



COMPUTER &
TELEPHONE
SERVICES Ltd

IPECS OPERATOR USER GUIDE

Date & Time Clock Set

The System Attendant can set the system Time/Date.

System Attendant

To set the system clock

1. Press the [PGM] button.
 2. Dial '041', the Attendant Station Program code.
 3. Dial six (6) digits for the Date (MM/DD/YY) or [SAVE] to skip the Date.
 4. Dial four (4) digits for the Time (HH/MM) or [SAVE] to skip the Time setup.
- Press the [SAVE] button, confirmation tone is heard and Attendant station returns to idle status

Alarm or Emergency!

If the Main operator phone is alarming continuously you may receive a 111 alarm or a DCOB fault on the screen of the main operator phone. To stop this, please enter the follow code:

***565**

Day/Night/Timed Ring Mode

The Ring Mode is controlled automatically by the system clock. Ring assignments are applied based on the time of day and day of week. Three modes of ring (Ring Assignments) are provided, Day, Night and Timed.

The Attendant controls the system Ring Service mode changing from Auto Service Mode to Day, Night or Timed service mode. Based on the service mode selected, different ring assignments, COS and answering privileges are invoked for the system users.

System Attendant

To change Day/Timed/Night Ring Mode manually:

Press the [DND] button.

Dial 1~5. (1: Day mode, 2: Night mode, 3: Timed mode, 4: Auto Service mode, 5: Scenario mode)

Press the [HOLD/SAVE] button.

To set Day/Timed/Night Ring Mode automatically (Auto Service Mode Control)

Press [PGM] button, [PGM] button LED flashes 60 ipm, [SPEAKER] LED lights steady.

Dial the Attendant Station Program code '#8' to toggle manual to Auto Mode control.

Conditions

Only Attendants can change Day/Timed/Night Ring Mode for the system manually and program the Auto Ring Mode Selection Table.

Stations receive incoming ring for CO lines based on the database assignments and the system mode (Day/Night/Timed) when the call arrives.

When Auto Ring Selection Table is programmed, the ring, COS and CO/IP access mode are changed automatically based on the times assigned in the table.

The System Attendant always has manual control of the System mode by enabling/disabling the Auto Service Mode Control.

Call Park

Description

A user may place an active CO/IP call in a special holding location (Park Orbit) for easy access from any station in the system.

iPECS Phone

To park an active external call

Press the [TRANS] button.
Dial **950-959** park-slot
Hang-up Phone.

To retrieve a parked call

Lift the handset or press the [SPEAKER] button,
Dial **950-959** park-slot

SLT (Analogue Telephone)

To park an active external call

Momentarily press the **hook-switch** or **Recall/Flash Key**
Dial **950-959**
Return to idle (Hang up Phone)

To retrieve a parked call

Lift the handset.
Dial **950-959**

Conditions

If the selected Park Slot (950-959) returns a busy signal, the user may simply dial another Park Slot without the need to disconnect.

Intercom calls cannot be placed in a Park slot.

A Parked call will recall to the station that parked the call should the Call Park Timer expire. The normal Hold Recall process is then initiated.

A Parked call will indicate busy at all appearances.

Call Forward

Description

Users may have selected incoming calls re-routed to other stations (local or networked), station groups, the Voicemail/Automated Attendant, or over a system CO/IP line (Off-Net).

The user selects the type and condition under which calls are to be forwarded by entering a Call Forward code as follows:

Code 1: Unconditional, all calls to the station, except recalls, are forwarded internally or externally immediately upon receipt.

Code 2: Busy, if the station is busy, forwards all calls, except recalls, to the selected station.

Code 3: No Answer, forwards all calls, except recalls, to the selected station when the station does not answer within the No Answer timer.

Code 4: Busy/No Answer, forwards calls if the selected station is busy or does not answer within the No Answer timer.

Code 5: Attendant Off-Premise, forwards incoming CO/IP calls to an outside number.

iPECS Phone

To activate Call Forward, Unconditional or Busy/No Answer

Lift the handset or press the **[SPEAKER]** button to receive dial tone.

