

## FEATURE OPERATION CODES

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

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	[Account Code]+(Code)+*
Auto Repeat Dial	[Auto Repeat Dial]
Cancel	[Auto Repeat Dial]+*
BGM-On / Off†	[BGM] (Not supported on IP telephones)
Busy ICM Callback	[ICM Call Back]
Cancel	[ICM Call Back]+*
Busy Number Callback	[Timed Trunk Queue]
Cancel	[Timed Trunk Queue]+*
Busy Trunk Queue	[Trunk Queuing]
Cancel	[Trunk Queuing]+*
Call Coverage [CCV]	[Delayed n], [Immed. n], [No ring n]
Immediate	[CCV]+1
Delay Indication	[CCV]+2
No Ring	[CCV]+3
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	While on a call+Conference[ADD]+Make your next call+Conference[ADD]
Extension Lock	[Station Lockout]+(Password)
Release	[Station Lockout]+(Password)
Flexible Call Forwarding	
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]
Privacy Release	[Privacy Release]
Save No. Redial	[Save No. Redial]
Speed Dial Registration†	
Number	FEATURE+[SPEED]+(Code)+(Phone No.)+FEATURE
Trunk Group	FEATURE+[SPEED]+†+(Code)+(LineNo.)+FEATURE
Name	FEATURE+[SPEED]+*+(Code)+(Name)+FEATURE
Speed Dial	[SPEED]+(Code)
Speed Dial-Scroll	[SPEED]+*+(Code)+†/#+[SPEED]
Transfer to Park	[TRANSFER]+[PARK]+Ext.No.
Time Reminder	
Set	[Reminder]+HH:MM
Cancel	[Reminder]+*

**SPECIAL NOTICE:** If the System is equipped with Telephony over Transmission Control Protocol/Internet Protocol (TCP/IP) and Session Initiation Protocol (SIP) wired and/or wireless facilities, the user may experience certain compromises in performance, reliability and security due to transmission facilities QOS and bandwidth problems, even when the Equipment performs to the specification.

**USER(S) ACKNOWLEDGES THAT THEY ARE AWARE OF THESE RISKS AND THAT THEY HAVE DETERMINED THESE RISKS ARE ACCEPTABLE FOR THIER APPLICATION OF THE EQUIPMENT. USER(S) ALSO ACKNOWLEDGE(S) THAT THEY ARE SOLELY RESPONSIBLE FOR ENSURING THAT THEIR NETWORKS AND TRANSMISSION FACILITIES QOS AND BANDWIDTH ARE ADEQUATE FOR THE PURPOSE INTENDED AND THEIR NETWORKS AND TRANSMISSION FACILITIES ARE ADEQUATELY SECURED AGAINST UNAUTHORIZED INTRUSION.**

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

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IWATSU  
**ICON**<sup>TM</sup>  
series



## IWATSU ICON 5930 & 5910 PHONE QUICK REFERENCE GUIDE

For systems with  
IWATSU ECS SOFTWARE VERSION 10



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## INTRODUCTION



This guide describes basic and advanced features and operations for your Iwatsu ICON Series 5930 and 5910 IP Phones. For more information, refer to your Iwatsu Enterprise-CS Owner's Manual or contact your authorized ICON Voice Networks Dealer. Only qualified personnel are authorized to install and program an Iwatsu system. Should you require service, please contact your authorized ICON Voice Networks Dealer.

### IWATSU ICON 5930/5910 IP PHONE OVERVIEW

**Self-Labeling Keys** - The 5930 is equipped with 30 self-labeling keys and the 5910 is equipped with 10 self-labeling keys. These keys support system features on two menu pages. Use the left and right Navigation keys to toggle between pages. Underlined keys have an associated sub-menu.

5910 Self-Labeling Display Example:

7 FRI 12:06 PM	
SCOTT P x2325	
Intercom	Voice Mail
<u>Directory</u>	Screen Call
<u>Call Log</u>	Park
<u>Call FWD</u>	Page All
Conference	Redial

Page 1

7 FRI 12:06 PM	
SCOTT P x2325	
Display Chg	Call Back
Repeat Dial	Save/Redial
Music	Memory Dial
TextMessage	External Q
Alarm Clock	DSS 1234

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

**Key Lamps** - These lamps light solid 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.

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 **SPEAKER** - The blue speaker key allows you to access hands-free mode for outside or internal calls.

**TRANSFER** - This key allows you to transfer a call from your phone to another extension.

**FEATURE** - This key is used to access additional Iwatsu system features.

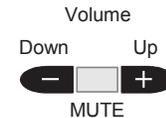
**HOLD/DND (Hold/Do Not Disturb)** - This key is used to put a call on Hold or to set the Do Not Disturb function. By default your system is programmed to send all calls to voicemail when in DND mode. See *Hold/Quick Forward on page 21 for more details*.



### Volume Control:

The - and + volume control keys are used to adjust the handset, ringer and speaker volume levels based on the state of the phone.

