

FEATURE OPERATION CODES

All features listed except those marked with a † require the user to lift the receiver before operating the feature. Press [FEAT]+[#]+[9]+[button] to determine the function of a button.

Absence Message	
Return Time	[Absence Message] + 1 + HH:MM
Return Date	[Absence Message] + 2 + DD
Meeting Time	[Absence Message] + 3 + HH:MM
Telephone No.	[Absence Message] + 4 + (Phone No.) + #
Cancel	[Absence Message] + *
Account Code	
Auto Repeat Dial	[Auto Repeat Dial] + (Code) + *
Cancel	[Auto Repeat Dial] + *
BGM-On†	
Off†	[BGM]
Busy ICM Callback	
Cancel	[ICM Call Back] + *
Busy Number Callback	
Cancel	[Timed Trunk Queue] + *
Busy Trunk Queue	
Cancel	[Trunk Queuing] + *
Call Coverage [CCV]	
Immediate	[Delayed n], [Immed. n], [No ring n]
Delay Indication	[CCV] + 1
No Ring	[CCV] + 2
Call Mode Change	Tone to Voice: ICM extension + #
Call Mode Change†	Voice to Tone: [Calling Mode CHG]
Call Park Pick Up	[Call Park Pickup] + Ext.No.
Call Pick Up	
Internal Group	[Call Pickup In]
External Group	[Call Pickup Out] + Group No.
Direct Extension	[Spec. Call Pickup] + Ext.No.
Conference	
Add On	[TRAN] + Ext.No. + [ADD]
Multi Line	[HOLD] + (Line 2) + [ADD] + (Line 1)
Trunk to Trunk	[HOLD]
Display Change	
Extension Lock	[LCD Mode Change]
Release	[Station Lockout] + (Password)
Flexible Call Forwarding	[Station Lockout] + (Password)
All	[FORWARD] + Call Type (1-3) + 1 + (Destination)
Busy/No Answer	[FORWARD] + Call Type (1-3) + 2 + (Destination)
No Answer	[FORWARD] + Call Type (1-3) + 3 + (Destination)
All External	[FORWARD] + Call Type (1-3) + 4 + (Destination (90-99))
Cancel	[FORWARD] + * + Call Type (1-4)
Follow Me	[FORWARD] + [FORWARD] + Call Type + (Ext. No.)
Flash-Short	[Short Flash]
Last No. Redial	[SPEED] + #
Meet-Me Page Answer	[Meet Me]
Memo Dial	
Set	[Memo Dial] + (Phone No.) + [Memo Dial]
Dial	[Memo Dial]
Message Waiting	
Set	[MESSAGE] + #
Cancel	[MESSAGE] + * + Ext.No.
Display	[MESSAGE]
Answer	[MESSAGE] + #
Clear	[MESSAGE] + * *
Privacy Release	
Save No. Redial	[Privacy Release]
Save No. Redial	
Save No. Redial	[Save No. Redial]
Speaker Phone	
Full/Half duplex	[Speaker Duplex] or [FEAT] + [6] + [6]
Speed Dial Registration†	
Number	[FEAT] + [SPEED] + (Code) + (Phone No.) + [FEAT]
Trunk Group	[FEAT] + [SPEED] + # + (Code) + (LineNo.) + [FEAT]
Name	[FEAT] + [SPEED] + * + (Code) + (Name) + [FEAT]
Speed Dial	[SPEED] + (Code)
Speed Dial-Scroll	[SPEED] + * + (Code) + */# + [SPEED]
Transfer to Park	[TRAN] + [PARK] + Ext.No.
Time Reminder	
Set	[Reminder] + HH:MM
Cancel	[Reminder] + *
Universal Night Answer	[UNA Pickup]
Whisper Page	Press *

Depending on the hardware, software and programmed functions in your Iwatsu system, available features and feature operations may differ from those listed in this guide. For more information contact your authorized Iwatsu distributor.