Press the **[FWD]** button

Dial desired Call Forward code ('1'~'4').

Dial the station or station group to receive calls.

or Dial CO access code (9, 8xx, 88xx) and desired external phone number.

Press **[SAVE]** button to save.

or Press **[SPEED]** button and dial desired bin number.

Replace the handset,

To activate Call Forward, Remote (Follow-me)

Lift the handset or press **[SPEAKER]** button to receive dial-tone

Press the **[FWD]** button,

Dial Call Forward code '0',

Dial the station's Authorization Code (Station number + password),

Dial Forward condition ('1'~'4'),

Dial the destination station or station group,

or Dial CO access code (9, 8xx, 88xx) and desired external phone number.

Press **[SAVE]** button to save.

or Press **[SPEED]** button

Dial desired bin number.

Replace the handset,.

To deactivate Call forward

Press flashing [FWD] button, Call Forward will deactivate and the [FWD] button LED is off.

SLT (Analogue Telephone)

To activate Call Forward, Unconditional, Busy/No-Answer to an internal number

Lift the handset to receive dial tone.

Dial Call Forward feature dial code '*49'

Dial desired Call Forward code ('1'~'4').

Dial the destination station, station group or dial CO access code (9, 8xx, 88xx) and desired external phone number.

Momentarily press the hook-switch, receive confirmation tone.

Replace the handset to return to idle.

To activate Call Forward to a Speed number

Lift the handset to receive dial tone.

Dial Call Forward feature access dial code '*49'.

Dial Call Forward code ('6'~'9'),

Dial Speed Dial bin number.

Replace handset to return to idle.

To deactivate the Call forward

Lift the handset, receive stutter dial-tone,

Dial Call Forward feature access dial code '*49',

Dial '#' to cancel Call Forward.

Call Pick-up

Group Call Pick-Up

Description

A station can answer ("Pick-Up") incoming and transferred intercom, CO and IP calls ringing at another station. All ringing calls, except Private Line and Queue Callbacks, are subject to Pick-up by other stations in the same group.

'To Pick-up a call ringing at another station'

Lift the handset or press [SPEAKER].

Dial '*1', the Group Call Pick-up feature code.

Or, Press the {GROUP CALL PICK-UP} button

iPECS phone users may assign a Flex button as a {GROUP CALL PICK-UP} button.

Operation

iPECS Phone

To assign a {GROUP CALL PICK-UP} button

[PGM] + {FLEX} + '*1' + [SAVE]

.

SLT (Analogue Telephone)

To Pick-up a call ringing at another station

Lift the handset

Dial '*1', the Group Call Pick-up code.

Conditions

To pick-up a CO/IP call, the station must have an idle appearance button available.

When several calls are ringing simultaneously, Call Pick-up will connect the oldest highest priority call

Queue callback and Private Line calls are not subject to Call Pick-up and such attempts receive error tone.

Only ringing intercom calls are subject to Call Pick-up; hands free announced calls can not be picked up by another station

When a station belongs to multiple groups, calls to the group with the lowest number are answered first.

Directed Call Pick-Up

Description

A station may answer ("Pick-Up") incoming and transferred intercom, CO and IP calls ringing at another station. All ringing calls are subject to Directed Call Pick-up except Private Line and Queue Callbacks.

iPECS phone users may assign a Flex button as a {DIRECTED CALL PICK-UP} button.

iPECS Phone

To assign a {DIRECTED CALL PICK-UP} button

[PGM] + {FLEX} + '*42' + [SAVE]

To Pick-up a call ringing at another station

Lift the handset or press [SPEAKER]

Dial '*42', the Directed Call Pick-up feature code.

Dial the ringing station's intercom number.

Or,

Lift the handset or press [SPEAKER]

Press the {DIRECTED CALL PICK-UP} button.

Dial the ringing station's intercom number.

SLT (Analogue Telephone)

To Pick-up a call ringing at another station

Lift the handset & dial '*42', the Directed Call Pick-up code.