- **Receiver (Handset) Volume** - When using the handset or Bluetooth headset, the volume control key allows you to adjust the handset volume to one of five levels.
- **Ringer Volume** - Pressing the ringer volume control key while the station is inactive allows you to adjust the ringer volume to one of four levels.
- **Speaker Volume** - When using the speakerphone, the volume control keys allow you to adjust the speaker volume to one of eleven levels.



**MUTE** - 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 or Bluetooth, the Mute key mutes the transmitter on the headset.

**Intercom** - The intercom system is the internal network used to communicate between the phone extensions in your Iwatsu system.

**Voice Mail** - This key is used to access your voice mailbox.

**Bluetooth Headset** - A Bluetooth Headset is active when this icon appears on your display. Requires an IX-59BTINF Bluetooth Module.\*



## 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 ICON Voice Networks Dealer to make sure your system is programmed for Enhanced 911 Service.

### Last Number Redial

To automatically redial the last outside number you called press the programmed **Redial** key.

### Making an Intercom Call

1. Press the **Speaker** key or lift the receiver and wait for dial tone.
2. Dial a 3- or 4-digit extension number, or, If you have a **DSS** (Direct Station Selection) key assigned for the extension you are calling press the assigned extension key.

### Making an Intercom Group Call

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

### Making an Outgoing Call

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

### Make a dialing mistake?

If you are predialing a number and misdial, you can use the **Feature** key to delete digits, or, press the **Flash** or outside line key to reorder dial tone.

### 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.

**Note:** *Phone must be programmed with an Intercom (ICM) key to retrieve an internal call on hold.*

### Placing a Call On Hold

1. When on a call press the **Hold/DND** key, or if on an outside line call you can press the flashing green line key where the call appears.
2. The active outside line key lamp flashes green on your phone and red at other extensions.
3. If the call is not picked up, the call will ring again at your phone based on the programmed hold recall timer.

### Receiving a Call From Another Extension

When your phone rings, lift the handset or press **Speaker**. If your phone is programmed for hands-free mode (default), simply begin speaking when you hear the intercom call signal or the caller's voice.

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## BLUETOOTH CONDITIONS

Refer to the Setup Menu section on page 6 for Bluetooth Discover (Pairing), Connect, and Disconnect procedures.

**Disclaimer:** *The compatibility and performance of any Bluetooth headset not manufactured by Iwatsu is "As is" and is not supported, warranted, or guaranteed by ICON Voice Networks in any manner, and ICON Voice Networks hereby disclaims any and all implied warranties of merchantability and fitness for a particular purpose.*

### Bluetooth Operating Conditions

- If **Bluetooth** does not appear on your LCD when you press the **Setup** key, your telephone is not equipped with a Bluetooth module.
- Only one Bluetooth headset can be paired to a telephone at a time. A second device will overwrite any previously paired Bluetooth headset.
- For convenience and visibility, Iwatsu recommends adding a **Headset Control Key** to your key pattern.
- If **Unknown** appears on the display during the Bluetooth Discovery process, it is possible that the Bluetooth Name Check Response Timer has timed out before the headset name was received. In most cases, the Bluetooth device will pair successfully. You can choose to re-discover the Bluetooth device if the name does not appear on your display.

### Bluetooth Environmental Conditions

The following environmental conditions will have an effect on the operation of Bluetooth headsets and must be taken into consideration:

- Number of Bluetooth devices within a 10 meter radius of the Bluetooth enabled Iwatsu ICON Series telephone.
- Number of WiFi devices within a 10 meter radius of the Bluetooth enabled Iwatsu ICON Series telephone.
- Distance of the Bluetooth headset from the Bluetooth enabled Iwatsu ICON Series telephone.

**Note:** *When the Motorola H550 headset is taken out of range and then returned within range of the paired key telephone, the H550 headset LED will flash red and you will hear a beep approximately every 30 seconds. To clear this state, power the headset off and then on and wait for the headset to reconnect.*

### 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 and press the key with the flashing lamp to connect the call.

### Save Dialed Number

1. While speaking on an outside line press the **Feature** key and dial **2+1**, or, press the **Save Dial** key (if assigned).
2. You will hear a confirmation tone that indicates the phone number you just dialed has been saved.

### To dial the saved number

1. Lift the receiver, press the **Feature** key and dial **2+1**, or, press the **Save Dial** key (if assigned).
2. The saved number is automatically dialed.

### Transferring a Call to Another Extension

When speaking on an outside line:

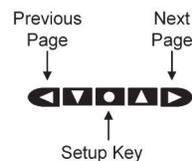
1. Press the **Transfer** key.
2. When you hear dial tone dial an extension number, or, press an extension key.
3. Announce the call when the extension answers and hang up, or just hang up.

The Iwatsu ICON 5930 phone is equipped with 30 self-labeling keys and the 5910 phone is equipped with 10 self-labeling keys. Self-labeling keys are used to manage calls and access Iwatsu ECS system features. When a key is changed on the key pattern of your phone, the label will change.

