one card slot. The IX-CMSG1 adds recording capability. A maximum of eight IX-MSGU cards may be installed.

*Port: 2 ports of the IX-8PSUB*

*Option: IX-EMCH, IX-CMSG-1*

## **MESSAGE CARD CHANNEL EXPANSION MODULE**

### **(IX-EMCH)**

An IX-EMCH card is mounted on the IX-MSGU to provide an additional two message channels for heavy message traffic.

*Ports: Requires 2 ports of the IX-8PSUB card*

*Location: IX-MSGU*

## **CUSTOM MESSAGE CARD**

### **(IX-CMSG-1)**

An IX-CMSG-1 card is mounted on the IX-MSGU to provide up to 330 seconds of custom recorded messages.

*Ports: none*

*Location: IX-MSGU*

## **DIGITAL STATION PORT MODEM**

### **(IX-PSUBMDM-E)**

This card provides the ability to remotely program your Iwatsu Enterprise-CS and Omega-Voice VMI voicemail system using a modem connection without using an IX-8SUBS SLT port. This card requires one digital station port.

IX-PSUBMDM version 1.04 required for ECS software version 1.26 or higher.

This card can be reconfigured to operate at 9600kbps for ADIX operation.

*Ports: 1 port*

*Data Speed: Iwatsu Enterprise-CS-19200 kbps, Omega-Voice VMI-19200 kbps*

### **(IX-PSUBMDM-A)**

This card provides the ability to remotely program your ADIX APS and Omega-Voice VMI voicemail system using a modem connection without using an IX-8SUBS SLT port. This card requires one digital station port. This card can be reconfigured to operate at 19200kbps for ECS operation.

*Ports: 1 port*

*Data Speed: ADIX APS, ADIX-VS-9600 kbps, Omega-Voice VMI-19200 kbps*

## **SERIAL INTERFACE CARD**

### **(IX-SCIF)**

This card provides two serial communication ports (RS232C) for Station Message Detail Recorder (SMDR) and an on-site programming terminal.

**Note:** SMDR is also provided through the serial port on the IX-CCU card.

*Ports: 2 ports*

*Data Speed: Printer-300/1200 bps, Terminal-1200/4800 bps*

*Communication Mode: RS232C*

## **ADVANCED SERIAL INTERFACE CARD**

### **(IX-HCIF)**

This card provides two serial communication ports (RS232C) for advanced functions such as IX-PMSLINK, IX-LANLINK and IX-ACDLINK, as well as Station Message Detail Recorder (SMDR) and on-site programming.

**Note:** ACD events are also provided through the serial port on the IX-CCU card.

*Ports: 2 ports*

*Data Speed: Printer-300/1200 bps, Terminal-1200/4800 bps*

*Communication Mode: RS232C*

## **MISCELLANEOUS INTERFACE CARD**

### **(IX-MISC)**

A Miscellaneous card (IX-MISC) converts the system ports for input/output functions. These functions include an external MOH source, an external BGM source, paging applications, remote control relays and sensor inputs. This card requires the IX-MCAA connector for external MOH source connection.

**Note:** A Background Music (BGM) / Music On Hold (MOH) port is also provided on the IX-CCU card.

*Ports: 8 ports*

*Functions: BGM input, BGM amplifier control, MOH input, output to paging amplifier, four paging zone control, 8 programmable relays or four sensor inputs and four programmable relays.*

## **MISCELLANEOUS/SERIAL INTERFACE CARD**

### **(IX-EDVIF)**

The IX-EDVIF is a combination of the IX-SCIF and IX-MISC cards. This card provides two serial communication ports (RS232C) for Station Message Detail Recorder (SMDR) and an on-site programming terminal.

*Ports: 2 ports*

*Data Speed: Printer-300/1200 bps, Terminal-1200/4800 bps*

*Communication Mode: RS232C*

**Note:** SMDR is also provided through the serial port on the IX-CCU card.

This card also converts the system ports for input/output functions. These functions include an external BGM source, paging applications, remote control relays and sensor inputs.

*Ports: 8 ports*

*Functions: BGM input, BGM amplifier control, output to paging amplifier, four paging zone control, 4 programmable relays and two sensor inputs.*

## **FOUR CONFERENCE CIRCUIT CARD**

### **(IX-4ETRAN)**

The IX-4ETRAN contains four conference circuits with echo cancellation for trunk-to-trunk conferences, remote call forward calls, and outgoing calls using DISA. Each circuit includes a line tone supervision circuit to monitor the line status to detect disconnect by any outside party. This card is required to meet the various programmable parameters for disconnect detection other than a loop open signal. Without the IX-4ETRAN, outside line disconnect can only be detected if a loop open signal is provided from the central office. This card also provides automatic gain control of the outside line level on each line engaged in a trunk-to-trunk conference.

Trunk-to-trunk conferences, remote call forwarding, and outgoing calls using DISA can be performed without this card, if tone supervision and automatic gain control are not required. This card is required if the Speed Dial Forward feature is used in an ACD Call Sequence Table.

*Ports: 4 ports/card*

## **VOICE MAIL BACKUP CARD**

### **(IX-VMBAK)**

The IX-VMBAK card provides an interface to perform a full or partial backup of the Omega-Voice VMI system on an Iwatsu Enterprise-CS. The IX-VMBAK card is available in three versions: the IX-VMBAK-HDD, IX-VMBAK-ZIP and the IX-VMBAK-ZHD.

The IX-VMBAK-HDD card is used to perform full backups of the Omega-Voice VMI system using an attached IDE hard drive.

*Storage Media: IDE hard drive*

The IX-VMBAK-ZIP card is used to perform partial backups using an attached IOMEGA® ZIP® drive.

*Storage Media: IOMEGA® ZIP® drive*

The IX-VMBAK-ZHD can perform both full and partial backups.

*Storage Media: IDE Hard Drive and IOMEGA® ZIP® drive*

## **LAN-LINX PLUS – ETHERNET**

### **(IX-NICLINK)**

Lan-LinX Plus – Ethernet includes the IX-NICLINK Card, and the CSTA Integration Module provides Lan-LinX Plus functionality via an Ethernet connection between the Iwatsu Enterprise-CS and the LAN-connected Iwatsu Enterprise TOL Server for voicemail applications.

*Location: Universal Slot*

*Ports: One Ethernet Port*

*Bandwidth: 10/100 Base-T*

*Duplex: Full Duplex*

## **LAN-LINX PLUS – SERIAL**

### **(IX-CTILINK)**

Lan-LinX Plus – Serial includes the IX-CTILINK Card—an IX-HCIF card with a CSTA Integration Module—providing Lan-LinX Plus functionality via a serial connection between the Iwatsu Enterprise-CS and the LAN-connected Iwatsu Enterprise TOL Server. Lan-LinX Plus – Serial may be used in applications with 20 users or less.

*Location: Universal Slot*

*Ports: One Serial port*

*Bandwidth: 9600 bps*

## **Section 2 – Iwatsu Enterprise-CS Features**

## IWATSU ENTERPRISE-CS

## **IWATSU ENTERPRISE-CS FEATURES**

This section explains some of the major system features in your Iwatsu Enterprise-CS.

### ***911 SUPPORT***

At default, Iwatsu Enterprise-CS is programmed to automatically contact your local Public Safety Answering Point (PSAP) when 911 is dialed. In addition, Iwatsu Enterprise-CS is one of the only systems that support Enhanced 911 Service. Enhanced 911 Service ensures that when 911 is dialed from a system extension, information that allows the PSAP to identify the caller's location in a building is sent to the PSAP along with the call. Check with your system installer or Authorized Iwatsu Distributor to make sure your system is programmed for Enhanced 911 Service.

### ***AUTOMATIC ANSWER***

When the Iwatsu Enterprise-CS is placed in the Automatic Answer Mode the system automatically answers incoming calls on lines assigned as Auto Answer Lines in the database programming. The system sends either the Mode 1 message (Automatic Answer-Time) or Mode 2 message (Automatic Answer - Day) to the caller, and then disconnects the call. The IX-MSGU is required for this feature. If a customized message is desired, the IX-CMSG-1 is also required.

### ***AUTOMATIC NIGHT ANSWER***

Allows an external caller to hear a recorded message when the system is in the Night Mode. This feature requires the installation of an IX-MSGU card. When the IX-MSGU card is equipped with an IX-CMSG-1 card, the recorded message may be customized.

### ***ANI ALPHANUMERIC ID***

ANI (Automatic Number Identification) numbers may be assigned a 16-character alphanumeric ID to identify the calling party, calling party's telephone number, type of call, or purpose of call. (Note: ANI calls are often transmitted by the telephone company with both a number and an alphanumeric ID.) The ANI alphanumeric ID is displayed on the station LCD when a call is received on an ANI trunk. A call can be routed to a station, master hunt group, or voice mailbox according to the ANI information received.

## ***AUTOMATIC NUMBER IDENTIFICATION (ANI) TRUNKS***

Iwatsu Enterprise-CS will support ANI trunks provided by the telephone company on T1, ISDN PRI, and ISDN BRI lines. The IX-DTI-T card is required for T1 lines, the IX-DTI-P is required for ISDN PRI lines, and the IX-4ICOTB is required for ISDN BRI lines.

## ***AUTOMATIC OUTSIDE LINE RELEASE***

Outside lines which are in a hold or trunk-to-trunk conference status are automatically disconnected when the outside party hangs up. The optional IX-4ETRAN card monitors the voice/tone signals from the outside line to determine if the call is terminated when a remote disconnect signal is not provided.

## ***BACKGROUND MUSIC***

If your Iwatsu Enterprise-CS is connected to an external music source, the music played may be heard through the speaker in any Iwatsu telephone connected to the system. This same music source may be played through an external paging system when the optional IX-EDVIF or IX-MISC/IX-MCAA card is installed.

## ***CALL FORWARDING***

### **Fixed Call Forwarding**

Allows your Iwatsu Enterprise-CS installer to predefine call forwarding patterns for extensions. Fixed Call Forwarding does not activate the lamp on the Call Forward button [FWD] and calls will always forward in the programmed sequence. Fixed Call Forwarding may be overridden by Call Forwarding entered at your telephone. All three forwarding modes may be programmed for Fixed Call Forwarding.

### **Flexible Call Forwarding**

Allows the user to forward calls to an internal destination or an outside telephone number (using Personal Speed Dial numbers 90-99). The user can set separate call forward destinations for internal incoming and outside line incoming calls. For instance, you could set all intercom calls to go to your cell phone, and all outside line calls to be forwarded to your voice mail. The Flexible Call Forward feature also incorporates Follow Me capabilities.

## **Remote Call Forwarding**

Allows you to direct outside line and/or intercom telephone line calls to forward to an external telephone number (using Personal Speed Dial numbers 90-99). Example forwarding locations include an answering service, a car telephone, or a home telephone.

## **CALL RECORDING**

The Call Recording feature allows an Iwatsu Enterprise-CS station user to record a station-to-station, outside line, or conference call to voice mail. This feature is available at any station that has been assigned a Call Recording REC key. For instructions on recording a call see Section 4.

### **IMPORTANT NOTICE REGARDING THE CALL RECORDING FEATURE:**

In certain states it is illegal to intercept and/or record telephone calls.

In certain states and under certain circumstances it is illegal to intercept for the purposes of listening in and/or recording telephone calls. Because such activity is not illegal in all jurisdictions and may be permitted in training and/or monitoring of personnel, this telephone system can be programmed to permit interception and/or recording with or without warning to those on the line. Before utilizing the system for such purposes, you are advised to consult with an attorney familiar with laws of the jurisdiction in which you utilize such feature.

IWATSU VOICE NETWORKS, its distributors, and the manufacturers responsible for this feature make no representations with respect to the legality of its use and disclaim any liability for claims and/or damages arising from the use or misuse of this feature.

## **CALLER ID ALPHANUMERIC ID**

Caller ID numbers may be assigned a 16-character alphanumeric ID to identify the calling party, calling party's telephone number, type of call, or purpose of call. (Note: Caller ID calls are often transmitted by the telephone company with both a number and an alphanumeric ID.) The Caller ID alphanumeric ID is displayed on the station LCD when a call is received on a Caller ID trunk. A call can be routed to a station, master hunt group, or voice mailbox according to the Caller ID information received.

## ***CALLER ID / ANI NUMBER STORAGE***

When a call is received on a caller ID (IX-8CITK, IX-8UNTK) or ANI (IX-DTI- T/IX-DTI-P) line, the Iwatsu Enterprise-CS will capture and store in the system memory information about the caller received with the call. This information includes the caller's telephone number and name, date and time of the call, trunk number, and destination station. This information can be output as a system event code or to SMDR. Information for the 500 most recent calls can be stored in the system memory on a first in, first out basis. Two modes of storage are available for this feature:

- Abandon Call Storage
- All Call Storage

**Abandon Call Storage.** When Abandoned Calls Only is selected as the storage mode for this feature, information will only be stored for the following types of calls:

- Caller hangs up or is disconnected before the call is answered.
- Caller hangs up or is disconnected while on hold or during hold recall.
- Caller hangs up or is disconnected during camp-on transfer or camp-on recall.

**All Call Storage.** When All Call is selected as the storage mode for this feature, the system will capture and store information about the caller received with the 50 most recent calls on caller ID or ANI lines.

## ***CALLER ID TRUNKS***

Iwatsu Enterprise-CS will support Caller ID trunks provided by the phone company. The IX-8CITK or IX-8UNTK card is required for caller ID operation.

## ***DELAYED RINGING***

Allows outside lines ringing at a telephone to ring at another telephone or group of telephones after a predetermined period of time.

## ***DYNAMIC HOST CONFIGURATION PROTOCOL (DHCP) CONTROLLER***

The IX-CCU on-board DHCP controller allows the Iwatsu Enterprise-CS to dynamically assign up to 1024 IP addresses to IP stations and devices in the system.

## ***DNIS ALPHANUMERIC ID***

DNIS (Dialed Number Identification Service) numbers may be assigned a 16-character alphanumeric ID to identify the number the calling party dialed to reach the Iwatsu Enterprise-CS. (Note: DNIS calls are often transmitted by the telephone company with both a number and an alphanumeric ID.) The DNIS alphanumeric ID is displayed on the station LCD when a call is received on a DNIS trunk. A call can be routed to a station, master hunt group, or voice mailbox according to the DNIS information received.

## ***DIALED NUMBER IDENTIFICATION SERVICE (DNIS) TRUNKS***

Iwatsu Enterprise-CS will support DNIS trunks provided by the telephone company on T1, ISDN PRI, and ISDN BRI lines. The IX-DTI-T card is required for T1 lines, the IX-DTI-P is required for ISDN PRI lines, and the IX-4ICOTB is required for ISDN BRI lines.

## ***DID ALPHANUMERIC ID***

DID (Direct Inward Dial) numbers may be assigned a 16-character alphanumeric ID to identify the party being called, type of call, or purpose of call.

## ***DID NUMBER EXTERNAL CALL FORWARD***

An Iwatsu Enterprise-CS digital telephone programmed for direct termination of a DID, Caller ID, ANI, and DNIS call may be set to automatically forward these calls to a remote location.

## ***DIRECT INWARD DIAL (DID) TRUNKS***

Iwatsu Enterprise-CS will support DID trunks provided by the phone company. This service allows any number of telephones to be called directly from the outside without the need of having a dedicated outside line for every telephone.

### ***DIRECT INWARD LINE***

Each outside line can be assigned to ring at up to 32 extensions. A different ringing assignment can be programmed for Day and Night modes. A ringing tone for each line can be selected from four available ringing tones. If a delayed ringing assignment is programmed for the line, the ringing changes to an incoming alarm when delayed ringing begins.

### ***DIRECT INWARD LINE - HUNT GROUP***

Outside lines can be programmed to ring at the stations assigned to a Hunt Group. The line will ring at the first available station in the hunting sequence. The same trunk can be assigned to ring at different hunt groups for day and night modes. If a station is busy or does not answer within the preset time, the call will ring at the next station in the hunting sequence.

### ***DISA***

Direct Inward System Access (DISA) allows an external caller to access Iwatsu Enterprise-CS intercom dial tone by dialing the phone number of an outside line that is dedicated for DISA. DISA gives the external caller the ability to make intercom, hunt group, and external calls, and also have access to the paging system. Use of DISA for external calls and paging requires the entry of a security code to control fraudulent use.

### ***E-RESPONSE HELP CALL***

The E-Response Help Call feature allows specific system extensions to simultaneously call a group of extensions and access a system paging port upon dialing a dedicated Intercom Group Access number or, if the station remains off-hook on Intercom without dialing for a programmable period of time. This feature is also activated when the dialing of an Intercom call is initiated but not completed within a specific amount of time. This feature may also be programmed to have Iwatsu Enterprise-CS access system paging when a station makes an E-Response Help Call.

### ***EXTERNAL PAGING***

Iwatsu Enterprise-CS may be connected to an external paging system when the optional IX-EDVIF or IX-MISC/IX-MCAA components are added. Each IX-EDVIF or IX-MISC/MCAA will support four zones of paging.

### ***FLEXIBLE NUMBERING***

Iwatsu Enterprise-CS has a flexible numbering plan. The numbers assigned for intercom extensions, outside lines/groups, paging, hunt groups, park orbits, and single line telephone feature codes are not fixed and may be up to four digits in length.

### ***FLEXIBLE RINGING***

Outside telephone lines directed to telephones may be assigned one of four tones to provide an audible identification of the type of call.

### ***INTERCOM (ICM)***

All telephones in an Iwatsu Enterprise-CS may place an intercom call to another telephone for internal calls. Calls from one IX-12IPKTD-E to another IX-12IPKTD-E are peer-to-peer and do not require an IX-MBU.

### ***INTERCOM GROUP CALL***

Allows any system extension to simultaneously call a group of extensions that are part of an Intercom Group. When an extension dials the Intercom Group access number, all of the stations in the Intercom Group will be called simultaneously.

### ***INTERNAL PAGING***

Any of the Iwatsu Enterprise-CS telephones may make a page announcement that will be broadcast through the speaker of assigned phones.

### ***ISDN LINES***

Iwatsu Enterprise-CS will support both ISDN BRI (Basic Rate Interface) and ISDN PRI (Primary Rate Interface) lines. The IX-4ICOTB card is required for ISDN BRI line integration. The IX-DTI-P card is required for ISDN PRI line integration.

## ***ISDN PRI FEATURES***

Iwatsu Enterprise-CS supports the following features on ISDN PRI Lines:

### ***Call-by-Call Service Selection***

The Call-by-Call Service Selection feature is an additional service provided over ISDN PRI Lines that enables a single span to handle different types of Network Specific Features (NSF) without requiring dedicated channels for each NSF. Iwatsu Enterprise-CS Software supports four Call-by-Call NSF services:

- In-WATS
- Out-WATS
- FX (Foreign Exchange)
- E&M Tie Trunk

### ***ISDN Calling Number Identification Service (I-CNIS)***

Iwatsu Enterprise-CS supports the ISDN Calling Number Identification Service (I-CNIS) feature on ISDN PRI lines. This feature is available from many ISDN PRI service providers. The I-CNIS number is sent with a call over an ISDN PRI line. It identifies from where the call originated.

The I-CNIS number provided with an outgoing call on an ISDN PRI line may be generated in one of three ways (Listed in order of priority):

1. At the station level using station speed dial bin 97. The number programmed in Personal Speed Dial Bin 97 is sent as the I-CNIS with the call.
2. At the ISDN Trunk Group level. The I-CNIS number programmed in the Iwatsu Enterprise-CS database for the ISDN Trunk Group is sent with the call.
3. Using the Central Office provided Directory Number. The ISDN Service Provider assigns this number.

### ***Fractional DS1***

This feature allows individual B-channels on the span to be programmed as active or inactive. A separate agreement with the ISDN service provider is necessary for performing fractional DS1. This service may not be available in all areas.

## ***LOUD BELL INTERFACE***

Outside telephone lines may be directed to ring a loud bell when Iwatsu Enterprise-CS is equipped with the optional IX-EDVIF or IX-MISC components. Each IX-MISC has the ability to support eight loud bells. The IX-EDVIF has the ability to support four loud bells.

## ***HUNT GROUPS (TERMINAL, ALL RING AND DISTRIBUTED)***

A hunt group is a group of telephones that is assigned a common access code. When this code is dialed, Iwatsu Enterprise-CS will search for an idle telephone in that group. There are three ways that calls may search for an idle extension, Terminal Hunting, Distributed Hunting and All Ring Hunting. In Terminal Hunting the incoming calls always start hunting from the first telephone in the group. In Distributed Hunting the incoming calls start hunting from the telephone following the last called telephone. In All Ring Hunting, all telephones in the hunting group ring simultaneously. In both the Terminal Hunting Group and the Distributed Hunting Group, calls will hunt to the next telephone if a telephone does not answer in a predefined period of time, is busy, or in the Call Forward, Absence Message or Do Not Disturb mode.

## ***MUSIC ON HOLD***

If your Iwatsu Enterprise-CS is connected to an external music source, the music played may be heard by callers that have been placed on Hold or Call Park.

## ***NETWORKING – IP CAMPUS NETWORKING***

IP Campus Networking uses a VPN or managed IP network to create a 100% transparent network with up to 16 remote nodes and / or 1024 total ports. IP Networking converges and exchanges your voice and data traffic between offices anywhere worldwide via IP addressing. The IP Campus network is easy to install and configure providing full transparency over the IP network. IP Campus is able to maximize bandwidth by allocating it as needed and by allowing each system node to generate all tones (DT, RBT, etc...) and process all call switching locally, under the control of the Main IP Campus system.

Communication is supported across the IP Campus network. This means, resources and bandwidth that would normally be dedicated to establishing and maintaining communications in other networking configurations now become available for use by other IP or TDM devices. Remote IP Campus nodes have the ability to communicate without the main IP Campus node processing the call between the two remote nodes. The main IP Campus node receives only the Call Control Data from the two remote nodes. This configuration allows the main IP Campus node to allocate bandwidth and resources for processing other calls in the IP Campus network.

IP Campus also supports Omegatrek roaming throughout the network. The Omegatrek handset will operate transparently at any remote IP Campus node that has a base station. The Omegatrek handset extension and features are retained throughout the network and becomes operational when in range of a base station.

Prior to deploying voice over a WAN or VPN, a complete analysis of the network is required to ensure sufficient bandwidth and end-to-end QoS for voice traffic. Using a VPN or a WAN to pass SIP voice traffic allows you to leverage both your data and telephony resources.

## ***NETWORKING – IP NETWORKING***

IP Networking provides a cost-effective IP solution for networking two or more autonomous ECS telephone systems together, retaining all features associated with networking via T1 and Analog E&M Tie Lines. However, the IX-8IPNET/IX8EIPNET card leverages the ability to pass both data and voice traffic over the same circuit. The converging of these seemingly two different medium types (TDM and IP telephony) is possible because the IX-8IPNET/IX8EIPNET card packetizes the voice traffic using the concise SIP protocol.

This solution provides the ability to converge your voice and data traffic through a Virtual Private Network (VPN) or through a managed public IP network. Because data traffic is not real time-dependent and it rarely is in constant use over a wide area network (WAN), SIP voice traffic often has the resources (e.g., bandwidth) to pass easily over the same circuit. However as later explained, prior to deploying voice over a WAN or VPN, a complete analysis of the network is required to ensure sufficient bandwidth and end-to-end QoS for voice traffic. Using a VPN or a WAN to pass SIP voice traffic allows you to leverage both your data and telephony resources.

## ***NETWORKING - T1 CAMPUS NETWORKING***

The T1 Campus Networking application enables corporate offices and branch offices to have transparent access to Iwatsu Enterprise-CS features regardless of their location within the network. While each site will have the stand-alone hardware for that individual system, T1 Campus Networking handles all call processing and system activity from the main system CPU. Organizations can benefit by centrally locating and administering their voice mail, call accounting and call center reporting applications. In addition, both corporate and branch office extensions have full transparency of features such as call coverage, whisper page, text messaging, intercom calling to networked extensions, conference calling, automated attendant, busy lamp appearances and the ability transfer calls across the network.

T1 Campus Networking provides a method for transparently linking two or more Iwatsu Enterprise-CSs. A networked system can provide voice communication and feature access across a T1 circuit with distances limited only by the availability of Point-to-Point T1 Circuits. Each network consists of a main system and one or more remote systems linked by point-to-point T1 circuits. The IX-DTI-N card with IX-VCOMP Voice Compression Module is required in a T1 Campus Network.

## ***NETWORKING – T1 AND E&M TIE LINES***

Multiple Iwatsu Enterprise-CSs may be networked using T1 E&M Tie Lines or Analog E&M Tie Lines. DID, ANI/DNIS, and Caller ID calls may be routed through the network to a remote Iwatsu Enterprise-CS. An Iwatsu Enterprise-CS also provides Caller ID/ANI/DNIS number display over the network. Message lamps will light at distant extensions. Other networking features include 800 Network Translation tables, centralized SMDR, centralized voice mail, release operation on T1 and Analog E&M Tie Lines, access to the network from DISA, and intercom calling between multiple remote systems.

## ***OPTIMIZED ROUTING***

Optimized Routing is frequently referred to as either Least Cost Routing (LCR) or Automatic Route Selection (ARS). This feature allows Iwatsu Enterprise-CS to automatically select the most inexpensive way to make an outgoing call. The system identifies the dialed number, and then selects the most cost-effective outside line group. If a line in the first choice outside line group is not available the system may be programmed to select an alternate outside line group. Stations may be programmed as Forced Optimized or assigned an Optimized Key. The Optimized Routing package in the Iwatsu Enterprise-CS provides the following features:

- ☞ 64 route plans
- ☞ 64 Routing Classes of Service per route plan
- ☞ Weekday, Saturday, Sunday, Holiday selection
- ☞ Three time periods per day
- ☞ Deletion and insertion of digits
- ☞ Forced Optimized, One-Touch Optimized Key, Prime Line to

## ***PERSONAL RINGING TONES***

Station users may choose one of eight distinctive ringing tones to distinguish their station from others. The selected ringing tone is audible for all incoming CO calls, camp-on calls, (tone) intercom calls and during busy override.

## ***POWER FAILURE BACKUP MEMORY***

In the event of a power failure, the system programming will be maintained in memory for a period of two weeks.

## ***POWER FAILURE BACKUP SYSTEM***

A Gel Cell Battery array may be connected to the Iwatsu Enterprise-CS to insure full system operation in the event of a power outage. The optional IX-BACBB (Battery Backup Cable) is required for backup battery connection.

## **QUICK FORWARDING USING THE HOLD/QUICK FORWARD KEY**

This key provides the same feature as the [HOLD/DND] key except callers are sent to the Fixed Call Forward destination instead of hearing DND tone. When a call is routed to a station programmed with a Fixed Call Forwarding destination that has activated the [HOLD/QUICK FORWARD] key, the call is immediately routed to the Fixed Call Forwarding destination. If no Fixed Call Forwarding destination is programmed, the caller hears a DND tone.

## **REMOTE PROGRAMMING/DIAGNOSTICS**

A personal computer at a remote location may be used change the customer database through a modem connection or WAN connection. If a modem connection is used, the line used for remote programming may also be used as a regular outgoing line, and manually switched for modem use. If a WAN connection is used, VPN routers are required. The remote programming package includes a diagnostic service for system maintenance and troubleshooting. This also includes an automatic call-out feature to a remote location either daily, or after a certain number of failures have been recorded.

## **SMDR**

Station Message Detail Recording (SMDR) allows you to connect an RS232C compatible serial printer to the Iwatsu Enterprise-CS. This printer will show all incoming and outgoing call activity. The following information will be shown:

- ☞ Date of the call
- ☞ Sequence number 001-999
- ☞ Extension number that made/received the call
- ☞ Start time of the call
- ☞ Duration of the call
- ☞ Trunk number used for the call
- ☞ Number dialed for the call
- ☞ Caller ID name and number for the incoming call
- ☞ Account code number for the call
- ☞ Note for the call

An SMDR Event Output License is required for serial or Ethernet port output via the IX-CCU/IX-CCSU.

Or

An IX-HCIF, IX-SCIF or IX-EDVIF card may also be used for this feature.

## ***SIMPLE NETWORK MANAGEMENT PROTOCOL (SNMP)***

The Iwatsu Enterprise-CS supports SNMP that allows administrators to view system device information through the Iwatsu Enterprise-CS web server or through a third-party SNMP console. SNMP output includes the following MIB information: IP address of device, MAC address, ARP table, Routes, UDP service ports, and Active TCP connections.

## ***STATION COACHING***

Station Coaching includes two actions: Monitoring and whisper paging (hereafter called 'whisper monitor'). A digital key telephone is able to whisper monitor a digital key telephone after invoking the Monitor feature. The Monitoring station can whisper monitor other stations while on an outside call or an intercom call and press the  key to speak to the monitored station without the calling station hearing.

**Note:** This feature is not transparent when an IX-12IPKTD-E is being monitored or when the monitored station is networked using IP Campus.

## ***SYSTEM ALARM***

Should there be a malfunction with your system; the Iwatsu Enterprise-CS will generate an alarm indication on the Attendant Console and the IX-PWSE Power Supply Alarm LED and Status Indicator in the Gateway Controller.

## ***SYSTEM ANNOUNCEMENTS***

When the Iwatsu Enterprise-CS is equipped with the optional message unit (IX-MSGU) various automatic answering services may be provided. These messages will be played automatically dependent on the application. Some example applications are:

- ☞ UCD announcements - "All agents are busy"
- ☞ Night Mode announcements - "Our office is closed for the day"
- ☞ Hotel/Motel announcements - "This is your wake up call"
- ☞ DISA - "Please dial your authorization code"

Customized messages may be recorded and played if your system is equipped with an IX-CMSG-1 card.

## **SYSTEM CLOCK**

The Iwatsu Enterprise-CS is equipped with a real time clock that provides an indication of the current time and duration of both incoming and outgoing calls on the LCD display of Iwatsu telephones. The clock also has a perpetual calendar that eliminates the need to change the date.

## **SYSTEM SPEED DIAL**

Up to 900 frequently dialed numbers may be registered in the system database for abbreviated dialing. The numbers may or may not be restricted to certain extensions.

## **TEXT MESSAGING**

The text-messaging feature allows station users to send a 16-character text message to another system extension. There are two types of text messages, system text messages and personal text messages. A text message may be sent as either a *busy bypass/no answer text message* or as a *stored text message*. Busy bypass/no answer text messages appear on the recipient's LCD immediately. Stored text messages do not appear on the display, but instead, light the recipient's [TXT MSG] key. Stored text messages are saved in memory until the recipient manually displays them.

A text message may also be sent during whisper page, eliminating the need to interrupt the call in progress.

Up to 90 system text messages and 10 personal text messages are available to each user. System text messages are accessible by all Iwatsu Enterprise-CS station users. Personal busy bypass text messages are programmed by the individual station user and may only be accessed at the specific station set.

## **TOLL RESTRICTION**

The Iwatsu Enterprise-CS provides flexible toll restriction of both area and office codes, as well as the subscriber number. There are eight levels of restriction.

### ***TONE PULSE DIALING***

Loop start and ground start trunks may be programmed for either Touch Tone or Rotary dialing to accommodate your local phone company central office.

### ***TRANSFER OFF-PREMISE***

Transfer Off-Premise allows any user to transfer a call to an outside party by using the TRAN key followed by a trunk group access code.

### ***TRANSFER TO GUEST MAILBOX***

Guest Mailboxes created in the voice mail system may be accessed from system extensions and via transfer. Guest Mailboxes have the same capabilities as system mailboxes; however, they are not associated with a specific station and require no Iwatsu Enterprise-CS hardware (i.e., a dedicated Iwatsu Enterprise-CS station port with a station terminal).

### ***TRUNK INTERFACES***

The following outside line types are supported by the Iwatsu Enterprise-CS:

- ☞ Loop Start trunks
- ☞ Ground Start trunks
- ☞ Caller ID trunks
- ☞ OPS trunks
- ☞ ANI trunks
- ☞ DNIS trunks
- ☞ DID trunks
- ☞ E&M Tie trunks
- ☞ ISDN BRI lines
- ☞ ISDN PRI lines

### ***UNIFORM CALL DISTRIBUTION (UCD)***

Allows telephone lines to be directed to a group of phones. If all phones are busy, the caller may hear a recorded message when your system is equipped with an IX-MSGU card. Calls to the UCD group may search for an idle extension in either a Terminal or Distributed Hunting pattern. In Terminal Hunting the incoming calls always start hunting from the first telephone in the group. In Distributed Hunting the incoming calls start hunting from the telephone following the last called telephone. In both cases, calls will hunt to the next telephone if a telephone does not answer in a predefined period of time, is busy, or in the Call Forward, Absence Message, or Do Not Disturb mode. Two levels of recording are available. This allows you to play a second message to inform callers that you are still waiting to assist them. The Iwatsu Enterprise-CS also has the ability to send unanswered calls to an overflow or secondary answering position after a predefined period of time. This second answering position may be another UCD group, hunt group, extension, or attendant.

### ***VOICE MAIL/AUTOMATED ATTENDANT INTEGRATION***

The Iwatsu Enterprise-CS has been designed to provide full integration with voice mail and automated attendant machines. Iwatsu Enterprise-CS will allow you to transfer, forward and record calls to a mailbox and provide you with a unique voice mail message waiting indication. The Iwatsu Enterprise-CS will also allow calls transferred from the automated attendant to be directed to messages other than the initial greeting if the desired party does not answer.

IWATSU ENTERPRISE-CS

# **Section 3 – IP Telephone User Guide**

IWATSU ENTERPRISE-CS

## **IP TELEPHONES**

Iwatsu offers several IP Telephones for the Iwatsu Enterprise-CS. These telephones have a combination of Fixed Features keys and Programmable Multipurpose Keys. All models are equipped with a digital Display Menu and have keys that provide red and green LED indication.

### ***IWATSU ENTERPRISE PLATINUM SERIES IP SOFTPHONE***

The Iwatsu Enterprise IP Softphone is part of the new Platinum Series line of telephones from Iwatsu. The Iwatsu Voice Networks' Iwatsu Enterprise IP Softphone offers all the functionality of a fixed IP phone, yet it resides on the PC and uses the PC's IP connection to communicate with the ECS. The Iwatsu Enterprise IP Softphone has a fixed ICM key and two fixed line keys. Additionally, five frequently-used fixed keys are integrated on the Iwatsu Enterprise IP Softphone: Hold, Forward, Add, Park, and Flash. Four tabs provide extended access to enhanced features. The Softphone can be configured with two different skins and tabs may be placed on either the left or right of the Softphone.

For feature access and operation, refer to the Iwatsu Enterprise Softphone integrated help system that is included on each Softphone.

#### **Features Tab:**

The Features tab provided access to 26 preprogrammed features. Since the IP Softphone functions as a regular IP phone with all the features available to a fixed line IP phone.

