Tadiran Telecom
Business Systems Ltd.

FlexSet
280S and 120S
User Guide

(FlexSet Ver 3.xx)
(Coral Ver 14.66)

CoraliPx   **Coral FlexiCom**

The flexible way to communicate

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Introduction

The FlexSet 120S/280S or Terminal with soft keys meets all your telephony and office needs. The benefits you receive from working with the FlexSet will become an invaluable part of your work environment. While the technology employed in the FlexSet is state of the art, using the telephone is simple and straightforward. You will immediately appreciate the easy to reach soft keys. Depending on the state of the telephone, the display automatically changes to provide you with the appropriate options.

Many of the feature options, which have been assigned during initial installation, are provided on an extension (station) basis. Feature allocation may also be redefined to suit changing working stations or adapted to your individual requirements by your system administrator. Not every feature in this guide may have been installed in your system, or at your extension. Check with your system manager for a list of the specific features installed. This *User Guide* provides a full description of the capabilities and operation of the FlexSet models 120S and 280S.

The main section of this manual is organized according to the two distinct feature type – Station Features and Attendant Features. The appendices, located at the back of this manual, give basic explanations of special terms and operations used throughout the manual, and are useful to consult for a fuller explanation of telephony terms.

Enjoy your new FlexSet!

Conventions

- Fixed key names appear in a shaded distinctive box, for example (ESC).

- Soft key names appear in a clear distinctive box, for example AutRdl.

- Emphasized text, as in **SPKR**, indicates system defined fixed keys or Direct Station Selection (DSS) user programmable keys (*see figure on page 4*).

- The scroll icon (⟨⟨) used in this document indicates features for which scroll lists are available, namely the Next, Prev, FastUp and FastDn soft keys, ◠ and ◡ buttons.

- Text in italics refers the reader to another section of the guide or to other Coral system manuals, for example "*See Ring Adjustment*". It is also used for notes.

- The instruction "Select" indicates that the user should use Navigator keys: up/down, right/left navigator keys to find and select an item from the display.

- The instruction "Enter" indicates that the user should press the ENTER key (above navigator keys) to initiate the action.

- The instruction "Choose" indicates that the user should combine the Navigator right/left keys and "Enter" actions to choose and actuate an option. Pressing an option's soft key also chooses and activates the option.

- The instruction "scrolling," or "scroll," indicates that the user should press one of the four navigator keys ⟨◄▲▼►⟩

- Two FlexSet models are described in this manual: the FlexSet 120S, with a 3-soft key display, and the FlexSet 280S, with a 5-soft key display. The displays of both models are illustrated in the manual, with the 5-soft key display on the left and the 3-soft key display on the right. Where a list, menu or sub-menu continues through several lines, these are indicated as *Page 1, Page 2,* etc.

Related Documentation

- Attendant Console User Guide
- FlexSet 280, 280D, 280D-Z, 120, 120D and 120L User Guide
- PI & Database Reference Manual

FlexSet Overview

FlexSet 120S Front View

Volume buttons

Display panel,
3 lines, 24 characters each

Loudspeaker,
voice announcer,
electronic ringer

Ring and
Message waiting lamp

3 soft keys

6 user programmable
keys with LED indicators
for dial number or
telephony features

Handset

4 fixed keys

Navigator keys

Dial pad
(key pad)

Removable Faceplate

4 system defined (fixed)
keys, (programmable,
identical function to all
keysets in the system)

Microphone

FlexSet 280S Front View

Volume buttons

Display panel,
3 lines, 40 characters each

Loudspeaker,
voice announcer,
electronic ringer

Ring and
Message waiting lamp

5 soft keys

22 user programmable
keys with LED indicators
for dial number or
telephony features

Handset

Removable Faceplate

Dial pad
(key pad)

Microphone

4 system defined (fixed)
keys, (programmable,
identical function to all
keysets in the system)

Navigator keys

4 fixed keys

FlexSet 280S with three FlexSet 40Bs

Volume buttons

Handset

Loudspeaker

Display panel

Ring and
Message waiting lamp

5 soft keys

142 user programmable keys
with LED indicators for dial
number or telephony features

Dial pad
(key pad)

4 system defined
(fixed) keys

4 fixed keys

Navigator keys

Microphone
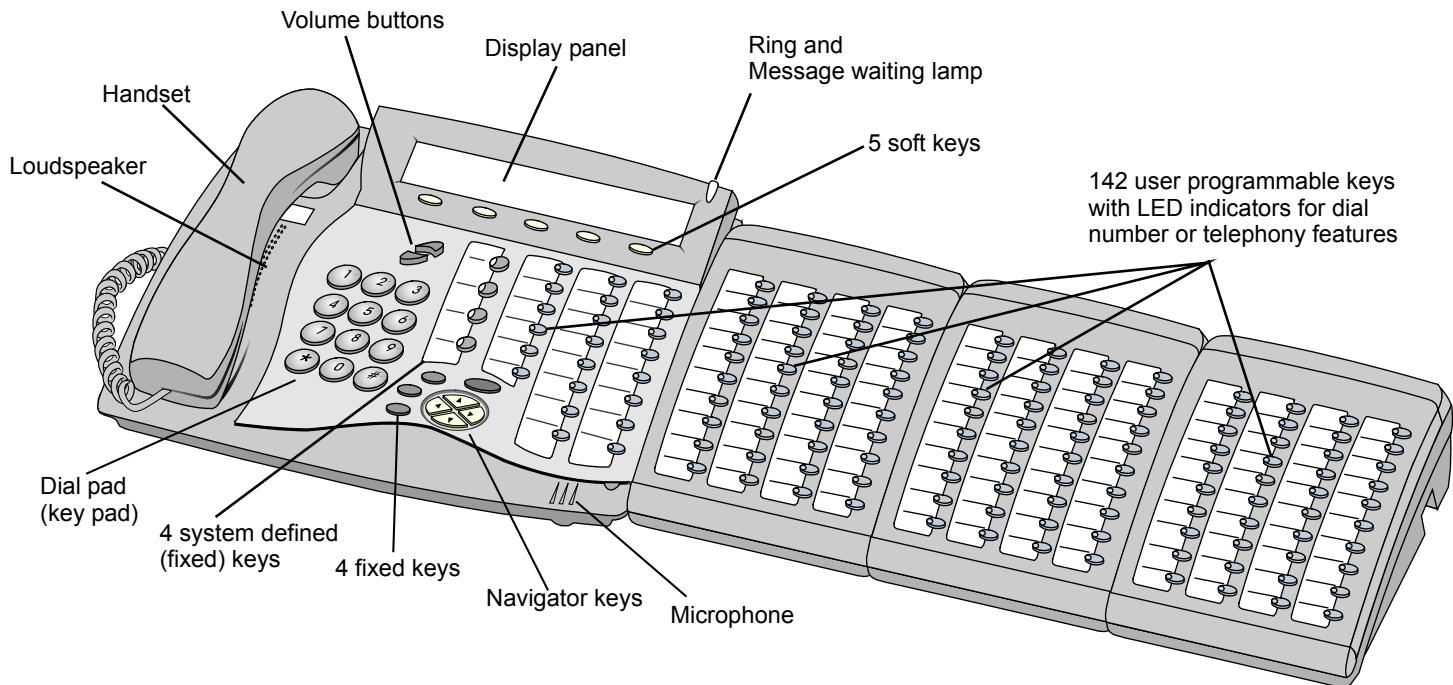
FlexSet 280S with PEX Module - Bottom, Side and Rear View

Connection for second handset or monitor audio

Connection to handset or handsfree headset

← 2nd Handset

PEX

1st Handset

FlexSet 280S

Bottom view

Rear view

PEX

FlexSet 280S

LINE   DC

RJ-11 jack telephone line to Coral system

Power Supply (24 to 48 VDC)

Right side view

RJ-45 jack for optional FlexSet 40B
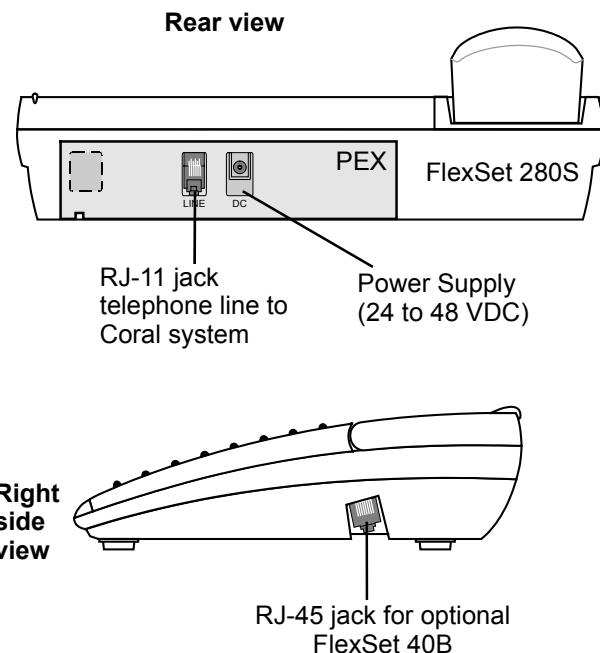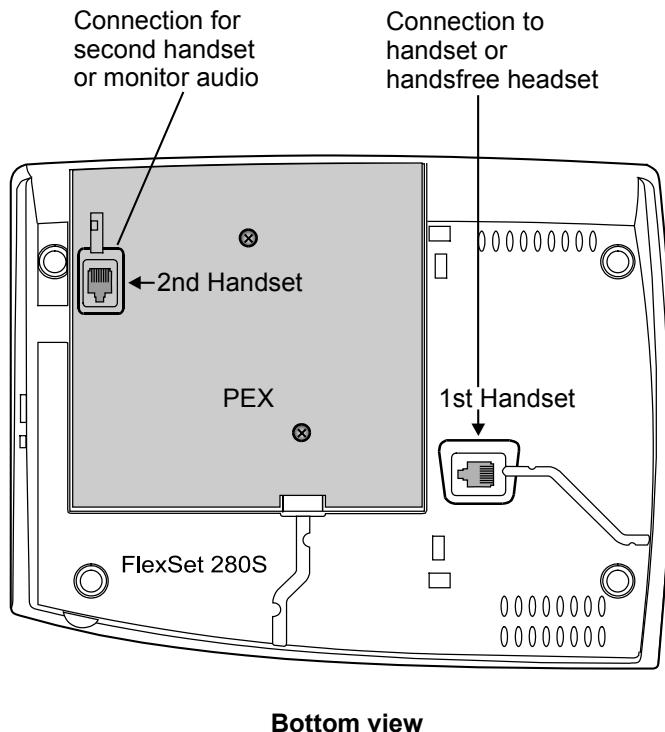
FlexSet 280S with APA Module - Bottom, Side and Rear View