IWATSU
Platinum Series
enterprise 3.0

Quick Reference Guide

▶▶ For Platinum Series
IP & Digital Station Users

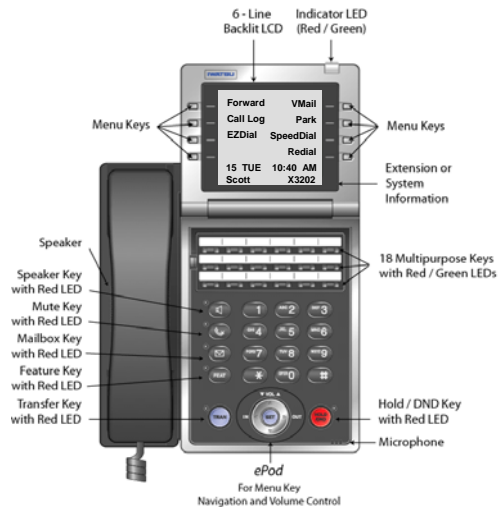
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INTRODUCTION




The Enterprise 18i/d Platinum Series Telephone


This guide describes basic and advanced features and operations for Iwatsu Enterprise-CS Platinum Series IP and Digital Telephones.


For more information, refer to your Iwatsu Owner's Manual or contact your authorized Iwatsu distributor.


Only Iwatsu qualified personnel are authorized to install any component of an Iwatsu system. Should you require service, please contact your authorized Iwatsu distributor.

 **Multipurpose Keys** - These keys can be programmed for specific functions, including outside line access, individual extension selection, and one-touch feature operation.

Note: *Multipurpose keys must be programmed for your individual station and are denoted in this guide by []. For example: [TEXT MSG].*

 **Key Lamps** - These lamps light up or flash when someone is using the line or feature corresponding to that key. A green lamp indicates that you are using that line/feature. A red lamp indicates that someone else is using that line/feature.

 **Speaker** - This button allows you to dial and receive outside or internal calls and talk without lifting the receiver.

 **Mute Key** - When talking using the handset, pressing the Mute key mutes the handset transmitter. If using the speakerphone, pressing the Mute key mutes the station microphone. When using the headset jack, the Mute key mutes the transmitter on the headset.

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Mailbox - This key is used to access your voice mailbox.



FEAT (Feature) - This button is used to access many Iwatsu system features.



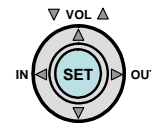
TRAN (Transfer) - This button allows you to transfer a call from your phone to another extension.



HOLD/DND (Hold/Do Not Disturb) - This key is used to put a call on Hold or to set the Do Not Disturb function and prevent any calls from getting through or ringing at your extension.

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

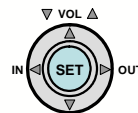
- Press **IN** or **OUT** to access incoming or outgoing call records.
- Press the **VOL** up or down arrows to control receiver, speaker, ringer, and handset volumes.
- Press the **SET** button and use the arrows to scroll through the menu options.



Volume Control:

The **UP** and **DOWN** arrow volume control keys are used to adjust the Handset, Ringer, and Speaker 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.
- **Ringer Volume** - Pressing the ringer volume control button allows you to adjust the ringer volume to one of four levels.
- **Speaker Volume** - When using the Speaker, the volume control allows you to adjust the speaker volume to one of eleven levels.

ICM - The intercom system is the internal network used to communicate between the telephone extensions in your Iwatsu system. Pressing the **[ICM]** button connects you to an intercom line for conversation with other extensions.

BASIC FEATURES

911 Dialing

At default, your Iwatsu system is programmed to automatically contact your local Public Safety Answering Point (PSAP) when 911 is dialed. 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.

Half / Full-Duplex Speakerphone Toggle

To toggle the speakerphone from half to full-duplex:

- Lift the receiver.
 - Press [**Speaker Duplex**].
- or
- Press **FEAT** and dial **[*]+[*]** (full-duplex).
 - Press **FEAT** and dial **[*]+[*]+[*]** (half-duplex).

Last Number Redial

To automatically redial the last outside (external) number you called:

- Lift the receiver.
 - Press **Scroll > Speed** button and dial **[*]** (12i/d).
- or
- Press the **Redial** menu key (18i/d only).

Making an Intercom Call

- Press the **Speaker** key or lift the receiver and wait for dial tone.
- Dial an extension number.

or

If you have a [**DSS**] (Direct Station Selection) button assigned for the extension you are calling:

- Press the assigned extension button.

or

If you have an **EZDial** entry assigned for the Extension (18i/d only):

- Press **EZDial** and select the extension.