#### **Contacts Tab:**

The Contacts tab is used to organize the contact list. Contacts can either be entered manually or imported from Microsoft Outlook. Once the Contacts tab is populated, calls can be placed by simply double-clicking a contact.

#### **Call Log Tab:**

The Call Log tab lists all incoming and outgoing calls. These calls are organized in tabular format with the call displaying in rows. The information (such as call time, first name, last name, etc.) that displays in the Call Log tab is configured by the user. Additionally, calls can be placed directly from the Call Log.

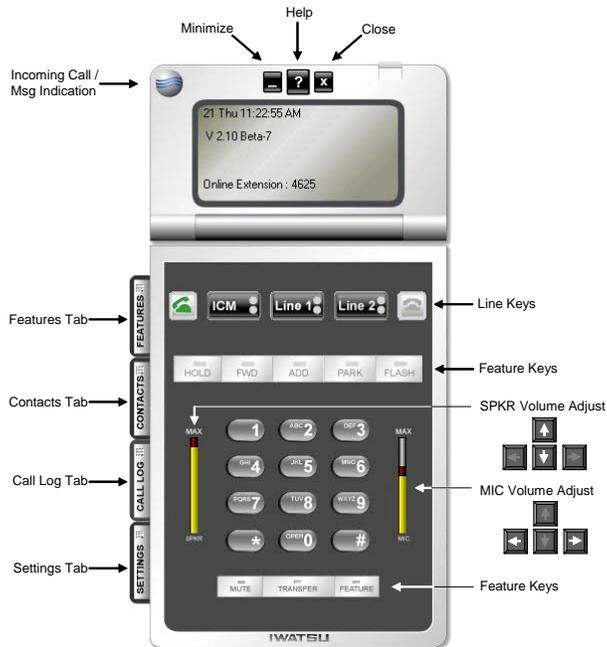
## Settings Tab:

The Settings tab provides user configurable items such as ring tones and music on hold melody.



Iwatsu Enterprise Softphone, Phone and Palm Skins

## Softphone Navigation Overview



## ***IWATSU ENTERPRISE 18i PLATINUM SERIES IP TELEPHONE***

The Iwatsu Enterprise 18i IP Telephone is part of the new Platinum Series line of telephones from Iwatsu. The Iwatsu Enterprise 18i is equipped with eight menu keys, 18 line keys, and a six-line, 20-character backlit LCD display. The Iwatsu Enterprise 18i has a large incoming call / MSG indication LED on the top of the telephone. The Iwatsu Enterprise 18i also includes an integrated pedestal to simplify installation.

Frequently used features are now made available through menu keys on the display. Features that often required a specialized key on the telephone or a series of feature access codes can now be easily accessed using the new display menu. Menu key features include: Call Forwarding, Voice Mail, Call Conferencing, Call Park, a Call Log for incoming and outgoing call records, and EZDial for access from one to ten direct station selections.

The Iwatsu Enterprise 18i provides complete access to the ECS feature set from an Ethernet connection. Each Iwatsu Enterprise 18i Telephone requires an IP address that is either static or dynamically allocated by the network DHCP server.

The Iwatsu Enterprise 18i IP Telephone also requires an available channel on an IX-MBU Media Bridge Unit card. to communicate with TDM resources. Iwatsu Enterprise 18i to Iwatsu Enterprise 18i and Iwatsu Enterprise 18i to other Iwatsu IP Telephones (except IX-12IPKTD) calls are peer-to-peer and do not require an IX-MBU channel. The Iwatsu Enterprise 18i may be installed on the internal LAN or may access the ECS system via a WAN connection. WAN connections require a Private Network or VPN routers (No NAT or NAPT translations).

The Iwatsu Enterprise 18i IP Telephone includes an integrated Layer 2 switch that was designed for the workstation user and allows the switching of data within a LAN via MAC address. Because the Iwatsu Enterprise 18i IP Telephone is a Layer 2 switch, one client PC can connect to the back of the Iwatsu Enterprise 18i IP Telephone (via the PC jack) and then passes all data through the phone. When using the switching capabilities of the Iwatsu Enterprise 18i, voice quality may suffer. It is important to not use the switching capabilities for high-load devices like a file or database server.

The Iwatsu Enterprise 18i Telephone packages voice data through the UDP datagram and sends the data on an IP network such as an Ethernet LAN or VPN. Additionally, the Iwatsu Enterprise 18i can be powered over the Ethernet, via Power over Ethernet (PoE) Power Sourcing Equipment (PSE). See **Power over Ethernet** in this section.



Iwatsu Enterprise 18i Platinum Series IP Telephone

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**Note:** When installing the Iwatsu Enterprise 18i at a remote location, a VPN router is required. End-to-end QoS is required on all VPN routers used in the WAN.

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## ***IWATSU ENTERPRISE 12i PLATINUM SERIES IP TELEPHONE***

The Iwatsu Enterprise 12i IP Telephone is part of the new Platinum Series line of telephones from Iwatsu. The Iwatsu Enterprise 12i is equipped with three menu keys, 12 line keys, and a two-line, 20-character LCD display. The Iwatsu Enterprise 12i has a large incoming call / MSG indication LED on the top of the telephone. The Iwatsu Enterprise 12i includes an integrated pedestal to simplify installation.

Frequently used features are now made available through menu keys on the display. Features that often required a specialized key on the telephone or a series of feature access codes can now be easily accessed using the new display menu. Menu key features include: Call Forwarding, Voice Mail, Call Conferencing, Speed Dial, and Call Park.

The Iwatsu Enterprise 12i IP Telephone provides complete access to the ECS feature set from an Ethernet connection. Each Iwatsu Enterprise 12i Telephone requires an IP address that is either static or dynamically allocated by the network DHCP server.

The Iwatsu Enterprise 12i IP Telephone also requires an available channel on an IX-MBU Media Bridge Unit card. The channel on the IX-MBU card is used to communicate with TDM resources. Iwatsu Enterprise 12i to Iwatsu Enterprise 12i and Iwatsu Enterprise 12i to other Iwatsu IP Telephone (except IX-12IPKTD) calls are peer-to-peer and do not require an IX-MBU channel. The Iwatsu Enterprise 12i may be installed on the internal LAN or may access the Iwatsu Enterprise-CS system via a WAN connection. WAN connections require a Private Network or VPN routers (No NAT or NAPT translations).

The Iwatsu Enterprise 12i IP Telephone includes an integrated Layer 2 switch that was designed for the workstation user and allows the switching of data within a LAN via MAC address. Because the Iwatsu Enterprise 12i IP Telephone is a Layer 2 switch, one client PC can connect to the back of the Iwatsu Enterprise 12i IP Telephone (via the PC jack) and then passes all data through the phone. When using the switching capabilities of the Iwatsu Enterprise 12i, voice quality may suffer. It is important to not use the switching capabilities for high-load devices like a file or database server. The Iwatsu Enterprise 12i Telephone packages voice data through the UDP datagram and sends the data on an IP network such as an Ethernet LAN or VPN. Additionally, the Iwatsu Enterprise 12i can be powered over the Ethernet, via Power over Ethernet (PoE) Power Sourcing Equipment (PSE). See **Power over Ethernet** in this section.



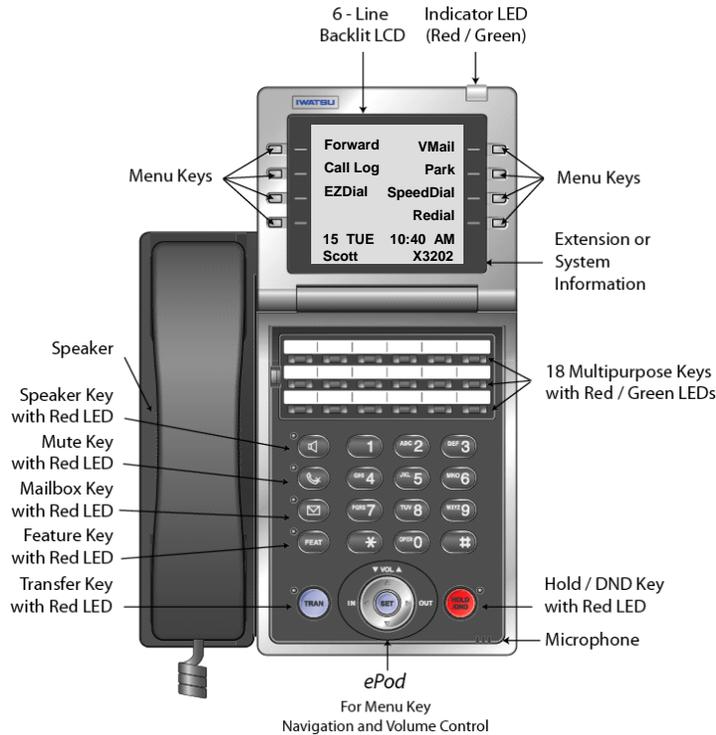
Iwatsu Enterprise 12i Platinum Series IP Telephone

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**Note:** When installing the Iwatsu Enterprise 12i at a remote location, a VPN router is required. End-to-end QoS is required on all VPN routers used in the WAN.

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## PLATINUM SERIES IP TELEPHONE FEATURES



Iwatsu Enterprise 18i Platinum Series IP Telephone

**Multipurpose Keys** - Can be programmed for a specific function, such as outside lines, individual extensions, or one-touch feature operation.

**Button Lamps** - Light up or flash when someone is using a line or a feature corresponding to that button.

**Green Lamp** - Means that you are using that line.

**Red Lamp** - Means that someone else is using that line.

**Speaker** - Without lifting the receiver, the Speaker button allows you to dial and receive outside or internal calls, as well as converse, for "hands-free operation."

**Mute** - When you are using the Speakerphone, Hands-Free Answerback or the handset/headset, the Mute button prevents any voice or sounds to be heard by the person on the other end of your call. When you press the Mute button to turn off the microphone, the Mute button will stay lit. Pressing the Mute button again permits the other person to hear your voice again.

**Mailbox**- This key is used for one-touch access to your voice Mailbox.

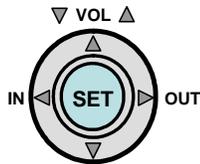
**FEAT (Feature)** - The feature button is used to help operate certain special and advanced features available through the Iwatsu Enterprise-CS.

**TRAN (Transfer)** - Allows you to transfer a call from your telephone to another extension.

**HOLD/DND (Hold/Do Not Disturb)** - This button is used to put a call on Hold, to set the Do Not Disturb function to prevent any calls from getting through or ringing at your extension or to transfer the call to the number set in your Fixed Call Forward Destination.

**ePod (Easy Point of Decision)** - is used for easy access to the Display Menu, navigating the Call Log, and changing volume levels on your Iwatsu Enterprise 18i/d Telephone.

- ☞ Press **IN** or **OUT** to access incoming or outgoing Call records.
- ☞ Press the **VOL** up or down arrows to control receiver, speaker, ringer, and handset volumes.
- ☞ Press the **SET** button and use the arrows to scroll through the Soft-Key menu options.

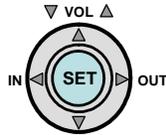


### Volume Control:

The **UP** and **DOWN** arrow volume control keys are used adjust the Handset, Speaker, and Ringer volume based on the state of the telephone.

Enterprise 18i/d

Enterprise 12i/d



**Receiver (Handset) Volume** - When using the Handset, the volume control key allows you to adjust the handset volume to one of three levels.

**Speaker Volume** - When using the Speaker, the volume control allows you to adjust the speaker volume to one of eleven levels.

**Ringer Volume** - Pressing the ringer volume control button allows you to adjust the ringer volume to one of four levels.

Many Iwatsu Enterprise-CS features can be operated by using the menu keys, dialing a feature operation code or using a one-touch multipurpose button, if your telephone has one assigned for that specific feature. The feature code numbers listed in this manual are preset in the Iwatsu Enterprise-CS. Your system installer may assign a different code number for any feature based on individual system requirements. For **Basic Features**, refer to **Section 4 Digital Telephone** section.

## PLATINUM SERIES MENU KEYS

### Menu Key Features:

The Iwatsu Enterprise 18i/d and Iwatsu Enterprise 12i/d Digital Telephones are equipped with menu keys. Frequently used features that are accessible via the Menu keys are listed below: The menu will dynamically change based on the telephone state.

- ☞ Call Forward.
- ☞ Call Conference.
- ☞ Voice Mail.
- ☞ Call Park.
- ☞ Speed Dial.

Only available on the Iwatsu Enterprise 18i/d:

- ☞ Call Log for incoming and outgoing calls.
- ☞ Enhanced Speed Dial.
- ☞ Redial.
- ☞ EZDial for access to ten direct station selections.

(When programmed in the system database)

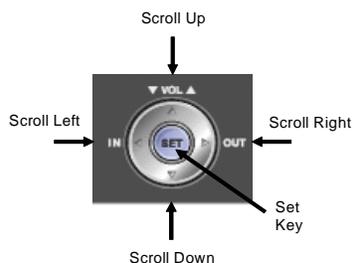
### Iwatsu Enterprise 18i/d Menu Key Access:

Access the display menu by one of two methods:

1. Select the corresponding Menu key next to the feature shown on the display.

*or*

2. Select the *ePod SET* button located below the telephone key pad and using the UP, DOWN, IN, and OUT arrows to scroll through the menu as shown below.



### **Iwatsu Enterprise 12i/d Menu Key Access:**

Access the display menu by selecting the corresponding Menu key below the feature name shown on the display as shown below:

First Screen



Second Screen



### ***PLATINUM SERIES FEATURE OPERATION***

For Platinum Series Feature Operations, refer to **Section 4, Digital Station User's Guide**.

## ***IX-12IPKTD-E EXECUTIVE MODEL IP TELEPHONE***

The IX-12IPKTD-E Executive Model IP Telephone provides complete access to the Iwatsu Enterprise-CS feature set from an Ethernet connection. Each IX-12IPKTD-E IP Telephone requires an IP address that is either dynamically allocated by the network DHCP server or is a static IP address.

The IX-12IPKTD-E IP Telephones require an available channel on an IX-MBU Media Bridge Unit card to communicate with TDM resources. IX-12IPKTD-E-to-IX-12IPKTD-E calls do not utilize a channel (bandwidth) on the IX-MBU to establish communications, the two IX-12IPKTD-E phones are able to communicate peer-to-peer (via the IP Network).

The IX-12IPKTD-E IP Telephone includes an integrated Layer 2 switch that was designed for the workstation user and allows the switching of data within a LAN. Because the IX-12IPKTD-E IP Telephone is also a Layer 2 switch, a PC can connect to the back of the IX-12IPKTD-E IP Telephone which allows all data to pass through the phone. When using the switching capabilities of the IX-12IPKTD-E, voice quality does not suffer. However, it is important to not use the switching capabilities for high load devices like a file or database server. Only one PC connection is supported on the IX-12IPKTD-E IP Telephone.

The IX-12IPKTD-E may be installed on the internal LAN or may access the Iwatsu Enterprise-CS via a WAN connection. WAN connections require VPN routers with end-to-end Quality of Service (QoS).

The IX-12IPKTD-E IP Telephone packages voice data through the UDP datagram and sends the data on an IP network such as an Ethernet LAN or VPN. Additionally, the IX-12IPKTD-E can be powered over the Ethernet, via Power over Ethernet (PoE) Power Sourcing Equipment (PSE). PoE is supported for the December 2004 production models and later. See **Power over Ethernet** in this section.



IX-12IPKTD-E Executive Model IP Telephone, black and white

## ***IX-6IPKTD-E IP TELEPHONE***

The IX-6IPKTD-E IP Telephone provides complete access to the Iwatsu Enterprise-CS feature set from an Ethernet connection. Each IX-6IPKTD-E IP Telephone requires an IP address that is either dynamically allocated by the network DHCP server or is a static IP address.

The IX-6IPKTD-E IP Telephones require an available channel on an IX-MBU Media Bridge Unit card to communicate with TDM resources. IX-6IPKTD-E-to-IX-6IPKTD-E and IX-6IPKTD-E-to-IX-12IPKTD-E calls do not utilize a channel (bandwidth) on the IX-MBU to establish communications, the IX-6IPKTD-E and/or IX-12IPKTD-E IP Telephones are able to communicate peer-to-peer (via the IP Network).

The IX-6IPKTD-E IP Telephone includes an integrated Layer 2 switch that was designed for the workstation user and allows the switching of data within a LAN. Because the IX-6IPKTD-E IP Telephone is also a Layer 2 switch, a PC can connect to the back of the IX-6IPKTD-E IP Telephone which allows all data to pass through the phone. When using the switching capabilities of the IX-6IPKTD-E, voice quality does not suffer. However, it is important to not use the switching capabilities for high load devices like a file or database server. Only one PC connection is supported on the IX-6IPKTD-E IP Telephone.

The IX-6IPKTD-E may be installed on the internal LAN or may access the Iwatsu Enterprise-CS via a WAN connection. WAN connections require VPN routers with end-to-end Quality of Service (QoS).

<sup>6</sup>  
The IX-6IPKTD-E IP Telephone packages voice data through the UDP datagram and sends the data on an IP network such as an Ethernet LAN or VPN. Additionally, the IX-6IPKTD-E can be powered over the Ethernet, via Power over Ethernet (PoE) Power Sourcing Equipment (PSE). See **Power over Ethernet** in this section.



IX-6IPKTD-E IP Telephone, black and platinum gray

## ***IX-12IPKTD-E2 IP TELEPHONES***

Iwatsu Voice Networks is pleased to announce the release of the IX-12IPKTD-E2 IP telephone. The IX-12IPKTD-E2 IP telephone replaces the IX-12IPKTD and adds Power over Ethernet (PoE) capability and maintains all the features found on the IX-12IPKD.

The IX-12IPKTD-E2 IP Telephone provides complete access to the Enterprise-CS feature set from an Ethernet connection. Each IX-12IPKTD-E2 IP Telephone requires an available port on either the IX-8IPSUB card or IX-8EIPSUB card. In addition, each IX-12IPKTD-E2 IP Telephone requires an IP address. The IP address is either dynamically allocated by the network DHCP server or is a static IP address.

The IX-12IPKTD-E2 IP Telephone includes an integrated Layer 2 switch that was designed for the workstation user and allows the switching of data within a LAN via MAC address. Because the IX-12IPKTD-E2 IP Telephone is a Layer 2 switch, the PC connects to the back of the IX-12IPKTD-E2 IP Telephone and passes all data through the phone. When using the switching capabilities of the IX-12IPKTD-E2, voice quality does not suffer. However, it is important to not use the switching capabilities for high-load devices like a file or database Server.

The IX-12IPKTD-E2 IP Telephone packages voice data through the UDP datagram and sends the data on a 10 Base-T, 100 Base-T or 10/100 Base-T switched Ethernet network.

Additionally, the IX-12IPKTD-E2 can be powered over the Ethernet, via Power over Ethernet (PoE) Power Sourcing Equipment (PSE). This model is available in black.



**IX-12IPKTD-E2**

## ***POWER OVER ETHERNET (PoE)***

**Very Important!** Power over Ethernet is supported ONLY if the PoE switch is a UL listed “Limited Power Source”.

PoE is supported for the Iwatsu Platinum Series IP Telephones, IX-12IPKTD-E (December 2004 production models and later), the IX-6IPKTD-E, and the IX-12IPKTD-E2 IP Telephones. The IX-12IPKTD does not accept PoE.

The primary power source for the IP Telephones is derived from an IEEE 802.3af compliant LAN-based (Power over Ethernet-PoE) power supply.

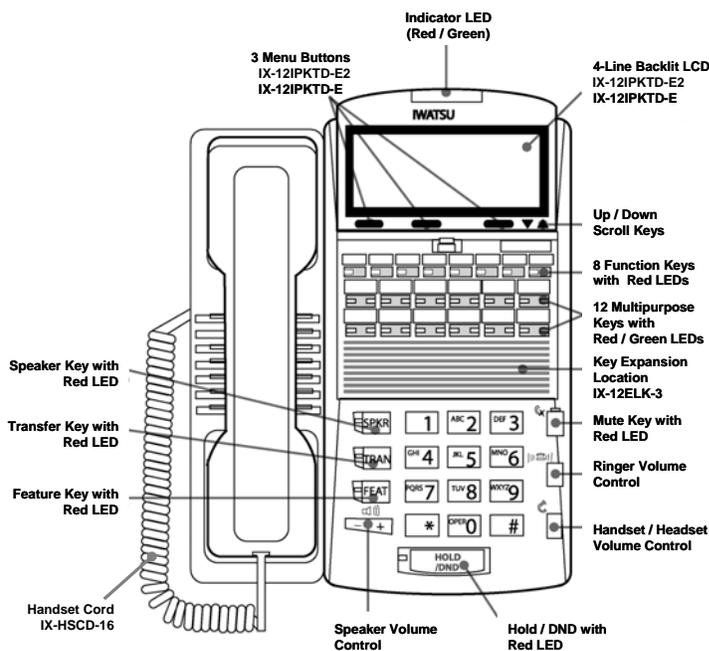
For example: Your home telephone is powered from the Central Office through the same twisted pair that carries your voice, now the same can be done for Ethernet (IP) devices.

There is no need for every IP telephone to have a separate power supply. Power is carried over the Ethernet using either a Mid-Span Ethernet Hub or an End-Span Ethernet Switch. The IP Telephones will accept power from either source.

The Power Sourcing Equipment (PSE) provides 48 VDC and 120 mA to the telephone and runs a “discovery process” to examine the Ethernet cables looking for devices that comply with the 802.3af specification. This discovery process enables standard, non-standard, and un-powered Ethernet devices to be connected on the same Ethernet infrastructure without special wiring or device configurations.

A small current-limited voltage (via a UL approved “Limited Power Source” Power over Ethernet Switch) is applied to the cable during the “discovery process” to check for the presence of a 25k ohm resistor in the remote device. Only if the resistor is present is the full 48 V applied. This is current-limited to prevent damage to cables and equipment in fault conditions. The powered device must draw a minimum current. For example: When the device is unplugged, the PSE removes the power and the “discovery process” begins again.

## IX-12IPKTD-E/E2 IP TELEPHONE FEATURES



IX-12IPKTD-E/E2 Button Layout

**Multipurpose Keys** - Can be programmed for a specific function, such as outside lines, individual extensions, or one-touch feature operation.

**Button Lamps** - Light up or flash when someone is using a line or a feature corresponding to that button.

**Green Lamp** - Means that you are using that line.

**Red Lamp** - Means that someone else is using that line.

**SPKR (Speaker)** - Without lifting the receiver, the Speaker button allows you to dial and receive outside or internal calls, as well as converse, for "hands-free operation."

**TRAN (Transfer)** - Allows you to transfer a call from your telephone to another extension.

**FEAT (Feature)** - The feature button is used to help operate certain special and advanced features available through Iwatsu Enterprise-CS.

**Speaker Volume Control** - The Speaker Volume Control is a rocker switch with eleven settings. To increase the speaker volume, press the + side of the key; to decrease the volume of the speaker, press the - side of the key. The Speaker Volume Control now controls only the speaker volume; you can select the desired volume through this variable control.

**HOLD/DND (Hold/Do Not Disturb)** - This button is used to put a call on Hold, to set the Do Not Disturb function to prevent any calls from getting through or ringing at your extension or to transfer the call to the number set in your Fixed Call Forward Destination.

**Mute** - When you are using the Speakerphone, Hands-Free Answerback or the handset/headset, the Mute button prevents any voice or sounds to be heard by the person on the other end of your call. When you press the Mute button to turn off the microphone, the Mute button will stay lit. Pressing the Mute button again permits the other person to hear your voice again.

**Ringer Volume Control** - There are 4 volume levels to choose from. When a new volume level is chosen, a tone sounds at the selected volume level: one beep sounds for the lowest volume setting, four beeps sound at the highest.

**Handset Volume Control** - The handset volume control buttons allow you to adjust the handset volume and headset volume to one of three levels.

**Menu Buttons and Up/Down Scroll Keys** - The menu buttons control various features made available through the display. The Up/Down scroll keys are used to scroll through the menu features.

Many Iwatsu Enterprise-CS features can be operated either by dialing a feature operation code or using a one-touch feature button, if your telephone has one assigned for that specific feature. The feature code numbers listed in this manual are preset in the Iwatsu Enterprise-CS. Your system installer may assign a different code number for any feature based on individual system requirements.

For **Basic Features**, refer to **Section 4 Digital Telephone** section.

## DISPLAY MENU

The table below lists each of the features accessible from the **Display** menu. The features displayed on the **Display** menu change based on the status of the IX-12IPKTD-E/E2 IP Telephone (idle, station has accessed intercom dial tone, station has accessed an outside line, station has placed an outgoing call to busy station, station has placed an outgoing ICM call to station in DND mode) at the time the user presses the MENU key on the display.

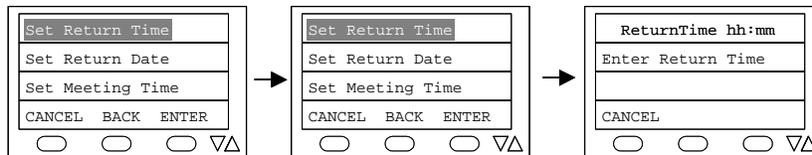
Feature	Call Progress Tone					Note
	Idle	ICM	CO	Busy	DND	
<b>Absent Message</b>	YES	YES	NO	NO	NO	
<b>Barge In</b>	NO	YES	NO	YES	NO	
<b>Busy ICM Call Back</b>	NO	YES	NO	YES	NO	
<b>Call Forwarding</b>	YES	YES*	NO	NO	NO	Call Forward Active/Inactive is unavailable at ICM
<b>Call Pickup</b>	YES	YES	NO	NO	NO	
<b>Cancel Callback</b>	YES	YES	NO	NO	NO	
<b>Last Number Redial</b>	YES	YES	NO	NO	NO	
<b>Override</b>	NO	YES	NO	YES	YES	
<b>Personalized Ring</b>	YES	NO	NO	NO	NO	
<b>Remote Park Pickup</b>	YES	YES	NO	NO	NO	
<b>Save Number Redial</b>	YES	YES	NO	NO	NO	
<b>Speed Dial</b>	YES	YES*	YES*	NO	NO	Speed Dial Registration is unavailable at ICM and CO dial tone, but is available while on a CO call
<b>Station Lock</b>	YES	YES	NO	NO	NO	
<b>Text Message</b>	YES	YES*	NO	YES*	NO	Text Message Registration is unavailable at ICM; Text Message Send/Reply and Message Scrolling are available at Busy tone.
<b>Time Reminder</b>	YES	YES	NO	NO	NO	
<b>UNA</b>	YES	YES	NO	NO	NO	
<b>Voice Mail Access</b>	YES	YES	NO	NO	NO	
<b>Whisper Page</b>	NO	NO	NO	YES	NO	

**Note:** All features accessed by an IX-12IPKTD-E/E2 IP Telephone user via the **Display** menu are subject to the same conditions and limitations of the feature as documented in the ECS Technical Manual.

## **ABSENCE MESSAGE**

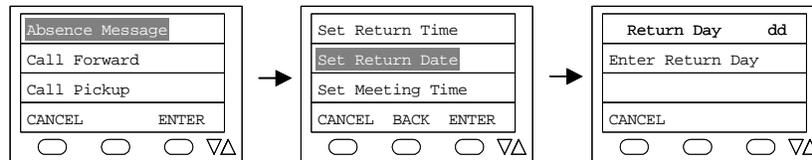
The Absence Message option on the main menu includes five submenus. With the exception of Clear Message, these submenus contain the advisory message sent to callers with display telephones.

- Set Return Time
- Set Return Date
- Set Meeting Time
- Set Phone Number
- Clear Message



## **SET RETURN TIME**

1. In the **Enter Return Time** field, enter the return time in military format (13:00 for 1:00 PM).

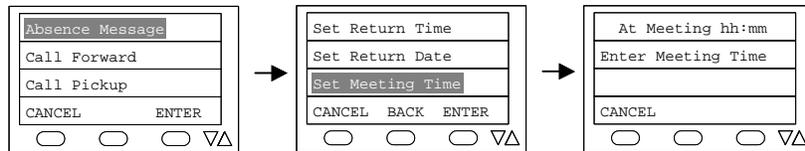


- The Absent Message Return Time loads.

## SET RETURN DATE

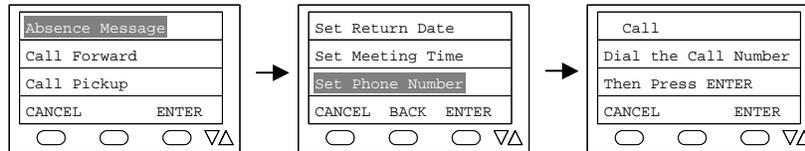
1. In the **Enter Return Day** field, enter the return date where **dd** is the day of the month.
  - The Absent Message Return Day loads.

## SET MEETING TIME



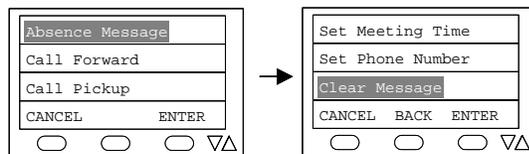
1. In the **Enter Meeting Time** field, enter the meeting time in military format (13:00 for 1:00 PM).
  - The Absent Message Meeting Time loads.

## SET PHONE NUMBER



1. In the **Dial the Call Number** field, enter the extension number.
2. Press **ENTER**.
  - The Set Phone Number loads.

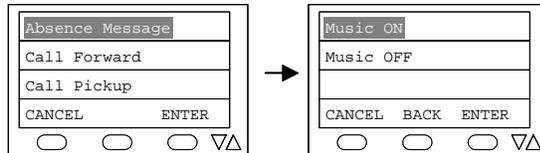
## CLEAR MESSAGE



5. Press **ENTER**.
  - The absent message clears.

## **BACKGROUND MUSIC**

An external music source such as an FM tuner may be connected to the system to provide background music through the speaker of the phone.



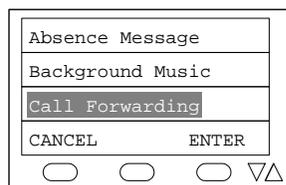
1. Use the arrow keys to select **Music ON** or **Music OFF**.
2. Select **Enter** when done.

## **CALL FORWARDING**

The **Call Forwarding** option on the main menu allows calls to be forwarded to an internal destination or to an external line (using Personal Speed Dial numbers 90-99). Different types of calls can be forwarded to different destinations. For example, incoming ICM calls can forward to a cell phone and incoming CO calls can forward to voicemail.

The Call Forwarding option includes five submenus.

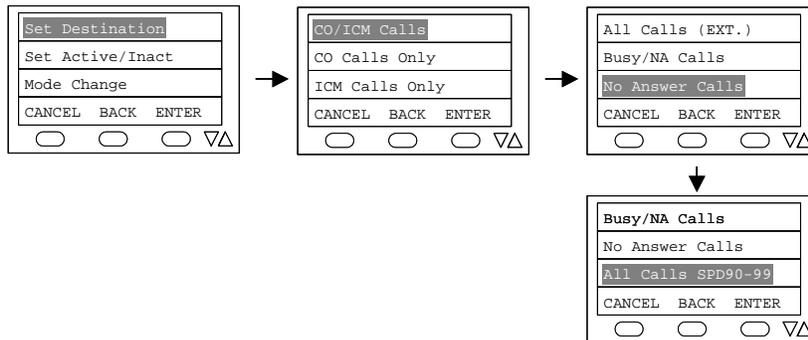
- Set Destination
- Set Active/Inactive
- Mode Change
- Forward Cancel
- Follow Me



Because the Call Forwarding option is sub-menu intensive, all Call Forwarding documentation assumes the following screen is selected.

## Set Destination

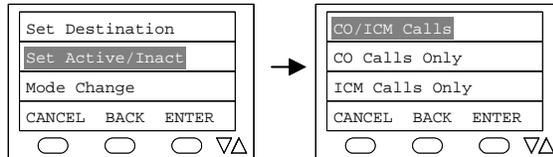
Select **Set Destination** from the Call Forwarding menu.



1. Select the type of calls that will be forwarded.
  - Select **CO/ICM Calls** to forward both CO and ICM calls.
  - Select **CO Calls** to forward only incoming CO calls.
  - Select **ICM Calls** to forward only incoming ICM calls.
2. Further select the mode type of calls to forward.
  - Select **All Calls** to forward all incoming calls.
  - Select **Busy/NA Calls** to forward only busy or no answer calls.
  - Select **No Answer Calls** to forward only incoming calls that were not answered.
  - Select **All Calls SPD90-99** to forward all incoming calls to an external number programmed in personal speed dial bin 90-99.
3. If **All Calls** was selected, enter the extension number to forward.
  - A confirmation tone sounds and **Process Completed** displays on the LCD.
4. If **Busy/NA Calls** was selected, enter the extension number to forward.
  - A confirmation tone sounds and **Process Completed** displays on the LCD.
5. If **No Answer Calls** was selected, enter the extension number to forward.
  - A confirmation tone sounds and **Process Completed** displays on the LCD.
6. If **All Calls SPD90-99** was selected, enter the personal speed dial bin that contains the number to forward.
  - A confirmation tone sounds and **Process Completed** displays on the LCD.

### Set Active/Inact

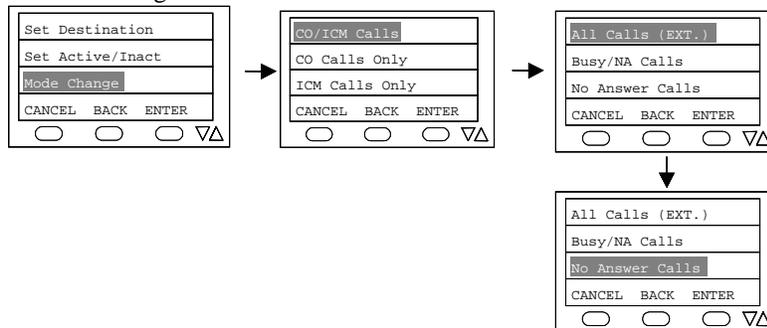
The **Set Active/Inact** option enables the ECS to ‘remember’ call forward configurations and provides the ability to toggle between Activating and Inactivating settings established in **Set Destination** steps on the previous page.



1. Select the type of calls to activate/deactivate.
  - Select **CO/ICM Calls** to activate/deactivate both CO and ICM calls.
  - Select **CO Calls** to activate/deactivate only incoming CO calls.
  - Select **ICM Calls** to activate/deactivate only incoming ICM calls.

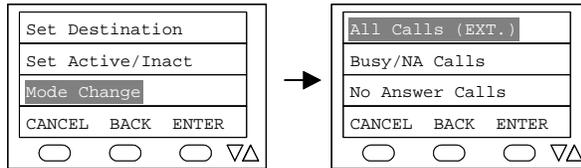
### Mode Change

The **Mode Change** option allows you to change the type of calls subject to forwarding. Available options are All Calls, Busy/No Answer, or No Answer Calls. This option is used to change the call forward mode while call forwarding is activated.