Connection to handset or handsfree headset

Rear view

APA

FlexSet 280S

RS-232 APA

LINE

RJ-45 jack to PC RS-232

RJ-11 jack telephone line to Coral system

APA

Handset

FlexSet 280S

Right side view
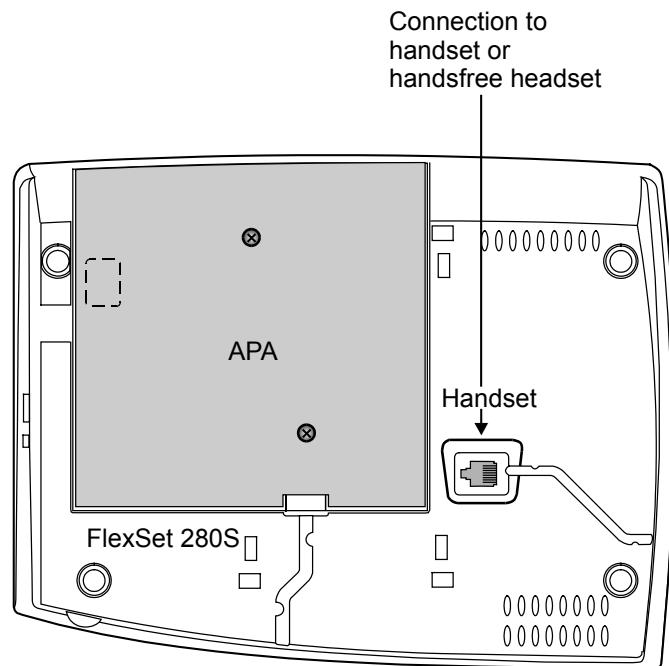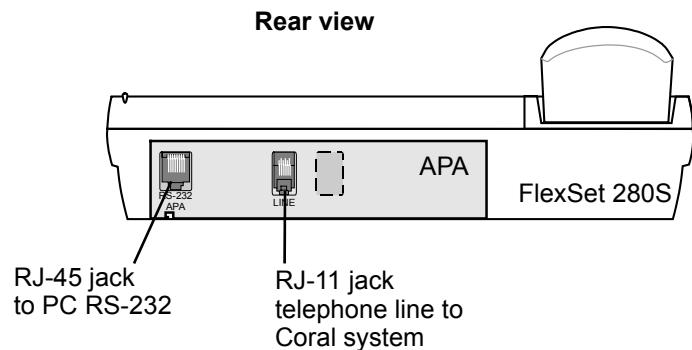
Bottom view
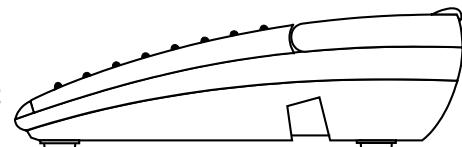
FlexSet Component Descriptions

The following table defines controls, buttons and keys found on the FlexSet.

Dial Pad (Key Pad)	Digit buttons used for dialing phone numbers or extension numbers.
FlexSet Display	The display is composed of three lines: System lines (1st and 2nd lines), and function options (on 3rd line) according to FlexSet status *(see page 14)*.
Fixed keys	ENTER, ESC, ABC, and MENU *(see page 15)*.
Handset	Works as typical phone handset.
Headset	Non-manufacturer headset purchased by customer *(see pages 19 - 23, 158)*.
Loudspeaker	Output sound device used in hands free operation, paging, ringing and background music.
Microphone	Input sound device used in hands free operation.
Ring and Message Waiting Lamp	Lamp flashes at a slow rate, indicating that a message is waiting. Lamp flashes at a fast rate when the FlexSet is ringing.
Programmable Keys (DSS)	Provides a shortcut to a string of dial commands or telephone number, by using a pre-defined key, known as a DSS (Direct Station Selection) key. Instead of dialing a number or dial commands, this can be done by pressing the programmed key. Several dial commands, in a series, may be programmed into one DSS key - useful for one-button speed dialing, voice response and voice mail system access, and other complex dialing patterns. Features keys can be programmed exactly as they are programmed in the FlexSet 280D and 120D series keysets. Six user programmable keys exist on the on FlexSet 120S, and 22 keys on FlexSet 280S, with LED Indicators. *(See Programming: Feature Keys on page 141 for full programming instructions and button labeling.)*

System Defined Keys	Four system-wide programmed keys (market dependent) for basic features: **SPKR**, **LOOP**, **Xfer** and **Hold** *(see page 18)*.
Navigator Keys	Up/down, right/left arrows used to move from one option to another on the display. Used for selecting without choosing or activating the option *(see page 15)*.
Soft keys	Keys used to directly activate the feature of each key *(see page 17, see Appendix D)*.
Volume Buttons	Adjust the volume of the speakerphone, handset, loudspeaker, background music and ringer. (*See Volume Adjustment on page 24*)

Handset Hook and Telephone Number

Handset
Off-Hook

Removable Handset
On-Hook

Place Telephone
Number here
(plastic cover)
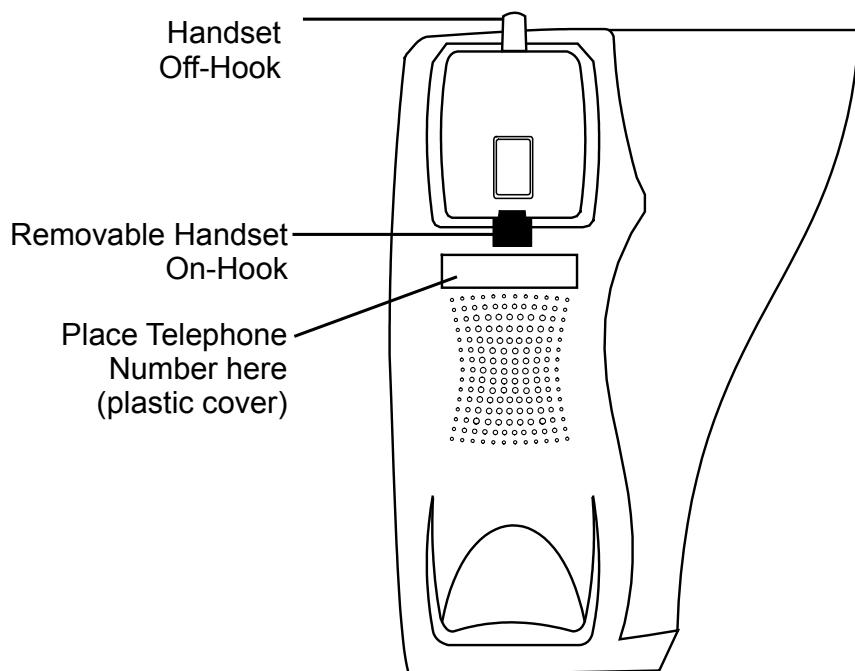
Desk Elevation Installation

Step 2
Snap the legs located on the thick edge of the bracket into the upper wide slots on the back of the phone.
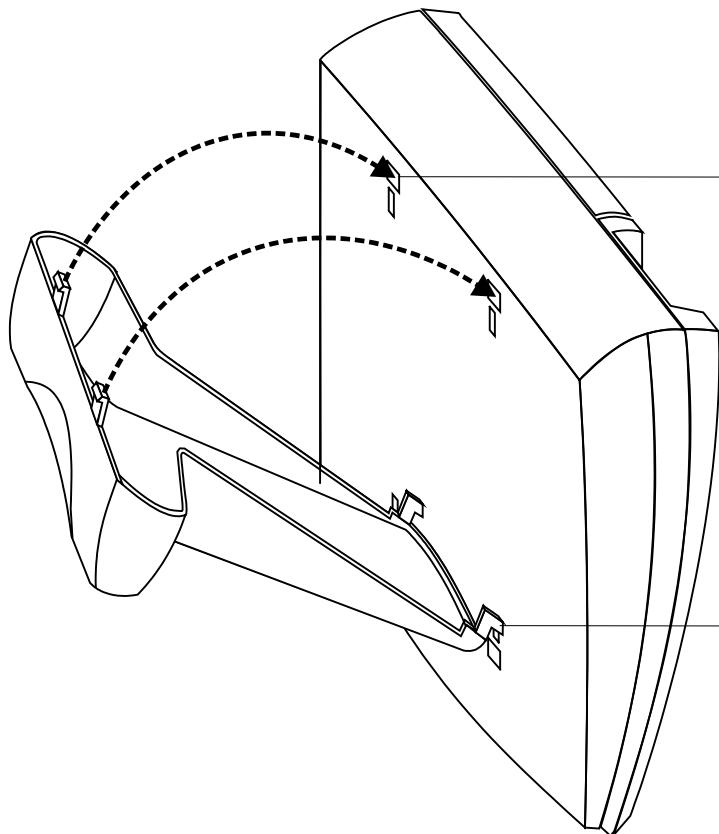
Step 1
Place the bracket's legs, located on the thin edge of the bracket, into the lower narrow slots on the back of the phone.

Wall Mounting
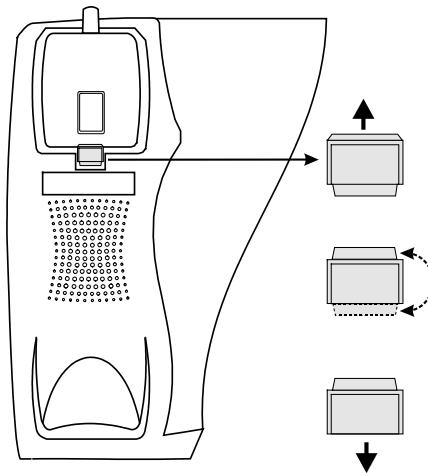
Step 1
Lift up the tab
from the opening

Step 2
Rotate the tab

Step 3
Re-insert the tab
into the opening
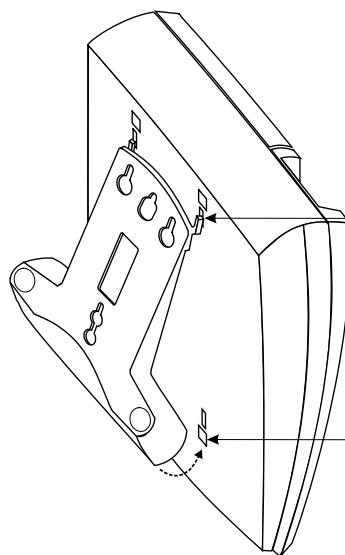
Step 4
Place the bracket's legs, located on
the thin edge of the bracket, into the
narrow slots on the back of the
phone.

