

**iPECS**

**LIP-7004N**

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# 1. Introduction

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## 1.1 General

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Your telephone is connected to an advanced technology highly versatile fully featured telecom system designed to make office communications easy and productive. Employing state of the art Voice over Internet Protocol (VoIP) technology, voice and data converge on a single IP packet network. Because each iPECS Phone is an IP appliance, it can be moved easily throughout the office LAN and maintain normal operation.

## 1.2 Feature Information

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We have taken every effort to make this user guide simple and straightforward. The guide starts with the simpler operations of the iPECS Phone, receiving and placing calls and then to more advanced features. Each section includes a brief and basic description of each feature and step-by-step operations

The operations shown in this guide use the system's base default Numbering Plan. Your Numbering Plan may be different. Some features may not be available for you to access or may be subject to certain limitations based on the set-up of the system

Under certain operation conditions this equipment cannot be relied upon to make emergency calls. Alternative arrangements should be made for access to the emergency services.

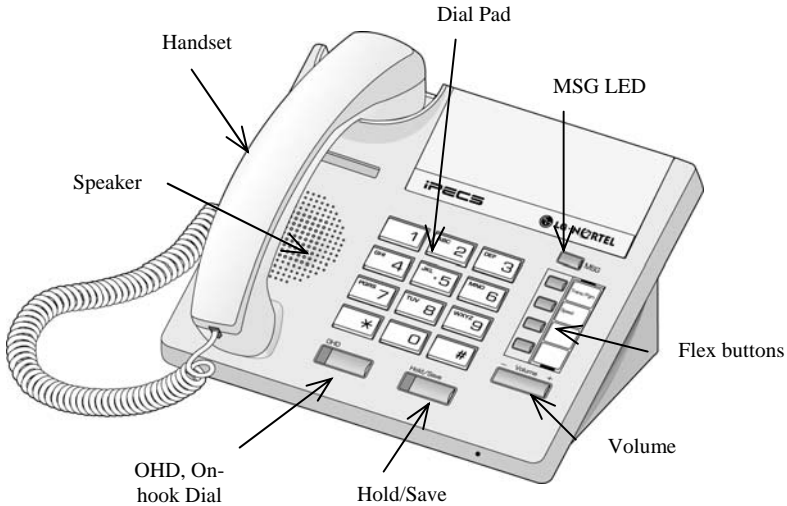
## 1.3 Feature Groupings

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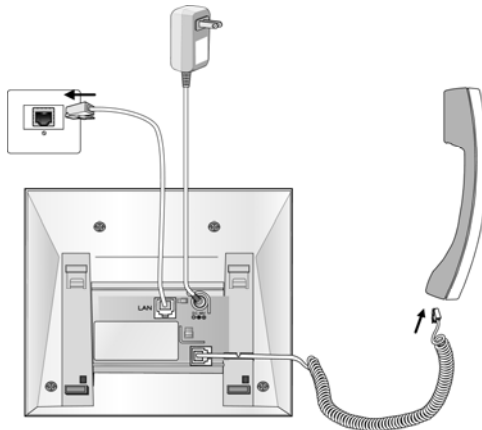
Features have been divided into groups, *Receiving calls*, *Placing calls* etc. Within each group, features are arranged according to the difficulty of operation and frequency of use. In some cases, a feature must be assigned to a Flex button. Every effort has been taken to divide the features into a logical and consistent sequence so that features can be quickly located.

## 1.4 iPECS LIP-7004N Phone Description

The iPECS LIP-7004N Phone incorporates the latest in VoIP technology and is intended for basic communications (ex., a lobby or limited use phone). Features are generally accessed using dial codes entered from the dial pad.



**iPECS LIP-7004N Diagram**



**iPECS LIP-7004N Connections**

## 2. Receiving calls

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### 2.1 Answering a Call While Idle

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There are 3 basic types of incoming calls; **Internal/External Ringing** calls, **Intercom Voice Announce** calls, and *Hold* recalls.

Your phone may be assigned a **Ringling Line Preference** to determine the order in which calls are answered by lifting the handset. Otherwise, you must press the flashing Flex button.

External calls to an iPECS Phone will appear under the CO/IP line button or a **LOOP** button. External calls are from CO lines or VoIP channels that are programmed to ring at your phone. For external calls, **Delay Ring** may be assigned allowing others to answer the call before the call rings at your phone.

Calls can be forwarded in some manner from another user; if providing call coverage for other users, you may also receive **Station Call Coverage** calls.

Calls placed on **Hold**, including Transfers, parked calls, etc., will **Recall** if left on hold for too long.

**ICM Voice Announce** calls are answered based on the **ICM Signaling mode** at the receiving phone; in Hands-Free (HF) mode, after the splash tone and announcement, speak normally into the microphone. In the Privacy (PV) mode, lift the handset to respond. The **ICM Signaling mode** can be assigned in *Station Programming*.

### OPERATION

#### **To answer a call ringing at your phone:**

- Lift the handset and, then press the flashing Flex button (as needed), the call will be connected.

#### **To respond to an Intercom Voice Announce call:**

- Lift the handset to respond.

## 2.2 Responding to a Call While Busy

---

While you are busy on another call, you may receive Muted Ring, Camp-On tones, or Voice-Over announcements. Muted Ring is provided over the speaker of your Phone indicating a **Call Waiting**. You also may receive **Camp On** tones, a burst of tones on top of the existing call, as an indication of another call waiting.

While busy, certain stations can activate **Voice Over** to your phone. In this case, audio is received from both the active call and the **Voice Over** announcement at the same time.

Respond to any of these **Off-hook Signals** in one of several ways: place the existing call on **Hold** and respond to the new incoming call, activate **One-time DND**, send a **Silent Text Message**, or ignore the new call. A **DND Flex** button is required for One-Time DND.

**Silent Text Message** requires a **TEXT MESSAGE** button, and cannot be sent to a SLT or other non-display terminal.

The Attendant or Secretary may use **Intrusion** to announce a call while you are busy.

### OPERATION

#### **To answer a Call Waiting:**

- Press the **HOLD/SAVE** button, and/or
- Press the flashing **FLEX** button.

#### **To activate One-time DND:**

- Press the **DND** button.

#### **To send a Silent Text Message:**

- Press the programmed **TEXT MESSAGE** button,
- Select the desired message to send.

## **2.3 Differential Ring Signals**

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When multiple phones in a small area ring, it can be difficult to tell which are ringing. The iPECS Phone has 14 **Ring Tones** available for differentiating ring from one phone to another. Four of the tones are stored in the phone's permanent memory; the remaining ten tones are in the system's memory. Four of these ten can be downloaded into the phone's memory for use as the 5<sup>th</sup> to 8<sup>th</sup> **Ring Tone**.

### **OPERATION**

#### **To download a Ring Tone from System memory:**

- Lift Handset
- Press **TRANS/PGM**,
- Dial 1 for Ring Tones,
- Dial 5 for Ring Tone download,
- Dial the memory location to receive the tone (5-8),
- Dial tone number 0-9, tone is heard,
- Press **HOLD/SAVE** to download.

#### **To select a Ring Tone from phone memory:**

- Press **TRANS/PGM**,
- Dial 1 for Ring Tones,
- Dial 1 or 2 for Internal or External ring,
- Dial tone number 1-8,
- Press **HOLD/SAVE** to make the selection.

## **2.4 Answering Calls at Night**

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In the Night mode, **Loud Bell Control** may be used to send ring signals to external bells. You may then answer these calls with **Universal Night Answer (UNA)**.

### **OPERATION**

#### **To answer a call during Night mode ringing over an external bell:**

- Lift the handset,
- Dial the UNA code 567.



## **2.5 Answering Calls to Other Stations**

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When nearby stations are ringing, you may pick-up (answer) the call. You may select to answer a call ringing at a specific station (**Directed Call Pick-Up**) or you may choose to answer the oldest call ringing to your station group (**Group Call Pick-Up**). Assign a Flex button with the Group Call Pick-Up code (566) for one-touch access.

**NOTE—Pick-Up will not answer calls on the ringing station's Private Line unless you also have an appearance of the Private Line.**

### **OPERATION**

**To answer a call ringing at another station:**

- Lift the handset,
- Dial 7 (Directed Call Pick-Up code),
- Dial the Intercom Number of the ringing station; call is connected.

**To answer a call ringing at a station in your group:**

- Lift the handset,
- Dial 566 (Group Call Pick-Up code), the call is connected.

## **2.6 Using Do-Not-Disturb (DND) to Block Incoming Calls**

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When you need quiet, you can activate Do-Not-Disturb and the phone will not receive calls. Internal callers will receive a fast busy tone. Activate Do-Not-Disturb while busy, **One-Time DND**; DND will be active only for the duration of the present call.

When an Executive activates DND, calls are forwarded to the paired Secretary automatically.

The Attendants and Secretary may be able to activate **DND Override** and **Intrude** on the call. The Attendants may also cancel DND at other stations.

### **OPERATION**

**To toggle DND On and Off:**

- Dial 553.

## 2.7 Forwarding Calls

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### 2.7.1 Forwarding calls to another station or Voice Mail

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Incoming calls may be diverted to other resources of the system. Resources include other stations, **VMIM/VSF Voice Mail** and **External Voice Mail**.

Call Forward can be activated from your phone or from a different station (**Call Forward, Remote**). You may define the conditions or 'type of forward' as below:

- 1: **Unconditional**—all calls to the station, except recalls, are forwarded internally or externally.
- 2: **Busy**—Immediately forwards all calls, except recalls, when station is busy.
- 3: **No Answer**—forwards all calls to the station, except recalls, when the station does not answer within the No Answer timer.
- 4: **Busy/No Answer**—forwards calls if the station is busy or does not answer within the No Answer timer.

When you forward calls from a different station, you may need to enter your *Authorization Code*.

Calls on a Private Line will not forward except to a station with an appearance of the Private Line or to Voice Mail.

### OPERATION

**To activate Call Forward from your phone to another phone or internal system resource:**

- Lift the handset,
- Press **FWD** or dial 554 (Call Forward code),
- Dial the type of forward code 1-4,
- Dial the destination number.

**To deactivate Call Forward from your phone:**

- Press **FWD** or dial 554,
- Press the # key.

**To activate Call Forward for your phone from a different phone (Call Forward, Remote):**

- Lift the handset,
- Press **FWD** or dial 554,
- Dial 0 (Remote Call Forward code),
- Dial your Authorization Code (Station number & Password),
- Dial the 'type of forward' code 1-4,
- Dial the destination number.

### To deactivate Call Forward, Remote:

- Lift the handset,
- Press **FWD** or dial 554,
- Dial 0 (Remote Call Forward code),
- Dial your Authorization Code (Station number & Password),
- Press the # key.

### 2.7.2 Forwarding calls to an external number

Forward calls to an external CO/IP destination; calls can be forwarded from an internal station or a remote location. You may define the conditions or 'type of forward' as below:

- 1: **Unconditional**—all calls to the station, except recalls, are forwarded internally or externally.
- 2: **Busy**—Immediately forwards all calls to the station, except recalls, when station is busy.
- 3: **No Answer**—forwards all calls to the station, except recalls, when the station does not answer within the No Answer timer.
- 4: **Busy/No Answer**—forwards calls if the station is busy or does not answer within the No Answer timer.

When you forward calls from a different station or a remote location, you may need to enter your **Authorization Code**. In addition, from a remote location, you must access the system through a **DISA** enabled CO line.

### OPERATION

#### To activate Call Forward, Off Premise (forward to an external number) from your phone:

- Lift the handset,
- Press **FWD** or dial 554,
- Dial the 'type of forward' code 1-4,
- Press **SPEED**,
- Dial Speed Dial bin number,
- Replace the handset, return to idle.

#### To activate Call Forward, Off Premise (forward to an external number) from a different phone:

- Lift the handset,
- Press **FWD** or dial 554,
- Dial the Remote Call Forward code 0,
- Dial your Authorization code (station number & Password),
- Dial the 'type of forward' code 1-4,
- Press **SPEED**,
- Dial Speed Dial bin number,

- Replace the handset, return to idle.

**To activate Call Forward, Off Premise (forward to an external number) from a remote location:**

- Lift the handset,
- Dial the telephone number of a DISA assigned CO line,
- While receiving dial-tone, dial the Call Forward feature code 554,
- Dial your Authorization Code (Station number & Password),
- Dial the 'type of forward' code 6-9,
- Dial Speed Dial bin number,
- Replace the handset, return to idle.

### **2.7.3 Forwarding callers to a Text Message**

Using an iPECS Phone, the system can be setup to return a 'Text Message' to callers. When calling your Station, Internal callers will automatically receive the selected message or you can send a text message you select in response to an internal call, **Silent Text Message**. There are 11 **Custom Display Messages** each up to 24 characters. Ten can be assigned by the Attendant and one assigned by you, see [Station Speed Dial Character entry chart](#).

In addition, there are ten fix Pre-defined Text Messages; some allow auxiliary input for time, date, etc. (as shown in message list).

Message 01: LUNCH RETURN AT hh:mm

Message 02: ON VACATION  
RETURN AT DATE mm:dd

Message 03: OUT OF OFFICE  
RETURN AT TIME hh:mm

Message 04: OUT OF OFFICE  
RETURN AT DATE mm:dd

Message 05: OUT OF OFFICE  
RETURN UNKNOWN

Message 06: CALL (enter up to 17 digits)

Message 07: IN OFFICE STA xxxx

Message 08: IN MEETING  
RETURN AT TIME hh:mm

Message 09: AT HOME

Message 10: AT BRANCH OFFICE

### **OPERATION**

**To activate Custom or Pre-defined Message Forward:**

- Press **TRANS/PGM**,
- Dial User Program feature code 51,
- Dial the two-digit text Message code (00-20),

- Dial any auxiliary input for messages 01-04 and 06-08,
- Press **HOLD/SAVE**, forward confirmed.

**To cancel activated Message:**

- Press the flashing **FWD** button or dial 554,
- Dial #.

**To program the Station Custom Message (00) at your station:**

- Press **TRANS/PGM**,
- Dial User Program feature code 52,
- Enter Message contents, up to 24 characters, see [section 3.3.3](#)
- Press **HOLD/SAVE**, message saved.

## 3. Placing a call

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### 3.1 Internal Calls

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#### 3.1.1 Placing Intercom calls

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You can place calls to other stations in the system over the Intercom. The call will ring, or for an **ICM Voice Announce** call, a splash tone will be heard. Ring or Voice Announce is normally determined by settings at the called station but you may change this by dialing '#' after calling the user. By changing the mode, a Voice Announce call will ring or a ringing ICM call will allow Voice Announce (toggle).

You can assign a Flex button for **Direct Station Selection/Busy Lamp Field (DSS/BLF)**. A **DSS/BLF** button lets you call the other station with a single button press. The button LED displays the other station's status, ON, is busy, OFF is idle.

When you go off-hook, you may connect to another station or system resource automatically. This **Prime Line Preference** may be immediate or delayed allowing you to take other actions during the delay. Otherwise, you may press another Flex button before going off-hook to override Prime Line Preference.

If you go off-hook and take no action, Intercom dial-tone will time-out and after receiving the **Howler Tone**, your phone will be placed out-of-service in **Intercom Lock-Out**. You must hang-up to return to an idle state.

### OPERATION

#### To place an Intercom call:

- Lift the handset,
- Dial the Intercom number of the desired station,
- At answer or Splash tone, speak to the called party.

#### 3.1.2 Using Camp-On when calling a busy station

---

If your called party is busy, you may activate **Camp-On**, **Callback** or **Voice Over** to the station. With **Camp-On**, wait off-hook for the called station to answer. With **Callback**, the system will call you when the busy station goes idle. After you answer, the system calls the previously busy station.

If you are the Attendant or Secretary, you may activate **Intrusion**. You may also use **Step Call**; dial the next station by dialing just the last digit of the Intercom number.

**OPERATION****To Camp-On (wait off-hook) for a busy station:**

- Dial \* and wait for an answer.

**To Callback (wait on-hook) for a busy station:**

- Press **CALL BACK** and hang-up.

**To make a Voice Over announcement to a busy station:**

- Dial #, after splash-tone, speak.

**3.1.3 To leave a Message Wait**

---

If the called user does not answer or is in DND mode, you may leave a **Message Wait**. The called user will receive a Message Wait indication; the MSG LED will flash.

**OPERATION****To activate Message Waiting,**

- Dial 556 and hang-up.

## 3.2 External Calls

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### 3.2.1 Placing external CO/VoIP calls

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External calls are placed on CO/IP lines. These 'lines' are accessed either by a button on the iPECS Phone assigned as a **CO/IP line** or by dial codes. The CO/IP lines are grouped for different types of calls, local, long distance, etc. Using the **CO/IP line group** code, you will be able to access any line from the group. A Flex button on the iPECS Phone assigned as a **LOOP** button lets you access a line from a group. Dial codes for access to CO/IP lines are:

Individual CO/IP line access

88 + Line number (01-42 for iPECS-100, 001-200 for iPECS-300 & 600).

CO/IP Group access

801-820 for iPECS-100, 801-872 for iPECS-300 & 600

Any CO/IP Line access,

9

When dialing on a CO line, which uses pulse style signals, you may activate **Dial Pulse to Tone Switchover** changing to DTMF style dialing for banking services, etc.

When placing an IP call, an IP address is dialed using the "\*" key in place of the dot.

If **Least Cost Routing** is set-up, the number you dial will be analyzed and the system will place the call on the least expensive route.

You may be assigned **Dialing** and/or **CO/IP Line Access Restrictions**, in which case you will receive error tone if you attempt to dial or access a restricted number/CO/IP line. **CO/IP line** and **Station Class Of Service (COS)**, which establish dialing restrictions, may vary during Day and Night operation (**Day/Night COS**).

You may need to enter an **Authorization code** before placing calls, in which case you will receive a second dial tone.

Your external calls may be subject to **Call Time Restrictions**, you will receive a **Call Warning Tone** prior to disconnect.

**NOTE—In the event of an emergency, assigned Emergency numbers (ex., a 911 call) may be dialed from any station on the System, regardless of a Station's dialing restrictions (COS).**

### OPERATION

To place an external call:

- Lift the handset,
- Select/dial the CO/IP line/group,
- Dial the desired number.



### **3.2.2 Waiting for the next available CO/IP line**

---

If all the lines connected to your system are busy, you will receive an All Trunks Busy signal. You may request to be notified when a line becomes free.

#### **OPERATION**

**To activate a queue if the selected/dialed line is busy:**

- Select/dial a busy CO/IP line,
- Dial 556,
- Return to an idle state by going on-hook; when the line becomes available, the Station will be notified with ringing.

### **3.2.3 Account Codes: Tracking External calls for billing**

---

In some cases, you or your company may desire to track calls for billing or other purposes. You may enter an **Account Code**, which is output from the system to a printer in the **SMDR** report. You may have an **Account Code Flex** button (refer to *Assigning features to Flex buttons*).

#### **OPERATION**

**To enter an Account Code before the call:**

- Lift the handset,
- Dial 550,
- Dial the Account Code (1-12 digits),
- Press \*, Intercom dial tone is heard,
- Place the CO/IP call as normal.

### **3.2.4 To disable dialing from your phone**

---

You can temporarily 'Lock' your phone by activating **Temporary COS**, which will deny all dialing from the phone. To deactivate **Temporary COS** you must enter the station's Authorization code.

#### **OPERATION**

**To activate Temporary COS:**

- Press **TRANS/PGM**,
- Dial User Program code 21,
- Press **HOLD/SAVE**.

**To deactivate Temporary COS:**

- Press **TRANS/PGM**,
- Dial User Program code 22,

- Dial your Authorization code,
- Press **[HOLD/SAVE]**.

### **3.2.5 To temporarily override dialing restrictions at a phone**

Override the dialing restrictions at any phone by activating **Walking COS**. The **Walking COS** dialing restriction levels are applied for a single call only. For multiple calls, you will need to reactivate **Walking COS** or use the **[FLASH]** button to regain outside dial tone.

#### **OPERATION**

##### **To activate Walking COS:**

- Press **[TRANS/PGM]**,
- Dial User Program code 23,
- Dial your Authorization Code (Station number and password),
- Place call as normal.

### 3.3 Using Automated Dialing

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#### 3.3.1 Using Last Number Redial (LNR)

---

The last number dialed on an external call is automatically saved in the **Last Number Redial (LNR)** buffer.

#### OPERATION

To dial the Last Number for an external call:

- Lift the handset,
- Press **SPEED**,
- Dial \*.

#### 3.3.2 Using and Entering Save Number Dial

---

You may store the last number dialed on an external call to the **Save Number Dial** buffer for convenient dialing at a later time. The Save Number is stored until you save new number.

#### OPERATION

To place a call using Save Number Dial:

- Lift the handset,
- Press **SPEED**.
- Dial #

To store a number in the Save Number Dial:

- While on an outgoing external call, press **SPEED** twice.

#### 3.3.3 Using System Speed Dial Numbers

---

The iPECS-100 the system has memory allocated for 800 **System Speed Dial** numbers (bins 200-999). The iPECS-300 & 600 systems have memory allocated for 3000 System Speed Dial numbers (bins 2000-4999). You may, if allowed, use the **System Speed Dial** to dial frequently called numbers.

In some cases, these numbers are divided into groups called **System Speed Zone Groups**. In this case, you may access some numbers and not others and your dialing restrictions may be invoked.

Only an Attendant can enter **System Speed Dial** numbers.

#### OPERATION

To place a call using System Speed Dial:

- Lift the handset,
- Press **SPEED**,

- Dial the desired System Speed Dial bin number (200-999 for iPECS-100 or 2000-4999 for iPECS-300 or 600).

### 3.3.4 Using and Entering Station Speed Dial Numbers

Each station in the iPECS-100 is allocated memory for 20 **Station Speed Dial** numbers (bins 00-19) each up to 48 digits. The iPECS-300 & 600 each support 100 **Station Speed Dial** numbers (bins (000-099)). These numbers are entered at the user's station and may include several 'special' instructions. Special instructions and the corresponding button are:

'#' – Pause, system will momentarily stop dialing.

Flash as 1st digit – activate dial tone detect.

Flash not as 1st digit – the system will generate a *flash on the CO line*.

Call Back as 1st digit – Send digits as *ISDN Keypad Facility message*.

\*\* as 1st digit - Display Security, the stored number will not be displayed when used.

\*\* not as 1st digit, - Dial Pulse to Tone Switchover, the system will switch from pulse to DTMF dialing.

When entering a **Speed Dial**, a 16-character name, may be associated with the number for **Dial by Name** which is only available to display phones. Characters are entered with two keystrokes as in the chart below.

|               |        |        |
|---------------|--------|--------|
| Q - 11        | A - 21 | D - 31 |
| Z - 12        | B - 22 | E - 32 |
| . - 13        | C - 23 | F - 33 |
| 1 - 10        | 2 - 20 | 3 - 30 |
| G - 41        | J - 51 | M - 61 |
| H - 42        | K - 52 | N - 62 |
| I - 43        | L - 53 | O - 63 |
| 4 - 40        | 5 - 50 | 6 - 60 |
| P - 71        | T - 81 | W - 91 |
| R - 72        | U - 82 | X - 92 |
| S - 73        | V - 83 | Y - 93 |
| Q - 7*        | 8 - 80 | Z - 9# |
| 7 - 70        |        | 9 - 90 |
| *1 -<br>Blank | 0-00   | #      |
| *2 - :        |        |        |
| *3 - ,        |        |        |

**Character Entry**

**OPERATION****To place a call using Station Speed Dial:**

- Lift the handset,
- Press **SPEED**,
- Dial the desired Station Speed Dial bin number (00-19 or 000-099).

**To enter a Station Speed Dial number with CO Line and Name:**

- Press **TRANS/PGM**,
- Press **SPEED**,
- Dial the desired Station Speed Dial bin number,
- Select/dial the CO/IP line/group,
- Dial the desired number to be stored,
- Press **HOLD/SAVE**,
- Enter the associated name, if desired, using the Character Entry chart,
- Press **HOLD/SAVE**.

## 4. Transfer, Conference & other Call Handling

---

### 4.1 Call Transfer: Sending a call to a different destination

---

You can send an active call to another station or other resource of the system, **Call Transfer**. You can screen the transfer with the receiving party (**Screened Call Transfer**) or complete the transfer without screening (**Unscreened Call Transfer**). Transferred calls, internal or external, are placed in **Transfer Hold**, will receive *MOH* and will recall if not answered in a timely manner.

If an **Unscreened Transfer** call encounters an error or DND, it immediately recalls you.

DSS/BLF buttons may be employed to transfer calls.

#### OPERATION

##### To Transfer an active call:

- Press TRANS/PGM,
- Call receiving party,
- For Unscreened Call Transfer, hang-up,
- For Screened Call Transfer, at answer or Splash tone, announce call.

### 4.2 Call Hold: Placing a call in a waiting state

---

You may place an active Internal or External call in one of several holding states. In **System Hold**, other non-restricted stations may pick-up the call. In **Exclusive Hold**, only the holding station may pick-up the call.

The system is assigned a preferred hold type (System or Exclusive). You may override this **Hold Preference** by pressing the HOLD/SAVE button twice.

The LEDs for buttons assigned **CO/IP line** flash at distinctive rates for the holding station and other iPECS Phone users.

There are also user operations such as pressing a DSS/BLF button that will place a call in **Automatic Hold**.

Calls will remain in the held state for a period and then recall the user.

This **Hold Recall** is provided with a different ring signal. If not answered in a timely manner, the Attendant will receive **Attendant Hold Recall**.

#### OPERATION

##### To place a call on Hold:

- Press HOLD/SAVE.

---

### 4.3 Broker Call: Switching between two calls

---

You may switch between the active call and a call on *Hold*, placing the active call on Hold acting as a broker between two or more parties, **Broker Call**. iPECS Phone users may 'broker' for multiple calls up to the number of **CO/IP line** buttons.

#### OPERATION

##### To switch between two calls, Broker Call:

- Press the desired **CO/IP line** button.

---

### 4.4 Joining multiple people in a Conference

---

You can establish a **Conference** with up to 3 parties, or 24 parties when using a Multi-Party Conference Interface Module (MCIM). The other parties in the **Conference** may be internal or external.

A **Conference** can be placed on Hold and is subject to *Hold Recall*.

You may also use the Conference operation to join 2 external parties in a private conversation. This is an **Unsupervised Conference**, which is not subject to the normal Hold Recall operation.

A CONF Flex button is required.

#### OPERATION

##### To establish a Conference:

- Establish call with one of the desired conference parties,
- Momentarily press Hook-switch.
- Establish call with the other conference party,
- Momentarily press Hook-switch.
- Momentarily press Hook-switch.

##### To place a Conference on Hold:

- Press the HOLD/SAVE button.

##### To retrieve the Conference from Hold:

- Press the CONF button.

##### To establish an Unsupervised Conference:

- Establish conference with two external parties,
- Press the CONF button.

##### To retrieve an Unsupervised Conference:

- Press the CONF button

### 4.4.1 Setting up a Conference Room

---

In addition to establishing a Conference, up to 9 **Conference Rooms** can be set up including up to 24 parties when using a MCIM. When setting up a Conference Room, a password can be designated for invitees (internal and external parties) to use for accessing the established Conference Room.

#### **OPERATION**

##### **To set-up a Conference Room:**

- Press the **TRANS/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 **HOLD/SAVE** to establish the Room.

##### **To join a Conference Room:**

- Press the **TRANS/PGM** button,
- Dial 59 (Conference Room entry code),
- Dial the Conference Room Number,
- Dial the Conference Room password.

##### **To delete a Conference Room:**

- Press the **TRANS/PGM** button,
- Dial 54 (delete Conference Room code),
- Dial the Conference Room number (1-9),
- Dial the Conference Room password,
- Press **HOLD/SAVE** to delete the Conference Room.

### 4.5 Call Park: Placing a call on hold to Page

---

A user may transfer an active CO/IP call to a special holding location (Park Orbit), which can be accessed easily from any station in the system. Typically, this feature is used with *Paging* to notify the desired User of **Call Park**.

Parked calls are subject to *Hold Recall* after the **Call Park** timer.

#### **OPERATION**

##### **To park an active external call:**

- Press **TRANS/PGM**,
- Dial the Park Orbit code (601-610 for iPECS-100 or 601-619 for iPECS-300 & 600),
- Return to idle.

##### **To retrieve a parked call:**



- Lift the handset,
- Dial the Park Orbit code (601-610 for iPECS-100 or 601 for iPECS-300 & 600).

## 5. Leaving & Responding to Messages

---

Your iPECS Phone allows you to send and receive several types of messages. These include a Station Message Waiting, and Voice Mail Message Waiting.

Each of the message types is described in the following paragraphs and is accessed by dial codes or using a Flex button as described in the section on each message type.

### 5.1 Responding to a Station Message Waiting Indication

---

Another station can leave a Station **Message Waiting** indication when you do not answer or your phone is in **DND**. A flashing MSG LED on the iPECS Phone indicates a Message Waiting. As a further notification, a **Message Wait Reminder Tone** can be provided. You may respond with a call back.

#### OPERATION

**To respond to your Station messages:**

- Dial 557 to return message.

### 5.2 Getting Voice Mail Messages

---

When callers are forwarded or recall to your Voice Mail Box, they can leave a voice message. Your Voice Mail Box is part of the integrated **Voice Mail** module, the **iPECS Feature Server** or an external Voice Mail system.

These Voice Mail systems allow access to and management of the received voice messages. While in your Mail Box, you have control of your password and Mail Box greeting. In addition, you can remotely control Call Forward for your station from the VMIM/VSF. You will need to register an **Authorization Code** for your station to access VMIM/VSF Voice messages.

#### OPERATION

**To retrieve Voice Mail locally:**

- Dial 557,
- After the prompt enter your station number and password,
- Dial desired option codes,
- At completion of session, hang-up to return to idle.

**To access Voice Mail Box from a Remote Location:**

- Lift the handset,

- Dial the telephone number of a *DISA* CO line assigned for answer by the Auto Attendant,
- Upon answer, dial # to receive the 'Mail Box & Password' prompt,
- Dial the Mail Box and password to receive the 'Number of Messages' prompt,
- Dial desired option codes,
- At completion of session, hang-up.

## 6. Remote System Access

---

### 6.1 Direct Inward System Access (DISA)

---

**DISA (Direct Inward System Access)** allows remote users to gain access to the system's resources. The system will recognize remote user dialed inputs (call other stations, place calls over CO/IP lines, review voice mails, etc). Remote users may be required to enter an *Authorization Code*.

#### OPERATION

**To access system resources remotely:**

- Call the system's DISA facility
- Dial your authorization code (station number and password),
- Dial as needed for the desired system resource.

### 6.2 Mobile Phone Extension

---

When away from your desk or office you can place and receive calls on a registered mobile phone. Calls to your iPECS Phone will ring your Mobile Phone and you can place calls using the resources of the iPECS. You may need to activate the Mobile Phone Extension feature and assign the Mobile Phone number.

This feature can be activated only through an ISDN CO line.

#### OPERATION

**To register a mobile phone number:**

- Press the **TRANS/PGM** button,
- Dial 37.
- Dial the mobile phone number.
- Press the **HOLD/SAVE** button.

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

- Press the **TRANS/PGM** button.
- Dial 38.
- 1 to activate, 0 to deactivate,
- Press the **HOLD/SAVE** button.

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

- Dial the ISDN DID number of the station, the system will check the Caller Id, 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 extension may reconnect to the transfer by pressing the # key.**

## 7. Miscellaneous Features

---

### 7.1 Background Music and Music on Hold

---

Two audio sources can be connected to the system. These sources or an internal source provide input for Background Music (BGM) and Music On Hold (MOH). In addition, a recorded message from the VMIM can be used. BGM is played over the speakers of the iPECS Phone when idle. MOH is played to callers placed on *Hold*.

There are for possible selections for BGM and MOH:

- 1: Off
- 2: Source BGM1
- 3: Source BGM2
4. VMIM message

#### OPERATION

##### To turn on Background Music:

- Press **HOLD/SAVE** to cycle through the BGM selections.

### 7.2 Using Internal, External and Meet-Me Paging

---

The User can broadcast announcements to other stations and/or external speakers. Stations are assigned to one or more of the **Internal Page Zones**. The system has two **External Page Zones** that can be connected to external speakers.

Page Zone codes are:

- |                           |                          |
|---------------------------|--------------------------|
| 1: Internal Page Zones    | iPECS 100: 501-510       |
|                           | iPECS 300 & 600: 501-535 |
| 2: Internal All Call Page | 543                      |
| 3: External Page Zones    | 545-546                  |
| 4: External All Call Page | 548                      |
| 5: All Call Page          | 549                      |

If the desired Page Zone is busy, the User can elect to be recalled when their turn comes in the queue. Users can also request a paged party answer the Page using **Meet-Me Paging**. In this case, the paged party may answer the page from any phone in the system by dialing the Meet-Me code.

#### OPERATION

##### To make a page:

- Lift the handset,
- Dial the desired Page zone,

- If assigned, after page warning tone, make announcement.

**To queue for a page when busy is received:**

- Dial 556,
- Replace the handset returning to idle.

**To answer a Meet-me-Page:**

- Lift the handset.
- Dial the Meet-Me-Page code 544.

### **7.3 Push-To-Talk (PTT) Page**

---

iPECS Phones can be assigned as a member of one or more of the system's nine Push-To-Talk (PTT) page groups. Users separately log-in or log-out of any one or all PTT groups to which the phone is assigned. Once logged in, place or receive one-way page announcements to/from other users who are logged in to the same PTT group.

#### **OPERATION**

**To log-in to a PTT group:**

- Dial #0, the PTT Log-in/out code.
- Dial the desired PTT group number (1-9 or 0 for all groups).

**To log-out of the PTT group(s):**

- Dial #0, the PTT Log-in/out code.
- Press the \* key.

**To place a page to the active PTT group:**

- Press and hold the **PTT** Flex button.
- After confirmation tone make page announcement.

### **7.4 Wake-Up Alarm**

---

iPECS supports an Alarm Clock for each station. You can set the alarm clock to repeat daily or as a one-time alarm.

When responding to the alarm by lifting the handset, BGM will be provided.

#### **OPERATION**

**To set the Wake Up Alarm clock:**

- Press **TRANS/PGM**,
- Dial the Station User Program code 41,
- Dial 2-digit hour and minute for alerting,
- For a daily (repeating alarm), dial #,
- Press **HOLD/SAVE**.

**To erase Wake-Up:**

- Press **TRANS/PGM**,
- Dial the **Station User Program** code 42,
- Press **HOLD/SAVE**.

## 7.5 Alarm/Door Bell

---

The system can monitor external **Alarm** or **Door Bell** contacts:

**Alarm Monitor**—should the external contact activate, a unique Alarm Ring signal may be received. To restart the monitor circuit, the external contacts must be deactivated and the Alarm Ring signal terminated.

**Door Bell**—a unique Door Bell Ring (single tone burst) may be received each time the external contact is activated. A system contact also can be controlled to act as a **Door Open** contact.

### OPERATION

**To terminate the Alarm signal:**

- Dial 565 (Alarm Stop code).

**To activate the Door Open contacts:**

- Lift the handset,
- Dial Door Open code #\* and contact number 1 to 4.

**NOTE—Contacts 3 & 4 are only available in the iPECS -300 & 600.**

## 7.6 Power Fail Transfer

---

When AC power to the system fails, back-up operation may be provided with back-up batteries or **Power Fail Transfer (PFT)**. When battery back-up is provided, the station will operate normally. When **PFT** is implemented, a SLT is connected to a CO line by the system. This SLT can be used as any normal SLT, providing service while power is out.

## 7.7 System Voice Memo

---

The integrated Voice Mail modules incorporate several **Voice Memos** to provide Station Users with general information such as station number, date, time, and feature status. **Voice Memos** are heard over the speaker of the iPECS Phone and over the handset for SLTs.

For the **Station Status Memo**, the following items are reported:

ICM Signaling Mode (Handsfree/Tone/Privacy)

Station IP Address

Station Mac Address

Number of messages x (x: number of all message waiting)

Wake-Up Time (hh:mm)

Do Not Disturb



Forwarded to station xxx  
Forwarded to speed bin xxx  
Queued CO/IP line xxx  
Locked (Temporary COS)  
COS x

**NOTE—Only activated features are announced.**

### **OPERATION**

#### **To hear Date & Time memo:**

- Dial Voice Memo feature code (661 for iPECS-100 or \*661 for iPECS-300 & 600), date and time memo is heard, "Date is May 2nd.Time is xx:xx pm".

#### **To hear Station Number Prompt:**

- Dial Voice Memo feature code (662 for iPECS-100 or \*662 for iPECS-300 & 600), the station number memo is heard, "This is station 150".

#### **To hear Station Settings:**

- Dial Voice Memo feature code (663 for iPECS-100 or \*663 for iPECS-300 & 600), Station Status Memo is heard.

## **7.8 Hot Desk**

---

iPECS phones in the system may be assigned for **Hot Desk** operation. These **Hot Desk** phones let you log-on and use the Hot Desk phone as if it were your station. Once logged-on, the Hot Desk station will take on the attributes assigned to your station number and you can make calls as normal. When logged-out, calls to your station are forward to the destination you chose.

#### **To Log on to a Hot Desk station:**

- Lift the handset,
- Dial "\*\* 0",
- Dial your Authorization Code (Station number and Password).

#### **To Log out of the Hot Desk station:**

- Press the **TRANS/PGM** button.
- Press the \* key twice,
- Press the **HOLD/SAVE** button.

## 8. Working with PBX, Centrex and ISDN features

---

### 8.1 Access PBX or Centrex

---

The iPECS has been designed to operate with a host PBX system or Centrex services from your service provider. The iPECS connects to such a host with analog CO lines.

When accessing a CO line, the phone will act as an extension of the host, allowing access to the host system features using the host dial codes.

While on a call, use the iPECS **Flash** feature to transfer calls to other host extensions or access features of the host. The **Flash** feature may be used on other CO lines to regain a dial tone from the CO line without relinquishing control of the CO line to place another call.

#### **OPERATION**

**To access PBX or Centrex features while idle:**

- Lift the handset,
- Select/dial access a PBX/Centrex CO line,
- Dial PBX/Centrex feature code.

**To access PBX/Centrex features while on a PBX/Centrex CO line:**

- Momentarily press the Hook-switch,
- After receiving new dial tone, dial PBX/Centrex feature code.

### 8.2 Access the ISDN Network

---

#### 8.2.1 Using the Keypad facility to access ISDN features

---

Access to certain features of your ISDN services requires that dialed digits be sent to the ISDN as data and not tones. In this case, dialed digits are sent as 'Keypad messages'.

A **KEYPAD FACILITY** button must be assigned using the *Flex Button program* procedures. Once active, dial into the ISDN for services; however, actions other than dialing will deactivate the 'Keypad message' operation.

#### **OPERATION**

**To activate Keypad Facility operation:**

- Press the **KEYPAD FACILITY** button to switch to keypad mode,
- Dial as desired.

**To deactivate Keypad Facility operation:**

- Press **KEYPAD FACILITY**,
- Or
- Press a Feature or Flex button.