Dial the ringing station's number.

Call Transfer

2.17.1 Call Transfer, Station

Description

CO/IP calls can be transferred to other stations in the iPECS system. Calls can be transferred announcing the call (screened) or without an announcement (unscreened).

When a call is transferred, the Transfer Recall Timer is initiated. If the timer expires before the call is answered, the Hold Recall process is initiated.

iPECS Phone

While on a CO/IP call, Screened Call Transfer

Press [TRANS] & dial the station to receive the transfer.

At answer or splash tone announce the call.

Hang-up to complete the transfer.

Or,

Press the {FLEXIBLE KEY} button for the desired station.

At answer or splash tone, announce the call & Hang-up to complete the transfer.

While on a CO/IP call, Unscreened Call Transfer

Press [TRANS] & dial the station to receive the transfer.

Hang-up to complete the transfer.

Or,

Press the {FLEXIBLE KEY} button for the desired station.

Hang-up to complete the transfer.

SLT (Analogue Telephone)

While on a CO/IP call, Screened Call Transfer

Momentarily depress the hook-switch & dial the station to receive the transfer.

At answer or splash tone announce the call & Hang-up to complete the transfer.

While on a CO/IP call, Unscreened Call Transfer

Momentarily depress the hook-switch & dial the station to receive the transfer.

Hang-up to complete the transfer.

18 Call Waiting/Camp-On

Description

Call Waiting is used to notify a busy station that a call is waiting. The busy station is notified of the waiting call by a 'Camp-On' tone. For users of an iPECS Phone, the LED of the **[HOLD]** button will flash.

After receiving a busy signal, the calling station camps on to the called station. The called station can respond by:

- a. answering the waiting call, which places the active call on hold first,
- b. sending a silent text or voice message,
- c. activating One-Time DND, or
- d. ignoring the Camp-On tone.

iPECS Phone

To activate a Camp-On while receiving Intercom busy tone

Press the '*' button, called and calling stations receive Camp-On tone.

SLT (Analogue Telephone)

To activate a Camp-On while receiving Intercom busy tone

Press the '*' button, called and calling stations receive Camp-On tone.

Conditions

The user may only Camp-On to a station in the busy mode. A user may not Camp-On to a station in DND, in a conference, receiving a Page, etc.

The Camp-On procedure is employed by an Attendant or Secretary of an Executive/Secretary pair to activate DND Override.

A Camp-On tone is sent each time the calling user presses the '*' button.

A text or voice message, Pre-defined or Custom may be used to respond to a Camp-On.

Conference

Unsupervised Conference

Description

An iPECS phone user may establish a conference with external parties and exit the conference while allowing the external parties to converse privately without supervision from the user.

The system will disconnect the Unsupervised conference if disconnect is detected with only two parties connected or at expiration of the Unsupervised Conference timer. Fifteen seconds prior to expiration of the timer, a Disconnect Warning Tone is provided.

If enabled, either party in an Unsupervised Conference can request the Unsupervised Conference timer be extended. The party enters the Timer Extension feature code and a digit 1 to 9 indicating the Timer extension multiplier. The system will then extend the timer based on the dialed digit multiple of the Timer. For example, if the Unsupervised Conference timer is 5 minutes and the user dials the digit 4, the timer will extend to 20 minutes (4 multiplied by 5 minutes).

iPECS Phone

To set up an Unsupervised conference

Establish normal conference.

Press the [CONF] button. The [CONF] button LED flashes to indicate the Unsupervised Conference state.

To re-enter the Unsupervised conference

Press the flashing [CONF] button.

Conf Party

To extend the Unsupervised Conference from a connected party

Dial '*22'.

Dial the Timer extension multiplier (1-9).

Hardware

iPECS Phone to establish Unsupervised Conference

MCIM required supporting conferences with more than 3 parties

NB: MCIM is required to established Conference rooms: Additional Hardware required

Conference Room

Description

In addition to ad-hoc conferencing, users may establish a Conference Room. Other internal and external parties are invited to the conference and can join the conference without further action by the user that established the Conference Room. A conference Room can be password protected so that only parties that enter the password are allowed to join the Room.