Step 5
Snap the legs, located on the thick
edge of the bracket, into the lower
slots on the back of the phone.

Handset Hook Rotation

Bracket Installation

Using the FlexSet Display

The **FlexSet Display** provides an easy to use control interface. On this display, several different classes of function information and controls are found. During normal operation the active function assumes control over the entire area of the Display and all of the soft keys. Meanwhile, the System Lines (1st and 2nd lines) which usually, in idle state, include the time, date, site name, station name and number, automatically change to relay pertinent information about telephony states and operations, and the calling party's information.

Five soft keys on the FlexSet 280S and three soft keys on the FlexSet 120S, located immediately below the display screen, act as triggers for any currently displayed FlexSet function or option. All of the information in the Display (3rd line) continually changes to reflect options related to the current state of the FlexSet. In this manner, no matter which state the telephone is in (i.e. Idle, Ringing, etc.) the relevant option is always next to and enabled by one of the soft keys.
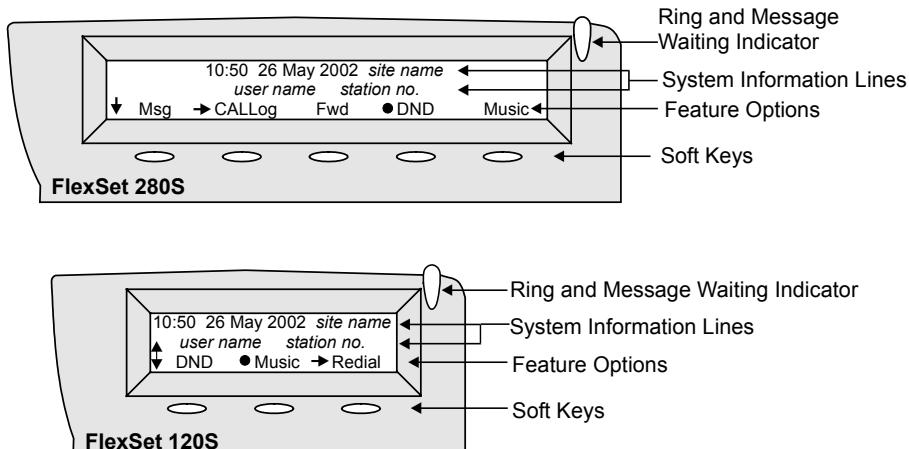
Display Panels

Using the Fixed Keys

A table containing all the FlexSet fixed keys and the actions they invoke is provided below.

FIXED KEY	ACTION
ENTER	Activates a telephony feature after selecting it with the navigator keys (same as using the soft key).
ESC	Returns to the previous menu or list.
ABC	For future use.
MENU	Provides access to all the FlexSet functions via the soft keys.
⟨ ⟩	Moves the cursor ($\rightarrow$) left and right, or goes to the next or previous menu or list when the cursor is at the end of a line.
⌃ ⌄	Used to scroll soft key option list when $\downarrow$, $\updownarrow$ or $\uparrow$ appear on the display line above the soft keys. ⌃ to scroll back one menu or list; ⌄ to scroll forward one menu or list.

Operating the FlexSet

Operating the FlexSet is as simple as pressing a button. Operate the FlexSet using a combination of soft and fixed keys. The FlexSet options appear in the FlexSet display at the lower line of the display, and automatically change to reflect the current state of the telephone.

Three soft keys on FlexSet 120S and five soft keys on FlexSet 280S, located immediately below the FlexSet display, allow you to enable the relevant options as they appear. The soft key options change every time the FlexSet status changes.

Four system-defined keys are provided, the functions of which are system-wide programmable. Typical functions for these keys are: **HOLD**, **XFER**, **LINE** and **SPKR**.

FlexSet soft key functions can also be selected by pressing on the navigation keys. A press on the respective **arrow**, moves the location of the cursor to the next function. To activate the required function, press ⬭ENTER.

Use ⬭ESC to bring the FlexSet display to the beginning of the soft key options.

Press up/down keys ⬦ and ⬦ to scroll through lines of the soft key feature options. Press left/right keys ⬦ and ⬦ to move from one option to the next on the displayed line.

A selected option is indicated by an arrow at its left ($\rightarrow$ Music).

An activated option is indicated by a bullet at its left (• Music).

A selected and activated option is indicated by a bold arrow at its left (➡ Music).

Using the FlexSet Telephony Features

You do not have to memorize any access codes to activate any of the rich array of Coral system telephony features. Each state change in the FlexSet 120S/280S (such as from idle to ringing, ringing to answer, answer to transfer, etc.) causes the associated state-related features to appear in the FlexSet display. Simply choose the feature you would like to activate by pressing its associated soft key. When the feature is activated, a bullet appears next to the feature.

As shown below, while in idle mode when DND (Do Not Disturb) is off, no bullet appears next to DND. When DND is activated, a bullet is displayed next to DND.

```
┌─────────────────────────────────────────┐
│         13:37  26  May  2004  R & D      │
│              User Name  1923             │
│↓ →Msg    CALLog    Fwd      DND    Music │
└─────────────────────────────────────────┘
```
DND OFF

```
┌─────────────────────────────────────────┐
│         13:37  26  May  2004  R & D      │
│              User Name  1923             │
│↕   DND    →Music           Redial        │
└─────────────────────────────────────────┘
```
DND OFF

```
┌─────────────────────────────────────────┐
│                  *DND*                   │
│              User Name  1923             │
│↓ →Msg    CALLog    Fwd     ●DND   Music  │
└─────────────────────────────────────────┘
```
DND ON

```
┌─────────────────────────────────────────┐
│                  *DND*                   │
│              User Name  1923             │
│↕  ●DND   →Music           Redial         │
└─────────────────────────────────────────┘
```
DND ON

Several telephony features are toggle switches. Therefore, the first time you press a feature's soft key, the feature is activated or turned on. The second time you press the same feature's soft key, the feature is canceled or turns off automatically.

See Appendix D for an alphabetic list of all available feature options.

Using the System Defined Fixed Keys

Four FlexSet buttons are programmed during installation, and are the same for each keyset system-wide. These fixed system keys cannot be programmed from the telephone, and can only be changed, system-wide, by the system manager. The four system defined fixed keys are different from site to site. The default features are:

Hold The Hold key is used for placing a party on Hold while another call is made or received. The held party can hear one of the following: music, ring-back tone, busy tone or no sound at all, as defined system-wide. (*See Hold on page 106*)

Transfer/ Recall (XFER) While engaged on a call you can activate a feature by pressing the Transfer key. When using Transfer, a special distinctive dial tone is heard, enabling you to either transfer the call, or activate a feature. Transfer puts the second party on Hold and provides one of the following: music, ring-back tone, busy tone or no sound at all, as defined system-wide. (*See Transfer (Xfer) on page 166.*)

Fixed System Keys
(FlexSet 120S)

LOOP The **LOOP** key is used for making and receiving calls. When several **LOOP** keys are in use, the station acts as if it is a multi-line instrument. (To program additional **LOOP** keys, *see Programming: Feature Keys on page 141.*
default **LOOP** access code: #121,
default **LOOP Originating Only** access code: #125).

Speaker (SPKR) The Speaker key is used to converse hands-free. When conversing through the speaker, voice volume can be adjusted. Volume of call monitoring, paging, etc. can also be adjusted by using the volume control buttons. (*See Using the Speakerphone or Headset on page 20*, *and Volume Adjustment on page 24*)

Second Party Speaker Status

```
ANSWER    (2nd party)
(2nd party)  SPKR ON
↓ →Page_Q     Xfer        Hold        Mute    CallWt
```

```
ANSWER    (2nd party)
(2nd party)  SPKR ON
↓→Page_Q     Xfer        Hold
```

This feature alerts you when the loudspeaker of the party you are conversing with is activated for hands-free or group conversation. A Speaker tone and display message notify you when the called/calling party is in SPKR mode, or if they switch to SPKR mode during a call.

Therefore, when advised that the second party's keyset is in speakerphone mode, you can choose to refrain from publicizing private information.

Detection of your party's activated loudspeaker:

A speaker tone is heard and the SPKR ON message flashes on the second line of the display:

- when you answer a call initiated with an activated loudspeaker
- when the called party answered you with an activated loudspeaker
- during a call, when the second party activates the loudspeaker

Using the Speakerphone or Headset

The FlexSet is equipped with a speaker so that it can operate as a speakerphone. This enables you to converse without lifting the handset. Pressing the speakerphone **(SPKR)** key automatically switches on the microphone and speaker. All dialing or conversation is automatically hands-free; the handset remains on the cradle.

There are, however, several ways of using the speaker key, such as: in conjunction with a headset, or when the **SPKR** key is programmed for on/off operation, and using the Spk/Hs (Speaker/Handset) soft key to switch between the handset and the speaker.

Using the Speakerphone for Hands-Free Conversation:

With handset on cradle:
When the handset is on the cradle and the **SPKR** key flashes, you can speak hands-free by pressing the flashing **SPKR** key or by using one of the methods described in *Making Calls on page 26*.

Switchover from speakerphone to handset:
When you are using the speakerphone and want to use the handset for private conversation, lift the handset. The **SPKR** key LED will go off.

Switchover from handset to speakerphone:
When you are using the handset and want to use the speakerphone, first press the **SPKR** key. When the **SPKR** key LED is lit, replace the handset on the cradle.

Disconnecting calls:
Either press the lit **SPKR** key when the handset is on the cradle or replace the handset onto the cradle when the **SPKR** key LED is off.