## SELF-LABELING DISPLAY

### 5930/5910 Self-Labeling Display Navigation

To navigate the Self-Labeling display use the **Next Page** and **Previous Page** keys to access page 1 and page 2 on the display. The **Setup** key is used to access station profile login, Bluetooth setup, LCD contrast, Iwatsu ticker, and user options.



## Self-Labeling Name Change

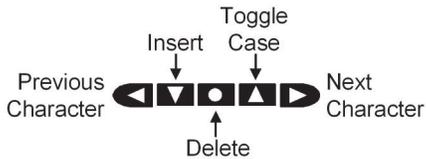
You can manually change the name of a key on the display. This does not change the function of the key, only how it appears on your display.

**Note:** If you change the label on a key and that key assignment is changed, the label you assigned to that key will not change. You cannot change the name of a Press Page key.

### To change the name of a key on the display

1. **Press and hold for five seconds** the key that corresponds to the label you want to change.
2. When the Label Name Change screen appears, use the dial pad and the navigation keys to enter the new name for the key.
3. Press **Save** to save your changes or **Cancel** to exit the name change without saving.

1 [space], @, 1	2 ABC a, b, c, 2	3 DEF d, e, f, 3
4 GHI g, h, i, 4	5 JKL j, k, l, 5	6 MNO m, n, o, 6
7 PQRS p, q, r, s, 7	8 TUV t, u, v, 8	9 WXYZ w, x, y, z, 9
* [., ], _, !, *	0 -, ., &, /, 0	# (, ), ?, , , #



### Return a key label to its default name

If you have changed the name of the key and wish to return the key name to its default setting:

1. **Press and hold for five seconds** the key that corresponds to the label you want to return to the default name.
2. **Delete** the key name, press **Save** without entering a new name.
3. The default key label is now displayed.

## SETUP MENU

From the Setup menu you can pair a **Bluetooth** headset, login using the **station profile feature**, change the **LCD contrast**, activate an **Iwatsu ticker (TFD)**, and perform station programming through the **User Options** selection. The Setup menu can only be accessed while the phone is in the idle mode.



## 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

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

### To Interrupt the Message

1. Press **#+#+**. You will hear DISA dial tone.

### To make an intercom or hunt group call

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

### To access all DISA features

1. Dial **#+#+**.
2. Dial **\***.
3. 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.
4. Wait for the intercom dial tone.
5. 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

1. Dial **#+#+**.
2. 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 Iwatsu ICON Series 5930/5910 IP Phone. 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

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

**To scroll through the available personal text messages**

1. Go off hook and press **Text MSG + \* + text message number (90-99)**.
2. With a message displayed press **#** to scroll forward and **\*** to scroll backward.

**Registering Personal Text Messages**

**To enter a personal text message**

- Press **Feature + 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
<b>FEATURE</b> All delete	<b>HOLD/DND</b> Enter/1 character delete	

1. Press **FEATURE** to end the operation.

**Universal Night Answer**

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

1. Lift receiver.
2. Press **Feature** key and dial **3+6**, or, press the **Universal Night Answer** key (if assigned).
3. 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**

1. After calling a busy station, press the **\*** key.
2. You may now speak to that extension.

**To Respond to Whisper Page**

After receiving a whisper page while on a call:

1. Press the **\*** key to speak with the extension that called using the whisper page feature.
2. Press the **\*** key 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 for *Text Messaging*.

**Bluetooth\***

*(Bluetooth QD ID: B012826)*

From the Bluetooth menu, you can Discover (pair), Connect and Disconnect a Bluetooth headset. Refer to page 27 for additional Bluetooth information.

**Note:** *Follow the Bluetooth device manufacturer's instructions to prepare your Bluetooth device for pairing. Your Bluetooth device must be in the pairing mode before beginning this procedure.*

**To Discover (Pair) a Bluetooth device**

1. Press the **Setup** menu key.
2. Press **Bluetooth**. (If Bluetooth does not appear on your LCD, you do not have an IX-59BTINF Bluetooth module installed in your telephone.)
3. Press **Discover**. Searching will flash on your display.
4. When the discovery process is complete, select the key that corresponds to the name of the Bluetooth device you are pairing. If Unknown appears on your display, continue the pairing process. In most cases the device will pair successfully.
5. Enter the Bluetooth device's passcode and press **Enter**. (Example passcode: 0000)
6. When pairing is complete, press **Exit**. You will see the Bluetooth ICON on your display.

**To Disconnect or Connect your Paired Bluetooth device**

1. Press the **Setup** menu key.
2. Press **Bluetooth**.
3. Select **Disconnect** or **Connect**.
4. Press **Exit**.

**Station Profile (Hot Desk) Feature**

The Station Profile feature allows you to login to any ICON 5810, 5910 or 5930 phone using your extension number and passcode. **Note:** *If your station does not have an assigned passcode, you will not have access to this feature.*

**To login**

1. Press the **Setup** menu key.
2. Press **Profile**.
3. Select **Log In**.
4. Enter your 3- or 4-digit extension number.
5. Press **Enter**.
6. Enter your station passcode.
7. Press **Enter**.
8. You are now logged in.