Making an Intercom Group Call

- Dial the Intercom Group access number when you hear the intercom dial tone.

Making an Outgoing Call

- Press the **Speaker** key or lift the receiver.
- Press an outside line button. You will hear a dial tone.
- Dial telephone number.

Make a dialing mistake?

- Press the [**FLASH**] or outside line button to get new dial tone.
- Dial again.

NOTES

DIRECT INWARD SYSTEM ACCESS

Direct Inward System Access (DISA) allows an external caller to access Iwatsu system features from outside the office. Feature operation for DISA calls is the same as those for the Single Line Telephone. Certain DISA features, including making an outside call and system paging access require a security password.

Note: *DISA must be enabled in the system. Check with your system administrator.*

Operation

- When the phone system answers, the caller will hear either a message or a special DISA dial tone.

To Interrupt the Message

- Press **[*]+[*]**. You will hear DISA dial tone.

To make an intercom or hunt group call

- Dial the desired extension number or hunt group access code.

To access all DISA features:

- Dial **[*]+[*]**.
 - Dial **[*]**.
 - Dial the assigned password. You will have the calling capabilities assigned to the DISA line.
- or
- Dial an extension number followed by that extension's Station Restriction Password. 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.

LAYER 2 SWITCH

There are two jacks on the back of your Platinum Series IP Telephone. One jack is labeled "PC" and the other is labeled "LAN". Use the PC jack to connect to a second device.

To use the layer 2 switch:

- Connect on Category 5 cable from the PC jack on the IP telephone to the NIC card on your PC.
- Connect one Category 5 cable from the LAN jack on the IP telephone to the wall jack connected to the local area network.

For a full list of Display Menu features, please refer to the **IP Telephone User Guide** in your **Iwatsu Owner's Manual**.

Picking Up a Call On Hold

- Press the key with either the green or the red flashing lamp to pick up the call being held on that line.

Putting a Call On Hold

When speaking on an outside line:

- Press the **HOLD/DND** button.
- The active outside line button lamp flashes green on your phone and red at other extensions. If the call is not picked up, the call will ring again at your phone.

Receiving a Call From Another Extension

When you hear the intercom call signal - either the caller's voice or intercom ringing tone:

- Pick up the receiver and the call is connected.
- or
- Speak into the microphone without lifting the receiver.

Receiving an Incoming Call

When your phone rings and lamp flashes:

- Press the **Speaker** key or lift the receiver to connect the call.

If your phone does not connect you to the call automatically

When your phone rings and lamp flashes:

- Lift the receiver.
- Press the button with the flashing lamp to connect the call.

Save Dialed Number

While speaking on an outside line:

- Press the **FEAT** button and dial **[*]+[*]**.
- or
- Press the **[SAVE DIAL]** button (if assigned).
- You will hear a confirmation tone that indicates the phone number you just dialed has been saved.

To dial the saved number

- Lift the receiver.
 - Press the **FEAT** button and dial **[*]+[*]**.
- or
- Press the **[SAVE DIAL]** button (if assigned).
 - The saved number is automatically dialed.

Transferring a Call to Another Extension

When speaking on an outside line:

- Press the **TRAN** button. When you hear dial tone.
 - Dial an extension number.
- or
- Press an extension button or EZDial selection (if assigned).
 - Announce the call when the extension answers and hang up or just hang up.

MENU KEYS

Menu Key Features

The Enterprise 18i/d and Enterprise 12i/d Digital Telephones are equipped with menu keys. Frequently used features that are accessible via the Menu keys are listed below:

Note: Depending on your software version, all menu keys listed below may not appear on your display.

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

Only available on the Enterprise 18i/d:

- Call Log for incoming and outgoing calls.
- EZDial for access to ten direct station selections. (When programmed in the system database)
- Redial.

Enterprise 18i/d Menu Key Access

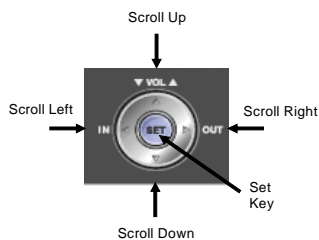
Access the display menu by one of two methods:

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.

Enterprise 18i/d Display Menu



Universal Night Answer

If you need to pick up an incoming call when the system is in the night mode:

- Lift receiver.
- Press **FEAT** button and dial **[3]+[6]**.

or

- Press the [**UNIVERSAL NIGHT ANSWER**] button (if assigned).