### **8.2.2 Activating ISDN Caller Id restriction**

---

iPECS Phone users can restrict the transmission of Caller ID to the far-end. This may be a subscription service of your carrier. Separate Flex buttons are required to activate outgoing, Connected Line (COL), and incoming, Calling Line ID (CLI) restriction.

#### **OPERATION**

##### **To restrict Caller Id:**

- Lift the handset,
- Press the **CLIR/COLR** assigned button,
- Place call as usual.

## 9. Setting Features & Flex buttons

---

### 9.1 Entering Station Program Data

---

A special code set is available for iPECS Phone users to assign certain attributes such as Authorization Codes (Passwords). After entering the **User Program** mode, you dial the codes to select the attribute and setting. Once selected, the setting is saved. A list of the User Program codes, the feature/function and any input required are given in [Appendix B](#).

#### **OPERATION**

To assign user programmable station attributes:

- Press **TRANS/PGM**,
- Dial desired User Program codes shown in [Appendix B](#),
- Press **HOLD/SAVE**.

### 9.2 Assigning features to Flex buttons

---

You may assign features and functions to the Flex buttons on your iPECS Phone. If allowed, you may even assign CO/IP lines to the Flex buttons. Flex buttons may be assigned for most features providing **One-Touch** feature activation (e.g., a Flex button may be assigned to access the [Account Code](#) feature and may include the Account code digits, as a **ONE-TOUCH ACCOUNT CODE** button).

Features that may be assigned to a Flex button include:

**DSS/BLF** – Enter station number,

[Speed Dial](#) – Enter Station/System Speed dial bin number,

Flex Numbering Plan – Enter Flex Numbering Plan code, see [Appendix A](#),

User Program Code – Press **TRANS/PGM** and enter a User Program code, see [Appendix B](#), or

**CO/IP line** – Enter the CO/IP line or group number.

#### **OPERATION**

To assign a feature to a Flex button:

- Press **TRANS/PGM**,
- Press the desired Flex button,
- Dial desired code and required inputs. For User Program codes, first press the **TRANS/PGM**,
- Press **HOLD/SAVE**.

## 10. Appendix A Flexible Numbering Plan

| Feature                                  | iPECS-100 | iPECS-300 | iPECS-600 | Remark       |
|--|-----------|-----------|-----------|--------------|
| <i>Intercom Call</i>                     | 100-169   | 100-399   | 1000-1599 |              |
| <i>Internal Page Zone</i>                | 501-510   | 501-535   | 501-535   |              |
| <i>Internal All Call Page</i>            | 543       | 543       | 543       |              |
| <i>Meet Me Page</i>                      | 544       | 544       | 544       |              |
| <i>External Page Zone 1~2</i>            | 545-546   | 545-546   | 545-546   |              |
| <i>External All Call Page</i>            | 548       | 548       | 548       |              |
| <i>All Call Page (Internal/External)</i> | 549       | 549       | 549       |              |
| <i>SMDR Account Code Enter</i>           | 550       | 550       | 550       | SLT use only |
| <i>Flash Command to CO Line</i>          | 551       | 551       | 551       | SLT use only |
| <i>Last Number Redial</i>                | 552       | 552       | 552       | SLT use only |
| <i>DND (Toggle On/Off)</i>               | 553       | 553       | 553       | SLT use only |
| <i>Call Forward</i>                      | 554       | 554       | 554       |              |
| <i>Speed Dial Programming</i>            | 555       | 555       | 555       | SLT use only |
| <i>Message Wait/Callback Enable</i>      | 556       | 556       | 556       | SLT use only |
| <i>Message Wait/Callback Return</i>      | 557       | 557       | 557       | SLT use only |
| <i>Speed Dial Access</i>                 | 558       | 558       | 558       | SLT use only |
| Cancel DND/FWD/Pre MSG                   | 559       | 559       | 559       | SLT use only |
| <i>CO System Hold</i>                    | 560       | 560       | 560       | SLT use only |
| <i>Program Mode Access</i>               | 561       | 561       | 561       | SLT use only |
| Attendant Unavailable                    | 562       | 562       | 562       |              |

| Feature   | iPECS-100     | iPECS-300        | iPECS-600        | Remark                 |
|---|---------------|------------------|------------------|------------------------|
| <i>Alarm Reset</i>                                  | 565           | 565              | 565              |                        |
| <i>Group Call Pickup</i>                            | 566           | 566              | 566              |                        |
| <i>Universal Answer</i>                             | 567           | 567              | 567              |                        |
| Account Code with bin                               | 568           | 568              | 568              |                        |
| <i>Walking COS Code</i>                             | 569           | 569              | 569              |                        |
| ACD Supervisor On/Off Duty                          | 571           | 571              | 571              |                        |
| ACD Supervisor Login                                | 572           | 572              | 572              |                        |
| ACD Supervisor Logout                               | 573           | 573              | 573              |                        |
| ACD Help Code                                       | 574           | 574              | 574              |                        |
| ACD Calls In Queue Display                          | 575           | 575              | 575              |                        |
| ACD Supervisor Status Display                       | 576           | 576              | 576              |                        |
| ACD Supervisor Monitor                              | 577           | 577              | 577              |                        |
| ACD Reroute Queued Call w/answer                    | 578           | 578              | 578              |                        |
| ACD Reroute Queued Call w/o answer                  | 579           | 579              | 579              |                        |
| Enter Conference Room                               | 59            | 59               | 59               |                        |
| <i>Camp-On Answer</i>                               | 600           | 600              | 600              | SLT use only           |
| <i>Call Parking Locations</i>                       | 601-610       | 601-619          | 601-619          |                        |
| Group Pilot Number                                  | 620 – 659     | 620 – 667        | 620 – 667        |                        |
| <i>Station User VMIM/VSF Features</i>               | 66            | *66              | *66              |                        |
| <i>Call Coverage button</i>                         | 67            | 67               | 67               |                        |
| <i>Direct Call Pickup</i>                           | 7             | 7                | 7                |                        |
| <i>CO/IP Group Access</i>                           | 8xx<br>01-20  | 8xx<br>01-72     | 8xx<br>01-72     |                        |
| <i>Individual CO/IP Line Access</i>                 | 88xx<br>01-42 | 88xxx<br>001-200 | 88xxx<br>001-400 |                        |
| <i>Retrieve Last Held CO/IP</i>                     | 8*            | 8*               | 8*               |                        |
| <i>Retrieve Individual Held CO/IP</i>               | 8#xx          | 8#xxx            | 8#xxx            | xx(x) = CO Line number |
| <i>Access CO Line in the 1st available CO Group</i> | 9             | 9                | 9                |                        |

| Feature                             | iPECS-100 | iPECS-300 | iPECS-600 | Remark          |
|-------------------------------------|-----------|-----------|-----------|-----------------|
| Attendant Call                      | 0         | 0         | 0         |                 |
| VM Message Wait Enabled             | *8        | *8        | *8        |                 |
| VM Message Wait Disable             | *9        | *9        | *9        |                 |
| <i>Door Open (1st Door )</i>        | ##1       | ##1       | ##1       |                 |
| <i>Door Open (2nd Door )</i>        | ##2       | ##2       | ##2       |                 |
| <i>Door Open (3rd Door )</i>        | ##3       | ##3       | ##3       | iPECS-300 & 600 |
| <i>Door Open (4th Door )</i>        | ##4       | ##4       | ##4       | iPECS-300 & 600 |
| MCID Request                        | *0        | *0        | *0        |                 |
| Unsupervised Conference extend code | ##        | ##        | ##        |                 |
| <i>PTT Group Login/Logout</i>       | #0        | #0        | #0        |                 |

## 11. Appendix B User Program Codes

| Code  | Function   | Remarks   | SLT |
|-------|--|---|-----|
| 10    | Enblock Mode Dialing                                 | iPECS LIP-7000 only                                   |     |
| 11 x  | <i>Differential Ring, Intercom</i>                   | Select Ring Tone 1~8                                  |     |
| 12 x  | <i>Differential Ring, CO/IP line</i>                 | Select Ring Tone 1~8                                  |     |
| 13 x  | <i>Intercom Answer Mode</i>                          | Select ICM Signal mode,<br>1: HF, 2: TONE, 3: Privacy |     |
| 14 x  | <i>Call Coverage Attribute Setting</i> ( X = 1-2 )   | 1+: On/Off, 2+: ring delay (0~9)                      |     |
| 15 x  | <i>Station Ring Download</i>                         | Select download Ring Tone 0~9                         |     |
| 19    | Ear&Mic Headset Usage                                | iPECS LIP-7000 only                                   |     |
| 21    | <i>Knock Down Station COS</i>                        |   | Yes |
| 22    | <i>Restore Station COS</i>                           | May require Authorization code                        | Yes |
| 23    | <i>Walking COS</i>                                   | May require Authorization code                        | Yes |
| 31    | <i>Station Message Wait Retrieve</i>                 |   | Yes |
| 32    | <i>CLI/IP Message Wait Retrieve</i>                  |   |     |
| 33 x  | Authorization Code (Password) Entry                  | Station number +up to 12 digits, no Flex button       | Yes |
| 34    | Assign <input type="checkbox"/> DID CALL WAIT Button |   |     |
| 35    | Message Wait in Executive/Secretary pair             |   |     |
| 36    | <i>Send SMS Message</i>                              |   |     |
| 37    | <i>Register Mobile Extension</i>                     |   |     |
| 38    | <i>Activate Mobile Extension</i>                     |   |     |
| 41 xx | <i>Set Wake-Up Time</i>                              | Input time, 24 hour clock                             | Yes |
| 42    | <i>Erase Wake-Up Time</i>                            |   | Yes |
| 51 xx | <i>Custom/Pre-defined Message Display</i>            | Select Message 00~20                                  | Yes |
| 52 xx | <i>Register Custom Message</i> (Message 00)          | Input up to 24 characters                             | Yes |
| 53 xx | <i>Create Conference Room</i>                        | Input Conf Room (1-9) & optional password             |     |
| 54 xx | <i>Delete Conference Room</i>                        | Input Conf Room (1-9) & optional password             |     |



| Code | Function                                | Remarks                              | SLT |
|------|---|--------------------------------------|-----|
| 61 x | Headset/Speakerphone Mode               |                                      |     |
| 62 x | Headset Ring Mode                       | 1: Speakerphone, 2: Headset, 3: both |     |
| 71   | LCD Display Mode                        | N/A                                  |     |
| 72   | Version Display                         |                                      |     |
| 73   | <i>Background Music</i>                 |                                      |     |
| 74 x | Station User Name Registration          | Input up to 7 characters             | Yes |
| 75   | Display Phone IP Address                |                                      |     |
| 76   | Change Phone IP Address                 |                                      |     |
| 77   | Display Phone MAC IP Address            |                                      |     |
| 78   | Change Mode                             |                                      |     |
| 79   | Display Phone Version                   |                                      |     |
| 70   | Display Soft Message                    |                                      |     |
| 7*   | Display Serial number/Package for SMEMU |                                      |     |
| 80   | Assign <b>RECORD</b> Button             | Requires Voice Mail                  |     |
| 81   | Assign ISDN <b>CLIR</b> Button          |                                      |     |
| 82   | ISDN <b>COLR</b> Button                 |                                      |     |
| 84   | Assign <b>ACCOUNT CODE</b> Button       |                                      |     |
| 85   | Assign <b>LOOP</b> Button               |                                      |     |
| 86   | Assign <b>ATD INTRUSION</b> Button      |                                      |     |
| 88   | Assign <b>CAMP-ON</b> Button            |                                      |     |
| 89   | Assign <b>KEYPAD FACILITY</b> Button    |                                      |     |
| 8#   | Assign <b>OHVO</b> Button               |                                      |     |
| 90   | <b>SPEED</b> Button Assignment          | iPECS LIP-7000 only                  |     |
| 91   | <b>CONF</b> Button Assignment           | iPECS LIP-7000 only                  |     |
| 92   | <b>CALL BACK</b> Button Assignment      | iPECS LIP-7000 only                  |     |
| 93   | <b>DND</b> Button Assignment            | iPECS LIP-7000 only                  |     |
| 94   | <b>FLASH</b> Button Assignment          | iPECS LIP-7000 only                  |     |
| 95   | <b>MUTE</b> Button Assignment           | iPECS LIP-7000 only                  |     |
| 96   | <b>MONITOR</b> Button Assignment        | iPECS LIP-7000 only                  |     |
| 97   | <b>REDIAL</b> Button Assignment         | iPECS LIP-7000 only                  |     |
| 98   | <b>FWD</b> Button Assignment            | iPECS LIP-7000 only                  |     |
| 99   | <i>Assign PTT Button</i>                |                                      |     |
| *0   | Hot Desk Login Code                     |                                      |     |
| **   | Hot Desk Logout Code                    |                                      |     |

**iPECS**

**LIP-7008D**

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# 1. Introduction

---

## 1.1 General

---

Your telephone is connected to an advanced technology highly versatile fully featured telecom system designed to make office communications easy and productive. Employing state of the art Voice over Internet Protocol (VoIP) technology, voice and data converge on a single IP packet network. Because each iPECS Phone is an IP appliance, it can be moved easily throughout the office LAN and maintain normal operation.

## 1.2 Feature Information

---

We have taken every effort to make this user guide simple and straightforward. The guide starts with the simpler operations of the iPECS Phone Speakerphone, moves to receiving and placing calls and then to more advanced features. Each section includes a brief and basic description of each feature and step-by-step operations

The operations shown in this guide use the system's base default Numbering Plan. Your Numbering Plan may be different. Some features may not be available for you to access or may be subject to certain limitations based on the set-up of the system

Under certain operation conditions this equipment cannot be relied upon to make emergency calls. Alternative arrangements should be made for access to the emergency services.

## 1.3 Feature Groupings

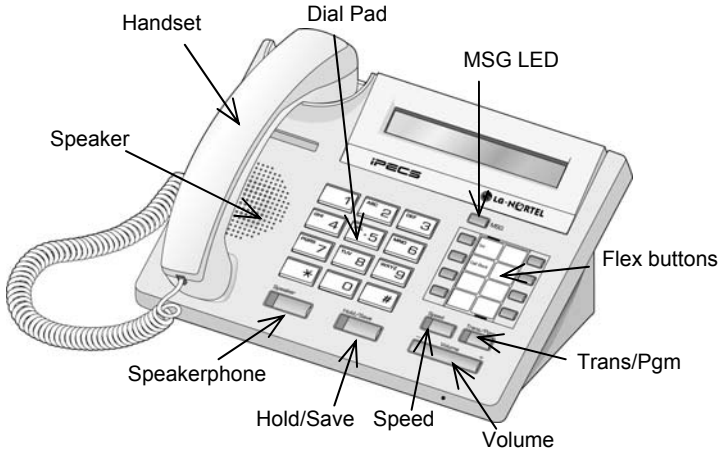
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Features have been divided into groups, *Receiving calls*, *Placing calls* etc. Within each group, features are arranged according to the difficulty of operation and frequency of use. In some cases, a feature must be assigned to a Flex button. Every effort has been taken to divide the features into a logical and consistent sequence so that features can be quickly located.

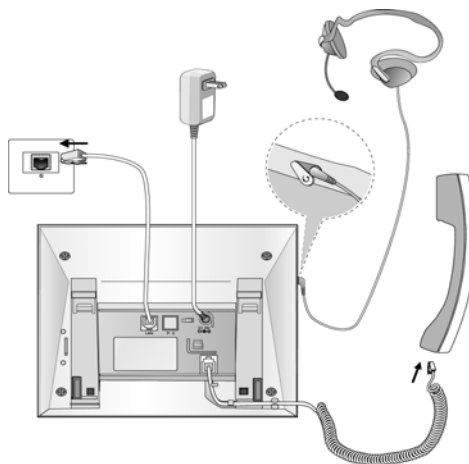
### 1.4 iPECS LIP-7008D Phone Description

The iPECS LIP-7008D Phone incorporates the latest in VoIP technology and user interface to provide you with a cost effective, simple to use, productive communications tool. It includes a 2-line 24-character per line LCD.

Features and functions of your iPECS are accessed either using the Fixed or Flexible buttons. In the remainder of this User Guide, the Fixed or Flexible buttons are shown with a box surrounding the **BUTTON**.



### iPECS LIP-7008D Phone Diagram



### iPECS LIP-7008D Connections

## 2. iPECS Phone LCD & Speakerphone

---

### 2.1 LCD Operation

---

The Liquid Crystal Display (LCD) of the iPECS LIP-7008D Phone has two lines of 24 characters each. The LCD is used to convey information to you. It provides date, time and station number display while idle. It will also provide called/calling name/number display, feature status and a menu to guide you through *User Program* selections.

### 2.2 Using the Speakerphone

---

Activate the iPECS Speakerphone at any time (except for Paging) in place of lifting the handset to receive or place calls. Place calls using **On-hook Dialing**; dialing while using the Speakerphone.

In addition, you may switch between the handset and Speakerphone during a call. By keeping the handset Off-hook, you activate the **Group Listen** feature, which provides incoming audio over the speaker with outgoing audio from the handset. This allows a local 'group' to listen to both sides of the conversation without interfering with the conversation.

While on the Speakerphone, you can **Mute** the microphone with the **MUTE** button. When Mute is active, the **MUTE** button LED will be ON. A Flex button must be assigned for Mute operation (refer to *Section 10.2, Assigning Features to Flex Buttons*).

With **Auto Speaker Select**, when you activate/access a feature by pressing its button, the Speakerphone is activated automatically.

When using a **Headset**, the **SPEAKER** button controls the On/Off-hook state for the phone.

### OPERATION

#### To activate the Speakerphone to answer or place a call:

- Press **SPEAKER**; the phone will go off-hook presenting audio from the speaker and to the microphone.

#### To control the volume of the Speakerphone or handset:

- Press **▼ VOLUME ▲**.

#### To Mute the microphone:

- Press **MUTE**.

#### To activate Group Listen while on an active handset call:

- Press **SPEAKER**.

## 3. Receiving Calls

---

### 3.1 Answering a Call While Idle

---

There are 3 basic types of incoming calls; **Internal/External Ringing** calls, **Intercom Voice Announce** calls, and *Hold* recalls.

Your phone may be assigned a **Ring Line Preference** to determine the order incoming calls are answered by lifting the handset. Otherwise, you must press the flashing Flex button.

External calls to an iPECS Phone will appear under the CO/IP line button or a **LOOP** button. External calls are from CO lines or VoIP channels that are programmed to ring at your phone. For external calls, **Delay Ring** may be assigned allowing others to answer the call before the call rings at your phone.

Calls can be forwarded in some manner from another user; if providing call coverage for other users, you may also receive **Station Call Coverage** calls.

Calls placed on **Hold**, including Transfers, parked calls, etc., will **Recall** if left on hold for too long.

**ICM Voice Announce** calls are answered based on the **ICM Signaling mode** at the receiving phone; in Hands-Free (HF) mode, after the splash tone and announcement, speak normally into the microphone. In the Privacy (PV) mode, lift the handset to respond. The **ICM Signaling mode** can be assigned in *Station Programming*.

The LCD will display the calling number or, if available, the name of the Station or CO/VoIP line, **CO Line Name Display**.

### OPERATION

#### To answer a call ringing at your phone:

- Lift the handset and, then press the flashing Flex button (as needed), the call will be connected.

#### To respond to an Intercom Voice Announce call:

- In **HF** mode signaling, simply speak as normal into the microphone or,
- In **Privacy** mode signaling, lift the handset to respond.

### 3.2 Responding to a Call a While Busy

---

While you are busy on another call, you may receive Muted Ring, Camp-On tones, or Voice-Over announcements. Muted Ring is provided over the speaker of your Phone indicating a **Call Waiting**. You also may



receive **Camp On** tones, a burst of tones on top of the existing call, as an indication of a call waiting.

While busy, certain stations can activate **Voice Over** to your phone. In this case, audio is received from both the active call and the **Voice Over** announcement at the same time.

Respond to any of these **Off-hook Signals** in one of several ways: place the existing call on **Hold** and respond to the new incoming call, activate **One-time DND**, send a **Silent Text Message**, or ignore the new call. A **DND** Flex button is required for One-Time DND.

**Silent Text Message** requires a **TEXT MESSAGE** button, and cannot be sent to a SLT or other non-display terminal.

The Attendant or Secretary may use **Intrusion** to announce a call while you are busy.

## **OPERATION**

### **To answer a Call Waiting:**

- Press the **HOLD/SAVE** button, and/or
- Press the flashing **FLEX** button.

### **To activate One-time DND:**

- Press the **DND** button.

### **To send a Silent Text Message:**

- Press the programmed **TEXT MESSAGE** button,
- Select the desired message to send.

## **3.3 Using Answering Machine Emulation (AME)**

When a call is connected to your voice mail, you can screen the call as with a normal Answering Machine. The caller's voice is played over your speaker while the message is being recorded. There are two methods of notification and call screening provided, **Ring** or **Speaker mode**.

In the Ring mode, the AME (Answering Machine Emulation) Flex button will flash to notify of a call. You may press the Flex button to hear the caller as the voice message is stored. In the Speaker mode, when the call is sent to the voice mailbox, the caller's voice is automatically broadcast over the speaker of your iPECS Phone.

You may terminate screening, leaving the caller in voice mail to record a message, talk with the caller and record the conversation in the mailbox, or answer the call and disconnect the Voice Mail. The AME feature is only available when using the iPECS integrated Voice Mail; a **MUTE** and **AME** button are required.

**OPERATION****To assign an AME button:**

Ring Mode –

- $\boxed{\text{TRANS/PGM}} + \boxed{\text{FLEX}} + 564 + 0 + \boxed{\text{HOLD/SAVE}}$

Speaker Mode –

- $\boxed{\text{TRANS/PGM}} + \boxed{\text{FLEX}} + 564 + 1 + \boxed{\text{HOLD/SAVE}}$

**To screen a call in the Ring mode:**

- Press the flashing  $\boxed{\text{AME}}$  button, the caller's voice is broadcast over the station speaker and stored in the voice mailbox (in the Speaker operation mode, broadcast is automatic).

**To stop the voice broadcast and leave the caller in Voice Mail:**

- Press the illuminated  $\boxed{\text{SPEAKER}}$  button.

**To talk with the caller and record the conversation in Voice Mail:**

- Press the illuminated  $\boxed{\text{MUTE}}$  button.

**To answer the call and cancel the voice message recording:**

- Press the illuminated  $\boxed{\text{AME}}$  button, the caller is connected and the Voice Mail disconnected.

**3.4 Differential Ring Signals**

When multiple phones in a small area ring, it can be difficult to tell which are ringing. The iPECS Phone has 14 **Ring Tones** available for differentiating ring from one phone to another. Four of the tones are stored in the phone's permanent memory; the remaining ten tones are in the system's memory. Four of these ten can be downloaded into the phone's memory for use as the 5<sup>th</sup> to 8<sup>th</sup> **Ring Tone**.

operation

**To download a Ring Tone from System to the phone's memory:**

- Press  $\boxed{\text{TRANS/PGM}}$ ,
- Dial 1 for Ring Tones,
- Dial 5 for Ring Tone download,
- Dial the memory location to receive the tone (5-8),
- Dial tone number 0-9, tone is heard,
- Press  $\boxed{\text{HOLD/SAVE}}$  to download.

**To select a Ring Tone from phone's memory:**

- Press the  $\boxed{\text{TRANS/PGM}}$  button,
- Dial 1 for Ring Tones,
- Dial 1 or 2 for Internal or External ring,
- Dial tone number 1-8,

- Press **HOLD/SAVE** to make the selection.

### 3.5 Answering Calls at Night

---

In the Night mode, **Loud Bell Control** may be used to send ring signals to external bells. You may then answer these calls with **Universal Night Answer (UNA)**.

#### OPERATION

**To answer a call during Night mode ringing over an external bell:**

- Lift the handset,
- Dial the UNA code **567**.

### 3.6 Answering Calls to Other Stations

---

When nearby stations are ringing, you may pick-up (answer) the call. You may select to answer a call ringing at a specific station (**Directed Call Pick-Up**) or you may choose to answer the oldest call ringing to your station group (**Group Call Pick-Up**). Assign a Flex button with the Group Call Pick-Up code (566) for one-touch access.

**NOTE—Pick-Up will not answer calls on the ringing station's Private Line unless you also have an appearance of the Private Line.**

#### OPERATION

**To answer a call ringing at another station:**

- Lift the handset,
- Dial **7** (Directed Call Pick-Up code),
- Dial the Intercom Number of the ringing station; call is connected.

**To answer a call ringing at a station in your group:**

- Lift the handset,
- Dial **566** (Group Call Pick-Up code), the call is connected.

### 3.7 Using Do-Not-Disturb (DND) to Block Incoming Calls

---

When you need quiet, you can activate Do-Not-Disturb and the phone will not receive calls. Internal callers will receive a fast busy tone and the display will show the DND status. Activate Do-Not-Disturb while busy, (**One-Time DND**); DND will be active only for the duration of the present call and requires a **DND** button.

When an Executive activates DND, calls are forwarded to the paired Secretary automatically.

The Attendants and Secretary may be able to activate **DND Override** and **Intrude** on the call. The Attendants may also cancel DND at other stations.

### **OPERATION**

**To toggle DND ON and OFF:**

- Press the **[DND]** button.

## **3.8 Forwarding Calls**

---

### **3.8.1 Forwarding calls to another station or Voice Mail**

---

Incoming calls may be diverted to other resources of the system. Resources include other stations, **VMIM/VSF Voice Mail** and **External Voice Mail**. Your LCD and the LCD of the forward receiver will both indicate the forward status.

Call Forward can be activated from your phone or from a different station (**Call Forward, Remote**). You may define the conditions or 'type of forward' as below:

- 1: **Unconditional**—all calls to the station, except recalls, are forwarded internally or externally.
- 2: **Busy**—Immediately forwards all calls, except recalls, when the station is busy.
- 3: **No Answer**—forwards all calls to the station, except recalls, when the station does not answer within the No Answer timer.
- 4: **Busy/No Answer**—forwards calls if the station is busy or does not answer within the No Answer timer.

When you forward calls from a different station, you may need to enter your **Authorization Code**.

Calls on a Private Line will not forward except to a station with an appearance of the Private Line or to Voice Mail.

### **OPERATION**

**To activate Call Forward from your phone to another phone or internal system resource:**

- Lift the handset,
- Press **[FWD]** or dial 554 (Call Forward code),
- Dial the type of forward code 1-4,
- Dial the destination number.

**To deactivate Call Forward from your phone:**

- Press **[FWD]** or dial 554,
- Press the # key.

### To activate Call Forward for your phone from a different phone (Call Forward, Remote):

- Lift the handset,
- Press **[FWD]** or dial 554,
- Dial 0 (Remote Call Forward code),
- Dial your Authorization Code (Station number & Password),
- Dial the 'type of forward' code 1-4,
- Dial the destination number.

### To deactivate Call Forward, Remote:

- Lift the handset,
- Press **[FWD]** or dial 554,
- Dial 0 (Remote Call Forward code),
- Dial your Authorization Code (Station number & Password),
- Press the # key.

## 3.8.2 Forwarding calls to an external number

---

Forward calls to an external CO/IP destination; calls can be forwarded from an internal station or a remote location. You may define the conditions or 'type of forward' as below:

- 1: **Unconditional**—all calls to the station, except recalls, are forwarded internally or externally.
- 2: **Busy**—Immediately forwards all calls to the station, except recalls, when station is busy.
- 3: **No Answer**—forwards all calls to the station, except recalls, when the station does not answer within the No Answer timer.
- 4: **Busy/No Answer**—forwards calls if the station is busy or does not answer within the No Answer timer.

When you forward calls from a different station or a remote location, you may need to enter your *Authorization Code*. In addition, from a remote location, you must access the system through a *DISA* enabled CO line.

### **OPERATION**

#### To activate Call Forward, Off Premise (forward to an external number) from your phone:

- Lift the handset,
- Press **[FWD]** or dial 554,
- Dial the 'type of forward' code 1-4,
- Press **[SPEED]**,
- Dial Speed Dial bin number,

- Replace the handset, return to idle.

**To activate Call Forward, Off Premise (forward to an external number) from a different phone:**

- Lift the handset,
- Press **[FWD]** or dial 554,
- Dial 0 (Remote Call Forward code),
- Dial your Authorization Code (Station number & Password),
- Dial the 'type of forward' code 1-4,
- Press **[SPEED]**,
- Dial Speed Dial bin number,
- Replace the handset, return to idle.

**To activate Call Forward, Off Premise (forward to an external number) from a remote location:**

- Lift the handset,
- Dial the telephone number of a DISA assigned CO line,
- While receiving dial-tone, dial the Call Forward feature code 554,
- Enter your Authorization Code (Station & Password),
- Dial the 'type of forward' code 6-9,
- Dial Speed Dial bin number,
- Replace the handset, return to idle.

### **3.8.3 Forwarding callers to a Text Message**

Using an iPECS Phone, the system can be setup to return a 'Text Message' to internal callers. When calling your Station, Internal callers will automatically receive the selected message or you can send a text message you select in response to an internal call, **Silent Text Message**. There are 11 **Custom Display Messages** each up to 24 characters. Ten assigned by the Attendant and one assigned by you, see [Station Speed Dial Character entry chart](#).

In addition, there are ten fix Pre-defined Text Messages; some allow auxiliary input for time, date, etc. (as shown in message list).

Message 01: LUNCH RETURN AT hh:mm

Message 02: ON VACATION  
RETURN AT DATE mm:dd

Message 03: OUT OF OFFICE  
RETURN AT TIME hh:mm

Message 04: OUT OF OFFICE  
RETURN AT DATE mm:dd

Message 05: OUT OF OFFICE  
RETURN UNKNOWN

Message 06: CALL (enter up to 17 digits)

Message 07: IN OFFICE STA xxxx

Message 08: IN MEETING  
RETURN AT TIME hh:mm

Message 09: AT HOME

Message 10: AT BRANCH OFFICE

### **OPERATION**

#### **To activate Custom or Pre-defined Message Forward:**

- Press **[TRANS/PGM]**,
- Dial User Program feature code 51,
- Dial the two-digit text Message code (00-20),
- Dial any auxiliary input for messages 01-04 and 06-08,
- Press **[HOLD/SAVE]**, forward confirmed.

#### **To cancel activated Message;**

- Press the flashing **[FWD]** button or dial 554,
- Dial #.

#### **To program the Station Custom Message (00) at your station:**

- Press **[TRANS/PGM]**,
- Dial User Program feature code 52,
- Enter Message contents, up to 24 characters, see [section 4.3.4](#)
- Press **[HOLD/SAVE]**, message saved.

## 4. Placing a call

---

### 4.1 Internal Calls

---

#### 4.1.1 Placing Intercom calls

---

You can place calls to other stations in the system over the Intercom. The call will ring, or for an **ICM Voice Announce** call, a splash tone will be heard. Ring or Voice Announce is normally determined by settings at the called station but you may change this by dialing '#' after calling the user. By changing the mode, a Voice Announce call will ring or a ringing ICM call will allow Voice Announce (toggle).

You can assign a Flex button for **Direct Station Selection/Busy Lamp Field (DSS/BLF)**. A **DSS/BLF** button lets you call the other station with a single button press. The button LED displays the other station's status, ON, is busy, OFF is idle.

When you go off-hook, you may connect to another station or system resource automatically. This **Prime Line Preference** may be immediate or delayed allowing you to take other actions during the delay. Otherwise, you may press another Flex button before going off-hook to override Prime Line Preference.

If you go off-hook and take no action, Intercom dial-tone will time-out and after receiving **Howler Tone**, your phone will be placed out-of-service in **Intercom Lock-Out**. You must hang-up to return to an idle state.

### OPERATION

#### To place an Intercom call:

- Lift the handset,
- Dial the Intercom number of the desired station,
- At answer or Splash tone, speak to the called party.

#### 4.1.2 Using Camp-On when calling a busy station

---

If your called party is busy, you may activate **Camp-On**, **Callback** or **Voice Over** to the station. With **Camp-On**, wait off-hook for the called station to answer. With **Callback**, the system will call you when the busy station goes idle. After you answer, the system calls the previously busy station.

If you are the Attendant or Secretary, you may activate **Intrusion**. You may also use **Step Call**; dial the next station by dialing just the last digit of the Intercom number.



**OPERATION****To Camp-On (wait off-hook) for a busy station:**

- Dial \*, and wait for an answer.

**To Callback (wait on-hook) for a busy station:**

- Press **CALL BACK** and hang-up.

To make a Voice Over announcement to a busy station:

- Dial #, after splash-tone, speak.

**4.1.3 Leaving a Message Wait**

---

If the called user does not answer or is in DND, you may leave a **Message Wait**. The called user will receive a Message Wait indication; the LED of the **CALL BACK** button will flash.

**OPERATION****To activate Message Waiting:**

- Press the **CALL BACK** button and hang-up.

## 4.2 External Calls

### 4.2.1 Placing external CO/VoIP calls

External calls are placed on CO/IP lines. These 'lines' are accessed either by a button on the iPECS Phone assigned as a **CO/IP line** or by dial codes. The CO/IP lines are grouped for different types of calls, local, long distance, etc. Using the **CO/IP line group** code, you will be able to access any line from the group. A Flex button on the iPECS Phone assigned as a **LOOP** button lets you access a line from a group. Dial codes for access to CO/IP lines are:

Individual CO/IP line access

88 + Line number (01-42 for iPECS-100, 001-200 for iPECS-300 & 600).

CO/IP Group access

801-820 for iPECS-100, 801-872 for iPECS-300 & 600

Any CO/IP Line access

9

When dialing on a CO line, which uses pulse style signals, you may activate **Dial Pulse to Tone Switchover** changing to DTMF style dialing for banking services, etc.

When placing an IP call, an IP address is dialed using the "\*" key in place of the dot.

If **Least Cost Routing** is set-up, the number you dial will be analyzed and the system will place the call on the least expensive route.

You may be assigned **Dialing** and/or **CO/IP Line Access Restrictions**, in which case you will receive error tone if you attempt to dial or access a restricted number/CO/IP line. **CO/IP line** and **Station Class Of Service (COS)**, which establish dialing restrictions, may vary during Day and Night operation (**Day/Night COS**).

You may need to enter an **Authorization code** before placing calls, in which case you will receive a second dial tone.

Your external calls may be subject to **Call Time Restrictions**, you will receive a **Call Warning Tone** prior to disconnect.

**NOTE—In the event of an emergency, assigned Emergency numbers (ex., a 911 call) may be dialed from any station on the System, regardless of a Station's dialing restrictions (COS).**

### OPERATION

To place an external call:

- Lift the handset,
- Select/dial the CO/IP line/group,

- Dial the desired number.

## **4.2.2 Waiting for the next available CO/IP line**

---

If all the lines connected to your system are busy, you will receive an All Trunks Busy signal. You may request to be notified when a line becomes free.

### **OPERATION**

**To activate a queue if the selected/dialed line is busy:**

- Select/dial a busy CO/IP line button,
- Press the **CALL BACK** button,
- Return to an idle state by going on-hook; when the line comes available, the Station will be notified with ringing.

## **4.2.3 Account Codes: Tracking External calls for billing**

---

In some cases, you or your company may desire to track calls for billing or other purposes. You may enter an **Account Code**, which is output from the system to a printer in the **SMDR** report. You must have an **Account Code Flex** button (refer to *Assigning features to Flex buttons*).

### **OPERATION**

**To enter an Account Code before the call:**

- Lift the handset,
- Press the assigned **ACCOUNT CODE** button,
- Dial the Account Code (1-12 digits),
- Dial \*; Intercom dial tone is heard,
- Place the CO/IP call as normal.

**To enter an Account Code during a call:**

- Press the assigned **ACCOUNT CODE** button,
- Dial the Account Code (1-12 digits),
- Dial \*.

## 4.2.4 Disabling dialing from your phone

You can temporarily 'Lock' your phone by activating **Temporary COS**, which will deny all dialing from the phone. To deactivate **Temporary COS** you must enter the station's Authorization code.

### OPERATION

#### **To activate Temporary COS:**

- Press **[TRANS/PGM]**,
- Dial User Program code 21,
- Press **[HOLD/SAVE]**.

#### **To deactivate Temporary COS:**

- Press **[TRANS/PGM]**,
- Dial User Program code 22,
- Dial your Authorization code,
- Press **[HOLD/SAVE]**.

## 4.2.5 Temporarily overriding dialing restrictions at a phone

Override the dialing restrictions at any phone by activating **Walking COS**. The **Walking COS** dialing restriction levels are applied for a single call only. For multiple calls, you will need to reactivate **Walking COS** or use the **[FLASH]** button to regain outside dial tone.

### OPERATION

#### **To activate Walking COS:**

- Press **[TRANS/PGM]**,
- Dial User Program code 23,
- Dial your Authorization Code (station number and password),
- Place call as normal.

## 4.3 Using Automated Dialing

---

### 4.3.1 Using Last Number Redial (LNR)

---

The last number dialed on an external call is automatically saved in the **Last Number Redial (LNR)** buffer. For users of an iPECS Display Phone, the system will store the numbers dialed on the last ten calls.

#### **OPERATION**

**To dial the Last Number for an external call:**

- Lift the handset,
- Press **[SPEED]** or dial 552,
- Press **[▼ VOLUME ▲]** to select from the last 10 numbers dialed,
- Press **[HOLD/SAVE]**.

### 4.3.2 Using and Entering Save Number Dial

---

You may store the last number dialed on an external call to the **Save Number Dial** buffer for convenient dialing at a later time. The Save Number is stored until you save new number.

#### **OPERATION**

**To place a call using Save Number Dial:**

- Lift the handset,
- Press **[SPEED]**.
- Dial #

**To store a number in the Save Number Dial:**

- While on an outgoing external call, press **[SPEED]** twice.

### 4.3.3 Using System Speed Dial Numbers

The iPECS-100 system has memory allocated for 800 **System Speed Dial** numbers (bins 200-999). The iPECS-300 & 600 systems each have memory allocated for 3000 System Speed Dial numbers (bins 2000-4999). You may, if allowed, use the **System Speed Dial** to dial frequently called numbers.

In some cases, these numbers are divided into groups called **System Speed Zone Groups**. In this case, you may access some numbers and not others and your dialing restrictions may be invoked.

Only an Attendant can assign **System Speed Dial** numbers.

#### OPERATION

To place a call using System Speed Dial:

- Lift the handset, or press the **Speaker** button,
- Press **Speed**,
- Dial the desired System Speed Dial bin number (200-999 for iPECS-100, 2000-4999 for iPECS-300 & 600).

### 4.3.4 Using and Entering Station Speed Dial Numbers

Each station in the iPECS-100 is allocated memory for 20 **Station Speed Dial** numbers (bins 00-19) each up to 48 digits. The iPECS-300 & 600 support 100 **Station Speed Dial** numbers (bins 000-099). These numbers are entered at the user's station and may include several 'special' instructions. Special instructions and the corresponding button are:

'#' – **Pause**, system will momentarily stop dialing.