Up to 9 Conference Rooms can be set-up and each can support a maximum of 24 parties. Conference Rooms employ channels from an MCIM (Multi-party Conference Interface Module). Each MCIM supports up to 24 parties.

Attendant Phone

To delete a Conference Room

Press the **PGM** button & dial '055'.
Dial Room number (1~9).

To view Room participant list

Press the **PGM** button & Dial '054'.
Dial Room number (1~9).

iPECS Phone

To set-up a Conference Room

Press the **PGM** button & dial 53 to create a Conference Room.
Dial the desired Conference Room number (1~9).
If desired enter a password for the Conference Room (up to 12 digits).
Press **[SAVE]** to establish the Room.

To join a Conference Room

Press the **PGM** button & dial 59, the Conference Room entry code.
Dial the Conference Room Number.
Dial the Conference Room password.

To delete a Conference Room

Press the **PGM** button & dial 54, the delete Conference Room code.
Dial the Conference Room number (1~9)
Dial the Conference Room password.
Press **[SAVE]** to delete the Conference Room.

To transfer to a Conference Room

Press the **TRANS** button & dial 59, the Conference Room entry code.
Dial the Conference Room Number.
Dial the Conference Room password.

SLT (Analogue Telephone)

To set-up a Conference Room

Lift the handset & dial 561, SLT Programming code.
Dial 53, the Create Conference Room code.
Dial the desired Conference Room number (1~9).
Dial the Conference Room password.
Momentarily press the hook-switch.

To join a Conference Room

Lift the handset & dial 561, SLT Programming code.
Dial 59, the Conference Room entry code.
Dial the Conference Room Number.
Dial the Conference Room password.

To delete a Conference Room

Lift the handset & dial 561, SLT Programming code.
Dial 54, the delete Conference Room code.
Dial the Conference Room number (1~9).
Dial the Conference Room password.
Press **[SAVE]** to delete the Conference Room.

Conditions

Once established, a Conference Room will remain opened until the Room is deleted.

The Conference Room feature employs the MCIM (Multi-party Conference Interface Module) which must be installed for proper operation.

iPECS Phontage and UCS Client may also create, delete and join a Conference Room. For operation, refer to the iPECS Phontage or UCS Client User Guide.

Related Features

2.23.2 Multi-Party Voice Conference

Hardware

MCIM, Multi-party Conference gateway Module

2.23.2 Multi-Party Voice Conference

The system allows multiple internal and external parties to be connected on a call, conference. An unlimited number of 3-party conferences may be established using iPECS Phones. In addition, each MCIM (Multi-party Conference Interface Module) up to 32 parties with the g.711 or g.729 codec and 24 with the g.723 codec may be connected in a single voice conference. The MCIM will support any combination of parties and conferences to the maximum total number of parties in conference. Multiple MCIM's are installed to support multiple multi-party conferences with a maximum of 32 parties in any single conference.

iPECS Phone

To establish an ad-hoc a conference

Establish first call and press the **[CONF]** button. The LED will light, the connected party is placed on exclusive hold and the user receives dial-tone.

Place second call, when connected, press **[CONF]**, new call is placed on exclusive hold.

Repeat steps 3. and 4 above to add additional conference parties.

Press **[CONF]** button to establish conference

To place a conference on hold

Press the **[HOLD]** button, the **[CONF]** button LED will flash.

To retrieve held conference

Press **[CONF]** button, all parties reconnected.

SLT (Analogue Telephone)

To establish an ad-hoc a conference

Establish first call and momentarily press the hook-switch, the connected party is placed on exclusive hold and the user receives dial-tone.

Place second call, when connected, repeat steps 2 and 3 above to add additional parties.

When completed adding parties, momentarily press hook-switch twice in 2 seconds, all parties are connected.