1. Select the type of calls that will be changed.
  - Select **CO/ICM Calls** to forward both internal and external calls.
  - Select **CO Calls** to forward incoming external calls only.
  - Select **ICM Calls** to forward incoming internal calls only.
2. Select the forwarding mode.
  - Select **All Calls** to forward every call to the extension.
  - Select **Busy/NA Calls** to only forward calls when the station is busy or does not answer.
  - Select **No Answer Calls** to only forward calls that are not answered.

### **Forward Cancel**

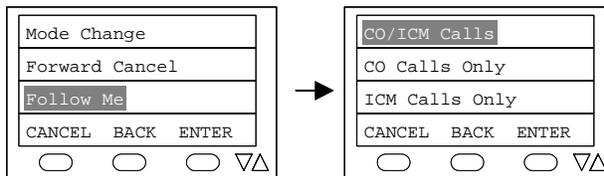


The **Forward Cancel** option cancels some or all of the call forwarding settings programmed at the extension.

1. Select the type of calls to cancel the call forwarding setting.
  - Select **CO/ICM Calls** to cancel both CO and ICM forwarded calls.
  - Select **CO Calls** to cancel only incoming CO forwarded calls.
  - Select **ICM Calls** to cancel only incoming ICM forwarded calls.

### **Follow Me**

Use the Follow Me option to set your telephone to forward calls to another extension from the destination extension.



1. Select the type of calls to forward.
  - Select **CO/ICM Calls** to forward both CO and ICM calls.
  - Select **CO Calls** to forward only incoming CO calls.
  - Select **ICM Calls** to forward only incoming ICM calls.

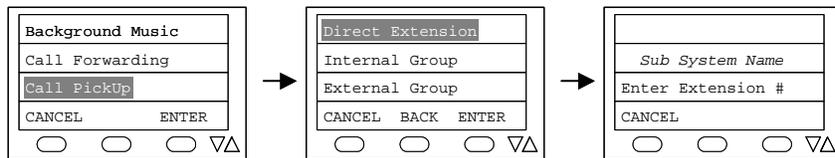
## CALL PICKUP

Use the **Call Pickup** option to answer a call ringing at another extension or group.

Three options are available:

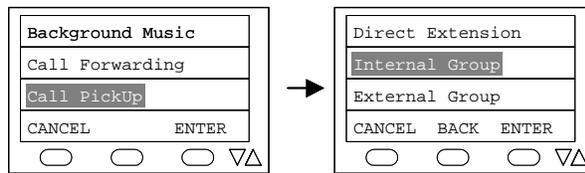
- Direct Extension – Pick up a call ringing at another extension.
- Internal Group – Pick up a call ringing at a call pickup group for which your station has access.
- External Group – Pick up a call ringing at any call pickup group.
- **Note:** Based on system programming call Pickup may be restricted at your extension.

### Direct Extension



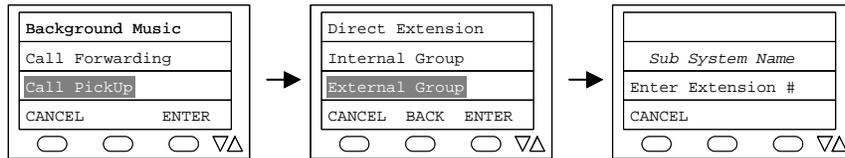
1. Enter the extension of the ringing telephone.
  - The IX-12IPKTD-E/E2 answers the call ringing at the extension.

### Internal Group



1. The IX-12IPKTD-E/E2 answers to the call ringing the internal group.

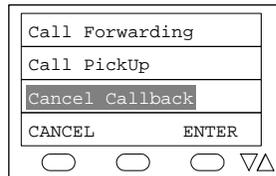
### **External Group**



1. The IX-12IPKTD-E/E2 answers to the call ringing the external group.

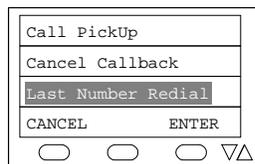
### **CANCEL CALLBACK**

The Cancel Callback option cancels a Busy ICM Callback command.



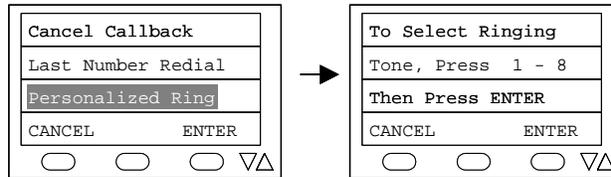
### **LAST NUMBER REDIAL**

The **Last Number Redial** option on the main menu calls the last outgoing telephone number dialed.



## **PERSONALIZED RINGING**

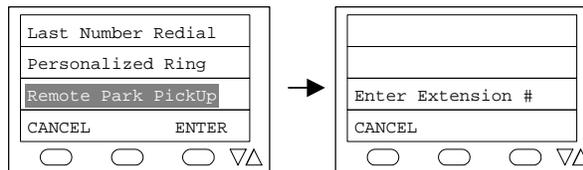
Selecting the **Personal Ringing** tone from the main menu allows the selection of one of eight personalized ringing tones to help distinguish the station from others.



1. Use keys 1 through 8 to select the desired ringing tone.
2. Press **ENTER** when finished.

## **REMOTE PARK PICKUP**

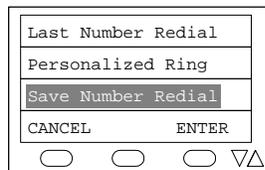
Selecting the **Remote Park Pickup** option picks up a call parked on a particular extension.



1. The IX-12IPKTD-E/E2 answers to the call parked at another extension.

## **SAVE NUMBER REDIAL**

The **Save Number Redial** allows you to save a dialed telephone number when either a busy signal or no answer is received.



1. The busy/no answer call is saved into memory.

## **SPEED DIAL**

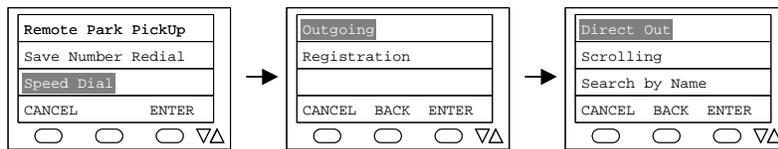
The **Speed Dial** option allows the registration and dialing of frequently dialed numbers. The registered number can be 32 digits in length and can include the insertion of a pause.

The **Speed Dial** option on the main menu includes two submenus.

- **Outgoing** – Make a speed dial call.
- **Registration** – Register a speed dial number to a personal speed dial bin (90-99).

### **Outgoing: Direct Out**

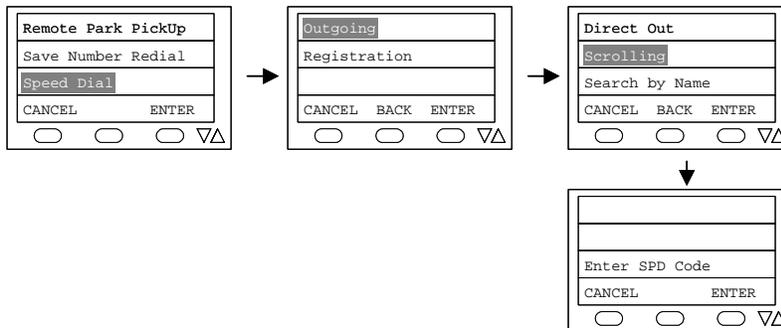
The **Direct Out** option from the **Outgoing** menu allows the dialing of a registered speed dial number by typing the speed dial number.



1. Enter the speed dial number
  - The IX-12IPKTD-E/E2 makes the call.

### **Outgoing: Scrolling**

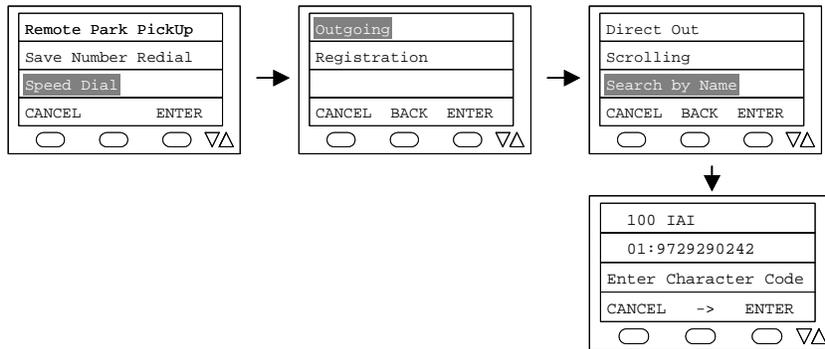
Selecting the **Scrolling** option from the **Outgoing** menu allows the scrolling of registered speed dial numbers.



1. Enter the initial speed dial number to begin the search.
  - Use the \* key to scroll down.
  - Use the # key to scroll up.
2. Press the **ENTER** key to complete the call.

### Outgoing: Search by Name

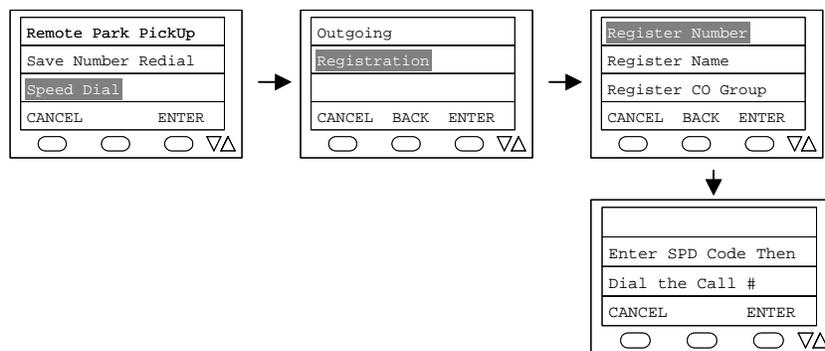
The **Search By Name** option from the **Outgoing** menu allows you to search through the speed dial registry using alphanumeric keys.



1. Press the alphanumeric key that corresponds to the first letter of the name you are searching for.
  - Press the alphanumeric key until the first letter appears on the screen (i.e., press **2** twice to search through the speed dial names beginning with the letter **B**).
  - Use the \* key to scroll down.
  - Use the # key to scroll up.
2. Press the **ENTER** key to complete the call.

### Registration: Register Number

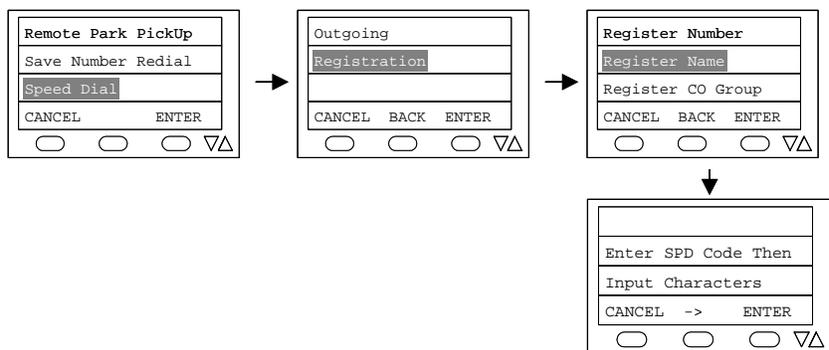
The **Register Number** from the **Registration** menu allows the registration of a personal speed dial number (90-99).



1. Enter the speed dial number to be programmed (90-99).
2. Enter the telephone number.

## Registration: Register Name

The **Register Name** from the **Registration** menu allows the registration of a speed dial number.



1. Enter the speed dial number to be programmed (90-99).
  2. Enter the alphanumeric digits to name the speed dial entry.
- The following table lists the alphanumeric key:

Press	1	2	3	4	5	6	7	8	9	0	#
1X	-	A	D	G	J	M	P	T	W	&	lower case
2X	.	B	E	H	K	N	Q	U	X	0	upper case
3X	sp	C	F	I	L	O	R	V	Y		
4X	1	2	3	4	5	6	S	8	Z		
5X							7	9			

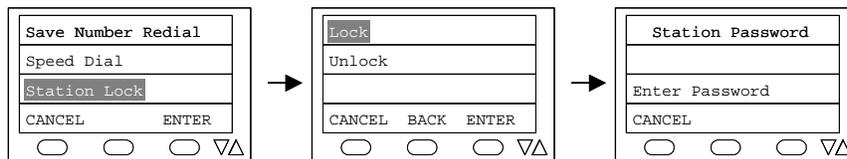
- Use the -> key on the LCD to move the character placement to the right.
3. When finished, press the **ENTER** key.

## STATION LOCK

The **Station Lock** option on the main menu is used to restrict outgoing CO calls and includes two submenus.

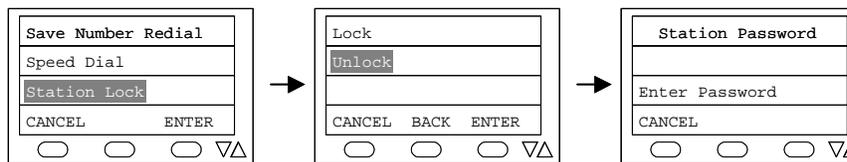
- Lock
- Unlock

### Lock



1. Enter the station password.
  - The station locks and no outbound call can be made.

### Unlock



1. Enter the station password.
  - The station unlocks and outbound calls can be made.

**Note:** See your system administrator to determine your station password.

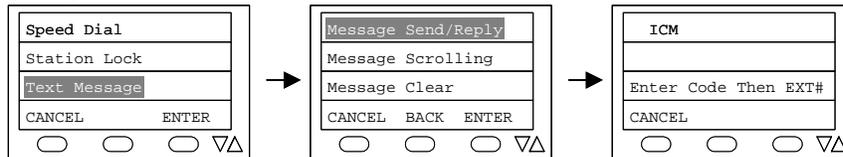
## TEXT MESSAGE

The **Text Message** option from the main menu allows you to send and register text messages. The **Text Message** option includes four submenus.

- Message Send/Reply – Send or reply to a message
- Message Scrolling – Scroll through available messages
- Message Clear – Clear a displayed text message
- Message Registration – Program a personal text message in Bins 90-99

### Message Send/Reply

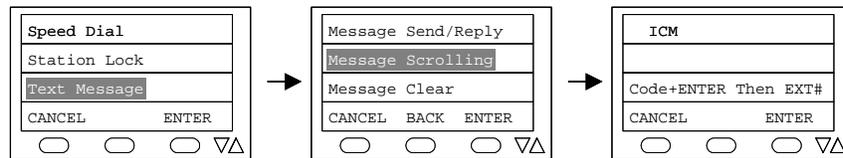
The **Message Send/Reply** option allows you to send or reply to a text message.



1. Enter the **Text Message** code (000-899 for system text messages and 90-99 for station text messages).
2. Enter the extension to send the text message.
  - The text message sends.

### Message Scrolling

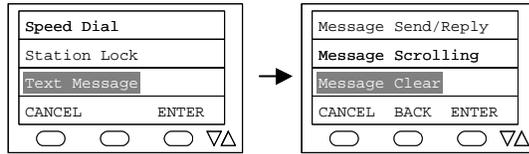
The **Message Scrolling** option allows the scrolling and sending of registered text messages.



1. Enter the **Text Message** code (00-89 for system text messages and 90-99 for station text message).
  - Press the **UP** key on the IX-12IPKTD-E/E2 LCD to scroll up.
  - Press the **Down** key on the IX-12IPKTD-E/E2 LCD to scroll down.
2. Press the **ENTER** key.
3. Enter the destination extension for the text message.
  - The text message is sent.

### Message Clear

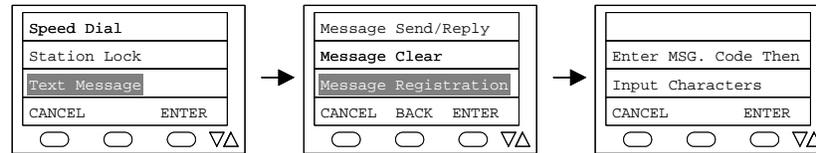
The **Message Clear** option clears a text message on the display of the IX-12IPKTD-E/E2.



The text message displayed on the LCD of the IX-12IPKTD-E/E2 clears.

### Message Registration

The **Message Registration** option allows you to register personal text messages.



1. Enter the **Text Message** code (90-99 for station text message).
2. Press keys 0-9 to enter the desired text message.
  - The table below lists alphanumeric text using the dial pad.

Press	1	2	3	4	5	6	7	8	9	0	#
1X	-	A	D	G	J	M	P	T	W	&	lower case
2X	.	B	E	H	K	N	Q	U	X	0	upper case
3X	sp	C	F	I	L	O	R	V	Y		
4X	1	2	3	4	5	6	S	8	Z		
5X							7		9		

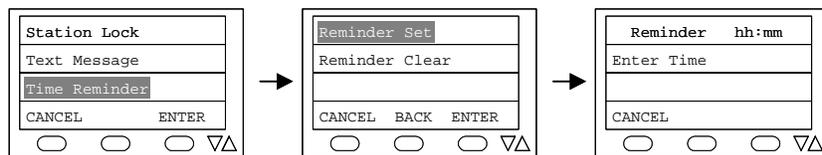
- Use the -> key on the LCD to move the character placement to the right.
3. When finished, press the **ENTER** key.

## **TIME REMINDER**

The **Time Reminder** menu allows you to set or clear a time reminder. The time reminder is audible through the IX-12IPKTD-E/E2 speaker.

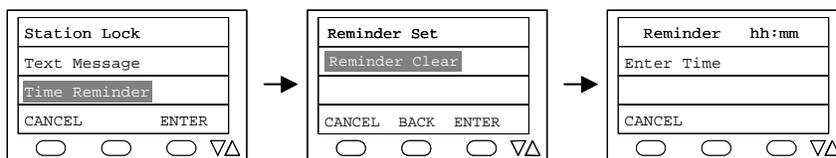
- Reminder Set
- Reminder Clear

### **Reminder Set**



1. Enter the desired reminder time in military format (e.g. 13:21 instead of 1:21PM).

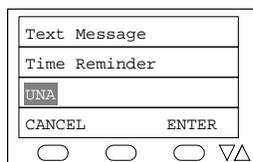
### **Reminder Clear**



The **Time Reminder** clears and no indication will sound.

## **UNA**

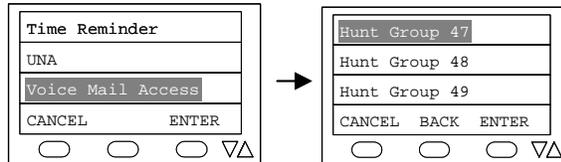
The **UNA** option allows calls following Night Mode ringing to be answered.



The incoming CO call is connected.

## VOICEMAIL ACCESS

The **Voicemail Access** option allows you to access a specific voicemail hunt group.



1. Select Hunt Group 47 to 50.
2. Enter the mailbox number.
  - You are connected to Voicemail.

## LIST MENU

The List Menu provides access to a list of ECS feature access codes. User can scroll through the available documented codes using the arrow keys on the LCD or using alphanumeric scrolling.

1. For example, to view the feature access code for clearing the ECS alarms: Select the **List** button on the IX-12IPKTD-E/E2 IP Telephone display.
2. Use the down arrow key on the right side of the IX-12IPKTD-E/E2 IP Telephone's display until 'Alarm Clear (ATT)' displays.

Additionally, to view the feature access code for turning on clear the alarm notification using alphanumeric scrolling:

1. Select the **List** button on the IX-12IPKTD-E/E2 IP Telephone's display.
2. Press the **2** key on the IX-12IPKTD-E/E2 IP Telephone's dial pad once to scroll to the feature access codes beginning with the letter 'A'.
  - The **Alarm Clear (ATT)** feature access code displays.

It is important to note that the **List** menu is a reference documenting the available ECS feature access codes. Viewing the feature access code does not execute the feature access code sequence. However, when viewing a feature access code, users can execute the feature access code without losing the instructions on the display.

# **Section 4 – Digital Telephone User Guide**

**Note:** Features listed in this section are also accessible from Iwatsu IP Telephones, except where otherwise noted.

IWATSU ENTERPRISE-CS

## DIGITAL TELEPHONES

There is a wide assortment of digital telephones designed to work with Iwatsu Enterprise-CS. These telephones have a combination of Fixed Feature keys and / or Programmable Multipurpose Keys. Many of the models are equipped with a digital display and have keys that provide red and green LED indication.

### ***IWATSU ENTERPRISE 18d PLATINUM SERIES DIGITAL KEY TELEPHONES***

The Iwatsu Enterprise 18d Digital Telephone is part of the new Platinum Series line of telephones from Iwatsu. With the introduction of the Iwatsu Enterprise 18d Digital Telephone, frequently used system features are now made available through menu keys on the display. Features that often required a specialized key on the telephone or a series of feature access codes can now be accessed using the new menu keys. The menu key display offers easy-to-read, clear text that guides users through the process of accessing system features through the Iwatsu Enterprise 18d Telephone menu functions.

Menu key features include: Call Forwarding, Voice Mail, Call Conferencing, Call Park, a Call Log for incoming and outgoing call records, Speed Dial, Redial, and EZDial for access from one to ten direct station selections.

The Iwatsu Enterprise 18d is equipped with 18 line keys, eight soft-keys, and a six-line, 20-character backlit LCD display. The Iwatsu Enterprise 18d has a large incoming call / MSG indication LED on the top of the telephone. The Iwatsu Enterprise 18d also includes an integrated pedestal to simplify installation.



Iwatsu Enterprise 18d Platinum Series Digital Telephone

## ***IWATSU ENTERPRISE 12d PLATINUM SERIES DIGITAL KEY TELEPHONES***

The Iwatsu Enterprise 12d Digital Telephone is part of the new Platinum Series line of telephones from Iwatsu. With the introduction of the Iwatsu Enterprise 12d Digital Telephone, frequently used system features are now made available through menu keys on the display. Features that often required a specialized key on the telephone or a series of feature access codes can now be accessed using the new menu display. The menu display offers easy-to-read, clear text that guides users through the process of accessing system features through the Iwatsu Enterprise 12d Telephone menu functions. Menu key features include: Call Forwarding, Voice Mail, Call Conferencing, Speed Dial, and Call Park.

The Iwatsu Enterprise 12d is equipped with three menu keys, 12 line keys, and a two-line, 20-character LCD display. The Iwatsu Enterprise 12d has a large incoming call / MSG indication LED on the top of the telephone. The Iwatsu Enterprise 12d includes an integrated pedestal to simplify installation.



Iwatsu Enterprise 12d Platinum Series Digital Telephone

### ***IX-12KTS-3 EXECUTIVE DIGITAL KEY TELEPHONES***

The IX-12KTS-3 Executive Digital key Telephone has 4 Fixed Feature Keys with a red LED, 8 Programmable Multi-Purpose Keys with a red LED, 12 Programmable Multipurpose Keys each with a red LED and a green LED, a mute key, a ringer volume control key, a handset volume control key, a speaker volume control and a full-duplex speakerphone. The IX-KTS-3 Digital Key Telephone has an incoming call/message waiting indicator lamp. The IX-12KTS-2 may be enhanced by adding the IX-12ELK-3 which adds 12 programmable multi-purpose keys. This model is available in black or white.



IX-12KTS-3, black and white

### ***IX-12KTD-3 EXECUTIVE DIGITAL KEY TELEPHONES***

The IX-12KTD-3 Digital key Telephone has 4 Fixed Feature Keys with a red LED, 8 Programmable Multi-Purpose Keys with a red LED, 12 Programmable Multipurpose Keys each with a red LED and a green LED, a mute key, a ringer volume control key, a handset volume control key, a speaker volume control and a full-duplex speakerphone. This phone also has a 2-line, 16 characters per line liquid crystal display. This display is very helpful for using advanced features and for providing status information. The oversized indicator lamp flashes red for incoming calls and green for a programmable feature such as message waiting. This model is available in black, or white.



IX-12KTD-3 with IX-12ELK-3, black and white



## **IX—MKT DIGITAL KEY TELEPHONE**

The IX-MKT Digital Key telephone is equipped with 4 Fixed Feature Keys with a red LED and 8 Programmable Multipurpose Keys with a red/green LED, and an incoming call indicator lamp that flashes red for incoming calls and green for a programmable feature such as message waiting. The IX-MKT may be upgraded with an optional internal speakerphone unit. In addition, the IX-MKT also supports a single line/modem connection (for outgoing calls only) through an in-board modular connector. This feature allows simultaneous use of a modem while on a voice call. This model is available in black, gray, or ash.



IX-MKT black and white

## ***DCKT970 DIGITAL WIRELESS KEY TELEPHONE***

The DCKT970 Digital Wireless Key Telephone has four feature keys (Transfer, Hold, Feature, Channel and Redial) and four function (F1-F4) keys. It may be connected directly to a digital station port, or it may share a port with a digital telephone. All of the keys on this telephone are programmable with the exception of the Talk, Channel and Redial keys which are fixed. The transmission frequency of the DCKT970 is between 902 and 928 MHz.

For operation instructions on the DCKT970 Digital Wireless Key Telephone please refer to the *DCKT970 Digital Wireless Key Telephone Owner's Manual* (Part Number 109530).



DCKT970

### **OMEGATREK PS6 PORTABLE STATION (IX-PS6)**

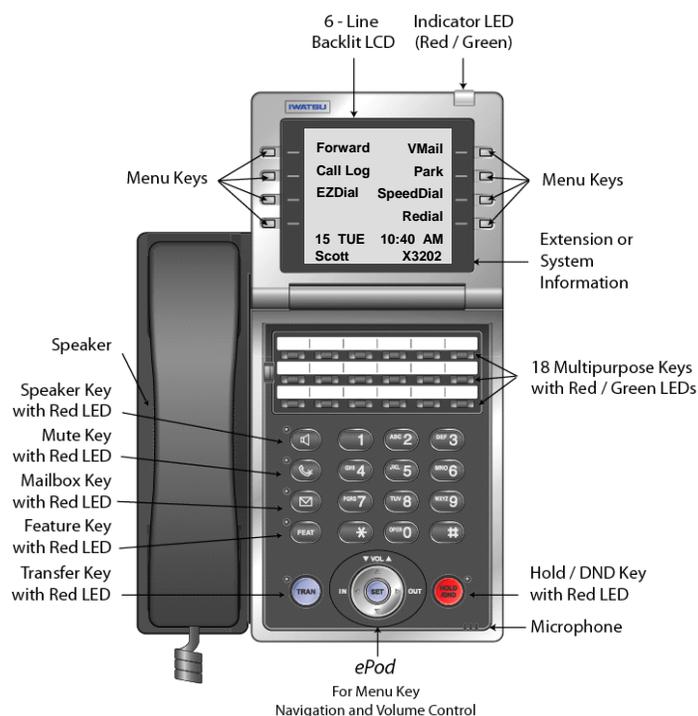
The Omegatrek PS6 Portable Station is a lithium battery-operated portable telephone that allows users to make and receive calls within the service area covered by an Omegatrek IX-BS5 Base Station. The IX-PS6 Portable Station has a three-line display, eight multiple purpose keys each with a red/green LED, an integrated handset speaker for voice announce and hands-free answerback, multiple ringing tones including vibrate mode, and an integrated headset jack.

For operation instructions on the PS6 Portable Station please refer to the *Omegatrek PS6 Digital Wireless Portable Station Owner's Manual* (Part Number 108500).



IX-PS6 Portable Station

## PLATINUM SERIES DIGITAL KEY TELEPHONE FEATURES



Iwatsu Enterprise 18d Platinum Series Digital Key Telephone

**Multipurpose Keys** - Can be programmed for a specific function, such as outside lines, individual extensions, or one-touch feature operation.

**Button Lamps** - Light up or flash when someone is using a line or a feature corresponding to that button.

**Green Lamp** - Means that you are using that line.

**Red Lamp** - Means that someone else is using that line.

**Speaker** - Without lifting the receiver, the Speaker button allows you to dial and receive outside or internal calls, as well as converse, for "hands-free operation."

**Mute** - When you are using the Speakerphone, Hands-Free Answerback or the handset/headset, the Mute button prevents any voice or sounds to be heard by the person on the other end of your call. When you press the Mute button to turn off the microphone, the Mute button will stay lit. Pressing the Mute button again permits the other person to hear your voice again.

**Mailbox**- This key is used for one-touch access to your voice Mailbox.

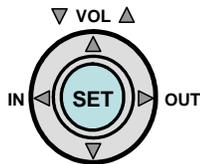
**FEAT (Feature)** - The feature button is used to help operate certain special and advanced features available through Iwatsu Enterprise-CS.

**TRAN (Transfer)** - Allows you to transfer a call from your telephone to another extension.

**HOLD/DND (Hold/Do Not Disturb)** - This button is used to put a call on Hold, to set the Do Not Disturb function to prevent any calls from getting through or ringing at your extension or to transfer the call to the number set in your Fixed Call Forward Destination.

**ePod (Easy Point of Decision)** - is used for easy access to the Display Menu, navigating the Call Log, and changing volume levels on your Iwatsu Enterprise 18i/d Telephone.

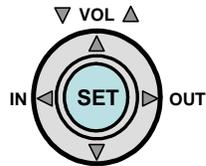
- ☞ Press **IN** or **OUT** to access incoming or outgoing Call records.
- ☞ Press the **VOL** up or down arrows to control receiver, speaker, ringer, and handset volumes.
- ☞ Press the **SET** button and use the arrows to scroll through the Soft-Key menu options.



**Volume Control:**

The **UP** and **DOWN** arrow volume control keys are used adjust the Handset, Speaker, and Ringer volume based on the state of the telephone.

Enterprise 18i/d



Enterprise 12i/d



**Receiver (Handset) Volume** - When using the Handset, the volume control key allows you to adjust the handset volume to one of three levels.

**Speaker Volume** - When using the Speaker, the volume control allows you to adjust the speaker volume to one of eleven levels.

**Ringer Volume** - Pressing the ringer volume control button allows you to adjust the ringer volume to one of four levels.

Many Iwatsu Enterprise-CS features can be operated by using the menu keys, dialing a feature operation code or using a one-touch multipurpose button, if your telephone has one assigned for that specific feature. The feature code numbers listed in this manual are preset in the Iwatsu Enterprise-CS. Your system installer may assign a different code number for any feature based on individual system requirements.

## PLATINUM SERIES MENU KEYS

### Menu Key Features:

The Iwatsu Enterprise 18i/d and Iwatsu Enterprise 12i/d Digital Telephones are equipped with menu keys. Frequently used features that are accessible via the Menu keys are listed below: The menu will dynamically change based on the telephone state.

- ☞ Call Forward.
- ☞ Call Conference.
- ☞ Voice Mail.
- ☞ Call Park.
- ☞ Speed Dial.

Only available on the Iwatsu Enterprise 18i/d:

- ☞ Call Log for incoming and outgoing calls.
- ☞ Enhanced Speed Dial.
- ☞ Redial.
- ☞ EZDial for access to ten direct station selections.

(When programmed in the system database)

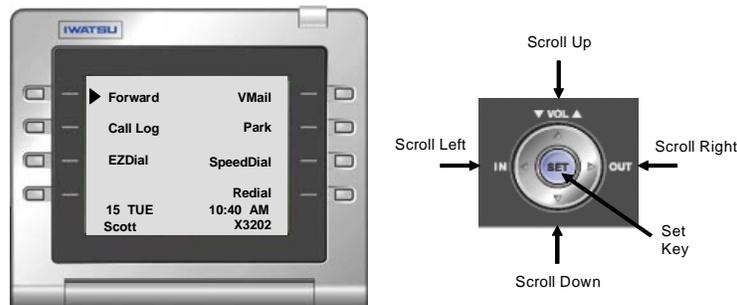
### Iwatsu Enterprise 18i/d Menu Key Access:

Access the display menu by one of two methods:

1. Select the corresponding Menu key next to the feature shown on the display.

*or*

2. Select the *ePod SET* button located below the telephone key pad and using the UP, DOWN, IN, and OUT arrows to scroll through the menu as shown below.



### Iwatsu Enterprise 12i/d Menu Key Access:

Access the display menu by selecting the corresponding Menu key below the feature name shown on the display as shown below:

First Screen



Second Screen



## PLATINUM SERIES FEATURE OPERATION

### Call Conference:

The ECS system allows you to make conference calls with any combination of up to four extensions and outside lines on the same call.

*Note: An Outside party must be added to the conference prior to adding an internal party.*

### To Make a Conference Call:

While speaking on an outside (Ext) or internal (ICM) call:

- ☞ Press the **Conf** (Conference) button on the display.
- ☞ Select **Internal** (ICM) or **Outside** (Ext):
  - ☞ **Internal**—(ICM) Dial the extension you wish to add to the conference or make your selection from the EZDial menu (if programmed).
  - or*
  - ☞ **Outside**—(Ext) Select **New Call** and dial the number you wish to add to the conference.
    - When the party you are calling answers, press the **Add Call** menu key.
      - *or*
      - Select **Held Call** to add a parked call or call on hold to the conference.
- ☞ After you hear a tone burst, all parties are connected.

To add another extension or outside line, repeat same procedure.

## Call Log:

### Call Log (18i/d only)

Your Iwatsu Enterprise 18i/d is programmed to capture, store, and display telephone numbers and Caller ID information for the last 10 Incoming and 10 Outgoing calls with Caller ID, ANI, or DNIS information.

### View the Call Log

Using the Menu:

- Press the **Call Log** menu on your display.
- Select **Incoming** or **Outgoing** Call Log.
- Make your Selection:

Next (For next Call Log entry).

Previous (For Previous Call Log entry).

Delete (Number displayed).

Dial (Number displayed or press **Set** to dial).

In/Out (Switch between Incoming and Outgoing Call Log).

Exit (To exit the Call Log).

### Add Digits to a Call Log Entry

This feature is used to add digit(s) to a Call Log entry before making a call.

- Press the **IN** or **OUT** button to display an Incoming or Outgoing Call Log entry.
- Enter the digit(s) to be added to the entry (for example you may need to add a **1** to dial a long-distance number).
- Press the **Set** button to dial the number.

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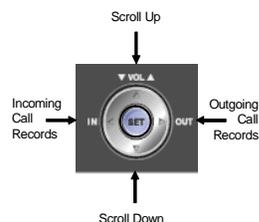
**Note:** This feature requires a Float or CO line key in the key pattern and ECS software 3.0 or above.

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### Using the ePod to navigate the Call Log:

Press the **IN** or **OUT** button to display the Incoming or Outgoing Call Log entries.

Use the **Up** or **Down** buttons to scroll through the Incoming or Outgoing Call Log.



### **EZDial (18i/d only)**

Your Iwatsu Enterprise 18i/d can be programmed to have one to ten direct station selections located in the EZDial directory. (This feature will not appear unless programmed in the system database by your authorized Iwatsu Distributor.)