You are connected with the incoming call.

Whisper Page

You may communicate with a busy station without interrupting their call using the Whisper Page feature.

To communicate with a busy extension:

- After calling a busy station, press the **[]** button.
- You may now speak to that extension.

To Respond to Whisper Page

After receiving a whisper page while on a call:

- Press the **[]** button to speak with the extension that called using the whisper page feature.
- Press the **[]** button a second time to resume speaking with the original calling party.

Note: The original calling party cannot hear the whisper page or your response to a whisper page.

To Respond to Whisper Page with a Text Message:

After receiving a whisper page while on call follow the procedures in *Text Messaging* feature.

To display a stored text message

- Press [TEXT MSG] + [2] to display a stored text message.

To respond to a stored text message by calling the originating extension:

- Press [TEXT MSG] + [2] to display the stored text message.
- Press [#] a second time to call the station that sent the text message.

To delete a stored text message

While your text message key is lit:

- Press [TEXT MSG] + [2] + [2].

Scrolling and Selecting Text Messages

To Scroll through the available system text messages:

- Go off hook and press [TEXT MSG] + [2] + text message number (00-89).
- With a message displayed press [4] to scroll forward and [6] to scroll backward.

To scroll through the available personal text messages

- Go off hook and press [TEXT MSG] + [2] + text message number (90-99).
- With a message displayed press # to scroll forward and [2] to scroll backward.

Registering Personal Text Messages

To enter a personal text message:

- Press FEAT + [TEXT MSG] + text message number (90-99).
- Press the following keys for text message data entry:

[1] -,.,[space],1	[2] A,B,C,2	[3] D,E,F,3
[4] G,H,I,4	[5] J,K,L,5	[6] M,N,O,6
[7] P,Q,R,S,7	[8] T,U,V,8	[9] W,X,Y,Z,9
[*] Alphanumeric	[0] &,0	[#] Upper/lower case
[FEAT] All delete	[HOLD] Enter/1 character delete	

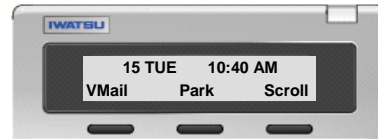
- Press [FEAT] to end the operation.

Enterprise 12i/d Display Menu Access

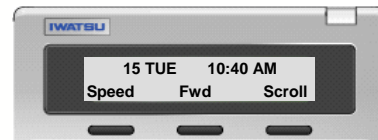
Access the display menu by selecting the corresponding Menu key below the feature name shown on the display.

Enterprise 12i/d Display Menu

First Screen



Second Screen



DISPLAY MENU FEATURE OPERATION

Conference Call

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

To Make a Conference Call:

Note: All outside parties must be added to the conference prior to adding an internal party.

While speaking on an outside (Ext) or internal (ICM) call: The 12i/d display text is denoted with ().

- Press the **Conf** 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).
 - When the party you are calling answers, select the **Add Call (Add)** menu key.
 - or
 - **Outside (Ext)**—
 - Select **New Call (New)** and dial the number you wish to add to the conference.
 - When the party you are calling answers, select the **Add Call (Add)** menu key.
 - or
 - Select **Held Call (Held)** 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 the same procedure.

Call Log (18i/d only)

Your 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

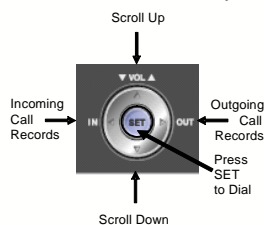
This feature is used to add digit(s) to a Call Log entry before making a call.

- 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.

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

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.
- To place a call, select an entry and press **Set**.



EZDial (18i/d only)

Your Enterprise 18i/d can be programmed to have one to ten direct station selections located in the EZDial directory.

- The EZDial feature will not appear on your telephone menu display until programmed in the system database by your Authorized Iwatsu Distributor.

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

Personal Ringing Tones

You may choose one of eight different ringing tones to distinguish your station from others.

To play a ringing tone at your system extension:

- With your station idle press **FEAT** + **[#]** + **[*]** + **[1-9]**.

To select a ringing tone for your system extension:

- With your station idle press **FEAT** + **[#]** + **[*]** + **[1-9]** + **[#]**.