Differential Ring

Description

Differential Ring allows any one of 14 different audible Ring signals to be assigned to an iPECS Phone, allowing users to determine which phone is ringing and the type of call (Intercom or CO/IP). When the phone receives an incoming call, the selected ring signal is provided over the speaker. Different selections are assigned for Intercom and CO/IP calls.

Eight different tones are stored in the iPECS Phone. Four of these tones are permanent while the other four are assigned from the 10 ring-tones in the iPECS system. Note the system ring-tones may be replaced with any 8 second *.wav file through the iPECS Web Maintenance.

iPECS Phone

To select the desired ring tone

Press the [PGM] button.

Dial '1' for Ring Selection.

Dial '1' for Intercom or '2' for CO/IP ring

Dial Ring Tone selection '1'-'8', ring tone is received.

To select the desired ring tone By Co-line Base.

Enter PGM 141 – F16.

Dial desired Ring tone.

00 is Not used for Co-line base, 01-12 can be selected.

To download a Ring tone from the system to an iPECS Phone

Press the [PGM] button.
Dial 1 for Ring selection.
Dial 5 for Ring tone download.
Dial Ring tone storage bin '5'-'8'.
Dial Ring tone selection, '0'-'9', tone is received.
Press the [SAVE] button.

Headset Compatibility

Description

An industry standard headset can be connected to an iPECS Phone in place of or in addition to the handset. The station is then programmed for Headset operation.

In the Headset mode, pressing the [SPEAKER] button will send audio to the Headset instead of the speakerphone. In addition, when in the Headset mode, ring signals can be delivered to the speaker or the headset as defined in the system database.

iPECS Phone users may assign a Flex button to select Headset or Speakerphone operation. The {HEADSET SELECT} button may be used to toggle the operation of the phone between Headset and Speakerphone.

iPECS Phone

To assign a Flex button for {HEADSET SELECT}

[PGM] + {FLEX} + [PGM] + '61' + [SAVE]

To change operation from Speakerphone to Headset

Press the [PGM] button & dial '61', the Headset select code.
Dial '0' to select Headset, '1' to select Speakerphone.
Or,
Press {HEADSET SELECT}.

To change the device to receive ring signals

Press the [PGM] button & dial '62', the Ring select code.
Dial '1' for Speaker, '2' for Headset or '3' for both.

To place/answer calls using the headset

Press the [SPEAKER] with the phone in Headset mode.

Mobile Extension (MBX)

Description

A mobile phone may be registered to a station allowing the mobile phone to place and receive calls through the system. ISDN DID calls are sent to the user's iPECS Phone and the active registered mobile phone simultaneously. If the Mobile extension is paired with a Hunt group station, Hunt group calls routed to the station will also ring to the active Mobile extension when enabled.

The mobile phone users can access the facilities of the iPECS to place internal and external calls as well as activate/access features. To access system facilities and resources, the mobile user calls the DID number of the corresponding iPECS Phone. When the call is received, the system matches the CLI to the mobile phone and provides the mobile user with system dial tone.

The user may be allowed to register and activate a mobile phone.

iPECS Phone

To register a the mobile phone number:

Press the [PGM] button & dial '37'.
Dial the mobile phone number.
Press the [SAVE] button.

To activate a registered mobile phone from the user's station:

Press the [PGM] button & dial '38'.
Dial digit '1' to activate, '0' to deactivate.
Press the [SAVE] button.

To place a call from the mobile extension using the iPECS:

Dial the DID number of the station, the system will check the CLID, answer the call and the user will receive intercom dial tone.
Place internal or external iPECS call as normal.

To Transfer a call from the mobile extension using the iPECS:

Dial '*' while on an iPECS call.
Dial the desired extension, the call is transferred and the mobile phone returns to idle.
Note: the mobile may stop the transfer & retrieve the call by dialing '#'.

Station Speed Dial

Description

Each user can store commonly dialed numbers for easy access using Station Speed Dial bins. With the iPECS-50 and 100, each station has access to 20 Speed Dial numbers and, with other iPECS systems, each station has access to 100 Speed Dial numbers. Each Speed Dial number can be up to 48 digits in length and may include special instruction codes.