Call monitoring (when programmed for combined audio):
When you are using the handset and wish to activate the speaker for group listening, press the **SPKR** key. When the LED is lit, the combined audio is active. To return to private conversation, press the **SPKR** key again. The LED will go off.

Using the [Spk/Hs] Soft key (when the FlexSet is programmed for SPKR On/Off key):

When using headset (or handset is off cradle):
When your FlexSet is equipped with a headset, you can answer and disconnect calls by pressing the **SPKR** On/Off key. When the **SPKR** key LED is lit, you are connected. Pressing the lit key will disconnect the call. To switch between handset and hands-free operation, you must use the [Spk/Hs] soft key from the FlexSet display.

With handset on cradle:
If the FlexSet rings and the **SPKR** key flashes, you can speak hands-free by pressing the flashing **SPKR** key. The key LED will now be steadily lit.

Switchover from speakerphone to handset:
When you are using the speakerphone and want to use the handset for private conversation, lift the handset. The **SPKR** key LED will remain lit.

Switchover from handset to speakerphone:
When you are using the handset and want to use the speakerphone, first press the [Spk/Hs] soft key, then when the LED is lit, place the handset on the cradle.

Disconnecting calls:
There are two ways to disconnect calls:

- Pressing the lit **SPKR** key.

- Returning the handset or pressing hookswitch when the [Spk/Hs] soft key is off (a bullet is not displayed).

When the FlexSet is programmed as Headset Only and for SPKR On/Off key

When your FlexSet is equipped with a headset:
When the Headset Only feature is activated, and the **SPKR** key is set to operate as On/Off (connect/release) switch, you can answer and disconnect calls by pressing the **SPKR** key.

When the key LED is lit:
You are connected. Pressing the lit key will disconnect the call.

Disconnecting calls:
Press the lit **SPKR** key.

NOTE:

See your system administrator to program the **SPKR** key to operate as On/Off switch.

When the FlexSet is set for Zip Tone mode, the ring sounds at the headset only rather than through the speaker *(see page 162)*.

If the FlexSet is defined as Headset Only *(see page 158)*, the speakerphone will not operate.

Headset
(purchased by the customer)

Earpiece, electronic ringer

Volume buttons

Display panel, 3 lines, 40 characters each

Microphone

Ring and Message waiting lam

5 soft keys

22 user programmable keys with LED indicators for dial number or telephony features

Dial pad (key pad)

Removable Faceplate

Microphone

4 system defined (fixed) keys, (programmable, identical function to all keysets in the system)

Navigator keys

4 fixed keys

Headset Cord Disconnect

- Headset Cord Disconnect enables activating a selected preprogrammed key by disconnecting the handset/headset cord. The feature enables you to automatically invoke a keyset function such as Do Not Disturb, Login/Logout, Attended/Unattended, Call Forward, or any other preprogrammed key function, upon disconnection of the headset cord.
- One of the Headset Cord Disconnect purposes is to block a telephone from accepting calls when the headset cord is disconnected. Any call forwarding to the keyset will be automatically cancelled when the feature is activated.
- This feature is generally combined with the Headset Only feature to allow calls to be conducted via the headset/handset even if the cradle switch is on-hook.

  NOTE: *The Headset Cord Disconnect feature does not work with all headset equipment. The feature is operable only with headsets that do not use auxiliary equipment, such as splitters, volume amplifiers, external headset/handset switches.*

- See your system administrator for the programmable button assigned for this feature.
- The corresponding button should be programmed to perform the required function.

Operation

- If a key is preprogrammed with a feature having ON/OFF states (e.g. Do Not Disturb), the system will toggle the feature Off when the Cord is connected, and On when the Cord is disconnected. The Login/Logout function is excluded from this rule, as it operates in the reverse mode.
- If the key is programmed with a feature without ON/OFF states, the system will operate the same key contents when connecting/disconnecting the cord (e.g. dialing an external number).
- When enabled by disconnected the cord, the feature can be disabled also by pressing the button.
- The feature activated by pressing a button when the cord is plugged in, will remain active when the cord is disconnected.
- Connecting the cord will cancel the feature that has been activated by pressing a programmable key or dialing a feature code when the cord was disconnected.

Volume Adjustment

Press the volume buttons to increase or decrease the volume of the FlexSet loudspeaker and handset.
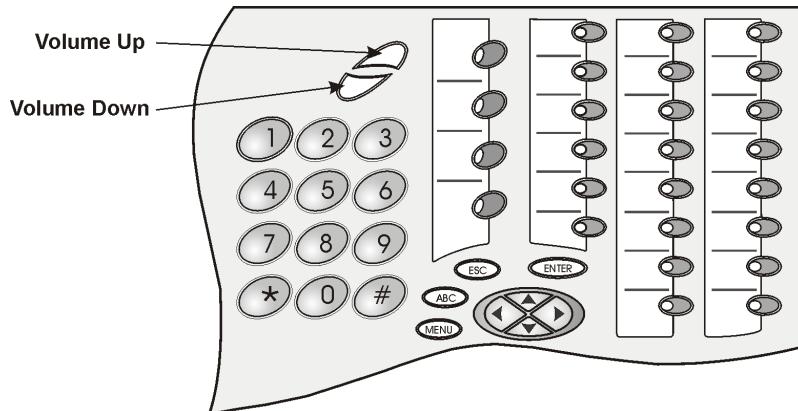
While the volume is being changed, the top line of the display shows the volume level.

Speaker and **Music** volume levels range from a MIN unit value of 0 to a MAX unit value of 15 (24dB range).

The **Handset** volume level ranges from a MIN unit value of 0 to a MAX unit value of 7 (12dB range).

The Speaker, Background Music and Handset each has its own audio level and is independently influenced by volume buttons as follows:

Speaker: When conversing through the speaker, voice volume can be adjusted. Volume of call monitoring, paging, etc. can also be adjusted. This can also be done from idle.

Speakerphone: When conversing hands-free, the built in sensitive microphone is used to amplify your voice. The system operates in such a way that the two connecting parties (i.e. you and the far side) cannot be heard simultaneously; the stronger party is heard. Press ⌒ to hear the far side more strongly, press ⌒ to be heard more easily (or to break in).

Background Music: When in idle, and background music is turned on, music volume can be adjusted.

Handset: When conversing through the handset or headset, receiver volume can be adjusted.

Ring Adjustment

The FlexSet ring volume, cadence and pitch can be changed by using the FlexSet soft keys from idle, or by using the volume buttons while the phone is ringing. You can use this to change the ring of two different telephones in the same room. Also note that the Message Lamp lights in beat with the ring while the phone is ringing.

Adjusting the ring volume level while ringing:

Press the up or down volume buttons. The ring volume level ranges from 0 (MIN ring) to 15 (MAX ring).

Adjusting the ring level from idle:

1. Press Setup and choose Ring soft key.
2. There are three ring sound elements that can be adjusted:
   Volume   change by Vol-Up, Vol-Dn soft keys. Ring volume ranges from 0 to 15.
   Cadenc   change by Next, Prev soft keys. The cadence ranges from 0 to 7.
   Type   change pitch by Next, Prev soft keys. The pitch ranges from 0 to 7.
3. Choose the desired sound element by choosing the related Cadenc, Type, Volume soft key.
4. Use the variously defined soft keys to choose a higher or lower adjustment. Listen for a tone you like.
5. Press **SPKR** to set (or wait for the system to automatically reset ring adjustment).

CAUTION!   *The Ringer is disabled and the FlexSet cannot receive calls when DND or Call Forward All are indicated by bullet and *DND* or *FwdAll* messages on the display.*

Making Calls

To place a call choose any one of the following options:

- Lift the handset and dial from the dial pad.
- Press **SPKR** and begin dialing directly from the dial pad.
- Begin dialing without lifting the handset. The Speaker is automatically activated.
- Press any idle (LED not lit) DSS or **LOOP** key, **LOOP** originating only, or **LINE**, and after hearing dial tone, begin dialing.

The options available in each of the selected FlexSet states are described on the following pages:

Making Internal Calls

Internal: Upon Hearing Ringback Tone

After dialing an internal destination number, the following features appear on your FlexSet display when you hear a ringback tone. Wait for answer or press the nearby soft key to activate the required feature. *See Using the FlexSet Telephony Features* on page 17 for more details.

INTERNAL *called number or name*				
↓ →Msg**.**	CampOn	V-Page	Mute	Number

INTERNAL *called number or name*		
↓ →Msg**.**	CampOn	V-Page

Msg.	**Leave Message**.	If no one answers your call, use this feature to leave a "message" at the called party's station. This feature lights the message waiting lamp at the called party's station indicating that a message was left, and it leaves a simple message such as CALL SUSAN on the destination station's keyset display. *(See Messages: Options on page 116)*
Msg-Wt	**Message Waiting**.	The Attendant can use this feature to leave a message waiting indication at a busy or idle station, room or group. (*page 117*)
CampOn	**Camp On**, also known as **Call Back**.	When a station does not answer, you may request that the system automatically call you back when the required destination number is available. *(page 75)*
V-Page	**Voice Page**	the called party's keyset station using this feature. Your call is automatically answered and your voice heard over the called party's speakerphone. *(page 132)*
Mute	**Mute**	can be activated during ringback so that when the call is answered your side of the conversation is muted and the called party will not hear you. When this feature is activated by the Mute on/off toggle switch, a bullet appears. The mute feature deactivates the microphone for your speakerphone and handset or headset. Press the toggle key again to restore microphone.
Number	**Number**	is used to briefly display the caller's dial number instead of the name.

Internal: Upon Hearing Reorder Tone

After dialing an internal station that is idle, but has been set to Do Not Disturb or UNATTEND, the following features are available. After dialing a station and receiving a reorder tone, override can be applied by pressing DNDOvr.

DONT DIST *called number or name*				
↓ CampOn	SendCw	V-Page	Mute	Msg.

DON'T DIST *called number or name*		
↓ CampOn	SendCw	V-Page

CampOn   **Camp On**, also known as **Call Back**. Use this feature to have the system automatically call you back when the DND destination station is available. *(page 74)*

SendCw   Not used during reorder tone.