**FLASH** as 1<sup>st</sup> digit – activate dial tone detect.

**FLASH** not as 1<sup>st</sup> digit – the system will generate a *flash on the CO line*.

**CALL BACK** as 1<sup>st</sup> digit – Send digits as *ISDN Keypad Facility message*.

\*\* as 1<sup>st</sup> digit - **Display Security**, the stored number will not be displayed when used.

\*\* not as 1<sup>st</sup> digit, - **Dial Pulse to Tone Switchover**, the system will switch from pulse to DTMF dialing.

When entering a Speed Dial, a 16-character name, may be associated with the number for *Dial by Name*. Characters are entered with two keystrokes as in the chart below.

|                  |        |        |
|------------------|--------|--------|
| Q - 11           | A - 21 | D - 31 |
| Z - 12           | B - 22 | E - 32 |
| . - 13           | C - 23 | F - 33 |
| 1 - 10           | 2 - 20 | 3 - 30 |
| G - 41           | J - 51 | M - 61 |
| H - 42           | K - 52 | N - 62 |
| I - 43           | L - 53 | O - 63 |
| 4 - 40           | 5 - 50 | 6 - 60 |
| P - 71           | T - 81 | W - 91 |
| R - 72           | U - 82 | X - 92 |
| S - 73           | V - 83 | Y - 93 |
| Q - 7*           | 8 - 80 | Z - 9# |
| 7 - 70           |        | 9 - 90 |
| *1 -<br>Blank    | 0-00   | #      |
| *2 - :<br>*3 - , |        |        |

Character Entry

**OPERATION****To place a call using Station Speed Dial:**

- Lift the handset,
- Press **SPEED**,
- Dial the desired Station Speed Dial bin number (00-19 or 000-099).

**To enter a Station Speed Dial number with CO Line and Name:**

- Press **TRANS/PGM**,
- Press **SPEED**,
- Dial the desired Station Speed Dial bin number,
- Select/dial the CO/IP line/group,
- Dial the desired number to be stored,
- Press **HOLD/SAVE**,
- Enter the associated name if desired, using the Character Entry chart,
- Press **HOLD/SAVE**.

**4.3.5 Using Dial by Name and Entering your Name**

**Dial by Name** employs three 'Directories': Intercom, User or *Station Speed Dial* and *System Speed Dial*. To allow others to contact you via the Intercom directory, you must enter a name for your station, up to 12 characters.

**OPERATION****To place a call using Dial by Name:**

- Press **[SPEED]** twice,
- Dial the desired directory, 1: Intercom, 2: User Speed Dial, 3: System Speed Dial, the LCD displays the first two names, in alphabetical order,
- Scroll using the **[VOLUME]** button; to enter characters, refer to the character entry chart in [section 4.3.4](#),
- Press **[HOLD/SAVE]** to place the call.

**NOTE—To toggle between the name and number displays, press the **[TRANS/PGM]** button.**

**To enter your station user name:**

- Press **[TRANS/PGM]**,
- Dial 74 (User Name Program code),
- Dial name, up to 12 characters (using the alpha-numeric entry chart in [Section 4.3.4](#)),
- Press **[HOLD/SAVE]**.

**4.3.6 ACNR: To retry a busy external number until answered**

When making an external call and a busy signal is received, the system can be set to retry the number until the call is connected, the feature is cancelled, or the maximum number of retries is attempted—this is Automatic Called Number Redial (ACNR).

For each retry, the system will activate your speaker then place the call with the microphone muted. When the remote end answers, you must select the **[SPEAKER]** button or lift the handset. Either of these actions will cancel the ACNR request as well as connect you to the remote party. A Redial button must be assigned at the station.

**OPERATION****To set up an ACNR, while on an outgoing call:**

- Press **[REDIAL]**,
- Hang-up handset.

**To cancel the ACNR request:**

- Press **[REDIAL]**.



## 5. Transfer, Conference & Other Call Handling

---

### 5.1 Call Transfer: Sending a call to a different destination

---

You can send an active call to another station or other resource of the system, **Call Transfer**. You can screen the transfer with the receiving party (**Screened Call Transfer**) or complete the transfer without screening (**Unscreened Call Transfer**). Transferred calls, internal or external, are placed in **Transfer Hold**, will receive **MOH** and will recall if not answered in a timely manner.

If an **Unscreened Transfer** call encounters an error or DND, it immediately recalls you.

DSS/BLF buttons may be employed to transfer calls.

#### OPERATION

##### To Transfer an active call:

- Press **[TRANS/PGM]**,
- Call receiving party,
- For Unscreened Call Transfer, hang-up,
- For Screened Call Transfer, at answer or Splash tone, announce call.

### 5.2 Call Hold: Placing a call in a waiting state

---

You may place an active Internal or External call in one of several holding states. In **System Hold**, other non-restricted stations may pick-up the call. In **Exclusive Hold**, only the holding station may pick-up the call.

The system is assigned a preferred hold type (System or **Exclusive**). You may override this **Hold Preference** by pressing the **[HOLD/SAVE]** button twice.

The LEDs for buttons assigned **CO/IP line** flash at distinctive rates for the holding station and other iPECS Phone users.

There are also user operations such as pressing a **[DSS/BLF]** button that will place a call in **Automatic Hold**.

Calls will remain in the held state for a period and then recall the user.

This **Hold Recall** is provided with a different ring signal. If not answered in a timely manner, the Attendant will receive **Attendant Hold Recall**.

#### OPERATION

##### To place a call on Hold:

- Press **[HOLD/SAVE]**.

### 5.3 Broker Call: Switching between two calls

---

You may switch between the active call and a call on *Hold*, placing the active call on Hold acting as a broker between two or more parties, **Broker Call**. iPECS Phone users may 'broker' for multiple calls up to the number of **CO/IP line** buttons.

#### **OPERATION**

**To switch between two calls, Broker Call:**

- Press the desired **CO/IP line** button.

### 5.4 Joining Multiple People in a Conference

---

You can establish a **Conference** with up to 3 parties, or 24 parties when using a Multi-Party Conference Interface Module (MCIM). The other parties in the **Conference** may be internal or external.

A **Conference** can be placed on Hold and is subject to *Hold Recall*.

You may also use the Conference operation to join 2 external parties in a private conversation. This is an **Unsupervised Conference**, which is not subject to the normal Hold Recall operation.

A **CONF** Flex button is required.

#### **OPERATION**

**To establish a Conference:**

- Establish call with one of the desired conference parties, and press the **CONF** button when connected,
- Establish call with another conference party, and press the **CONF** button when connected (repeat as needed to add more parties),
- Press **CONF** again to establish the conference.

**To place a Conference on Hold:**

- Press the **HOLD/SAVE** button; the **CONF** button LED will flash.

**To retrieve the Conference from Hold:**

- Press **CONF**.

**To establish an Unsupervised Conference:**

- Establish conference with two external parties,
- Press **CONF**.

**To retrieve an Unsupervised Conference:**

- Press **CONF**.

## 5.4.1 Setting up & Joining a Conference Room

---

In addition to establishing a Conference, up to 9 **Conference Rooms** can be set up including up to 24 parties when using a MCIM. When setting up a Conference Room, a password can be designated for invitees (internal and external parties) to use for accessing the established Conference Room.

### **OPERATION**

#### **To set-up a Conference Room:**

- Press the **TRANS/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 **HOLD/SAVE** to establish the Room.

#### **To join a Conference Room:**

- Lift the handset,
- Dial 59 (Conference Room entry code),
- Dial the Conference Room Number,
- Dial the Conference Room password.

#### **To delete a Conference Room:**

- Press the **TRANS/PGM** button,
- Dial 54 (delete Conference Room code),
- Dial the Conference Room number (1-9),
- Dial the Conference Room password,
- Press **HOLD/SAVE** to delete the Conference Room.

## 5.5 Call Park: Placing a call on hold to Page

---

A user may transfer an active CO/IP call to a special holding location (Park Orbit), which can be accessed easily from any station in the system. Typically, this feature is used with *Paging* to notify the desired User of **Call Park**.

Parked calls are subject to *Hold Recall* after the **Call Park** timer.

### OPERATION

#### To park an active external call:

- Press **TRANS/PGM**,
- Dial the Park Orbit code (601-610 for iPECS-100 or 601-619 for iPECS-300 & 600),
- Return to idle.

#### To retrieve a parked call:

- Lift the handset,
- Dial the Park Orbit code (601-610 for iPECS-100 or 601 to 619 for iPECS-300 & 600).

## 5.6 Two-Way Record: Recording calls

---

You may record an active external conversation in your *Voice Mail Box*. A **RECORD** button is required to access this feature.

### OPERATION

#### To activate Two-Way Record while on a CO/IP call:

- Press **RECORD**, record warning tone heard and recording starts.

#### To stop Two-Way Record while on a CO/IP call:

- Press **RECORD** or hang-up and return to idle.

## 6. Leaving & Responding to Messages

The iPECS Phone allows you to send and receive several types of messages. These are accessed via the Message Summary Display, and described in the following paragraphs:

- 1: ST—Station Message Wait,
- 2: CL—CLI Message Wait
- 3: VS—VSF Message Wait
- 4: VM—Commercial Voice Mail
- 5: FS—Feature server
- 6: MS—SMS message wait.

### 6.1 Responding to a Station Message Waiting Indication

Another station can leave a **Station Message Waiting** indication when you do not answer or your phone is in *DND*. A flashing MSG LED on the iPECS Phone indicates a Message Waiting. As a further notification, a **Message Wait Reminder Tone** can be provided. You may review and delete messages as well as respond with a call back.

#### OPERATION

##### To review your Station messages:

- Press **CALL BACK**, the LCD shows the Message Summary display,
 

|     |     |     |     |     |     |
|-----|-----|-----|-----|-----|-----|
| ST  | CL  | VS  | VM  | FS  | MS  |
| 001 | 001 | 005 | 006 | 001 | 004 |
- Dial 1 to view the Station messages,
- Press the **▼ VOLUME ▲** button to scroll through the messages.

##### To return a call from the current message:

- Press **SAVE** button to return the call from the current message.

##### To delete the Station Message Wait:

- Press the \* key,
- Dial 1.

##### To delete all Message Waits:

- Press the **SPEED** button,
- Press the \* key twice.

## 6.2 Responding to a CLI Message indication

---

When external calls to your phone are not answered and Caller Identification is provided from the network, a Calling Line ID. (CLI) message is logged. You may review, delete or return these messages.

### OPERATION

#### To review CLI Messages using a Flex button:

- Press the flashing **CLI MESSAGE** button, the first CLI message information is displayed,
- Press **▼ VOLUME ▲** to scroll through CPI message wait information.

#### To review CLI Messages using the Summary Display:

- Press the flashing **CALL BACK** button, the LCD shows the Message Summary display,

|     |     |     |     |     |     |
|-----|-----|-----|-----|-----|-----|
| ST  | CL  | VS  | VM  | FS  | MS  |
| 001 | 001 | 005 | 006 | 001 | 004 |

- Dial 2, the first CLI message information is displayed,
- Press **▼ VOLUME ▲** to scroll through CLI message wait information.

#### To delete the current CLI Message:

- Press the \* key, the next CLI message is displayed.

#### To delete all CLI Messages:

- Press **SPEED**,
- Press \* twice.

#### To return the current CLI message:

- Press **HOLD/SAVE**.

## 6.3 Getting Voice Mail Messages

---

When callers are forwarded or recall to your Voice Mail Box, they can leave a voice message. Your Voice Mail Box is part of the integrated **Voice Mail** module, the **iPECS Feature Server** or an external Voice Mail system.

These Voice Mail systems allow access to and management of the received voice messages. The **VMIM/VSF** allows you to listen to, save, and forward messages. While in your Mail Box, you have control of your password and Mail Box greeting. In addition, you can remotely control Call Forward for your station from the Voice Mail. You will need to register an **Authorization Code** for your station to access VSF Voice messages.

**OPERATION****To retrieve Voice Mail locally using a Flex button:**

- Press the VM Flex button,
- Dial your Mail Box number and corresponding password to receive the 'Number of Messages' prompt,
- Dial desired option codes,
- At completion of session, hang-up to return to idle.

**To retrieve Voice Mail locally using the CALL BACK button:**

- Press the flashing CALL BACK button, the LCD shows the display,

|     |     |     |     |     |     |
|-----|-----|-----|-----|-----|-----|
| ST  | CL  | VS  | VM  | FS  | MS  |
| 001 | 001 | 005 | 006 | 001 | 004 |

- Dial 3 for VMIM/VSF, 4 for external VM or 5 for Feature Server Voice Mail,
- After the prompt enter your station number and password, to receive the 'Mail Box & Password' prompts sequentially,
- Dial desired option codes,
- At completion of session, hang-up to return to idle.

**To access Voice Mail Box from a Remote Location:**

- Lift the handset,
- Dial the telephone number of a *DISA* CO line assigned for answer by the VMIM/VSF Auto Attendant,
- Upon answer, dial # to receive 'Mail Box & Password' prompt,
- Dial the Mail Box and corresponding password to receive the 'Number of Messages' prompt,
- Dial desired option codes, then hang-up.

**6.4 Sending and Receiving Short Text Messages**

You can exchange short text messages (max. 100 alphanumeric characters) with other iPECS display phone users. These messages will activate the CALL BACK button LED and are displayed on the iPECS Phone LCD.

**OPERATION****To send an SMS message to another iPECS display phone user:**

- Press the TRANS/PGM button,
- Dial 36 (SMS send code),
- Dial 1 to resend an existing message, or 2 to edit an existing message or to send a new one,

- Dial the station range to receive the message (to send to a single station enter the station number twice),
- Enter your message using 2 key strokes for each character, see [section 4.3.4](#),
- Press **HOLD/SAVE** to send your message.

**To view your received Short text messages:**

- Press the flashing **CALL BACK** button, the LCD shows the Message Summary display,

|     |     |     |     |     |     |
|-----|-----|-----|-----|-----|-----|
| ST  | CL  | VS  | VM  | FS  | MS  |
| 001 | 001 | 005 | 006 | 001 | 004 |

- Dial 6 (retrieve SMS), the first two SMS messages display in brief,
- Dial the Message number to view the entire SMS message.

**To delete received Short text messages:**

- Press #,
- Dial 1 to delete the message, 2 to cancel or 3 to delete all received Short text messages.



## 7. Remote System Access

---

### 7.1 Direct Inward System Access (DISA)

---

**DISA (Direct Inward System Access)** allows remote users to gain access to the system's resources. The system will recognize remote user dialed inputs (call other stations, place calls over CO/IP lines, review voice mails, etc). Remote users may be required to enter an *Authorization Code*.

#### OPERATION

**To access system resources remotely:**

- Call the system's DISA facility,
- Dial your authorization code (station number and password),
- Dial as needed for the desired system resource.

### 7.2 Mobile Phone Extension

---

When away from your desk or office you can place and receive iPECS calls on a registered mobile phone. You may need to activate the Mobile Phone Extension feature and assign the Mobile Phone number.

This feature is effective only through an ISDN CO line.

#### OPERATION

**To register a mobile phone number:**

- Press the **TRANS/PGM** button,
- Dial 37,
- Dial the mobile phone number,
- Press the **HOLD/SAVE** button.

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

- Press the **TRANS/PGM** button,
- Dial 38,
- 1 to activate, 0 to deactivate,
- Press the **HOLD/SAVE** button.

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

- Dial the ISDN 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:**

- Press the \* key while on an iPECS call,
- Dial the desired extension, the call is transferred and the mobile phone returns to idle.

**NOTE—The mobile extension may reconnect to the transfer by pressing the # key.**

## 8. Miscellaneous Features

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### 8.1 Background Music and Music on Hold

---

Two audio sources can be connected to the system. These sources or an internal source provide input for Background Music (BGM) and Music On Hold (MOH). In addition, a recorded message from the VMIM can be used. BGM is played over the speakers of the iPECS Phone when the station is idle. MOH is played to callers placed on *Hold*.

There are four possible selections for BGM and MOH:

- 1: Off
- 2: Source BGM1
- 3: Source BGM2
4. VMIM message

### OPERATION

#### To turn on Background Music:

- Press **HOLD/SAVE** to cycle through the BGM selections.

### 8.2 Using Internal, External and Meet-Me Paging

---

The User can broadcast announcements to other stations and/or external speakers. Stations are assigned to one or more of the **Internal Page Zones**. The system has two **External Page Zones** that can be connected to external speakers.

Page Zone codes are:

- |                           |                          |
|---------------------------|--------------------------|
| 1: Internal Page Zones    | iPECS 100: 501-510       |
|                           | iPECS 300 & 600: 501-535 |
| 2: Internal All Call Page | 543                      |
| 3: External Page Zones    | 545-546                  |
| 4: External All Call Page | 548                      |
| 5: All Call Page          | 549                      |

If the desired Page Zone is busy, the User can elect to be recalled when their turn comes in the queue. Users can also request a paged party answer the Page using **Meet-Me Paging**. In this case, the paged party may answer the page from any phone in the system by dialing the Meet-Me code.

**OPERATION****To make a page:**

- Lift the handset,
- Dial the desired Page zone,
- If assigned, after page warning tone, make announcement.

**To queue for a page when busy is received:**

- Press **CALL BACK**,
- Replace the handset returning to idle.

**To answer a Meet-me-Page:**

- Lift the handset,
- Dial the Meet-Me-Page code **544**.

### **8.3 Push-To-Talk (PTT) Page**

---

iPECS Phones can be assigned as a member of one or more of the system's nine Push-To-Talk (PTT) page groups. Users separately log-in or log-out of any one or all PTT groups to which the phone is assigned. Once logged in, place or receive one-way page announcements to/from other users who are logged in to the same PTT group.

**OPERATION****To log-in to a PTT group:**

- Dial #0, the PTT Log-in/out code,
- Dial the desired PTT group number (1-9 and 0 for all groups).

**To log-out of the PTT group(s):**

- Dial #0, the PTT Log-in/out code,
- Press the \* key.

**To place a page announcement to the active PTT group:**

- Press and hold the **PTT** Flex button,
- After confirmation tone, make page announcement.

### **8.4 Wake-Up Alarm**

---

iPECS supports an Alarm clock for each station in the system. The alarm clock can be set to repeat daily or as a one-time alarm.

When responding to the alarm by lifting the handset, BGM will be provided.

**OPERATION****To set the Wake Up Alarm clock:**

- Press **[TRANS/PGM]**,
- Dial the Station User Program code 41,
- Dial 2-digit hour and minute for alerting,
- For a daily (repeating alarm), dial #,
- Press **[HOLD/SAVE]**.

**To erase Wake-Up:**

- Press **[TRANS/PGM]**,
- Dial the Station User Program code 42,
- Press **[HOLD/SAVE]**.

**8.5 Alarm/Door Bell**

The system can monitor external **Alarm** or **Door Bell** contacts:

**Alarm Monitor**—should the external contact activate, a unique Alarm Ring signal and LCD display may be received. To restart the monitor circuit, the external contacts must be deactivated and the Alarm Ring signal terminated.

**Door Bell**—a unique Door Bell Ring (single tone burst) may be received each time the external contact is activated. A system contact also can be controlled to act as a **Door Open** contact.

**OPERATION****To terminate the Alarm signal:**

- Dial **565 (Alarm Stop code)**.

**To activate the Door Open contacts:**

- Lift the handset,
- Dial **Door Open** code #\* and contact number 1 to 4.

**NOTE—Contacts 3 & 4 are only available in the iPECS -300 & 600.**

**8.6 Power Fail Transfer**

When AC power to the system fails, back-up operation may be provided with back-up batteries or **Power Fail Transfer (PFT)**. When battery back-up is provided, the station will operate normally. When **PFT** is implemented, a SLT is connected to a CO line by the system. This SLT can be used as any normal SLT, providing service while power is out.

## 8.7 System Voice Memo

---

The integrated Voice Mail modules incorporate several **Voice Memos** to provide Station Users with general information such as station number, date, time, and feature status. **Voice Memos** are heard over the speaker of the iPECS Phone and over the handset for SLTs.

For the **Station Status Memo**, the following items are reported:

ICM Signaling Mode (Handsfree/Tone/Privacy)

Station IP Address

Station Mac Address

Number of messages x (x: number of all message waiting)

Wake-Up Time (hh:mm)

Do Not Disturb

Forwarded to station xxx

Forwarded to speed bin xxx

Queued CO/IP line xxx

Locked (Temporary COS)

COS x

**NOTE—Only activated features are announced.**

### OPERATION

#### **To hear Date & Time memo:**

- Dial Voice Memo feature code (**661** for iPECS-100 or **\*661** for iPECS-300 & 600), date and time memo is heard, "Date is May 2nd. Time is xx:xx pm".

#### **To hear Station Number Prompt:**

- Dial Voice Memo feature code (**662** for iPECS-100 or **\*662** for iPECS-300 & 600), the station number memo is heard, "This is station 150".

#### **To hear Station Settings:**

- Dial Voice Memo feature code (**663** for iPECS-100 or **\*663** for iPECS-300 & 600), Station Status Memo is heard.

## 8.8 Hot Desk

---

iPECS phones in the system may be assigned for **Hot Desk** operation. These **Hot Desk** phones let you log-on and use the Hot Desk phone as if it were your station. Once logged-on, the Hot Desk station will take on the attributes assigned to your station number and you can make calls as normal. When logged-out, calls to your station are forward to the destination you chose.

### OPERATION

#### **To Log on to a Hot Desk station:**

- Lift the handset,
- Dial “\* 0”,
- Dial your Authorization Code (Station number and Password).

#### **To Log out of the Hot Desk station:**

- Press the **TRANS/PGM** button,
- Dial \* twice,
- Use the **▼ VOLUME ▲** to select a call forward destination for your calls, speed dial, joined mobile phone, VMIM/VSF, or VM group,
- Press the **HOLD/SAVE** button.

## 9. Working with PBX, Centrex & ISDN features

---

### 9.1 Access PBX or Centrex

---

The iPECS has been designed to operate with a host PBX system or Centrex services from your service provider. The iPECS connects to such a host with analog CO lines.

When accessing a CO line, the phone will act as an extension of the host, allowing access to the host system features using the host dial codes.

While on a call, use the iPECS **Flash** feature to transfer calls to other host extensions or access features of the host. The **Flash** feature may be used on other CO lines to regain dial tone from the CO line without relinquishing control of the CO line to place another call.

#### OPERATION

**To access PBX or Centrex features while idle:**

- Lift the handset,
- Select/dial access a PBX/Centrex CO line,
- Dial PBX/Centrex feature code.

**To access PBX/Centrex features while on a PBX/Centrex CO line:**

- Press **FLASH**,
- After receiving new dial tone, dial PBX/Centrex feature code.

### 9.2 Access the ISDN Network

---

#### 9.2.1 Using the Keypad facility to access ISDN features

---

Access to certain features of your ISDN services requires that dialed digits be sent to the ISDN as data and not tones. In this case, dialed digits are sent as 'Keypad messages'.

A **KEYPAD FACILITY** button must be assigned using the *Flex Button program* procedures. Once active, dial into the ISDN for services; however, actions other than dialing will deactivate the 'Keypad message' operation.

#### OPERATION

**To activate Keypad Facility operation:**

- Press the **KEYPAD FACILITY** button to switch to keypad mode,
- Dial as desired.

**To deactivate Keypad Facility operation:**

- Press **KEYPAD FACILITY**,



Or

- Press a Feature or Flex button.

## 9.2.2 Using ISDN Supplementary Services

---

ISDN service providers may incorporate features similar to those of Centrex. These **ISDN Supplementary services** are provided on a subscription basis and, as with Centrex, are accessed using the *Flash* button on an iPECS phone.

Using supplementary services an ISDN line can be placed on Hold and a second call placed on the line. You may then alternate between the two held calls (Broker Call) using the **HOLD** button. An ISDN line conference can be established using the **FLASH** and **CONF** buttons. The conference can also be placed on hold.

### **OPERATION**

**While on an ISDN CO line, to access ISDN Supplementary services:**

- Press **FLASH**,
- Press **HOLD/SAVE**, **CONF**, or **CO line** assigned button to activate the desired feature.

## 9.2.3 Activating ISDN Caller ID Restriction

---

iPECS Phone users can restrict the transmission of Caller ID to the far-end. This may be a subscription service of your carrier. Separate Flex buttons are required to activate outgoing, Connected Line (COL), and incoming, Calling Line ID (CLID) restriction.

### **OPERATION**

**To restrict Caller ID:**

- Lift the handset,
- Press the **CLIR/COLR** assigned button,
- Place call as usual.

## 10. Setting Features & Flex buttons

---

### 10.1 Entering Station Program Data

---

A special code set is available for iPECS Phone users to assign certain attributes such as Authorization Codes (Passwords). After entering the **User Program** mode, you dial the codes to select the attribute and setting. Once selected, the setting is saved. A list of the User Program codes, the feature/function and any input required are given in [Appendix B](#).

#### **OPERATION**

To assign user programmable station attributes:

- Press **[TRANS/PGM]**,
- Dial desired User Program code,
- Press **[HOLD/SAVE]**.

### 10.2 Assigning Features to Flex Buttons

---

You may assign features and functions to the Flex buttons on your iPECS Phone. If allowed, you may even assign CO/IP lines to the Flex buttons. Flex buttons may be assigned for most features providing **One-Touch** feature activation (e.g., a Flex button may be assigned to access the [Account Code](#) feature and may include the Account code digits, as a **[ONE-TOUCH ACCOUNT CODE]** button).

Features that may be assigned to a Flex button include:

**DSS/BLF** – Enter station number,

*Speed Dial* – Enter Station/System Speed dial bin number,

Flex Numbering Plan – Enter Flex Numbering Plan code, see [Appendix A](#),

*User Program Code* – Press **[TRANS/PGM]** and enter a User Program code, see [Appendix B](#), or

**CO/IP line** – Enter the CO/IP line or group number.

#### **OPERATION**

To assign a feature to a Flex button:

- Press **[TRANS/PGM]**,
- Press the desired Flex button,
- Dial desired code and required inputs. For User Program codes, first press the **[TRANS/PGM]**,
- Press **[HOLD/SAVE]**.

## 11. Appendix A Flexible Numbering Plan

| Feature                                  | iPECS<br>100 | iPECS<br>300 | iPECS<br>600 | Remark       |
|--|--------------|--------------|--------------|--------------|
| <i>Intercom Call</i>                     | 100-169      | 100-399      | 1000-1599    |              |
| <i>Internal Page Zone</i>                | 501-510      | 501-535      | 501-535      |              |
| <i>Internal All Call Page</i>            | 543          | 543          | 543          |              |
| <i>Meet Me Page</i>                      | 544          | 544          | 544          |              |
| <i>External Page Zone 1~2</i>            | 545-546      | 545-546      | 545-546      |              |
| <i>External All Call Page</i>            | 548          | 548          | 548          |              |
| <i>All Call Page (Internal/External)</i> | 549          | 549          | 549          |              |
| <i>SMDR Account Code Enter</i>           | 550          | 550          | 550          | SLT use only |
| <i>Flash Command to CO Line</i>          | 551          | 551          | 551          | SLT use only |
| <i>Last Number Redial</i>                | 552          | 552          | 552          | SLT use only |
| <i>DND (Toggle On/Off)</i>               | 553          | 553          | 553          | SLT use only |
| <i>Call Forward</i>                      | 554          | 554          | 554          |              |
| <i>Speed Dial Programming</i>            | 555          | 555          | 555          | SLT use only |
| <i>Message Wait/Callback Enable</i>      | 556          | 556          | 556          | SLT use only |
| <i>Message Wait/Callback Return</i>      | 557          | 557          | 557          | SLT use only |
| <i>Speed Dial Access</i>                 | 558          | 558          | 558          | SLT use only |
| Cancel DND/FWD/Pre MSG                   | 559          | 559          | 559          | SLT use only |
| <i>CO System Hold</i>                    | 560          | 560          | 560          | SLT use only |
| <i>Program Mode Access</i>               | 561          | 561          | 561          | SLT use only |

| Feature                                   | iPECS<br>100  | iPECS<br>300         | iPECS<br>600     | Remark          |
|---|---------------|----------------------|------------------|-----------------|
| Attendant Unavailable                     | 562           | 562                  | 562              |                 |
| Answering Machine Emulation               | 564           | 564                  | 564              |                 |
| <i>Alarm Reset</i>                        | 565           | 565                  | 565              |                 |
| <i>Group Call Pickup</i>                  | 566           | 566                  | 566              |                 |
| <i>Universal Answer</i>                   | 567           | 567                  | 567              |                 |
| Account Code with bin                     | 568           | 568                  | 568              |                 |
| <i>Walking COS Code</i>                   | 569           | 569                  | 569              |                 |
| ACD Supervisor On/Off Duty                | 571           | 571                  | 571              |                 |
| ACD Supervisor Login                      | 572           | 572                  | 572              |                 |
| ACD Supervisor Logout                     | 573           | 573                  | 573              |                 |
| ACD Help Code                             | 574           | 574                  | 574              |                 |
| ACD Calls In Queue Display                | 575           | 575                  | 575              |                 |
| ACD Supervisor Status Display             | 576           | 576                  | 576              |                 |
| ACD Supervisor Monitor                    | 577           | 577                  | 577              |                 |
| ACD Reroute Queued Call<br>w/answer       | 578           | 578                  | 578              |                 |
| ACD Reroute Queued Call w/o<br>answer     | 579           | 579                  | 579              |                 |
| Enter Conference Room                     | 59            | 59                   | 59               |                 |
| <i>Camp-On Answer</i>                     | 600           | 600                  | 600              | SLT use<br>only |
| <i>Call Parking Locations</i>             | 601-<br>610   | 601-<br>619          | 601-619          |                 |
| Group Pilot Number                        | 620-<br>659   | 620-<br>667          | 620-667          |                 |
| <i>Station User VMIM/VSF<br/>Features</i> | 66            | *66                  | *66              |                 |
| <i>Call Coverage button</i>               | 67            | 67                   | 67               |                 |
| <i>Direct Call Pickup</i>                 | 7             | 7                    | 7                |                 |
| <i>CO/IP Group Access</i>                 | 8xx<br>01-20  | 8xx<br>01-72         | 8xx<br>01-72     |                 |
| <i>Individual CO/IP Line Access</i>       | 88xx<br>01-42 | 88xxx<br>001-<br>200 | 88xxx<br>001-400 |                 |
| <i>Retrieve Last Held CO/IP</i>           | 8*            | 8*                   | 8*               |                 |
| <i>Retrieve Individual Held CO/IP</i>     | 8#xx          | 8#xxx                | 8#xxx            | xx(x) = CO      |

| Feature   | iPECS<br>100 | iPECS<br>300 | iPECS<br>600 | Remark             |
|---|--------------|--------------|--------------|--------------------|
|   |              |              |              | Line<br>number     |
| <i>Access CO Line in the 1st<br/>available CO Group</i> | 9            | 9            | 9            |                    |
| Attendant Call  | 0            | 0            | 0            |                    |
| VM Message Wait Enabled                                 | *8           | *8           | *8           |                    |
| VM Message Wait Disable                                 | *9           | *9           | *9           |                    |
| <i>Door Open (1st Door )</i>                            | **1          | **1          | **1          |                    |
| <i>Door Open (2nd Door )</i>                            | **2          | **2          | **2          |                    |
| <i>Door Open (3<sup>rd</sup> Door )</i>                 | **3          | **3          | **3          | iPECS-300<br>& 600 |
| <i>Door Open (4<sup>th</sup> Door )</i>                 | **4          | **4          | **4          | iPECS-300<br>& 600 |
| MCID Request  | *0           | *0           | *0           |                    |
| <i>AME Feature</i>                                      | 564          | 564          | 564          |                    |
| Unsupervised Conference Timer<br>Extension code         | ##           | ##           | ##           |                    |
| <i>PTT Group Login/Logout</i>                           | #0           | #0           | #0           |                    |

## 12. Appendix B User Program Codes

| Code  | Function   | Remarks   | SLT |
|-------|--|---|-----|
| 10    | Enblock Mode Dialing                                     | iPECS LIP-7000 only                                   |     |
| 11 x  | <i>Differential Ring, Intercom</i>                       | Select Ring Tone 1-8                                  |     |
| 12 x  | <i>Differential Ring, CO/IP line</i>                     | Select Ring Tone 1-8                                  |     |
| 13 x  | <i>Intercom Answer Mode</i>                              | Select ICM Signal mode,<br>1: HF, 2: TONE, 3: Privacy |     |
| 14 x  | <i>Call Coverage Attribute Setting</i><br>( X = 1-2 )    | 1+: On/Off, 2+: ring delay (0-9)                      |     |
| 15 x  | <i>Station Ring Download</i>                             | Select download Ring Tone<br>0-9                      |     |
| 19    | Ear&Mic Headset Usage                                    | iPECS LIP-7000 only                                   |     |
| 21    | <i>Knock Down Station COS</i>                            |   | Yes |
| 22    | <i>Restore Station COS</i>                               | May require Authorization<br>code                     | Yes |
| 23    | <i>Walking COS</i>                                       | May require Authorization<br>code                     | Yes |
| 31    | <i>Station Message Wait Retrieve</i>                     |   | Yes |
| 32    | <i>CLI/IP Message Wait Retrieve</i>                      |   |     |
| 33 x  | Authorization Code (Password)<br>Entry                   | Station number +up to 12<br>digits, no Flex button    | Yes |
| 34    | Assign <input type="text" value="DID CALL WAIT"/> Button |   |     |
| 35    | Message Wait in<br>Executive/Secretary pair              |   |     |
| 36    | <i>Send SMS Message</i>                                  |   |     |
| 37    | <i>Register Mobile Extension</i>                         |   |     |
| 38    | <i>Activate Mobile Extension</i>                         |   |     |
| 41 xx | <i>Set Wake-Up Time</i>                                  | Input time, 24 hour clock                             | Yes |
| 42    | <i>Erase Wake-Up Time</i>                                |   | Yes |
| 51 xx | <i>Custom/Pre-defined Message<br/>Display</i>            | Select Message 00~20                                  | Yes |
| 52 xx | <i>Register Custom Message</i><br>(Message 00)           | Input up to 24 characters                             | Yes |
| 53    | <i>Create Conference Room</i>                            | Input Conf Room (1-9) &<br>optional password          |     |

| Code | Function                                | Remarks                                   | SLT |
|------|---|---|-----|
| 54 x | <i>Delete Conference Room</i>           | Input Conf Room (1-9) & optional password |     |
| 61 x | <i>Headset/Speakerphone Mode</i>        |   |     |
| 62 x | Headset Ring Mode                       | 1: Speakerphone, 2: Headset, 3: both      |     |
| 71   | LCD Display Mode                        |   |     |
| 72   | Version Display                         |   |     |
| 73   | <i>Background Music</i>                 |   |     |
| 74 x | <i>Station User Name Registration</i>   | Input up to 7 characters                  | Yes |
| 75   | Display Phone IP Address                |   |     |
| 76   | Change Phone IP Address                 |   |     |
| 77   | Display Phone MAC IP Address            |   |     |
| 78   | Change Mode                             |   |     |
| 79   | Display Phone Version                   |   |     |
| 70   | Display Soft Message                    |   |     |
| 7*   | Display Serial number/Package for SMEMU |   |     |
| 80   | Assign <b>RECORD</b> Button             | Requires VSF/External SMDI VM             |     |
| 81   | Assign ISDN <b>CLIR</b> Button          |   |     |
| 82   | ISDN <b>COLR</b> Button                 |   |     |
| 84   | Assign <b>ACCOUNT CODE</b> Button       |   |     |
| 85   | Assign <b>LOOP</b> Button               |   |     |
| 86   | Assign <b>ATD INTRUSION</b> Button      |   |     |
| 88   | Assign <b>CAMP-ON</b> Button            |   |     |
| 89   | Assign <b>KEYPAD FACILITY</b> Button    |   |     |
| 8#   | Assign <b>OHVO</b> Button               |   |     |
| 90   | <b>SPEED</b> Button Assignment          | iPECS LIP-7000 only                       |     |
| 91   | <b>CONF</b> Button Assignment           | iPECS LIP-7000 only                       |     |
| 92   | <b>CALL BACK</b> Button Assignment      | iPECS LIP-7000 only                       |     |
| 93   | <b>DND</b> Button Assignment            | iPECS LIP-7000 only                       |     |
| 94   | <b>FLASH</b> Button Assignment          | iPECS LIP-7000 only                       |     |
| 95   | <b>MUTE</b> Button Assignment           | iPECS LIP-7000 only                       |     |
| 96   | <b>MONITOR</b> Button Assignment        | iPECS LIP-7000 only                       |     |
| 97   | <b>REDIAL</b> Button Assignment         | iPECS LIP-7000 only                       |     |
| 98   | <b>FWD</b> Button Assignment            | iPECS LIP-7000 only                       |     |
| 99   | <i>Assign <b>PTT</b> Button</i>         |   |     |

| <b>Code</b> | <b>Function</b>       | <b>Remarks</b> | <b>SLT</b> |
|-------------|-----------------------|----------------|------------|
| *0          | Hot Desk Login Code   |                |            |
| **          | Hot Desk Log out Code |                |            |





**LIP-7016D & 7024D**

**Users Guide**

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## 1. Introduction

---

### 1.1 General

---

Your telephone is connected to an advanced-technology, highly-versatile, fully-featured telecom system designed to make office communications easy and productive. Employing state-of-the-art Voice over Internet Protocol (VoIP) technology, voice and data converge on a single IP packet network. Because each iPECS Phone is an IP appliance, it can be moved easily throughout the office LAN and maintain normal operation.

### 1.2 Feature Information

---

We have taken every effort to make this user guide simple and straightforward. The guide starts with the simpler operations of the iPECS Phone Speakerphone, moves on to receiving and placing calls, and then to more advanced features. Each section includes a brief and basic description of each feature and step-by-step operations.

The operations shown in this guide use the system's base default Numbering Plan. Your Numbering Plan may be different. Some features may not be available for you to access or may be subject to certain limitations based on the set-up of the system.

Under certain operation conditions this equipment cannot be relied upon to make emergency calls. Alternative arrangements should be made for access to the emergency services.

### 1.3 Feature Groupings

---

Every effort has been taken to divide the features into a logical and consistent sequence so that features can be quickly located.

Features have been divided into groups, *Receiving Calls*, *Placing Calls* etc. Within each group, features are arranged according to the difficulty of operation and frequency of use.

## 1.4 iPECS LIP-7016D & 7024D Phone Description

The iPECS LIP-7016D and LIP-7024D Phones incorporate the latest in VoIP technology and user interface to provide you with a cost effective, simple to use, productive communications tool. It includes a large 3-line 24-character per line LCD. The bottom line of the display is an interactive menu accessed with the 3 Soft buttons just below the display. The Navigation button in the lower center of the Phone allows you to move through the menu choices when more than three selections are available.