To restore default ringing tone at your system extension:

- With your station idle press **FEAT** + **[#]** + **[*]** + **[0]** + **[#]**.

Text Messaging

You may send a manual signaling or busy bypass text message to the display of another system extension. You may also send a stored text message that lights the Text Message button **[TEXT MSG]** at another system extension.

Busy Bypass/Manual Signaling Text Messages

To select and send a manual signaling text message:

- Lift the receiver and press **[TEXT MSG]** + *text message number (00-99)*, or **[TEXT MSGn]**.
- Dial an extension number or press **[DSS]** or **[CCV]**.

To select and send a busy bypass text message

While calling a busy or idle extension:

- Press **[TEXT MSG]** + *text message number (00-99)*, or **[TEXT MSGn]**.

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 **[TEXT MSG]** + **[*]** + *text message number (00-99)* + **[TEXT MSG]**.

To delete a busy bypass text message from your display

While a text message is on your display:

- Press **[TEXT MSG]** + **[#]** + **[*]**.

Stored Text Messages

To select and send a stored text message to another system extension

While calling a busy or idle extension:

- Press **[TEXT MSG]** + *text message number (00-99)*, or **[TEXT MSGn]**.
- Press **[#]**.

Master Hunt Groups

The Enterprise-CS allows extensions to be programmed into Hunt Groups. Each Hunt Group is assigned code and when dialed the system searches for the first idle extension.

To Call a Hunt Group

- Lift the receiver.
 - Wait for the dial tone.
 - Dial Hunt Group access code.
- or
- Press [HUNT] if assigned as a Multipurpose button.

Message Waiting

To Leave a Message

When the extension you are calling is busy or does not answer:

- Do not hang up.
- Press the [MESSAGE] button and \square .
- After you hear the confirmation tone, hang up.

The [MESSAGE] button lamp will stay lit at the called extension.

To Cancel Message Waiting

If you want to cancel a message you left at an extension:

- Lift the receiver.
- Press the [MESSAGE] button and \square , then dial the extension number.
- After you hear a confirmation tone, hang up.

The [MESSAGE] button lamp will go out at the extension.

Note: *This feature is not available if the [MBOX] key is used for voicemail access.*

To Answer Messages

When the [MESSAGE] button lamp is lit at your extension:

- Lift the receiver.
- Press the [MESSAGE] button until the desired extension number is displayed.
- Press \square .

The system will automatically call back the extension that left the message.

Paging

- Lift the receiver or press the **Speaker** key.
- Press the [PAGE] key or dial the page access code.
- When you hear the confirmation tone, make your announcement by speaking into the receiver.
- Hang up or press the **Speaker** button to end the page.

To Access the EZDial Directory:

- Press the **EZDial** menu key (If programmed).
- 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 answered 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.

Do Not Disturb

If you do not wish to be disturbed, you can set your extension to prevent any calls from ringing to or getting through to your extension.

- Do not lift receiver.
- Press the **HOLD/DND** button.

The lamp on the **HOLD/DND** button will stay lit.

To cancel Do Not Disturb:

- Do not lift receiver.
- Press the **HOLD/DND** button.

The lamp on the **HOLD/DND** button will go out.

Hold/Quick Forward Operation

- If your phone is equipped with this feature, pressing **HOLD/DND** will automatically forward all incoming calls to your fixed call forward destination.

Exclusive Hold On Outside Line

A call on "exclusive" hold may only be picked up from your extension.

While speaking on an outside call:

- Press the button for the outside line you are already using. The green lamp on that outside line button will flash slowly on your phone. The red lamp will stay lit at other extensions.

To retrieve a call on Exclusive Hold:

- Press the same outside line button on your phone again to be connected to the call.

Flash

Flash allows you to receive a dial tone on the same outside line that you are using without having to hang up. Flash may also be used to receive an intercom dial tone to place another intercom call.

After you complete a call or if you make a dialing mistake:

- Press **[FLASH]**.
- Dial the new number.

To Use Centrex or PBX features:

- Press **[S FLASH]**:
- Dial the new number or feature code.

If your phone does not have [FLASH] or [S FLASH] buttons:

- Press **FEAT** then dial **[1]+[1]** for Flash.
- Press **FEAT** then dial **[1]+[2]** for Short Flash.