V-Page   **Voice Page** the called party's keyset station using this feature. Your call is automatically answered and your voice heard over the called party's speakerphone after the Voice Page tone stops. *(page 132)*

Mute   **Mute** can be activated during reorder tone so that when the Do Not Disturb is overridden, your side of the conversation is muted and the called party will not hear anything. When this feature is activated by the Mute on/off toggle switch, a bullet appears. The mute feature deactivates the microphone for your speakerphone and handset or headset. Press the toggle key again to restore microphone.

Msg.   **Leave Message**. Use this feature to leave a "message" at the called party's station. This feature lights the message waiting lamp at the called party's station indicating that a message was left, and it leaves a simple message such as CALL SUSAN on the destination station's display. *(page 116)*

Brk-In   **Break In** operates as DNDOvr.

DNDOvr   **DND Override** enables an authorized user to send a ring tone thus overriding the Do Not Disturb status. When you hear the reorder tone, if DON'T DIST or UNATTENDED message appears, override can be applied and your call can be put through to the station.

Internal: Upon Hearing Busy Tone

After dialing an internal destination number, the following features appear on your display when you hear a busy tone. Hang up or press one of the soft keys.

BUSY *called number or name*				
↓ →Msg.	CampOn	Brk-In	SendCW	V-Page

BUSY *called number or name*		
↓ →Msg.	CampOn	Brk-In

Msg.   **Leave Message**. Use this feature to leave a "message" at a busy station. This feature lights the message waiting lamp at the busy station and leaves a simple message such as CALL SUSAN on the destination station's keyset display. *(page 116)*

Msg-Wt   **Message Waiting**. The Attendant can use this feature to leave a message waiting indication at a busy or idle station, room or group. (*page 117*)

CampOn   **Camp On**, also known as **Call Back**. Use this feature to have the system automatically call you back when the busy destination station is available. *(page 74)*

Brk-In   **Break-In** enables an authorized user to break into an established two party call. Both conversing parties will hear the Break In warning tone. Your voice will be heard after the warning tone stops. During Break-In you can release the ports or alternate between parties. *(page 32)*

                NOTE: *Only stations with appropriate COS may activate the Break-In feature.*

SendCw   **Send Call Waiting** is used to send call waiting tone to the busy party. This feature is also known as *Call Waiting* or *Call Offer*. The station now knows that another call is waiting. Your side hears a second (quicker) ringback tone (system-wide defined).

V-Page   **Voice Page** the called party's keyset station using this feature. The other party receives a message that they are being paged. Your voice is heard over the called party's speakerphone after the warbling tone stops. *(page 132)*

Number   **Number** is used to briefly display the caller's dial number instead of the name.

Mute   **Mute** can be activated during busy tone so that if you break-in, your side of the conversation is muted for silent monitoring (handset, headset and speakerphone). When this feature is activated by the Mute

on/off toggle switch, a bullet appears. The mute feature deactivates the microphone for your speakerphone and handset or headset. Press the toggle key again to restore the microphone.

S.Mon2	**2-way Silent Monitoring** is used to monitor both sides of a 2-way conversation simultaneously. This feature can be activated from idle, or while attempting to call a busy or non-answering destination. At the prompt, dial the station or dial number. *(page 164)*
CallWt	**Calls Waiting** can be used to view the number of calls waiting for you during a conversation. *(page 51)*

Internal: During a Call

The following features are available during an internal call:

ANSWER 2nd party name or number				
↓ →Page_Q	Xfer	Hold	Mute	CallWt

ANSWER *2nd party name or number*		
↓→Page_Q	Xfer	Hold

Page Q	**Page Queue** places your call on hold by sending it to one of ten Page Queue destinations. You are then free to page all the system members from your FlexSet and announce that there is a call for Mr. Doe on a specific Page Queue Line. The call can be picked up from any system station. *(page 130)*
Xfer	**Transfer** passes your call to another destination. Pressing Xfer places the called party on Hold. Dial a number (internal or external), and disconnect to transfer the call, or first announce the call and then disconnect. *(page 166)*
Hold	**Hold** places the active call on hold. *(page 106)*
Mute	**Mute** can be activated during a conversation to mute your side of the conversation (handset, headset and speaker-phone). When this feature is activated by the **MUTE** on/off toggle switch, a bullet appears.
CallWt	**Calls Waiting** can be used to view the number of calls waiting for you during a conversation. *(page 51)*
Park	**Park** your call at your station so that you can pick it up at another system station. *(page 135)*
Number	**Number** is used to briefly display the caller's dial number instead of the name.
Spk/Hs	**Speaker/Headset** toggles between speaker and the handset operation. (*See Using the Speakerphone or Headset on page 20*)
Privac	**Privacy** puts your FlexSet into Privacy mode. This prevents other members of your Boss Group from accidentally joining your conversations.
ExHold	**Exclusive Hold** puts your FlexSet into Exclusive Hold mode. This ensures that a call placed on hold can be retrieved only at your station. If Exclusive Hold is cancelled, the call put on hold can be retrieved by any other member of your Boss Group.
DND-WP	**Do Not Disturb - Whisper Page** is used to enable or block your FlexSet from receiving a message whispered by another station. When this feature is activated, a bullet appears next to DND-WP. If you press while on a call, the feature will be active for the duration of the current call only.

Internal: During a Break In

After dialing a busy destination number and choosing Brk-In (*see page 29*), both conversing parties can hear your voice. You may press **SPKR** or hang up in order to allow the continuation of the call, or press on one of the following soft keys.

B TO	*called name or number*		3rd party	
↓	→Xfer	Mute	FrcRls	Dest	Source

B TO	*called name or number*	
3rd party		
↓ →Xfer	Mute	FrcRls

Xfer	**Transfer** is used to converse in private with the caller party (from the original 2-way call). The called party is released. *(page 166)*
Mute	**Mute** can be activated during a Break In to mute your side, allowing you to listen to the conversation but not speak. When this feature is activated by the Mute on/off toggle switch, a bullet appears. The mute feature deactivates the microphone for your speakerphone and handset or headset. Press the toggle key again to restore the microphone.
FrcRls	**Forced Release** enables an authorized user to end the conversation and release two ports actively connected to each other.
Dest	**Destination** is used to converse, in private, with the 3rd party. The called party is put on hold. Press again for 3-way conversation.
Source	**Source** is used to converse, in private, with the called party. The 3rd party is put on hold. Press again for 3-way conversation.
CallWt	**Calls Waiting** can be used to view the number of calls waiting for you during a conversation.
Number	**Number** is used to briefly display the two port dial numbers instead of the names.
Spk/Hs	**Speaker/Headset** toggles between speaker and the handset operation. (*See Using the Speakerphone or Headset on page 20*)

Making External Calls

When Making External Calls:

- In some systems an outside dial tone must be heard before dialing can begin.
- In some systems using Automatic Routing Selection, internal dial tone or no tone is heard after dialing the access code.
- In some cases (as defined by Class of Service) dialing must begin with a Forced Account code before the called number can be dialed. When Forced Account code is required, the distinctive dial tone will be heard after dialing the external line code, and the ENTER ACCOUNT # message appears on the top line. (see Account Code on page 49)
- See also *Caller ID Control* on page *73*.
- **Stop Dial**. Press [StopDl] or **#** after the external number to tell the system that you have finished sending digits over a trunk line. In response the system sends your call immediately towards the destination without waiting for inter-digit time out.
- In certain systems the cost, or number of meter units of the call are displayed, after an external call terminates. This appears for a short while, or until another call is made or received, in the format defined for your system.
- Some systems may be programmed with a limit to the duration of outgoing externals calls. Once the limit is reached, the call will be automatically disconnected.
- On external calls routed via an ISDN trunk, call messages are displayed (i.e. connection status, call fail etc.). Most messages are for system managers and technicians and will not be seen during normal operation (see message definitions table on the following page).

`NO B.C:`	If the Bearer Capability of the trunk or dial service you are attempting to connect to does not match your station's COS.
`NON ISDN ROUTE:`	If your station's COS is set to ISDN only and call attempts are made through a trunk group not defined as *ISDN only*.
`QUE GROUP #:`	In certain systems if no trunk is available the call may be held in a queue and this displays the number of the queue.
`CO DISC./USER BUSY:`	The party called is engaged.
`ON HOOK BY/NORMAL CLEAR:`	The called party has hung up (on hook, idle).
`CO DISC./CALL REJECTED:`	The call cannot be completed because the called party does not allow it.
`CO DISC./CAUSE #:`	ISDN protocols define error messages, with codes indicating the cause of failed connections. (*See Appendix C - ISDN Cause Numbers*)

When Making External Calls:

External: Upon Hearing Ringback Tone

After dialing an external destination number, the following features appear on your FlexSet display when you hear the ringback tone. Wait for an answer or press one of the soft keys to activate the required feature.

```
OUT  trunk line
DIAL  outside telephone number
↓   →Msg .     Mute     AutRdl     Elp-Tm
```

```
OUT  trunk line
DIAL  outside telephone number
↓  →Msg .      Mute     AutRdl
```

Msg.	**Leave Message** is used when dialing a network destination. If no one answers your call, use this feature to leave a "message" at the called party's station. This feature lights the message lamp at the called party's station indicating that a message was left, and a simple message such as CALL SUSAN is left on the destination station's keyset display. *(page 116)*
Mute	**Mute** can be activated during ringback so that when the call is answered your side of the conversation is muted and the called party will not hear you. A bullet appears next to the Mute key. The mute feature deactivates the microphone for your speakerphone and handset or headset. Press the toggle key again to restore microphone.
AutRdl	**Auto Redial** is used to have the system automatically redial the unanswered destination. Further redial options are available after activation. *(See Redial on page 149)* 1. Press AutRdl. The system will now automatically redial at timed intervals. 2. When the called party answers, press the flashing **SPKR** or lift the handset to enable conversation.
ElapTm	**Elapsed Time** - not used during ringback.
CallWt	**Calls Waiting** is used to view the number of calls waiting for you. *(page 51)*
FlshTk	**Flash on Trunk** is used to send a signal through the system to trunk lines in order to operate certain types of features that are available on the second system. The second system is a telephone switching center, PABX or another Coral system. This feature is also known as Calibrated Opening.
Number	**Number** is used to briefly display the trunk dial number instead of the name.
Park	Not used during ringback.