**To logout**

1. Press the **Setup** menu key.
2. Press **Profile**.
3. Select **Log Out**.

**Note:** *If you are currently logged in at a phone and attempt to login at a second phone, the system will automatically log you out of the first phone.*

## LCD Contrast

Change the LCD contrast

1. Press the **Setup** menu key.
2. Press **LCD Contrast**.
3. Use the **Left** and **Right** arrow keys to decrease or increase the display contrast.

## Ticker Field Display (TFD)

A ticker URL must be programmed in the system database to activate this feature.

### To Activate the Ticker

1. Press the **Setup** menu key.
2. Press **Iwatsu Ticker (TFD)**.
3. Select a ticker (TFD). Up to five data sources can be programmed in the system database.
4. Select the ticker scroll **Speed**
5. Select the **Line** where the ticker will appear
6. The ticker that you selected will display **Activated**.
7. Press **Exit** to return to the main screen.

### To Deactivate the Ticker

1. Press the **Setup** menu key.
2. Press **Iwatsu Ticker (TFD)**.
3. Select the ticker that is Active (TFD 1-5). When the Activated TFD is selected, the LCD will display **Canceled**.
4. Press **Exit** to return to the main screen.

## User Options (Station Programming)

**Note:** If your station does not have an assigned Station Password, you will not have access to this feature.

From the **User Options** menu, you can access and change your Station User ID, Station Password, Dial Confirmation Tone, Handset Volume Control, Hold Recall Timer, Camp-On Recall Timer, Station Ring Tone, Key Assignments, Caller ID on Hold and LCD Backlight Duration.

**Note:** If *Key Assignments* does not appear on your display, you do not have access to this programming item. Stations that share a common key pattern cannot change Key Assignments and you cannot change a key while the LED for that key is lit (red or green/solid or flashing).

### Change Your Station User ID

1. Press the **Setup** menu key.
2. Press **User Options**.
3. Enter your **Station Password** and press **Enter**.
4. Select **Station User ID**.
5. Use the dial pad and navigation keys to enter a new Station ID. (Refer to page 5 for data entry)
6. Press **Save** and **Exit** to save your data and return to the main screen.

## 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 key **Text MSG** at another system extension.

### Busy Bypass/Manual Signaling Text Messages

#### To select and send a manual signaling text message

1. Lift the receiver and press **Text MSG + text message number (00-99)**, or **Text MSGn**.
2. 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:

1. 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:

1. 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:

1. 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:

1. Press **Text MSG + text message number (00-99)**, or **Text MSGn**.
2. Press **#**.

#### To display a stored text message

1. Press **Text MSG + #** to display a stored text message.

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

1. Press **Text MSG + #** to display the stored text message.
2. 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:

1. Press **Text MSG + # + \***.

### Scrolling and Selecting Text Messages

#### To Scroll through the available system text messages

1. Go off hook and press **Text MSG + \* + text message number (00-89)**.
2. With a message displayed press **#** to scroll forward and **\*** to scroll backward.

## Speech Dialing

The Speech Dialing feature enables the user to voice dial from their personal or company contacts by accessing the Enterprise TOL Automatic Speech Recognition (ASR) software. To voice dial using the Speech Dialing feature simply press the Speech key and say the name of the party that is stored in your contact list. This feature can also be enabled for prime line access when used with an ICON Series 5930/5910/5810 telephone enabled with a Bluetooth headset.

**Note:** *If you are not prompted to say a name when you press the Speech key, your system is not configured for this feature. Consult your system administrator before programming this key.*

### Make a Speech Call

1. Press the **Speech** key.
2. After the prompt, say the name of a contact that is stored in the Enterprise TOL mailbox directory.
3. When prompted, confirm the contact name and the contact is called.

### Make a Speech Call Using a Bluetooth Headset

1. Press the **Bluetooth Headset Off-hook** button.
2. After the prompt, say the name of a contact that is stored in the Enterprise TOL mailbox directory.
3. When prompted, confirm the contact name and the contact is called.

### Transfer a Call Using the Speech Key

1. While on a call, press the **Conference** key and then press the **Speech** key.
2. Say the name of the party where you want to transfer the call.
3. When prompted, confirm the contact name and the contact is called.
4. When the party answers, announce the call and press the **Conference** key again.
5. Disconnect.

## Change Your Station Password

1. Press the **Setup** menu key.
2. Press **User Options**.
3. Enter your current **Station Password** and press **Enter**.
4. Select **Station Password**.
5. Use the dial pad to enter a new four-digit numeric **Station Password**.
6. Press **Save** and **Exit** to save your data and return to the main screen.