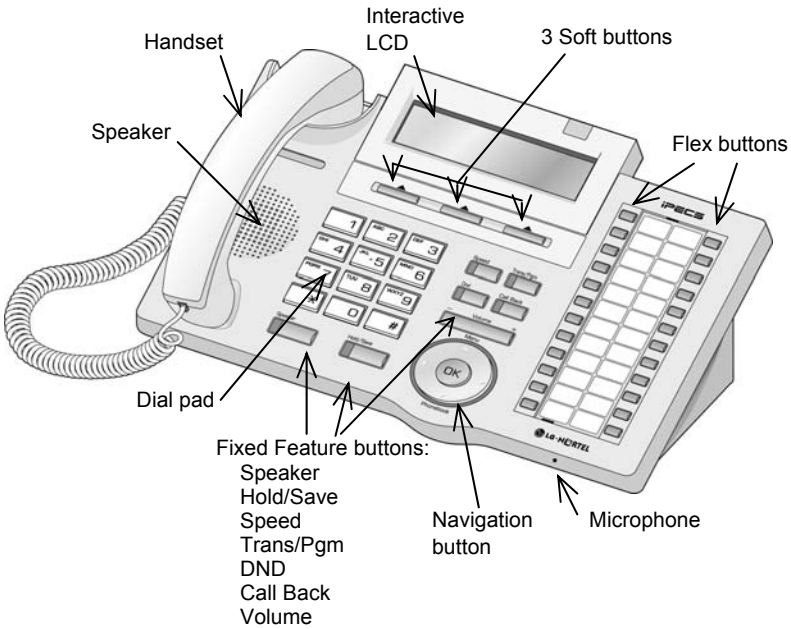
Features and functions of your iPECS are accessed either using the Fixed or Flexible buttons or by selecting a menu item using the Soft buttons. In the remainder of this User Guide, the Fixed or Flexible buttons are shown with a box surrounding the **BUTTON** designation while Soft button menu selections are shown with a double underline.



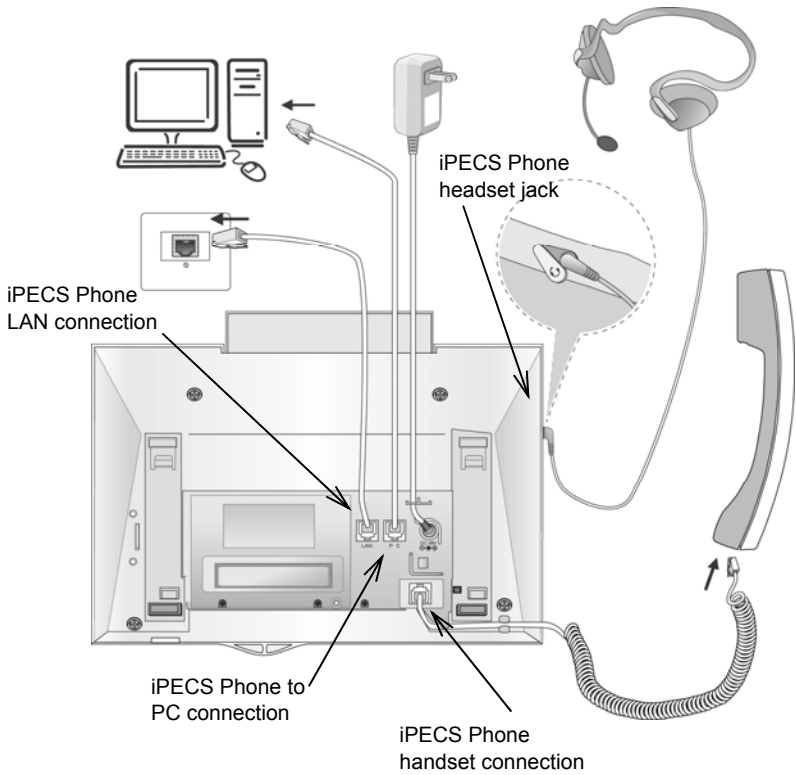
**iPECS LIP-7016D**



**iPECS LIP-7024D**



**iPECS LIP-7016D/7024D Diagram**



### **iPECS LIP-7016D/7024D Connections**

iPECS Phone LCD, Speakerphone & Related Features

---

## 1.5 LCD Operation

---

The Liquid Crystal Display (LCD) of the iPECS LIP-7016D and LIP-7024D has three lines of 24 characters each. The LCD is used to convey information to you. It provides the date, time and station number on the display while idle. It will also provide called/calling name/number display, feature status and an interactive menu to guide you through feature access and *User Program* selections.

---

## 1.6 Using the Speakerphone

---

Activate the iPECS Speakerphone at any time (except for Paging) in place of lifting the handset to receive or place calls. Place calls using On-hook dialing with the Speakerphone.

In addition, you may switch between the handset and Speakerphone during a call. By keeping the handset Off-hook, the **Group Listen** feature is activated, which provides incoming audio over the speaker with outgoing audio from the handset. This permits a local 'group' to listen to both sides of the conversation without interfering with the conversation.

While in a conversation using the Speakerphone, **Mute** the microphone using the Mute Soft button. When Mute is active, the Mute Soft button toggles to Speak, which is used to turn off **Mute**.

With **Auto Speaker Select**, activating or accessing a feature by pressing its button will activate the Speakerphone automatically.

When using a Headset, the SPEAKER button controls the ON/OFF-hook state for the phone.

### OPERATION

**To activate the Speakerphone to answer or place a call:**

- Press SPEAKER, the phone goes off-hook with audio from the speaker and to microphone.

**To control the volume of the Speakerphone or handset:**

- Press the ▼ VOLUME ▲ button.

**To Mute the microphone:**

- Select the Mute Soft button.

**To turn off Mute (turn the microphone ON):**

- Press the Speak Soft button.

**To activate Group Listen while on an active handset call:**

- Press the SPEAKER button.



## 1.7 Using a Bluetooth Wireless Headset

The iPECS LIP-7024D may be equipped with the BTU (Bluetooth Unit) option that lets you use a Wireless headset such as a Jabra BT-200, BT-250 or Plantronics M3000. Using a headset permits you to move freely around the phone within approximately 10 meters and maintain a conversation. Before using the headset, the headset must be “paired” with the BTU, and then the headset must be enabled for use. Operation of the iPECS LIP-7024D with the headset is the same as with the Speakerphone; merely use the Speaker button to go ON and OFF-hook.

**NOTE—during the pairing operation, the headset and phone should be as close as possible but not more than 1 meter apart.**

### **OPERATION**

#### **To pair the wireless headset to the BTU:**

- Press the **TRANS/PGM** button,
- Dial 3,
- Press the **HOLD/SAVE** button.

#### **To enable/disable the wireless headset:**

- Press the **TRANS/PGM** button,
- Dial 4,
- Press the **HOLD/SAVE** button.

#### **To unpair the headset:**

- Press the **TRANS/PGM** button,
- Dial 3,
- Press the **HOLD/SAVE** button.

## 2. Receiving calls

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### 2.1 Answering a Call While Idle

---

There are 3 basic types of incoming calls; internal/external ringing calls, **Intercom Voice Announce** calls, and *Hold* recalls.

Your phone may be assigned **Ring Line Preference**; calls that ring are answered by lifting the handset. Otherwise, you must press the flashing Flex button.

External calls to an iPECS Phone will appear under the CO/IP line or a **LOOP** button

External calls are from CO lines or VoIP channels that are programmed to ring at your phone. For external calls, **Delay Ring** may be assigned allowing others to answer the call before the call rings at your phone.

Calls can be forwarded in some manner from another user; if providing call coverage for other users, you may also receive **Station Call Coverage** calls.

Calls placed on **Hold**, including Transfers, parked calls, etc. will recall if left on hold for too long.

**ICM Voice Announce** calls are answered based on the **ICM Signaling mode** at the receiving phone; in Hands-free (HF) mode, after the splash tone and announcement, speak normally into the microphone. In the Privacy (PV) mode, lift the handset to respond. The **ICM Signaling mode** can be assigned in *Station Programming*.

The LCD will display the calling number or, if available, the name of the station or CO/VoIP line, **CO Line Name Display**.

### OPERATION

#### To answer a call ringing at your phone:

- Lift the handset and press the flashing Flex button (as needed), the call will be connected.

#### To respond to an Intercom Voice Announce call:

- In **HF** mode signaling, simply speak as normal into the microphone,  
OR
- In **PV** mode signaling, lift the handset to respond.

## 2.2 Responding to a Call While Busy

---

While you are busy on another call, you may receive Muted Ring, Camp-On tones, or Voice-Over announcements. Muted Ring is provided over the speaker of your Phone indicating a **Call Waiting**. You also may receive **Camp On** tones, a burst of tones on top of the existing call, as an indication of another call waiting.

While busy, certain stations can activate **Voice-Over** to your phone. In this case, audio is received from both the active call and the **Voice Over** announcement at the same time.

Respond to any of these **Off-hook Signals** in one of several ways; place the existing call on **Hold** and respond to the new incoming call, activate **One-time DND**, send a **Silent Text Message**, or ignore the new call.

**Silent Text Message** requires a **TEXT MESSAGE** button, and cannot be sent to a SLT or other non-display terminal.

The Attendant or Secretary may use **Intrusion** to announce a call while you are busy.

### OPERATION

#### To answer a Call Waiting:

- Press **HOLD/SAVE** and/or,
- Press the flashing **CO/IP LINE** button.

#### To activate One-time DND:

- Press the **DND** button.

#### To send a Silent Text Message:

- Press the programmed **TEXT MESSAGE** button,
- Select the desired message to send.

## 2.3 Using Answering Machine Emulation (AME)

---

When a call is connected to your voice mail, you can screen the call as with a normal Answering Machine. The caller's voice is played over your speaker while the message is being recorded. There are two methods of notification and call screening provided, Ring or Speaker mode.

**Ring mode**—the AME (Answering Machine Emulation) Flex button will flash to notify you of a call. You may press the Flex button to hear the caller as the voice message is stored.

**Speaker mode**—when the call is sent to the voice mailbox, the caller's voice is automatically broadcast over the speaker of your iPECS Phone. You may terminate screening, leaving the caller in voice mail to record a message, talk with the caller and record the conversation in the mailbox, or answer the call and disconnect the Voicemail. The AME feature is only available when using the iPECS VMIM/VSF Voice Mail; a **MUTE** and **AME** button are required.

**OPERATION****To assign an AME button:**

Ring Mode –

- $\boxed{\text{TRANS/PGM}} + \boxed{\text{FLEX}} + 564 + 0 + \boxed{\text{HOLD/SAVE}}$

Speaker Mode –

- $\boxed{\text{TRANS/PGM}} + \boxed{\text{FLEX}} + 564 + 1 + \boxed{\text{HOLD/SAVE}}$

**To screen a call in Ring mode:**

- Press the flashing  $\boxed{\text{AME}}$  button, the caller's voice is broadcast over the station speaker and stored in the voice mailbox (in the Speaker mode, broadcast is automatic).

**To stop the voice broadcast and leave the caller in Voice Mail:**

- Press the illuminated  $\boxed{\text{SPEAKER}}$  button.

**To talk with the caller and record the conversation in Voice Mail:**

- Press the  $\boxed{\text{MUTE}}$  button.

**To answer the call and cancel the voice message recording:**

- Press the illuminated  $\boxed{\text{AME}}$  button, the caller is connected and the Voice Mail disconnected.

**2.4 Differential Ring Signals**

When multiple phones in a small area ring, it can be difficult to tell which are ringing. The iPECS Phone has 14 **Ring Tones** available for differentiating ring from one phone to another. Four of the tones are stored in the phone's permanent memory; the remaining ten tones are in the system's memory. Four of these ten can be downloaded into the phone memory for use as the 5<sup>th</sup> to 8<sup>th</sup> **Ring Tone**.

**OPERATION****To download a Ring Tone from System memory:**

- Press  $\boxed{\text{TRANS/PGM}}$ ,
- Dial 1 for Ring Tones,
- Dial 5 for Ring Tone download,
- Dial the phone's memory location to receive the tone (5-8),
- Dial tone number 0-9, tone is heard,
- Press  $\boxed{\text{HOLD/SAVE}}$  to download.

**To select a Ring Tone from phone memory:**

- Press the  $\boxed{\text{TRANS/PGM}}$  button,
- Dial 1 for Ring Tones,
- Dial 1 or 2 for Internal or External ring,
- Dial tone number 1-8,
- Press  $\boxed{\text{HOLD/SAVE}}$  to make the selection.

## 2.5 Answering Calls at Night

---

In the Night mode, **Loud Bell Control** may be used to send ring signals to external bells. You may answer these calls with **Universal Night Answer (UNA)**.

### OPERATION

**To answer a call ringing during night mode over an external bell:**

- Lift the handset,
- Dial **567** (UNA code).

## 2.6 Answering Calls to Other Stations

---

When nearby stations are ringing, you may pick-up (answer) the call. Select to answer a call ringing at a specific station (**Directed Call Pick-Up**) or you may choose to answer the oldest call ringing to your station group (**Group Call Pick-Up**). Assign a Flex button with the Group Call Pick-Up code (566) for one-touch access.

**NOTE—Pick-Up will not answer calls on the ringing station's Private Line unless the line appears on your phone.**

### OPERATION

**To answer a call ringing at another station:**

- Lift the handset,
- Dial **7** (Directed Call Pick-Up code),
- Dial the Intercom Number of the ringing station; the call will be connected.

**To answer a call ringing at a station in your group:**

- Lift the handset,
- Dial **566** (Group Call Pick-Up code), the call is connected.

## 2.7 Using Do-Not-Disturb (DND) to Block Incoming Calls

---

When you need quiet, activate Do-Not-Disturb and the phone will block incoming calls. Internal callers will receive a fast busy tone and the display will show the DND status. Activate Do-Not-Disturb while busy (**One-Time DND**); DND will be active only for the duration of the present call and requires a **DND** button.

When an Executive activates DND, calls are forwarded to the paired Secretary automatically.

The Attendants and Secretary may be able to activate **DND Override** and **Intrude** on an active call. The Attendants may also cancel DND at other stations.

## **OPERATION**

To toggle DND ON and OFF:

- Press the **DND** button.

## **2.8 Forwarding Calls**

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### **2.8.1 Forwarding calls to another Station or Voice Mail**

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Incoming calls may be diverted to other resources of the system. Resources include other stations, **VMIM/VSF Voice Mail** and **External Voice Mail**. Your LCD and the LCD of the forward receiver will both indicate the forward status.

Call Forward can be activated from your phone or from a different station (**Call Forward, Remote**). You may define the conditions or 'type of forward' as below:

- 1: **Unconditional**—all calls to the station, except recalls, are forwarded.
- 2: **Busy**—Immediately forwards all calls, except recalls, when the station is busy.
- 3: **No Answer**—forwards all calls to the station, except recalls, when the station does not answer within the No Answer timer.
- 4: **Busy/No Answer**—forwards calls if the station is busy or does not answer within the No Answer timer.

When you forward calls from a different station, you may need to enter your **Authorization Code**.

Calls on a Private Line will not forward except to a station with an appearance of the Private Line or to Voice Mail.

## **OPERATION**

To activate Call Forward from your phone to another phone or internal system resource:

- Lift the handset,
- Press the **Fwd** Soft button,
- Dial the type of forward code 1-4,
- Dial the destination number.

To deactivate Call Forward from your phone:

- Press the **Fwd** Soft button.

**To activate Call Forward for your phone from a different phone (Call Forward, Remote):**

- Lift the handset,
- Press the **Fwd** Soft button,
- Dial 0 (Remote Call Forward code),
- Dial your Authorization code (Station number & Password),
- Dial the 'type of forward' code 1-4,
- Dial the destination number.

**To deactivate Call Forward, Remote:**

- Lift the handset,
- Press the **Fwd** Soft button,
- Dial 0 (Remote Call Forward code),
- Dial your Authorization code (Station number & Password),
- Press the # key.

## 2.8.2 Forwarding calls to an external number

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Forward calls to an external destination; calls can be forwarded from an internal station or a remote location. You may define the conditions or 'type of forward' as listed below:

- 1: **Unconditional**—all calls to the station, except recalls, are forwarded.
- 2: **Busy**—Immediately forwards all calls to the station, except recalls, when station is busy.
- 3: **No Answer**—forwards all calls to the station, except recalls, when the station does not answer within the No Answer timer.
- 4: **Busy/No Answer**—forwards calls if the station is busy or does not answer within the No Answer timer.

When you forward calls from a different station or a remote location, you may need to enter your **Authorization Code**. In addition, from a remote location, you must access the system through a **DISA** enabled CO line.

### **OPERATION**

**To activate Call Forward, Off Premise (forward to an external number) from your phone:**

- Lift the handset,
- Press the **Fwd** Soft button,
- Dial the type of forward code 1-4,
- Press **[SPEED]**,
- Dial Speed Dial bin number,
- Replace the handset, return to idle.

**To activate Call Forward, Off Premise (forward to an external number) from a different phone:**

- Lift the handset,
- Press the **Fwd** Soft button,
- Dial the Remote Call Forward code 0,
- Dial your Authorization code (Station number & Password),
- Dial the type of forward code 1-4,
- Press **[SPEED]**,
- Dial Speed Dial bin number,
- Replace the handset, return to idle.

**To activate Call Forward, Off Premise (forward to an external number) from a remote location:**

- Lift the handset,
- Dial the telephone number of a DISA assigned CO line,
- While receiving dial-tone, dial the Call Forward feature code 554,
- Dial your Authorization Code (Station number & Password),
- Dial the type of forward code 6-9,
- Dial Speed Dial bin number,
- Replace the handset, return to idle.

### 2.8.3 Forwarding callers to a Text Message

---

Using an iPECS Phone, the system can be setup to return a 'Text Message' to internal callers. When calling your Station, internal callers will automatically receive the selected message or you can send a text message you select in response to an internal call, **Silent Text Message**. There are 11 **Custom Display Messages** each up to 24 characters. Ten can be assigned by the Attendant and one assigned by you. In addition, there are ten fix Pre-Defined Text Messages; some allow auxiliary input for time, date, etc. (as shown in message list).

Message 01: LUNCH RETURN AT hh:mm

Message 02: ON VACATION  
RETURN AT DATE mm:dd

Message 03: OUT OF OFFICE  
RETURN AT TIME hh:mm

Message 04: OUT OF OFFICE  
RETURN AT DATE mm:dd

Message 05: OUT OF OFFICE  
RETURN UNKNOWN

Message 06: CALL (enter up to 17 digits)

Message 07: IN OFFICE STA xxxx

Message 08: IN MEETING  
RETURN AT TIME hh:mm

Message 09: AT HOME



Message 10: AT BRANCH OFFICE

### **OPERATION**

#### **To activate Custom or Pre-Defined Message Forward:**

- Press **[TRANS/PGM]**,
- Dial User Program feature code 51,
- Dial the two-digit text Message code (00-20),
- Dial any auxiliary input for messages 01-04 and 06-08,
- Press **[HOLD/SAVE]**, forward confirmed.

#### **To cancel activated Message:**

- Press the **Fwd** Soft button.

#### **To program the Station Custom Message (00) at your station:**

- Press **[TRANS/PGM]**,
- Dial User Program feature code 52,
- Enter Message contents, up to 24 characters, Refer to *Station Speed Dial Character entry chart*
- Press **[HOLD/SAVE]**, message saved.

## 3. Placing a call

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### 3.1 Internal Calls

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#### 3.1.1 Placing Intercom calls

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You can place calls to other stations in the system over the Intercom. The call will ring, or for an ICM Voice Announce call, a splash tone will be heard. Ring or Voice Announce is normally determined by settings at the called station but you may change this by dialing '#' after placing the call. By changing the mode, a Voice Announce call will ring or a ringing ICM call will allow Voice Announce (toggle).

You can assign a Flex button for Direct Station Selection/Busy Lamp Field (DSS/BLF). A **DSS/BLF** button lets you call the other station with a single button press. The button LED displays the other station's status, ON, is busy, OFF is idle.

When you go off-hook, you may connect to another station or system resource automatically. This Prime Line Preference may be immediate or delayed allowing you to take other actions during the delay. Otherwise, you may press another Flex button before going off-hook to override Prime Line Preference.

If you go off-hook and take no action, Intercom dial-tone will time-out and, after receiving Howler Tone, your phone will be placed out-of-service in **Intercom Lock-Out**. You must hang-up to return to an idle state.

### OPERATION

#### To place an Intercom call:

- Lift the handset,
- Dial the Intercom number of the desired station,
- On answer or Splash tone, speak to the called party.

#### 3.1.2 Using Camp-On when calling a busy station

---

If your called party is busy, you may activate Camp-On, Callback or Voice Over to the station. With Camp-On, wait off-hook for the called station to answer. With Callback, the system will call you when the busy station goes idle. After you answer, the system calls the previously busy station.

If you are the Attendant or Secretary, you may activate **Intrusion**. You may also use **Step Call**; dial the next station by dialing just the last digit of the Intercom number.

**OPERATION****To Camp-On (wait off-hook) for a busy station:**

- Press \* and await an answer.

**To request a Callback (wait on-hook) for a busy station:**

- Press **CALL BACK** and hang-up.

**To make a Voice Over announcement to a busy station:**

- Dial #, after splash-tone, speak.

**3.1.3 Leaving a Message Wait**

If the called user does not answer or is in DND mode, you may leave a **Message Wait**. The called user will receive a Message Wait indication; the LED of the **CALL BACK** button will flash.

**OPERATION****To activate Message Waiting:**

- Press the **CALL BACK** button and hang-up.

**3.2 External Calls****3.2.1 Placing external CO/VoIP calls**

External calls are placed on CO/IP lines. These 'lines' are accessed either by a button on the iPECS Phone assigned as a **CO/IP line** or by dial codes. The CO/IP lines are grouped for different types of calls, local, long distance, etc. Using the **CO/IP line group** code, you will be able to access any line from the group. A Flex button on the iPECS Phone assigned as a **LOOP** button lets you access a line from a group. Dial codes for access to CO/IP lines are:

Individual CO/IP line access

88 + Line number (01-42 for iPECS-100 or 001-200 for iPECS-300 & 600).

CO/IP Group access

801-820 for iPECS-100 or 801-872 for iPECS-300 & 600

Any CO/IP Line access

9

When dialing on a CO line, which uses pulse style signals, you may activate **Dial Pulse to Tone Switchover** changing to DTMF style dialing for banking services, etc.

When placing an IP call, you must dial an IP address using '\*' in place of the dot.

If **Least Cost Routing** is set-up, the number you dial will be analyzed and the system will place the call on the least expensive route.

You may be assigned **Dialing** and/or **CO/IP Line Access Restrictions**, in which case you will receive error tone if you attempt to dial or access a restricted number/CO/IP line. **CO/IP line** and **Station Class Of Service (COS)**, which establish dialing restrictions, may vary during Day and Night operation (**Day/Night COS**).

You may need to enter an **Authorization code** before placing calls, in which case you will receive a second dial tone.

Your external calls may be subject to **Call Time Restrictions**, you will receive a **Call Warning Tone** prior to disconnect.

**NOTE—In the event of an emergency, assigned Emergency numbers (ex., a 911 call) may be dialed from any station in the System, regardless of a Station's dialing restrictions (COS).**

### **OPERATION**

**To place an external call:**

- Lift the handset,
- Select/Dial the CO/IP line/group,
- Dial the desired number.

#### 3.2.2 Waiting for the next available CO/IP line

If all the lines connected to your system are busy, you will receive an All Trunks Busy signal. You may request to be notified when a line becomes free.

### **OPERATION**

**To activate a queue if the selected/dialed line is busy:**

- Select/dial a busy CO/IP line button,
- Press the **CALL BACK** button,
- Return to an idle state by going on-hook; when the line comes available, the Station will be notified with ringing.

#### 3.2.3 Account Codes: Tracking External calls for billing

In some cases, you or your company may desire to track calls for billing or other purposes. You may enter an Account Code, which is output from the system to a printer in the SMDR report. You must have an Account Code Flex button, see **Assigning features to Flex buttons**.

**OPERATION****To enter an Account Code before the call:**

- Lift the handset,
- Press the assigned **ACCOUNT CODE** button,
- Dial the Account Code (1-12 digits),
- Press \*, Intercom dial tone is heard,
- Place the CO/IP call as normal.

**To enter an Account Code during a call:**

- Press the assigned **ACCOUNT CODE** button,
- Dial the Account Code (1-12 digits),
- Press \*.

**3.2.4 Disable dialing from your phone**

You can temporarily 'Lock' your phone by activating **Temporary COS**, which will disable all dialing from the phone. To deactivate **Temporary COS** you must enter the station's Authorization code.

**OPERATION****To activate Temporary COS:**

- Press **TRANS/PGM**,
- Dial 21 (User Program code),
- Press **HOLD/SAVE**.

**To deactivate Temporary COS:**

- Press **TRANS/PGM**,
- Dial 22 (User Program code),
- Dial your Authorization code,
- Press **HOLD/SAVE**.

**3.2.5 Temporarily override dialing restrictions at a phone**

Override the dialing restrictions at any phone by activating **Walking COS**. The **Walking COS** dialing restriction levels are applied for a single call only. For multiple calls, you will need to reactivate **Walking COS** or use the **Flash** button to regain CO/IP dial-tone.

**OPERATION****To activate Walking COS:**

- Press **TRANS/PGM**,
- Dial 23 (User Program code),
- Dial your Authorization Code (station number and password),
- Place call as normal.

## 3.3 Using Automated Dialing

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### 3.3.1 Using Last Number Redial (LNR)

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The last number dialed on an external call is automatically saved in the **Last Number Redial (LNR)** buffer. For users of an iPECS Display Phone, the system will store the numbers dialed on the last ten calls.

#### **OPERATION**

**To dial the Last Number for an external call:**

- Lift the handset,
- Select the **Redial** Soft button,
- Press **▼ VOLUME ▲** to select from the last 10 numbers dialed,
- Press the **Send** Soft button or **HOLD/SAVE**.

**NOTE—Press the Next Soft button to view the previously dialed number.**

### 3.3.2 Using and Entering Save Number Dial

---

You may store the last number dialed on an external call to the **Save Number Dial** buffer for convenient dialing at a later time. The Save Number is stored until you save new number.

#### **OPERATION**

**To place a call using Save Number Dial:**

- Lift the handset,
- Press the **SPEED** button,
- Dial #.

**To store a number in the Save Number Dial:**

- While on an outgoing external call, press **SPEED** twice.

### 3.3.3 Using System Speed Dial Numbers

---

The iPECS-100 system has memory allocated for 800 **System Speed Dial** numbers (bins 200-999). The iPECS-300 & 600 systems each have memory allocated for 3000 **System Speed Dial** numbers (bins 2000-4999). You may, if allowed, use **System Speed Dial** to call frequently dialed numbers.

In some cases, these numbers are divided into groups called **System Speed Zone Groups**. In this case, you may access some numbers and not others and your dialing restrictions may be invoked.

Only an Attendant can assign **System Speed Dial** numbers.

**OPERATION****To place a call using System Speed Dial:**

- Lift the handset,
- Press the **SPEED** button,
- Dial the desired System Speed Dial bin number (200-999 for iPECS-100 or 2000-4999 for iPECS-300 & 600).

**3.3.4 Using and Entering Station Speed Dial Numbers**

Your iPECS Phone has access to 20 or 100 **Station Speed Dial** numbers. For users in an iPECS-100, 20 **Station Speed Dial** numbers (bins 00~19) are available. The iPECS-300 & 600 support 100 **Station Speed Dial** numbers (bins (000~099)). You can easily program each speed dial bin with telephone numbers, up to 48 digits, to meet your needs. The numbers may include several 'special' instructions:

**PAUSE** will momentarily stop dialing.

**FLASH** as 1<sup>st</sup> digit—Activate dial tone detect.

**FLASH** not as 1<sup>st</sup> digit—The system will generate a *flash on the CO line*.

**CALL BACK** as 1<sup>st</sup> digit—Send digits as *ISDN Keypad Facility message*.

**\*\*** as 1<sup>st</sup> digit—**Display Security**, the stored number will not be displayed when used.

**\*\*** not as 1<sup>st</sup> digit—**Dial Pulse to Tone Switchover**, the system will switch from pulse to tone dialing.

When entering a **Speed Dial**, a 16 character name may be associated with the number for *Dial by Name*. Characters are entered with two keystrokes as in the chart below.

|        |        |        |        |        |
|--------|--------|--------|--------|--------|
| Q - 11 | A - 21 | D - 31 | G - 41 | J - 51 |
| Z - 12 | B - 22 | E - 32 | H - 42 | K - 52 |
| . - 13 | C - 23 | F - 33 | I - 43 | L - 53 |
| 1 - 10 | 2 - 20 | 3 - 30 | 4 - 40 | 5 - 50 |
| M - 61 | P - 71 | T - 81 | W - 91 | 1 -    |
| N - 62 | R - 72 | U - 82 | X - 92 | Blank  |
| O - 63 | S - 73 | V - 83 | Y - 93 | *2 - : |
| 6 - 60 | Q - 7* | 8 - 80 | Z - 9# | *3 - , |
|        | 7 - 70 |        | 9 - 90 |        |
| 0-00   | #      |        |        |        |

**Character Entry**

**OPERATION****To place a call using Station Speed Dial:**

- Lift the handset,
- Press **[SPEED]**,
- Dial the desired Station Speed Dial bin number (00-19 or 000-099).

**To enter a Station Speed Dial number with CO Line and Name:**

- Press **[TRANS/PGM]**,
- Press **[SPEED]**,
- Dial the desired Station Speed Dial bin number,
- Select/dial the CO/IP line/group,
- Dial the desired number to be stored,
- Press **[HOLD/SAVE]**,
- Enter the associated name if desired, using the alpha-numeric entry chart,
- Press **[HOLD/SAVE]**.

**To assign a Station Speed Dial number directly to a Flex button:**

- Press **[TRANS/PGM]**,
- Press the desired Flex button,
- Select the **Tel Num** Soft button,
- Select/dial the CO/IP line/group,
- Dial the desired number,
- Press **[HOLD/SAVE]**,
- Enter the associated name if desired, using the Character Entry chart,
- Press **[HOLD/SAVE]**.

### 3.3.5 Using Dial by Name and Entering your Name

**Dial by Name** employs three 'Directories': Intercom, User or *Station Speed Dial*, and *System Speed Dial*.

To allow others to contact you via the Intercom directory, you must enter a name for your station, up to 12 characters.

**OPERATION****To place a call using Dial by Name:**

- Press **[SPEED]** twice,
- Dial the desired directory, 1: Intercom, 2: User Speed Dial, 3: System Speed Dial, the LCD displays the first two names, in alphabetical order,
- Scroll using **[VOLUME ▲]**. To enter search characters, refer to the Character Entry chart in *section 4.3.4*,
- Press **[HOLD/SAVE]** to place the call.



**To enter your station user name:**

- Press the **TRANS/PGM** button,
- Dial 74,
- Dial name, up to 12 characters (refer to the Character Entry chart in [section 4.3.4](#),
- Press **HOLD/SAVE**.

**3.3.6 ACNR: To retry a busy external number until answered**

When making an external call and a busy signal is received, the system can be set to retry the number until the call is connected, the feature is cancelled, or the maximum number of retries is attempted—this is Automatic Called Number Redial (ACNR).

For each retry, the system will activate your speaker then place the call with the microphone muted. When the remote end answers, you must select the **Speak** Soft button or lift the handset. Either of these actions will cancel the ACNR request as well as connect you to the remote party.

**OPERATION****To set up an ACNR, while on an outgoing call:**

- Use the Navigation button to display the next menu and select the **ACNR** Soft button,
- Hang-up handset.

**To cancel the ACNR request:**

- Press the **ACNR** Soft button.

## 4. Transfer, Conference & Other Call Handling

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### 4.1 Call Transfer: Sending a call to a different destination

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You can send an active call to another station or other resource of the system, **Call Transfer**. You can screen the transfer with the receiving party (**Screened Call Transfer**) or complete the transfer without screening (**Unscreened Call Transfer**).

Transferred calls, internal or external, are placed in **Transfer Hold**, will receive **MOH** and will recall if not answered in a timely manner.

If an **Unscreened Transfer** call encounters an error or DND, it may immediately recall at your Station.

DSS/BLF buttons may be employed to transfer calls.

#### OPERATION

##### To Transfer an active call:

- Press **TRANS/PGM**,
- Call receiving party,
- For Unscreened Call Transfer, hang-up,
- For Screened Call Transfer, at answer or Splash tone, announce call.

### 4.2 Call Hold: Placing a call in a waiting state

---

You may place an active Internal or External call in one of several holding states. In System Hold, other non-restricted stations may pick-up the call. In Exclusive Hold, only the holding station may pick-up the call.

The system is assigned a preferred hold type (System or Exclusive). You may override this **Hold Preference** by pressing the **HOLD/SAVE** button twice.

The LEDs for CO/IP line buttons flash at distinctive rates for the holding station and other iPECS Phone users.

There are also user operations such as pressing a **DSS/BLF** button that will place a call in **Automatic Hold**.

Calls will remain in the held state for a period and then recall the user. This **Hold Recall** is provided with a different ring signal. If not answered in a timely manner, the Attendant will receive **Attendant Hold Recall**.

#### OPERATION

##### To place a call on Hold:

- Press **HOLD/SAVE**.

---

### 4.3 Broker Call: Switching between two calls

---

You may switch between the active call and a call on *Hold*, placing the active call on Hold acting as a broker between two or more parties, **Broker Call**. iPECS Phone users may 'broker' for multiple calls up to the number of **CO/IP line** buttons.

#### **OPERATION**

##### **To switch between two calls, Broker Call:**

- Press the desired **CO/IP line** button.

---

### 4.4 Joining Multiple People in a Conference

---

You can establish a **Conference** with up to 3 parties, or 24 parties when using a Multi-Party Conference Interface Module (MCIM). The other parties in the **Conference** may be internal or external.

A **Conference** can be placed on Hold and is subject to *Hold Recall*.

You may also use the Conference operation to join 2 external parties in a private conversation. This is an **Unsupervised Conference**, which is not subject to the normal **Hold Recall** operation.

#### **OPERATION**

##### **To establish a Conference:**

- Establish call with one of the desired conference parties,
- Select the Conf Soft button,
- Establish call with the other conference party,
- Select the Conf Soft button,
- Select the Conf Soft button again to establish the conference.

##### **To place a Conference on Hold:**

- Press the HOLD/SAVE button.

##### **To retrieve the Conference from Hold:**

- Select the Conf Soft button.

##### **To establish an Unsupervised Conference:**

- Establish conference with two external parties,
- Select the Conf Soft button.

##### **To retrieve an Unsupervised Conference:**

- Select the Conf Soft button.

#### 4.4.1 Setting up a Conference Room

---

In addition to establishing a Conference, up to 9 **Conference Rooms** can be set up letting up to 24 parties converse when using a MCIM. When setting up a Conference Room, a password can be designated for invited parties (internal and external parties) to use for accessing the established Conference Room.

#### **OPERATION**

##### **To set-up a Conference Room:**

- Press the **TRANS/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 **HOLD/SAVE** to establish the Room.

##### **To join a Conference Room:**

- Lift the handset,
- Dial 59 (Conference Room entry code),
- Dial the Conference Room Number,
- Dial the Conference Room password.

##### **To delete a Conference Room:**

- Press the **TRANS/PGM** button,
- Dial 54 (delete Conference Room code),
- Dial the Conference Room number (1-9),
- Dial the Conference Room password,
- Press **HOLD/SAVE** to delete the Conference Room.

#### 4.5 Call Park: Placing a call on Hold to Page

---

A user may transfer an active CO/IP call to a special holding location (Park Orbit), which can be accessed easily from any station in the system. Typically, this feature is used with **Paging** to notify the desired user of a parked call.

Parked calls are subject to **Hold Recall** after the Call Park timer.

#### **OPERATION**

##### **To park an active external call:**

- Press **TRANS/PGM**,
- Dial the Park Orbit (601-610 for iPECS-100 or 601-619 for iPECS-300 & 600),
- Return to idle.

**To retrieve a parked call:**

- Lift the handset,
- Dial the Park Orbit.

**4.6 Two-Way Record: Recording a call**

---

You may record an active external conversation in your *Voice Mail Box*.

**OPERATION****To activate Two-Way Record while on a CO/IP call:**

- Use the Navigation button to display the next Menu and select the Record Soft button, record warning tone is heard and recording starts.

**To stop Two-Way Record while on a CO/IP call:**

- Use the Navigation button to display the next menu, and select the Record Soft button or,
- Hang-up, return to idle.

## 5. Get Your Messages & Send SMS

The iPECS Phone allows you to send and receive several types of messages. These are accessed via the Message Summary Display, and described in the following paragraphs:

- 1: ST—Station Message Wait
- 2: CL—CLI Message Wait
- 3: VS—VSF Message Wait
- 4: VM—Commercial Voice Mail
- 5: FS—Feature server
- 6: MS—SMS message wait

### 5.1 Responding to a Station Message Waiting Indication

Another station can leave a Station **Message Waiting** indication when you do not answer or your phone is in **DND**. A flashing MSG LED on the iPECS Phone indicates a Message Waiting. As a further notification, a **Message Wait Reminder Tone** can be provided. You may review and delete messages as well as respond with a call back.

#### OPERATION

##### To review your Station messages:

- Press the **CALL BACK** button, the LCD shows the Message Summary display,

|     |     |     |     |     |     |
|-----|-----|-----|-----|-----|-----|
| ST  | CL  | VS  | VM  | FS  | MS  |
| 001 | 001 | 005 | 006 | 001 | 004 |

- Dial 1 to view Station messages,
- Press the **VOLUME** button to scroll through the messages.

##### To return a call from the current message:

- Press the **SAVE** button.

##### To delete the Station Message Wait:

- Dial '\*', and press 1.

##### To delete all Station Message Waits:

- Dial '#', and press 1.

## 5.2 Responding to a CLI Message indication

When external calls to your phone are not answered and Caller Identification is provided from the network, a Calling Line Id. (CLI) message is logged. You may review, delete or return these messages.

### **OPERATION**

#### **To review CLI Messages using a Flex button:**

- Press the flashing **CLI MESSAGE** button, the first CLI message information is displayed,
- Press **▼ VOLUME ▲** to scroll through CLI message wait information.

#### **To review CLI Messages using the Summary Display:**

- Press the flashing **CALL BACK** button, the LCD shows the Message Summary display,

|     |     |     |     |     |     |
|-----|-----|-----|-----|-----|-----|
| ST  | CL  | VS  | VM  | FS  | MS  |
| 001 | 001 | 005 | 006 | 001 | 004 |

- Dial 2, the first CLI message information is displayed,
- Press **▼ VOLUME ▲** to scroll through CLI message wait information.

#### **To delete the current CLI Message:**

- Dial \***\*** button, the next CLI message is displayed.

#### **To delete all CLI Messages:**

- Press **SPEED**,
- Press \* twice.

#### **To respond to the current CLI message with a call:**

- Press **HOLD/SAVE**.

## 5.3 Getting Voice Mail Messages

When callers are forwarded or recall to your Voice Mail Box, they can leave a voice message. Your Voice Mail Box is part of the integrated **VMIM/VSF** module, the **iPECS Feature Server** or an external Voice Mail system.