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**Note:** When a change is made to your EZDial programming, it is important to reset your Iwatsu Enterprise 18i/d telephone for the EZDial change(s) to take effect..

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To Access the EZDial Directory:

- ☞ Press the **EZDial** menu key.
- ☞ Press the menu key next to the station name or number you wish to call.

## Forward

### Set Forward Destination

From the Display Menu:

Press the **Forward** (or **Scroll > Fwd**) menu key on your display.

Press **Set**.

Enter the Call Type you wish to forward.

- CO & ICM (Outside/Intercom).
- CO Only (Outside).
- ICM Only (Intercom).

CO and ICM calls can be forwarded to different numbers.

- Enter the Destination:

**Internal (Int)** - Enter the Forward Mode for Internal Calls.

- All calls to another extension or hunt group.
- Busy/NA (B/NA) calls to another extension or hunt group.
- No Answer (NA) calls to another extension or hunt group.

Enter the extension number for forwarding.

**External (Ext)** - Enter the destination using Personal Speed Dial Codes 90-99.

Press the **Speaker** button to end the operation.

An asterisk\* will appear next to the Forward feature on your display when the station has been forwarded.

### Forward Status / Cancel

To check the Forward status of your phone or to cancel station forwarding:

- Press the **Forward** (or **Scroll > Fwd**) menu key—only once to see the current status.

The 12i/d will first display the current forward status for two seconds.

- Press **Clear**, to cancel forwarding.
- Press the **Speaker** button to end the operation.

### Forward—Follow-Me

**Set Follow Me** (From the destination extension)

- Press the **Forward** (or **Scroll > Fwd**) menu key.

Press **Follow Me (18i/d)**.

*or*

Press **Scroll > Follow (12i/d)**.

Enter the Call Type you wish to forward:

- All Calls (CO/Intercom).
- CO Only.
- ICM Only.

Enter the extension number of the station to forward.

Press the **Speaker** button to end the operation.

### **Cancel Follow Me** (From the forwarded station)

- Lift the receiver (handset).
- Press **Forward** (or **Scroll > Fwd**)—only once.

The 12i/d will first display the current forward status for two seconds.

- Press **Cancel**.
- Press the **Speaker** button to end the operation.

### **Forward—Quick Set**

The Forward—Quick Set feature allows you to turn on/off the current forward destination programmed on your 18i/d or 12i/d telephone.

#### **Forward Quick Set Active/Inactive**

Follow the **Set Forward Destination** procedure on the previous page to enable the Quick Set menu. The Quick Set menu will not be active if the Forward Cancel feature has been used or if the station has not been forwarded.

Use the Quick Set menu to activate and deactivate your station's forward status.

Once the station has been forwarded, follow the steps below to set the forward status to inactive or active:

- Press **Forward (18i/d)**.
  - Press **Quick Set**.
  - Press **Exit** to return to the main menu.
- or*
- Press **Scroll > Fwd (12i/d)**.
  - Press **Scroll > Q-Set**.
  - Lift the receiver to return to the main menu.
  - When the asterisk\* appears, forward is active
  - When the asterisk\* disappears, forward is inactive.

## **Park**

Park a call so that it can be reached from another extension.

### **Putting a call in Call Park**

When speaking on an outside line:

- ☞ Select the **Park** menu key.
- ☞ You will hear confirmation tone and an asterisk\* will appear next to the Park menu key.
- ☞ Hang up the phone.

If the call is not picked up, the call will return to your phone.

### **Picking up a call that is Parked**

From the extension that parked the call:

- ☞ Lift receiver or press the **Speaker** key.
- ☞ Press the **Park\*** menu key.

From another extension:

- ☞ Lift receiver or press the **Speaker** key.
- ☞ Press the **Park** menu key.
- ☞ Dial the extension number where the call is parked to pick-up the call.

## Transfer to Park

You can transfer a call to another user's individual park on their telephone. The call can then be picked up remotely from another telephone. The call can also be picked up from the telephone where it is parked.

### Transferring a call to another user's individual park

When speaking on an outside line:

- ☞ Press **TRAN** + the **Park** menu key.
- ☞ Dial the number of the extension where the call is to be parked, or press the extension button (if assigned).
- ☞ When you hear confirmation tone, hang up.
- ☞ An asterisk\* will appear next to the **Park** menu key on the user's phone.
- ☞ If desired, use the paging system to inform the user of the call parked on their telephone.

### Picking up a call parked on your individual Park from your telephone

- ☞ Lift the receiver or press the **Speaker** key.
- ☞ Press the **Park** menu key.

### Picking up a call parked at another telephone

- ☞ Lift the receiver or press the **Speaker** key.
- ☞ Press the **Park** menu key.
- ☞ Dial the number of the extension where the call is parked, or press the extension button (if assigned).

### Redial (18i/d only)

To automatically redial the last (CO) outside number you called:

- ☞ Press the **Redial** menu key.

## Speed Dial (18i/d only)

### Iwatsu Enterprise 18i/d Speed Dial navigation:

The Iwatsu Enterprise 18i/d has enhanced speed dial menu features that allow you to easily **Call**, **Search**, and **Edit** speed dial listings.

### To Speed Dial a Number

When you want to Speed Dial a registered number, perform one of the following operations:

#### Quick Dial

- Press **SpeedDial**.
- Dial the Speed Dial Code or select one of the personal speed dial entries.

The system will automatically dial the registered number.

#### Outside Line Pre-Select

- Press an outside line button.
- Press the **SpeedDial** button, then dial the two or three-digit Speed Dial Code.

The system will automatically dial the registered number.

### Speed Dial Programming

**Edit** an **existing** or **create** a new personal speed dial entry (Bin 90-99):

- Press **SpeedDial** and select **Edit**.
- Select:

**Number** to change or add phone number.

Enter the **Bin** number (90-99) to edit.

Use the key pad to enter the new phone number.

Select **Save** to save your entry.

**To register a pause time:**

At the desired location, press **HOLD/DND**.

Dial **1** to **9** for the desired pause time in seconds and then dial the remaining digits.

**Name** to change or add a name.

Enter the **Bin** number (90-99) to edit.

Use the key pad to enter the new name. After each letter, select the

**Enter/Del** button to move to the next character.

Select **Save** to save your edited entry.

The 18i/d must be reset for the change to appear in the personal speed dial listing.

**Trunk** to change the trunk group number associated with a speed dial entry.

Enter the **Bin** number (90-99) to edit.  
Enter the new trunk group (000-250).  
Select **Save** to save your change.

### Speed Dial Search

**Search** for a speed dial entry:

- Press **SpeedDial** and select **Search**.
  - Select:
    - Next** to see the next entry
    - Prev** to see the previous entry.
    - Next Ltr** to enter the next letter.
- Use the letters on the key pad to focus your search.
- **Dial** to dial the entry selected.
  - **Exit** to exit SpeedDial
  - Press the **Speaker** button or hang-up to end the call.

### Speed Dial (12i/d)

*Note: The name, number, or trunk group being registered is not displayed on the 12i/d telephone display.*

#### To Speed Dial a Number

When you want to Speed Dial a registered number, perform one of the following operations:

##### Quick Dial

- Lift the receiver.
- Press **Scroll > Speed**, then dial the Speed Dial Code.

The system will automatically dial the registered number. This operation will not work unless you register the outside line group number.

##### Outside Line Pre-Select

- Lift the receiver.
- Press an outside line button.
- Press **Scroll > Speed**, then dial the Speed Dial Code.

The system will automatically dial the registered number.

##### Alphanumeric Speed Dial By Name Feature

- Press **Scroll > Speed > Speed**.
- To search for a registered name, press the numbers on the dial pad .
- To focus the search, press **HOLD/DND**, and enter another character.
- To scroll through the registered names, press FORWARD **#** or BACKWARD **#**.

- Press **Speed** to dial the number.

**Personal Speed Dial Registration - To register personal speed dial numbers:**

- Press the **FEAT** button.
- Press the **Speed** button, then dial the desired Personal Speed Dial Access Code (Bin 90-99).
- Enter the phone number.
- Press **FEAT** to end the operation.

**Voice Mail**

Your Voice Mail Box can be accessed through the display menu or via the Mail Box key located on the telephone key pad.

**To Access Voice Mail**

☞ Select the **Vmail** menu key.

*or*

☞ Press the Voice Mail key on the key pad.

*Note: If you have an IX-4EVMC voice mail card installed in your system, your Vmail display menu may appear with a message count (i.e., 2 Msgs). The display will show up to 999 messages.*

If this is the first time that you have connected to your voice mail box, follow the directions for setting up your voice mail.

## **BASIC FEATURES**

### ***MAKING A 911 CALL***

#### ***Operation***

From an outside or inside line:

- ☞ Go off-hook.
- ☞ Dial 911.

You will be connected to your local Public Safety Answering Point (PSAP).

### ***MAKING AN OUTGOING CALL***

#### ***Operation***

- ☞ Lift the receiver.
- ☞ Press the button for an outside line and the outside line button will flash green.
- ☞ Wait for the dial tone.
- ☞ Dial the telephone number.

If you make a dialing mistake, Press the Flash button **FLASH** and start over.

### ***RECEIVING AN INCOMING CALL***

#### ***Operation***

When your phone rings and an outside line lamp flashes:

- ☞ Lift the receiver

***Or***

- ☞ Lift the receiver
- ☞ Press the outside line button with the flashing light.

You will be connected to the call and the outside line button will flash green.

## **MAKING AN INTERCOM CALL**

### **Operation**

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the desired extension number.

### **Or**

- ☞ Press the button representing the desired extension if assigned as a Multipurpose button.
- ☞ Make an announcement after the tone or wait for an answer to the ring.

The lamp on the intercom button **ICM** will flash red. If the extension you called is busy, you will hear a repeated intercom busy tone.

## **RECEIVING AN INTERCOM CALL**

### **Operation**

- ☞ Lift the receiver when you hear your phone ring or the caller's voice through the speaker.

### **Or**

- ☞ Reply through the phone's microphone without lifting the receiver.

The lamp on the Intercom button **ICM** will flash red.

## **MAKING AN INTERCOM GROUP CALL**

### **Operation**

- ☞ Dial the Intercom Group access number at the Intercom dial tone.

## **MAKING AN E-RESPONSE HELP CALL**

### **Operation**

- ☞ Lift the receiver or press **SPKR** and remain off hook on **ICM** for a duration that exceeds the amount of time programmed in the system.

### **Or**

- ☞ Lift the receiver to make an intercom call. Begin dialing. Between digits stop dialing for more than 10 seconds.

### **Or**

- ☞ Dial the E-Response Group access number at Intercom dial tone.

## **TRANSFERRING A CALL TO ANOTHER EXTENSION**

### **Operation**

When speaking on an outside line:

- ☞ Press the Transfer button **TRAN** and the lamp will flash red.
- ☞ Wait for the dial tone.
- ☞ Dial the desired extension number.

**Or**

- ☞ Press the button representing the desired extension if assigned as a Multipurpose button.
- ☞ Hang up or announce the call then hang up.

If the call is not answered it will return to your phone.

## **TRANSFERRING A CALL TO CALL PARK**

### **Operation**

When speaking on an outside line:

- ☞ Press the Transfer button **TRAN** and the lamp will flash red.
- ☞ Press the **PARK** key and the lamp will flash red.
- ☞ Dial the desired extension number or press the button representing the desired extension if assigned as a Multipurpose button.
- ☞ Wait for the confirmation tone.

If the call is not answered it will return to your phone.

## **PUTTING A CALL ON HOLD**

**HOLD/QUICK FORWARD** key is used as an option to the **Hold/DND** key. This key provides the same feature as the **Hold/DND** key except callers are sent to the Fixed Call Forward destination (such as voicemail) instead of hearing a DND tone.

### **Operation**

When speaking on an outside line:

- ☞ Press the Hold button **HOLD/DND**.

To use the **HOLD/QUICK FORWARD** key to forward a call:

- ☞ From an idle condition, press the **HOLD/QUICK FORWARD** key. This key toggles ON and OFF.

A green lamp flashes intermittently on your phone and a red lamp flashes on other phones for that outside line. If the call is on Hold too long, your phone will ring again.

## **PICKING UP A CALL ON HOLD**

### **Operation**

- ☞ Lift the receiver.
- ☞ Press the green intermittently flashing button on your phone or the red flashing button on another phone representing the desired outside line.

The lamp on the outside line button will flash green.

## **PUTTING A CALL ON CALL PARK**

Call Park is similar to Hold but allows others to pick a call up even though they do not have a button representing the desired outside line.

### **Operation**

To put a call on Call Park at your extension:

When speaking on an outside line:

- ☞ Press the Call Park button **PARK** and the lamp will intermittently flash green.
- ☞ Hang up.
- ☞ If the call is on Call Park too long your phone will ring.

To pick up a call on Call Park at your extension:

- ☞ Lift the receiver.
- ☞ Press the flashing Call Park button **PARK** and the lamp on an outside line button will flash green.

To pick up a call on Call Park at another extension:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Press the flashing Call Park button **PARK** and dial the extension number of the station where the call was parked.

**Or**

- ☞ Press the Park Pick-Up button **PARK P/U** if assigned as a Multipurpose button.
- ☞ Dial the extension number of the phone that placed the call on Call Park and the lamp on an outside line button will flash green.

To put a call on Call Park at another extension:

When speaking on an outside line:

- ☞ Press the Transfer button **TRAN**.
- ☞ Press the Call Park button **PARK**.
- ☞ Dial the extension number or press the **DSS** key or **CCV** key of the station at which you want to park the call.
- ☞ Hang up.
- ☞ If the call is on Call Park too long your phone will ring.

To pick up a call on Call Park at the attendant position:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the number announced by the attendant and the lamp on an outside line button will flash green.

To pick up a call on Call Park at the attendant position:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the number announced by the attendant and the lamp on an outside line button will flash green.

## **HANDLING A SECOND CALL**

### ***Operation***

When a second call rings at your phone and you do not want to hang up on the first call:

- ☞ Press **HOLD/DND** to place the call on Hold.

***Or***

- ☞ Press the Call Park button **PARK** to place the call on Call Park.
- ☞ Press the button representing the second call.
- ☞ Answer the second call.

To return to the first call:

- ☞ Repeat the same procedure.

## ADVANCED FEATURES

### **ABSENCE MESSAGE DISPLAY**

Allows you to leave an advisory message for a display phone caller if you should leave your office. Four messages are available:

- Return at (time)
- Return on (date)
- Meeting at (time)
- Call (number)

This feature only works with a Multipurpose button programmed for Absence Message **ABS.MSG**

#### **Operation**

To register a message:

- ☞ Press the Speaker button **SPKR**
- ☞ Press the Absence Message button **ABS.MSG**

For Return At:

- ☞ Dial **1** then dial the **TIME IN MILITARY TIME**

For Return On:

- ☞ Dial **2** then dial the date **DD**

For Meeting At:

- ☞ Dial **3** then dial the time in military time **HH : MM**

For Call:

- ☞ Dial **4** then dial the telephone number then dial **#**

- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

The message will appear on the display.

To erase a message:

- ☞ Press the Speaker button **SPKR**
- ☞ Press the Absence Message button **ABS.MSG**
- ☞ Dial **\***
- ☞ Wait for a confirmation tone
- ☞ Press Speaker button **SPKR**

The message will no longer appear on the display.

## **ACCOUNT CODE**

Allows you to enter a one- to 12-digit code to either identify the caller or identify the party the call was made for. These codes are printed out with the SMDR information. Account code entry may be done before the party answers, during a call, or after the other party hangs up.

### **Operation**

- ☞ Lift the receiver
- ☞ Press an outside line button
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial **25**

### **Or**

- ☞ Press the Account Code button **ACCT** if assigned as a Multipurpose button
- ☞ Dial the code then dial **\***

You will hear a confirmation tone.

## **ALL ATTENDANTS CALL**

Allows you to call all attendants.

### **Operation**

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the assigned access code **0**

## **ALPHANUMERIC DISPLAY**

Iwatsu Enterprise-CS Digital Multiline Display Telephones have a 2-line, 16-character alphanumeric LCD display that tilts for ease of viewing. The display will provide the following information:

- Absence Messages
- Account Code Input
- Call Duration Timer
- Callback CO/ICM
- Called Party Identification
- Called Party Status - BUSY/DND
- Calling Party Identification
- Caller ID/ANI/DNIS
- Camp-On
- Feature Access Menu (IX-12IPKTD/-E only)
- Forwarding Extension Numbers
- License Expiration Warning
- MBU Channel Busy Indication
- Message Waiting Identification
- Real Time Clock
- Recall CO/ICM
- Reminder
- Ringing Outside Line Identification

### **Operation**

To scroll or change the information on the display during a call:

☞ Press the Feature button **FEAT** then dial **63**

**Or**

☞ Press the Display button **DISPLAY** if assigned as a Multi purpose button

## **ALPHANUMERIC SPEED DIAL BY NAME**

The Alphanumeric Speed Dial By Name feature allows you to access the speed dial list alphabetically. When you want to place a CO outgoing call with the Speed Dial feature, the desired Speed Dial destination can be searched by name alphanumerically.

### **Operation**

To Access the Alphanumeric Speed Dial By Name Feature

- ☞ Press **SPEED**
- ☞ Press **SPEED**
- ☞ To search for a registered name, press the dial pad until the desired characters are displayed.  
To focus your search, enter a character, press **HOLD/DND**, and then enter another character.
- ☞ To scroll through the registered names, press FORWARD **[#]** or BACKWARD **[\*]**
- ☞ When the desired name is found, press **SPEED** to dial the number.

## **ALTERNATE TONE/PULSE DIALING**

Allows you to change the dial signaling from Dial Pulse (Rotary) to DTMF (Touch Tone) after an outside call has been answered. This will allow you to use enhanced communications devices like Voice Mail and Automated Attendant.

### **Operation**

After the call is answered:

- ☞ Press the Feature button **FEAT** then dial **[1][3]**
- Or**
- ☞ Press the Alternate button **ALTER** and the lamp will be solid red

## **AUTODIAL UNIT**

An Autodial Unit may be added to the IX-12KTD-2 Enhanced Feature Digital Telephone to provide an additional sixteen buttons for Speed Dial. The Speed Dial numbers are programmed through system programming.

### **Operation**

To make an Autodial Call:

- ☞ Lift the receiver
- ☞ Press the desired button on the Autodial Unit

## ***AUTOMATIC OUTSIDE LINE ANSWER / HOLD***

This programming option allows you to receive a second call automatically by simply pressing the Hold, Call Park, or existing outside line button.

### ***Operation***

While on a call:

- ☞ Press the Hold **HOLD/DND**, Call Park **PARK**, or existing outside line button

## ***AUTOMATIC REPEAT DIALING***

Allows you to instruct the ECS to dial an outside party until they answer. This is accomplished by having the ECS periodically activate the speaker and dial the outside party's number. Should they answer, you will hear their voice through the speaker. In order to establish a call, you must pick up their receiver. Should you be away from your phone when the called party answers, they will hear silence and the ECS will try to call later.

### ***Operation***

If the called party does not answer or is busy:

- ☞ Do not hang up
- ☞ Press the Automatic Repeat button **REPEAT** and the lamp will be solid red.
- ☞ Hang up

To Cancel:

- ☞ Press the Speaker button **SPKR**
- ☞ Press the Automatic Repeat button **REPEAT**
- ☞ Dial **\*** and the lamp will be off
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

***Or***

- ☞ Lift the receiver while the ECS is dialing the outside party

## **BACKGROUND MUSIC**

An external music source such as a FM tuner may be connected to the system to provide background music either through the speaker in the phone or an external paging system. The music is automatically turned off if the phone or external paging system is in use.

**Note:** Not supported on IP telephones.

### **Operation**

To turn on Background Music through your phone:

☞ Press the Feature button **FEAT** then dial **62**

**Or**

☞ Press the Background Music button **BGM** if assigned as a Multipurpose button and the lamp will be solid red

To turn off Background Music through your phone:

☞ Press the Feature button **FEAT** then dial **062**

**Or**

☞ Press the Background Music button **BGM** if assigned as a Multipurpose button and the lamp will be off

## **BARGE-IN**

Allows you to enter an existing call. A warning tone is sent to inform the parties that a three-way conference has been established.

### **Operation**

☞ Dial the desired extension number

**Or**

☞ Press the desired outside line button

☞ Press the Add button **ADD**

## ***BUILT-IN SPEAKERPHONE***

Many Iwatsu Enterprise-CS Telephones come equipped with a standard Built-in Speakerphone. An internal speakerphone is also optional on some units. Use of the Speakerphone allows for complete hands-free operation on external calls.

### ***Operation***

To make a call:

- ☞ Press the Speaker button **SPKR** and the lamp will flash red
- ☞ Wait for the dial tone
- ☞ Dial the desired telephone number

To answer a call:

- ☞ Press the Speaker button **SPKR** and the lamp will flash red

To end a call:

- ☞ Press the Speaker button **SPKR** and the lamp will be off

## ***BUSY BYPASS/AUTODIAL UNIT***

The Busy Bypass / Autodial Unit is available as an option on the IX-12KTD-2 Enhanced Feature Telephone. This unit works the same as the Autodial Unit with the additional capability to allow a second call to be announced through the speaker in this unit while you are involved in a call using your receiver. You may respond through the microphone without having to put the original party on Hold. Use of this unit requires an additional station port.

### ***Operation***

See AUTO DIAL UNIT

See BUSY BYPASS VOICE CALLING

## **BUSY BYPASS TONE CALLING**

Allows you to be informed that there is a second call waiting for you to answer. This is accomplished by providing a muted tone through the speaker in the busy telephone. External and internal calls may be differentiated by frequency. This feature is a system programming option and may not be present in all systems.

### **Operation**

To answer the waiting call:

- ☞ Hang up on the first call and press the button representing the waiting call

**Or**

- ☞ Press the Call Park button **PARK** and press the button representing the waiting call

To alternate between calls:

- ☞ Press the Call Park button **PARK**

## **BUSY BYPASS VOICE CALLING**

While you are involved in a call using your receiver, Busy Bypass Voice Calling allows you to receive a voice announcement through the speaker in an IX-BPAD Busy Bypass Unit informing you that someone else wishes to speak with you. You may respond through the microphone without having to put the original party on Hold. This feature is only available if your phone is equipped with an IX-BPAD Busy Bypass Unit, an optional component on certain models.

### **Operation**

To answer the waiting call:

- ☞ Hang up on the first call and press the button representing the waiting call

**Or**

- ☞ Press the Call Park button **PARK** and press the button representing the waiting call

To alternate between calls:

- ☞ Press the Call Park button **PARK**

## **BUSY INTERCOM CALLBACK**

Allows you to instruct the ECS to inform you when a busy extension that you called becomes idle. When the extension becomes idle, the ECS will call you back. After you answer, the desired extension will automatically be dialed. If your phone has a display, the display will inform you that the call is a Callback and identify the extension. You may leave one Callback message.

### **Operation**

When you make an intercom call and the extension is busy:

- ☞ Do not hang up
- ☞ Press the Feature button **FEAT** then dial **43**

#### **Or**

- ☞ Press Busy Intercom Callback button **ICM CB** button if assigned as a Multipurpose Button and the lamp will be solid red
- ☞ Wait for a confirmation tone
- ☞ Hang up

To Cancel all Intercom Callbacks

- ☞ Press the Speaker button **SPKR**
  - ☞ Press the Feature button **FEAT** then dial **043**
- #### **Or**
- ☞ Press Busy Intercom Callback button **ICM CB** if assigned as a Multipurpose button then dial **\*** and the lamp will be off
  - ☞ Wait for a confirmation tone
  - ☞ Press the Speaker button **SPKR**

## **BUSY NUMBER CALLBACK**

Allows you to instruct the ECS to periodically call you to try calling a previously dialed outside number again. To have the ECS dial the number simply pick up the receiver.

### **Operation**

When you dial an outside number and there is no answer or a busy signal:

- ☞ Do not hang up
- ☞ Press the Feature button **FEAT** then dial **24**

### **Or**

- ☞ Press the Busy Number Callback button **TRNK C/B** if assigned as a Multipurpose Button and the lamp will be solid red
- ☞ Wait for a confirmation tone
- ☞ Hang up

To change the Callback time interval:

- ☞ Dial the desired interval time in minutes **19** before you hang up

To Cancel:

- ☞ Press the Speaker button **SPKR**
  - ☞ Wait for the dial tone
  - ☞ Press the Feature button **FEAT** then dial **024**
- Or**
- ☞ Press the Busy Number Callback button **TRNK C/B** if assigned as a Multipurpose button then dial **\*** and the lamp will be off
  - ☞ Wait for a confirmation tone
  - ☞ Press the Speaker button **SPKR**

## **BUSY OUTSIDE LINE QUEUING**

Allows you to instruct the ECS that you wish to be notified when the outside lines are no longer busy. When an outside line becomes available, your phone will ring. Picking up the receiver will give you outside dial tone. If you previously dialed the outside number, that number will automatically be dialed when the receiver is picked up.

### **Operation**

When attempting to make an outside call and all lines are busy:

- ☞ Do not hang up
- ☞ Press the Feature button **FEAT** then dial **23** and you will hear tones
- ☞ Dial the phone number

**Or**

- ☞ Press the Busy Outside Line Queue button **TRNK QU** if assigned as a Multipurpose button, you will hear tones and the lamp will be solid red
- ☞ Dial the phone number
- ☞ Hang up

To Cancel:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial **023**

**Or**

- ☞ Press the Busy Outside Line Queue button **TRNK QU** if assigned as a Multipurpose button, then dial **\*** and the lamp will be off
- ☞ Wait for confirmation tone
- ☞ Press the Speaker button **SPKR**

## **BUSY OVERRIDING**

Allows you to alert a busy extension user that you are waiting to speak with them. The busy extension user will hear periodic tone bursts through the speaker. If they have a display the display will identify the calling party.

### **Operation**

When you dial a busy extension:

- ☞ Do not hang up
- ☞ Press the Busy Override button **OVER** and you will hear a ringing signal
- ☞ Wait to be answered

To answer a Busy Override:

- ☞ Hang up on the first call

**Or**

- ☞ Press the Call Park button **PARK**
- ☞ Press the Intercom button **ICM**

To alternate between calls:

- ☞ Press the Call Park button **PARK**

## **CALL COVERAGE**

The Multipurpose buttons on the Digital Telephones may be programmed to allow both audible and visual indication of a call ringing at another extension. Calls made to an extension that is represented as a Call Coverage button on another phone may be answered by that phone by pressing the Call Coverage button. The visual indication is immediate and the audible indication may have one of the three modes: Immediate, delayed, or no ring. When the extension monitored by a Call Coverage button is not in the ringing state, the Call Coverage button will function as a Direct Station Selection/Busy Lamp Field button. The Call Coverage feature will support Intercom Tone (ringing) and Outside Line calls. Intercom calls are indicated by a slow flashing green lamp and Outside Line calls are indicated by a fast flashing green lamp. A good application for this feature would be a secretary that needs to answer calls for others in the office if they are away from their phones.

### **Operation**

To answer a call ringing at another extension:

When you hear the special Call Coverage tone or see either a slow or fast green flashing lamp on a Call Coverage button:

- ☞ Lift the receiver
- ☞ Press the desired Call Coverage button

You will be connected to the calling party. Intercom calls will appear on your phone's Intercom button **ICM** and Outside Line calls will appear on your phone's Outside Line button.

To change the audible indication mode:

- ☞ Do not lift the receiver
- ☞ Press the Feature button **FEAT**
- ☞ Press the desired Call Coverage button and the present mode will be represented by the lamp on the button and the display.

immediate:	display = Immed.	lamp = fast green flash
delayed:	display = Delayed	lamp = slow green flash
no ring:	display = No ring	lamp = solid green

- ☞ Dial **1** for immediate ring mode
- ☞ Dial **2** for delayed ring mode
- ☞ Dial **3** for no ring mode

## **CALL FORWARDING - FLEXIBLE CALL FORWARDING**

Allows you to send your calls to an internal destination or external line (using Personal Speed Dial numbers 90-99). You can also separate call forward destinations for ICM incoming and CO incoming calls. For instance, you could set all intercom calls to go to your cell phone, and all CO calls to be forwarded to your voice mail.

### **SET FORWARD DESTINATION**

#### **Operation**

- ☞ Lift the receiver (handset) or press **SPKR**
- ☞ Press **FWD**
- ☞ Enter the Call Type you wish to forward
  - 1 = All calls (CO/Intercom)
  - 2 = CO calls only
  - 3 = Intercom calls only
- ☞ Enter the Flexible Call Forward Mode
  - 1 = All calls to another extension or hunt group
  - 2 = Busy/No Answer calls to another extension or hunt group
  - 3 = No Answer calls to another extension or hunt group
  - 4 = All Calls forward to an external number (using Personal Speed Dial Codes 90-99)
- ☞ Do one of the following
  - If you chose Mode 1,2, or 3, enter the extension or hunt group number
  - If you chose Mode 4, enter the Personal Speed Dial Code (90-99)
- ☞ Wait for a confirmation tone
- ☞ Hang up

### **FORWARD CANCEL**

You may cancel the forwarding of All calls, CO calls only, or Intercom calls only.

#### **Operation**

- ☞ Lift the receiver (handset) or press **SPKR**
- ☞ Press **FWD**
- ☞ Press **\***
- ☞ Enter the Call Type number you wish to cancel
  - 1 = All calls (CO/Intercom)
  - 2 = CO calls only
  - 3 = Intercom calls only
- ☞ Wait for a confirmation tone
- ☞ Hang up

### **SET ACTIVE/INACTIVE**

You may make active/inactive the most recent call forward setting.

#### **Operation**

- ☞ Press **FWD**
- ☞ Enter the Call Type you wish to forward
  - 1 = All calls (CO/Intercom)
  - 2 = CO calls only
  - 3 = Intercom calls only
- ☞ Wait for a confirmation tone
- ☞ Hang up

### **FOLLOW ME**

When you move to a different extension, you may change the forwarding destination from the extension you originally set to the extension which you are now using.

#### **Operation**

- ☞ Lift the receiver (handset) or press **SPKR**
- ☞ Press **FWD + FWD**
- ☞ Enter the Call Type you wish to forward
  - 1 = All calls (CO/Intercom)
  - 2 = CO calls only
  - 3 = Intercom calls only
- ☞ Enter the extension number of the originating forwarding station
- ☞ Wait for a confirmation tone
- ☞ Hang up

## **TO SET FORWARD VIA DIRECT INWARD SYSTEM ACCESS (DISA)**

### **Operation**

- ☞ Refer to Section Nine for use of the DISA feature
- ☞ Wait for the intercom dial tone
- ☞ Enter the Call Forward Code **5 2 2**
- ☞ Enter the Call Type you wish to forward
  - 1 = All calls (CO/Intercom)
  - 2 = CO calls only
  - 3 = Intercom calls only
- ☞ Enter the Flexible Call Forward Mode
  - 1 = All calls to another extension or hunt group
  - 2 = Busy/No Answer calls to another extension or hunt group
  - 3 = No Answer calls to another extension or hunt group
  - 4 = All Calls forward to an external number (using Personal Speed Dial Codes 90-99)
- ☞ Do one of the following
  - If you chose Mode 1,2, or 3, enter the extension or hunt group number
  - If you chose Mode 4, enter the Personal Speed Dial Code (90-99)
- ☞ Dial **#**
- ☞ Wait for a confirmation tone
- ☞ Hang up

## **TO CANCEL VIA DIRECT INWARD SYSTEM ACCESS (DISA)**

### **Operation**

- ☞ Refer to section seven for use of the DISA feature
- ☞ Wait for the intercom dial tone
- ☞ Press **5 0 1**
- ☞ Enter the Call Forward Code **5 2 2**
- ☞ Enter the Call Type number you wish to cancel
  - 1 = All calls (CO/Intercom)
  - 2 = CO calls only
  - 3 = Intercom calls only
- ☞ Wait for a confirmation tone
- ☞ Hang up

## **CALL MONITORING**

Allows you to silently monitor a call on another extension or line. In order for this feature to operate on intercom off-hook signaling must be disabled.

### **Operation**

To monitor a call on an outside line:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Monitor button **MONITOR**
- ☞ Press the outside line button

To monitor a busy extension's call:

- ☞ Lift the receiver
- ☞ Press the Monitor button **MONITOR**
- ☞ Dial an extension number

**Note:** This feature is not transparent when an IX-12IPKTD-E is being monitored or when the monitored station is networked using IP Campus.

## **CALL PARK/SWAP**

Allows you to alternate between two calls.

### **Operation**

- ☞ Press the Call Park button **PARK** to place the call on Call Park and the lamp will intermittently flash green
- ☞ Answer or initiate a second call
- ☞ Press the Call Park button **PARK** which allows you to go back to the original call with the second call now on Call Park and the lamp will intermittently flash green

You may continue to alternate between calls by pressing the Call Park button.

## **CALL PICK-UP**

Allows you to answer a call ringing at someone else's phone. There are three types of Call Pick-Up: Direct Call Pick-Up, Internal Group Call Pick-Up, and External Group Call Pick-Up.

### **DIRECT CALL PICK-UP**

Allows you to answer a call ringing at any extension in the office.

#### **Operation**

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial **33**
- ☞ Dial the ringing extension number

#### **Or**

- ☞ Press the Direct Call Pick-Up button **DIRCT P/U** if assigned as a Multipurpose button
- ☞ Dial the ringing extension number

### **INTERNAL GROUP CALL PICK-UP**

Allows extensions to be grouped together. This grouping eliminates the need to dial the ringing extension number in order to answer the call.

#### **Operation**

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial **31**

#### **Or**

- ☞ Press the Group Call Pick-Up button **GRP P/U** if assigned as a Multipurpose button

### **EXTERNAL GROUP CALL PICK-UP**

Allows you to answer a call ringing in a Group Call Pick-Up group that they are not part of.

#### **Operation**

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial **32**
- ☞ Dial the ringing external group number

#### **Or**

- ☞ Press the External Group Pick-Up button **EXT P/U** if assigned as a Multipurpose button
- ☞ Dial the ringing external group number

## **CALL RECORDING**

The Call Recording feature allows an Iwatsu Enterprise-CS station user to record a station-to-station, outside line, or conference call to voice mail. This feature is available at any station that has been assigned a Call Recording **REC** key.

**Note:** Your voice mail system must support this feature.

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### **IMPORTANT NOTICE REGARDING THE CALL RECORDING FEATURE**

In certain states it is illegal to intercept and/or record telephone calls.

In certain states and under certain circumstances it is illegal to intercept for the purposes of listening in and/or recording telephone calls. Because such activity is not illegal in all jurisdictions and may be permitted in training and/or monitoring of personnel, this telephone system can be programmed to permit interception and/or recording with or without warning to those on the line. Before utilizing the system for such purposes, you are advised to consult with an attorney familiar with laws of the jurisdiction in which you utilize such feature.