Special instruction codes available are:

'*' as 1 st digit	Activate Display Security, do not display number.
Flash as 1 st digit	Activate dial-tone detect.
#	Insert a pause dialing command.
'*' not 1 st digit	Switch from Pulse to DTMF dialing.
[MSG/CALLBK]	Send as ISDN Keypad Facility IE.
[HOLD]	Insert a Pulse to tone switch-over

iPECS Phone users may assign a Flex button for One-Touch access to a specific Speed Dial bin. In addition, the iPECS Phone user may assign a Telephone number directly to a Flex button. In this case, the telephone number is allocated to the highest numbered available Station Speed Dial bin.

iPECS Phone

To assign a Flex button as a {STATION SPEED DIAL} button

[PGM] + {FLEX} + [SPEED] + Station Speed Dial bin number + [SAVE]

To dial using a Station Speed Dial with a [SPEED] button

Lift handset or press the [SPEAKER] button.
Press the [SPEED] button.
Dial the desired bin number.

To dial using a Station Speed Dial and the LIP 8000 series soft buttons

Press the [DIR] soft button
Press the [SPEED] soft button
Dial the desired bin number.

To program a Station Speed Dial number using the [SPEED] button

Press the [PGM] button.
Press the [SPEED] button.
Dial the Speed Dial bin number.
Press the {CO}/{IP}, {LOOP}, or {POOL} button or dial the CO/IP line/group access code.
Dial the number to be stored.
Press the [SAVE] button.
If desired, enter a name, see alphanumeric entry chart below.
Press the [SAVE] button.

To program a Station Speed Dial number using the LIP-8000 series soft buttons

Press the [DIR] soft button
Press the [SPEED] soft button
Press the [ADD] soft button
Dial the Speed Dial bin number.
Press the {CO}/{IP}, {LOOP}, or {POOL} button or dial the CO/IP line/group access code.
Dial the number to be stored.
Press the [SAVE] button.
If desired, enter a name, see alphanumeric entry chart below.
Press the [SAVE] button.

SLT (Analogue Telephone)

To dial using a Station Speed Dial

Lift handset.
Dial '558', the SLT Speed Dial access code.
Dial the desired bin number.

To program a Station Speed Dial number

Dial 561, the SLT Programming code.
Dial 558, the SLT Speed Dial access code.
Dial the Speed Dial bin number.
Dial the CO/IP line/group access code.
Dial the number to be stored.
Momentarily press the hook-switch **or** Recall/Flash Button
If desired, enter a name, see Alpha-numeric entry chart.
Momentarily press the hook-switch. **or** Recall/Flash button

**Alpha-numeric characters may be entered to name the Speed Dial number using the chart adjacent:
Conditions**

System Speed Dial

Description

Commonly dialed numbers can be stored by the System Attendant or by the Administrator in Web Admin for easy access by stations allowed use of System Speed Dial bins. With the IPECS-50 and 100, up to 800 System Speed Dial numbers may be stored. With iPECS 300 models, up to 3000 System Speed Dial numbers are available. With iPECS 600 models, up to 6000 System Speed Dial numbers are available. Each Speed Dial number can be up to 48 characters in length and may include special instruction codes.

Special instruction codes available are:

'*' as 1 st digit	Activate Display Security.
Flash as 1 st digit	Activate dial-tone detect.
'#' as 1 st digit	Insert a pause dialing command.
'*' not 1 st digit	Switch from Pulse to DTMF dialing.
[MSG/CALLBK]	Send as ISDN Keypad Facility IE.
[HOLD]	Insert a Pulse to tone switch-over

iPECS Phone users may assign a Flex button for One-Touch access to a specific System Speed Dial bin.

iPECS Phone

To assign a Flex button as a {SYSTEM SPEED DIAL} button

[PGM] + {FLEX} + [SPEED] + System Speed Dial bin number + [SAVE]

To dial using a System Speed Dial using a [SPEED] button

Lift handset or press the [SPEAKER] button.

Press the [SPEED] button.