These Voice Mail systems allow access to and management of the received voice messages. While in your Mail Box, you have control of your password and Mail Box greeting. In addition, you can remotely control Call Forward for your station from the VMIM/VSF. You will need to register an *Authorization Code* for your station to access the VMIM/VSF Voice messages.

**OPERATION****To retrieve Voice Mail locally using a Flex button:**

- Press the **VOICE MAIL** Flex button,
- Dial your Mail Box number and corresponding password to receive the 'Number of Messages' prompt,
- Dial desired option codes,
- At completion of session, hang-up to return to idle.

**To retrieve Voice Mail locally using the **CALL BACK** button:**

- Press the flashing **CALL BACK** button, the LCD shows the Message Summary display,

|     |     |     |     |     |     |
|-----|-----|-----|-----|-----|-----|
| ST  | CL  | VS  | VM  | FS  | MS  |
| 001 | 001 | 005 | 006 | 001 | 004 |

- Dial 3 for VMIM/VSF, 4 for external VM or 5 for Feature Server Voice Mail,
- After the prompt enter your station number and password,
- Dial desired option codes,
- At completion of session, hang-up to return to idle.

**To access your Voice Mail Box from a Remote Location:**

- Lift the handset,
- Dial the telephone number of a **DISA** CO line answered by the VMIM/VSF Auto Attendant,
- At answer, dial # to receive the 'Mail Box & Password' prompt,
- Dial the Mail Box and password to receive the 'Number of Messages' prompt,
- Dial desired option codes,
- At completion of session, hang-up.

**5.4 Sending and Receiving Short Text Messages**

You can exchange short text messages (max. 100 alphanumeric characters) with other iPECS display Phone users. These messages will activate the **CALL BACK** button LED and are displayed on the iPECS Phone LCD.

**OPERATION****To send an SMS message to another iPECS display Phone:**

- Press the **TRANS/PGM** button,
- Dial 36 (SMS send code),
- Dial 1 to resend an existing message, or 2 to send a new or edit an existing message,
- Enter the station range to receive the message, to send to a single station enter the station number twice,
- Dial your message using 2 key strokes for each character,



- Press **HOLD/SAVE** to send your message.

**To view your received Short text messages:**

- Press the flashing **CALL BACK** button, the LCD shows the Message Summary display,

|     |     |     |     |     |     |
|-----|-----|-----|-----|-----|-----|
| ST  | CL  | VS  | VM  | FS  | MS  |
| 001 | 001 | 005 | 006 | 001 | 004 |

- Dial 6, the first two SMS messages are shown in brief,
- Dial the Message number to view the entire SMS message.

**To delete received Short text messages:**

- Press the # key,
- Dial 1 to delete the message, 2 to cancel or 3 to delete all received Short text messages.

## 6. Remote System Access

---

### 6.1 Direct Inward System Access (DISA)

---

DISA (Direct Inward System Access) allows remote users to gain access to the system's resources. The system will recognize remote user dialed inputs (call other stations, place calls over CO/IP lines, review voice mails, etc). Remote users may be required to enter an *Authorization Code*.

#### **OPERATION**

**To access system resources remotely:**

- Call the system's DISA facility,
- Await answer and dial your authorization code (station number and password),
- Dial as needed for the desired system resource.

### 6.2 Mobile Phone Extension

---

When away from your desk or office you can place and receive iPECS calls on a registered mobile phone. You may need to activate the Mobile Phone Extension feature and assign the Mobile Phone number. This feature is only effective with an ISDN CO line.

#### **OPERATION**

**To register a mobile phone number:**

- Press the **TRANS/PGM** button,
- Dial 37,
- Dial the mobile phone number,
- Press the **HOLD/SAVE** button.

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

- Press the **TRANS/PGM** button,
- Dial 38,
- 1 to activate, 0 to deactivate,
- Press the **HOLD/SAVE** button.

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

- Dial the ISDN DID number of the station, the system will check the Caller Id, 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 reconnect to the transfer by pressing the # key.**

## 7. Miscellaneous Features

### 7.1 Call Log

User's can view a log of incoming, outgoing and missed calls on the display. A Flex button assigned as a **CALL LOG** button provides simple access to incoming (Called), dialed (outgoing) and lost (missed) calls.

#### **OPERATION**

iPECS Phone

To assign a **CALL LOG** button:

- Press the **TRANS/PGM** button
- Press the desired **FLEX** button
- Press the **TRANS/PGM** button
- Dial 57
- Press **HOLD/SAVE**.

To access the Call Log menu;

- Press the **CALL LOG** button.

|                 |        |       |
|-----------------|--------|-------|
| STATION 101 (T) |        |       |
| 14 SUN 04       |        | 14:30 |
| CALLLED         | DIALED | LOST  |

- Using the Soft keys, select the desired call log (incoming, outgoing, or missed).

|                 |      |       |
|-----------------|------|-------|
| STATION 101 (T) |      |       |
| 14 SUN 04       |      | 14:30 |
| PREV            | NEXT | SEND  |

- Use Prev and Next soft keys to view the log contents.

### 7.2 Background Music and Music on Hold

Two audio sources can be connected to the system. These sources or an internal source provide input for Background Music (BGM) and Music On Hold (MOH). In addition, a recorded message from the VMIM can be used. BGM is played over the speakers of the iPECS Phone when the station is idle. MOH is played to callers placed on *Hold*.

There are four possible selections for BGM and MOH:

- 1: Off
- 2: Source BGM1
- 3: Source BGM2
4. VMIM message

### **OPERATION**

#### **To turn on Background Music:**

- Press **[HOLD/SAVE]** to cycle through the BGM selections.

### **7.3 Using Internal, External and Meet-Me Paging**

The User can broadcast announcements to other stations and/or external speakers. Stations are assigned to one or more of the Internal Page Zones. The system has two External Page Zones that can be connected to external speakers.

Page Zone codes are:

Internal Page Zones:

iPECS 100      501-510

iPECS 300 & 600      501-535

Internal All Call Page      543

External Page Zones      545-546

External All Call Page      548

All Call Page      549

If the desired Page Zone is busy, the User can elect to be recalled when their turn comes in the queue. Users can also request a paged party answer the Page using Meet-Me Paging. In this case, the paged party may answer the page from any phone in the system by dialing the Meet-Me code.

### **OPERATION**

#### **To make a page:**

- Lift the handset,
- Dial the desired Page zone,
- If assigned, after page warning tone, make announcement.

#### **To queue for a page when busy is received:**

- Press the **[CALL BACK]** button,
- Replace the handset returning to idle.

#### **To answer a Meet-me-Page:**

- Lift the handset.
- Dial **544** (Meet-Me-Page code).

## 7.4 Push-To-Talk (PTT) Page

---

iPECS Phones can be assigned as a member of one or more of the system's nine Push-To-Talk (PTT) page groups. Users separately log-in or log-out of any one or all PTT groups to which the phone is assigned. Once logged in, place or receive one-way page announcements to/from other users who are logged in to the same PTT group.

### **OPERATION**

#### **To log-in to a PTT group:**

- Dial #0,
- Dial the desired PTT group number (1-9 or 0 for all groups),

#### **To log-out of the PTT group(s):**

- Dial #0, the PTT Log-in/out code,
- Press the \* key.

#### **To place a page announcement to the active PTT group:**

- Press and hold the **[PTT]** Flex button,
- After confirmation tone, make page announcement.

## 7.5 Wake-Up Alarm

---

iPECS supports an Alarm clock for each station in the system. The alarm clock can be set to repeat daily or as a one-time alarm.

When responding to the alarm by lifting the handset, BGM will be provided.

### **OPERATION**

#### **To set the Wake Up Alarm clock:**

- Press **[TRANS/PGM]**,
- Dial the Station User Program code 41,
- Dial 2-digit hour and minute for alerting,
- For a daily (repeating alarm), dial #,
- Press **[HOLD/SAVE]**.

#### **To erase Wake-Up:**

- Press **[TRANS/PGM]**,
- Dial the Station User Program code 42,
- Press **[HOLD/SAVE]**.

## 7.6 Alarm/Door Bell

---

The system can monitor external Alarm or Door Bell contacts:

**Alarm Monitor**—should the external contact activate, a unique Alarm Ring signal and LCD display may be received. To restart the monitor circuit, the external contacts must be deactivated and the Alarm Ring signal terminated.

**Door Bell**—a unique Door Bell Ring (single tone burst) may be received each time the external contact is activated. A system contact also can be assigned to act as a Door Open contact.

### OPERATION

**To terminate the Alarm signal:**

- Dial 565.

**To activate the Door Open contacts:**

- Lift the handset,
- Dial Door Open code, #\* and contact number 1-4.

**NOTE—Contacts 3 & 4 are only available in the iPECS -300 & 600.**

## 7.7 Power Fail Transfer

---

When AC power to the system fails, back-up operation may be provided with back-up batteries or Power Fail Transfer (PFT). When battery back-up is provided the station will operate normally. When PFT is implemented, an SLT is connected to a CO line by the system. This SLT can be used as any normal SLT, providing service while power is out.

## 7.8 System Voice Memo

---

The integrated Voice Mail modules incorporate several Voice Memos to provide Station Users with general information such as station number, date, time, and feature status. Voice Memos are heard over the speaker of the iPECS Phone and over the handset for SLTs.

For the Station Status Memo, the following items are reported:

ICM Signaling Mode (Handsfree/Tone/Privacy)

Station IP Address

Station Mac Address

Number of messages x (x: number of all message waiting)

Wake-Up Time (hh:mm)

Do Not Disturb

Forwarded to station xxx

Forwarded to speed bin xxx

Queued CO/IP line xxx

Locked (Temporary COS)

COS x

**NOTE—only activated features are announced.**

### **OPERATION**

#### **To hear Date & Time memo:**

- Dial Voice Memo feature code (**661** for iPECS-100 or **\*661** for iPECS-300 & 600), date and time memo is heard, “Date is May 2nd. Time is xx:xx pm”.

#### **To hear Station Number Prompt:**

- Dial Voice Memo feature code (**662** for iPECS-100 or **\*662** for iPECS-300 & 600), the station number memo is heard, “This is station 150”.

#### **To hear Station Settings:**

- Dial Voice Memo feature code (**663** for iPECS-100 or **\*663** for iPECS-300 & 600), Station Status Memo is heard.

## **7.9 Hot Desk**

iPECS phones in the system may be assigned for Hot Desk operation. These Hot Desk phones let you log-on and use the Hot Desk phone as if it were your station. Once logged-on, the Hot Desk station will take on the attributes assigned to your station number and you can make calls as normal. When logged-out, calls to your station number are forward to the destination you chose.

#### **To Log on to a Hot Desk station:**

- Lift the handset,
- Dial “\* 0”,
- Dial your Authorization Code (station number and Password).

#### **To Log out of the Hot Desk station:**

- Press the **TRANS/PGM** button,
- Dial \* twice,
- Use the **VOLUME** button to select a call forward destination for your calls, speed dial, joined mobile phone, VMIM/VSF, or VM group,
- Press the **HOLD/SAVE** button.



## 8. Working with PBX, Centrex & ISDN features

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### 8.1 Access PBX or Centrex features

---

The iPECS has been designed to operate with a host PBX system or Centrex services from your service provider. The iPECS connects to such a host with analog CO lines.

When accessing a CO line, the phone will act as an extension of the host, allowing access to the host system features using the host dial codes. While on a call, use the iPECS Flash feature to transfer calls to other host extensions or access features of the host.

The Flash feature may be used on other CO lines to regain dial tone from the CO line without relinquishing control of the CO line to place another call.

#### **OPERATION**

##### **To access PBX or Centrex features while idle:**

- Lift the handset,
- Select/dial access a PBX/Centrex CO line,
- Dial PBX/Centrex feature code.

##### **To access PBX/Centrex features while on a PBX/Centrex CO line:**

- Use the Navigation button to display the next menu, and select the Flash soft button,
- After receiving new dial tone, dial PBX/Centrex feature code.

### 8.2 Access the ISDN Network

---

#### 8.2.1 Using the Keypad facility to access ISDN features

---

Access to certain features of your ISDN services requires that dialed digits be sent to the ISDN as data and not tones. In this case, dialed digits are sent as 'Keypad messages'.

A Keypad Facility button must be assigned using the *Flex Button program* procedures. Once active, dial into the ISDN for services; however, actions other than dialing will deactivate the Keypad Facility operation.

#### **OPERATION**

##### **To activate Keypad Facility operation:**

- Press the KEYPAD FACILITY button to switch to keypad mode,
- Dial as desired.

**To deactivate Keypad Facility operation:**

- Press **KEYPAD FACILITY**,
- OR
- Press a Feature or Flex button.

### 8.2.2 Using ISDN Supplementary Services

---

ISDN service providers may incorporate features similar to those of Centrex. These ISDN Supplementary services are provided on a subscription basis and, as with Centrex, are accessed using the *Flash* button on an iPECS phone.

Using supplementary services an ISDN line can be placed on Hold and a second call placed on the line. You may then alternate between the two held calls (Broker Call) using the hold button. An ISDN line conference can be established using the **FLASH** and **CONF** buttons. The conference can also be placed on hold.

**OPERATION****While on an ISDN CO line, to access ISDN Supplementary services:**

- Press **FLASH**,
- Press **HOLD/SAVE**, **CONF**, or **CO line** button to activate the desired feature.

### 8.2.3 Activating ISDN Caller ID Restriction

---

iPECS Phone users can restrict the transmission of Caller ID to the far-end. This may be a subscription service of your carrier. Separate Flex buttons are required to activate outgoing, Connected Line (COL), and incoming, Calling Line ID (CLID) restriction.

**OPERATION****To restrict Caller ID:**

- Lift the handset,
- Press the **CLIR/COLR** button and place the call.

## 9. Setting Features & Flex buttons

---

### 9.1 Entering Station Program Data

---

A special code set is available for iPECS Phone users to assign certain attributes such as Authorization Codes (Passwords). After entering the User Program mode, you dial the codes to select the attribute and setting. Once selected, the setting is saved. A list of the User Program codes, the feature/function and any input required are given in [Appendix B](#). In some cases, you enter these codes as part of Flex button assignments.

#### **OPERATION**

**To assign user programmable attributes to your station:**

- Press **[TRANS/PGM]**,
- Dial desired User Program codes shown in [Appendix B](#),
- Press **[HOLD/SAVE]**.

### 9.2 Assigning Features to Flex Buttons

---

You may assign features and functions to the Flex buttons on your iPECS Phone. If allowed, you may even assign CO/IP lines to the Flex buttons.

Flex buttons may be assigned for most features providing One-Touch feature activation (e.g., a Flex button may be assigned to access the [Account Code](#) feature and may include the Account code digits, as a one-touch account code button).

Features that may be assigned to a Flex button include:

DSS/BLF—enter station number,

[Speed Dial](#)—enter Station/System Speed dial bin number,

Flex Numbering Plan—enter Flex Numbering Plan code (refer to [Appendix A](#)),

User Program Code—press **[TRANS/PGM]** and enter a User Program code (refer to [Appendix B](#))

CO/IP Line—enter the CO/IP line or group number.

#### **OPERATION**

**To assign a feature to a Flex button:**

- Press **[TRANS/PGM]**,
- Press the desired Flex button,
- Dial desired code and required inputs. For User Program codes [Appendix B](#), first press the **[TRANS/PGM]**,
- Press **[HOLD/SAVE]**.

## 10. Appendix A Flexible Numbering Plan

| Feature                                  | iPECS-100 | iPECS-300 | iPECS-600 | Remark       |
|--|-----------|-----------|-----------|--------------|
| <i>Intercom Call</i>                     | 100-169   | 100-399   | 1000-1599 |              |
| <i>Internal Page Zone</i>                | 501-510   | 501-535   | 501-535   |              |
| <i>Internal All Call Page</i>            | 543       | 543       | 543       |              |
| <i>Meet Me Page</i>                      | 544       | 544       | 544       |              |
| <i>External Page Zone 1~2</i>            | 545-546   | 545-546   | 545-546   |              |
| <i>External All Call Page</i>            | 548       | 548       | 548       |              |
| <i>All Call Page (Internal/External)</i> | 549       | 549       | 549       |              |
| <i>SMDR Account Code Enter</i>           | 550       | 550       | 550       | SLT use only |
| <i>Flash Command to CO Line</i>          | 551       | 551       | 551       | SLT use only |
| <i>Last Number Redial</i>                | 552       | 552       | 552       | SLT use only |
| <i>DND (Toggle On/Off)</i>               | 553       | 553       | 553       | SLT use only |
| <i>Call Forward</i>                      | 554       | 554       | 554       |              |
| <i>Speed Dial Programming</i>            | 555       | 555       | 555       | SLT use only |
| <i>Message Wait/Callback Enable</i>      | 556       | 556       | 556       | SLT use only |
| <i>Message Wait/Callback Return</i>      | 557       | 557       | 557       | SLT use only |
| <i>Speed Dial Access</i>                 | 558       | 558       | 558       | SLT use only |
| Cancel DND/FWD/Pre MSG                   | 559       | 559       | 559       | SLT use only |
| <i>CO System Hold</i>                    | 560       | 560       | 560       | SLT use only |
| <i>Program Mode Access</i>               | 561       | 561       | 561       | SLT use only |
| Attendant Unavailable                    | 562       | 562       | 562       |              |
| Answering Machine Emulation              | 564       | 564       | 564       |              |
| <i>Alarm Reset</i>                       | 565       | 565       | 565       |              |
| <i>Group Call Pickup</i>                 | 566       | 566       | 566       |              |
| <i>Universal Night Answer</i>            | 567       | 567       | 567       |              |
| Account Code with bin                    | 568       | 568       | 568       |              |
| <i>Walking COS Code</i>                  | 569       | 569       | 569       |              |

| Feature   | iPECS-100     | iPECS-300        | iPECS-600        | Remark                 |
|---|---------------|------------------|------------------|------------------------|
| ACD Supervisor On/Off Duty                          | 571           | 571              | 571              |                        |
| ACD Supervisor Login                                | 572           | 572              | 572              |                        |
| ACD Supervisor Logout                               | 573           | 573              | 573              |                        |
| ACD Help Code                                       | 574           | 574              | 574              |                        |
| ACD Calls In Queue Display                          | 575           | 575              | 575              |                        |
| ACD Supervisor Status Display                       | 576           | 576              | 576              |                        |
| ACD Supervisor Monitor                              | 577           | 577              | 577              |                        |
| ACD Reroute Queued Call w/answer                    | 578           | 578              | 578              |                        |
| ACD Reroute Queued Call w/o answer                  | 579           | 579              | 579              |                        |
| Enter Conference Room                               | 59            | 59               | 59               |                        |
| <i>Camp-On Answer</i>                               | 600           | 600              | 600              | SLT use only           |
| <i>Call Parking Locations</i>                       | 601-610       | 601-619          | 601-619          |                        |
| Group Pilot Number                                  | 620-659       | 620-667          | 620-667          |                        |
| <i>Station User VMIM/VSF Features</i>               | 66            | *66              | *66              |                        |
| <i>Call Coverage button</i>                         | 67            | 67               | 67               |                        |
| <i>Direct Call Pickup</i>                           | 7             | 7                | 7                |                        |
| <i>CO/IP Group Access</i>                           | 8xx<br>01-20  | 8xx<br>01-72     | 8xx<br>01-72     |                        |
| <i>Individual CO/IP Line Access</i>                 | 88xx<br>01-42 | 88xxx<br>001-200 | 88xxx<br>001-400 |                        |
| <i>Retrieve Last Held CO/IP</i>                     | 8*            | 8*               | 8*               |                        |
| <i>Retrieve Individual Held CO/IP</i>               | 8#xx          | 8#xxx            | 8#xxx            | xx(x) = CO Line number |
| <i>Access CO Line in the 1st available CO Group</i> | 9             | 9                | 9                |                        |
| Attendant Call                                      | 0             | 0                | 0                |                        |
| VM Message Wait Enabled                             | *8            | *8               | *8               |                        |
| VM Message Wait Disable                             | *9            | *9               | *9               |                        |
| <i>Door Open (1st Door)</i>                         | ##*1          | ##*1             | ##*1             |                        |
| <i>Door Open (2nd Door)</i>                         | ##*2          | ##*2             | ##*2             |                        |
| <i>Door Open (3<sup>rd</sup> Door)</i>              | ##*3          | ##*3             | ##*3             | iPECS-300 & 600        |
| <i>Door Open (4<sup>th</sup> Door)</i>              | ##*4          | ##*4             | ##*4             | iPECS-300 & 600        |
| MCID Request  | *0            | *0               | *0               |                        |
| <i>AME Feature</i>                                  | 564           | 564              | 564              |                        |

| Feature   | iPECS-100 | iPECS-300 | iPECS-600 | Remark |
|---|-----------|-----------|-----------|--------|
| Unsupervised Conference Timer<br>Extension code | ##        | ##        | ##        |        |
| <i>PTT Group Login/Logout</i>                   | #0        | #0        | #0        |        |

## 11. Appendix B User Program Codes

| Code  | Function  | Remarks   | SLT |
|-------|---|---|-----|
| 10    | Enblock Mode Dialing  | iPECS LIP-7000 only                                   |     |
| 11 x  | <i>Differential Ring, Intercom</i>  | Select Ring Tone 1-8                                  |     |
| 12 x  | <i>Differential Ring, CO/IP line</i>  | Select Ring Tone 1-8                                  |     |
| 13 x  | <i>Intercom Answer Mode</i>   | Select ICM Signal mode,<br>1: HF, 2: TONE, 3: Privacy |     |
| 14 x  | <i>Call Coverage Attribute Setting</i><br>( X = 1-2 )                                   | 1+: On/Off, 2+: ring delay (0-9)                      |     |
| 15 x  | <i>Station Ring Download</i>  | Select download Ring Tone 0-9                         |     |
| 19    | Ear&Mic Headset Usage   | iPECS LIP-7000 only                                   |     |
| 21    | <i>Knock Down Station COS</i>   |   | Yes |
| 22    | <i>Restore Station COS</i>  | May require Authorization code                        | Yes |
| 23    | <i>Walking COS</i>  | May require Authorization code                        | Yes |
| 31    | <i>Station Message Wait Retrieve</i>  |   | Yes |
| 32    | <i>CLI/IP Message Wait Retrieve</i>   |   |     |
| 33 x  | Authorization Code (Password) Entry   | Station number +up to 12 digits, no Flex button       | Yes |
| 34    | Assign <span style="border: 1px solid black; padding: 2px;">DID CALL WAIT</span> Button |   |     |
| 35    | Message Wait in Executive/Secretary pair  |   |     |
| 36    | <i>Send SMS Message</i>   |   |     |
| 37    | <i>Register Mobile Extension</i>  |   |     |
| 38    | <i>Activate Mobile Extension</i>  |   |     |
| 41 xx | <i>Set Wake-Up Time</i>   | Input time, 24 hour clock                             | Yes |
| 42    | <i>Erase Wake-Up Time</i>   |   | Yes |
| 51 xx | <i>Custom/Pre-defined Message Display</i>   | Select Message 00~20                                  | Yes |
| 52 xx | <i>Register Custom Message</i><br>(Message 00)  | Input up to 24 characters                             | Yes |
| 53 x  | <i>Create Conference Room</i>   | Input Conf Room (1-9) & password                      |     |
| 54 x  | <i>Delete Conference Room</i>   | Input Conf Room (1-9) & optional password             |     |
| 61 x  | <i>Headset/Speakerphone Mode</i>  |   |     |
| 62 x  | Headset Ring Mode   | 1: Speakerphone, 2: Headset, 3: both                  |     |
| 71    | LCD Display Mode  |   |     |
| 72    | Version Display   |   |     |
| 73    | <i>Background Music</i>   |   |     |

| Code | Function                                | Remarks                       | SLT |
|------|---|-------------------------------|-----|
| 74 x | <i>Station User Name Registration</i>   | Input up to 7 characters      | Yes |
| 75   | Display Phone IP Address                |                               |     |
| 76   | Change Phone IP Address                 |                               |     |
| 77   | Display Phone MAC IP Address            |                               |     |
| 78   | Change Mode                             |                               |     |
| 79   | Display Phone Version                   |                               |     |
| 70   | Display Soft Message                    |                               |     |
| 7*   | Display Serial number/Package for SMEMU |                               |     |
| 80   | Assign <b>RECORD</b> Button             | Requires VSF/External SMDI VM |     |
| 81   | Assign ISDN <b>CLIR</b> Button          |                               |     |
| 82   | ISDN <b>COLR</b> Button                 |                               |     |
| 84   | Assign <b>ACCOUNT CODE</b> Button       |                               |     |
| 85   | Assign <b>LOOP</b> Button               |                               |     |
| 86   | Assign <b>ATD INTRUSION</b> Button      |                               |     |
| 88   | Assign <b>CAMP-ON</b> Button            |                               |     |
| 89   | Assign <b>KEYPAD FACILITY</b> Button    |                               |     |
| 8#   | Assign <b>OHVO</b> Button               |                               |     |
| 90   | <b>SPEED</b> Button Assignment          | iPECS LIP-7000 only           |     |
| 91   | <b>CONF</b> Button Assignment           | iPECS LIP-7000 only           |     |
| 92   | <b>CALL BACK</b> Button Assignment      | iPECS LIP-7000 only           |     |
| 93   | <b>DND</b> Button Assignment            | iPECS LIP-7000 only           |     |
| 94   | <b>FLASH</b> Button Assignment          | iPECS LIP-7000 only           |     |
| 95   | <b>MUTE</b> Button Assignment           | iPECS LIP-7000 only           |     |
| 96   | <b>MONITOR</b> Button Assignment        | iPECS LIP-7000 only           |     |
| 97   | <b>REDIAL</b> Button Assignment         | iPECS LIP-7000 only           |     |
| 98   | <b>FWD</b> Button Assignment            | iPECS LIP-7000 only           |     |
| 99   | Assign <b>PTI</b> Button                |                               |     |
| *0   | <i>Hot Desk Login Code</i>              |                               |     |
| **   | <i>Hot Desk Log out Code</i>            |                               |     |



**iPECS**

**LIP-7024LD**

**Users Guide**

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## 1. Introduction

---

### 1.1 General

---

Your telephone is connected to an advanced-technology, highly-versatile, fully-featured telecom system designed to make office communications easy and productive. Employing state-of-the-art Voice over Internet Protocol (VoIP) technology, voice and data converge on a single IP packet network. Because each iPECS Phone is an IP appliance, it can be moved easily throughout the office LAN and maintain normal operation.

### 1.2 Feature Information

---

We have taken every effort to make this user guide simple and straightforward. The guide starts with the simpler operations of the iPECS Phone Speakerphone, moves on to receiving and placing calls, and then to more advanced features. Each section includes a brief and basic description of each feature and step-by-step operations.

The operations shown in this guide use the system's base default Numbering Plan. Your Numbering Plan may be different. Some features may not be available for you to access or may be subject to certain limitations based on the set-up of the system.

Under certain operation conditions this equipment cannot be relied upon to make emergency calls. Alternative arrangements should be made for access to the emergency services.

### 1.3 Feature Groupings

---

Every effort has been taken to divide the features into a logical and consistent sequence so that features can be quickly located.

Features have been divided into groups, *Receiving Calls*, *Placing Calls* etc. Within each group, features are arranged according to the difficulty of operation and frequency of use.

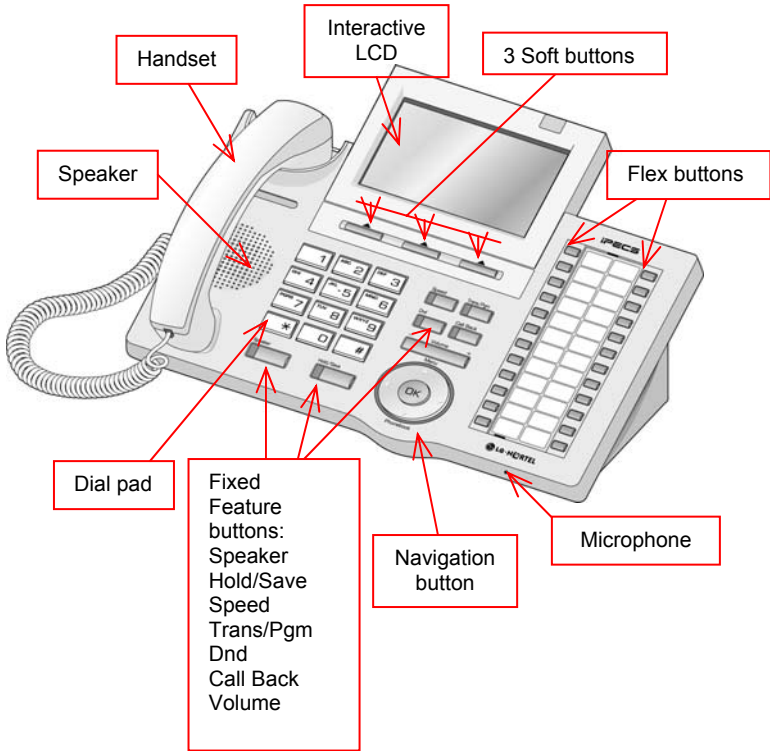
## 1.4 iPECS LIP-7024LD Phone Description

The iPECS LIP-7024LD Phones incorporate the latest in VoIP technology and user interface to provide you with a cost effective, simple to use, productive communications tool. It includes a large 9-line 32-character per line LCD. The bottom line of the display is an interactive menu accessed with the 3 Soft buttons just below the display. The Navigation button in the lower center of the Phone allows you to move through the menu choices when more than three selections are available.

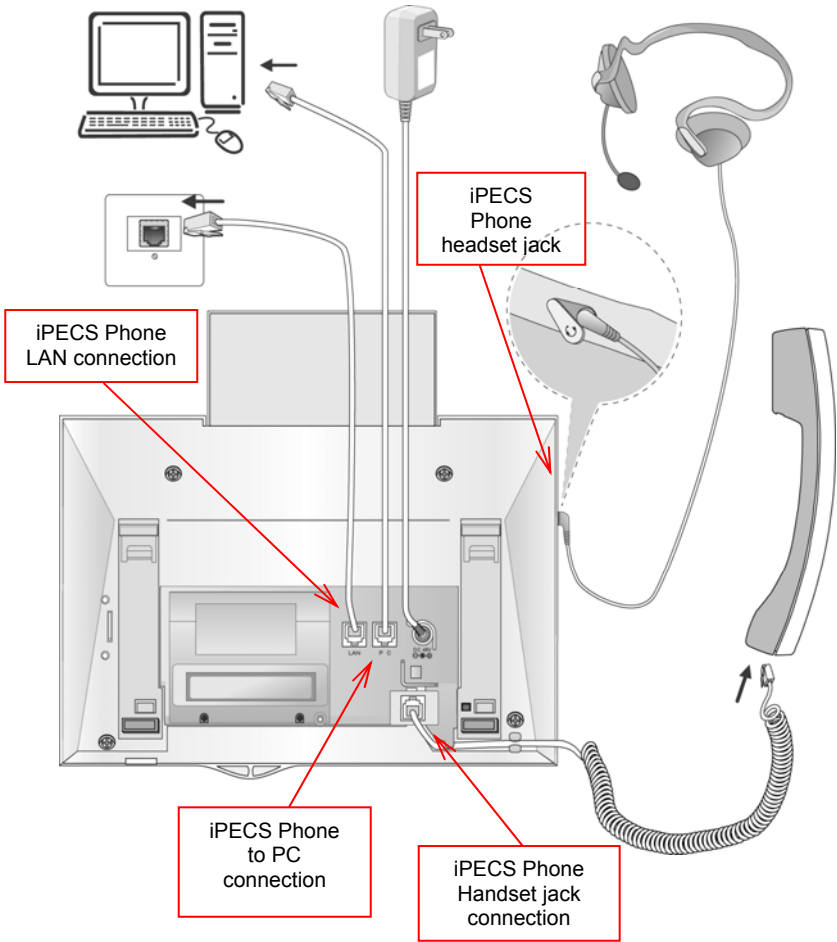
Features and functions of your iPECS are accessed either using the Fixed or Flexible buttons or by selecting a menu item using the Soft buttons. In the remainder of this User Guide, the Fixed or Flexible buttons are shown with a box surrounding the **BUTTON** designation while Soft button menu selections are shown with a double underline.



**iPECS LIP-7024LD**



**iPECS LIP-7024LD Diagram**



**iPECS LIP-7024LD Connections**

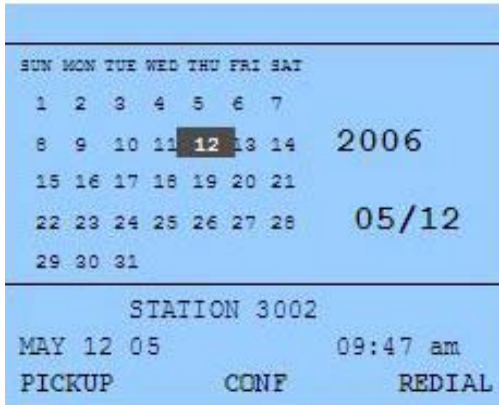


## 2. iPECS Phone LCD, Speakerphone & Related Features

### 2.1 LCD Operation

The iPECS-7024LD has a large Liquid Crystal Display (LCD) which is divided into to three sections. The upper section, while idle, displays various icons and a monthly calendar. The middle section consists of 2 lines which are used to convey information to you. They provide date, time and station number display while idle. It will also provide called/calling name/number display, feature status, etc. The lower section, which consists of a single line, is an interactive menu to guide you through feature access and *User Program* selections.

With the Menu Navigation button you can activate and be presented with the *Display Menu, section 7*.



## 2.2 Using the Speakerphone

---

Activate the iPECS Speakerphone at any time (except for Paging) in place of lifting the handset to receive or place calls. Place calls using On-hook dialing with the Speakerphone.

In addition, you may switch between the handset and Speakerphone during a call. By keeping the handset Off-hook, the **Group Listen** feature is activated, which provides incoming audio over the speaker with outgoing audio from the handset. This permits a local 'group' to listen to both sides of the conversation without interfering with the conversation.

While in a conversation using the Speakerphone, **Mute** the microphone using the Mute Soft button. When Mute is active, the Mute Soft button toggles to Speak, which is used to turn off **Mute**.

With **Auto Speaker Select**, activating or accessing a feature by pressing its button will activate the Speakerphone automatically.

When using a Headset, the SPEAKER button controls the ON/OFF-hook state for the phone.

### OPERATION

#### **To activate the Speakerphone to answer or place a call:**

- Press SPEAKER, the phone goes off-hook with audio from the speaker and to microphone.

#### **To control the volume of the Speakerphone or handset:**

- Press the VOLUME button.

#### **To Mute the microphone:**

- Select the Mute Soft button.

#### **To turn off Mute (turn the microphone ON):**

- Press the Speak Soft button.

#### **To activate Group Listen while on an active handset call:**

- Press the SPEAKER button.

## 2.3 Using a Bluetooth Wireless Headset

---

The iPECS LIP-7024LD may be equipped with the BTU (Bluetooth Unit) option that lets you use a Wireless headset such as a Jabra BT-200, BT-250 or Plantronics M3000. Using a headset permits you to move freely around the phone within approximately 10 meters and maintain a conversation. Before using the headset, the headset must be “paired” with the BTU, and then the headset must be enabled for use. Operation of the iPECS LIP-7024LD with the headset is the same as with the Speakerphone; merely use the Speaker button to go ON and OFF-hook.

**NOTE—during the pairing operation, the headset and phone should be as close as possible but not more than 1 meter apart.**

### OPERATION

#### To pair the wireless headset to the BTU:

- Press the **TRANS/PGM** button,
- Dial 3,
- Press the **HOLD/SAVE** button.

#### To enable/disable the wireless headset:

- Press the **TRANS/PGM** button,
- Dial 4,
- Press the **HOLD/SAVE** button.

#### To unpair the headset:

- Press the **TRANS/PGM** button,
- Dial 3,
- Press the **HOLD/SAVE** button.

### 3. Receiving calls

---

#### 3.1 Answering a Call While Idle

---

There are 3 basic types of incoming calls; internal/external ringing calls, **Intercom Voice Announce** calls, and *Hold* recalls.

Your phone may be assigned **Ring Line Preference**; calls that ring are answered by lifting the handset. Otherwise, you must press the flashing Flex button.

External calls to an iPECS Phone will appear under the CO/IP line or a **LOOP** button

External calls are from CO lines or VoIP channels that are programmed to ring at your phone. For external calls, **Delay Ring** may be assigned allowing others to answer the call before the call rings at your phone.

Calls can be forwarded in some manner from another user; if providing call coverage for other users, you may also receive **Station Call Coverage** calls.

Calls placed on **Hold**, including Transfers, parked calls, etc. will recall if left on hold for too long.

**ICM Voice Announce** calls are answered based on the **ICM Signaling mode** at the receiving phone; in Hands-free (HF) mode, after the splash tone and announcement, speak normally into the microphone. In the Privacy (PV) mode, lift the handset to respond. The **ICM Signaling mode** can be assigned in *Station Programming*.

The LCD will display the calling number or, if available, the name of the station or CO/VoIP line, **CO Line Name Display**.

#### OPERATION

##### To answer a call ringing at your phone:

- Lift the handset and press the flashing Flex button (as needed), the call will be connected.

##### To respond to an Intercom Voice Announce call:

- In **HF** mode signaling, simply speak as normal into the microphone,  
OR
- In **PV** mode signaling, lift the handset to respond.

## 3.2 Responding to a Call While Busy

---

While you are busy on another call, you may receive Muted Ring, Camp-On tones, or Voice-Over announcements. Muted Ring is provided over the speaker of your Phone indicating a **Call Waiting**. You also may receive **Camp On** tones, a burst of tones on top of the existing call, as an indication of another call waiting.

While busy, certain stations can activate **Voice-Over** to your phone. In this case, audio is received from both the active call and the **Voice Over** announcement at the same time.

Respond to any of these **Off-hook Signals** in one of several ways; place the existing call on **Hold** and respond to the new incoming call, activate **One-time DND**, send a **Silent Text Message**, or ignore the new call.

**Silent Text Message** requires a **TEXT MESSAGE** button, and cannot be sent to a SLT or other non-display terminal.

The Attendant or Secretary may use **Intrusion** to announce a call while you are busy.

### OPERATION

#### To answer a Call Waiting:

- Press **HOLD/SAVE** and/or,
- Press the flashing **CO/IP LINE** button.

#### To activate One-time DND:

- Press the **DND** button.

#### To send a Silent Text Message:

- Press the programmed **TEXT MESSAGE** button,
- Select the desired message to send.

### 3.3 Using Answering Machine Emulation (AME)

When a call is connected to your voice mail, you can screen the call as with a normal Answering Machine. The caller's voice is played over your speaker while the message is being recorded. There are two methods of notification and call screening provided, Ring or Speaker mode.

**Ring mode**—the AME (Answering Machine Emulation) Flex button will flash to notify you of a call. You may press the Flex button to hear the caller as the voice message is stored.