IWATSU VOICE NETWORKS, its distributors, and the manufacturers responsible for this feature make no representations with respect to the legality of its use and disclaim any liability for claims and/or damages arising from the use or misuse of this feature.

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### ***Operation***

While on a call:

- ☞ Press **REC** To start voice recording:
- ☞ While recording press **REC** a second time or hang up to stop recording.

To playback a recorded call:

- ☞ The call is saved as a voice mail message. For playback instructions consult your voice mail program documentation.

## **CALLER ID, ANI INFORMATION STORAGE**

Allows you to store and display the telephone number for a call on a caller ID, ANI or DNIS line. The system may be programmed to save information for all calls, or abandoned calls only.

### **Operation**

To view stored call information:

- ☞ **For station:** At ICM dial tone press the illuminated **USAS** key once to display information about the first call to your station. Press **▶** to scroll forward and **◀** to scroll backward in sequence.
- ☞ **For trunk group:** At ICM dial tone press the illuminated **USAT** key once or the **USAT** key + *trunk group number* to display information about the first call on a specific trunk group. Press **▶** to scroll forward and **◀** to scroll backward in sequence.

To make a call by automatically dialing the stored Caller ID or ANI number:

- ☞ With a call record displayed, Do one of the following:
- ☞ **For station:** Press the **USAS** key a second time, or press **FLT**, **OPT**, or **COL**
- ☞ **For trunk group:** Press the **USAT** + *trunk group number* or **USAT** key a second time, or press **FLT**, **OPT**, or **COL**

To add digits to the displayed number before calling out:

- ☞ With a call record displayed,
- ☞ Dial the additional digits to be added to the outgoing number (the added digits do not appear on the display when entered), then
- ☞ Do one of the following:
- ☞ **For station:** Press the **USAS** key a second time, or press **FLT** or **COL**
- ☞ **For trunk group:** Press the **USAT** + *trunk group number* or **USAT** key a second time, or press **FLT** or **COL**
- ☞ Press **USAT**, **USAT**

To delete saved call information from system memory:

- ☞ With a call record displayed, press the **UST** key

## ***CALLER ID DISPLAY CHANGE***

The information displayed on the station LCD during incoming ringing, call in progress, incoming forwarded call ringing, and camped-on/transferred call ringing may be changed by pressing a **CID DISPLAY CHANGE** key. This feature may be used only incoming calls on Caller ID/ANI or DNIS lines. Ten different display modes are available. The display mode is determined by the type of call and status of call.

### ***Operation***

During call in progress:

- ☞ Press the **CID DISPLAY CHANGE** button

## ***CAMP-ON***

Allows you to alert a busy extension user that an outside call is waiting for them to answer. The busy extension user will hear periodic tone bursts through the speaker. If they have a display, the display will first indicate the extension that sent the call followed by CAMP-ON. If the busy extension does not respond within a specified period of time, the call will return back to you.

### ***Operation***

To Initiate Camp-On:

- ☞ Press the Transfer button **TRAN**
- ☞ Wait for the dial tone
- ☞ Dial the desired extension number
- ☞ Hang up

To answer a Camp-On:

- ☞ Hang up on the first call

***Or***

- ☞ Press the Hold button **HOLD/DND** to place the first call on Hold

***Or***

- ☞ Press the Call Park button **PARK** to place the first call on Call Park
- ☞ Answer the second call

## **CLEAR CALL**

Allows you to initiate a new intercom call without having to hang up if the called extension does not answer or if there was a dialing mistake.

### **Operation**

When you make an intercom call, but the called extension cannot be reached, and you wish to call another extension:

- ☞ Do not hang up
- ☞ Dial the second extension number

## **CONFERENCE**

The Iwatsu Enterprise-CS allows you to converse with three other people in one call. There may be any combination of inside extensions or outside lines.

### **ADD-ON**

(up to 1 outside + 3 inside parties or 4 inside parties)

### **Operation**

While speaking on an outside or intercom call:

- ☞ Press the Transfer button **TRAN**
- ☞ Wait for the dial tone
- ☞ Dial the desired extension number
- ☞ Wait for the party to answer
- ☞ Press the Add button **ADD**

After you hear a tone, all parties will be connected.

To add another extension, repeat the same procedure.

## **MULTILINE**

(up to 3 outside + 1 inside parties)

### **Operation**

While speaking on an outside call:

- ☞ Press the Hold button **HOLD/DND** to place the call on hold
- ☞ Make the second outside call
- ☞ Press the Add button **ADD** after the second party answers
- ☞ Press the 1st line that was placed on hold

### **Or**

If your phone only has one outside line button:

- ☞ Press the Call Park button **PARK** to place the call on Call Park
- ☞ Make the second call
- ☞ Press the Add button **ADD** after the second party answers
- ☞ Press the flashing Call park button **PARK**

All three parties will be connected. To add the 3rd outside line, repeat the same procedure.

## **TRUNK-TO-TRUNK**

(up to 2 outside parties)

### **Operation**

When you are speaking with two outside parties in a multiline conference call and wish to leave the call:

- ☞ Press the Hold button **HOLD/DND**
- ☞ Hang up

The two outside parties will still be in a conference.

To get back in the Multiline Conference:

- ☞ Lift the receiver
- ☞ Press one of the outside line buttons that are in the conference

## **CONSULTATION HOLD**

Places an outside call on temporary hold before a transfer or conference is completed. The call will automatically return to you if the desired transfer extension does not answer or if you dialed incorrectly. If you have a display on your phone, the display will show Camp On RCL and the name of the person that the call was sent to.

### **Operation**

While on an outside call:

- ☞ Press the Transfer button **TRAN** and you will hear the dial tone

## **DELAYED RINGING**

When an incoming outside line call is not answered within a pre-set time, a second group of stations start ringing and the ringing signal changes to an incoming alarm. A delayed ringing assignment can be programmed for each line. This assignment is the same for both Day and Night modes. If the line is programmed for attendant outside line intercept, the primary and delayed ringing stations will stop ringing when attendant intercept occurs.

## **DID NUMBER EXTERNAL CALL FORWARD**

A station programmed for direct termination of a DID, Caller ID, ANI, or DNIS call can be set to automatically forward the call to an external (remote) telephone number. The remote telephone number is programmed in personal speed dial bin 98. This feature will not operate if there is no number programmed in person speed dial bin 98.

### **Operation**

To set/cancel external call forward of DID, Caller ID, ANI and DNIS calls:

- ☞ Press **ICM**
- ☞ Press **PTRAN**
- ☞ Wait for confirmation tone
- ☞ The **PTRAN** key red LED is lit, remote call forward is set
- ☞ The **PTRAN** key is not lit, remote call forward is canceled

To program the remote number:

- ☞ Press the Feature button **FEAT**
- ☞ Press the Speed Dial button **SPEED**
- ☞ Dial Personal Speed Dial Code **98**
- ☞ Dial the remote phone number
- ☞ Press the Feature button **FEAT** to end the operation

## ***DIRECT OUTSIDE LINE APPEARANCE***

IP and Digital Telephones may have Multipurpose buttons programmed as an outside line for incoming and outgoing calls.

### ***Operation***

- ☞ Lift the receiver
- ☞ Press the outside line button and you will hear the dial tone

## ***DIRECT STATION SELECTION/BUSY LAMP FIELD***

The Multipurpose buttons on the IP and Digital Telephones may be programmed to allow one-touch intercom calling to pre assigned extensions. These buttons will provide an indication if the extension programmed to that button is busy or not. If the extension is busy the light will be lit.

### ***Operation***

To place an extension call with one touch:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Direct Station Selection button **DSS** for the desired extension

## ***DISTINCTIVE RINGING - OUTSIDE LINE CALLS***

Each outside line can be assigned one of four available ringing tones. This feature applies only to Iwatsu Key Telephones.

## ***DISTINCTIVE RINGING - ICM/OUTSIDE LINE***

Intercom and outside line calls provide different ringing tones.

## ***DO NOT DISTURB (DND)***

Allows you to make your phone busy so you will not be interrupted by phone calls. However, the following type of calls may override Do Not Disturb: DSS Calls, Operator Calls, Secretarial Calls and Executive Override Calls.

### ***Operation***

To activate:

- ☞ Press the Hold button **HOLD/DND** and the lamp will be solid red

To cancel:

- ☞ Press the Hold button **HOLD/DND** and the lamp will be off

## **EXCLUSIVE HOLD**

Allows you to place an outside call on Hold that cannot be picked up by another extension.

### **Operation**

To place a call on Exclusive Hold:

- ☞ Press the button representing the outside line which you were speaking on and the lamp will intermittently flash green

To retrieve a call from Exclusive Hold:

- ☞ Press the outside line button once again for that call and the lamp will flash green

The call may only be retrieved by the phone that placed it on Exclusive Hold.

## **EXECUTIVE OVERRIDE**

Is the same as a Busy Override with the additional ability to override an extension in Do Not Disturb. This override may be either a voice announcement or tone signal.

### **Operation**

When dialing an extension that is busy or in Do Not Disturb

- ☞ Do not hang up
- ☞ Press the Override button **OVER**
- ☞ Make a voice announcement or wait for a response to the tone signaling, your choice is dependent on system programming

## **EXTENSION NUMBER DISPLAY**

Allows you to display your extension number on the display of an Iwatsu IP or digital telephone equipped with an LCD.

### **Operation**

To display an extension:

- ☞ Press the Feature button **FEAT** then dial 99

## **FEATURE BUTTON DISPLAY**

Allows you to display the function of your telephone's feature keys.

### **Operation**

To display a feature button:

- ☞ Press the Feature button **FEAT** then dial **#9**
- ☞ Press the desired feature button

## **FLASH**

Allows you to receive dial tone on the same outside line without having to hang up. Flash may also be used to receive intercom dial tone to place another intercom call. Two different Flash settings may be programmed to allow for the use of Centrex or PBX features.

### **Operation**

After you complete your call or if you make a dialing mistake:

- ☞ Press the Flash button **FLASH**
- ☞ Dial the new number

If you wish to use Centrex or PBX features:

- ☞ Press the Short Flash button **S FLASH**
- ☞ Dial new number or feature code

If your phone does not have buttons assigned for Flash or Short Flash:

- ☞ Press the Feature button **FEAT** then dial **11** for Flash
- ☞ Press the Feature button **FEAT** then dial **12** for Short Flash

## **FLOATING OUTSIDE LINE GROUP ACCESS**

Allows for a number of outside lines to be assigned to one of 250 groups. These groups may be used for incoming calls, outgoing calls or both incoming and outgoing calls.

### **Operation**

To access an outside line group:

- ☞ Lift the receiver
- ☞ Press the Float button **FLT** then dial the outside line group number  or  for the desired group

**Or**

- ☞ Press the Float button **FLT** for the desired group if that group is assigned as a Float button on a Multipurpose button
- ☞ Multiple Float buttons may be assigned to one group.

## **FORCED/VERIFIED ACCOUNT CODE**

Requires you to enter a 1-12 digit code to make outside calls. These codes may be either fixed or variable in length and each telephone may be programmed for one of the four following account code entry options.

- ☞ **FORCED-TOLL:** code entry required only for toll calls
- ☞ **FORCED-ALL:** code entry required for all calls
- ☞ **VERIFIED-TOLL:** code entry required only for toll calls
- ☞ **VERIFIED-ALL:** valid code entry required for all calls

A table of 10 phone numbers may be programmed to allow calling without account code entry. This option is very helpful because it allows important emergency numbers to be dialed by anyone. The verification table, for verified account code entry, shares memory with System Speed Dial and may contain 2000 account codes. The Forced/Verified Account Code programming allows the option of having or not having the account displayed on the LCD of the phone and the SMDR printout.

### **Operation**

- ☞ Lift the receiver
- ☞ Press an outside line button
- ☞ Wait for the dial tone
- ☞ Dial the desired phone number
- ☞ Dial
- ☞ Wait for the account code entry tone
- ☞ Dial a code
- ☞ Dial  only if your code entry is variable in length

## **FULL/HALF DUPLEX SPEAKERPHONE MODE SWITCHING**

The Platinum Series and IX-12KTD/S-3 Digital Key Telephones can be changed from full duplex to half duplex through the operation of the **Speaker Duplex** key. The IX-12IPKTD/-E use an internal DSP to automatically switch from full/half duplex.

### **Operation**

To switch from the Full Duplex Mode to the Half Duplex Mode:

- ☞ Press **Speaker Duplex** or press **FEAT** **0** + **6** + **6**

To switch from the Half Duplex Mode to the Full Duplex Mode:

- ☞ Press **Speaker Duplex** or press **FEAT** **6** + **6**

## **GROUP MONITORING**

Allows you to let others listen to your call through the speaker of the phone while you converse with the receiver.

To use this feature, Group Monitoring must be enabled.

### **Operation**

While speaking to your party with the receiver:

- ☞ Press the Speaker button **SPKR**

## **GROUP PARK**

By placing a call on Group Park all extensions with the appearance of that Group Park button will have a flashing indication and be able to pick up that call.

### **Operation**

To place a call in Group Park:

- ☞ Press the Group Park button **G PARK** and the lamp will intermittently flash green on your phone and flash red on other phones

To retrieve a call in Group Park:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Group Park button **G PARK** and an outside line button will flash green

To retrieve a call from a phone that does not have your Group Park button:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial your Group Park code

## **HANDS-FREE ANSWERBACK ON INTERCOM**

Allows you to answer an intercom call without lifting the receiver. The microphone may be turned off if desired.

### **Operation**

To turn on Hands-Free Answerback:

- ☞ Press the Feature button **FEAT** then dial **61**

**Or**

- ☞ Press the MIC OFF button **MIC OFF** if assigned as a button and the lamp will be off

To turn off Hands-Free Answerback:

- ☞ Press the Feature button **FEAT** then dial **061**

**Or**

- ☞ Press the Mic Off button **MIC OFF** if assigned as a button and the lamp will be solid red

## **HEADSET CONTROL KEY**

The **Headset Control** key for use with the IX-12KTD/S-3 Digital Key Telephones and the IX-12IPKTD/-E IP Telephones allows you to control a headset without using the **Connect** or **Release** key. This key is also supported on the IX-12KTD-2, but requires a headset adaptor box to switch the audio between handset and headset. This key is a replacement for the **Headset** Button

### **Operation**

To begin a call:

- ☞ Press the **Headset Control** key while the phone is idle.

To answer a call:

- ☞ Press the **Headset Control** key when receiving a ringing or incoming call.

To end a call:

- ☞ Press the **Headset Control** key to disconnect when finished with the call.

To transfer a call using Screened Transfer:

- ☞ Press the **TRAN** key.
- ☞ Dial the telephone number.
- ☞ When the party answers, press the **Headset Control** key.
- ☞ To transfer a call using Unscreened Transfer:
- ☞ Press the **TRAN** key.
- ☞ Dial the telephone number.
- ☞ While waiting for the called party to answer, press the **Headset Control** key.

To place a call on hold:

- ☞ Press the **HOLD/DND** key. An ICM dial tone is heard.
- ☞ Dial another number or press the **Headset Control** key.

To retrieve a call from hold with **Headset Control** key idle:

- ☞ Press the **Headset Control** key, and then press the line key on which the party is holding.

To receive a call from hold with **Headset Control** key active:

- ☞ Press the line key where the party is holding.

To retrieve a message:

- ☞ Press the **MBOX** key, then the **Headset Control** key.

To change from headset use to speakerphone use:

- ☞ Press the **SPKR** key, then press the **Headset Control** key.

To answer an ACD call:

- ☞ Press the **Headset Control** key. ACD calls do not produce an audible ring in the headset.

## ***HEADSET BUTTON***

Allows you to alternate between using the handset (receiver) and the headset.

### ***Operation***

For headset operation:

- ☞ Press the Headset button and the lamp will be solid red

For handset operation:

- ☞ Press the Headset button and the lamp will be off

## **HEADSET CONNECTION**

Digital telephones may operate with a headset instead of the handset (receiver). Use of the headset requires the handset to remain in the cradle of the phone and the headset control button to be switched to the on position.

### **Operation**

To make a call:

- ☞ Press the button representing the type of call you wish to place
- ☞ Wait for the dial tone
- ☞ Dial the desired number

To answer a call:

- ☞ Press the button representing the incoming call

To hang-up:

- ☞ Press the Release button **RLS**

To transfer a call:

- ☞ Press the Transfer button **TRAN**
- ☞ Dial the desired extension number

**Or**

- ☞ Press the button representing the desired extension if assigned as a Multipurpose button
- ☞ Press the Connect button **CNCT**

## **HOT LINE**

If your phone is programmed to have this feature every time you lift the receiver or press the Speaker button **SPKR** a call will be placed to a predetermined extension.

### **Operation**

- ☞ Lift the receiver

**Or**

- ☞ Press the Speaker button **SPKR**

## **HOWLER TONE**

If your receiver remains off the receiver button too long after no action is taken, the ECS will provide a tone to alert you of this condition.

### **Operation**

- ☞ Replace the receiver on the receiver button

## **LAST NUMBER REDIAL**

Allows you to automatically dial the last outside number called.

### **Operation**

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Speed Dial button **SPEED**
- ☞ Dial

## **MASTER HUNT GROUPS**

The Iwatsu Enterprise-CS allows extensions to be programmed into Hunt Groups. Each Hunt Group is assigned an access code and when dialed the system searches for the first idle extension.

### **Operation**

To call a Hunt Group:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial Hunt Group access code

### **Or**

- ☞ Press the Hunt Group button **HUNT** if assigned as a Multipurpose button

## **MEMO DIAL**

Allows you to save a telephone number in memory while you are speaking on an outside line. The memory is shared with Save Number Redial.

### **Operation**

While on a call:

- ☞ Press the Feature button **FEAT** then dial **22**
- ☞ Dial the phone number
- ☞ Press the Feature button **FEAT**

**Or**

- ☞ Press the Memo button **MEMO** if assigned as a Multipurpose button
- ☞ Dial the phone number
- ☞ Press the Memo button **MEMO** if assigned as a Multipurpose button

You will hear a confirmation tone.

To make a Memo Dial call:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press an Outside Line button
- ☞ Press the Feature button **FEAT** then dial **22**

**Or**

- ☞ Press the Memo button **MEMO** if assigned as a Multipurpose button

## **MESSAGE WAITING**

Allows you to light a lamp at another extension to inform them that you wish to speak with them.

**Note:** This feature is not supported when an MBOX key is programmed on the telephone.

### **Operation**

To leave a message:

When the extension you are calling is busy or does not answer:

- ☞ Do not hang up
- ☞ Press the Message button **MSG**
- ☞ Dial **#**
- ☞ Wait for a confirmation tone
- ☞ Hang up

The Message button **MSG** lamp will be solid red at the called extension.

To answer messages:

When the Message button **MSG** lamp is lit at your extension:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Message button **MSG**
- ☞ Dial **#**

The system will automatically call the extension which left the message. If you have a display phone the display will indicate the number of messages left. To view all messages before returning a call, press the Message button **MSG** until the desired extension number is displayed. Then dial **#** to return the call. Messages left by another extension will be indicated by a solid red lamp on the Message button. Messages left by a voice mail machine will be indicated by a flashing red lamp on the Message button.

To display messages at your extension:

- ☞ Press the Message button **MSG**

The display shows the extension number(s) which left you a message and the number of messages left. If you have more than 1 message, press the Message button **MSG** again for the next message to be displayed.

To cancel message waiting:

If you want to cancel a message you left at an extension:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Message button **MSG** then dial **\***
- ☞ Dial the extension number of the message you wish to cancel
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

If you want to cancel all messages left at your extension:

- ☞ Press Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Message button
- ☞ Dial **\* \*** and the lamp will be off
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

### ***MICROPHONE CUT-OFF***

Allows you to disable the microphone in your phone for privacy.

#### ***Operation***

To turn microphone on:

- ☞ Press the Feature button **FEAT** then dial **6 1**

***Or***

- ☞ Press the **MIC OFF** button if assigned as a button and the lamp will be off

To turn MIC off:

- ☞ Press the Feature button **FEAT** then dial **0 6 1**

***Or***

- ☞ Press the **MIC OFF** button if assigned as a button and the lamp will be solid red

### **OFF-HOOK OUTGOING CALL**

This programming option allows you to automatically dial an outside party by simply picking up the receiver. This feature makes use of the System Speed Dial feature.

#### **Operation**

☞ Lift the receiver

**Or**

☞ Press the Speaker button **SPKR** if your phone is equipped with a Speakerphone

### **OFF-HOOK OUTSIDE LINE ANSWERING**

Allows you to answer an outside call without having to press the button representing the ringing line.

#### **Operation**

To answer a call:

☞ Lift the receiver

**Or**

☞ Press the Speaker button **SPKR** if your phone is equipped with a Speakerphone

### **OFF-HOOK OUTSIDE LINE QUEUING**

Allows you to instruct the ECS that you wish to wait for an outside line when all outside lines are busy.

This feature is used only when outside lines are grouped to appear under one or several outside line buttons.

#### **Operation**

When you press an outside line button and do not hear the dial tone:

☞ Do not hang up

☞ Stay on the line until you hear the dial tone

## **ON-HOOK DIALING**

Allows you to dial an extension or outside line without having to lift the receiver. The receiver must be picked up to converse if your phone is not equipped with a Speakerphone.

### **Operation**

- ☞ Press the Speaker button **SPKR**
- ☞ Press the desired line button
- ☞ Wait for the dial tone
- ☞ Dial the number

## **OUTSIDE LINE CALL RESTRICTION**

The system can be programmed to restrict any phone from making outside line calls on specified outside line groups.

## **OUTSIDE LINE PICK-UP RESTRICTION**

The system can be programmed to restrict stations from accessing incoming calls on specific outside lines. Three different levels of restriction are available. This does not affect the restricted stations ability to make outgoing calls on these lines.

## **PAGING**

The Iwatsu Enterprise-CS provides three types of paging:

- ☞ All Call
- ☞ Group Call
- ☞ Zone Page

### **ALL CALL**

Allows you to make an announcement either through the speakers in the Digital Telephones and/or an External Paging System.

### **Operation**

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Page button **PAGE** and hold the button down and the lamp will flash red
- ☞ Wait for the Page tone
- ☞ Make an announcement
- ☞ Release the Page button **PAGE**
- ☞ Hang up

### **GROUP CALL (INTERNAL)**

Allows you to page through the speaker in a group of phones. There may be 125 groups with a maximum of 64 extensions per group.

#### **Operation**

To page through a group of phones:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial Group Call access code

#### **Or**

- ☞ Press the Group Call button **GROUP** if assigned as a Multipurpose button
- ☞ Wait for the Page tone
- ☞ Make an announcement
- ☞ Hang up

### **ZONE (EXTERNAL)**

Allows you to access individual groups of external paging speakers.

#### **Operation**

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial Zone Page access code

#### **Or**

- ☞ Press the Zone Page button **ZONE** if assigned as a Multipurpose button
- ☞ Wait for the Page tone
- ☞ Make an announcement
- ☞ Hang up

### **MEET-ME PAGE ANSWER**

Allows you to answer a page from any phone that is in the same Meet-Me Page Answer group.

#### **Operation**

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial 3 5

#### **Or**

- ☞ Press the Meet-Me Page Answer button **MEET-ME** if assigned as a Multipurpose button

## ***PERSONAL RINGING TONE***

You may choose one of eight personal ringing tones to distinguish ringing at your station from others.

### ***Operation***

To play a ringing tone for your system extension:

☞ With your station idle press **FEAT** + **#** + **\*** + **1** **8**

To select a ringing tone for your system extension:

☞ With your station idle press **FEAT** + **#** + **\*** + **1** **8** + **#**

To restore default ringing tone at your system extension:

☞ With your station idle press **FEAT** + **#** + **\*** + **0** + **#**

## ***PRESET DIAL/BACKSPACE DIALING***

This programming option allows you to dial an intercom or an outside phone number and have the number appear on the display of your Digital Multiline Display Telephone before the call is placed. This procedure ensures that the correct number will be dialed.

### ***Operation***

To enter and display a number:

- ☞ Dial the desired number to be called and it will appear on the display
- ☞ Press **FEAT** to erase the digits entered one at a time starting from the right side of the display.

To make an intercom call:

- ☞ Lift the receiver and the call will be placed

To make an outside call:

- ☞ Press an outside line button
- ☞ Lift the receiver and the call will be placed

## ***PRIME LINE ACCESS***

This programming option allows a system extension to immediately access a specific system extension, outside line, outside line group, hunt group, paging zone, or optimized routing upon going off hook.

### ***Operation***

☞ Lift the receiver

***Or***

☞ Press the Speaker button **SPKR** if your station is equipped with a Speakerphone

## ***PRIVACY/PRIVACY RELEASE***

All calls are private and no one may enter a call unless you release the privacy for that call.

### ***Operation***

To release Privacy:

☞ Press the Feature button **FEAT** then dial

***Or***

☞ Press the Privacy Release button **PRV RLS** if assigned as a Multipurpose button and the lamp will be solid red

You will hear a confirmation tone. To get back to a private call, repeat the procedure and the lamp will be off.

## ***PRIVATE LINE***

This programming option allows a phone to have a dedicated outside line appear on one of its Multipurpose buttons. This line will have the following characteristics:

- ☞ It will ring if the station is in Do Not Disturb
- ☞ It will not be Call Forwarded
- ☞ It cannot be accessed by other extensions

### ***Operation***

☞ None

## ***PROTECTED STATION***

This programming option provides you the ability to prevent any calls from overriding.

### ***Operation***

☞ None

## **QUICK FORWARDING USING THE HOLD/QUICK FORWARD KEY**

See *PUTTING A CALL ON HOLD* for information concerning using the Hold/Quick Forward key.

## **QUICK MODE OPERATION**

This programming option enables you to access an outside line or your intercom extension by simply pressing the desired button. This activates the speaker and allows for immediate On-Hook Dialing. If your extension has a Speed Dial number assigned to a Multipurpose button, the ECS will automatically select a line and dial the number.

### **Operation**

- ☞ Press the desired button for making a call

## **REMOTE CALL FORWARDING**

Allows you to send outside line calls to a remote location automatically. Four Remote Call Forwarding groups may be programmed per Sub-system and each Remote Call Forwarding group may have one outside line group assigned to it.

### **Operation**

To forward an outside line group to a remote location:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Remote Call Forwarding button **CTRAN** and the lamp for the button will be solid red
- ☞ Dial the outside phone number
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

To cancel:

- ☞ Press the Remote Call Forward button **CTRAN** and the lamp will be off

To forward to the same remote location:

- ☞ Press the Remote Call Forward button **CTRAN** and the lamp will be solid red

To forward via DIRECT INWARD SYSTEM ACCESS (DISA):

- ☞ Refer to section seven for use of the DISA feature
- ☞ Wait for the intercom dial tone
- ☞ Dial the Remote Call Forwarding code **538**
- ☞ Dial **\***
- ☞ Dial the Remote Call Forwarding group code **1-4**
- ☞ Dial **\***
- ☞ Dial the outside phone number
- ☞ Dial **#**
- ☞ Wait for a confirmation tone
- ☞ Hang up

To cancel via DIRECT INWARD SYSTEM ACCESS (DISA):

- ☞ Refer to section seven for use of the DISA feature
- ☞ Wait for the intercom dial tone
- ☞ Dial the Remote Call Forwarding code **538**
- ☞ Dial **\***
- ☞ Dial the Remote Call Forwarding group code **1-4**
- ☞ Dial **\*#\***
- ☞ Wait for a confirmation tone
- ☞ Hang up

## **REMOTE RELAY CONTROL**

Allows you to activate/control a remote device. For example, a door opener or a monitor camera.

### **Operation**

- ☞ Press the Remote Relay Control button **REMOTE**
- ☞ Enter the relay number 1 to 8. Note: This feature only works with relays number 1 to 8.

## **RING MUTING**

Allows you to turn the ringer, microphone, and speaker off at your phone. Ring Muting is recommended instead of Do Not Disturb when the Call Coverage feature is installed.

### **Operation**

To turn the ringer off:

- ☞ Press the Silent button **SILENT** and the lamp for that button will be solid red

To turn the ringer on:

- ☞ Press the Silent button **SILENT** and the lamp for that button will be off

## **SAVE NUMBER REDIAL**

Allows you to save a number that you dialed when you receive either a busy signal or no answer. The memory for this feature is shared with Memo Dial.

### **Operation**

While making a call:

- ☞ Press the Feature button **FEAT** then dial **21**

**Or**

- ☞ Press the Save Number Redial button **SAVE** if assigned as a Multipurpose button

You will hear a confirmation tone.

To make a Save Number Redial call:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial **21**

**Or**

- ☞ Press the Save Number Redial button **SAVE** if assigned as a Multipurpose button

## ***SHIFT CALL***

Allows you to initiate a new intercom call without having to hang up if the called extension does not answer or if there was a dialing mistake. This differs from Clear Call by allowing you to dial the last digit of an extension number to reach the next extension.

### ***Operation***

When you make an intercom call, but the called extension cannot be reached, and you wish to reach the next extension number:

- ☞ Do not hang up
- ☞ Dial the last digit of the next desired extension number

## ***SPEED DIAL***

Allows you to have abbreviated outside number dialing.

### ***SYSTEM SPEED DIAL***

Allows you to have access to frequently dialed outside numbers that are common to everyone in the office. The numbers may be 32 digits in length and may include the insertion of a pause. There may be 900 System Speed Dial Numbers.

### ***PERSONAL SPEED DIAL***

Allows you to program up to 10 frequently dialed outside numbers for either one-touch or abbreviated dialing. The numbers may be 32 digits in length and may include the insertion of a pause.

### ***PERSONAL SPEED DIAL REGISTRATION***

#### ***Operation***

To register Personal Speed Dial numbers:

- ☞ Press the Feature button **FEAT**
- ☞ Press the Speed Dial button **SPEED**
- ☞ Dial the desired Personal Speed Dial Code -
- ☞ Dial the phone number
- ☞ Press the Feature button **FEAT** to end the operation

To register several Speed Dial numbers:

After entering a phone number:

- ☞ Press the Speed button **SPEED**
- ☞ Dial the next Speed Dial Code **90-99**
- ☞ Repeat the same procedure

To register a pause time:

When registering the telephone number, at the place where you want to insert a pause:

- ☞ Press the Hold button **HOLD/DND**
  - ☞ Dial **1-9** for desired pause time in seconds
- Note: Pause may not be used on ISDN PRI or ISDN BRI lines.

To register a Short Flash:

When registering the telephone number, at the place where you want to insert a Short Flash:

- ☞ Press the Flash button **FLASH**
- Note: Short Flash may not be used on ISDN PRI or ISDN BRI lines.

To register an outside line group to be selected for Speed Dialing:

- ☞ Press the Feature button **FEAT**
- ☞ Press the Speed button **SPEED**
- ☞ Dial **#**
- ☞ Dial the desired Personal Speed Dial Code **90-99**
- ☞ Dial the desired outside line group number **01-60** or **00**
- ☞ Press the Feature button **FEAT** to end the operation

To register several outside line groups:

After entering an outside line group:

- ☞ Press the Speed button **SPEED**
- ☞ Dial **#**
- ☞ Dial the next Speed Dial Code number **90-99**
- ☞ Repeat the same procedure

To register a directory name for a Speed Dial Number:

- ☞ Press the Feature button **FEAT**
- ☞ Press the Speed button **SPEED**
- ☞ Dial **\***
- ☞ Dial the desired Personal Speed Dial Code **9 0 - 9 9**
- ☞ Register the letters of the name using the dial pad
- ☞ Press the button until the desired letter is displayed
- ☞ Press the HOLD/DND button to enter that letter or number

The name may be 10 characters.

If you make a mistake, press the HOLD/DND button to back space to the desired position.

The numbers on the dial pad represent the following for name registration:

<b>1</b> ,,[space],1	<b>2</b> A,B,C,2	<b>3</b> D,E,F,3
<b>4</b> G,H,I,4	<b>5</b> J,K,L,5	<b>6</b> M,N,O,6
<b>7</b> P,Q,R,S,7	<b>8</b> T,U,V,8	<b>9</b> W,X,Y,Z,9
<b>*</b> Alphanumeric	<b>0</b> &,0	<b>#</b> Upper/lower case
<b>[FEAT]</b> All delete		<b>[HOLD]</b> Enter/1 character delete

- ☞ Press the Feature button **FEAT** to end the operation

To register several directory names:

After entering a name:

- ☞ Press the Speed button **SPEED**
- ☞ Dial **\***
- ☞ Dial the next Speed Dial Code number **9 0 - 9 9**
- ☞ Repeat the same procedure

### **TO SPEED DIAL A NUMBER**

To Speed Dial a registered number, perform one of the following operations:

#### **Operation**

Outside Line Pre-Select (you select the outside line):

- ☞ Lift the receiver
- ☞ Press the button for an outside line
- ☞ Wait for the dial tone
- ☞ Press the Speed button **SPEED**
- ☞ Dial Speed Dial Code

The system will automatically dial the registered number.

Quick Dial (the system selects the outside line):

- ☞ Lift the receiver
- ☞ Press the Speed button **SPEED**
- ☞ Dial Speed Dial Code

The system will automatically dial the registered number.  
This operation will not work unless you register the outside line group number.

Speed Dial Display Scrolling:

If your phone is equipped with a display you may display the Speed Dial Numbers that are registered in both Personal and System Speed Dial. If a name is associated with this number it will also appear.

To display a number:

- ☞ Press the Speed Dial button **SPEED**
- ☞ Dial
- ☞ Dial a Speed Dial code

To scroll up:

- ☞ Dial

To scroll down:

- ☞ Dial

To dial displayed number:

- ☞ Press the Speed Dial button **SPEED**

## **STATION COACHING AND STATION MONITOR**

Station Coaching includes two actions: Monitoring and whisper paging (hereafter called 'whisper monitor'). A digital key telephone is able to whisper monitor a digital key telephone after invoking the Monitor feature. The Monitoring station can whisper monitor other stations while on an outside call or an intercom call and press the  key to speak to the monitored station without the calling station hearing.

**Note:** This feature is not transparent when an IX-12IPKTD-E is being monitored or when the monitored station is networked using IP Campus.

### **Operation**

To use the Station Coaching feature while monitoring an outside call or an intercom call:

- ☞ Press the  key

(The monitoring station is now able to speak with the monitored station without the calling station hearing.)

To return to call monitoring while using the Station Coaching feature:

- ☞ Press the  key

(The monitoring station returns to a monitoring state and cannot speak to the monitored call.)

To barge-in while monitoring a station on an outside call or an intercom call:

- ☞ Press the **ADD** key

(The monitoring station is now part of the call.)

To barge-in while whisper monitoring a station on an outside call or an intercom call:

- ☞ Press the  key
- ☞ Press the **ADD** key.