Dial the desired bin number (iPECS-50, MFIM/100: '200'-'999', other MFIMs: '2000'-'4999')

To dial a Station Speed Dial number using the LIP-8000 series soft buttons

Press the [DIR] soft button

Press the [SPEED] soft button

Dial the desired bin number (iPECS-50, MFIM/100: '200'-'999', other MFIMs: '2000'-'4999')

SLT (Analogue Telephone)

To dial using a System Speed Dial

Lift handset.

Dial '*9', the SLT Speed Dial access code.

Dial the desired bin number (iPECS-50, MFIM/100: '200'-'999', other MFIMs: '2000'-'4999')

Attendant

To program a System Speed Dial number

Press the [PGM] button.

Press the [SPEED] button.

Dial the Speed Dial bin number (iPECS-50, MFIM/100: '200'-'999', other MFIMs: '2000'-'4999')

Press the {CO}/{IP}, {LOOP}, or {POOL} button or dial the CO/IP line/group access code.

Dial the number to be stored.

Press the [SAVE] button.

If desired, enter a name, see Alpha-numeric entry chart under Station Speed Dial.

Press the [SAVE] button.

To dial a Station Speed Dial number with the LIP-8000 series soft buttons

Press the [DIR] soft button

Press the [SPEED] soft button

Press the [ADD] soft button

Dial the Speed Dial bin number

iPECS-50 & 100: '200'-'999'

iPECS-300: '2000'-'4999'

iPECS-600: '2000'-'7999'

Press the {CO}/{IP}, {LOOP}, or {POOL} button or dial the CO/IP line/group access code.

Dial the number to be stored.

Press the [HOLD/SAVE] button.

If desired, enter a name, see alphanumeric entry chart under Station Speed Dial.

Press the [HOLD/SAVE] button.

The CO/IP line used for a Speed Dial is presented to a direct appearance on the iPECS Phone. If there is no direct appearance at the station, a {POOL} or {LOOP} button is used as the appearance for the line.

The user may pre-select the CO/IP line for a Speed Dial number, overriding the CO/IP line assignment in the Speed Dial bin.

Paging

3.10.1 Internal/External & All Call Page

Description

A station, which is permitted to access page facilities, can connect and transmit voice announcements to any or all of the systems Internal/External Page zones. Stations are grouped into “zones” to receive pages to the zone. Stations not assigned to any zone will not receive a page including All Call pages.

A page warning tone, if assigned, will be provided to the Page Zone(s) prior to the audio connection. The user is allowed to continue the page for the specified Page Time-out timer after which the user is disconnected and the Page Zone(s) is returned to idle.

The default Page Zone dial codes are as follows:..

iPECS Phone

To assign a Flex button as a {PAGE ZONE} button

[PGM] + {FLEX} + Page Zone number + [SAVE]

To make a page.

Lift the handset.

Dial the desired paging code or press a {PAGE ZONE} button.

If assigned, after the Page Warning Tone, make announcement.

Replace the handset and go on-hook.

To queue for a page when busy is received.

Press the [MSG/CALLBK] button.

Replace the handset returning to idle.

SLT (Analogue Telephone)

To make a page.

Lift the handset.

Dial the desired paging code.

If assigned, after the Page Warning Tone, make announcement.

Replace the handset, go on-hook.

To queue for a page when busy is received.

Dial ‘*66’, the Call Back code.

Replace the handset returning to idle.

Call Log Display

User's of iPECS Phones with Soft keys (7016D, 7024D and 7024LD) can view a log of incoming, outgoing and missed calls on the display. A Flex button must be assigned as a {CALL LOG} button for easy access to the Call Log menu.

iPECS Phone

To assign a {CALL LOG} button:

[PGM] + {FLEX} + [PGM] + '57' + [SAVE]

To access the Call Log menu:

Press the {CALL LOG} button

VOICEMAIL Fast forward & Rewind playback [5.5]

Description

New controls for VM mailbox playback are added at 5.5 software.