To change the type of indication at your phone:

- Do not lift the receiver.
- Press the **FEAT** button.
- Press the desired [**CALL COVERAGE**] button.

The present indication mode will be displayed.

- Dial the number for the desired mode.
- Dial **1** for immediate display and ringing.

or

- Dial **2** for delayed indication (display and ringing starts if call is not answered within a preprogrammed time).

or

- Dial **3** for no ringing (lamp indication only).

Call Pick-Up

Internal Group

You may answer calls to any extension in your pick-up group without dialing the extension number.

When you hear a call ringing at another extension:

- Lift receiver.
- Press **FEAT** and dial **3+1**.

or

- Press the [**GROUP CALL PICK-UP**] button (if assigned).

The incoming call is connected to your extension.

Direct Extension

You may also answer an incoming call at another extension.

- Lift the receiver.
- Press the **FEAT** button and dial **3+3**.

or

- Press the [**DIRECT CALL PICK-UP**] button.
- Dial the number of the extension where the call is ringing.

The incoming call is connected to your extension.

Call Recording

You can record a call to voice mail by following the procedures listed below:

Important: Use of this feature may be prohibited by state law.

To start recording a call to voice mail

While on an ICM, outside line or conference call:

- Press the [**RECORD**] button.
- Your call will begin recording to voice mail.

Note: A four-party conference call cannot be recorded.

To stop recording a call to voice mail

While recording a call with the [**RECORD**] button lit:

- Press the [**RECORD**] button or hang up.

To play a recorded call:

- Follow the same procedure for playing a voice mail message.

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 call) outside number you called:

- Press the **Redial** menu key.

Speed Dial (18i/d only)

Enterprise 18i/d Speed Dial navigation:

The 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 **[]** to **[]** 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.

Call Storage (System)

Your telephone may be programmed to capture, store and display telephone numbers and IDs from calls received with Caller ID, ANI or DNIS information. This feature requires a Call Storage Key to be programmed on your key pattern.

To view call information:

For station:

- Press **Speaker**.
- Press the illuminated **[USAS]** key to display information about the first call that occurred at your station.
- Press **[]** to scroll forward and **[]** to scroll backward in sequence.

For trunk group:

- Press **Speaker**.
- Press the illuminated **[UST]** key, or
- Press the **[USAT]** key + trunk group number to display information about the first call that occurred on a specific trunk group.
- Press **[]** to scroll forward and **[]** to scroll backward in sequence.

To delete a call record from system memory:

- With a call record displayed, press the **[UAD]** key.

To make a call by automatically dialing the Caller ID number:

- Display a call record.
 - Press the **[USAS]** key, **[USAT]** + *trunk group number* or **[UST]** key a second time.
- or
- Press **[FLT]**, **[OPT]**, or **[COL]**.

To add digits to the displayed number before calling out:

- Display a call record.
 - Dial the additional digits to be added to the outgoing number (the added digits do not appear on the display when entered).
 - Press the **[USAS]** key, **[USAT]** + *trunk group number* or **[UST]** key a second time.
- or
- Press **[FLT]**, **[OPT]**, or **[COL]**.

KEY	KEY MEANING	KEY LABEL
USAS	Retrieve Caller ID for Abandoned or All Calls from Your Station	
USAT/UST	Retrieve Caller ID for All Calls to Your Station that were Abandoned on a Specific Trunk Group (Flexible) or (Fixed 1-250)	
FLT	Floating Outside Line Group Access	
OPT	Optimized Routing (Make an Outgoing Call using Least Cost Routing)	
COL	Central Office Line Key (Used to Access a Specific Trunk to Make an Outgoing Call)	
UAD	Abandoned Call Delete (Delete Caller ID for Calls that Rang Your Station but Ceased Before You or Voice Mail answered)	

To activate / deactivate or change the Voice Mail Monitor mode:

- While your station is idle, press **Speaker**.
- Press **FEAT**.
- Press the [**Voice Mail Monitor**] key.
- Press **1** to deactivate Voice Mail Monitoring.
- Press **2** to activate manual Voice Mail Monitoring.
- Press **3** to activate auto Voice Mail Monitoring.

Busy ICM Callback

When you call another extension and get a busy signal, do not hang up.