StopDl	**Stop Dialing** is not used during ringback. Press this button *before* you hear ringback tone, in order for the system to know when dialing out has been completed. In response the system sends your call immediately towards the destination without waiting inter-digit time out.
OCC	**OCC** is used for users with pulse trunks and/or for when your FlexSet is defined with Auto Transfer. This feature enables you to send touch-tone dialing (DTMF tones) over a trunk for applications or services (such as Voice Mail) requiring DTMF tones.

1. During an external call, press OCC.
2. Dial the required digits.

Series	Not used during ringback.
CampOn	**Camp On**, also known as **Call Back**. When a network station does not answer, you may request that the system automatically call you back when the required destination number is available. *(page 74)*

External: Upon Hearing Busy Tone

After dialing an external destination, the following features appear on your FlexSet display when you hear a busy tone. Hang up and dial later or press the nearby soft key to activate the required feature.

```
OUT  trunk line
USER BUSY
   →Msg.    CampOn    AutRdl    Save#
```

```
OUT  trunk line
USER BUSY
↓  →Msg.    CampOn    AutRdl
```

Msg.	**Leave Message** is used when dialing network destinations and not external destinations. Use this feature to leave a "message" at a busy station. This feature lights the message waiting lamp at the called party's station indicating that a message was left, and it leaves a simple message such as CALL SUSAN on the destination station's keyset display. *(page 116)*
CampOn	**Camp On**, also known as **Call Back**. Used only when dialing network destinations and not external destinations. When the network station is busy, you may request that the system automatically call you back when the required destination number is available. *(page 74)*
AutRdl	**Auto Redial** is used to have the system automatically redial the unanswered destination. Further redial options are available after activation. *(page 149)*

1. Press AutRdl. The system will now automatically redial at timed intervals.
2. When the called party answers, press the flashing **SPKR** or lift the handset to enable conversation.

Save#	**Save Number** is used to save the dial number of the busy destination. The saved number can then be redialed by pressing Redial Saved# from idle. *(page 149)*

NOTE: *The saved number will remain in memory until another number is saved by repeating the above procedure.*

External: During a Call

The following features are available during an external call:

```
EXT ANS  trunk line
DIAL  outside telephone number
↓ →Page_Q    Xfer      AutRdl      Hold     Mute
```

```
EXT ANS  trunk line
DIAL  outside telephone number
↓→Page_Q    Xfer      AutRdl
```

Page_Q   **Page Queue** places your call on hold by sending it to one of ten Page Queue destinations. You are then free to page all the system members from your FlexSet and announce that there is a call for Mr. Doe on a specific Page Queue Line. The call can be picked up from any system station. *(page 130)*

Xfer   **Transfer** passes your call to another destination. Pressing Xfer places the called party on hold. Dial a number (internal or external). Disconnect to transfer the call, or first announce the call and then disconnect. *(page 166)*

AutRdl   **Auto Redial** is used for outgoing calls only. Use Auto Redial to have the system automatically redial the unanswered destination. Further redial options are available after activation. *(See Redial on page 149)*

     3.   Press AutRdl. The system will now automatically redial at timed intervals.

     4.   When the called party answers, press the flashing **SPKR** or lift the handset to enable conversation.

Hold   **Hold** places the active call on hold. *(page 106)*

Mute   **Mute** can be activated during a conversation to mute your side of the conversation (handset, headset and speakerphone). When this feature is activated by the Mute on/off toggle switch, a bullet is displayed next to it.

ElapTm   **Elapsed Time** toggle feature is used to view or cancel the call duration in HH:MM:SS format up to 13 hours (12:59:59). *(See Setup on page 156)*

Save#   **Save Number** is used to save the dial number of the called external destination.
The saved number can then be redialed by pressing Redial Saved# from idle. *(See Redial on page 149)*

     NOTE: *The saved number will remain in memory until another number is saved by repeating the above procedure.*

Park   **Park** your call at your station so that you can pick it up at another system station. *(page 135)*

`CallWt`	**Calls Waiting** is used to view the number of calls waiting for you during a conversation.
`FlshTk`	**Flash on Trunk** is used to send a signal through the system to trunk lines in order to operate certain types of features that are available on the second system. The second system is a telephone switching center, PABX or another Coral system. This feature is also known as Calibrated Opening.
`Number`	**Number** is used to briefly display the trunk dial number instead of the name.
`OCC`	**OCC** is used for users with pulse trunks and/or when your FlexSet is defined with Auto Transfer. This feature enables you to send touch-tone dialing (DTMF tones) over a trunk for applications or services (such as Voice Mail) requiring DTMF tones.

OCC:
1. During an external call, press `OCC`.
2. Dial the required digits.

`Series`	**Series** is used to mark an external call before transferring it to a third party. This causes the call to return to you after the third party hangs up. This feature can *only* be used during conversation.

Series:
1. During conversation, press `Series` to mark the call.
2. Listen for the confirmation tone.
3. Transfer the call when you are ready.

`AcctCd`	**Account Code** is used to enter an account code for the current external call. The code is marked on the SMDR printout. *(page 49)*
`Privac`	**Privacy** puts your FlexSet into Privacy mode. This prevents other members of your Boss Group from accidentally joining your conversations.
`ExHold`	**Exclusive Hold** puts your FlexSet into Exclusive Hold mode. This ensures that a call placed on hold can be retrieved only at your station. If Exclusive Hold is cancelled, the call put on hold can be retrieved by any other member of your Boss Group.

Receiving Calls

There are several ways to answer calls. Answer the call directly by using the conventional methods such as pressing the flashing **SPKR** key, lifting the handset or pressing any flashing key (DSS, LOOP, Line, etc). Other options include using one of the state-related Coral system telephony features before you answer or diverting the unanswered call. The state related features automatically appear, as shown in the display below:

caller #				
↓ →DND	Mute	FwdAll	All-E	Number

caller #		
↓ →DND	Mute	FwdAll

DND	**Do Not Disturb** is used to send a reorder (busy) tone to the incoming call, thus avoiding answering the call. Once DND is activated, all incoming calls will receive reorder tones. *(page 87)*
Mute	**Mute** can be activated during ringing before answering so that when the call is answered your side of the conversation is muted, and the caller will not hear you. When this feature is activated by the Mute on/off toggle switch, a bullet appears. The mute feature deactivates the microphone for your speakerphone and handset or headset. Press the toggle key again to restore the microphone.
FwdAll	**Call Forward All**. Use this feature to forward all incoming calls to another destination. To operate, press the FwdAll soft key when your FlexSet is ringing and select the destination. *(page 66)*
All-E	**Call Forward All External**. Relevant for external calls only. Use this feature to forward all incoming external calls to another destination. To operate, press the All-E soft key when your FlexSet is ringing and select the destination. *(page 66)*
Number	**Number** is used to briefly display the caller's dial number instead of the name.
Divert	**Divert** is used to divert an incoming call to another system station, group or Library number. *(page 81)*
	1. Press Divert.
	2. Enter the required destination number.
CallWt	**Calls Waiting** is used to view the number of calls waiting for you (including this incoming call).

During Idle

The following telephony features appear on your FlexSet display during idle. Alternatively, they can be reached by pressing ⬭MENU⬭ and choosing ⟦Feat⟧.

```
         10:50  26 May 2002  site name                      10:50  26 May 2002  site name
              user name   station                                user name   station
  ↓    Msg      CALLog     Fwd    DND    Music        ↓    Msg      CALLog     Fwd
```

⟦Msg⟧	**Message** is used to view, answer and delete messages, or to leave a message at another system station or at a network number. *(page 116)*
⟦CALLog⟧	**Call Log** allows you to view and redial the last 40 incoming and last 40 outgoing calls. *(page 70)*
⟦Fwd⟧	**Call Forward** enables you to define the conditions under which incoming calls to your station are forwarded to another destination. *(page 66)*
⟦DND⟧	**Do Not Disturb** is used to block all incoming calls to your station. *(page 87)*
⟦Music⟧	**Music** enables you to activate or cancel background music through the speakerphone, and to choose from one of four different music sources. *(page 129)*
⟦FlexiC⟧	**FlexiCall** allows you to establish a telephone located outside the enterprise as your FlexSet's double. Use this feature to edit FlexiCall options. *(page 89)*
⟦Redial⟧	**Redial** is used to redial the last dialed number, or a number that has been saved. *(page 149)*
⟦Page Q⟧	**Page Queue** retrieves a held Page Queue call. A Page Queue call can be picked up from any system station. *(page 130)*
⟦Hold⟧	**Hold** retrieves a call from hold. *(page 106)*
⟦Remind⟧	**Reminder** is used to set, review, or cancel reminders, which will ring your FlexSet at a designated time. More than one reminder can be programmed. *(page 153)*
⟦Pickup⟧	**Call Pickup** enables you to pickup another ringing station in your system. *(page 72)*
⟦CampOn⟧	**Camp On**, also known as **Call Back**. When a network station is busy or does not answer, you may request that the system automatically call you back when the required destination number is available. *(page 75z)*

Park	**Park**. When a call is parked at your station, Park appears with a bullet to the left. Use this function to retrieve the call. *(page 135)*
V-page	**Voice Page** is used to call another keyset station. The called keyset station will automatically answer the voice page, acting in a similar manner to an intercom. *(page 132)*
WhspPg	**Whisper Page** is used to quietly page one party of a two party call. The other party does not hear the whisper page. *(page 181)*
SltMon	**Silent Monitor** enables an authorized user to monitor any port, station or trunk (except conference), without warning to the monitored party. *(page 164)*
AcctCd	**Account Code** is used to mark an external call (incoming or outgoing) with an account code, which can be used for later reference/billing. Used to enter an account code for the current external call. *(page 49)*
IdCtrl	**Caller ID Control** overrides the system defined caller ID defaults when making external calls. Thus, if your ID is sent by default when calling external numbers, selecting this will block the number, and vice versa. *(page 73)*
WakeUp	**Wake Up** is used to set, review, or cancel wakeup calls which will ring your FlexSet at a designated time. More than one wakeup call can be programmed. *(page 175)*
aWake	**Attendant WakeUp** is relevant for Attendant Console only. Press aWake to access the attendant wakeup options. *(page 190)*
CnfIns	**Conference Inspect** allows you to release a conference participant from an ongoing conference. You may also view the participant list. *(page 79)*
GpCall	**Group Calls** is used to activate Group Call Conference features. *(page 94)*
AcdUcd	**ACD/UCD Options** is used to activate ACD/UCD features for Call Center or Hunt group agents. *(page 51)*.
Lock	**Phone Lock** is used to prevent unauthorized persons from using your phone line. Incoming calls may still be answered. *(page 137)*
Exec	**Executive Privilege** is used to copy all the COS features from any system station to your telephone, in order to use features or to dial numbers restricted to the current station. *(page 88)*
COS-Sw	**COS Switchover** is used to change your Class of Service from Primary to Secondary or vice versa. Different Classes of Service give different dial and feature capabilities to a particular station. *(page 80)*