## Change Your Dial Confirmation Tone

1. Press the **Setup** menu key.
2. Press **User Options**.
3. Enter your **Station Password** and press **Enter**.
4. Select **Dial Confirmation Tone**.
5. Use the left or right navigation keys to toggle the Dial Confirmation Tone **On** or **Off**.
6. Press **Save** and **Exit** to save your change and return to the main screen.

## Change Your Default Handset Volume

If a change is made to the volume while off-hook, the volume is reset to the value programmed here after going on-hook.

1. Press the **Setup** menu key.
2. Press **User Options**.
3. Enter your **Station Password** and press **Enter**.
4. Select **Handset Volume Control**.
5. Use the left or right navigation keys to scroll to set your Handset Volume to one of four options:
  - **Minimum** Volume Level
  - **Medium** Volume Level
  - **Maximum** Volume Level
  - **Use Last** Volume Level (Retain last setting)
6. Press **Save** and **Exit** to save your change and return to the main screen.

## Change Your Hold Recall Timer

1. Press the **Setup** menu key.
2. Press **User Options**.
3. Enter your **Station Password** and press **Enter**.
4. Press the right navigation key to move to the next menu page.
5. Select **Hold Recall Timer**.
6. Use the dial pad to enter a new Hold Recall Time.
  - Range = 0-255 seconds
  - Default = 0 (When set to 0, the system default Hold Recall Time is used)
7. Press **Save** and **Exit** to save your change and return to the main screen.

### Change Your Camp-On Recall Timer

1. Press the **Setup** menu key.
2. Press **User Options**.
3. Enter your **Station Password** and press **Enter**.
4. Press the right navigation key to move to the next menu page.
5. Select **Camp-On Recall Timer**.
6. Use the dial pad to enter a new Camp-On Recall Time.
  - Range = 0-255 seconds.
  - Default = 0 (When set to 0, the system default Camp-On Recall Time is used).
7. Press **Save** and **Exit** to save your change and return to the main screen.

### Change Your Station Ring Tone

You can choose one of eight different ring tones to distinguish your station from others.

1. Press the **Setup** menu key.
2. Press **User Options**.
3. Enter your **Station Password** and press **Enter**.
4. Press the right navigation key to scroll to the next menu page.
5. Select **Station Ring Tone**.
6. Use the left or right navigation keys to scroll through and select one of nine ring tones:
  - **System Tone**.
  - **Station Ring Tones 1-8**.
7. Press **Save** and **Exit** to save your change and return to the main screen.

### Change a Key Assignment on Your Station

**Note:** *If Key Assignment does not appear on your display, you do not have access to this programming item. Phones that share a common key pattern cannot change key assignments and you cannot change a key while the LED for that key is lit (red or green/solid or flashing).*

1. Press the **Setup** menu key.
2. Press **User Options**.
3. Enter your **Station Password** and press **Enter**.
4. Press the right navigation key to move to the next menu page.
5. Select **Key Assignment**.
6. Use the left or right navigation keys to scroll through and select one of the **Key Assignment Categories**.
7. Select the **Key Type** you want to add to your key pattern.
8. Select the key you wish to change on your station. The new Key Type that you selected will display in the key location you have selected.
9. Select **Exit** to return to the main screen.

### Master Hunt Groups

The Iwatsu 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

1. Lift the receiver.
2. Wait for the dial tone.
3. Dial Hunt Group access code, or, press **Hunt** if assigned as a Multipurpose key.

#### Paging

1. Lift the receiver or press the **Speaker** key.
2. Press the **Page** key or dial the page access code.
3. When you hear the confirmation tone, make your announcement by speaking into the receiver.
4. Hang up or press the **Speaker** key to end the page.

### 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.

**Note:** *Hold/Quick Forward is the default setting for the HOLD/DND key in the Iwatsu ICON 5810.*

1. Do not lift receiver.
2. Press the **Hold/DND** key. The lamp on the **Hold/DND** key will stay lit.

#### To cancel Do Not Disturb:

1. Do not lift receiver.
2. Press the **Hold/DND** key. The lamp on the **Hold/DND** key will go out.

### 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 key for the outside line you are already using. The green lamp on that outside line key 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 key 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

1. Press **Flash**.
2. Dial the new number.

#### To Use Centrex or PBX features

1. Press **S Flash**:
2. Dial the new number or feature code.

#### If your phone does not have Flash or S Flash keys

1. Press **Feature** then dial **1+1** for Flash.
2. Press **Feature** then dial **1+2** for Short Flash.

### Hold/Quick Forward Operation

1. If programmed for Quick Forward operation, pressing **Hold/DND** will automatically forward all incoming calls to your active forward destination or fixed call forward destination.

**Note:** *Hold/Quick Forward is the default setting for the Hold/DND key in the Iwatsu ICON 5930/5910.*

### Change the LCD Backlight Duration

The LCD backlight timer can be adjusted for each 5930 and 5910.