- Press the **FEAT** button and dial **4+3**.
- or
- Press the [**ICM CALLBACK**] button (if assigned).
 - Hang up after you hear a confirmation tone.

When the busy extension becomes available, the system will call you back.

- Lift the receiver and you are automatically connected to the extension.

Busy Number Callback

When an outside number you have called is busy, you may tell the system to remind you to try again.

- Do not hang up.
 - Press the **FEAT** button and dial **2+4**.
- or
- Press the [**TRUNK CALLBACK**] button (if assigned).
 - Dial the desired time you want to be called back.
 - Hang up after you hear a confirmation tone.

After the set time, the system will call you back to try again.

- Lift receiver to automatically dial the number.

To cancel busy number callback:

- Lift the receiver.
 - Press the **FEAT** button and dial **0+2+4**.
- or
- Press the [**TRUNK CALLBACK**] button and **4**.
 - Hang up after you hear a confirmation tone.

Call Coverage

Multipurpose buttons on digital multiline telephones can be assigned as Call Coverage buttons to indicate calls ringing at another extension. If you have a Call Coverage button for another extension on your telephone, you can answer calls ringing at that extension by pressing the Call Coverage button.

To answer a call at another extension:

When you hear the Call Coverage tone or see the green Call Coverage lamp indication on your phone.

- Lift the receiver.
- Press the [**CALL COVERAGE**] button.
- You will be connected to the call.

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** **7** or **BACKWARD** **6**.
- 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.

Personal Speed Dial Registration - To register several speed dial numbers:

- Press the **FEAT** button.
- After entering a phone number, press the **Speed** button.
- Enter another speed dial code number, repeat the same procedure.

To register a pause time:

- At the desired location, press **HOLD/DND**.
- Dial [1] to [9] for the desired pause time in seconds.

Note: Pause may not be used on ISDN PRI or ISDN BRI lines.

To register a short flash:

- At the desired location, press **[FLASH]**.

Note: Short Flash may not be used on ISDN PRI or ISDN BRI lines.

To set an outside line to be selected for speed dialing:

- Do not lift receiver.
- Press the **FEAT** button.
- Press **Speed** and [4], then dial the desired Personal Speed Dial Code (Bin 90-99).
- Dial the desired outside line group number (000-250).
- Press **FEAT** to end the operation.

To register a directory name for a speed dial number:

- Do not lift receiver.
- Press the **FEAT** button .
- Press the **Speed** button and [4], then dial the desired Personal Speed Dial Code (Bin 90-99).
- Register the letters of the name using the dial pad.
- Press the button until the desired letter is displayed, then press the **HOLD/DND** button to enter that letter or number (up to 10 characters).

[1] -,.,[space],1	[2] A,B,C,2	[3] D,E,F,3
[4] G,H,I,4	[5] J,K,L,5	[6] M,N,O,6
[7] P,Q,R,S,7	[8] T,U,V,8	[9] W,X,Y,Z,9
[*] Alphanumeric	[0] &,0	[#] Upper/lower case
[FEAT] All delete	[HOLD] Enter/1 character delete	

- 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.

ADVANCED FEATURES

Making an E-Response Help Call

If programmed, your ECS System provides emergency notification to a group of telephones or paging system.

Note: This feature is in addition to 911 Support.

- Go off hook and do not dial for more than 10 seconds.

or

- Go off hook and begin dialing a system extension. Between digits pause for more than 10 seconds.

or

- At intercom (ICM) dial tone dial the E-Response Group access number.

The system will initiate an E-Response Help Call to the stations in your E-Response Group and/or a paging system.

Answering Machine Emulation (Voice Mail Monitor)

Station users may monitor voice mail messages as they are recorded. During recording monitor, the station user may select to initiate a conversation with the caller. You may activate or deactivate this feature from your extension.

To begin Voice Mail Monitor

When a call is answered by voice mail at an idle station, you will hear a monitor tone.

- The **[Voice Mail Monitor]** key red LED will begin to flash.
- Press the **[Voice Mail Monitor]** key.
- When the **[Voice Mail Monitor]** key green LED lights, you will hear the caller's message as it is recorded.
- Press the **[Voice Mail Monitor]** key a second time to begin talking to the caller.

or

- Press **Speaker** or hang up to end voice mail monitoring. The caller's message will be saved to your voice mailbox.