`Setup`	**Setup** is used to program your station for specific feature activation. *(page 156)*	
`Trace`	**Malicious Call Trace** is used to record the next *x* (a system defined variable) calls to your FlexSet. A list of these calls can be sent to a printer or terminal. *(page 107)*	
`aTrace`	**Attendant Call Trace** is relevant for Attendant Console only. Use Attendant Malicious Call Trace to set or print a call trace for any station. *(page 188)*	
`RoomSt`	**Room Status** is used to toggle the room status definition of your station on or off. *(page 154)*	
`aRmSts`	**Attendant Room Status** is relevant for Attendant Console only. Use the Attendant Room Status feature to toggle the room status definition of any station on or off. *(page 189)*	
`BG:Fwd`	**Boss Group: Call Forward** enables you to define the conditions under which incoming calls to your Boss Group are forwarded to another destination. *(page 64)*	
`aFwd`	**Attendant Call Forward** is relevant for Attendant Console only. Used by the attendant to program stations, boss groups and ACD/UCD groups so that incoming calls ring at another destination. *(page 186)*	
`Charge`	**Call Charge** is relevant for Attendant Console only. This attendant feature shows the charges accumulated per station. The attendant may reset and print the Charge Table content. *(page 192)*	
`St.Set`	**Station Setup** is relevant for Attendant Console only. Station Setup allows the attendant to define stations for specific feature activation. *(page 194)*	
`Tk.Set`	**Trunk Setup** is relevant for Attendant Console only. Trunk Setup allows the attendant to define trunks for specific feature activation. *(page 203)*	
`System`	**System Setup** is relevant for Attendant Console only. System features (time, public library, etc) can be edited from this menu. *(page 196)*	

Return Calls

This class of calls typically indicates Return calls from busy or no answer stations, user errors, system errors or messages that are sent back to the attendant after an operation has succeeded or failed. Calls that are returned to the attendant generally require additional operations. To identify the type of return call that is pending, accompanying detailed messages are also shown on the console display.

Intercepted Calls (Attendant Station)

The attendant may be called upon to assist with intercepted calls to a station. A station's call could be intercepted for the following reasons:

Dial Fail: Incomplete number dialed.

COS Fail: Class of Service denies the use of a certain feature.

Toll Barrier: Block on certain external numbers.

Undefined Destination: The destination is not recognized by the system.

Passcode Fail: Illegal Account Code. VFAC number is not recognized by the system.

INTCPT	*caller #*		*COS #*		
DIAL/COS/T-BAR/UNDEFINED/FAIL			*dialed #*		
→DND	Mute	FwdAll	All-E	Number	

INTCPT	*caller #*	*COS #*	
DIAL/COS	*dialed #*		
↓ → DND	Mute	FwdAll	

Answering Intercept:

1. Answer the call. The intercepted caller number and its COS number are displayed on the first line of the display. The second system line displays a written fail message and the dialed number, feature code or outgoing destination number.
2. Ask the caller for the dialed number. If the number is incorrect or a denied feature, the attendant can transfer the call to another destination.

Ports Without Disconnect Supervision (Attendant Station)

When two Ports Without Disconnect Supervision (PWDS) are connected, the length of conversation allowed is predetermined. The attendant is called from time to time to control the connection.

PWDS	CALL	*your #*		
party #1	PWDS	*party #2*		
↓ →DND	Mute	FwdAll	All-E	Number

PWDS	CALL	*your #*
party #1	PWDS	*party #2*
↓ →DND	Mute	FwdAll

Your Phone Rings

B TO	*party #1*	*party #2*		
↓ →Xfer	Mute	FrcRls	Dest	Source

B TO	*party #1*	*party #2*
↓ →Xfer	Mute	FrcRls

Connected parties hear break-in warning tone

Answering return calls – PWDS:

1. Answer the call.
2. The connected parties hear break-in warning tone.
3. Listen for conversation.
4. If the conversation has ended, press ⌷FrcRls⌷ (Forced Release).
   Otherwise, press **SPKR** to continue the call for another time period.

Features

The following pages detail the rich array of Coral system telephony features available on your FlexSet. Features are accessed by use of the context-sensitive soft keys for ease of use, providing you with a wealth of functionality within easy grasp.

The features can also be operated by using their system dial codes so that they may be programmed into the programmable keys. For more detailed information on feature default dial codes, *see Appendix D*.

Any feature can be programmed into a programmable key by using its feature code and any required destination number. For example, you may want to program a CALL FWD SUSAN key that automatically forwards all your calls to Susan. *See Programming: Feature Keys on page 141* for instructions on how to program a feature key.

Station Features

The following pages list the features that are available on your FlexSet. Not every feature in this list may have been installed in your system, or at your station/extension. Features are dependent on the assigned Class of Service (COS) levels. Check with your system manager for a list of the specific features installed.

This section is organized alphabetically, on a feature-by-feature basis. Use of this guide is straightforward, with each feature listed separately. However, certain features have various user options. In this case, all of the options are listed under the major feature name; examples of this are ACD & UCD Groups, Boss Groups and Group Calls.

Account Code

An account code can be entered before or during an external (incoming or outgoing) call, causing the call to be marked with the account code on the SMDR (Station Message Detailed Records) printout.

Depending upon your system definition, up to 16 digits are available for account numbers. Only one account number entry is allowed for a single call. Any additional number show the message "ALREADY SET". Should you dial a wrong account number (when VFAC is installed in your system), the error message "PASSCODE FAIL" appears.

Press [AcctCd] to enter the Account Code.

```
┌────────────────────────────────────────────────┐
│        10:50   26 May 2004   site name          │
│             user name    station number         │
│ ↕  AcctCd   IDCtrl      WakeUp    CnfIns   GpCall│
└────────────────────────────────────────────────┘
```

```
┌──────────────────────────────────────────────────┐
│ ENTER ACCOUNT #                                    │
│ ACCOUNT NUMBER                                     │
│      * * * * * * * * *  Enter Destination  * * * * * * * * * *│
└──────────────────────────────────────────────────┘
```

```
┌────────────────────────────────────────────────┐
│        10:50   26 May 2004   site name          │
│             user name    station               │
│ ↕  WhspPg    SltMon     AcctCd                   │
└────────────────────────────────────────────────┘
```
Page 1

```
┌──────────────────────────────────────────────────┐
│ ENTER ACCOUNT #                                    │
│ ACCOUNT NUMBER                                     │
│      * * *  Enter Destination  * * *               │
└──────────────────────────────────────────────────┘
```
Page 2

Activating during external call:

1. Press [AcctCd].
2. Dial the relevant account number.
3. Listen for the confirmation tone.
4. Continue with the call or hang-up.

NOTE: *Last Number Redial code, Saved Number code or Speed Number can also be used instead of an outside line where applicable.*

Activating from idle:

1. Press AcctCd .
2. Dial the relevant account number or press the outside line key.
3. Dial the external line access code.
4. Dial the external number.
5. Continue with the call.

Forced Account Code:

In some cases (as defined by Class of Service) dialing must begin with a Forced Account code before the called number can be dialed. When Forced Account code is required, the distinctive dial tone will be heard after dialing the external line code, and the ENTER ACCOUNT # message appears on the top line. *(see Making External Calls on page 33)*

ACD and UCD Hunt Groups

An ACD/UCD group is a number of stations operating together for the purpose of automatic call distribution. The ACD/UCD groups form the building blocks for modern call centers. The Automatic/Uniform Call Distribution Systems improve incoming call handling by queuing and routing callers. They are used in businesses handling a large volume of incoming calls. ACD/UCD systems prevent from giving busy tone to incoming callers. They encourage callers to wait rather than ring elsewhere.

The incoming calls are distributed among a group of agents. Agents can log in or out of the group. When all lines are in use, an announcement plays for callers waiting in queue. If the queue is full, calls are routed to a predetermined telephone number.

Calls incoming to an ACD/UCD group are answered by free agents, according to system wide defined rules. The most commonly rule used by an ACD is for the longest waiting call to be answered by the agent who has been waiting for a call for the longest period of time. UCD groups do not provide call distribution to the longest waiting staff. The UCD system automatically delivers each incoming call to the next available agent's line.

Press ⌷AcdUcd⌷ to access the ACD and UCD options.

```
┌─────────────────────────────────────────────────┐     ┌─────────────────────────────────────┐
│        10:50   26 May 2004   site name           │     │   10:50   26 May 2004   site name   │
│            user name   station number            │     │       user name   station           │
│ ↕ GpCall   ( AcdUcd )  Lock      Exec    COS-Sw   │     │ ↕ GpCall   ( AcdUcd )  Lock         │     Page 1
└─────────────────────────────────────────────────┘     └─────────────────────────────────────┘

┌─────────────────────────────────────────────────┐     ┌─────────────────────────────────────┐
│  ACD & UCD Hunt Groups                           │     │  ACD & UCD Hunt Groups              │
│                                                  │     │                                     │
│ ↓CallWt     LoadID     LogI/O    PrmLog   RlsRsm  │     │ ↓CallWt     LoadID     LogI/O       │     Page 2
└─────────────────────────────────────────────────┘     └─────────────────────────────────────┘
```
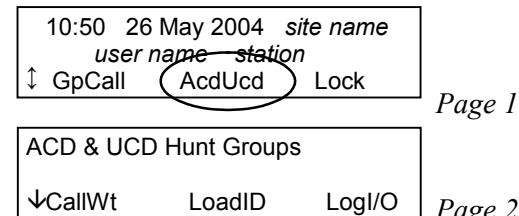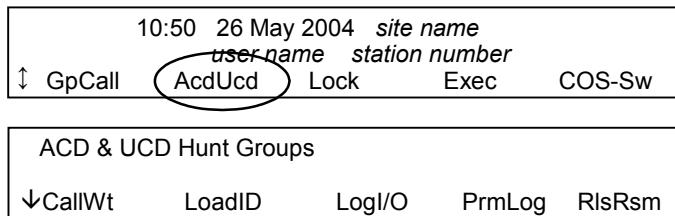
⌷CallWt⌷   **Calls Waiting** calls waiting provides you with the ability to view the number of calls waiting for any ACD group. To view the number of waiting calls, press ⌷CallWt⌷, and enter the ACD group number at the prompt.