(The monitoring station is now part of the call.)

## **STATION EXTERNAL RINGER CONNECTION**

Allows for the connection of an external ringer through an IX-LRSP to provide loud ringing on incoming calls.

### **Operation**

- ☞ None

## **STATION RESTRICTION PASSWORD**

You may enter a personalized password to prevent anyone from using your phone when you are not present. The password must be programmed through system programming and may be six digits in length.

### **Operation**

To restrict your phone:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial **44**

### **Or**

- ☞ Press the Lock button **LOCK** if assigned as a Multipurpose button
- ☞ Dial the password
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

To cancel restriction at your phone:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial **044**

### **Or**

- ☞ Press the Lock button **LOCK** if assigned as a Multipurpose button
- ☞ Dial the password
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

## **SYSTEM ANNOUNCEMENT MESSAGE**

Allows you to listen to a prerecorded message left on the Message Card.

### **Operation**

To play the System Announcement Message:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the feature button **FEAT** then dial **45**

### **Or**

- ☞ Press the System Announcement Message button **VSSP** if assigned as a Multipurpose button

## TEXT MESSAGING

Allows you to send text messages to the display of another system extension.

### SYSTEM TEXT MESSAGES

Allows you to have access to frequently used messages that are common to everyone in the office. The messages may be 16 characters in length. A maximum of 90 may be stored in system memory.

### STATION TEXT MESSAGES

Allows you to program up to 10 frequently used messages for either one-touch or abbreviated access. The messages may be 16 characters in length.

### STATION TEXT MESSAGE REGISTRATION

#### Operation

To register Station Text Messages:

- ☞ Press the Feature button **FEAT**
- ☞ Press the Text Message multipurpose button **TXT MSG**
- ☞ Dial the desired Personal Text Message Code **90-99**
- ☞ Enter the desired message contents up to 16 characters in length. Use the following keys on your telephone for text message data entry:

Press	1	2	3	4	5	6	7	8	9	0	HOLD	#
1X	-	A	D	G	J	M	P	T	W	&	write character	lower case
2X	.	B	E	H	K	N	Q	U	X	0	cancel character	upper case
3X	sp	C	F	I	L	O	R	V	Y			
4X	1	2	3	4	5	6	S	8	Z			
5X							7		9			

- ☞ Press the Feature button **FEAT** to end the operation

To register several Text Messages:

After entering a text message:

- ☞ Press the Text Message multipurpose button **TXT MSG**
- ☞ Dial the next Personal Text Message Code **90-99**
- ☞ Repeat the same procedure as above

### TO SEND A TEXT MESSAGE

To send a registered text message, perform one of the following operations:

### ***Busy Bypass Text Message Operation***

To select and send a busy bypass text message to another system extension:

- ☞ While calling a busy or idle extension
- ☞ Press **TXT MSG**
- ☞ Enter the desired text message number **00-99**, or press **TXT MSG**.

To respond to a busy bypass text message while on a call:

- ☞ While on a call with a busy bypass text message on your display
- ☞ Press **TXT MSG** + **\***
- ☞ Enter the desired text message number **00-99**, or press **TXT MSG**.
- ☞ Press **TXT MSG**

To delete a busy bypass text message from your display:

- ☞ While a text message is on your display
- ☞ Press **TXT MSG** + **#** + **\***

### ***Manual Signaling Text Message Operation***

To select and send a manual signaling text message to another system extension:

- ☞ Lift the receiver
- ☞ Press **TXT MSG**
- ☞ Enter the desired text message number **00-99**, or press **TXT MSG**.
- ☞ Enter the desired extension number, or press **DSS** or **CCV**.

### ***Group Text Message Operation***

To select and send a text message to a text message group:

- ☞ Lift the receiver
- ☞ Press **TXT MSG**
- ☞ Enter the desired text message number **00-99**, or press **TXT MSG**.
- ☞ Press the **MSGGPn** Text Message Group key.

### ***Stored Text Message Operation***

To select and send a stored text message to another system extension:

- ☞ While calling a busy or idle extension
- ☞ Press **TXT MSG**
- ☞ Enter the desired text message number **00-99**, or press **TXT MSGn**.
- ☞ Press **#**

To display a stored text message:

- ☞ With you **TXT MSG** key red LED lit
- ☞ Press **TXT MSG + #** to display a stored text message

To responded to a stored text message by calling the originating extension:

- ☞ With you **TXT MSG** key red LED lit
- ☞ Press **TXT MSG + #** to display a stored text message
- ☞ Press **#** a second time to call the station that sent the text message.

### ***Scrolling and Selecting Text Messages***

To scroll through the available system text messages:

- ☞ Lift the receiver.
- ☞ Press [TXT MSG] + [\*]
- ☞ Select a text message number **00-99**
- ☞ With a message displayed press **#** to scroll forward and **\*** to scroll backward.

## **TIME REMINDER**

Allows you to be reminded that it is a certain time. You are reminded by hearing tones that are generated from the phone's speaker. If your phone has a display the word Reminder will also appear. The time must be entered in military time.

### **Operation**

To set the time:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial **41**

**Or**

- ☞ Press the Time Reminder button **TM REMD**
- ☞ Dial the time in military time **H H : M M**
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

To cancel:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial **041**

**Or**

- ☞ Press the Time Reminder button **TM REMD** then dial **\***
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

## **TONE/VOICE CALLING**

The calling mode for intercom calls may be switched between voice and tone signaling. The ECS may be programmed to allow either the calling party or the called party to have control of the signaling mode.

### **Operation**

Calling party control:

- ☞ Dial intercom extension number
- ☞ Dial **#**

Called party control:

- ☞ Press the Feature button **FEAT** then dial **65**
- Or**
- ☞ Press the Tone button **V/T** if assigned as a Multipurpose button and the lamp will be solid red

## **TRANSFER TO GUEST MAILBOX**

Transfer to Guest Mailbox allows access to mailboxes that are not associated with specific ECS extensions.

### **Operation**

To access a Guest Mailbox from an Iwatsu Enterprise-CS or SLT:

- ☞ Press **ICM** + either the **VOICE MAILBOX ACCESS** key or *mailbox access code*.
- ☞ Enter the mailbox number.
- ☞ Press **CONNECT** or go on-hook to connect

## **TRANSFER OFF-PREMISE**

Transfer Off-Premise allows any user to transfer a call to an outside party by using the TRAN key followed by a trunk group access code.

### **Operation**

While speaking on an outside line call:

- ☞ Press **TRAN** and wait for transfer tone
- ☞ Press **FLT, CO** or dial a CO group access code
- ☞ Dial the external phone number.
- ☞ Wait for the external party to answer
- ☞ Hang up or press **CONNECT** to complete the transfer.
- ☞ If the external party does not answer press **TRAN** to retrieve the original call from hold

## **UNANSWERED INCOMING OUTSIDE LINE WARNING TONE**

After a programmable time, incoming calls will ring with a different tone to warn you that your call is now in the delayed ringing mode at another extension.

### **Operation**

- ☞ None

## **UNIVERSAL NIGHT ANSWER**

Allows you to answer calls that have been switched to ring at the Night Mode location.

### **Operation**

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial **36**

### **Or**

- ☞ Press the Universal Night Answer button **UNA** if assigned as a Multipurpose button

## **VOICE MAIL MESSAGE**

The Iwatsu Enterprise-CS easily integrates with many manufacturers' voice mail machines. As an Iwatsu Enterprise-CS user you will be able to transfer and forward both internal and external calls directly to a mailbox and be notified by a special voice mail message waiting indication (a red flashing lamp on the **MSG** key and **MBOX** key) when there are messages present in your mailbox.

### **Operation**

**Note:** Based on system programming, one of the following three options are used to access your voicemail box. To determine the message key programming on your phone, do the following:

While your station is idle:

- ☞ Press the **FEAT** key
- ☞ Press the **#** key

The following will display

<u>Key Type</u>	<u>Top Line of the Display</u>
MBOX key	MBOX
MSG key	MSG
VMHUNT key	VML Hunting

To retrieve a message from your mailbox using the **MBOX** key:

While the **MBOX** button lamp is flashing red:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the **MBOX** button
- ☞ Enter the mailbox pass code

To retrieve a message from your mailbox using the **MSG** key:

When the Message button **MSG** lamp is flashing red:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the **MSG** button
- ☞ Dial **#**

The system will automatically call your voice mail mailbox.

To access your mailbox from your extension (no message waiting):

- ☞ Press the **VHUNT** key or dial your voice mail access code.
- ☞ When the VMI answers press the **#** key.
- ☞ Enter your mailbox when prompted.

Unless you select zero as your pass code, the Omega-Voice VMI always requests your pass code.

To transfer a call to a mailbox using the **MBOX** button:

- ☞ Press the Transfer button **TRAN**
- ☞ Wait for the dial tone
- ☞ Press the **MBOX** button (of the mailbox you wish to transfer) if assigned as a Multipurpose button

To transfer a call to a mailbox:

- ☞ Press the Transfer button **TRAN**
- ☞ Wait for the dial tone
- ☞ Dial the Mailbox access code
- ☞ Dial the desired extension number or press the button representing the desired extension if assigned as a Multipurpose button

*Or*

- ☞ Press the Mailbox button **MAILBOX** if assigned as a Multipurpose button
- ☞ Dial the desired extension number or press the button representing the desired extension if assigned as a Multipurpose button

To forward your calls to your mailbox:

- ☞ Lift the receiver (handset) or press **SPKR**
- ☞ Press **FWD**
- ☞ Enter the Call Type you wish to forward
  - 1 = All calls (CO/Intercom)
  - 2 = CO calls only
  - 3 = Intercom calls only
- ☞ Enter the Flexible Call Forward Mode
  - 1 = All calls to another extension or hunt group
  - 2 = Busy/No Answer calls to voice mail
  - 3 = No Answer calls to voice mail
- ☞ Dial the Mailbox access code
- ☞ Wait for a confirmation tone
- ☞ Hang up

To retrieve a message from your mailbox using the Message button:

When the Message button **MSG** lamp is flashing red:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Message button
- ☞ Dial **#**

To retrieve a message from your mailbox using the **MBOX** button:

While the MBOX button lamp is flashing red:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the **MBOX** button
- ☞ Enter the mailbox pass code

The system will automatically call your voice mail mailbox.

## **VOICE MAIL MONITOR (ANSWERING MACHINE EMULATION)**

Station users may monitor voice mail messages as they are recorded. During recording monitor, the station user may select to initiate a call with the caller. You may also activate or deactivate this feature from your extension.

### **Operation**

To initiate Voice Mail Monitoring:

- ☞ After the call is answered by voice mail at an idle station:
- ☞ You will hear a Monitor Tone
- ☞ Press the Voice Mail Monitor button **VMMNT**
- ☞ The Voice Mail Monitor button **VMMNT** red LED will begin to flash
- ☞ When the Voice Mail Monitor button **VMMNT** green LED lights, you will hear the caller's message as it is recorded.

To cancel Voice Mail Monitoring:

- ☞ Hang up or press **SPKR**
- ☞ The Voice Mail Monitor button **VMMNT** red LED will begin to flash
- ☞ The voice mail message will be saved.

To begin a call with the caller during monitor (additional programming required):

- ☞ While listening to the caller record a message
- ☞ Press the Voice Mail Monitor button **VMMNT**
- ☞ The Voice Mail Monitor button **VMMNT** green LED will turn off
- ☞ Begin speaking with the caller.
- ☞ The voice mail message will be deleted.

To Activate /Deactivate or change the voice mail monitor mode:

- ☞ While your station is idle press **SPKR**
- ☞ Press **FEAT** and the Voice Mail Monitor button **VMMNT**
- ☞ Press **1** to deactivate/activate Voice Mail Monitoring
- ☞ Press **2** to set the mode as Manual
- ☞ Press **3** to set the mode as Automatic.

## **WHISPER PAGE**

The Whisper Page feature allows ECS station users to communicate with busy extensions without requiring the IX-BPAD Busy Bypass Unit. This feature is available from any ECS digital key telephone, SLT, or Attendant station. When a busy station is called using the Whisper Page feature, the busy station will hear the voice announcement via the handset receiver. Neither the whisper page, nor the busy station's response is audible to the outside calling party. You may also use the Text Message feature to respond to a Whisper Page.

### **Operation**

To Whisper Page a busy station:

- ☞ After calling a busy station and receiving busy tone
- ☞ Press **[\*]**

To communicate with a station that whisper paged your extension:

- ☞ After receiving a whisper page
- ☞ Press **[\*]**
- ☞ You may now communicate with the station that sent you the whisper page. The other calling party cannot hear your call
- ☞ To resume speaking with the original caller, press **[\*]** a second time.

To send a Whisper Page during consultation hold

- ☞ During consultation hold press **\*** and announce the call
- ☞ If the busy station wishes to take the call, hang up to camp-on the call

To select and send a text message to the originating Whisper Page station:

- ☞ After you receive a whisper page, press the Text Message button **TEXT MSG** + *text message number (00 – 99)*, or the Preprogrammed Text Message button **TEXT MSGn**

For more information on Text Messaging, see *Text Messaging* in this section.

## **WHISPER MONITOR**

Station Coaching consists of two parts: Call Monitoring and Whisper Monitor. See Station Coaching for additional information on Call Monitoring, Whisper Monitoring or Station Coaching.

IWATSU ENTERPRISE-CS

# **Section 5 – Attendant Position User Guide**

IWATSU ENTERPRISE-CS

## **ATTENDANT POSITION**

The Attendant Position consists of a Digital Multi-line Display Telephone and a Direct Station Selection (DSS) Unit. Each Attendant Position may have a maximum of four DSS Units. The Iwatsu Enterprise-CS supports a maximum of 32 Attendant Positions with a maximum of four DSS Units per Attendant Position.

### ***IWATSU ENTERPRISE DSS***

The Iwatsu Enterprise DSS Direct Station Selection Unit is part of the new line of Platinum Series telephones. The Attendant Position consists of an Iwatsu Enterprise 18i/d Platinum Series IP or Digital Telephone and an Iwatsu Enterprise DSS Direct Station Selection Unit. This DSS unit has 50 keys to provide one-touch access and status indication for the system extensions. In addition, there are 20 keys that may be programmed for specific attendant features. This DSS Unit also has a 40-character liquid crystal display to assist in call processing.



Iwatsu Enterprise DSS

### ***IX-DSS-3***

The IX-DSS-3 has 50 keys to provide one-touch access and status indication for the system extensions. In addition, there are 20 keys that may be programmed for specific attendant features. This DSS Unit also has a 40-character liquid crystal display to assist in call processing.



IX-DSS-3. Available in black and white

## **BASIC FEATURES**

### ***MAKING A 911 SUPPORT CALL***

#### ***Operation***

From an outside or inside line:

- ☞ Go off-hook
- ☞ Dial 911

You will be connected to your local Public Safety Answering Point (PSAP).

### ***RECEIVING AN INCOMING CALL***

There are two ways you may answer incoming calls; either with the receiver in the cradle or with the receiver not in the cradle.

#### ***Operation***

To answer calls with the receiver in the cradle:

When your phone rings and the outside line button(s) flash red:

- ☞ Lift the receiver and you will be connected to the outside caller

To answer calls with the receiver not in the cradle:

When your phone rings and the outside line button(s) flash:

- ☞ Lift the receiver
- ☞ Press the Answer button **ANS** and you will be connected to the outside caller

The outside line button will flash green.

## ***TRANSFERRING A CALL TO ANOTHER EXTENSION***

There are two ways you may transfer calls; either using the Transfer button or using the Direct Station Selection Unit.

### ***Operation***

Using the Transfer button:

- ☞ Press the Transfer button **TRAN** and the lamp will flash red
- ☞ Wait for the dial tone
- ☞ Dial the desired extension number
- ☞ Announce the call
- ☞ Hang up

***Or***

- ☞ Press the Connect button **CNCT**

Using the Direct Station Selection Unit:

- ☞ Press the button on the Direct Station Selection Unit representing the desired extension
- ☞ Announce the call
- ☞ Hang up

***Or***

- ☞ Press the Connect button **CNCT**

## ***INFORMING A BUSY EXTENSION USER THAT THE ATTENDANT HAS A SECOND CALL WAITING FOR THEM***

### ***Operation***

When transferring a call to a busy extension:

- ☞ Hang up

***Or***

- ☞ Press the Connect button **CNCT**

The extension user will hear a beep (camp-on) tone to inform them of the second call. If the extension user does not respond to the beep tone the call will return to the Attendant Position.

## ***DISCONNECTING OR RELEASING A CALL***

### ***Operation***

- ☞ Hang up

***Or***

- ☞ Press the Release button **RLS**

When transferring an outside call to an extension, pressing the Release button **RLS** returns you to the outside caller.

## ***MAKING AN INTERCOM GROUP CALL***

### ***Operation***

- ☞ Dial the Intercom Group access number.

## ***MAKING AN E-RESPONSE HELP CALL***

### ***Operation***

- ☞ Lift the receiver or press [SPKR] and remain off hook for a duration that exceeds the amount of time programmed in the system.

***Or***

- ☞ Lift the receiver and begin dialing. Between digits stop dialing for more than 10 seconds.

***Or***

- ☞ Dial the E-Response Group access number at Intercom dial tone.

## ***RECEIVING AN INTERCOM CALL***

Internal or intercom calls will flash the lamp on the Operator button **OPER** at the Attendant Position.

### ***Operation***

To answer intercom calls with the receiver in the cradle:

- ☞ Lift the receiver

To answer intercom calls with the receiver not in the cradle:

- ☞ Lift the receiver
- ☞ Press the red flashing Operator button **OPER**

## ***PUTTING A CALL ON HOLD***

### ***Operation***

To put a call on Hold:

- ☞ Press the Hold button **HOLD/DND** and the lamp will intermittently flash green on the outside line button

## ***PICKING UP A CALL ON HOLD***

### ***Operation***

To retrieve a call on Hold:

- ☞ Press the green intermittently flashing button representing the call that you wish to speak with

## ***PUTTING A CALL ON CALL PARK***

When you cannot locate an extension user you may page the desired individual. This feature allows the outside call to be automatically placed on Call Park when the Page button is depressed. The display on the DSS will show which park number the call has been placed on to allow the attendant to announce where the call is parked.

### ***Operation***

When speaking to an outside party:

- ☞ Press and hold the Page button **PAGE** and the lamp will flash red
- ☞ Make an announcement stating which park number the call is on
- ☞ Release the page button **PAGE** to disconnect the paging circuit

## ***ANSWERING A CALL THAT RETURNS TO THE ATTENDANT POSITION***

Calls that were transferred and not answered, on Hold or Call Park too long, will ring and light the lamp on the Recall button **RECALL** at the Attendant Position.

### ***Operation***

To answer a call that returns to the Attendant Position:

- ☞ Lift the receiver
- ☞ Press the red flashing Recall button **RECALL**

## ***MAKING AN OUTGOING CALL***

### ***Operation***

- ☞ Lift the receiver
- ☞ Press the desired outside line and the lamp will flash green
- ☞ Wait for the dial tone
- ☞ Dial the desired phone number

## ***MAKING AN INTERCOM CALL***

### ***Operation***

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the desired extension number

### ***Or***

- ☞ Press the designated button for the desired extension number on the Direct Station Selection Unit

## **MAKING A PAGE ANNOUNCEMENT**

### ***Operation***

- ☞ Lift the receiver
- ☞ Press and hold the Page button **PAGE** and the lamp will flash red
- ☞ Wait for the Page tone
- ☞ Make an announcement
- ☞ Release the Page button **PAGE** to disconnect the paging circuit

## ADVANCED FEATURES

### **911 CALL INDICATION**

When a system extension dials 911, the extension number of the station calling 911 will be displayed on the LCD of the attendant station. If E911 Routing is not successful, a “FAIL” indication will be displayed on the LCD. The alarm tone will sound at the attendant position when LCD indication is made. In order to clear the display, the Attendant must press a 911 Display Clear Key programmed on the extension.

#### **Operation**

To clear the display of the Enhanced 911 LCD Indication.

- ☞ Press [E911 Display Clear] key.

### **ALARM CLEAR**

Allows you to clear alarm indication(s).

#### **Operation**

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT**
- ☞ Dial **#7**
- ☞ Press the Speaker button **SPKR**

### **ATTENDANT AUTOMATIC HOLD**

Allows you to place your current call on Hold automatically by pressing a button representing a new call to be answered.

#### **Operation**

To place a call on Hold without using the Hold button **HOLD/DND**:

- ☞ Press the button representing the new call

## **ATTENDANT OVERRIDE**

Allows you to notify an extension user that is in Do Not Disturb that you wish to speak with them. The extension user is notified by tones through the speaker of a Digital Telephone and the ringing of a Single Line Telephone.

### **Operation**

When calling an extension that is in Do Not Disturb:

- ☞ Do not hang up
- ☞ Press the Override button **OVER**
- ☞ Wait for a reply

## **AUTOMATIC ANSWER MODE**

Allows you to direct outside calls to be answered by a prerecorded message. There are two answering modes for this feature. For example, this feature can be used to inform outside callers that the office is closed for the day. This feature requires the use of the Message Card. A programming option may be enabled to allow the ECS to automatically switch to the Automatic Answer Mode at a certain time. You must manually switch the system to the normal mode.

### **Operation**

To turn Automatic Answer Mode on:

- ☞ Press the Automatic Answer Mode button **AUTO** and the lamp for that button will be flashing red for Mode 1 (Day Mode)
- ☞ Press the Automatic Answer Mode button **AUTO** a second time and the lamp for that button will be solid red for Mode 2 (Night Mode)

To turn Automatic Answer Mode off:

- ☞ Press the Automatic Answer Mode button **AUTO** until the lamp for that button is off

## **ABANDONED/ ALL CALL**

Allows you to delete all stored call records from system memory.

### **Operation**

- ☞ Press the Speaker button **SPKR**
- ☞ Press the Call Storage Delete button **UAD**
- ☞ Enter your station password
- ☞ Wait for confirmation tone
- ☞ Press the Speaker button **SPKR**

## **CALL INTERCEPT**

This programming option allows outside calls to be directed to ring at the Attendant Position if they go unanswered, if they are transferred to a non-existent extension or if they reach an extension in the Do Not Disturb mode. These calls will ring and light the lamp on the Recall button **RECALL** at the Attendant Position.

### **Operation**

- ☞ None

## **CALL SWAP**

Allows you to alternate between the outside calling party (the source) and the requested extension user (the destination) during the process of transferring a call without having to use the Hold button **HOLD/DND**.

### **Operation**

To alternate between the Source and the Destination:

- ☞ Press the Swap button **SWAP** or **SPLIT** if assigned and the button will flash red

**Or**

- ☞ Press the red flashing Source button **SOURCE** to speak with the outside call or press the red flashing Destination button **DEST** to speak with the extension if assigned as buttons

The Attendant Position may be programmed to have either a Swap button or Source and Destination buttons, but not both.

## **CLOCK SET/ADJUSTMENT**

Allows you to change the time for the system clock.

### **Operation**

To change the time:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial **64**

### **Or**

- ☞ Press the Clock button **CLOCK** if assigned as a button
- ☞ Dial the time in military time **H H : M M**
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

To adjust seconds to zero:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial **64**

### **Or**

- ☞ Press the Clock button **CLOCK** if assigned as a button
- ☞ Dial **\*** to adjust seconds to zero
- ☞ Dial **\*** again to start the clock with zero seconds
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

If the seconds shown on the DSS are less than 30, the minutes digit will remain the same. If the seconds shown on the DSS are greater than 30, the minutes digit will advance one digit.

## **DIRECT STATION SELECTION**

Allows you to have one-touch access to call extensions. This is accomplished by providing a Direct Station Selection (DSS) Unit which has 50 buttons to represent extensions.

### **Operation**

When you wish to call an extension:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Direct Station Selection button for the desired extension

## ***DSS SCREEN CONTROL***

Each DSS button can be programmed to represent two extensions, doubling the number of extensions represented on the DSS from 50 to 100. You may alternate from one group of extensions to the other.

### ***Operation***

To alternate from the first group of extensions to the second group:

- ☞ Press the appropriate Screen button either **SCRN 1** or **SCRN 2** and the lamp for the desired Screen will be solid red

## ***FLEXIBLE NIGHT ANSWER***

Allows you to program individual outside lines or line groups to ring at the Night Mode or Day Mode location independently of the mode the system is currently in.

### ***Operation***

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Flexible Night Answer button **G.NIGHT**
- ☞ Dial the outside line group or line number
- ☞ Dial **1** for Day Mode

***Or***

- ☞ Dial **2** for Night Mode
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

## ***INCOMING CALL TERMINATION***

Outside lines may be programmed to appear individually on Multi-purpose buttons or they may be grouped together to appear on one or several Multi-purpose buttons.

### ***Operation***

- ☞ None

## **MESSAGE WAITING CONTROL**

Allows you to inform an extension user that there is a message waiting for them by lighting a Message Waiting Lamp on their phone. This operation allows you to send a message without having the desired extension ring.

### **Operation**

To turn Message Waiting on:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Message Waiting Control button **MSG CTRL**
- ☞ Dial the desired extension number
- ☞ Press the Connect button **CNCT** to leave a message
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

To cancel Message Waiting:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Message Waiting Control button **MSG CTRL**
- ☞ Dial the desired extension number
- ☞ Press the Release button **RLS** to cancel a message
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

## ***NIGHT MODE***

Allows you to change the ringing termination point for outside lines. This alternate point might be a loud bell, a phone or a group of phones. A programming option may be enabled to allow the ECS to automatically switch to the Night Mode at a certain time; however, you must manually switch the system back to the normal mode.

### ***Operation***

To place the system in Night Mode operation:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Night Mode button **NIGHT** and the lamp for that button will be solid red
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

To disable Night Mode operation:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Night Mode button **NIGHT** and the lamp for that button will be off
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

## ***OPERATOR PRIORITY***

The system operator has the ability to override any ringing or voice announce intercom call or paging call. This occurs when calls are made simultaneously, or another party other than the operator makes the call first.

## **OVERFLOW TRANSFER**

Allows you to limit the number of calls waiting to be answered at the Attendant Position. Once the maximum number of calls is reached, all additional calls will automatically forward to another location.

### **Operation**

To register the Overflow Transfer position:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT**
- ☞ Press the Override button **OVER**
- ☞ Dial the extension number
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

To set the maximum number of calls:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT**
- ☞ Press the Override button **OVER**
- ☞ Dial
- ☞ Dial the number of calls you wish to have waiting with two digits
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

## **RING MUTING**

Allows you to turn the ringer off at the Attendant Position.

### **Operation**

To turn the ringer off:

- ☞ Press the Silent button **SILENT** and the lamp for that button will be solid red

To turn the ringer on:

- ☞ Press the Silent button **SILENT** and the lamp for that button will be off

## **SERIAL CALL**

Allows you to have outside calls return to you after the extension the call was transferred to hangs up. This is very useful when an outside party wants to talk to more than one internal party.

### **Operation**

When someone calls and desires to speak with more than one person:

- ☞ Press the Transfer button **TRAN**
- ☞ Wait for the dial tone
- ☞ Dial the desired extension number
- ☞ Press the Serial Call button **SERIAL** instead of the Connect button **CNCT**

The outside call will return to the attendant position and flash on the Recall button **RECALL** after the extension the call was transferred to hangs up.

## **STATION CALL FORWARD/DO NOT DISTURB RELEASE**

Allows you to cancel Call Forward and Do Not Disturb settings on other extensions in the system.

### **Operation**

To release Station Call Forwarding and Do Not Disturb:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Forced Release button **FRLS**
- ☞ Dial **3**
- ☞ Dial the desired extension number
- ☞ Press the Release button **RLS**
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

## **STATION CLASS RESTRICTION CHANGE**

The Iwatsu Enterprise-CS may be programmed to allow different outside calling restrictions to be set based on Day and Night Mode system operation. Station Class Restriction Change allows you to instruct the ECS that an extension or group of extensions are to always operate in either the Day or Night Mode restriction pattern during Day Mode operation.

### **Operation**

To change an extension:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Station Class Restriction Change button **CLASS**
- ☞ Dial the desired extension number
- ☞ Dial **1** for the Day Mode

**Or**

- ☞ Dial **2** for the Night Mode
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

To change a group of extensions:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Station Class Restriction Change button **CLASS**
- ☞ Dial **\***
- ☞ Dial the desired extension group number **01-60**
- ☞ Dial **1** for the Day Mode

**Or**

- ☞ Dial **2** for the Night Mode
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

## **STATION FORCED RELEASE**

Allows you to remove an extension from service.

### **Operation**

To remove an extension from service:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Forced Release button **FRLS**
- ☞ Dial **1**
- ☞ Dial the desired extension number
- ☞ Press the Release button **RLS**
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

To put an extension back in service:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Forced Release button **FRLS**
- ☞ Dial **1**
- ☞ Dial the desired extension number
- ☞ Press the Connect button **CNCT**
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

## **STATION LOCK**

Allows you to prevent an extension from having access to outside lines.

### **Operation**

To prevent an extension from making outside calls:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial **44**

**Or**

- ☞ Press the Station Lock button **LOCK** if assigned as a button
- ☞ Dial **#**
- ☞ Dial the extension number
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

To cancel Station Lock:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial **044**

**Or**

- ☞ Press the Station Lock button **LOCK** if assigned as a button
- ☞ Dial **#**
- ☞ Dial the extension number
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

## **SYSTEM ANNOUNCEMENT RECORDING**

If your Iwatsu Enterprise-CS is equipped with an IX-CMSG-1 card you may make customized recordings to be played to outside callers. The total recording time is 330 seconds with the IX-CMSG-1 card. Message number 01 is reserved for the System Announcement recording.

### **Operation**

To record a customized message:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the System Announcement Recording button **VSSR**
- ☞ Dial the message number  for your new message
- ☞ Make your announcement through the receiver
- ☞ Dial  to end the recording
- ☞ Hang up

To erase a customized message:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the System Announcement Recording button **VSSR**
- ☞ Dial
- ☞ Dial the message number  for the message to be erased
- ☞ Hang up

To listen to a customized message:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the System Announcement Recording button **VSSR**
- ☞ Dial
- ☞ Dial the message number  for the message to be played

To listen to all customized messages:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the System Announcement Recording button **VSSR**
- ☞ Dial

To listen to all prerecorded messages:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the System Announcement Recording button **VSSR**
- ☞ Dial **#\***

### **SYSTEM SPEED DIAL REGISTRATION**

You have the ability to register (program) the 900 System Speed Dial numbers. The numbers may be 32 digits in length and may include the insertion of a pause.

#### **Operation**

Follow the same procedure as Station Speed Dial for the Digital Multi-line Telephone. To register the system numbers dial the System Speed Dial codes ranging from **00-89** or **000-899** to represent the outside phone numbers.

### **SYSTEM TEXT MESSAGE REGISTRATION**

If your telephone or DSS is programmed with a Text Message button, you have the ability to register (program) the 90 System Text Messages. The messages may be 16 characters in length.

#### **Operation**

- ☞ Press the Feature button **FEAT**
- ☞ Press the Text Message button **TXT MSG**
- ☞ Dial the desired System Text Message Code **00-89**
- ☞ Enter the desired message contents up to 16 characters in length. Use the following keys on your telephone for text message data entry:

Press	1	2	3	4	5	6	7	8	9	0	HOLD	#
1X	-	A	D	G	J	M	P	T	W	&	write character	lower case
2X	.	B	E	H	K	N	Q	U	X	0	cancel character	upper case
3X	sp	C	F	I	L	O	R	V	Y			
4X	1	2	3	4	5	6	S	8	Z			
5X							7		9			

- ☞ Press the Feature button **FEAT** to end the operation

To register several Text Messages:

After entering a text message:

- ☞ Press the Text Message button **TXT MSG**
- ☞ Dial the next System Text Message Code **00-89**
- ☞ Repeat the same procedure as above

## ***THROUGH DIALING***

Allows you to make an outside call for an extension that is toll restricted.

### ***Operation***

When an extension user asks to make an outside call, while you are speaking to the extension:

- ☞ Press the Hold button **HOLD/DND**
- ☞ Press an outside line button
- ☞ Wait for the dial tone
- ☞ Dial the desired phone number
- ☞ Press the Connect button **CNCT**

## ***TRUNK ACCESS CONTROL***

Allows you to change the outside lines or line groups that extensions can access.

### ***Operation***

To restrict outside line access:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Trunk Access Control button **TAC**
- ☞ Dial
- ☞ Dial the outside line group number

***Or***

- ☞ Dial the outside line number
- ☞ Press the Release button **RLS**
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

To allow outside line access:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Trunk Access Control button **TAC**
- ☞ Dial
- ☞ Dial the outside line group number

***Or***

- ☞ Dial the outside line number
- ☞ Press the Connect button **CNCT**
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

## **TRUNK FORCED RELEASE**

Allows you to remove an outside line or outside line group from service.

### **Operation**

To remove an outside line from service:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Forced Release button **FRLS**
- ☞ Dial **2** **\***
- ☞ Dial the outside line group number

**Or**

- ☞ Dial **2**
- ☞ Dial the outside line number
- ☞ Press the Release button **RLS**
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

To place an outside line in service:

- ☞ Press the Speaker button **SPKR**
- ☞ Press the Forced Release button **FRLS**
- ☞ Dial **2** **\***
- ☞ Dial the outside line group number

**Or**

- ☞ Dial **2**
- ☞ Dial the outside line number
- ☞ Press the Connect button **CNCT**
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

# **Section 6 – Attendant Console User Guide**

IWATSU ENTERPRISE-CS

## **ATTENDANT CONSOLE**

The Attendant Console (shown in Fig. 1) has been designed to provide convenience and speed for the processing of incoming calls. There are 24 Feature buttons that may be programmed for specific feature functionality or outside line termination. Eight of these 24 buttons have dual color (red and green) lamps that are usually reserved for outside line termination. These buttons are frequently referred to as Float (FLT) or Loop buttons. In addition to these buttons, there are 30 buttons that can be programmed as Direct Station Selection (DSS) buttons. DSS buttons provide one-touch access to call the system extensions.

The Handset (Receiver) or Headset may be attached to either side of the Attendant Console. If your organization has the requirement to train a new attendant, a second Handset or Headset may be attached. Each side has the option of either being in the talk or monitor mode by moving the Talk/Monitor switch.

The Attendant Console also has two Lamp indicators. One is to inform you if there is an alarm condition in the system. The other one is to inform you of the number of calls waiting to be answered, up to 12 calls.

You will also notice that the Attendant Console has buttons to adjust the Handset, Ringer and Speaker volume.