1. Press the **Setup** menu key.
2. Press **User Options**.
3. Enter your **Station Password** and press **Enter**.
4. Press the right navigation key to scroll to the **LCD Backlight Duration** menu page.
5. Select **LCD Backlight Duration**.
6. Use the left or right navigation keys to scroll through and select a backlight time of 30 seconds (default), 1, 3, 5, 10, 20, 30, 60, 90, or 120 minutes.
7. Press **Save** and **Exit** to save your change and return to the main screen.

### Caller ID On Hold

Enable / Disable Caller ID On Hold. When enabled, self-labeling keys programmed for outside line appearance will display the caller ID name or number of the held/parked caller.

1. Press the **Setup** menu key.
2. Press **User Options**.
3. Enter your **Station Password** and press **Enter**.
4. Press the right navigation key to scroll to the **Caller ID On Hold** menu page.
5. Select **Enabled** (default) or **Disabled**.
6. Press **Exit** to return to the main screen.

## DISPLAY MENU FEATURE OPERATION

### Call Log

Your Iwatsu ICON 5930 or 5910 IP Phone will display information for the last 20 incoming and outgoing calls.

**Note:** *ACD and intercom voice announce calls are not stored in the call log.*

#### To view the Call Log

1. Press the **Call Log** key to display the menu.
2. Select an entry from the call log to view the number, trunk, and date and time stamp.

#### Make a Call from the Call Log

1. Press the **Call Log** key.
2. Select an entry from the call log to view the number, trunk, and date and time stamp.
3. Press **Dial** to call the entry that you selected.

You can also delete the call log record by selecting **Delete**.

#### Save a Call Log Entry as a Personal Speed Dial

This feature is used to save a call log record to a personal speed dial bin.

1. Press the **Call Log** key.
2. Select an entry from the call log.
3. Press **Save**.
4. Select a location to store the number. This can be an unused <EMPTY> entry or you can select an existing entry to overwrite.
5. Select **Exit** to return to the main menu.

**Note:** *If the call log entry you just saved does not have a name associated with the telephone number, refer to the Directory section of this guide to Add a Name to a Personal Directory entry.*

#### Add Digits to a Call Log Entry

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

1. Press the **Call Log** key.
2. Select a record from the Call Log.
3. 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).
4. Press **Dial** to dial the call.

**Note:** *Making a call from the Call Log requires a Float or CO line key in the key pattern.*

### Call Divert

When a call is ringing at your station and your station is idle, off hook, or on a call, you can send that call immediately to your **Call Forward No Answer** destination. This is typically your voice mailbox.

1. Press the **Voice Mail** key when your phone is ringing.

**Note:** *Call Divert does not apply to ACD Calls.*

### 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:

1. Lift receiver.
2. Press **Feature** and dial **3+1**, or, press the **Group Call Pick-Up** key (if assigned).
3. The incoming call is connected to your extension.

#### Direct Extension

You may also answer an incoming call at another extension.

1. Lift the receiver.
2. Press the **Feature** key and dial **3+3**, or, press the **Direct Call Pick-Up** key.
3. 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:

1. Press the **Record** key.
2. 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** key lit:

1. Press the **Record** key or hang up.

#### To play a recorded call

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

### Busy ICM Callback

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

1. Press the **Feature** key and dial **4+3.**, or
2. Press the **ICM Callback** key (if assigned).
3. Hang up after you hear a confirmation tone.

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

1. 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.

1. Do not hang up.
2. Press the **Feature** key and dial **2+4**, or, press the **Trunk Callback** key (if assigned).
3. Dial the desired time you want to be called back.
4. Hang up after you hear a confirmation tone.

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

1. Lift receiver to automatically dial the number.

#### To cancel busy number callback

1. Lift the receiver.
2. Press the **Feature** key and dial **0+2+4**, or, press the **Trunk Callback** key and **\***.
3. Hang up after you hear a confirmation tone.

### Call Coverage

Self-Labeling and Multipurpose keys can be assigned as Call Coverage keys to indicate calls ringing at another extension. If you have a Call Coverage key for another extension on your telephone, you can answer calls ringing at that extension by pressing the Call Coverage key.

#### 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.

1. Lift the receiver.
2. Press the **Call Coverage** key.
3. You will be connected to the call.

#### To change the type of indication at your phone:

1. Do not lift the receiver.
2. Press the **Feature** key.
3. Press the desired **Call Coverage** key. The present indication mode will be displayed.
4. Dial the number for the desired mode.
5. 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 Forward

You can set your phone to forward calls to another extension, to an external telephone number or a number stored in your personal speed dial bin.

You can also separate call forward destinations for intercom calls and outside line calls. For example, you could forward all ICM calls to an external number or a number programmed in your personal speed dial bin and all CO calls to another extension.