While listening to a mailbox message, the user can access fast forward and rewind controls:

Fast forward ~ press # during the message playback

Rewind ~ press * during the message playback

The timer for these operations is common to both operations and is defined by the 'Message Rewind/Fast-Forward Time'.

AUTO ATTENDANT GREETINGS

(Company front end greeting)

When a call comes into the system through a DID or DISA line, the call may be routed to one of 20 user recorded VMIM/VSF Announcements (Caller Controlled Routing).

Below is the procedure to follow when you need to change this greeting. (Note If you are using a front end greeting which has pre-programmed options the caller selects to a destination such as an extn or message you will need to make sure your new recorded message matches the same destinations. To change these destinations you will need to contact CTS support to make the changes to the programming of the phone system.

System Attendant

To record an Auto Attd Announcement

Press the **[PGM]** button.

Dial '06', the Message Record code.

Dial the Announcement number ('01' - '72').(Check with CTS tech)

With Multi Language support, enter the language number (1~3), By default use 1 for English.

The current announcement is played followed by the "Press # to record" prompt.

Dial '#'.

After the record prompt and beep-tone, record message.

Press the **[HOLD/SAVE]** button to stop recording and save the message.

To delete a recording

Press the **[PGM]** button.

Dial '06', the Message Record code.

Dial the VMIM/VSF sequence number.

Dial the Announcement number ('01' - '72').

With Multi Language support, enter the language number (1~3), the current announcement is played followed by the "Press # to record" prompt.

Dial '#'.

Press the **[SPEED]** button during playback to erase message

Please note for added support contact Support@cts.co.nz

Or for a more detailed explanation please see the feature manual on our website.

Code	Description	Code	Description
11x	Intercom Differential Ring	80	{Record} Button Assignment - With Voice Mail
12x	CO Line Differential Ring	81	{CLIR} Button Assignment
13	Intercom Answer Mode (1: HF/2: TONE/3: PV)	82	{COLR} Button Assignment
14x	Call Coverage Attribute Setting	83	{ATD DND} button assignment
15x	Station Ring Download	84	{Account Code} Button Assignment
21	Knock Down Station COS	85	{LOOP} Button Assignment
22	Restore Station COS	86	{ATD Intrusion} Button Assignment
23	Walking COS	87	{INTERCOM} Button Assignment
24	ICR Scenario	88	{Camp-on} Button Assignment
25	LIP Keypad Stat	89	{Send Keypad Facility IE} Button Assignment
26	Call Profile	8#	{OHVO} Button Assignment
31	Message Retrieve Method	90	{SPEED} Button Assignment
32	Message Retrieve Example	91	{CONFERENCE} button assignment
33	User Authorization Code Registration	92	{CALLBACK} button assignment
34	DID Call Wait	93	{DND} button assignment
35	Message Wait in Executive/Secretary pair	94	{FLASH} button assignment
36	Send SMS Message	95	{MUTE} button assignment
37	Register Mobile Extension	96	{MONITOR} button assignment
38	Make Mobile Extension active	97	{REDIAL} button assignment
39	Register Mobile Extension CLI	98	{CALL FORWARD} button assignment
30	VM Mobile Notify	99	{PTT} button assignment
41	Set Wake-Up Time	9*XX	{In-Room Indication} button assignment (XX = 01-10)
42	Wake-Up Time Disable	*7	Forced FWD To Desk
51XX	Custom/Pre-select Message Display (XX = 00-20)	*8	Register Bluetooth
52	Register Custom Message (Message 00)	*9	Bluetooth Usage
53	Active Conference Room	*0	Hot desk Login
54	Deactivate Conference Room	**	Hot desk Logout
55	Monitor Conference Group		
57	{Call Log Display} Button Assignment		
61	Headset/Speakerphone Mode		
62	Change Ring Mode		
71	LCD Display Mode		
72	Version Display		
73	Background Music		
74	Station User Name Registration		
75	Display Phone IP Address		
76	Change Phone IP Address		
77	Display Phone MAC Address		
78	Change Mode		
79	Display Phone Version		
7*	Display Serial number/Package for SMEMU		