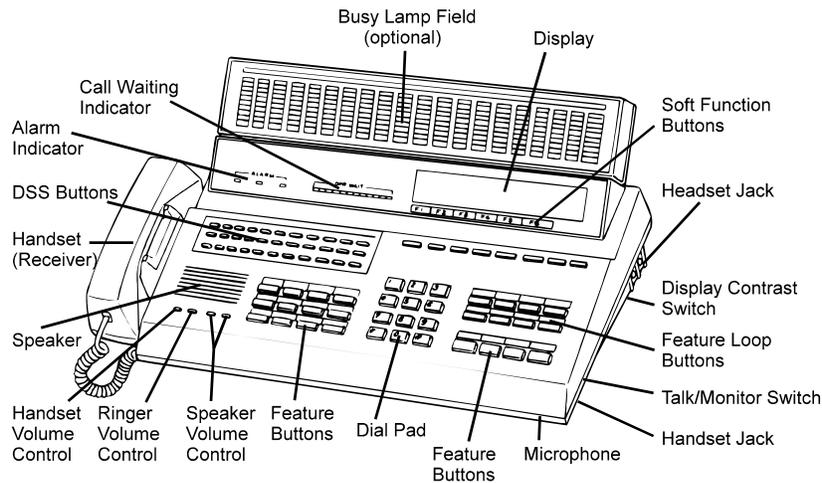
The Attendant Console has a 4-line, 40 characters per line liquid crystal display. The display provides call status information along with the date and time. There is a Display Contrast switch on the right side of the Attendant Console to compensate for different lighting conditions.

The display also provides a second function. It works in conjunction with six Soft Function buttons to enhance advanced feature operation. These Soft Function buttons have no fixed functionality. Their capabilities are interactive with the prompts (words) that appear on the display.

Pressing a Soft Function button that corresponds to a prompt on the display will result in a change of the prompts on the display.

An optional Busy Lamp Field (BLF) may be added to the Attendant Console. The Busy Lamp Field has 200 lamps to provide status indication for the system extensions and outside lines.

The Attendant Console has all the capabilities described in the Digital Telephone User's Guide. Many feature operations in the Digital Telephone User's Guide require the pressing of the Speaker button (**SPKR**) to start and end feature operation. The Attendant Console does not require the use of the Speaker button (**SPKR**) to start feature operation, but does require pressing the Release button (**RLS**) to end feature operation. The maximum number of DSS Units and Attendant Consoles may not exceed 128 (Thirty-two Attendant Consoles with four DSS Units each).



**ATTENDANT CONSOLE (Fig. 1)**

## **BASIC FEATURES**

### ***MAKING A 911 CALL***

#### ***Operation***

From an outside or inside line:

- ☞ Go off-hook
- ☞ Dial 911

You will be connected to your local Public Safety Answering Point (PSAP).

### ***RECEIVING AN INCOMING CALL***

#### ***Operation***

When the Attendant Console rings and the Float and Answer buttons flash red slowly:

Lift the receiver

- ☞ Press the Answer button **ANS**

***Or***

- ☞ Press the desired red flashing Float button **FLT**

You will be connected to the outside caller and the Float button **FLT** will flash green

### ***TRANSFERRING A CALL TO ANOTHER EXTENSION***

#### ***Operation***

To transfer a call to an extension:

- ☞ Dial the desired extension number
- ☞ Announce the call
- ☞ Press the Connect button **CNCT**

***Or***

- ☞ Press the DSS button for the desired extension
- ☞ Announce the call
- ☞ Press the Connect button **CNCT**

## ***INFORMING A BUSY EXTENSION USER THAT THE ATTENDANT HAS A SECOND CALL WAITING FOR THEM***

### ***Operation***

When transferring a call to a busy extension:

- ☞ Press the Connect button **CNCT**

The extension user will hear a beep (camp-on) tone to inform them of the second call. If the extension user does not respond to the beep tone the call will return to the console.

## ***DISCONNECTING OR RELEASING A CALL***

### ***Operation***

- ☞ Press the Release button **RLS**

When transferring an outside call to an extension, pressing the Release button **RLS** returns you to the outside caller.

## ***MAKING AN INTERCOM GROUP CALL***

### ***Operation***

- ☞ Dial the Intercom Group access number.

## ***MAKING AN E-RESPONSE HELP CALL***

### ***Operation***

- ☞ Lift the receiver or press **SPKR** and remain off hook for a duration that exceeds the amount of time programmed in the system.

***Or***

- ☞ Lift the receiver and begin dialing. Between digits stop dialing for more than 10 seconds.

***Or***

- ☞ Dial the E-Response Group access number at Intercom dial tone.

## ***RECEIVING AN INTERCOM CALL***

Internal or intercom calls will light the Operator button **OPER** at the Console.

### ***Operation***

To answer an intercom call:

- ☞ Lift the receiver
- ☞ Press the red flashing Operator button **OPER**

## ***PUTTING A CALL ON HOLD***

### ***Operation***

To put a call on Hold:

- ☞ Press the Hold button **HOLD**

The lamp on the button representing that call will intermittently flash green

## ***PICKING UP A CALL ON HOLD***

### ***Operation***

To retrieve a call on Hold:

- ☞ Press the button representing the call you wish to speak with

## ***PUTTING A CALL ON CALL PARK***

When you cannot locate an extension user you may page the desired individual. This feature allows the outside call to be automatically placed in a Call Park Orbit when the Page button is depressed. The display on the Attendant Console will show the park number the call has been placed in to allow the attendant to announce where the call is parked.

### ***Operation***

When speaking to an outside party:

- ☞ Press the Page button **PAGE**
- ☞ Make an announcement stating which park number the call is in
- ☞ Press the Release button **RLS** to disconnect the paging circuit

## **ANSWERING A CALL THAT RETURNED TO THE ATTENDANT CONSOLE**

Calls that were transferred and not answered, on Hold or Call Park too long, will ring and light the lamp on the Recall button **RECALL** on the Console.

### **Operation**

To answer a call that returns to the Console:

- ☞ Lift the receiver
- ☞ Press the red flashing Recall button **RECALL**

## **MAKING AN OUTGOING CALL**

### **Operation**

- ☞ Lift the receiver
- ☞ Press the desired Float button **FLT** and the lamp will flash green
- ☞ Wait for the dial tone
- ☞ Dial the desired phone number

## **MAKING AN INTERCOM CALL**

### **Operation**

- ☞ Lift the receiver
- ☞ Dial the desired extension number

**Or**

- ☞ Press the designated DSS button for the desired extension

## **MAKING A PAGE ANNOUNCEMENT**

### **Operation**

- ☞ Lift the receiver
- ☞ Press the Page button **PAGE**
- ☞ Wait for the page tone
- ☞ Make an announcement
- ☞ Press the Release button **RLS** to disconnect the paging circuit

## ***DIALING AN OUTSIDE PHONE NUMBER FOR A SYSTEM EXTENSION***

### ***Operation***

- ☞ Dial the outside phone number
- ☞ Press the Hold button **HOLD**
- ☞ Dial the extension number of the person who the call is for
- ☞ Press the Connect button **CNCT**

## **ADVANCED FEATURES**

### ***ALARM CLEAR***

Allows you to clear the alarm indication(s) on the Attendant Console.

#### ***Operation***

- ☞ Press the Feature button **FEAT**
- ☞ Dial **#7**
- ☞ Press the Release button **RLS**

### ***ATTENDANT AUTOMATIC HOLD***

Allows you to place the current call on Hold automatically by pressing the button representing a new call to be answered.

#### ***Operation***

To place a call on Hold without using the Hold button **HOLD**:

- ☞ Press the button representing the new call

### ***ATTENDANT OVERRIDE***

Allows you to notify an extension user that is in Do Not Disturb that you wish to speak with them. The extension user is notified by tones through the speaker of a Digital Telephone, IP Telephone, and the ringing of a Single Line Telephone.

#### ***Operation***

When calling an extension that is in Do Not Disturb:

- ☞ Do not hang up
- ☞ Press the Override button **OVER**
- ☞ Wait for a reply

## ***AUTOMATIC ANSWER MODE***

Allows you to direct outside calls to be answered by a prerecorded message. There are two answering modes for this feature. For example, this feature can be used to inform outside callers that the office is closed for the day. This feature requires the use of the Message Card. A programming option may be enabled to allow the ECS to automatically switch to the Automatic Answer Mode at a certain time. You must manually switch the system to the normal mode.

### ***Operation***

To turn Automatic Answer Mode on:

- ☞ Press the Automatic Answer Mode button **AUTO** and the lamp for that button will be flashing red for Mode 1 (Day Mode)
- ☞ Press the Automatic Answer Mode button **AUTO** a second time and the lamp for that button will be solid red for Mode 2 (Night Mode)

To turn Automatic Answer Mode off:

- ☞ Press the Automatic Answer Mode button **AUTO** until the lamp for that button is off

## ***CALL INTERCEPT***

This programming option allows outside calls to be directed to ring at the Attendant Console if they go unanswered, if they are transferred to a non-existent extension or if they reach an extension in the Do No Disturb mode. These non-existent calls will light the lamp on the Recall button **RECALL** at the Attendant Console.

### ***Operation***

- ☞ None

## **CALL SWAP**

Allows you to alternate between the outside calling party (the source) and the requested extension user (the destination) during the process of transferring a call without having to use the Hold button **HOLD**. This feature will only work if the called party answers by picking up the receiver.

### **Operation**

To alternate between the outside call and the extension user (the destination) during the process of transferring a call:

- ☞ Press the Swap button **SWAP** or **SPLIT** if assigned and the button will flash red

**Or**

- ☞ Press the red flashing Source button **SOURCE** to speak with the outside call or press the Destination button **DEST** to speak with the extension if assigned as buttons

The Attendant Position may be programmed to have either a Swap button or Source and Destination buttons, but not both.

## **CLOCK SET/ADJUSTMENT**

Allows you to change the time for the system clock.

### **Operation**

This feature is performed by using the display and the Soft Function buttons.

To get to the Clock Set/Adjustment prompts:

- ☞ Press the **ETC** button three times and the display will show:

CLK VSSR  
F1 F2 F3 F4 F5 F6

- ☞ Press the **F1 CLK** button and the display will show:

Set Time H H : M M  
ADJ  
F1 F2 F3 F4 F5 F6

To change the time:

- ☞ Dial the time in military time **H H : M M**
- ☞ Press the Release button **END**

To adjust the seconds to zero:

- ☞ Press the **F1 ADJ** button and the display will show:

Clock Adjustment  
SET  
F1 F2 F3 F4 F5 F6

- ☞ Press the **F1 SET** button to start the clock with zero seconds elapsed.
- ☞ Press the Release button **END**

If the seconds shown on the display are less than 30 the minutes digit will remain the same. If the seconds shown on the display are greater than 30, the minutes digit will advance one digit.

## **DIRECT STATION SELECTION**

Allows you to have one-touch access to call extensions. There are 30 Direct Station Selection (DSS) buttons on the Console.

### **Operation**

When you wish to call an extension:

- ☞ Lift the receiver
- ☞ Press the Direct Station Selection button for the desired extension

## **FLEXIBLE NIGHT ANSWER**

Allows you to program individual outside lines or line groups to ring at different locations when the system is in the Night Mode.

### **Operation**

This feature is performed by using the display and the Soft Function buttons.

To get to the Flexible Night Answer prompts:

- ☞ Press the **ETC** button one time and the display will show:  
GNT SSC TAC MWC SPDR  
F1 F2 F3 F4 F5 F6
- ☞ Press the **F1 GNT** button and the display will show:  
\*\*\*Incoming Mode Change (Group)\*\*\*  
Incoming Mode <Group\_>  
DISP  
F1 F2 F3 F4 F5 F6

To change the ringing location:

- ☞ Dial the outside line group number **001-250** and the display will show the current ringing mode location:  
Incoming Mode <Group 1> 1
- ☞ Dial 1 for Day Mode
- ☞ Dial 2 for Night Mode
- ☞ Press the **END** button

To display all outside line group modes:

- ☞ Press the **F1 DISP** button after you have entered a group number **001-250** and the display will show:

```
***Incoming Mode Change (Group)***
1  2  3  4  5  6  7  8  9  10
1  1  1  1  1  1  1  1  1  1
UP DOWN <_ > DISP
F1 F2 F3 F4 F5
```

- ☞ The first line of numbers represents the outside line group numbers
- ☞ The second line of numbers represents the current ringing mode location
- ☞ Pressing the **F1 UP** button displays the next 10 outside line group numbers
- ☞ Pressing the **F2 DOWN** button displays the previous 10 outside line group numbers
- ☞ Pressing the **F3 <\_** button moves the ( ) cursor to the left
- ☞ Pressing the **F4 >** button moves the ( ) cursor to the right
- ☞ Pressing the **F5 DISP** button displays the status for the group above the ( ) cursor

The ringing mode location may also be changed in the display mode by dialing either a 1 for Day Mode or a 2 for Night Mode for the group represented by the ( ) cursor

- ☞ Press the End Button **END**

## **GROUP NIGHT**

This feature allows an attendant to activate or deactivate night mode on an individual trunk group basis.

### **Operation**

To access the Group Night feature through a KT+DSS:

- ☞ Press **GROUP NIGHT** key.
- ☞ Enter in trunk group # (001-250)
- ☞ Enter in mode # (1= day, 2= night).

To access the Group Night feature through an attendant console:

- ☞ Press **ETC** once.
- ☞ Press **F1** once to select Group Night.
- ☞ Enter in the trunk group # (001-250).
- ☞ Enter in mode # (1= day, 2 = night).
- ☞ Press **END**.

## **INCOMING CALL TERMINATION**

Outside lines may be programmed to appear individually on Float buttons or they may be grouped together to appear on one or several Float buttons.

### **Operation**

- ☞ None

## **MESSAGE WAITING CONTROL**

Allows you to inform an extension user that there is a message waiting for them by lighting a Message Waiting Lamp on their phone. This operation allows you to send a message without having the desired extension ring.

### **Operation**

This feature is performed by using the display and the Soft Function buttons.

To get to the Message Waiting Control prompts:

- ☞ Press the **ETC** button one time and the display will show:  
GNT SSC TAC MWC SPDR  
F1 F2 F3 F4 F5 F6
- ☞ Press the **F4 MWC** button and the display will show:  
\*\*\*Message Wait Control\*\*\*  
<EXT\_>  
REG CLR1 CLR2 CLR3 CLR4 ALCLR  
F1 F2 F3 F4 F5 F6

To turn Message Waiting On:

- ☞ Dial the desired extension number
- ☞ Press the **F1 REG** button to leave a message
- ☞ Press the button Release button **END**

To cancel Message Waiting:

- ☞ Press the **F2 CLR1** button to clear the first message left
- ☞ Press the **F3 CLR2** button to clear the second message left
- ☞ Press the **F4 CLR3** button to clear the third message left
- ☞ Press the **F5 CLR4** button to clear the fourth message left
- ☞ Press the **F6 ALCLR** button to clear all the messages left
- ☞ Press the Release button **END**

## ***NIGHT MODE***

Allows you to change the ringing termination point for outside lines. This alternate point might be a loud bell, a phone or a group of phones. A programming option may be enabled to allow the ECS to automatically switch to the Night Mode at a certain time; however, you must manually switch the system back to the normal mode.

### ***Operation***

To place the system in Night Mode operation:

- ☞ Press the Night Mode button **NIGHT** and the lamp for that button will be solid red
- ☞ Press the Release button **RLS**

To place the system in Day Mode operation:

- ☞ Press the Night Mode button **NIGHT** and the lamp for that button will be off
- ☞ Press the Release button **RLS**

## ***OPERATOR PRIORITY***

The system operator has the ability to override any ringing or voice announce intercom call or paging call. This occurs when calls are made simultaneously, or another party other than the operator makes the call first.

## **OVERFLOW TRANSFER**

Allows you to limit the number of calls waiting to be answered at the Attendant Console. Once the maximum number of calls is reached, all additional calls will automatically forward to another location.

### **Operation**

To register the Overflow Transfer position:

- ☞ Press the Feature button **FEAT**
- ☞ Press the Override button **OVER**
- ☞ Dial the extension number
- ☞ Press the Release button **RLS**

To set the maximum number of calls:

- ☞ Press the Feature button **FEAT**
- ☞ Press the Override button **OVER**
- ☞ Dial **#**
- ☞ Dial the number of calls you wish to have waiting with two digits
- ☞ Press the Release button **RLS**

## **RING MUTING**

Allows you to turn the ringer off at the Attendant Console:

### **Operation**

To turn the ringer off:

- ☞ Press the Silent button **SILENT** and the lamp for that button will be solid red

To turn the ringer on:

- ☞ Press the Silent button **SILENT** and the lamp for that button will be off

## **SERIAL CALL**

Allows you to have outside calls return to you after the extension the call was transferred to hangs up. This is very useful when an outside party wants to talk to more than one internal party.

### **Operation**

When someone calls and desires to speak with more than one person:

- ☞ Dial the desired extension number
- ☞ Press the Serial Call button **SERIAL** instead of the Connect button **CNCT**

The outside call will return to the Attendant Console and light the lamp on the Recall button **RECALL** after the extension the call was transferred to hangs up.

## **STATION CALL FORWARD/DO NOT DISTURB RELEASE**

Allows you to cancel Call Forward and Do Not Disturb settings on other extensions in the system.

### **Operation**

This feature is performed by using the display and the Soft Function buttons.

To get the Station Call Forward/Do Not Disturb Release prompts:

- ☞ Press the **ETC** button two times and the display will show:  
LOCK SRL    TRL    CRL  
F1    F2    F3    F4    F5    F6
- ☞ Press the **F4 CRL** button and the display will show:  
\*\*\* Forward Forced Release \*\*\*  
<EXT\_>  
DISP RLS  
F1    F2    F3    F4    F5    F6

To release Station Call Forwarding and Do Not Disturb:

- ☞ Dial the desired extension number and the display will show the current status:  
<EXT 207> DND
- ☞ Press the **F2 RLS** button
- ☞ Press the **END** button

To display all extension modes:

- ☞ Press the **F1 DISP** button after you have entered an extension number and the display will show:

```
***Forward Forced Release***
201 202  203  204  205  206  207  208  209  210
DND NONE NONE NONE NONE FWD  FWD FWD  DND  DND
UP  DOWN <_  >  DISP
F1  F2   F3   F4   F5
```

- ☞ The first line of numbers represents the extension numbers
  - ☞ The second line represents the current extension mode
  - ☞ Pressing the **F1 UP** button displays the next 10 extension numbers
  - ☞ Pressing the **F2 DOWN** button displays the previous 10 extension numbers
  - ☞ Pressing the **F3 <\_** button moves the ( ) cursor to the left.
  - ☞ Pressing the **F4 >** button moves the ( ) cursor to the right
  - ☞ Pressing the **F5 DISP** button displays the status for the group above the ( ) cursor
- ☞ Press the **END** button

## **STATION CLASS RESTRICTION CHANGE**

The Iwatsu Enterprise-CS may be programmed to allow different outside calling restrictions to be set based on Day and Night Mode system operation. Station Class Restriction Change allows you to instruct the ECS that an extension or group of extensions are to always operate in either the Day or Night Mode restriction pattern during Day Mode operation.

### **Operation**

This feature is performed by using the display and the Soft Function buttons.

To get to the Station Class Restriction Change prompts:

- ☞ Press the **ETC** button one time and the display will show:  
GNT SSC TAC MWC SPDR  
F1 F2 F3 F4 F5 F6
- ☞ Press the **F2 SSC** button and the display will show:  
\*\*\*Station Service Class (EXT)\*\*\*  
Service Class Mode <EXT\_>  
DISP GRP  
F1 F2 F3 F4 F5 F6

To change the restriction for an individual extension:

- ☞ Dial the extension number and the display will show the current mode:  
Service Class Mode <EXT 207>1
- ☞ Dial 1 for Day Mode
- ☞ Dial 2 for Night Mode
- ☞ Press the **END** button

To change the restriction for a group of extensions:

- ☞ Press the **F2 GRP** button and the display will show:  
\*\*\*Station Service Class (Group)\*\*\*  
Service Class Mode <Group\_>  
DISP  
F1 F2 F3 F4 F5 F6
- ☞ Dial the extension group number **001-250** and the display will show the current mode:  
Service Class Mode <Group 1>1
- ☞ Dial 1 for Day Mode
- ☞ Dial 2 for Night Mode
- ☞ Press the **END** button

To display all extension or extension group modes:

- ☞ Press the **F1 DISP** button after you have entered an extension or group number and the display will show:

\*\*\*Station Service Class (EXT)\*\*\*

*Or*  
(GROUP)

1	2	3	4	5	6	7	8	9	10
1	1	1	1	1	1	2	2	2	2
UP	DOWN	<_	_>	DISP					
F1	F2	F3	F4	F5					

- ☞ The first line of numbers represents the extension or extension group numbers
- ☞ The second line of numbers represents the current restriction mode
- ☞ Pressing the **F1 UP** button displays the next 10 numbers
- ☞ Pressing the **F2 DOWN** button displays the previous 10 numbers
- ☞ Pressing the **F3 <\_** button moves the ( ) cursor to the left
- ☞ Pressing the **F4 \_>** button moves the ( ) cursor to the right
- ☞ Pressing the **F5 DISP** button displays the status for the extension or extension group above the ( ) cursor

The restriction mode may also be changed in the display mode by dialing either a 1 for Day Mode or a 2 for Night Mode for the extension or extension group represented by the ( ) cursor

- ☞ Press the **END** button

## **STATION FORCED RELEASE**

Allows you to remove an extension from service.

### **Operation**

This feature is performed by using the display and the Soft Function buttons.

To get to the Station Forced Release prompts:

- ☞ Press the **ETC** button two times and the display will show:  
LOCK SRL    TRL    CRL  
F1   F2    F3    F4    F5    F6
- ☞ Press the **F2 SRL** button and the display will show:  
\*\*\*Station Forced Release\*\*\*  
<EXT\_>  
DISP CON    RLS  
F1   F2    F3    F4    F5    F6

To remove an extension from service

- ☞ Dial the extension number and the display will show the extension status:  
<EXT 207> Extension idle
- ☞ Press the **F3 RLS** button
- ☞ Press the **END** button

When Station Forced Release is on, the lamp on the Busy Lamp Field for that extension will flash intermittently.

To put an extension back in service:

- ☞ Dial the extension number and the display will show the extension status:  
<EXT 207> Extension released
- ☞ Press the **F2 CON** button
- ☞ Press the **END** button

To display all extension's status:

- ☞ Press the **F1 DISP** button after you have entered an extension number and the display will show:

```
***Station Forced Release***
200 201 202 203 204 205 206 207 208 209
IDL RLS IDL RLS IDL RLS IDL IDL IDL
UP DOWN <_ > DISP
F1 F2 F3 F4 F5
```

- ☞ The first line of numbers represents the extension numbers
- ☞ The second line represents the current status
- ☞ Pressing the **F1 UP** button displays the next 10 extension numbers
- ☞ Pressing the **F2 DOWN** button displays the previous 10 extension numbers
- ☞ Pressing the **F3 <\_** button moves the ( ) cursor to the left
- ☞ Pressing the **F4 >** button moves the ( ) cursor to the right
- ☞ Pressing the **F5 DISP** button displays the status for the extension above the ( ) cursor
- ☞ Press the **END** button

## **STATION LOCK**

Allows you to prevent an extension from having access to outside lines.

### **Operation**

This feature is performed by using the display and the Soft Function buttons.

To get the Station Lock prompts:

- ☞ Press the **ETC** button two times and the display will show:  
LOCK SLR    TRL    CRL  
F1    F2    F3    F4    F5    F6
- ☞ Press the **F1 LOCK** button and the display will show:  
Station Password

To change an extension's ability to access outside lines:

- ☞ Dial **#** and the display will show:  
<EXT\_>
- ☞ Dial the desired extension number and the display will show  
the mode that the extension has been placed in:  
<EXT 207> Station Password Lock or Unlock

When Station Lock is on, the lamp on the Busy Lamp Field for that extension will flash intermittently.

- ☞ Press the Release button **END**

## SYSTEM ANNOUNCEMENT RECORDING

If your Iwatsu Enterprise-CS is equipped with an IX-CMSG-1 card you may make customized recordings to be played to outside callers. The total recording time is 330 seconds with the IX-CMSG-1 card. Message number 01 is reserved for the System Announcement recording.

### Operation

This feature is performed by using the display and the Soft Function buttons.

To get to the System Announcement Recording prompts:

- ☞ Press the **ETC** button three times and the display will show:  
CLK VSSR  
F1 F2 F3 F4 F5 F6
- ☞ Press the **F2 VSSR** button and the display will show:  
Record Class  
CLR RPL  
F1 F2 F3 F4 F5 F6

To record a customized message:

- ☞ Dial the message number **01-60** for your new message
- ☞ Make your announcement through the receiver
- ☞ Dial **#** to end the recording
- ☞ Press the **END** button

To erase a customized message:

- ☞ Press the **F1 CLR** button and the display will show: Clear Class
- ☞ Dial the message number **01-60** to be erased
- ☞ Press the **END** button

To listen to a customized message:

- ☞ Press the **F2 RPL** button and the display will show:  
ReplayClass  
ALL FIX  
F1 F2 F3 F4 F5 F6
- ☞ Dial the message number **01-60** to be played
- ☞ Press the **END** button

To listen to all customized messages:

- ☞ Press the **F2 RPL** button and the display will show:  
ReplayClass  
All    FIX  
F1    F2    F3    F4    F5    F6
- ☞ Press the **F1 ALL** button and you will hear all the customized messages
- ☞ Press the **END** button

To listen to all prerecorded messages:

- ☞ Press the **F2 RPL** button and the display will show:  
ReplayClass  
All    FIX  
F1    F2    F3    F4    F5    F6
- ☞ Press the **F2 FIX** button and you will hear all the prerecorded messages
- ☞ Press the **END** button

## SYSTEM SPEED DIAL REGISTRATION

You have the ability to register (program) the 900 System Speed Dial numbers. The numbers may be 32 digits in length and may include the insertion of a pause.

### Operation

This feature is performed by using the display and the Soft Function buttons.

To get the System Speed Dial Registration prompts:

- ☞ Press the **ETC** button one time and the display will show:

```
GNT  SSC  TAC  MWC  SPDR
F1  F2   F3   F4   F5   F6
```

- ☞ Press the **F5 SPDR** button and the display will show:

```
***Speed Dial Registration***
Speed No  _  Name
FEAT SPD  HOLD  FLSH
F1  F2   F3   F4   F5   F6
```

To register System Speed Dial numbers:

- ☞ Dial the System Speed Dial code number **00-89** or

**000-899** and the display will show:

```
***Speed Dial Registration***
Speed No 89  Name
FEAT SPD  HOLD  FLSH
F1  F2   F3   F4   F5   F6
```

- ☞ Dial the phone number
- ☞ Press the **F1 FEAT** button

To register several System Speed Dial numbers:

After entering a phone number:

- ☞ Press the **F2 SPD** button
- ☞ Dial the next System Speed Dial code number **00-89** or **000-899**
- ☞ Dial the phone number
- ☞ Repeat the same procedure
- ☞ Press the **F1 FEAT** button to exit

To register a pause:

When registering the telephone number, at the place where you want to insert a pause:

- ☞ Press the **F3 HOLD** button then dial - for the desired pause time in seconds and a (-) will be inserted followed by the number of seconds

To register a Short Flash:

When registering the telephone number, at the place where you want to insert a flash:

- ☞ Press the **F4 FLSH** button and a (F) will be inserted

To register an outside line to be selected for Speed Dialing:

- ☞ Dial
- ☞ Dial the System Speed Dial code number - or -
- ☞ Dial the desired outside line group number - or
- ☞ Press the **F1 FEAT** button

To register several outside line groups:

After entering an outside line group:

- ☞ Press the **F2 SPD** button
- ☞ Dial
- ☞ Dial the next System Speed Dial code number - or -
- ☞ Dial the next outside line group number - or
- ☞ Repeat the same procedure
- ☞ Press the **F1 FEAT** button to exit

To register a directory name for a Speed Dial number:

- ☞ Dial **\***
- ☞ Dial the System Speed Dial code number **00-89** or **000-899**
- ☞ Register the letters of the name using the dial pad
- ☞ Press the button until the desired letter is displayed, then press the **F3 HOLD** button to enter that letter or number, (up to 10 characters)

If you make a mistake, press the **F3 HOLD** button to back space to the desired position

The numbers on the dial pad represent the following for name registration:

<b>1</b> ,.,[space],1	<b>2</b> A,B,C,2	<b>3</b> D,E,F,3
<b>4</b> G,H,I,4	<b>5</b> J,K,L,5	<b>6</b> M,N,O,6
<b>7</b> P,Q,R,S,7	<b>8</b> T,U,V,8	<b>9</b> W,X,Y,Z,9
<b>*</b> Alphanumeric	<b>0</b> &,0	<b>#</b> Upper/lower case
<b>[FEAT]</b> All delete		<b>[HOLD]</b> Enter/1 character delete

- ☞ Press the Feature button **FEAT** to end the operation

To register several directory names:

After entering a name:

- ☞ Press the **F2 SPD** button
- ☞ Dial **\***
- ☞ Dial the next System Speed Dial code number **00-89** or **000-899**
- ☞ Register the letters of the next name
- ☞ Repeat the same procedure
- ☞ Press the **F1 FEAT** button to exit

## SYSTEM TEXT MESSAGE REGISTRATION

If your Attendant console is programmed with a Text Message button, you have the ability to register (program) the 90 System Text Messages. The messages may be 16 characters in length.

### Operation

- ☞ Press the Feature button **FEAT**
- ☞ Press the Text Message button **TXT MSG**
- ☞ Dial the desired System Text Message Code
- ☞ Enter the desired message contents up to 16 characters in length. Use the following keys on your telephone for text message data entry:

Press	1	2	3	4	5	6	7	8	9	0	HOLD	#
1X	-	A	D	G	J	M	P	T	W	&	write character	lower case
2X	.	B	E	H	K	N	Q	U	X	0	cancel character	upper case
3X	sp	C	F	I	L	O	R	V	Y			
4X	1	2	3	4	5	6	S	8	Z			
5X							7		9			

- ☞ Press the Feature button **FEAT** to end the operation

To register several Text Messages:

After entering a text message:

- ☞ Press the Text Message button **TXT MSG**
- ☞ Dial the next System Text Message Code
- ☞ Repeat the same procedure as above

## THROUGH DIALING

Allows you to make an outside call for an extension that is toll restricted.

### Operation

When an extension user asks to make an outside call, while you are speaking to the extension:

- ☞ Press the Hold button **HOLD**
- ☞ Press an outside line button
- ☞ Dial the desired phone number
- ☞ Press the Connect button **CNCT**
- ☞ Press the Release button **RLS**

## **TRANSFER OFF-PREMISE**

Transfer Off-Premise allows any user to transfer a call to an outside party by using the TRAN key followed by a trunk group access code.

### **Operation**

While speaking on an outside line call:

- ☞ Press **TRAN** and wait for transfer tone
- ☞ Press **FLT, CO** or dial a CO group access code
- ☞ Dial the external phone number.
- ☞ Wait for the external party to answer
- ☞ Hang up or press **CONNECT** to complete the transfer.
- ☞ If the external party does not answer press **TRAN** to retrieve the original call from hold

## **TRUNK ACCESS CONTROL**

Allows you to change the outside lines or line groups that extensions can access.

### **Operation**

This feature is performed by using the display and the Soft Function buttons.

To get to the Trunk Access Control prompts:

- ☞ Press the **ETC** button one time and the display will show:  
GNT SSC TAC MWC SPDR  
F1 F2 F3 F4 F5 F6
- ☞ Press the **F3 TAC** button and the display will show:  
\*\*\*Trunk Access Control (Trunk)\*\*\*  
Trunk Access <Trunk\_>=  
DISP ALLOW DENY GRP  
F1 F2 F3 F4 F5 F6

To change individual outside line access:

- ☞ Dial the outside line number **001-224** and the display will show the current status:  
Trunk Access <Trunk 1>=Allow
- ☞ Press the **F3 DENY** button to restrict outside line access
- ☞ Press the **F2 ALLOW** button to allow outside line access
- ☞ Press the **END** button.

To change outside line group access:

- ☞ Press the **F4 GRP** button and the display will show:  
\*\*\*Trunk Access Control (GROUP)\*\*\*  
Trunk Access <Group\_>=  
DISP ALLOW DENY  
F1 F2 F3 F4 F5 F6
- ☞ Dial the outside line group number **001-250** and the display will show the current status:  
Trunk Access <Group 60>=Allow
- ☞ Press the **F3 DENY** button to restrict outside line group access
- ☞ Press the **F2 ALLOW** button to allow outside line group access
- ☞ Press the **END** button

To display all outside line and outside line group modes:

- ☞ Press the **F1 DISP** button after you have entered a group number **001-250** and the display will show:

\*\*\*Trunk Access Control (Group)\*\*\*

*Or*

(Trunk)

1	2	3	4	5	6	7	8	9	10
ALW	ALW	DNY	ALW	ALW	DNY	ALW	DNY	ALW	ALW
UP	DOWN	<_	>_	DISP					
F1	F2	F3	F4	F5					

- ☞ The first line of numbers represents the outside line and outside group numbers
- ☞ The second line represents the current status
- ☞ Pressing the **F1 UP** button displays the next 10 outside line and outside line group numbers
- ☞ Pressing the **F2 DOWN** button displays the previous 10 outside line and outside line group numbers
- ☞ Pressing the **F3 <\_** button moves the ( ) cursor to the left
- ☞ Pressing the **F4 >\_** button moves the ( ) cursor to the right
- ☞ Pressing the **F5 DISP** button displays the status for the line or group above the ( ) cursor
- ☞ Press the **END** button

## **TRUNK FORCED RELEASE**

Allows you to remove an outside line from service.

### **Operation**

This feature is performed by using the display and the Soft Function buttons.