#### Program a Call Forward Destination

1. Press the **Call FWD** key.
2. Press **Program**.
3. Select an item to program. You can select an <EMPTY> entry or overwrite/edit an existing entry.
4. From the **Mode Selection** screen, select **Set/Select Mode**.
  - You can also choose to delete CO or ICM data or clear a profile from this screen.
5. Enter the **Call Type** you wish to forward.
  - CO & ICM (Outside/Intercom).
  - CO Only (Outside).
  - ICM Only (Intercom).
6. Enter the **Forward Mode**.
  - Immediate.
  - Busy/No Answer.
  - No Answer.
  - External/PSD (Personal Speed Dial).
7. Press **Enter**.

#### For Immediate, Busy/No Answer, No Answer

1. Enter the **Extension** number where you want your calls forwarded and press **Enter**.
2. Using the dial pad and navigation keys, enter the **Label** (name) you want to associate with this entry and press **Enter** to continue. (Refer to page 5 for data entry).

#### For External/PSD

Select the External Destination Type - External Number or Personal Speed Dial Bin:

1. **External Number** - Enter an external number where you want your calls forwarded and press **Enter**. **Note:** *The external number is stored in Personal Speed Dial Bin 99.*
2. **Personal Speed Dial Bin** - If you have personal speed dial numbers programmed, you can select one of those entries.
3. Using the dial pad and navigation keys, enter a **Label** (name) for the number or entry you just entered and press **Enter** to continue. (Refer to page 5 for data entry).

**Note:** *After programming Call Forwarding, you must activate a forward destination.*

#### Activate a Forward Destination

1. Press the **Call FWD** key.
2. Select the key that corresponds to a pre-programmed forwarding destination.
3. The selected forward destination will flash when activated.
4. Press **Exit** to return to the main menu. The red LED will light on the Call FWD key when forwarding is active.

#### Forward Status / Forward Cancel

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

1. Press the **Call FWD** key. The active selection will be flashing and your status will appear on the top two lines of the display.
2. Press the corresponding key to **Cancel** call forwarding.
3. Press **Exit** to end the operation and return to the main screen.

#### Call Forward—Follow-Me

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

1. Press the **Call FWD** key.
2. Select the **Follow-Me** key.
3. Enter the number for the extension you are forwarding from.
4. Press **Enter**.
5. Press **Exit** to end the operation.

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

1. Press **Call FWD**.
2. Select the flashing (active) entry.
3. Press **Exit** to end the operation.

#### Conference Call

The Iwatsu Enterprise-CS 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:

While speaking on an outside or internal call:

1. Press the **Conference** key (Conference will flash). The call is automatically placed on conference hold.
2. Make your next call (internal or outside call).
  - When the party you are calling answers, press the **Conference** key again.

or

1. Press **Park** to park the call.
2. Make your next call.
3. Press **Conference** and then **Park** to complete the conference.
4. After you hear a tone burst, all parties are connected.

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

## ADVANCED FEATURES

### Making an E-Response Help Call

If programmed, your Iwatsu Enterprise-CS System provides emergency notification to a group of phones or paging system. **Note:** *This feature is in addition to 911 support.*

1. 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.
2. The Iwatsu system will initiate an E-Response Help Call to the phones in your E-Response Group and/or a paging system.

### Answering Machine Emulation (Voice Mail Monitor)

allows you to monitor voice mail messages as they are recorded and choose to interrupt the recording to start a live conversation with the caller.

#### Activate / deactivate / change mode:

1. While your phone is idle, press **Speaker**.
2. Press **Feature**.
3. Press the **Voice Mail Monitor** key.
4. Press **1** to deactivate voice mail monitoring. Press **2** to activate voice mail monitoring in manual mode (user must press key to monitor). Press **3** to activate automatic voice mail monitoring (caller's message is played through phone speaker while message is being recorded).

#### To begin Voice Mail Monitor

1. When voice mail answers a call you will hear a tone and the **Voice Mail Monitor** key red LED will begin to flash.
2. Press the **Voice Mail Monitor** key (manual mode only).
3. When the **Voice Mail Monitor** key green LED lights, you will hear the caller's message as it is recorded.
4. 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.

## Redial

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

1. Press the **Redial** key.

## Text Web

Text Web must be programmed in the system database to use this feature. Your programmed Text Web categories will vary based on database programming.

**Note:** *You must have a Text Web key assigned to the key pattern on your station to access this feature.*

1. Press the **Text Web** key.
2. If available, make a selection from the Text Web menu and follow the menu guidance.
3. If Weather or Current Conditions is an option, you may be asked to enter a Zip Code.

**Note:** *You cannot make a call while Text Web is active. You must exit Text Web to make a call. Text Web will remain active when you receive a call and you can activate Text Web while on a call.*

## Voice Mail

Your Voice Mail Box is accessed through the display menu.

### To Access Voice Mail

1. Select the **Voice Mail** menu key.
  - If this is the first time that you have connected to your voice mail box, follow the directions for setting up your voice mail.
2. When prompted, enter your **password** and follow the voice directions.