**Speaker mode**—when the call is sent to the voice mailbox, the caller's voice is automatically broadcast over the speaker of your iPECS Phone. You may terminate screening, leaving the caller in voice mail to record a message, talk with the caller and record the conversation in the mailbox, or answer the call and disconnect the Voicemail. The AME feature is only available when using the iPECS VMIM/VSF Voice Mail; a **MUTE** and **AME** button are required.

#### OPERATION

##### To assign an AME button:

Ring Mode –

- **TRANS/PGM** + **FLEX** + 564 + 0 + **HOLD/SAVE**

Speaker Mode –

- **TRANS/PGM** + **FLEX** + 564 + 1 + **HOLD/SAVE**

##### To screen a call in Ring mode:

- Press the flashing **AME** button, the caller's voice is broadcast over the station speaker and stored in the voice mailbox (in the Speaker mode, broadcast is automatic).

##### To stop the voice broadcast and leave the caller in Voice Mail:

- Press the illuminated **SPEAKER** button.

##### To talk with the caller and record the conversation in Voice Mail:

- Press the **Mute** Soft button.

##### To answer the call and cancel the voice message recording:

- Press the illuminated **AME** button, the caller is connected and the Voice Mail disconnected.

### 3.4 Differential Ring Signals

---

When multiple phones in a small area ring, it can be difficult to tell which are ringing. The iPECS Phone has 14 **Ring Tones** available for differentiating ring from one phone to another. Four of the tones are stored in the phone's permanent memory; the remaining ten tones are in the system's memory. Four of these ten can be downloaded into the phone memory for use as the 5<sup>th</sup> to 8<sup>th</sup> **Ring Tone**.

#### **OPERATION**

##### **To download a Ring Tone from System memory:**

- Press **TRANS/PGM**,
- Dial 1 for Ring Tones,
- Dial 5 for Ring Tone download,
- Dial the phone's memory location to receive the tone (5-8),
- Dial tone number 0-9, tone is heard,
- Press **HOLD/SAVE** to download.

##### **To select a Ring Tone from phone memory:**

- Press the **TRANS/PGM** button,
- Dial 1 for Ring Tones,
- Dial 1 or 2 for Internal or External ring,
- Dial tone number 1-8,
- Press **HOLD/SAVE** to make the selection.

### 3.5 Answering Calls at Night

---

In the Night mode, **Loud Bell Control** may be used to send ring signals to external bells. You may answer these calls with **Universal Night Answer (UNA)**.

#### **OPERATION**

##### **To answer a call ringing during night mode over an external bell:**

- Lift the handset,
- Dial **567** (UNA code).

### **3.6 Answering Calls to Other Stations**

---

When nearby stations are ringing, you may pick-up (answer) the call. Select to answer a call ringing at a specific station (**Directed Call Pick-Up**) or you may choose to answer the oldest call ringing to your station group (**Group Call Pick-Up**). Assign a Flex button with the Group Call Pick-Up code (566) for one-touch access.

**NOTE—Pick-Up will not answer calls on the ringing station's Private Line unless the line appears on your phone.**

#### **OPERATION**

**To answer a call ringing at another station:**

- Lift the handset,
- Dial **7** (Directed Call Pick-Up code),
- Dial the Intercom Number of the ringing station; the call will be connected.

**To answer a call ringing at a station in your group:**

- Lift the handset,
- Dial **566** (Group Call Pick-Up code), the call is connected.

### **3.7 Using Do-Not-Disturb (DND) to Block Incoming Calls**

---

When you need quiet, activate Do-Not-Disturb and the phone will block incoming calls. Internal callers will receive a fast busy tone and the display will show the DND status. Activate Do-Not-Disturb while busy (**One-Time DND**); DND will be active only for the duration of the present call and requires a **DND** button.

When an Executive activates DND, calls are forwarded to the paired Secretary automatically.

The Attendants and Secretary may be able to activate **DND Override** and **Intrude** on an active call. The Attendants may also cancel DND at other stations.

#### **OPERATION**

**To toggle DND ON and OFF:**

- Press the **DND** button.



## 3.8 Forwarding Calls

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### 3.8.1 Forwarding calls to another Station or Voice Mail

---

Incoming calls may be diverted to other resources of the system. Resources include other stations, **VMIM/VSF Voice Mail** and **External Voice Mail**. Your LCD and the LCD of the forward receiver will both indicate the forward status.

Call Forward can be activated from your phone or from a different station (**Call Forward, Remote**). You may define the conditions or 'type of forward' as below:

- 1: **Unconditional**—all calls to the station, except recalls, are forwarded.
- 2: **Busy**—Immediately forwards all calls, except recalls, when the station is busy.
- 3: **No Answer**—forwards all calls to the station, except recalls, when the station does not answer within the No Answer timer.
- 4: **Busy/No Answer**—forwards calls if the station is busy or does not answer within the No Answer timer.

When you forward calls from a different station, you may need to enter your **Authorization Code**.

Calls on a Private Line will not forward except to a station with an appearance of the Private Line or to Voice Mail.

### OPERATION

**To activate Call Forward from your phone to another phone or internal system resource:**

- Lift the handset,
- Press the Fwd Soft button,
- Dial the type of forward code 1-4,
- Dial the destination number.

**To deactivate Call Forward from your phone:**

- Lift the handset.
- Press the Fwd Soft button.
- Dial #.

**To activate Call Forward for your phone from a different phone (Call Forward, Remote):**

- Lift the handset,
- Press the Fwd Soft button,
- Dial 0 (Remote Call Forward code),
- Dial your Authorization code (Station number & Password),
- Dial the 'type of forward' code 1-4,
- Dial the destination number.

**To deactivate Call Forward, Remote:**

- Lift the handset,
- Press the **Fwd** Soft button,
- Dial 0 (Remote Call Forward code),
- Dial your Authorization code (Station number & Password),
- Press the # key.

**3.8.2 Forwarding calls to an external number**

Forward calls to an external destination; calls can be forwarded from an internal station or a remote location. You may define the conditions or 'type of forward' as listed below:

- 1: **Unconditional**—all calls to the station, except recalls, are forwarded.
- 2: **Busy**—Immediately forwards all calls to the station, except recalls, when station is busy.
- 3: **No Answer**—forwards all calls to the station, except recalls, when the station does not answer within the No Answer timer.
- 4: **Busy/No Answer**—forwards calls if the station is busy or does not answer within the No Answer timer.

When you forward calls from a different station or a remote location, you may need to enter your **Authorization Code**. In addition, from a remote location, you must access the system through a **DISA** enabled CO line.

**OPERATION****To activate Call Forward, Off Premise (forward to an external number) from your phone:**

- Lift the handset,
- Press the **Fwd** Soft button,
- Dial the **type of forward code** 1-4,
- Press **[SPEED]**,
- Dial Speed Dial bin number,
- Replace the handset, return to idle.

**To activate Call Forward, Off Premise (forward to an external number) from a different phone:**

- Lift the handset,
- Press the **Fwd** Soft button,
- Dial the Remote Call Forward code 0,
- Dial your Authorization code (Station number & Password),
- Dial the **type of forward code** 1-4,
- Press **[SPEED]**,
- Dial Speed Dial bin number,
- Replace the handset, return to idle.

### To activate Call Forward, Off Premise (forward to an external number) from a remote location:

- Lift the handset,
- Dial the telephone number of a DISA assigned CO line,
- While receiving dial-tone, dial the Call Forward feature code 554,
- Dial your Authorization Code (Station number & Password),
- Dial the type of forward code 6-9,
- Dial Speed Dial bin number,
- Replace the handset, return to idle.

### 3.8.3 Forwarding callers to a Text Message

Using an iPECS Phone, the system can be setup to return a 'Text Message' to internal callers. When calling your Station, internal callers will automatically receive the selected message or you can send a text message you select in response to an internal call, **Silent Text Message**. There are 11 **Custom Display Messages** each up to 24 characters. Ten can be assigned by the Attendant and one assigned by you. In addition, there are ten fix Pre-Defined Text Messages; some allow auxiliary input for time, date, etc. (as shown in message list).

Message 01: LUNCH RETURN AT hh:mm  
 Message 02: ON VACATION  
 RETURN AT DATE mm:dd  
 Message 03: OUT OF OFFICE  
 RETURN AT TIME hh:mm  
 Message 04: OUT OF OFFICE  
 RETURN AT DATE mm:dd  
 Message 05: OUT OF OFFICE  
 RETURN UNKNOWN  
 Message 06: CALL (enter up to 17 digits)  
 Message 07: IN OFFICE STA xxxx  
 Message 08: IN MEETING  
 RETURN AT TIME hh:mm  
 Message 09: AT HOME  
 Message 10: AT BRANCH OFFICE

### OPERATION

#### To activate Custom or Pre-Defined Message Forward:

- Press **TRANS/PGM**,
- Dial User Program feature code 51,
- Dial the two-digit text Message code (00-20),
- Dial any auxiliary input for messages 01-04 and 06-08,
- Press **HOLD/SAVE**, forward confirmed.

**To cancel activated Message:**

- Press **TRANS/PGM**,
- Dial User Program feature code 51,
- Press #.
- Press **HOLD/SAVE**, forward canceled.  
Or,
- Press the **Fwd** Soft button.
- Press #, forward canceled.

**To program the Station Custom Message (00) at your station:**

- Press **TRANS/PGM**,
- Dial User Program feature code 52,
- Enter Message contents, up to 24 characters, Refer to *Station Speed Dial Character entry chart*
- Press **HOLD/SAVE**, message saved.

---

## 4. Placing a call

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### 4.1 Internal Calls

---

#### 4.1.1 Placing Intercom calls

---

You can place calls to other stations in the system over the Intercom. The call will ring, or for an ICM Voice Announce call, a splash tone will be heard. Ring or Voice Announce is normally determined by settings at the called station but you may change this by dialing '#' after placing the call. By changing the mode, a Voice Announce call will ring or a ringing ICM call will allow Voice Announce (toggle).

You can assign a Flex button for Direct Station Selection/Busy Lamp Field (DSS/BLF). A DSS/BLF button lets you call the other station with a single button press. The button LED displays the other station's status, ON, is busy, OFF is idle.

When you go off-hook, you may connect to another station or system resource automatically. This Prime Line Preference may be immediate or delayed allowing you to take other actions during the delay. Otherwise, you may press another Flex button before going off-hook to override Prime Line Preference.

If you go off-hook and take no action, Intercom dial-tone will time-out and, after receiving Howler Tone, your phone will be placed out-of-service in **Intercom Lock-Out**. You must hang-up to return to an idle state.

### OPERATION

#### To place an Intercom call:

- Lift the handset,
- Dial the Intercom number of the desired station,
- On answer or Splash tone, speak to the called party.

#### 4.1.2 Using Camp-On when calling a busy station

---

If your called party is busy, you may activate Camp-On, Callback or Voice Over to the station. With Camp-On, wait off-hook for the called station to answer. With Callback, the system will call you when the busy station goes idle. After you answer, the system calls the previously busy station.

If you are the Attendant or Secretary, you may activate **Intrusion**. You may also use **Step Call**; dial the next station by dialing just the last digit of the Intercom number.

**OPERATION****To Camp-On (wait off-hook) for a busy station:**

- Press \* and await an answer.

**To request a Callback (wait on-hook) for a busy station:**

- Press **CALL BACK** and hang-up.

**To make a Voice Over announcement to a busy station:**

- Dial #, after splash-tone, speak.

#### 4.1.3 Leaving a Message Wait

---

If the called user does not answer or is in DND mode, you may leave a **Message Wait**. The called user will receive a Message Wait indication; the LED of the **CALL BACK** button will flash.

**OPERATION****To activate Message Waiting:**

- Press the **CALL BACK** button and hang-up.

## 4.2 External Calls

---

### 4.2.1 Placing external CO/VoIP calls

---

External calls are placed on CO/IP lines. These 'lines' are accessed either by a button on the iPECS Phone assigned as a **CO/IP line** or by dial codes. The CO/IP lines are grouped for different types of calls, local, long distance, etc. Using the **CO/IP line group** code, you will be able to access any line from the group. A Flex button on the iPECS Phone assigned as a **LOOP** button lets you access a line from a group. Dial codes for access to CO/IP lines are:

Individual CO/IP line access

88 + Line number (01-42 for iPECS-100 or 001-200 for iPECS-300 & 600).

CO/IP Group access

801-820 for iPECS-100 or 801-872 for iPECS-300 & 600

Any CO/IP Line access

9

When dialing on a CO line, which uses pulse style signals, you may activate **Dial Pulse to Tone Switchover** changing to DTMF style dialing for banking services, etc.

When placing an IP call, you must dial an IP address using "\*" in place of the dot.

If **Least Cost Routing** is set-up, the number you dial will be analyzed and the system will place the call on the least expensive route.

You may be assigned **Dialing** and/or **CO/IP Line Access Restrictions**, in which case you will receive error tone if you attempt to dial or access a restricted number/CO/IP line. **CO/IP line** and **Station Class Of Service (COS)**, which establish dialing restrictions, may vary during Day and Night operation (**Day/Night COS**).

You may need to enter an **Authorization code** before placing calls, in which case you will receive a second dial tone.

Your external calls may be subject to **Call Time Restrictions**, you will receive a **Call Warning Tone** prior to disconnect.

**NOTE—In the event of an emergency, assigned Emergency numbers (ex., a 911 call) may be dialed from any station in the System, regardless of a Station's dialing restrictions (COS).**

**OPERATION****To place an external call:**

- Lift the handset,
- Select/Dial the CO/IP line/group,
- Dial the desired number.

#### 4.2.2 Waiting for the next available CO/IP line

---

If all the lines connected to your system are busy, you will receive an All Trunks Busy signal. You may request to be notified when a line becomes free.

**OPERATION****To activate a queue if the selected/dialed line is busy:**

- Select/dial a busy CO/IP line button,
- Press the **CALL BACK** button,
- Return to an idle state by going on-hook; when the line comes available, the Station will be notified with ringing.

#### 4.2.3 Account Codes: Tracking External calls for billing

---

In some cases, you or your company may desire to track calls for billing or other purposes. You may enter an Account Code, which is output from the system to a printer in the SMDR report. You must have an Account Code Flex button, see [Assigning features to Flex buttons](#).

**OPERATION****To enter an Account Code before the call:**

- Lift the handset,
- Press the assigned **ACCOUNT CODE** button,
- Dial the Account Code (1-12 digits),
- Press \*, Intercom dial tone is heard,
- Place the CO/IP call as normal.

**To enter an Account Code during a call:**

- Press the assigned **ACCOUNT CODE** button,
- Dial the Account Code (1-12 digits),
- Press \*.



#### 4.2.4 Disable dialing from your phone

---

You can temporarily 'Lock' your phone by activating **Temporary COS**, which will disable all dialing from the phone. To deactivate **Temporary COS** you must enter the station's Authorization code.

##### **OPERATION**

###### **To activate Temporary COS:**

- Press **TRANS/PGM**,
- Dial 21 (User Program code),
- Press **HOLD/SAVE**.

###### **To deactivate Temporary COS:**

- Press **TRANS/PGM**,
- Dial 22 (User Program code),
- Dial your Authorization code,
- Press **HOLD/SAVE**.

#### 4.2.5 Temporarily override dialing restrictions at a phone

---

Override the dialing restrictions at any phone by activating **Walking COS**. The **Walking COS** dialing restriction levels are applied for a single call only. For multiple calls, you will need to reactivate **Walking COS** or use the **Flash** button to regain CO/IP dial-tone.

##### **OPERATION**

###### **To activate Walking COS:**

- Press **TRANS/PGM**,
- Dial 23 (User Program code),
- Dial your Authorization Code (station number and password),
- Place call as normal.

## 4.3 Using Automated Dialing

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### 4.3.1 Using Last Number Redial (LNR)

---

The last number dialed on an external call is automatically saved in the **Last Number Redial (LNR)** buffer. For users of an iPECS Display Phone, the system will store the numbers dialed on the last ten calls.

#### **OPERATION**

**To dial the Last Number for an external call:**

- Lift the handset,
- Select the **Redial** Soft button,
- Press **▼ VOLUME ▲** to select from the last 10 numbers dialed,
- Press the **Send** Soft button or **HOLD/SAVE**.

**NOTE—Press the Next Soft button to view the previously dialed number.**

### 4.3.2 Using and Entering Save Number Dial

---

You may store the last number dialed on an external call to the **Save Number Dial** buffer for convenient dialing at a later time. The Save Number is stored until you save new number.

#### **OPERATION**

**To place a call using Save Number Dial:**

- Lift the handset,
- Press the **SPEED** button,
- Dial #.

**To store a number in the Save Number Dial:**

- While on an outgoing external call, press **SPEED** twice.

### 4.3.3 Using System Speed Dial Numbers

---

The iPECS-100 system has memory allocated for 800 **System Speed Dial** numbers (bins 200-999). The iPECS-300 & 600 systems each have memory allocated for 3000 **System Speed Dial** numbers (bins 2000-4999). You may, if allowed, use **System Speed Dial** to call frequently dialed numbers.

In some cases, these numbers are divided into groups called **System Speed Zone Groups**. In this case, you may access some numbers and not others and your dialing restrictions may be invoked.

Only an Attendant can assign **System Speed Dial** numbers.

**OPERATION****To place a call using System Speed Dial:**

- Lift the handset,
- Press the **SPEED** button,
- Dial the desired System Speed Dial bin number (200-999 for iPECS-100 or 2000-4999 for iPECS-300 & 600).

### 4.3.4 Using and Entering Station Speed Dial Numbers

Your iPECS Phone has access to 20 or 100 **Station Speed Dial** numbers. For users in an iPECS-100, 20 **Station Speed Dial** numbers (bins 00~19) are available. The iPECS-300 & 600 support 100 **Station Speed Dial** numbers (bins (000~099)). You can easily program each speed dial bin with telephone numbers, up to 48 digits, to meet your needs. The numbers may include several 'special' instructions:

**PAUSE** will momentarily stop dialing.

**FLASH** as 1<sup>st</sup> digit—Activate dial tone detect.

**FLASH** not as 1<sup>st</sup> digit—The system will generate a *flash on the CO line*.

**CALL BACK** as 1<sup>st</sup> digit—Send digits as *ISDN Keypad Facility message*.

**\*\*** as 1<sup>st</sup> digit—**Display Security**, the stored number will not be displayed when used.

**\*\*** not as 1<sup>st</sup> digit—**Dial Pulse to Tone Switchover**, the system will switch from pulse to tone dialing.

When entering a **Speed Dial**, a 16 character name may be associated with the number for *Dial by Name*. Characters are entered with two keystrokes as in the chart below.

|               |        |        |
|---------------|--------|--------|
| Q - 11        | A - 21 | D - 31 |
| Z - 12        | B - 22 | E - 32 |
| . - 13        | C - 23 | F - 33 |
| 1 - 10        | 2 - 20 | 3 - 30 |
| G - 41        | J - 51 | M - 61 |
| H - 42        | K - 52 | N - 62 |
| I - 43        | L - 53 | O - 63 |
| 4 - 40        | 5 - 50 | 6 - 60 |
| P - 71        | T - 81 | W - 91 |
| R - 72        | U - 82 | X - 92 |
| S - 73        | V - 83 | Y - 93 |
| Q - 7*        | 8 - 80 | Z - 9# |
| 7 - 70        |        | 9 - 90 |
| *1 -<br>Blank | 0-00   | #      |
| *2 - :        |        |        |
| *3 - ,        |        |        |

Character Entry

## OPERATION

**To place a call using Station Speed Dial:**

- Lift the handset,
- Press **[SPEED]**,
- Dial the desired Station Speed Dial bin number (00-19 or 000-099).

**To enter a Station Speed Dial number with CO Line and Name:**

- Press **[TRANS/PGM]**,
- Press **[SPEED]**,
- Dial the desired Station Speed Dial bin number,
- Select/dial the CO/IP line/group,
- Dial the desired number to be stored,
- Press **[HOLD/SAVE]**,
- Enter the associated name if desired, using the alpha-numeric entry chart,
- Press **[HOLD/SAVE]**.

**To assign a Station Speed Dial number directly to a Flex button:**

- Press **[TRANS/PGM]**,
- Press the desired Flex button,
- Select the **Tel Num** Soft button,
- Select/dial the CO/IP line/group,
- Dial the desired number,
- Press **[HOLD/SAVE]**,
- Enter the associated name if desired, using the Character Entry chart,
- Press **[HOLD/SAVE]**.

### 4.3.5 Using Dial by Name and Entering your Name

**Dial by Name** employs three 'Directories': Intercom, User or *Station Speed Dial*, and *System Speed Dial*.

To allow others to contact you via the Intercom directory, you must enter a name for your station, up to 12 characters.

**OPERATION****To place a call using Dial by Name:**

- Press **[SPEED]** twice,
- Dial the desired directory, 1: Intercom, 2: User Speed Dial, 3: System Speed Dial, the LCD displays the first two names, in alphabetical order,
- Scroll using **[VOLUME ▲]**. To enter search characters, refer to the Character Entry chart in **section 4.3.4**,
- Press **[HOLD/SAVE]** to place the call.

**To enter your station user name:**

- Press the **[TRANS/PGM]** button,

- Dial 74,
- Dial name, up to 12 characters (refer to the Character Entry chart in [section 4.3.4](#),
- Press HOLD/SAVE.

#### 4.3.6 ACNR: To retry a busy external number until answered

When making an external call and a busy signal is received, the system can be set to retry the number until the call is connected, the feature is cancelled, or the maximum number of retries is attempted—this is Automatic Called Number Redial (ACNR).

For each retry, the system will activate your speaker then place the call with the microphone muted. When the remote end answers, you must select the Speak Soft button or lift the handset. Either of these actions will cancel the ACNR request as well as connect you to the remote party.

#### **OPERATION**

##### **To set up an ACNR, while on an outgoing call:**

- Use the Navigation button to display the next menu and select the ACNR Soft button,
- Hang-up handset.

##### **To cancel the ACNR request:**

- Press the ACNR Soft button.

## 5. Transfer, Conference & Other Call Handling

---

### 5.1 Call Transfer: Sending a call to a different destination

---

You can send an active call to another station or other resource of the system, **Call Transfer**. You can screen the transfer with the receiving party (**Screened Call Transfer**) or complete the transfer without screening (**Unscreened Call Transfer**).

Transferred calls, internal or external, are placed in **Transfer Hold**, will receive **MOH** and will recall if not answered in a timely manner.

If an **Unscreened Transfer** call encounters an error or DND, it may immediately recall to your Station.

DSS/BLF buttons may be employed to transfer calls.

#### OPERATION

**To Transfer an active call:**

- Press **[TRANS/PGM]**,
- Call receiving party,
- For Unscreened Call Transfer, hang-up,
- For Screened Call Transfer, at answer or Splash tone, announce call.

### 5.2 Call Hold: Placing a call in a waiting state

---

You may place an active Internal or External call in one of several holding states. In System Hold, other non-restricted stations may pick-up the call. In Exclusive Hold, only the holding station may pick-up the call.

The system is assigned a preferred hold type (System or Exclusive). You may override this **Hold Preference** by pressing the **[HOLD/SAVE]** button twice.

The LEDs for CO/IP line buttons flash at distinctive rates for the holding station and other iPECS Phone users.

There are also user operations such as pressing a **[DSS/BLF]** button that will place a call in **Automatic Hold**.

Calls will remain in the held state for a period and then recall the user. This **Hold Recall** is provided with a different ring signal. If not answered in a timely manner, the Attendant will receive **Attendant Hold Recall**.

#### OPERATION

**To place a call on Hold:**

- Press **[HOLD/SAVE]**.

### 5.3 Broker Call: Switching between two calls

---

You may switch between the active call and a call on *Hold*, placing the active call on Hold acting as a broker between two or more parties, **Broker Call**. iPECS Phone users may 'broker' for multiple calls up to the number of **CO/IP line** buttons.

#### **OPERATION**

**To switch between two calls, Broker Call:**

- Press the desired **CO/IP line** button.

### 5.4 Joining Multiple People in a Conference

---

You can establish a **Conference** with up to 3 parties, or 24 parties when using a Multi-Party Conference Interface Module (MCIM). The other parties in the **Conference** may be internal or external.

A **Conference** can be placed on Hold and is subject to *Hold Recall*.

You may also use the Conference operation to join 2 external parties in a private conversation. This is an **Unsupervised Conference**, which is not subject to the normal **Hold Recall** operation.

#### **OPERATION**

**To establish a Conference:**

- Establish call with one of the desired conference parties,
- Select the Conf Soft button,
- Establish call with the other conference party,
- Select the Conf Soft button,
- Select the Conf Soft button again to establish the conference.

**To place a Conference on Hold:**

- Press the HOLD/SAVE button.

**To retrieve the Conference from Hold:**

- Select the Conf Soft button.

**To establish an Unsupervised Conference:**

- Establish conference with two external parties,
- Select the Conf Soft button.

**To retrieve an Unsupervised Conference:**

- Select the Conf Soft button.



## 5.4.1 Setting up a Conference Room

---

In addition to establishing a Conference, up to 9 **Conference Rooms** can be set up letting up to 24 parties converse when using a MCIM. When setting up a Conference Room, a password can be designated for invited parties (internal and external parties) to use for accessing the established Conference Room.

### **OPERATION**

#### **To set-up a Conference Room:**

- Press the **TRANS/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 **HOLD/SAVE** to establish the Room.

#### **To join a Conference Room:**

- Lift the handset,
- Dial 59 (Conference Room entry code),
- Dial the Conference Room Number,
- Dial the Conference Room password.

#### **To delete a Conference Room:**

- Press the **TRANS/PGM** button,
- Dial 54 (delete Conference Room code),
- Dial the Conference Room number (1-9),
- Dial the Conference Room password,
- Press **HOLD/SAVE** to delete the Conference Room.

## 5.5 Call Park: Placing a call on Hold to Page

---

A user may transfer an active CO/IP call to a special holding location (Park Orbit), which can be accessed easily from any station in the system. Typically, this feature is used with **Paging** to notify the desired user of a parked call.

Parked calls are subject to **Hold Recall** after the Call Park timer.

### **OPERATION**

#### **To park an active external call:**

- Press **TRANS/PGM**,
- Dial the Park Orbit (601-610 for iPECS-100 or 601-619 for iPECS-300 & 600),
- Return to idle.

**To retrieve a parked call:**

- Lift the handset,
- Dial the Park Orbit.

**5.6 Two-Way Record: Recording a call**

---

You may record an active external conversation in your *Voice Mail Box*.

**OPERATION****To activate Two-Way Record while on a CO/IP call:**

- Use the Navigation button to display the next Menu and select the Record Soft button, record warning tone is heard and recording starts.

**To stop Two-Way Record while on a CO/IP call:**

- Use the Navigation button to display the next menu, and select the Record Soft button or,
- Hang-up, return to idle.

## 6. Get Your Messages & Send SMS

The iPECS Phone allows you to send and receive several types of messages. These are accessed via the Message Summary Display, and described in the following paragraphs:

- 1: ST—Station Message Wait
- 2: CL—CLI Message Wait
- 3: VS—VSF Message Wait
- 4: VM—Commercial Voice Mail
- 5: FS—Feature server
- 6: MS—SMS message wait

### 6.1 Responding to a Station Message Waiting Indication

Another station can leave a Station **Message Waiting** indication when you do not answer or your phone is in **DND**. A flashing MSG LED on the iPECS Phone indicates a Message Waiting. As a further notification, a **Message Wait Reminder Tone** can be provided. You may review and delete messages as well as respond with a call back.

#### OPERATION

##### To review your Station messages:

- Press the **CALL BACK** button, the LCD shows the Message Summary display,

| STA | CLI | VSF | VMS | UMS | SMS |
|-----|-----|-----|-----|-----|-----|
| 001 | 001 | 005 | 006 | 001 | 004 |

- Dial 1 to view Station messages,
- Press the **VOLUME** button to scroll through the messages.

##### To return a call from the current message:

- Press the **CALL BACK** button.

##### To delete the Station Message Wait:

- Dial \*, and press 1.

##### To delete all Station Message Waits:

- Dial #, and press 1.

## 6.2 Responding to a CLI Message indication

---

When external calls to your phone are not answered and Caller Identification is provided from the network, a Calling Line Id. (CLI) message is logged. You may review, delete or return these messages.

### OPERATION

#### To review CLI Messages using a Flex button:

- Press the flashing **CLI MESSAGE** button, the first CLI message information is displayed,
- Press **▼ VOLUME ▲** to scroll through CLI message wait information.

#### To review CLI Messages using the Summary Display:

- Press the flashing **CALL BACK** button, the LCD shows the Message Summary display,
- | STA | CLI | VSF | VMS | UMS | SMS |
|-----|-----|-----|-----|-----|-----|
| 001 | 001 | 005 | 006 | 001 | 004 |
- Dial 2, the first CLI message information is displayed,
  - Press **▼ VOLUME ▲** to scroll through CLI message wait information.

#### To delete the current CLI Message:

- Dial **\*\*** button, the next CLI message is displayed.

#### To delete all CLI Messages:

- Press **SPEED**,
- Press **\*** twice.

#### To respond to the current CLI message with a call:

- Press **HOLD/SAVE**.

## 6.3 Getting Voice Mail Messages

---

When callers are forwarded or recall to your Voice Mail Box, they can leave a voice message. Your Voice Mail Box is part of the integrated **VMIM/VSF** module, the **iPECS Feature Server** or an external Voice Mail system.

These Voice Mail systems allow access to and management of the received voice messages. While in your Mail Box, you have control of your password and Mail Box greeting. In addition, you can remotely control Call Forward for your station from the VMIM/VSF. You will need to register an **Authorization Code** for your station to access the VMIM/VSF Voice messages.

**OPERATION****To retrieve Voice Mail locally using a Flex button:**

- Press the **VOICE MAIL** Flex button,
- Dial your Mail Box number and corresponding password to receive the 'Number of Messages' prompt,
- Dial desired option codes,
- At completion of session, hang-up to return to idle.

**To retrieve Voice Mail locally using the **CALL BACK** button:**

- Press the flashing **CALL BACK** button, the LCD shows the Message Summary display,

| STA | CLI | VSF | VMS | UMS | SMS |
|-----|-----|-----|-----|-----|-----|
| 001 | 001 | 005 | 006 | 001 | 004 |

- Dial 3 for VMIM/VSF, 4 for external VM or 5 for Feature Server Voice Mail,
- After the prompt enter your station number and password,
- Dial desired option codes,
- At completion of session, hang-up to return to idle.

**To access your Voice Mail Box from a Remote Location:**

- Lift the handset,
- Dial the telephone number of a **DISA** CO line answered by the VMIM/VSF Auto Attendant,
- At answer, dial # to receive the 'Mail Box & Password' prompt,
- Dial the Mail Box and password to receive the 'Number of Messages' prompt,
- Dial desired option codes,
- At completion of session, hang-up.

**6.4 Sending and Receiving Short Text Messages**

You can exchange short text messages (max. 100 alphanumeric characters) with other iPECS display Phone users. These messages will activate the **CALL BACK** button LED and are displayed on the iPECS Phone LCD.

**OPERATION****To send an SMS message to another iPECS display Phone:**

- Press the **TRANS/PGM** button,
- Dial 36 (SMS send code),
- Dial 1 to resend an existing message, or 2 to send a new or edit an existing message,
- Enter the station range to receive the message, to send to a single station enter the station number twice,
- Dial your message using 2 key strokes for each character,

- Press **HOLD/SAVE** to send your message.

**To view your received Short text messages:**

- Press the flashing **CALL BACK** button, the LCD shows the Message Summary display,

| STA | CLI | VSF | VMS | UMS | SMS |
|-----|-----|-----|-----|-----|-----|
| 001 | 001 | 005 | 006 | 001 | 004 |

- Dial 6, the first two SMS messages are shown in brief,
- Dial the Message number to view the entire SMS message.

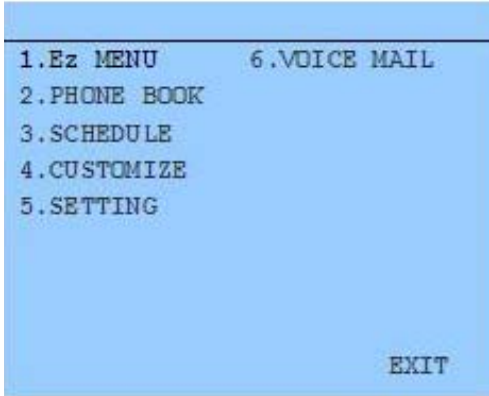
**To delete received Short text messages:**

- Press the # key,
- Dial 1 to delete the message, 2 to cancel or 3 to delete all received Short text messages.

## 7. Using the Display Menu

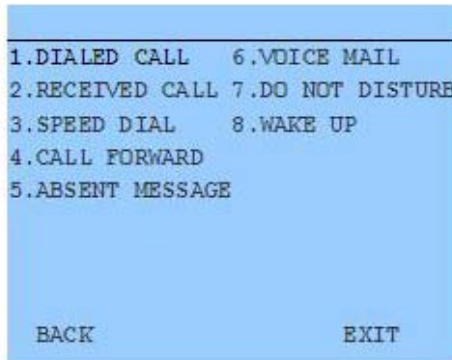
---

With the Display Menu, you can access the LIP-7024LD PhoneBook and Schedule as well as other phone features through simple menu trees. The Display Menu is activated using the Menu Navigation button. Items from a menu may be selected by dialing the associated digit or using the **Navigation** and **OK** buttons to select an item. The main Display Menu selections are shown in the LIP-7024LD as below.



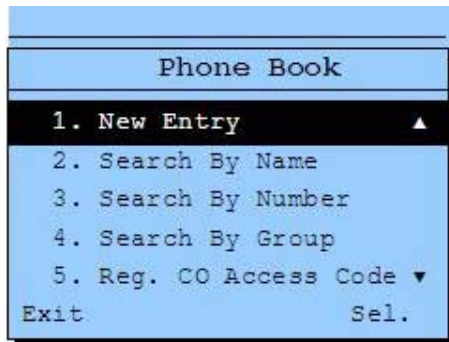
## 7.1 Ez Menu

You may access Speed Dial, including Dial-By-Name, Outgoing (Dialed) and Incoming Received Call Logs (10 calls each), Call Forward and other features without complex dial codes by selecting 'Ez-Menu'. From the Ez-Menu and sub-menus, select an item dialing the associated digit or use the **Navigation** and **OK** button to select an item. Also, Soft buttons, such as **Exit**, **Sel**, and **Back**, may be available.



## 7.2 Phone Book

Under the Phone Book Menu, you may search, add, edit, and delete contacts. Use the associated dial pad digits or **Navigation** and **OK** buttons to access the Phone Book sub-menus. Where required, characters may be entered with the **ABC** soft button.

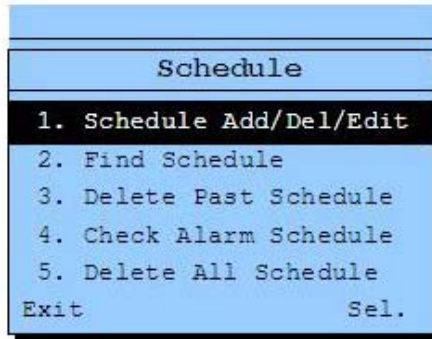




### 7.3 Schedule

---

The LIP-7024LD will notify you of a schedule activation with a flashing icon and alarm ring. You may record, edit or delete scheduled events such as conferences and search scheduled records from the Schedule sub-menus. Use the associated digit or the **Navigation** and **OK** buttons to select an item from the sub-menus.

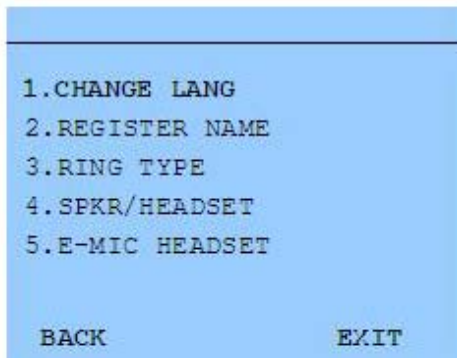


### 7.4 Customize

---

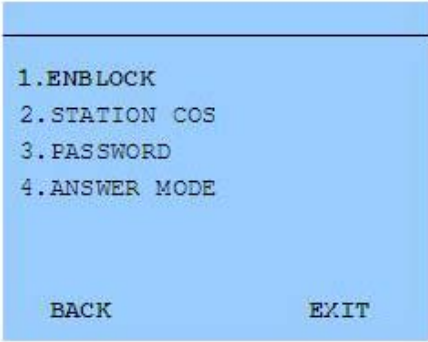
You may customize certain characteristics of the LIP-7024LD. The display language can be selected from the available languages supported, a user name can be entered, one of eight ring signals can be defined, and headset operation can be defined.

Use the associated digit or the **Navigation** and **OK** buttons to select sub-menu items and enter values for the custom settings.



## 7.5 Setting

You may define certain settings of your LIP-7024LD. With the Enblock setting enabled, all digits you dial to place a call are sent as a block of digits after you select the **SEND** Soft button. The Station COS setting permits you to activate Temporary and Walking Class of Service to establish dialing privileges of the phone. In addition, the station password and Intercom Answer mode (Handsfree, Privacy or Tone ring) can be set. Use the associated digit or the **Navigation** and **OK** buttons to select sub-menu items and enter values for the desired Setting.

A screenshot of a settings menu on a light blue background. The menu is titled "1.ENBLOCK" and lists four options: "2.STATION COS", "3.PASSWORD", and "4.ANSWER MODE". At the bottom of the screen, there are two buttons: "BACK" on the left and "EXIT" on the right.

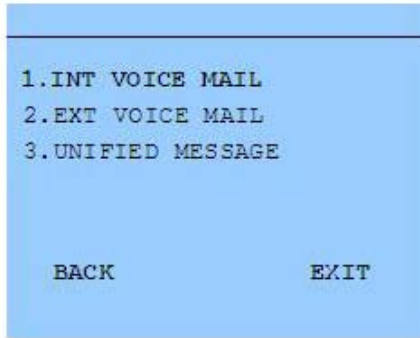
```
1.ENBLOCK
2.STATION COS
3.PASSWORD
4.ANSWER MODE

BACK          EXIT
```

## 7.6 Voice Mail

---

You may access a list of messages left in your internal or external voice mail or in your unified message server if installed. You may then select a message from the list. Use the associated digit or the **Navigation** and **OK** buttons to select an item from the list.



---

## 8. Remote System Access

---

### 8.1 Direct Inward System Access (DISA)

---

DISA (Direct Inward System Access) allows remote users to gain access to the system's resources. The system will recognize remote user dialed inputs (call other stations, place calls over CO/IP lines, review voice mails, etc). Remote users may be required to enter an *Authorization Code*.

#### **OPERATION**

**To access system resources remotely:**

- Call the system's DISA facility,
- Await answer and dial your authorization code (station number and password),
- Dial as needed for the desired system resource.

### 8.2 Mobile Phone Extension

---

When away from your desk or office you can place and receive iPECS calls on a registered mobile phone. You may need to activate the Mobile Phone Extension feature and assign the Mobile Phone number. This feature is only effective with an ISDN CO line.