To get to the Trunk Forced Release prompts:

- ☞ Press the **ETC** button two times and the display will show:  
LOCK SRL    TRL    CRL  
F1   F2    F3    F4    F5    F6
- ☞ Press the **F3 TRL** button and the display will show:  
\*\*\*Trunk Forced Release (Trunk)\*\*\*  
<Trunk\_>  
DISP CON    RLS    GRP  
F1   F2    F3    F4    F5    F6

To release an individual outside line from service:

- ☞ Dial the outside line number **001-224** and the display will show the current status:  
<TRUNK 1> Trunk idle
- ☞ Press the **F3 RLS** button to release an outside line from service
- ☞ Press the **F2 CON** button to put an outside line in service
- ☞ Press the **END** button

To release an outside line group from service:

- ☞ Press the **F4 GRP** button and the display will show:  
\*\*\*Trunk Forced Release (GROUP)\*\*\*  
<GROUP\_>  
CON    RLS  
F1   F2    F3    F4    F5    F6
- ☞ Dial the outside line group number **01-60**
- ☞ Press the **F3 RLS** button to release an outside line group from service
- ☞ Press the **F2 CON** button to put an outside line group in service
- ☞ Press the **END** button

To display all outside line status:

- ☞ Press the **F1 DISP** button after you have entered an outside line number **001-224** and the display will show:

```
***Trunk Forced Release (Trunk)***
 1  2  3  4  5  6  7  8  9  10
IDL IDL RLS RLS IDL IDL IDL IDL IDL IDL
UP  DOWN <_ >_ DISP
F1  F2  F3  F4  F5
```

- ☞ The first line of numbers represents the outside line numbers
  - ☞ The second line of numbers represents the current status
  - ☞ Pressing the **F1 UP** button displays the next 10 outside line numbers
  - ☞ Pressing the **F2 DOWN** button displays the previous 10 outside line numbers
  - ☞ Pressing the **F3 <\_** button moves the ( ) cursor to the left
  - ☞ Pressing the **F4 >\_** button moves the ( ) cursor to the right
  - ☞ Pressing the **F5 DISP** button displays the status for the outside line above the ( ) cursor
- ☞ Press the **END** button

IWATSU ENTERPRISE-CS

**Section 7 –  
SIP & Single Line  
Telephone  
User Guide**

IWATSU ENTERPRISE-CS

## SIP and SINGLE LINE TELEPHONES

This section lists the operations for the Iwatsu Enterprise-CS features which may be accessed by SIP and Single Line Telephones.

The feature operation codes listed in this guide are the preset codes that are automatically present when the Iwatsu Enterprise-CS is turned on. Your system installer may assign different codes based on individual system requirements.

### ***Single Line Telephones (SLT)***

Both Touch-Tone and Rotary Dial Single Line Telephones may be used with the Iwatsu Enterprise-CS. Single Line Telephones may use many ECS features by pressing and releasing the receiver button, quickly followed by the dialing of a feature operation code.



### **Single Line Telephone (SLT)**

### ***Session Initiation Protocol (SIP) Telephones***

SIP telephones have access to many of the ECS system features accessible from single line telephones using SLT access codes. Each feature is noted where SIP and SLT features differentiate.

**Note:** Due to the multitude of SIP station manufacturers, SIP features and functionality on your SIP station may vary. The features listed in this section have been tested and function using the Polycom IP SoundPoint 601 SIP station. Iwatsu Voice Networks does not guarantee operation of the third party device beyond publishing what we have tested including the software level of the device.



### **Polycom IP SoundPoint 601 SIP Station**

## **BASIC FEATURES**

### ***MAKING A 911 CALL***

#### ***Operation***

From an outside or inside line:

- ☞ Go off-hook.
- ☞ Dial 911.

You will be connected to your local Public Safety Answering Point (PSAP).

### ***MAKING AN OUTGOING CALL***

#### ***Operation***

- ☞ Lift the receiver.
- ☞ Dial the access code for an outside line (assigned by the system installer).
- ☞ Wait for the dial tone.
- ☞ Dial the desired phone number.

If you make a dialing mistake, hang up and try again.

### ***RECEIVING AN INCOMING CALL***

#### ***Operation***

When your phone rings:

- ☞ Lift the receiver and you will be connected to the call.

### ***MAKING AN INTERCOM CALL***

#### ***Operation***

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the desired extension number.

### ***RECEIVING AN INTERCOM CALL***

#### ***Operation***

When your phone rings:

- ☞ Lift the receiver and you will be connected to the call.

### ***MAKING AN INTERCOM GROUP CALL***

#### ***Operation***

- ☞ Dial the Intercom Group access number at the Intercom dial tone.

## **MAKING AN E-RESPONSE HELP CALL**

### **Operation**

☞ Lift the receiver or press [SPKR] and remain off hook on ICM for a duration that exceeds the amount of time programmed in the system.

**Or**

☞ Lift the receiver to make an intercom call. Begin dialing. Between digits stop dialing for more than 10 seconds.

**Or**

☞ Dial the E-Response Group access number at Intercom dial tone.

**SIP – Not Supported.**

## **TRANSFERRING A CALL TO ANOTHER EXTENSION**

### **Operation**

When speaking on an outside line:

☞ Press and release the receiver button quickly or press the Flash key.

☞ Wait for the dial tone.

☞ Dial the desired extension number.

☞ Hang up or announce the call, then hang up.

(Polycom SIP Station)

☞ Press the Transfer soft key.

☞ Dial the desired extension number.

☞ For blind transfer: Press the Blind soft key and then hang up.

☞ For screened transfer: Press the Dial soft key, dial the extension, announce the call and then hang up.

If the call is not answered it will return to your phone.

## **PUTTING A CALL ON HOLD**

### **Operation**

When speaking on an outside line:

☞ Press the Hold button on the telephone.

**Or**

☞ Press and release the receiver button quickly or press the Flash key.

☞ Dial the Exclusive Hold code **5 0 8**

☞ Hang up.

A call placed on Hold may only be picked up by the extension that placed the call on Hold.

## **PICKING UP A CALL ON HOLD**

### **Operation**

- ☞ Lift the receiver.
- ☞ Press the Hold button to be connected to the call.

### **Or**

- ☞ Dial the Exclusive Hold code **508** and you will be connected to the call.

## **PUTTING A CALL ON CALL PARK**

Call Park is similar to Hold but allows others to retrieve a call from another extension.

### **Operation**

When speaking on an outside line:

- ☞ Press and release the receiver button quickly or press the Flash key. (or for Polycom press Hold).
- ☞ Wait for the dial tone.
- ☞ Dial the Call Park code **512**.
- ☞ Wait for a confirmation tone.
- ☞ Hang up.

To pick up a call on Call Park at your extension:

- ☞ Lift the receiver.
- ☞ Dial the Call Park code **512** and you will be connected to the call.

To pick up a call on Call Park from another extension:

- ☞ Lift the receiver.
- ☞ Dial the Call Park Pick-Up code **513**.
- ☞ Dial the extension number of the extension that placed the call on Call Park.

To pick up a call on Call Park at the attendant position:

- ☞ Lift the receiver.
- ☞ Dial the number announced by the attendant.

## **HANDLING A SECOND CALL**

### **Operation**

While on an outside or intercom call, if you receive a second call and do not want to hang up on the first call:

- ☞ Place the first call on Hold or Call Park.
- ☞ Hang up or press the receiver button.
- ☞ Answer the second call.

To return to the first call:

- ☞ Dial the Hold or Call Park code.

**SIP – Not Supported.**

## ADVANCED FEATURES

### ACCOUNT CODE

#### **Operation**

When speaking on an outside line:

- ☞ Press and release the receiver button quickly or press the Flash key.
- ☞ Dial the Account code **547**.
- ☞ Dial the desired account code.
- ☞ Dial **\***.
- ☞ Press and release the receiver button quickly or press the Flash key.

### ALL ATTENDANTS CALL

Allows you to call all attendants.

#### **Operation**

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the assigned access code.

### BUSY INTERCOM CALLBACK

#### **Operation**

When you make an intercom call and the extension is busy:

- ☞ Do not hang up.
- ☞ Press and release the receiver button quickly.
- ☞ Wait for the dial tone.
- ☞ Dial the Busy Intercom Callback code **518**.
- ☞ Wait for a confirmation tone.
- ☞ Hang up.

To cancel:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Cancel code **501**.
- ☞ Dial the Busy Intercom Callback code **518**.
- ☞ Wait for a confirmation tone.
- ☞ Hang up.

**SIP – Not Supported.**

## **BUSY NUMBER CALLBACK**

### **Operation**

When you dial an outside number and there is no answer or a busy signal:

- ☞ Do not hang up.
- ☞ Press and release the receiver button quickly.
- ☞ Wait for the dial tone.
- ☞ Dial the Busy Number Callback code **507**.
- ☞ Wait for a confirmation tone.
- ☞ Hang up and the ECS will call you back periodically to try calling again.

To change the callback interval:

- ☞ Dial the desired interval time in minutes **0-9** before you hang up.

When your phone rings:

- ☞ Lift the receiver.

The number will automatically be dialed.

To cancel:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Cancel code **501**.
- ☞ Wait for a confirmation tone.
- ☞ Hang up.

**SIP – Not Supported.**

## **BUSY OUTSIDE LINE QUEUING**

### **Operation**

When attempting to make an outside call and all lines are busy:

- ☞ Do not hang up.
- ☞ Dial the Busy Outside Line Queue code **506**.
- ☞ Wait for a confirmation tone.
- ☞ Hang up.

The ECS will call you back when an outside line becomes free. If you previously dialed the outside number, that number will automatically be dialed when the receiver is picked up.

To cancel:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Cancel code **501**.
- ☞ Dial the Busy Outside Line code **506**.
- ☞ Wait for a confirmation tone.
- ☞ Hang up.

**SIP – Not Supported.**

## **CALL PARK / SWAP**

### **Operation**

When you have a call on Call Park and are involved in a second call and wish to alternate between calls:

- ☞ Press and release the receiver button quickly or press the Flash key. (or for Polycom press Hold).
- ☞ Dial the Call Park code **512** and you will be connected to the call that was on Call Park and the second call will be placed on Call Park.

You may continue to alternate between calls by repeating the above procedure.

## **CALL PICK-UP**

There are three types of Call Pick-Up: Direct Call Pick-Up, Internal Group Call Pick-Up, and External Group Call Pick-Up.

### ***DIRECT CALL PICK-UP***

Allows you to answer a call ringing at any extension in the office.

#### ***Operation***

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Direct Call Pick-Up code **511**.
- ☞ Dial the extension number of the ringing phone.

### ***INTERNAL GROUP CALL PICK-UP***

Allows extensions to be grouped together. This eliminates the need to dial the ringing extension number to answer the call.

#### ***Operation***

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Internal Group Call Pick-Up code **509**.

### ***EXTERNAL GROUP CALL PICK-UP***

Answer a ringing Group Call Pick-Up group call when you do not belong to that group.

#### ***Operation***

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the External Group Call Pick-Up code **510**.
- ☞ Dial the External Group external group number.

## **CAMP-ON**

### **Operation**

When you want to transfer a call to an extension that is busy:

- ☞ Do not hang up.
- ☞ Press and release the receiver button quickly or press the Flash key.
- ☞ Wait for the dial tone.
- ☞ Dial the desired extension number.
- ☞ Hang up.

(Polycom):

While on an outside call:

- ☞ Press the transfer soft key.
- ☞ Dial the extension.
- ☞ When you hear busy ring back tone.
- ☞ Press the transfer soft key.

To answer a Camp-On call:

- ☞ Hang up on the first call.
- ☞ Answer the second call.

**Or**

- ☞ Place the first call on Hold or Call Park.
- ☞ Hang up or press the receiver button.
- ☞ Answer the second call.

**SIP – Not Supported.**

## **CLEAR CALL**

### **Operation**

When you make an intercom call, but the called extension cannot be reached, and you wish to call another extension:

- ☞ Do not hang up.
- ☞ Dial the second extension number.

**SIP – Not Supported.**

## **CONFERENCE**

### **ADD-ON**

(up to 1 outside & 3 inside parties or 4 inside parties)

#### **Operation**

While speaking on an outside or intercom call:

- ☞ Press and release the receiver button quickly or press the Flash key.
- ☞ Dial the extension number of the party you wish to add.
- ☞ When the party answers, press and release the receiver button quickly or press the Flash key.

After you hear a tone, all parties will be connected.

To add another extension, repeat the same procedure.

Polycom SIP station – Not supported.

### **MULTI-LINE**

(Up to 3 outside & 1 inside parties)

#### **Operation**

While speaking on an outside call:

- ☞ Press and release the receiver button quickly or press the Flash key.
- ☞ Dial the Exclusive Hold code **508**.
- ☞ Press and release the receiver button quickly or press the Flash key.
- ☞ Dial the second outside party.
- ☞ Wait for the second party to answer.
- ☞ Press and release the receiver button.
- ☞ Dial the Conference Code **516** and all parties will be connected.

To add the 3rd outside line, repeat the same procedure.

(Polycom SIP Station)

- ☞ Press the Hold soft key.
- ☞ Dial the Exclusive Hold code **508**.
- ☞ Hang up.
- ☞ Dial the second outside party.
- ☞ Press the Hold soft key.
- ☞ Dial the Conference Code **516** and all parties will be connected.

## **TRUNK-TO-TRUNK**

(Up to 2 outside parties)

### **Operation**

When you are speaking with two outside parties in a Multi-line Conference call and wish to leave the call:

- ☞ Press and release the receiver button quickly or press the Flash key.
- ☞ Dial the Conference code **508**.
- ☞ Hang up.

(Polycom SIP Station):

- ☞ Press the Hold soft key.
- ☞ Dial the Conference code **508**.
- ☞ Hang up.

To get back in the Multi-line Conference:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Exclusive Hold code **508** and you will be connected to the original conference call.

## **CONSULTATION HOLD**

### **Operation**

- ☞ Press the Hold button.

**Or**

- ☞ While on an outside call, press and release the receiver button quickly or press the Flash key.

## **DO NOT DISTURB**

### **Operation**

To turn on:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Do Not Disturb code **523**.
- ☞ Wait for a confirmation tone.
- ☞ Hang up.

To turn off:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Cancel code **501**.
- ☞ Dial the Do Not Disturb code **523**.
- ☞ Wait for a confirmation tone.
- ☞ Hang up.

## **FLASH**

### **Operation**

For Long Flash:

- ☞ Press and release the receiver button quickly or press the Flash key.
- ☞ Dial the Long Flash code **514**.
- ☞ Dial new number.

For Short Flash (*Centrex or PBX use*):

- ☞ Press and release the receiver button quickly or press the Flash key.
- ☞ Dial the Short Flash code **515**.
- ☞ Dial new number or feature code.

The Flash key can only be used when the call is connected.

## **CALL FORWARDING**

### **SET FORWARD DESTINATION**

#### **Operation**

- ☞ Lift the receiver (handset).
- ☞ Enter the Call Forward Code **522**.
- ☞ Enter the Call Type you wish to forward:
  - 1 = All calls (CO/Intercom).
  - 2 = CO calls only.
  - 3 = Intercom calls only.
- ☞ Enter the Flexible Call Forward Mode:
  - 1 = All calls to another extension or hunt group.
  - 2 = Busy/No Answer calls to another extension or hunt group.
  - 3 = No Answer calls to another extension or hunt group.
  - 4 = All Calls forward to an external number (using Personal Speed Dial Codes 90-99).
- ☞ Do one of the following:
  - If you chose Mode 1,2, or 3, enter the extension or hunt group number.
  - If you chose Mode 4, enter the Personal Speed Dial Code (90-99).

**Note:** When the setting is valid, you will hear a confirmation tone. If the setting is invalid, you will hear a warning tone.

- ☞ Hang up.

### **FORWARD CANCEL**

You may cancel the forwarding of All calls, CO calls only, or Intercom calls only.

#### **Operation**

- ☞ Lift the receiver (handset).
- ☞ Enter the Cancel Code **501**.
- ☞ Enter the Call Forward Code **522**.
- ☞ Enter the Call Type number you wish to cancel:
  - 1 = All calls (CO/Intercom).
  - 2 = CO calls only.
  - 3 = Intercom calls only.

**Note:** When the setting is valid, you will hear a confirmation tone.  
If the setting is invalid, you will hear a warning tone.

### **FOLLOW ME**

When you move to a different extension, you may change the forwarding destination from the extension you originally set to the extension which you are now using.

#### **Operation**

- ☞ Lift the receiver (handset) or press **SPKR**.
- ☞ Enter the Call Forward Follow Me Code **522**.
- ☞ Enter the Call Type you wish to forward:
  - 1 = All calls (CO/Intercom).
  - 2 = CO calls only.
  - 3 = Intercom calls only.
- ☞ Enter the extension number of the originating forwarding station.

**Note:** When the setting is valid, you will hear a confirmation tone.  
If the setting is invalid, you will hear a warning tone.

### **FLOATING OUTSIDE LINE GROUP ACCESS**

#### **Operation**

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the outside line group number **01-60** or **00** for the desired group.

## **FORCED/VERIFIED ACCOUNT CODE**

### **Operation**

- ☞ Lift the receiver.
- ☞ Dial the access code for an outside line (assigned by the system installer).
- ☞ Wait for the dial tone.
- ☞ Dial the desired phone number.
- ☞ Dial .
- ☞ Wait for the account code entry tone.
- ☞ Dial a code.
- ☞ Dial  only if your code entry is variable in length.

## **GROUP PARK**

### **Operation**

To retrieve a call in Group Park:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Group Park code.

## **HOT LINE**

### **Operation**

If your telephone is programmed for use as a Hot Line:

- ☞ Lift the receiver, and you will automatically call the preprogrammed extension.

**SIP – Not Supported.**

## **HOWLER TONE**

### **Operation**

- ☞ Replace the receiver on the receiver button.

**SIP – Not Supported.**

## **LAST NUMBER REDIAL**

### **Operation**

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Press the Redial button on the telephone.

### **Or**

- ☞ Dial the Last Number Redial code **505** if you have a Rotary Dial Telephone.

## **MASTER HUNT GROUPS**

### **Operation**

To call a Hunt Group:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Hunt Group access code.

## MESSAGE WAITING

**Note:**

This feature is not available when the ECS is using the MBOX feature.

**Operation**

To leave a message:

When the extension you are calling is busy or does not answer:

- ☞ Do not hang up.
- ☞ Press and release the receiver button quickly or press the Flash key.
- ☞ Wait for the dial tone.
- ☞ Dial the Message code **519**.
- ☞ Wait for a confirmation tone.
- ☞ Hang up.

To cancel a message:

If you want to cancel a message you left at another extension:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Cancel code **501**.
- ☞ Dial the Message code **519**.
- ☞ Dial the extension number.
- ☞ Wait for a confirmation tone.
- ☞ Hang up.

To answer messages:

When the message lamp on your phone is flashing:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Message code **519** and the ECS will automatically call the extension that left the message.

**Or**

- ☞ Press the Message button on the telephone.

## **OFF-HOOK OUTGOING CALL**

### **Operation**

- ☞ Lift the receiver and the ECS will automatically dial the outside number.

**SIP – Not Supported.**

## **OFF-HOOK OUTSIDE LINE QUEUING**

### **Operation**

To wait for an outside line:

- ☞ Stay on the line until you hear the dial tone.

**SIP – Not Supported.**

## **PAGING**

### **ALL CALL**

Allows you to make an announcement either through the speakers in the Digital Telephones or an External Paging System.

### **Operation**

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the All Call code (assigned by the system installer).
- ☞ Wait for the Page tone.
- ☞ Make an announcement.
- ☞ Hang up.

### **GROUP CALL (Internal)**

Allows you to page through the speaker in a group of phones.

### **Operation**

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Group Call code (assigned by the system installer).
- ☞ Wait for the Page tone.
- ☞ Make an announcement.
- ☞ Hang up.

### **ZONE PAGE (External)**

Allows you to access individual groups of external speakers.

#### **Operation**

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Zone Page code (assigned by the system installer).
- ☞ Wait for the Page tone.
- ☞ Make an announcement.
- ☞ Hang up.

### **MEET-ME PAGE ANSWER**

Allows you to answer a page from any phone that is in the same Meet-Me Page Answer group.

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Meet-Me Page Answer code **524** and you will be connected to the extension that made the page.

### **PRE-RINGING**

This programming option allows calls to Single Line Telephones to receive a short ring before the normal ring signaling begins.

This feature helps reduce the noise level in the office environment.

#### **Operation**

- ☞ None.

## ***PRIVATE LINE***

### ***Operation***

- ☞ None.

## ***PROTECTED EXTENSION***

### ***Operation***

- ☞ None.

## ***SHIFT CALL***

### ***Operation***

When you make an intercom call, but the called extension cannot be reached, and you wish to call another extension:

- ☞ Do not hang up.
- ☞ Dial the last digit of the next desired extension number.

***SIP – Not Supported.***

## **SPEED DIAL**

### **PERSONAL SPEED DIAL REGISTRATION**

#### **Operation**

To register Personal Speed Dial Numbers (with an outside line group):

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Speed Dial Registration code **504**.
- ☞ Dial the Personal Speed Dial code **90-99**.
- ☞ Wait for the tone.
- ☞ Dial the access code for the outside line group.
- ☞ Wait for the dial tone.
- ☞ Dial the phone number.
- ☞ Hang up.

Repeat the procedure to enter additional numbers.

To register Personal Speed Dial Numbers (without an outside line group):

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Speed Dial Registration code **503**.
- ☞ Dial the Personal Speed Dial code **90-99**.
- ☞ Wait for the dial tone.
- ☞ Dial the phone number.
- ☞ Hang up.

Repeat the procedure to enter additional numbers.

To register a pause:

When registering the telephone number, at the place where you want to insert a pause:

- ☞ Dial **\***.
- ☞ Dial **1-9** for the desired pause time in seconds.

Note: Pause may not be used on ISDN PRI or ISDN BRI lines.

To register the  symbol in a number:

When registering the telephone number, at the place where you want to insert a :

☞ Dial .

Note:  may not be used on ISDN PRI or ISDN BRI lines.

## **TO SPEED DIAL A NUMBER**

### **Operation**

If you have a Touch-tone Phone:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial .
- ☞ Dial the Speed Dial code.

The system will automatically dial the registered number.

If you have a Rotary Dial Phone:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Speed Dial Access code .
- ☞ Dial the Speed Dial code.

The system will automatically dial the registered number.

## **STATION RESTRICTION PASSWORD**

### **Operation**

To restrict your phone:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Station Restriction Password code **527**.
- ☞ Dial your password.
- ☞ Hang up.

To cancel restriction at your phone:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Cancel code **501**.
- ☞ Dial the Station Restriction Password code **527**.
- ☞ Dial your password.
- ☞ Hang up.

## **SINGLE LINE MESSAGE WAITING STUTTER DIAL TONE**

When a Single Line Telephone that has a message goes off-hook, the Iwatsu Enterprise-CS automatically sends an intermittent tone for 2 seconds before normal dial tone is heard. This feature alerts you of messages.

### **Operation**

To determine if you have a message on a Single Line Telephone:

- ☞ From the telephone's idle state, go off hook.
- ☞ If a message exists, you will hear a stutter dial tone.

**SIP – Not Supported from the system. The SIP telephone controls its own dial tone. Your specific telephone may have this feature.**

## **SYSTEM ANNOUNCEMENT MESSAGE**

### **Operation**

To play the System Announcement Message:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the System Announcement Message code **525**.

## **TONE/VOICE CALLING**

### **Operation**

To switch the calling mode to a Digital Telephone:

- ☞ Dial the extension number.
- ☞ Dial **#**.

## **TRANSFER TO PARK**

### **Operation**

You may transfer a call to the call park orbit of another extension:

- ☞ Press and release the receiver button quickly or press the Flash key.
  - ☞ Dial the Transfer to Call Park code **553**.
  - ☞ Dial the Extension Number.
  - ☞ Hang up.
- (Polycom SIP Station)
- ☞ Press the Hold soft key.
  - ☞ Dial the Transfer to Call Park code **553**.
  - ☞ Dial the Extension Number.
  - ☞ Hang up.

## **UNANSWERED INCOMING OUTSIDE LINE WARNING TONE**

### **Operation**

- ☞ None

## **UNIVERSAL NIGHT ANSWER**

### **Operation**

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Universal Night Answer code **546** and you will be connected to the incoming call.

## **VOICE MAIL MESSAGE**

To access your mailbox:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Mailbox access code.
- ☞ Dial **#**.
- ☞ Follow the voice mail prompts.

# **Section 8 – Digital Doorphone User Guide**

IWATSU ENTERPRISE-CS

## DIGITAL DOORPHONES

Digital Doorphones provide an economical and simple method to allow visitors to make an intercom call to gain entrance to your building.

### **Operation**

To place a call from a Digital Doorphone:

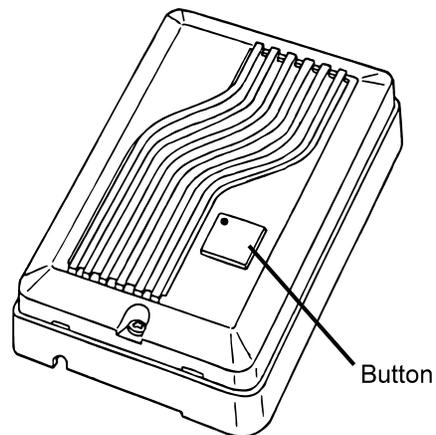
- ☞ Press and release the button on the Digital Doorphone, you will hear a ringing tone and the lamp on the button will change from red to green
- ☞ Wait for an answer
- ☞ Announce yourself

To call a Digital Doorphone:

- ☞ Lift the receiver
- ☞ Dial the assigned extension number

**Or**

- ☞ Press the DSS button assigned for the desired Digital Doorphone
- ☞ Make an announcement



DIGITAL DOORPHONE

IWATSU ENTERPRISE-CS

**Section 9 –  
Direct Inward  
System Access (DISA)  
User Guide**

IWATSU ENTERPRISE-CS

## DIRECT INWARD SYSTEM ACCESS (DISA)

Direct Inward System Access (DISA) allows an external caller to access Iwatsu Enterprise-CS intercom dial tone by dialing the phone number of an outside line that is dedicated for DISA. DISA gives the external caller the ability to make intercom, hunt group, and external calls, the ability to forward calls, and access to the paging system. The feature operations for DISA calls are the same as those for the Single Line Telephone. Use of certain DISA features requires a security password to control abuse. The password may be six digits in length. External calls and paging access require the use of a password. The IX-RMPU card is required for DISA operation.

### **Operation**

When the ECS answers the call, the caller will hear either a message or a special DISA dial tone.

To interrupt the message:

- ☞ Press **# #** and you will hear DISA dial tone

To make an intercom or hunt group call:

- ☞ Press **# #** and you will hear DISA dial tone
- ☞ Dial the desired extension number or hunt group access code

To access to all DISA features:

- ☞ Press **# #** and you will hear DISA dial tone
- ☞ Dial **\***
- ☞ Dial the assigned password and you will have the calling capabilities assigned to the DISA line

**Or**

- ☞ Dial an extension number followed by that extension's Station Restriction Password and you will have the same calling capabilities as that extension
- ☞ Wait for the intercom dial tone
- ☞ Dial the desired extension number, hunt group access code, paging access code or outside line access code and phone number

To register a flash to make another call:

- ☞ Dial **# #**
- ☞ Once an outside call has been made, another call may not be placed.

To access an outside line through DISA using an account code:

- ☞ Press **# #** and you will hear DISA dial tone
- ☞ Dial **\***
- ☞ Dial an extension number followed by that extension's Station Restriction Password and you will have the same calling capabilities as that extension
- ☞ Wait for the intercom dial tone
- ☞ Dial **\* \***
- ☞ Enter the account code
- ☞ Dial **\***
- ☞ Wait for the intercom dial tone
- ☞ Dial the desired outside line access code and phone number

To set forward via DIRECT INWARD SYSTEM ACCESS (DISA):

- ☞ Press **# #** and you will hear DISA dial tone
- ☞ Dial **\***
- ☞ Dial an extension number followed by that extension's Station Restriction Password and you will have the same calling capabilities as that extension
- ☞ Wait for the intercom dial tone
- ☞ Enter the Call Forward Code **5 2 2**
- ☞ Enter the Call Type you wish to forward
  - 1 = All calls (CO/Intercom)
  - 2 = CO calls only
  - 3 = Intercom calls only
- ☞ Enter the Flexible Call Forward Mode
  - 1 = All calls to another extension or hunt group
  - 2 = Busy/No Answer calls to another extension or hunt group
  - 3 = No Answer calls to another extension or hunt group
  - 4 = All Calls forward to an external number (using Personal Speed Dial Codes 90-99)
- ☞ Do one of the following
  - If you chose Mode 1,2, or 3, enter the extension or hunt group number
  - If you chose Mode 4, enter the Personal Speed Dial Code (90-99)
- ☞ Dial **#**
- ☞ Wait for a confirmation tone
- ☞ Hang up

To cancel via DIRECT INWARD SYSTEM ACCESS (DISA)

- ☞ Press **# #** and you will hear DISA dial tone
- ☞ Dial **\***
- ☞ Dial an extension number followed by that extension's Station Restriction Password and you will have the same calling capabilities as that extension
- ☞ Wait for the intercom dial tone
- ☞ Press **5 0 1**
- ☞ Enter the Call Forward Code **5 2 2**
- ☞ Enter the Call Type number you wish to cancel
  - 1 = All calls (CO/Intercom)
  - 2 = CO calls only
  - 3 = Intercom calls only
- ☞ Wait for a confirmation tone
- ☞ Hang up

IWATSU ENTERPRISE-CS

# **Section 10 – Hospitality Features User Guide**

IWATSU ENTERPRISE-CS

## **HOSPITALITY FEATURES**

The Iwatsu Enterprise-CS software has been designed to include features that are specific to the Hotel/Motel industry. These features include Intercom Call Restriction, Message Waiting notification, Room Status indication and Wake-Up Call. Each feature is described below with the procedure for its operation.

### ***911 SUPPORT***

At default, the ECS is programmed to automatically contact your local Public Safety Answering Point (PSAP) when 911 is dialed. In addition, Iwatsu Enterprise-CS is one of the only systems that support Enhanced 911 Service. Enhanced 911 Service ensures that when 911 is dialed from a system extension, information that allows the PSAP to identify the caller's location in a building is sent to the PSAP along with the call. Check with your system installer or Authorized Iwatsu Distributor to make sure your system is programmed for Enhanced 911 Service.

#### ***Operation***

From an outside or inside line:

- ☞ Go off-hook
- ☞ Dial 911

You will be connected to your local Public Safety Answering Point (PSAP).

### ***INTERCOM CALL RESTRICTION***

The Iwatsu Enterprise-CS may be programmed to restrict guest rooms from calling each other to eliminate prank calls. Guests may still make intercom calls to the Hotel/Motel's administrative extensions.

#### ***Operation***

- ☞ None

## **MESSAGE WAITING CONTROL**

Allows you to inform a guest that there is a message waiting for them by lighting a Message Waiting Lamp on the phone in their room. This operation allows you to send a message without having the phone ring.

### **Operation**

To turn Message Waiting on:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Message Waiting Control button **MSG CTRL**
- ☞ Dial the guest room extension number
- ☞ Press the Connect button **CNCT** to leave a message
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

To cancel Message Waiting:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Message Waiting Control button **MSG CTRL**
- ☞ Dial the guest room extension number
- ☞ Press the Release button **RLS** to cancel a message
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

To reply to a message from a guest room:

- ☞ Lift the receiver
- ☞ Wait for dial tone
- ☞ Dial the extension number for the operator or message center

## **ROOM STATUS**

The buttons on a Direct Station Selection Unit (DSS) may be programmed to inform you of the status of your guest rooms. There are nine status indications:

- ☞ VACANT-READY (CLEANING CONFIRMED)
- ☞ VACANT-TO BE CLEANED
- ☞ VACANT-CLEANED
  
- ☞ OCCUPIED (IN ROOM)-READY (CLEANING CONFIRMED)
- ☞ OCCUPIED (IN ROOM)-TO BE CLEANED
- ☞ OCCUPIED (IN ROOM)-CLEANED
  
- ☞ OCCUPIED (OUT OF ROOM)-READY (CLEANING CONFIRMED)
- ☞ OCCUPIED (OUT OF ROOM)-TO BE CLEANED
- ☞ OCCUPIED (OUT OF ROOM)-CLEANED

When the status of a guest room is changed from the OCCUPIED (IN ROOM) status category to another category the guest room phone will be restricted.

The maid may change the status of the guest room from TO BE CLEANED to CLEANED by dialing a code from the guest room phone. The supervisor, after inspection of the cleaning, may change the status of the guest room from CLEANED to READY (CLEANING CONFIRMED) by dialing a code from the guest room phone.

### **Operation**

To change the status of a guest room from the DSS:

- ☞ Press the button on the DSS representing the guest room to have its status changed
- ☞ Press the button representing the desired Room Status and the lamp on that button will change to represent the new status

<b>Room Status</b>	<b>Button Lamp</b>	<b>Call Externally</b>
Vacant-Ready	off	no
Vacant-To Be Cleaned	red-fast flash	no
Vacant-Cleaned	red-slow flash	no
Occupied (In Room)-Ready	green	yes
Occupied (In Room)-To Be Cleaned	green & red-fast flash	yes
Occupied (In Room)-Cleaned	green & red-slow flash	yes
Occupied (Out of Room)-Ready	green-slow flash	no
Occupied (Out of Room)-To Be Cleaned	green-slow flash & red-fast flash	no
Occupied (Out of Room)-Cleaned	green-slow flash & red-slow flash	no

To change the status of a guest room from the guest room:

#### **FROM TO BE CLEANED to CLEANED**

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial **5 3 6**
- ☞ Wait for the confirmation tone
- ☞ Hang up

#### **FROM TO BE CLEANED or CLEANED to READY**

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial **5 3 7**
- ☞ Wait for the confirmation tone
- ☞ Hang up

## **WAKE-UP CALL**

Allows you or a guest to enter the time that they wish to be notified that it is time to wake-up. Guests are notified by having their phone ring five minutes prior to the time that was set. If there is not an answer to the first attempt, the ECS will call the guest room at the time set.

The guest room phone will ring five times. When the receiver is lifted the guest has the option of hearing Music On Hold or either a prerecorded or customized message if the system is equipped with the Message Card and associated hardware.

### **Operation**

To set a wake-up time from the Attendant Position:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Wake-Up Call button **WAKE**
- ☞ Dial the guest room's extension number
- ☞ Wait for a confirmation tone
- ☞ Dial the wake-up time in military time **H H : M M**
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

To cancel a wake-up time from the Attendant position:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Wake-Up Call button **WAKE** then dial **\*#**
- ☞ Wait for a confirmation tone
- ☞ Dial the guest room extension number
- ☞ Press the Speaker button **SPKR**

To display a wake-up time from the Attendant position:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Wake-Up Call button **WAKE**
- ☞ Dial the guest room extension number
- ☞ Wait for a confirmation tone and the time will be displayed
- ☞ Press the Speaker button **SPKR**

To set a wake-up call from a guest room:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the Wake-Up Call code **5 2 6**
- ☞ Wait for a confirmation tone
- ☞ Dial the wake-up time in military time **HH : MM**
- ☞ Wait for a confirmation tone
- ☞ Hang up

To cancel a wake-up call from a guest room:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the Cancel code **5 0 1**
- ☞ Dial the Wake-Up Call code **5 2 6**
- ☞ Wait for a confirmation tone
- ☞ Hang up

### **WAKE-UP CALL REPORT**

If your system is equipped with a printer you may have the status of Wake-Up Call attempts printed as they occur.

An example of the print out is below.

DATE	TIME	TEL	ANSWER
07/29	08:20	230	O

The result of the call attempt is shown under the ANSWER column.

O = call was answered, X = call was not answered.