### Omega-Voice VMI Voice Mail Card (IX-4EVMC)

If you have a VMI voice mail card installed in your system:

1. Your telephone may display voice mail menu guidance to help you navigate the voice mail menu options.
2. Your Voice Mail display menu may appear with a message count (i.e., 2 Messages).
  - If you have changed the label for this key, the message count will not display.
3. Toggle the voice mail menu guidance On and Off by selecting the Setup Menu key.



## Directory

Your 5930/5910 is equipped with a Directory for access to the Internal Directory, System Speed Dial, Personal Speed Dial, and Direct Bin Access.

### Internal (Internal Station Directory)

1. Press the **Directory** key.
2. Press **Internal**.
3. Select an entry:
  - Select an entry on the screen
  - or
  - Select **Search** and use the dial pad to enter a search string
  - or
  - Select **Navigate** and use the **left** and **right arrows** to page through the Internal Directory or use the **up** and **down** arrows to scroll one entry at a time.
4. To make a call, select the key that corresponds to the entry you want to call.

**LED Status:** *Solid = Busy, flashing = DND, and no LED = available.*

### External (System Speed Dial Directory)

1. Press the **Directory** key.
2. Press **External**.
3. Select an entry:
  - Select an entry on the screen
  - or
  - Select **Search** and use the dial pad to enter a search string.
  - or
  - Select **Navigate** and use the **left** and **right arrows** to page through the Internal Directory or use the up and down arrows to scroll line by line.
4. To make a call, select the key that corresponds to the entry you have selected.

### Personal (Personal Speed Dial Directory)

1. Press the **Directory** key.
2. Press **Personal**.
3. Select a programmed entry on the screen and the number is dialed.
  - or
4. Select **Program** to program a new entry.
  - Select an **<Empty>** entry or select an entry to overwrite.
  - Using the dial pad, enter a **Name** for the new entry. Press **Save**.
  - Using the dial pad, enter a **Number** for the new entry. Press **Save**.
  - Enter the **Trunk Group** number (Range = 000-250). **0 = Optimized**. Press **Save**.
4. You are returned to the main menu.

**Note:** *You can press **Exit** to cancel the operation at any time.*

### Direct Bin Access (Personal Speed Dial Bin)

1. Press the **Directory** key.
2. Press **Direct Bin Access**.
3. Enter the **Personal Speed Dial** Bin Number 90-98 or **System Speed Dial** Bin Number 000-899.

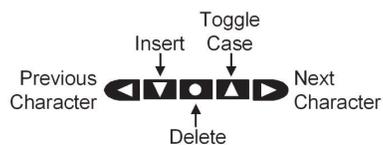
**Note:** *Personal Speed Dial Bin 99 is used to store the External Call Forward Destination. The Personal Speed Dial Bin number is displayed when you make a call using Personal Speed Dial.*

### Add a Name to a Personal Directory Entry

This feature is used to add a name to a stored Personal Speed Dial Directory entry.

1. Select **Directory**.
2. Select **Personal**.
3. Select **Program** and then select the key associated with the Personal Speed Directory entry you need to edit.
4. From the **Enter a Name** menu:
5. Use the **Delete** key to clear Name field (the caller ID number will display in this field when there is no name associated with the entry).
6. Use the dial pad to enter a **new Name** for your entry.
7. Select **Save** to save the change to the entries profile name. You will also need to select **Save** for the entry's Phone Number and Trunk Group Number. If needed, you can make changes to each of those fields during this process.

1 [space], @, 1	2 ABC a, b, c, 2	3 DEF d, e, f, 3
4 GHI g, h, i, 4	5 JKL j, k, l, 5	6 MNO m, n, o, 6
7 PQRS p, q, r, s, 7	8 TUV t, u, v, 8	9 WXYZ w, x, y, z, 9
* [., _ !, *	0 -, ., &, /, 0	# (, ), ?, , , #



### Park

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

### Parking a Call

When speaking on an outside line:

1. Select the **Park** key.
2. You will hear dial tone and Park menu text will flash with the caller ID information (if the key is programmed on the display).
3. Hang up the phone.

If the call is not picked up, the call will return to your phone.

### Picking up a Parked Call

From the extension that parked the call:

1. Lift receiver or press the **Speaker** key.
2. Press the **Park** key.

From another extension:

1. Lift receiver or press the **Speaker** key.
2. Press the **Park** key.
3. Dial the extension number where the call is parked to pick-up the call.

### Transfer to Park

You can park a call at another user's extension using the Transfer to Park feature.

### Transferring a call to another user's individual park

When speaking on an outside line:

1. Press **Transfer** + the **Park** key.
2. Dial the number of the extension where the call is to be parked, or press the extension key (if assigned).
3. When you hear confirmation tone, hang up.
4. 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

1. Lift the receiver or press the **Speaker** key.
2. Press the **Park** key.

### Picking up a call parked at another telephone

1. Lift the receiver or press the **Speaker** key.
2. Press the **Park** key.
3. Dial the number of the extension where the call is parked, or press the extension key (if assigned).