#### **OPERATION**

**To register a mobile phone number:**

- Press the **TRANS/PGM** button,
- Dial 37,
- Dial the mobile phone number,
- Press the **HOLD/SAVE** button.

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

- Press the **TRANS/PGM** button,
- Dial 38,
- 1 to activate, 0 to deactivate,
- Press the **HOLD/SAVE** button.

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

- Dial the ISDN DID number of the station, the system will check the Caller Id, 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 reconnect to the transfer by pressing the # key.**

## 9. Miscellaneous Features

---

### 9.1 Background Music and Music on Hold

---

Two audio sources can be connected to the system. These sources or an internal source provide input for Background Music (BGM) and Music On Hold (MOH). In addition, a recorded message from the VMIM can be used. BGM is played over the speakers of the iPECS Phone when the station is idle. MOH is played to callers placed on *Hold*.

There are four possible selections for BGM and MOH:

- 1: Off
- 2: Source BGM1
- 3: Source BGM2
4. VMIM message

#### OPERATION

##### To turn on Background Music:

- Press **HOLD/SAVE** to cycle through the BGM selections.

### 9.2 Using Internal, External and Meet-Me Paging

---

The User can broadcast announcements to other stations and/or external speakers. Stations are assigned to one or more of the Internal Page Zones. The system has two External Page Zones that can be connected to external speakers.

Page Zone codes are:

|                        |         |
|------------------------|---------|
| Internal Page Zones:   |         |
| iPECS 100              | 501-510 |
| iPECS 300 & 600        | 501-535 |
| Internal All Call Page | 543     |
| External Page Zones    | 545-546 |
| External All Call Page | 548     |
| All Call Page          | 549     |

If the desired Page Zone is busy, the User can elect to be recalled when their turn comes in the queue. Users can also request a paged party answer the Page using Meet-Me Paging. In this case, the paged party may answer the page from any phone in the system by dialing the Meet-Me code.

**OPERATION****To make a page:**

- Lift the handset,
- Dial the desired Page zone,
- If assigned, after page warning tone, make announcement.

**To queue for a page when busy is received:**

- Press the **CALL BACK** button,
- Replace the handset returning to idle.

**To answer a Meet-me-Page:**

- Lift the handset.
- Dial **544** (Meet-Me-Page code).

---

**9.3 Push-To-Talk (PTT) Page**

---

iPECS Phones can be assigned as a member of one or more of the system's nine Push-To-Talk (PTT) page groups. Users separately log-in or log-out of any one or all PTT groups to which the phone is assigned. Once logged in, place or receive one-way page announcements to/from other users who are logged in to the same PTT group.

**OPERATION****To log-in to a PTT group:**

- Dial #0,
- Dial the desired PTT group number (1-9 or 0 for all groups),

**To log-out of the PTT group(s):**

- Dial #0, the PTT Log-in/out code,
- Press the \* key.

**To place a page announcement to the active PTT group:**

- Press and hold the **PTT** Flex button,
- After confirmation tone, make page announcement.

---

**9.4 Wake-Up Alarm**

---

iPECS supports an Alarm clock for each station in the system. The alarm clock can be set to repeat daily or as a one-time alarm. When responding to the alarm by lifting the handset, BGM will be provided.

**OPERATION****To set the Wake Up Alarm clock:**

- Press **TRANS/PGM**,
- Dial the Station User Program code 41,
- Dial 2-digit hour and minute for alerting,
- For a daily (repeating alarm), dial #,
- Press **HOLD/SAVE**.

**To erase Wake-Up:**

- Press **TRANS/PGM**,
- Dial the Station User Program code 42,
- Press **HOLD/SAVE**.

**9.5 Alarm/Door Bell**

---

The system can monitor external Alarm or Door Bell contacts:

Alarm Monitor—should the external contact activate, a unique Alarm Ring signal and LCD display may be received. To restart the monitor circuit, the external contacts must be deactivated and the Alarm Ring signal terminated.

Door Bell—a unique Door Bell Ring (single tone burst) may be received each time the external contact is activated. A system contact also can be assigned to act as a Door Open contact.

**OPERATION****To terminate the Alarm signal:**

- Dial 565.

**To activate the Door Open contacts:**

- Lift the handset,
- Dial Door Open code, #\* and contact number 1-4.

**NOTE—Contacts 3 & 4 are only available in the iPECS -300 & 600.**

**9.6 Power Fail Transfer**

---

When AC power to the system fails, back-up operation may be provided with back-up batteries or Power Fail Transfer (PFT). When battery back-up is provided the station will operate normally. When PFT is implemented, an SLT is connected to a CO line by the system. This SLT can be used as any normal SLT, providing service while power is out.



## 9.7 System Voice Memo

---

The integrated Voice Mail modules incorporate several Voice Memos to provide Station Users with general information such as station number, date, time, and feature status. Voice Memos are heard over the speaker of the iPECS Phone and over the handset for SLTs.

For the Station Status Memo, the following items are reported:

ICM Signaling Mode (Handsfree/Tone/Privacy)

Station IP Address

Station Mac Address

Number of messages x (x: number of all message waiting)

Wake-Up Time (hh:mm)

Do Not Disturb

Forwarded to station xxx

Forwarded to speed bin xxx

Queued CO/IP line xxx

Locked (Temporary COS)

COS x

**NOTE—only activated features are announced.**

### OPERATION

#### To hear Date & Time memo:

- Dial Voice Memo feature code (**661** for iPECS-100 or **\*661** for iPECS-300 & 600), date and time memo is heard, “Date is May 2nd. Time is xx:xx pm”.

#### To hear Station Number Prompt:

- Dial Voice Memo feature code (**662** for iPECS-100 or **\*662** for iPECS-300 & 600), the station number memo is heard, “This is station 150”.

#### To hear Station Settings:

- Dial Voice Memo feature code (**663** for iPECS-100 or **\*663** for iPECS-300 & 600), Station Status Memo is heard.

## 9.8 Hot Desk

---

iPECS phones in the system may be assigned for Hot Desk operation. These Hot Desk phones let you log-on and use the Hot Desk phone as if it were your station. Once logged-on, the Hot Desk station will take on the attributes assigned to your station number and you can make calls as normal. When logged-out, calls to your station number are forward to the destination you chose.

**To Log on to a Hot Desk station:**

- Lift the handset,
- Dial “\* 0”,
- Dial your Authorization Code (station number and Password).

**To Log out of the Hot Desk station:**

- Press the **TRANS/PGM** button,
- Dial \* twice,
- Use the **VOLUME** to select a call forward destination for your calls, speed dial, joined mobile phone, VMIM/VSF, or VM group,
- Press the **HOLD/SAVE** button.

## 10. Working with PBX, Centrex & ISDN features

---

### 10.1 Access PBX or Centrex features

---

The iPECS has been designed to operate with a host PBX system or Centrex services from your service provider. The iPECS connects to such a host with analog CO lines.

When accessing a CO line, the phone will act as an extension of the host, allowing access to the host system features using the host dial codes. While on a call, use the iPECS Flash feature to transfer calls to other host extensions or access features of the host.

The Flash feature may be used on other CO lines to regain dial tone from the CO line without relinquishing control of the CO line to place another call.

#### **OPERATION**

**To access PBX or Centrex features while idle:**

- Lift the handset,
- Select/dial access a PBX/Centrex CO line,
- Dial PBX/Centrex feature code.

**To access PBX/Centrex features while on a PBX/Centrex CO line:**

- Use the Navigation button to display the next menu, and select the Flash soft button,
- After receiving new dial tone, dial PBX/Centrex feature code.

### 10.2 Access the ISDN Network

---

#### 10.2.1 Using the Keypad facility to access ISDN features

---

Access to certain features of your ISDN services requires that dialed digits be sent to the ISDN as data and not tones. In this case, dialed digits are sent as 'Keypad messages'.

A Keypad Facility button must be assigned using the *Flex Button program* procedures. Once active, dial into the ISDN for services; however, actions other than dialing will deactivate the Keypad Facility operation.

#### **OPERATION**

**To activate Keypad Facility operation:**

- Press the KEYPAD FACILITY button to switch to keypad mode,
- Dial as desired.

**To deactivate Keypad Facility operation:**

- Press **KEYPAD FACILITY**,
- OR
- Press a Feature or Flex button.

### 10.2.2 Using ISDN Supplementary Services

---

ISDN service providers may incorporate features similar to those of Centrex. These ISDN Supplementary services are provided on a subscription basis and, as with Centrex, are accessed using the *Flash* button on an iPECS phone.

Using supplementary services an ISDN line can be placed on Hold and a second call placed on the line. You may then alternate between the two held calls (Broker Call) using the hold button. An ISDN line conference can be established using the **FLASH** and **CONF** buttons. The conference can also be placed on hold.

**OPERATION****While on an ISDN CO line, to access ISDN Supplementary services:**

- Press **FLASH**,
- Press **HOLD/SAVE**, **CONF**, or **CO line** button to activate the desired feature.

### 10.2.3 Activating ISDN Caller ID Restriction

---

iPECS Phone users can restrict the transmission of Caller ID to the far-end. This may be a subscription service of your carrier. Separate Flex buttons are required to activate outgoing, Connected Line (COL), and incoming, Calling Line ID (CLID) restriction.

**OPERATION****To restrict Caller ID:**

- Lift the handset,
- Press the **CLIR/COLR** button and place the call.

## 11. Setting Features & Flex buttons

---

### 11.1 Entering Station Program Data

---

A special code set is available for iPECS Phone users to assign certain attributes such as Authorization Codes (Passwords). After entering the User Program mode, you dial the codes to select the attribute and setting. Once selected, the setting is saved. A list of the User Program codes, the feature/function and any input required are given in [Appendix B](#). In some cases, you enter these codes as part of Flex button assignments.

#### **OPERATION**

To assign user programmable attributes to your station:

- Press **TRANS/PGM**,
- Dial desired User Program codes shown in [Appendix B](#),
- Press **HOLD/SAVE**.

### 11.2 Assigning Features to Flex Buttons

---

You may assign features and functions to the Flex buttons on your iPECS Phone. If allowed, you may even assign CO/IP lines to the Flex buttons.

Flex buttons may be assigned for most features providing One-Touch feature activation (e.g., a Flex button may be assigned to access the [Account Code](#) feature and may include the Account code digits, as a one-touch account code button).

Features that may be assigned to a Flex button include:

DSS/BLF—enter station number,

[Speed Dial](#)—enter Station/System Speed dial bin number,

Flex Numbering Plan—enter Flex Numbering Plan code (refer to [Appendix A](#)),

User Program Code—press **TRANS/PGM** and enter a User Program code (refer to [Appendix B](#))

CO/IP Line—enter the CO/IP line or group number.

#### **OPERATION**

To assign a feature to a Flex button:

- Press **TRANS/PGM**,
- Press the desired Flex button,
- Dial desired code and required inputs. For User Program codes [Appendix B](#), first press the **TRANS/PGM**,
- Press **HOLD/SAVE**.

## 12. Appendix A Flexible Numbering Plan

| Feature                                  | iPECS-100 | iPECS-300 | iPECS-600 | Remark       |
|--|-----------|-----------|-----------|--------------|
| <i>Intercom Call</i>                     | 100-169   | 100-399   | 1000-1599 |              |
| <i>Internal Page Zone</i>                | 501-510   | 501-535   | 501-535   |              |
| <i>Internal All Call Page</i>            | 543       | 543       | 543       |              |
| <i>Meet Me Page</i>                      | 544       | 544       | 544       |              |
| <i>External Page Zone 1~2</i>            | 545-546   | 545-546   | 545-546   |              |
| <i>External All Call Page</i>            | 548       | 548       | 548       |              |
| <i>All Call Page (Internal/External)</i> | 549       | 549       | 549       |              |
| <i>SMDR Account Code Enter</i>           | 550       | 550       | 550       | SLT use only |
| <i>Flash Command to CO Line</i>          | 551       | 551       | 551       | SLT use only |
| <i>Last Number Redial</i>                | 552       | 552       | 552       | SLT use only |
| <i>DND (Toggle On/Off)</i>               | 553       | 553       | 553       | SLT use only |
| <i>Call Forward</i>                      | 554       | 554       | 554       |              |
| <i>Speed Dial Programming</i>            | 555       | 555       | 555       | SLT use only |
| <i>Message Wait/Callback Enable</i>      | 556       | 556       | 556       | SLT use only |
| <i>Message Wait/Callback Return</i>      | 557       | 557       | 557       | SLT use only |
| <i>Speed Dial Access</i>                 | 558       | 558       | 558       | SLT use only |
| Cancel DND/FWD/Pre MSG                   | 559       | 559       | 559       | SLT use only |
| <i>CO System Hold</i>                    | 560       | 560       | 560       | SLT use only |
| <i>Program Mode Access</i>               | 561       | 561       | 561       | SLT use only |
| Attendant Unavailable                    | 562       | 562       | 562       |              |
| Answering Machine Emulation              | 564       | 564       | 564       |              |
| <i>Alarm Reset</i>                       | 565       | 565       | 565       |              |
| <i>Group Call Pickup</i>                 | 566       | 566       | 566       |              |
| <i>Universal Night Answer</i>            | 567       | 567       | 567       |              |

| Feature   | iPECS-100     | iPECS-300        | iPECS-600        | Remark                 |
|---|---------------|------------------|------------------|------------------------|
| Account Code with bin                               | 568           | 568              | 568              |                        |
| <i>Walking COS Code</i>                             | 569           | 569              | 569              |                        |
| ACD Supervisor On/Off Duty                          | 571           | 571              | 571              |                        |
| ACD Supervisor Login                                | 572           | 572              | 572              |                        |
| ACD Supervisor Logout                               | 573           | 573              | 573              |                        |
| ACD Help Code                                       | 574           | 574              | 574              |                        |
| ACD Calls In Queue Display                          | 575           | 575              | 575              |                        |
| ACD Supervisor Status Display                       | 576           | 576              | 576              |                        |
| ACD Supervisor Monitor                              | 577           | 577              | 577              |                        |
| ACD Reroute Queued Call w/answer                    | 578           | 578              | 578              |                        |
| ACD Reroute Queued Call w/o answer                  | 579           | 579              | 579              |                        |
| Enter Conference Room                               | 59            | 59               | 59               |                        |
| <i>Camp-On Answer</i>                               | 600           | 600              | 600              | SLT use only           |
| <i>Call Parking Locations</i>                       | 601-610       | 601-619          | 601-619          |                        |
| Group Pilot Number                                  | 620-659       | 620-667          | 620-667          |                        |
| <i>Station User VMIM/VSF Features</i>               | 66            | *66              | *66              |                        |
| <i>Call Coverage button</i>                         | 67            | 67               | 67               |                        |
| <i>Direct Call Pickup</i>                           | 7             | 7                | 7                |                        |
| <i>CO/IP Group Access</i>                           | 8xx<br>01-20  | 8xx<br>01-72     | 8xx<br>01-72     |                        |
| <i>Individual CO/IP Line Access</i>                 | 88xx<br>01-42 | 88xxx<br>001-200 | 88xxx<br>001-400 |                        |
| <i>Retrieve Last Held CO/IP</i>                     | 8*            | 8*               | 8*               |                        |
| <i>Retrieve Individual Held CO/IP</i>               | 8#xx          | 8#xxx            | 8#xxx            | xx(x) = CO Line number |
| <i>Access CO Line in the 1st available CO Group</i> | 9             | 9                | 9                |                        |
| Attendant Call                                      | 0             | 0                | 0                |                        |
| VM Message Wait Enabled                             | *8            | *8               | *8               |                        |
| VM Message Wait Disable                             | *9            | *9               | *9               |                        |
| <i>Door Open (1st Door)</i>                         | #*1           | #*1              | #*1              |                        |
| <i>Door Open (2nd Door)</i>                         | #*2           | #*2              | #*2              |                        |
| <i>Door Open (3<sup>rd</sup> Door)</i>              | #*3           | #*3              | #*3              | iPECS-300 & 600        |
| <i>Door Open (4<sup>th</sup> Door)</i>              | #*4           | #*4              | #*4              | iPECS-300              |

| Feature   | iPECS-100 | iPECS-300 | iPECS-600 | Remark |
|---|-----------|-----------|-----------|--------|
|   |           |           |           | & 600  |
| MCID Request                                    | *0        | *0        | *0        |        |
| <i>AME Feature</i>                              | 564       | 564       | 564       |        |
| Unsupervised Conference Timer<br>Extension code | ##        | ##        | ##        |        |
| <i>PTT Group Login/Logout</i>                   | #0        | #0        | #0        |        |



### 13. Appendix B User Program Codes

| Code  | Function   | Remarks   | SLT |
|-------|--|---|-----|
| 10    | Enblock Mode Dialing                                 | iPECS LIP-7000 only                                   |     |
| 11 x  | <i>Differential Ring, Intercom</i>                   | Select Ring Tone 1-8                                  |     |
| 12 x  | <i>Differential Ring, CO/IP line</i>                 | Select Ring Tone 1-8                                  |     |
| 13 x  | <i>Intercom Answer Mode</i>                          | Select ICM Signal mode,<br>1: HF, 2: TONE, 3: Privacy |     |
| 14 x  | <i>Call Coverage Attribute Setting ( X = 1-2 )</i>   | 1+; On/Off, 2+: ring delay (0-9)                      |     |
| 15 x  | <i>Station Ring Download</i>                         | Select download Ring Tone 0-9                         |     |
| 19    | Ear&Mic Headset Usage                                | iPECS LIP-7000 only                                   |     |
| 21    | <i>Knock Down Station COS</i>                        |   | Yes |
| 22    | <i>Restore Station COS</i>                           | May require Authorization code                        | Yes |
| 23    | <i>Walking COS</i>                                   | May require Authorization code                        | Yes |
| 31    | <i>Station Message Wait Retrieve</i>                 |   | Yes |
| 32    | <i>CLI/IP Message Wait Retrieve</i>                  |   |     |
| 33 x  | Authorization Code (Password) Entry                  | Station number +up to 12 digits, no Flex button       | Yes |
| 34    | Assign <input type="checkbox"/> DID CALL WAIT Button |   |     |
| 35    | Message Wait in Executive/Secretary pair             |   |     |
| 36    | <i>Send SMS Message</i>                              |   |     |
| 37    | <i>Register Mobile Extension</i>                     |   |     |
| 38    | <i>Activate Mobile Extension</i>                     |   |     |
| 41 xx | <i>Set Wake-Up Time</i>                              | Input time, 24 hour clock                             | Yes |
| 42    | <i>Erase Wake-Up Time</i>                            |   | Yes |
| 51 xx | <i>Custom/Pre-defined Message Display</i>            | Select Message 00~20                                  | Yes |
| 52 xx | <i>Register Custom Message (Message 00)</i>          | Input up to 24 characters                             | Yes |
| 53 x  | <i>Create Conference Room</i>                        | Input Conf Room (1-9) & password                      |     |
| 54 x  | <i>Delete Conference Room</i>                        | Input Conf Room (1-9) & optional password             |     |
| 61 x  | <i>Headset/Speakerphone Mode</i>                     |   |     |
| 62 x  | Headset Ring Mode                                    | 1: Speakerphone, 2: Headset, 3: both                  |     |

| Code | Function                                | Remarks                       | SLT |
|------|---|-------------------------------|-----|
| 71   | LCD Display Mode                        |                               |     |
| 72   | Version Display                         |                               |     |
| 73   | <i>Background Music</i>                 |                               |     |
| 74 x | <i>Station User Name Registration</i>   | Input up to 7 characters      | Yes |
| 75   | Display Phone IP Address                |                               |     |
| 76   | Change Phone IP Address                 |                               |     |
| 77   | Display Phone MAC IP Address            |                               |     |
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## 1. Getting Started

### 1.1 General

Your telephone is connected to an advanced technology highly versatile fully featured telecom system designed to make office communications easy and productive. Employing state of the art Voice over Internet Protocol (VoIP) technology, voice and data converge on a single IP packet network. Because each IPECS Phone is an IP appliance, it can be moved easily throughout the office LAN and maintain normal operation.

### 1.2 Feature Information

We have taken every effort to make this user guide simple and straightforward. The guide starts with the simpler operations of the IPECS Phone Speakerphone, moves to receiving and placing calls and then to more advanced features. Each section includes a brief and basic description of each feature and step-by-step operations

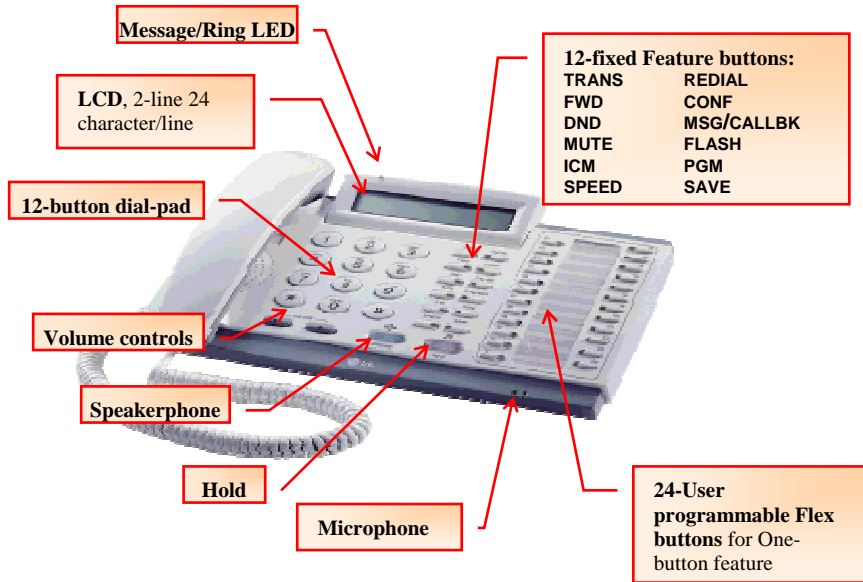
The operations shown in this guide use the system's base default Numbering Plan. Your Numbering Plan may be different. Some features may not be available for you to access or may be subject to certain limitations based on the set-up of the system

Under certain operation conditions this equipment cannot be relied upon to make emergency calls. Alternative arrangements should be made for access to the emergency services.

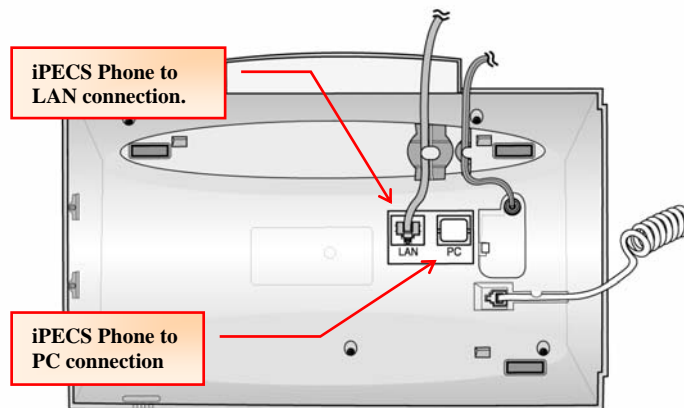
### 1.3 Feature Groupings

Features have been divided into groups, [Receiving calls](#), [Placing calls](#) etc. Within each group, features are arranged according to the difficulty of operation and frequency of use. Every effort has been taken to divide the features into a logical and consistent sequence so that features can be quickly located.

1.4 iPECS 24D & 24DH Phone Description



iPECS LIP-7024DH call-outs



iPECS LIP-7024DH connections

## 2. iPECS Phone LCD, Speakerphone & related features

### 2.1 LCD operation

The Liquid Crystal Display (LCD) of the iPECS-24D & DH Phone has two lines of 24 characters each. The LCD is used to convey information to you. It provides date, time and station number display while idle. It will also provide called/calling name/number display, feature status and a menu to guide you through [User Program](#) selections.

### 2.2 Using the Speakerphone

Except for [Paging](#), you can activate the iPECS Speakerphone at any time in place of lifting the handset to receive or place calls. Place calls with On-hook Dialing; dialing while using the Speakerphone.

In addition, you may switch between the handset and **Speakerphone** during a call. By keeping the handset Off-hook, you activate the **Group Listen** feature, which provides incoming audio over the speaker with outgoing audio from the handset. This permits a local 'group' to listen to both sides of the conversation without interfering with the conversation.

While on the **Speakerphone**, you can **Mute** the microphone with the **MUTE** button. When Mute is active, the **MUTE** button LED will be On.

With **Auto Speaker Select**, when you activate/access a feature by pressing its button, your **Speakerphone** is activated automatically.

When using a **Headset**, the **SPEAKER** button controls the On/Off hook state for the phone.

#### OPERATION

##### **To activate the Speakerphone to answer or place a call;**

- Press **SPEAKER**, the phone goes off-hook with audio from the speaker and to microphone.

##### **TO CONTROL THE VOLUME OF THE SPEAKERPHONE OR HANDSET;**

- Press **▼ VOLUME ▲**.

##### **TO MUTE THE MICROPHONE;**

- Press **MUTE**.

##### **TO ACTIVATE GROUP LISTEN WHILE ON AN ACTIVE HANDSET CALL;**

- Press **SPEAKER**.

### 3. Receiving calls

#### 3.1 Answering a call while idle

There are 3 basic types of incoming calls; internal/external ringing calls, **Intercom Voice Announce** calls, and **Hold** recalls.

Your phone may be assigned **Ringing Line Preference**; calls that ring are answered by lifting the handset. Otherwise, you must press the flashing Flex button.

External calls are from CO lines or VoIP channels that are programmed to ring at your phone. For external calls, **Delay Ring** may be assigned allowing others to answer the call before the call rings at your phone.

External calls to an iPECS Phone will appear under the CO/IP line button or a **LOOP** button.

You might receive calls forwarded in some manner from another user. If you provide call coverage for other users, you may also receive **Station Call Coverage** calls.

Calls you place on **Hold**, including Transfers, parked calls, etc. will recall if left on hold for too long. **ICM Voice Announce** calls, which are only available to the iPECS Phone, are answered based on the **ICM Signaling mode** at the receiving phone; in HF (Hands-free) mode, after splash tone and announcement, speak normally into the microphone. In the PV (Privacy) mode, lift the handset to respond. You can assign the **ICM Signaling mode** in **Station Programming**.

The LCD will display the calling number or, if available, the name for the station or CO/VoIP line, **CO Line Name Display**.

#### OPERATION

##### **To answer a call ringing at your phone;**

- Lift the handset and, if required, press the flashing Flex button, the call is connected.

##### **To respond to an Intercom Voice Announce call;**

- In **HF** mode signaling, simply speak as normal into the microphone or,
- In **Privacy Mode** signaling, lift the handset to respond.



## 3.2 Responding to a call a while busy

While you are busy on another call, you may receive Muted Ring, Camp-On tones, or Voice-Over announcements. Muted Ring is provided over the speaker of your Phone indicating a **Call Waiting**. You may receive **Camp On** tones, a burst of tones on top of the existing call, as an indication of another call waiting.

While busy, certain stations can activate **Voice Over** to your phone. In this case, you receive audio from both the active call and the **Voice Over** announcement at the same time.

You may respond to any of these **Off-hook Signals** in one of several ways; you may place your existing call on **Hold** and respond to the new incoming call, you may activate **One-time DND**, you may send a **Silent Text Message** or, you may ignore the new call.

**Silent Text Message** requires a **TEXT MESSAGE** button, and cannot be sent to a SLT or other non-display terminal.

The Attendant or Secretary may use **Intrusion** to announce a call while you are busy.

### OPERATION

#### **To answer a Call Waiting;**

- Press **HOLD** and/or,
- Press the flashing **HOLD** button.

#### **To activate One-time DND;**

- Press **DND**.

#### **To send a Silent Text Message;**

- Press the desired **TEXT MESSAGE** button.

### 3.3 Using Answering Machine Emulation (AME)

When a call is sent to your voice mail-box, you can screen the call as you would with a normal Answering Machine. The caller's voice is played over your speaker while the message is recorded. There are two methods of notification and call screening provided, Ring or Speaker mode.

In the Ring mode, you are notified by flashing of the AME (Answering Machine Emulation) Flex button. You may press the Flex button to hear the caller as the voice message is stored. In the Speaker mode, when the call is sent to the Voice Mail-box, the caller's voice is automatically broadcast over the speaker of your iPECS Phone.

You may terminate the screening leaving the caller in voice mail to record a message, talk with the caller and record the conversation in the mail-box, or answer the call and disconnect the Voice Mail. The AME feature is only available when using the iPECS integrated Voice Mail (VSF).

#### OPERATION

##### **To assign an AME button:**

Ring Mode PGM + FLEX + 564 + 0 + SAVE

Speaker Mode PGM + FLEX + 564 + 1 + SAVE

##### **To screen a call in the Ring mode;**

- Press the flashing AME button, the caller's voice is broadcast over the station speaker and stored in the Voice Mail-box. In the Speaker operation mode, broadcast is automatic.

##### **To stop the voice broadcast and leave the caller in VSF-Voice Mail;**

- Press the illuminated SPEAKER button.

##### **To talk with the caller and record the conversation in VSF-Voice Mail;**

- Press the illuminated MUTE button.

##### **To answer the call and cancel the voice message;**

- Press the illuminated AME button, the caller is connected and the Voice Mail disconnected.

### 3.4 Differential Ring Signals

When multiple phones in a small area ring, it can be difficult to tell which are ringing. The iPECS Phone has 14 **Ring Tones** available for differentiating ring from one phone to another. Four of the tones are stored in the phone's permanent memory; the remaining ten tones are in the system's memory. Four of these ten can be downloaded into the phone memory for use as the 5<sup>th</sup> to 8<sup>th</sup> **Ring Tone**.

#### OPERATION

**To download a Ring Tone from system's memory;**

- Press **PGM**,
- Dial 1 for Ring Tones,
- Dial 5 for Ring Tone download,
- Dial the memory location to receive the tone (5~8),
- Dial tone number 0~9, tone is heard,
- Press **SAVE** to download.

**To select a Ring Tone from the phone's memory;**

- Press the PGM button,
- Dial 1 for Ring Tones,
- Dial 1 or 2 for Internal or External ring,
- Dial tone number 1~8,
- Press **SAVE** to make the selection.

### 3.5 Answering Calls at Night

In the Night mode, **Loud Bell Control** may be used to send ring signals to external bells. You may then answer these calls with **Universal Night Answer (UNA)**.

#### OPERATION

**To answer a call ringing over an external bell;**

- Lift the handset,
- Dial the UNA code **567**.

### 3.6 Answering Calls to other stations

When nearby stations are ringing, you may pick-up (answer) the call. You may select to answer a call ringing at a specific station (**Directed Call Pick-Up**) or you may choose to answer the oldest call ringing to your station group (**Group Call Pick-Up**). Assign a Flex button with the Group Call Pick-Up code (566) for one-touch access.

Note that Pick-Up will not answer calls on the ringing station's **Private Line** unless you also have an appearance of the **Private Line**.

#### OPERATION

##### To answer a call ringing at another station;

- Lift the handset,
- Dial Directed Call Pick-Up code 7,
- Dial the Intercom Number of the ringing station, call is connected.

##### To answer a call ringing at a station in your group;

- Lift the handset,
- Dial Group Call Pick-Up code 566, the call is connected.

### 3.7 Blocking Incoming Calls with Do-Not-Disturb (DND)

When you need quiet, you can activate Do-Not-Disturb and the phone will not receive ring. Callers will receive a fast busy tone and displays will indicate the DND status. You can activate Do-Not-Disturb while busy, **One-Time DND**. **One-Time DND** will be active only for the duration of the present ringing call.

When an Executive activates DND, calls are forward to the Secretary of the pair automatically. The Attendants and Secretary may be able to activate **DND Override** and **Intrude** on the call. The Attendants may also cancel DND at other stations.

#### OPERATION

##### To TOGGLE DND ON AND OFF;

- Press .

## 3.8 Forwarding Calls

### 3.8.1 Forwarding calls to another station or Voice Mail

You may request or, with Preset Call Forward, the system may divert your incoming calls to other resources of the system. Resources include other stations, **VSF Voice Mail** and **External Voice Mail**. Your LCD and the LCD of the forward receiver will both indicate the forward status.

Call Forward can be activated from your phone or from a different station, **Call Forward, Remote**. You may define the conditions or 'type of forward' as below:

- 1: Unconditional, all calls to the station, except recalls, are forwarded internally or externally.
- 2: Busy, immediately forwards all calls, except recalls, when station is busy.
- 3: No Answer, forwards all calls to the station, except recalls, when the station does not answer within the No Answer timer
- 4: Busy/No Answer, forwards calls if the station is busy or does not answer within the No Answer timer.

When you forward calls from a different station, you may need to enter your **Authorization Code**. Calls on a Private Line will not forward except to a station with an appearance of the Private Line or to Voice Mail.

#### **OPERATION**

**To activate Call Forward from your phone to another phone or internal system resource;**

- Lift the handset,
- Press **FWD**,
- Dial the type of forward code 1~4,
- Dial the destination.

**TO DEACTIVATE CALL FORWARD FROM YOUR PHONE;**

- Press **FWD**.

**TO ACTIVATE CALL FORWARD FOR YOUR PHONE FROM A DIFFERENT PHONE (CALL FORWARD, REMOTE);**

- Lift the handset,
- Press **FWD**,
- Dial the Remote Call Forward code 0,
- Dial your Authorization Code (Station number & Password),
- Dial the 'type of forward' code 1~4,
- Dial the destination.

**TO DEACTIVATE CALL FORWARD, REMOTE;**

- Lift the handset,
- Press **FWD**,
- Dial the Remote Call Forward code 0,
- Dial your Authorization Code (Station number & Password),
- Dial #.

### 3.8.2 Forwarding calls to an external number

You can forward your calls to an external CO/IP destination. Calls can be forward from an internal station or a remote location.

You may define the conditions or 'type of forward' as below:

- 1: Unconditional, all calls to the station, except recalls, are forwarded internally or externally.
- 2: Busy, immediately forwards all calls to the station, except recalls, when station is busy.
- 3: No Answer, forwards all calls to the station, except recalls, when the station does not answer within the No Answer timer
- 4: Busy/No Answer, forwards calls if the station is busy or does not answer within the No Answer timer.

When you forward calls from a different station or a remote location, you may need to enter your Authorization Code. In addition, from a remote location, you must access the system through a DISA enabled CO line.

#### OPERATION

**To activate Call Forward, Off Premise (forward to an external number) from your phone;**

- Lift the handset,
- Press **FWD**,
- Dial the 'type of forward' code 1~4,
- Press **SPEED**,
- Dial Speed Dial bin number,
- Replace the handset, return to idle.

**To activate Call Forward, Off Premise (forward to an external number) from a different phone;**

- Lift the handset,
- Press **FWD**,
- Dial the Remote Call Forward code 0,
- Dial your Authorization Code (Station number & Password),
- Dial the 'type of forward' code 1~4,
- Press **SPEED**,
- Dial Speed Dial bin number,
- Replace the handset, return to idle.

**To activate Call Forward, Off Premise (forward to an external number) from a remote location;**

- Lift the handset,
- Dial the telephone number of a DISA assigned CO line,
- While receiving dial-tone, dial the Call Forward feature code 554,
- Enter your Authorization Code (Station & Password),
- Dial the 'type of forward' code 6~9,
- Dial Speed Dial bin number,
- Replace the handset, return to idle.

**3.8.3 Forwarding callers to a Text Message**

Using an iPECS Phone, you may request the system return a 'Text Message' to callers. The LCD of the caller's iPECS Phone will show the selected message. Internal callers receive the selected message or you can send a text message in response to an internal call, **Silent Text Message**. There are 11 **Custom Display Messages** each up to 24 characters. Ten are assigned by the Attendant and one assigned by you, see [Station Speed Dial Character entry chart](#). In addition, there are ten fix Pre-Selected Text Messages, some allow auxiliary input for time, date, etc., see bold italics below.

| Msg # | Text   |
|-------|--|
| 01    | LUNCH RETURN AT <i>HH:MM</i>                 |
| 02    | ON VACATION<br>RETURN DATE <i>MM:DD</i>      |
| 03    | OUT OF OFFICE<br>RETURN AT TIME <i>HH:MM</i> |
| 04    | OUT OF OFFICE<br>RETURN DATE <i>MM:DD</i>    |
| 05    | OUT OF OFFICE<br>RETURN UNKNOWN              |
| 06    | CALL ; <i>UP TO 17 DIGITS</i>                |
| 07    | IN OFFICE : STA <i>XXXX</i>                  |
| 08    | IN MEETING<br>RETURN AT TIME <i>HH:MM</i>    |
| 09    | AT HOME                                      |
| 10    | AT BRANCH OFFICE                             |

**OPERATION**

**To activate Custom or Pre-Selected Message Forward;**

- Press **PGM**,
- Dial User Program feature code 51,
- Dial the two-digit text Message code (00-20),
- Dial any auxiliary input for messages 01~04 and 06~08,
- Press **SAVE**, forward confirmed.

**To CANCEL ACTIVATED MESSAGE;**

- Press the flashing **FWD** button.

**To PROGRAM THE STATION CUSTOM MESSAGE (00) AT YOUR STATION;**

- Press **PGM**,
- Dial User Program feature code 52,
- Enter Message contents, up to 24 characters,
- Press **SAVE**, message saved.

## 4. Placing a call

### 4.1 Internal Calls

#### 4.1.1 Placing Intercom calls

You can place calls to other stations in the system over the Intercom. The call will ring or, for an **ICM Voice Announce** call, you will hear splash tone. Ring or Voice Announce is normally determined by settings at the called station but you may change this by dialing '#' after calling the user. By changing the mode, a Voice Announce call will ring or a ringing ICM call will allow Voice Announce.

You can assign a Flex button for **Direct Station Selection/Busy Lamp Field (DSS/BLF)**. A **DSS/BLF** button lets you call the other station with a single button press. The button LED displays the other station's status, On, is busy, Off, is idle.

When you go off-hook, you may connect to another station or system resource automatically. This **Prime Line Preference** may be immediate or delayed allowing you to take other actions during the delay. Otherwise, you may press another Flex button before going off-hook to override Prime Line Preference.

If you go off-hook and take no action, Intercom dial-tone will time-out and after receiving **Howler Tone**, your phone will be placed out-of-service in **Intercom Lock-Out**. You must hang-up to return to a normal state.

#### OPERATION

##### To place an Intercom call;

- Lift the handset,
- Dial the Intercom number of the desired station,
- At answer or Splash tone, speak to the called party.

#### 4.1.2 Calls to a busy station, Camp-On

If your called party is busy, you may activate **Camp-On**, **Callback** or **Voice Over** to the station. With **Camp-On**, you wait off-hook for the called station to answer. With **Callback**, you wait on-hook for the station to return to idle at which time; the system will recall you and then automatically call the previously busy station.

If you are the Attendant or Secretary, you may activate **Intrusion**. You may also use **Step Call**; dial the next station by dialing just the last digit of the Intercom number.

#### OPERATION

##### To wait off-hook for a busy station, Camp-On;

- Dial '\*' and await answer.

##### To wait on-hook for a busy station; Callback;

- Press **MSG/CALLBK** and hang-up.

##### To make a Voice Over announcement to a busy station;

- Dial #, after splash-tone, speak.



### 4.1.3 To leave a Message Wait

If the called user does not answer or is in DND, you may leave a **Message Wait**. The called user will receive a Message Wait indication; the LED of the **MSG/CALLBK** button will flash.

#### **OPERATION**

**To activate Message Waiting,**

- Press **MSG/CALLBK** and hang-up.

## 4.2 External Calls

### 4.2.1 Placing external CO/VoIP calls

External calls are placed on CO/IP lines. These 'lines' are accessed either by a button on the iPECS Phone assigned as a **CO/IP line** or by dial codes. The CO/IP lines are grouped for different types of calls, local, long distance, etc. Using the **CO/IP line group** code, you will be able to access any line from the group. A Flex button on the iPECS Phone assigned as a **LOOP** button lets you access a line from a group. Dial codes for access to CO/IP lines are:

#### Individual CO/IP line access

88 + Line number (01~42 for iPECS-100, 001~200 for iPECS-300).

#### CO/IP Group access

801~820 for iPECS-100, 801~872 for iPECS-300

#### Any CO/IP Line access

9

During dialing on a CO line, which uses pulse style signals, you may activate **Dial Pulse to Tone Switchover** changing to DTMF style dialing for banking services, etc.

When placing an IP call, you must dial an IP address using '\*' in place of the dot.

If **Least Cost Routing** is set-up, the number you dial will be analyzed and the system will place the call on the least expensive route.

You may be assigned **Dialing** and/or **CO/IP Line Access Restrictions**, in which case you will receive error tone if you attempt to dial or access a restricted number/CO/IP line. **CO/IP line** and **Station Class Of Service (COS)** may vary during Day and Night operation (**Day/Night COS**) and set dialing restrictions. If you dial an Emergency Number, the system will ignore any restrictions and complete the emergency call.

You may need to enter an **Authorization code** before placing calls, in which case you will receive a second dial tone.

Your external calls may be subject to **Call Time Restrictions**, you will receive a **Call Warning Tone** prior to disconnect.

#### **OPERATION**

**To place an external call;**

- Lift the handset,
- Select/Dial the CO/IP line/group,
- Dial the desired number.

**4.2.2 To wait for the next available CO/IP line**

**OPERATION**

**To activate a queue if the selected/dialed line is busy;**

- Select/Dial a busy CO/IP line button,
- Press **MSG/CALLBK**,
- Hang-up.

**4.2.3 Tracking External calls for billing, Account Codes**

In some cases, you or your company may desire to track calls for billing or other purposes. You may enter an **Account Code**, which is output from the system to a printer in the **SMDR** report. You must have an **Account Code** Flex button, see [section 10, Assigning features to Flex buttons](#).

**OPERATION**

**To enter an Account Code before the call;**

- Lift the handset,
- Press the assigned **ACCOUNT CODE** button,
- Dial the Account Code (1-12 digits),
- Press \*, Intercom dial tone is heard,
- Place the CO/IP call as normal.

**To enter an Account Code during a call;**

- Press the assigned **ACCOUNT CODE** button,
- Dial the Account Code (1-12 digits),
- Dial \*.

**4.2.4 To disable dialing from your phone**

You can temporarily ‘Lock’ your phone by activating **Temporary COS**, which will deny all dialing from the phone. To deactivate **Temporary COS** you must enter the station’s Authorization code.

**OPERATION**

**To activate Temporary COS;**

- Press **PGM**,
- Dial User Program code 21,
- Press **SAVE**.

**To deactivate Temporary COS;**

- Press **PGM**,
- Dial User Program code 22,
- Dial your Authorization code,
- Press **SAVE**.

### 4.2.5 To temporarily override dialing restrictions at a phone

You may override the dialing restrictions at any phone by activating **Walking COS**. The **Walking COS** dialing restriction levels are applied for only a single call. Thus for multiple calls, you will need to reactivate **Walking COS**. However, you may use **Flash** to maintain control of the CO/IP line and you will not need to reactivate **Walking COS**.

#### **OPERATION**

##### **To activate Walking COS;**

- Press **PGM**,
- Dial User Program code 23,
- Dial your Authorization Code,
- Place call as normal.

## 4.3 Using Automated Dialing

### 4.3.1 Using Last Number Redial (LNR)

The last number dialed on an external call is automatically saved in the **Last Number Redial (LNR)** buffer. For iPECS Phone users, the system will store the numbers dialed on the last ten calls.

#### **OPERATION**

##### **To dial the Last Number for an external call;**

- Lift the handset,
- Press **REDIAL**,
- Press **▼ VOLUME ▲** to select from the last 10 numbers dialed.
- Press **REDIAL** or **SAVE**.

As you press **▼ VOLUME ▲**, the LCD will show the next/previous dialed number.

### 4.3.2 Using and Entering Save Number Dial

You can instruct the system to store the last number dialed on an external call to the **Save Number Dial** buffer. You can store a Save Number for quick redial at any time. This number will be stored until a new number is stored and can be easily redialed at any time.

#### **OPERATION**

##### **To place a call using Save Number Dial;**

- Lift the handset,
- Press **SAVE**.

##### **To store a number in the Save Number Dial;**

- While on an outgoing external call, press **SAVE**.

### 4.3.3 Using System Speed Dial Numbers

The iPECS-100 the system has memory allocated for 800 **System Speed Dial** numbers (bins 200~999). The iPECS-300 system has memory allocated for 3000 System Speed Dial numbers (bins 2000~4999). You may, if allowed, use the **System Speed Dial** to dial frequently called numbers.

In some cases, these numbers are divided into groups called **System Speed Zone Groups**. In this case, you may access some numbers and not others and your dialing restrictions may be invoked.

Only an Attendant can enter **System Speed Dial** numbers.

#### OPERATION

##### **To place a call using System Speed Dial;**

- Lift the handset,
- Press **SPEED**,
- Dial the desired System Speed Dial bin number (200~999 for iPECS-100, 2000~4999 for iPECS-300).

**4.3.4 Using and Entering Station Speed Dial Numbers**

Each station in the iPECS-100 is allocated memory for 20 **Station Speed Dial** numbers (bins 00~19) each up to 48 digits. The iPECS-300 supports 100 **Station Speed Dial** numbers (bins 000~099). These numbers are entered at the user’s station and may include several ‘special’ instructions. Special instructions and the corresponding button are:

‘#’ – **Pause**, system will momentarily stop dialing.

FLASH as 1<sup>st</sup> digit – activate dial tone detect.

FLASH not as 1<sup>st</sup> digit – the system will generate a *flash on the CO line*.

MSG as 1<sup>st</sup> digit – Send digits as *ISDN Keypad Facility message*.

‘\*’ as 1<sup>st</sup> digit - **Display Security**, the stored number will not be displayed when used.

‘\*’ not as 1<sup>st</sup> digit, - **Dial Pulse to Tone Switchover**, the system will switch from pulse to tone dialing.

When entering a **Speed Dial**, a 16-character name, may be associated with the number for *Dial by Name*. Characters are entered with two keystrokes as in the chart below.

|            |        |        |
|------------|--------|--------|
| Q – 11     | A - 21 | D - 31 |
| Z – 12     | B - 22 | E - 32 |
| . – 13     | C - 23 | F - 33 |
| 1 – 10     | 2 - 20 | 3 - 30 |
| G – 41     | J - 51 | M - 61 |
| H - 42     | K - 52 | N - 62 |
| I - 43     | L - 53 | O - 63 |
| 4 - 40     | 5 - 50 | 6 - 60 |
| P - 71     | T - 81 | W - 91 |
| R - 72     | U - 82 | X - 92 |
| S - 73     | V - 83 | Y - 93 |
| Q - 7*     | 8 - 80 | Z - 9# |
| 7 - 70     |        | 9 - 90 |
| *1 - Blank |        |        |
| *2 - :     | 0-00   | #      |
| *3 - ,     |        |        |

**OPERATION**

**To place a call using Station Speed Dial;**

- Lift the handset,
- Press SPEED,
- Dial the desired Station Speed Dial bin number (00~19 or 000~099).

**TO ENTER A STATION SPEED DIAL NUMBER WITH CO LINE AND NAME;**

- Press PGM,
- Press SPEED,
- Dial the desired Station Speed Dial bin number,
- Select/Dial the CO/IP line/group,
- Dial the desired number,
- Press SAVE,
- Enter the associated name if desired,
- Press SAVE.

**To assign a Station Speed Dial number directly to a Flex button;**

- Press **PGM**,
- Press the desired Flex button,
- Press **ICM**,
- Select/Dial the CO/IP line/group,
- Dial the desired number,
- Press **SAVE**,
- Enter the associated name if desired,
- Press **SAVE**.

**4.3.5 Using Dial by Name & Entering your Name**

**Dial by Name** employs three 'Directories': Intercom, User (**Station Speed Dial**) and **System Speed Dial**.

To allow others to contact you via the Intercom directory, you must enter a name for your station, up to 12 characters.

**OPERATION****To place a call using Dial by Name;**

- Press **SPEED** twice.
- Dial the desired directory, 1: Intercom, 2: User Speed Dial, 3: System Speed Dial, the LCD displays the first two names, in alphabetical order.
- Scroll using **▼ VOLUME ▲**. To enter characters, refer to the Station Speed Dial character entry chart.
- Press **SAVE** to place the call.

**To enter your station user name;**

- Press **PGM**,
- Dial 74,
- Dial name, up to 12 characters (see Station Speed Dial),
- Press **SAVE**.

**4.3.6 To retry a busy external number until answer, ACNR**

You may request and have the system retry a busy external call until the call is connected or the feature is cancelled or the maximum re-try's are attempted.

For each re-try, the system will activate your speaker then place the call with the microphone muted. When the remote end answers, you must press the **MUTE** button or lift the handset. Either of these actions will cancel the **ACNR** request as well as connect you to the remote party.

**OPERATION****To have the system periodically re-try a busy number, Automatic Called Number Redial (ACNR);**

- Press **REDIAL**,
- Hang-up handset,

**To cancel the ACNR request;**

- Press the flashing **REDIAL** button.

## 5. Transfer, Conference & other Call Handling

### 5.1 Sending a call to a different destination, Call Transfer

You can send an active call to another station or other resource of the system, **Call Transfer**. You can screen the transfer with the receiving party (**Screened Call Transfer**) or complete the transfer without screening (**Unscreened Call Transfer**).

Transferred calls, internal or external, are placed in **Transfer Hold**, will receive **MOH** and will recall if not answered in a timely manner.

If an **Unscreened Transfer** call encounters an error or DND, it may immediately recall you.

DSS/BLF buttons may be employed to transfer calls.

#### **OPERATION**

**To Transfer an active call;**

- Press **TRANS**,
- Call receiving party,
- For Unscreened Call Transfer, hang-up,
- For Screened Call Transfer, at answer or Splash tone, announce call.

### 5.2 Placing a call in a waiting state, Call Hold

You may place an active Internal or External call in one of several holding states. In **System Hold**, other non-restricted stations may pick-up the call. In **Exclusive Hold**, only the holding station may pick-up the call.

The system is assigned a preferred hold type (System or Exclusive). You may override this **Hold Preference** by pressing the **HOLD** button twice.

The LEDs for buttons assigned **CO/IP line** flash at distinctive rates for the holding station and other iPECS Phone users.

There are also user operations such as pressing a **DSS/BLF** button that will place a call in **Automatic Hold**.

Calls will remain in the held state for a period and then recall the user. This **Hold Recall** is provided with a different ring signal. If not answered in a timely manner, the Attendant will receive **Attendant Hold Recall**.

#### **OPERATION**

**To place a call on Hold;**

- Press **HOLD**.

### 5.3 Switching between two calls, Broker Call

You may switch between the active call and a call on **Hold**, placing the active call on Hold acting as a broker between two or more parties, **Broker Call**. iPECS Phone users may 'broker' for multiple calls up to the number of **CO/IP line** assigned buttons, SLTs may 'broker' between two calls only.

For SLTs, CO/IP lines are placed on **Exclusive Hold** and are subject to **Hold Recall**.

#### **OPERATION**

##### **To switch between two calls, Broker Call;**

- Press the desired **CO/IP line** assigned button.

### 5.4 To join multiple people in a Conference

You can establish a **Conference** with up to 3 parties. The other parties in the **Conference** may be internal or external.

A **Conference** can be placed on Hold and is subject to **Hold Recall**.

You may also use the Conference operation to join 2 external parties in a private conversation. This is an **Unsupervised Conference**, which is not subject to the normal Hold Recall operation.

#### **OPERATION**

##### **To establish a Conference;**

- Establish call with one of the desired conference parties,
- Press **CONF**,
- Establish call with the other conference party,
- Press **CONF**,
- Press **CONF** again to establish the conference.

##### **To place a Conference on Hold;**

- Press the **HOLD** button,

##### **To retrieve the Conference from Hold;**

- Press **CONF**.

##### **To establish an Unsupervised Conference;**

- Establish conference with two external parties,
- Press **CONF**.

##### **To retrieve an Unsupervised Conference;**

- Press **CONF**.



## 5.5 Placing a call on hold to Page, Call Park

A user may transfer an active CO/IP call to a special holding location (Park Orbit), which can be accessed easily from any station in the system. Typically, this feature is used with [Paging](#) to notify the desired user of the **Call Park**.

Parked calls are subject to [Hold Recall](#) after the **Call Park** timer.

### **OPERATION**

#### **To park an active external call;**

- Press **TRANS**,
- Dial the Park Orbit (601-610 for iPECS-100 or 601-619 for iPECS-300)
- Return to idle.

#### **To retrieve a parked call;**

- Lift the handset,
- Dial the Park Orbit (601-610 for iPECS-100 or 601 for iPECS-300).

## 5.6 Making a recording of a call, Two-Way Record

You may record an active external conversation in your [Voice Mail Box](#). A **RECORD** button is required to access this feature.

### **OPERATION**

#### **To activate Two-Way Record while on an CO/IP call;**

- Press **RECORD**, record warning tone heard and recording starts.

#### **To stop Two-Way Record while on an CO/IP call;**

- Press **RECORD** or,
- Hang-up, return to idle.

## 6. Leaving & Responding to Messages

Your iPECS Phone allows you to send and receive several types of messages. These include a Station Message Waiting, Calling Line ID (missed call) Message Waiting, Voice Mail Message Waiting and SMS (Short Text Message) Message Waiting.

Each of the message types is described in the following paragraphs and is accessed via the Message Summary display or using a Flex button as described in the section on each message type.

### 6.1 Responding to a Station Message Waiting Indication

Another station can leave a Station **Message Waiting** indication when you do not answer or your phone is in **DND**. A flashing **MSG/CALLBK** button on the iPECS Phone indicates a Message Waiting. As a further notification, a **Message Wait Reminder Tone** can be provided. You may review and delete messages as well as respond with a call back.

#### **OPERATION**

##### **To review your Station messages;**

- Press **MSG/CALLBK**, the LCD shows the Message Summary display,  
ST CL VS VM FS MS  
001 001 005 006 001 004
- Dial 1 to view the Station messages

##### **To return a call for your message;**

- Press **MSG/CALLBK** again to return message.

##### **To delete the Station Message Wait indications;**

- Dial '\*'
- Dial 1.

## 6.2 Responding to a CLI Message indication

When external calls to your phone are not answered and Caller Identification is provided from the network, a Calling Line Id. (CLI) message is logged. You may review, delete or return these messages.

### **OPERATION**

#### **To review CLI Messages using a Flex button;**

- Press the flashing **CLI MESSAGE** button, the first CLI message information is displayed,
- Press **▼ VOLUME ▲** to scroll through CPI message wait information.

#### **To review CLI Messages using the Summary Display;**

- Press the flashing **MSG/CALLBK** button, the LCD shows the Message Summary display,  
ST CL VS VM FS MS  
001 001 005 006 001 004
- Dial 2, the first CLI message information is displayed,
- Press **▼ VOLUME ▲** to scroll through CPI message wait information.

#### **To delete the current CLI Message;**

- Dial '\*' button, the next CLI message is displayed.

#### **To delete all CLI Messages;**

- Press **SPEED**,
- Press \* twice.

#### **To return the current CLI message;**

- Press **SAVE**.

### 6.3 Getting your Voice Mail Messages

When callers are forwarded or recall to your Voice Mail Box, they can leave a voice message. Your Voice Mail Box is part of the integrated **Voice Store & Forward (VSF)** module, the **iPECS Feature Server** or an external Voice Mail system.

These Voice Mail systems allow access to and management of the received voice messages. The **VSF** allows you to listen to, save, and forward messages. While in your Mail Box, you have control of your password and Mail Box greeting. In addition, you can control Call Forward for your station remotely from the VSF. You will need to register an **Authorization Code** for your station to access the VSF Voice messages.

#### OPERATION

##### **To retrieve Voice Mail locally using a Flex button;**

- Press the VM Flex button,
- Dial your Mail Box number and corresponding password to receive the 'Number of Messages' prompt,
- Dial desired option codes,
- At completion of session, hang-up to return to idle.

##### **To retrieve Voice Mail locally using the MSG/CALLBK button;**

- Press the flashing **MSG/CALLBK** button, the LCD shows the Message Summary display,  
ST CL VS VM FS MS  
001 001 005 006 001 004
- Dial 3 for VSF, 4 for external VM or 5 for Feature Server Voice Mail
- After the prompt enter your station number and password,
- to receive the 'Mail Box & Password' prompts sequentially,
- Dial desired option codes,
- At completion of session, hang-up to return to idle.

##### **To access Voice Mail Box from a Remote Location;**

- Lift the handset,
- Dial the telephone number of a **DISA** assigned CO line assigned for answer by a VSF Auto Attendant,
- Upon answer, dial # to receive 'Mail Box & Password' prompt,
- Dial the Mail Box and corresponding password to receive the 'Number of Messages' prompt,
- Dial desired option codes,
- At completion of session, hang-up.

## 6.4 Sending and Receiving Short Text Messages

You can exchange short text messages (max. 100 characters) with other iPECS display Phone users. These messages will activate the **MSG/CALLBK** button LED and are displayed in the iPECS Phone LCD.

### **OPERATION**

#### **To send an SMS message to another iPECS display Phone user;**

- Press the **PGM** button,
- Dial 36,
- Dial 1 to resend an existing message, or 2 to send a new or edit an existing message,
- Enter the station range to receive the message, to send to a single station enter the station number twice,
- Dial your message using 2 key strokes for each character,
- Press **SAVE** to send your message.

#### **To view your received Short text messages;**

- Press the flashing **MSG/CALLBK** button, the LCD shows the Message Summary display,  
ST CL VS VM FS MS  
001 001 005 006 001 004
- Dial 6, the first two SMS messages are shown in brief,
- Dial the Message number to view the entire SMS message

#### **To delete a received Short text messages;**

- Press #,
- Dial 1 to delete the message, 2 to cancel or 3 to delete all received Short text messages.

## 7. Remote System Access

### 7.1 Accessing the System remotely, Direct Inward System Access (DISA)

**DISA (Direct Inward System Access)** lets remote users call and gain access to the system's resources. The system will recognize remote user dialed inputs. The user can call other stations, place calls over CO/IP lines, review voice mails, etc.

The remote user may be required to enter an [Authorization Code](#).

#### **OPERATION**

**To access system resources remotely;**

- Call the system's DISA facility
- Dial your authorization code
- Dial as needed for the desired system resource.

### 7.2 Mobile Phone Extension

When away from your desk or office you can place and receive calls on you mobile phone. Calls to your iPECS Phone will ring your Mobile Phone and you can place calls using the resources of the iPECS. You may be allowed to activate the Mobile Phone Extension feature and assign the Mobile Phone number.

This feature can be activated only through an ISDN CO line.

#### **OPERATION**

**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.
- 1 to activate, 0 to deactivate,
- Press the **SAVE** button.

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

- Dial the ISDN 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 reconnect by dialing #.

## 8. Miscellaneous Features

### 8.1 Background Music and Music on Hold

Two audio sources can be connected to the system. These sources or an internal source provide input for **Background Music (BGM)** and **Music On Hold (MOH)**. **BGM** is played over the speakers of iPECS Phone under user control. **MOH** is played to callers placed on **Hold**.

There are three possible selections for **BGM** and **MOH**:

- Off
- Source BGM1
- Source BGM2

#### OPERATION

**To turn on Background Music;**

- Press **HOLD** to cycle through the BGM selections.

### 8.2 Using Internal, External and Meet-Me Paging

You may broadcast announcements to other stations and/or external speakers. Stations are assigned to one or more of the **Internal Page Zones**. The system has two **External Page Zones** can be connected to external speakers.

Page Zone codes are:

|                        |           |         |
|------------------------|-----------|---------|
| Internal Page Zones    | iPECS 100 | 501~510 |
|                        | iPECS 300 | 501~535 |
| Internal All Call Page | 543       |         |
| External Page Zones    | 545~546   |         |
| External All Call Page | 548       |         |
| All Call Page          | 549       |         |

You may queue if the desired Page Zone is busy. You are recalled when the queue can be honored.

You may request a paged party answer the Page using **Meet-Me Paging**. In this case, the paged party may answer your page from any phone in the system by dialing the Meet-Me code.

#### OPERATION

**To make a page;**

- Lift the handset,
- Dial the desired Page zone,
- If assigned, after page warning tone, make announcement.

**TO QUEUE FOR A PAGE WHEN BUSY IS RECEIVED;**

- Press **MSG/CALLBK**,
- Replace the handset returning to idle.

**TO ANSWER A MEET-ME-PAGE;**

- Lift the handset.
- Dial the Meet-Me-Page code **544**.

### 8.3 Push-To-Talk (PTT) Page

Your iPECS Phone can be assigned as a member of one or more of the system's nine Push-To-Talk page groups. You may log-in or log-out of any one or all PTT groups to which you are assigned. Once logged in, you may place or receive one-way page announcements to/from other users who are logged in to the same PTT group. To place a PTT page announcement, you must press and hold the **PTT** Flex button.

#### **OPERATION**

##### **To log-in to a PTT group;**

- Dial #0, the PTT Log-in/out code.
- Dial the desired PTT group number (1~9 and 0 for all groups).

##### **TO LOG-OUT OF THE PTT GROUP(S);**

- Dial #0, the PTT Log-in/out code.
- Dial \*.

##### **TO PLACE A PAGE TO THE ACTIVE PTT GROUP;**

- Press and hold the **PTT** Flex button.
- After confirmation tone, make page announcement.

### 8.4 Wake-Up Alarm

You can set the station Wake-Up Alarm clock. The alarm clock can be set to repeat daily or as a one-time alarm.

When the user responds to the alarm by lifting the handset, **BGM** is provided.

#### **OPERATION**

##### **To set the Wake Up Alarm clock;**

- Press **PGM**,
- Dial the Station User Program code 41,
- Dial 2-digit hour and minute for alerting,
- For a daily (repeating alarm), dial #,
- Press **SAVE**.

##### **TO ERASE WAKE-UP;**

- Press **PGM**,
- Dial the Station User Program code 42,
- Press **SAVE**.



## 8.5 Alarm/Door Bell Operation

The system can monitor external **Alarm** or **Door Bell** contacts.

As an **Alarm** monitor, should the external contact activate, you may receive a unique Alarm Ring signal and LCD display. To restart the monitor circuit, the external contacts must be deactivated and the Alarm Ring signal terminated.

As a **Door Bell**, you may receive a unique Door Bell Ring (single tone burst) each time the external contact is activated. You may also control a system contact to act as a **Door Open** contact.

### OPERATION

**To terminate the Alarm signal;**

- Dial the **Alarm Stop** code **565**.

**To activate the Door Open contacts;**

- Lift the handset,
- Dial **Door Open** code #\* and contact number 1 to 4. Note contacts 3 & 4 are only available in the iPECS -300.

## 8.6 Power Fail Transfer Operation

When AC power to the system fails, back-up operation may be provided with back-up batteries or **Power Fail Transfer (PFT)**. When battery back-up is provided, the station will operate normally. When **PFT** is implemented, a SLT is connected to a CO line by the system. This SLT can be used as any normal SLT, providing service while power is out.

## 8.7 System Voice Memo

The integrated **Voice Store & Forward (VSF)** module incorporates several **Voice Memos** to provide the station users with general information such as station number, date, time, and feature status. **Voice Memos** are heard over the speaker of the iPECS Phone and over the handset for SLTs.

For the **Station Status Memo**, the following items are reported. Note only activated features are announced.

- ICM Signaling Mode (Handsfree/Tone/Privacy)
- Station IP Address
- Station Mac Address
- Number of messages x (x: number of all message waiting)
- Wake-Up Time (hh:mm)
- Do Not Disturb
- Forwarded to station xxx
- Forwarded to speed bin xxx
- Queued CO/IP line xxx
- Locked (Temporary COS)
- COS x

### OPERATION

#### To hear Date & Time memo;

- Dial Voice Memo feature code (**661** for iPECS-100 or **\*661** for iPECS-300), date and time memo is heard, "Date is May 2nd.Time is xx:xx pm".

#### TO HEAR STATION NUMBER PROMPT;

- Dial Voice Memo feature code (**662** for iPECS-100 or **\*662** for iPECS-300), the station number memo is heard, "This is station 150".

#### TO HEAR STATION SETTINGS;

- Dial Voice Memo feature code (**663** for iPECS-100 or **\*663** for iPECS-300), Station Status Memo is heard.

## 8.8 Hot Desk

iPECS Phones in the system may be assigned for **Hot Desk** operation. These **Hot Desk** Phones let you log-on and use the Hot Desk Phone as if it were your station. Once you log on, the Hot Desk station takes on the attributes assigned to your station and you can make calls as normal. When you log out, calls to your station are forward to the destination you chose.

### To Log on to a Hot Desk station;

- Lift the handset,
- Dial “\* 0”.
- Dial your Authorization Code (station number and Password).

### To Log out of the Hot Desk station;

- Press the **PGM** button.
- Dial “\* \*”.
- Use the **▼ VOLUME ▲** to select a call forward destination for your calls, speed dial, joined mobile phone, VSF, or VM group.
- Press the **SAVE** button.

## 9. Working with PBX, Centrex and ISDN features

### 9.1 Access PBX or Centrex features

The iPECS has been designed to operate with a host PBX system or Centrex services from your service provider. The iPECS connects to such a host with analog CO lines.

When you access such a CO line, your phone will act as an extension of the host, allowing access to the host system features through dial codes of the host.

While on a call, you use the iPECS **Flash** feature to transfer calls to other host extensions or access features of the host.

The **Flash** feature may be used on other CO lines to regain dial tone from the CO line without relinquishing control of the CO line to place another call.

#### **OPERATION**

##### **To access PBX or Centrex features while idle;**

- Lift the handset,
- Select/dial access a PBX/Centrex CO line,
- Dial PBX/Centrex feature code.

##### **To access PBX/Centrex features while on a PBX/Centrex CO line;**

- Press **FLASH**,
- After receiving new dial tone, dial PBX/Centrex feature code.

### 9.2 Access ISDN network features

#### 9.2.1 Using the Keypad facility to access ISDN features

Access to certain features of your ISDN services requires that dialed digits be sent to the ISDN as data and not tones. In this case, dialed digits are sent as 'Keypad messages'.

You must have a **KEYPAD FACILITY** button assigned using the [Flex Button program](#) procedures.

Once active, you may dial into the ISDN for services; however, actions other than dialing will deactivate the 'Keypad message' operation.

#### **OPERATION**

##### **To activate Keypad Facility operation;**

- Press the **KEYPAD FACILITY** assigned button to switch to keypad mode,
- Dial as desired.

##### **TO DEACTIVATE KEYPAD FACILITY OPERATION;**

- Press **KEYPAD FACILITY**,
- or
- Press a Feature or Flex button.

### 9.2.2 Using ISDN Supplementary services

ISDN service providers may incorporate features similar to those of Centrex. These **ISDN Supplementary services** are provided on a subscription basis and, as with Centrex, are accessed using the **Flash** feature.

iPECS Phone users notify the ISDN of a feature request using the **FLASH** button. An ISDN line can be placed on Hold and a second call placed on the line. You may then alternate between the two held calls (Broker Call) using the **HOLD** button. An ISDN line conference can be established using the **FLASH** and **CONF** buttons. The conference can also be placed on hold.

#### **OPERATION**

**While on an ISDN CO line, to access ISDN Supplementary services;**

- Press **FLASH**,
- Press **HOLD**, **CONF**, or **CO line** assigned button to activate the desired feature.

### 9.2.3 Activating ISDN Caller Id restriction

iPECS Phone users can restrict the transmission of Caller Id to the far-end. This may be a subscription service of your carrier. Separate Flex buttons are required to activate outgoing (**C**onnected **L**ine) and incoming (**C**alling **L**ine **I**d) id restriction.

#### **OPERATION**

**To restrict Caller Id;**

- Lift the handset,
- Press the **CLIR/COLR** assigned button,
- Place call as usual.

## 10. Setting Features & Flex buttons

### 10.1 Entering Station Program Data

A special code set is available for iPECS Phone users to assign certain attributes such as Authorization Codes (Passwords). After entering the **User Program** mode, you dial the codes to select the attribute and setting. Once selected, the setting is saved. A list of the [User Program codes](#), the feature/function and any input required are given in [Appendix B](#).

#### **OPERATION**

**To assign user programmable station attributes;**

- Press ,
- Dial desired User Program code,
- Press .

### 10.2 Assigning features to Flex buttons

You may assign features and functions to the Flex buttons on your iPECS Phone. If allowed, you may even assign CO/IP lines to the Flex buttons.

Flex buttons may be assigned for most features providing **One-Touch** feature activation e.g., a Flex button may be assigned to access the [Account Code](#) feature and may include the Account code digits, as a  button.

Features that may be assigned to a Flex button include:

**DSS/BLF** – enter station number,

[Speed Dial](#) – enter Station/System Speed dial bin number,

[Flex Numbering Plan](#) – enter Flex Numbering Plan code, see [Appendix A](#),

[User Program Code](#) – press  and enter a User Program code, see [Appendix B](#),

or

**CO/IP line** – enter the CO/IP line or group number.

#### **OPERATION**

**To assign a feature to a Flex button;**

- Press ,
- Press the desired Flex button,
- Dial desired code and required inputs,
- Press .

**Appendix A Flexible Numbering Plan**

| Feature                                  | 100         | 300         | Remark       |
|--|-------------|-------------|--------------|
| <u>Intercom Call</u>                     | 100~1<br>69 | 100~3<br>99 |              |
| <u>Internal Page Zone</u>                | 501~5<br>10 | 501~5<br>35 |              |
| <u>Internal All Call Page</u>            | 543         | 543         |              |
| <u>Meet Me Page</u>                      | 544         | 544         |              |
| <u>External Page Zone 1~2</u>            | 545~5<br>46 | 545~5<br>46 |              |
| <u>External All Call Page</u>            | 548         | 548         |              |
| <u>All Call Page (Internal/External)</u> | 549         | 549         |              |
| <u>SMDR Account Code Enter</u>           | 550         | 550         | SLT use only |
| <u>Flash Command to CO Line</u>          | 551         | 551         | SLT use only |
| <u>Last Number Redial</u>                | 552         | 552         | SLT use only |
| <u>DND (Toggle On/Off)</u>               | 553         | 553         | SLT use only |
| <u>Call Forward</u>                      | 554         | 554         |              |
| <u>Speed Dial Programming</u>            | 555         | 555         | SLT use only |
| <u>Message Wait/Callback Enable</u>      | 556         | 556         | SLT use only |
| <u>Message Wait/Callback Return</u>      | 557         | 557         | SLT use only |
| <u>Speed Dial Access</u>                 | 558         | 558         | SLT use only |
| Cancel DND/FWD/Pre MSG                   | 559         | 559         | SLT use only |
| <u>CO System Hold</u>                    | 560         | 560         | SLT use only |
| <u>Program Mode Access</u>               | 561         | 561         | SLT use only |
| Attendant Unavailable                    | 562         | 562         |              |
| <u>Alarm Reset</u>                       | 565         | 565         |              |
| <u>Group Call Pickup</u>                 | 566         | 566         |              |
| <u>Universal Answer</u>                  | 567         | 567         |              |
| Account Code with bin                    | 568         | 568         |              |
| <u>Walking COS Code</u>                  | 569         | 569         |              |
| ACD Supervisor On/Off Duty               | 571         | 571         |              |
| ACD Supervisor Login                     | 572         | 572         |              |
| ACD Supervisor Logout                    | 573         | 573         |              |
| ACD Help Code                            | 574         | 574         |              |
| ACD Calls In Queue Display               | 575         | 575         |              |
| ACD Supervisor Status Display            | 576         | 576         |              |
| ACD Supervisor Monitor                   | 577         | 577         |              |
| ACD Reroute Queued Call w/answer         | 578         | 578         |              |
| ACD Reroute Queued Call w/o answer       | 579         | 579         |              |
| <u>Camp-On Answer</u>                    | 600         | 600         | SLT use      |

| Feature   | 100           | 300              | Remark                 |
|---|---------------|------------------|------------------------|
|   |               |                  | only                   |
| <u>Call Parking Locations</u>                       | 601~610       | 601~619          |                        |
| Group Pilot Number                                  | 620 – 659     | 620 – 667        |                        |
| <u>Station User VSF Features</u>                    | 66            | *66              |                        |
| <u>Call Coverage button</u>                         | 67            | 67               |                        |
| <u>Direct Call Pickup</u>                           | 7             | 7                |                        |
| <u>CO/IP Group Access</u>                           | 8xx<br>01~20  | 8xx<br>01~72     |                        |
| <u>Individual CO/IP Line Access</u>                 | 88xx<br>01~42 | 88xxx<br>001~200 |                        |
| <u>Retrieve Last Held CO/IP</u>                     | 8*            | 8*               |                        |
| <u>Retrieve Individual Held CO/IP (01~42)</u>       | 8#xx          | 8#xxx            | xx(x) = CO Line number |
| <u>Access CO Line in the 1st available CO Group</u> | 9             | 9                |                        |
| Attendant Call                                      | 0             | 0                |                        |
| VM Message Wait Enabled                             | *8            | *8               |                        |
| VM Message Wait Disable                             | *9            | *9               |                        |
| <u>Door Open (1st Door )</u>                        | #*1           | #*1              |                        |
| <u>Door Open (2nd Door )</u>                        | #*2           | #*2              |                        |
| <u>Door Open (3<sup>rd</sup> Door )</u>             | #*3           | #*3              | iPECS-300 only         |
| <u>Door Open (4<sup>th</sup> Door )</u>             | #*4           | #*4              | iPECS-300 only         |
| MCID Request  | *0            | *0               |                        |
| <u>AME Feature</u>                                  | 564           | 564              |                        |
| Unsupervised conference extend code                 | ##            | ##               |                        |
| <u>PTT Group Login/Logout</u>                       | #0            | #0               |                        |
| ACD Agent Primary Login code                        | -             | -                |                        |
| ACD Agent Primary Logout code                       | -             | -                |                        |
| ACD Agent Secondary Login code                      | -             | -                |                        |
| ACD Agent Secondary Logout code                     | -             | -                |                        |



**Appendix B User Program Codes**

| CODE  | FUNCTION   | REMARKS   | SLT |
|-------|--|---|-----|
| 11 ?  | <u>Differential Ring, Intercom</u>                 | Select Ring Tone 1~8                                  |     |
| 12 ?  | <u>Differential Ring, CO/IP line</u>               | Select Ring Tone 1~8                                  |     |
| 13 ?  | <u>Intercom Answer Mode</u>                        | Select ICM Signal mode,<br>1: HF, 2: TONE, 3: Privacy |     |
| 14 ?  | <u>Call Coverage Attribute Setting</u> ( X = 1-2 ) | 1+: On/Off, 2+: ring delay (0~9)                      |     |
| 15 ?  | <u>Station Ring Download</u>                       | Select download Ring Tone 0~9                         |     |
| 21    | <u>Knock Down Station COS</u>                      |   | Yes |
| 22    | <u>Restore Station COS</u>                         | May require Authorization code                        | Yes |
| 23    | <u>Walking COS</u>                                 | May require Authorization code                        | Yes |
| 31    | <u>Station Message Wait Retrieve</u>               |   | Yes |
| 32    | <u>CLI/IP Message Wait Retrieve</u>                |   |     |
| 33 ?  | Authorization Code (Password) Entry                | Station number +up to 12 digits, no Flex button       | Yes |
| 34    | Assign <u>[DID Call Wait]</u> Button               |   |     |
| 35    | Message Wait in Executive/Secretary pair           |   |     |
| 36    | <u>Send SMS Message</u>                            |   |     |
| 37    | <u>Register Mobile Extension</u>                   |   |     |
| 38    | <u>Activate Mobile Extension</u>                   |   |     |
| 41 ?? | <u>Set Wake-Up Time</u>                            | Input time, 24 hour clock                             | Yes |
| 42    | <u>Erase Wake-Up Time</u>                          |   | Yes |
| 51 ?? | <u>Custom/Pre-select Message Display</u>           | Select Message 00~20                                  | Yes |
| 52 ?? | <u>Register Custom Message</u> (Message 00)        | Input up to 24 characters                             | Yes |
| 57    | Assign <u>[Call Log Display]</u> Button            |   |     |
| 61 ?  | <u>Headset/Speakerphone Mode</u>                   |   |     |
| 62 ?  | Headset Ring Mode                                  | 1: Speakerphone, 2: Headset, 3: both                  |     |
| 71    | LCD Display Mode                                   |   |     |
| 72    | Version Display                                    |   |     |
| 73    | <u>Background Music</u>                            |   |     |
| 74 ?  | <u>Station User Name Registration</u>              | Input up to 7 characters                              | Yes |
| 75    | Display Phone IP Address                           |   |     |
| 76    | Change Phone IP Address                            |   |     |
| 77    | Display Phone MAC IP Address                       |   |     |
| 78    | Change Mode  |   |     |
| 79    | Display Phone Version                              |   |     |
| 70    | Display Soft Message                               |   |     |
| 7*    | Display Serial number/Package for SMEMU            |   |     |
| 80    | Assign <u>[Record]</u> Button                      | Requires VSF/External SMDI VM                         |     |
| 81    | Assign ISDN <u>[CLR]</u> Button                    |   |     |
| 82    | ISDN <u>[CLR]</u> Button                           |   |     |
| 84    | Assign <u>[Account Code]</u> Button                |   |     |
| 85    | Assign <u>[LOOP]</u> Button                        |   |     |
| 86    | Assign <u>[ATD Intrusion]</u> Button               |   |     |
| 88    | Assign <u>[Camp-on]</u> Button                     |   |     |
| 89    | Assign <u>[Keypad Facility]</u> Button             |   |     |
| 8#    | Assign <u>[OHVO]</u> Button                        |   |     |
| 99    | <u>Assign [PTT] Button</u>                         |   |     |
| *0    | Hot Desk Login Code                                |   |     |
| **    | Hot Desk Log out Code                              |   |     |