Alternatively, if the Calls Waiting ACD# programmable key for your group is flashing, view the number of waiting calls for your group (even during a call) by simply pressing the key. The number of waiting calls is displayed on the top line.

To program a Calls Waiting ACD# key, see Programming: Feature Keys on page 141.

⌷LoadID⌷   **Load ID** is used to load your ID into the system, identifying you as an ACD agent. A bullet appears next to ⌷LoadID⌷ to indicate your ID is loaded.

Once registered within the system, you may join as many ACD Groups as required. Your ID remains in the system provided you remain logged into at least one ACD Group. You may load a different ID number while logged in, which will override the previous ID.

1. Press ⌷LoadID⌷.
   Your current ID number appears on the display.
2. Enter your ID number at the prompt (4 digits).
3. Listen for the confirmation tone.

⌞LogI/O⌟	**Log In/Out** enables you to join or leave an ACD Group. You may belong to more than one group simultaneously. To join an ACD group:

1. Press ⌞LogI/O⌟.
2. Dial the ACD group. The ID number is displayed on the middle line.
3. Choose ⌞Set⌟ to join the group or ⌞Cancel⌟ to leave the group.
4. Listen for the confirmation tone. The ASSIGN message indicates that you are logged in, while the DE-ASSIGN message on top line indicates you are logged out.
5. If you have not loaded your ACD 4 digit ID number, the NO ID, LOGIN message appears. In this instance, load your ID number and restart the login process.
6. To join additional groups, repeat steps 1 – 4 above.

   If you are a member of more than one ACD group, use the Primary Login feature (see below) to define one of those groups as your primary group.

⌞PrmLog⌟	**Primary Login Group**. If you are a member of more than one ACD group, you can use this feature to define one of those groups as your primary group. Once you have logged into your primary group, waiting calls will always be routed to you from this group *first*.

1. Press ⌞PrmLog⌟.
2. Dial the primary ACD group number.
3. Choose ⌞Set⌟ to join the group or ⌞Cancel⌟ to leave the group.
4. If you have not loaded your ACD 4-digit ID number, the NO ID, LOGIN message appears. Load your ID number.

   If this feature is activated, a bullet appears next to ⌞PrmLog⌟.

NOTE: *If no group is defined as primary or if log out is defined for the primary group, then the first group you logged into (previous page) is defined as primary by system.*

⌞RlsRsm⌟	**Release/Resume**. Press ⌞RlsRsm⌟ to temporarily leave all the ACD/UCD groups of which you are a member. Press again to rejoin your group/s. When released a bullet appears next to ⌞RlsRsm⌟.

The top line will show RELEASED ALL when you leave your group/s and RESUMED ALL when you rejoin.

You will be automatically released from all groups of which you are a member if you do not answer a call within a predetermined time (defined system-wide).

RlsUCD **Release UCD** is used to temporarily exit (or rejoin) the UCD group of which you are a member.

1. Press RlsUCD.
2. Dial your UCD Hunt group number.
3. Press Set to exit or Cancel to rejoin.
4. Listen for the confirmation tone.

NOTE: *You can preprogram a feature key for use as a toggle key. To program a Release/Resume UCD# key, use feature code #1991 followed by the specific UCD group number.*

WrapTm **Wrap Time** is used to provide an idle ACD/UCD group member with a time-out period between consecutive group calls. The time-out period is determined for each group on a system-wide basis. This feature allows the agent to utilize the wrap-up code without interference from outside calls.

1. Press WrapTm.
   WRAP-UP ON appears on the system display line and a bullet appears next to the WrapTm soft key.
2. Press WrapTm again to end the Wrap-Up time interval.
   WRAP-UP OFF appears on the system display line.

WrapCd **Wrap Code** is used to send the appropriate wrap-up code for the last incoming ACD call you answered. See your ACD Supervisor for an updated list of codes.

1. Press WrapCd
2. Dial the appropriate 4-digit code number.
3. Listen for the confirmation tone.

⌐ACDBsy⌐ **Busy ACD Group**, an Attendant feature, enables the attendant to define the maximum number of calls that can be placed in a waiting queue for any ACD group. Once this number is reached, additional calls arriving at the ACD group will hear the busy tone.

1. Press ⌐ACDBsy⌐.

2. Dial an ACD group number or press the ✎ buttons to scroll between the ACD groups. ⌐Next⌐ and ⌐Prev⌐ appear, which can also be used to scroll between groups.

3. Choose ⌐Change⌐ (change call number) to change the maximum number of callers that will hear the busy tone.

4. Enter a 3-digit number with leading zeros, up to 254 (e.g. 023 for 23).

5. Choose ⌐Cancel⌐ to delete the limitation.

6. Press ⌐Exit⌐ to terminate.

⌐MoveSt⌐ **Auto Set Relocate** (move station) is designed for use as hot seat feature in call center environments, allowing you to move your station and all your station's predefined features to a new location. *See Auto Set Relocate on page 56.*

Auto Set Relocate

Auto Set Relocate enables you to transfer your station and all your station's predefined features to a new location, thus sparing you the inconvenience of having to re-enter all the stored speed numbers and to reset previously defined features at your new permanent or temporary location. This feature enables you to use any FlexSet available from your Coral system while keeping your unique extension dial number.

FlexSets are defined to have either Permanent *(see page 57)* or Temporary *(see page 58)* Auto Set Relocate feature enabled. Before activating this feature, contact your system administrator to determine what your Auto Set Relocate setting is. If you are defined as permanent, you will not be able to use temporary (unless redefined by your system administrator), and vice versa.

Auto Set Relocate is accessed by pressing [Setup] [MoveSt] or [AcdUcd] [MoveSt] from the idle screen.

```
   10:50   26 May 2004   site name
              user name    station number
↕ COS-Sw ( Setup )   Trace      RoomSt  BG:Fwd
```

```
   10:50   26 May 2004   site name
              user name    station
↕ Exec        COS-Sw  ( Setup )
```
Page 1

```
RELOCATE
ENTER SOURCE NO.
```

```
RELOCATE
ENTER SOURCE NO.
```
Page 2

STOP **WARNING:** *When invoking the Auto Set Relocate feature, incorrect information may be sent to the local Emergency or E911 Center. Before activating this feature, contact your local administrator to ensure that your new and current system profiles are compatible with the E911 Center.*

Auto Set Relocate: Permanent

When defined for permanent relocation, this feature enables you to swap phones within the same Coral system by assigning one FlexSet the profile of the other FlexSet, and vice versa. All the phones' properties, numbering, programmable keys, membership in groups, etc. are automatically exchanged. This feature facilitates the phone relocation procedure, eliminating the need for traditional phone moves that involve physical disconnection of the station wires and reconnection at another location. Both source and destination phones (see figure) should be FlexSets. The Auto Set Relocate is activated at the destination station. The phone swap holds until a reverse swap is performed.

Activating from the Destination (new) location

1. Press [Setup] [MoveSt] or [AcdUcd] [MoveSt].
2. Dial your (source) station number.
3. Dial your (source) passcode (4 digits).
4. Enter Activation Code (#11)
5. The station now initializes with the source profile.
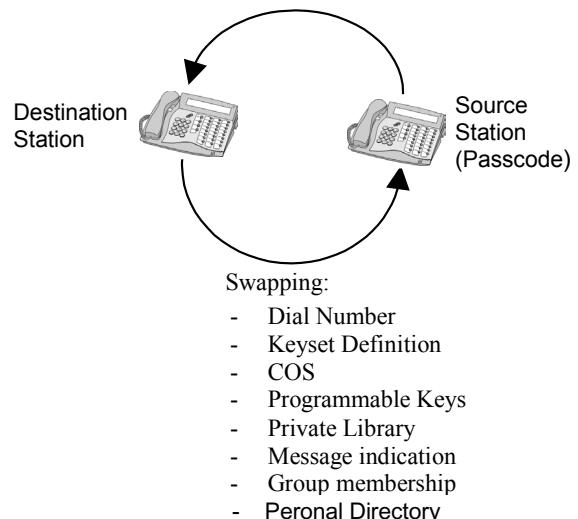
Reversing from the Source (original) location

Repeat the above procedure from your original source location.

Destination Station

Source Station (Passcode)

Swapping:
- Dial Number
- Keyset Definition
- COS
- Programmable Keys
- Private Library
- Message indication
- Group membership
- Peronal Directory

Auto Set Relocate: Temporary

When defined for temporary relocation, this feature allows a temporary move of your extension from one location to another, while preserving your extension's original setup. The Auto Set Relocate function enables you to access customized features of your FlexSet from another FlexSet. By activating the feature you can relocate all of your (source) phone's programmable keys, numbering, membership in groups, etc. to another (destination) phone located elsewhere within the same Coral system. As this takes place, the source phone acquires the full profile of the destination phone, and vice versa.

The Auto Set Relocate is activated at the destination station. The temporary phone swap is automatically reversed at midnight. Reactivating Auto Set Relocate at the already swapped destination station causes:

- Automatic cancellation of the first relocation
- Exchange of the new (third user's) phone profile with the destination phone profile

Activating from the Destination (new) location

1. Press [Setup] [MoveSt] or [AcdUcd] [MoveSt].
2. Dial your (source) station number.
3. Dial your (source) passcode (4 digits).
4. To activate, enter Activation Code (#11).
5. The station now initializes with the source profile.

Canceling from the Destination (new) location

1. Press [Setup] [MoveSt] or [AcdUcd] [MoveSt].
2. Dial your (source) station number.
3. Dial your (source) passcode (4 digits).
4. To cancel, enter Cancellation Code (#10).
5. The station now initializes with its original profile.

Boss Groups

A Boss Group is a number of stations operating together in which the individual stations may or may not simultaneously ring, as defined by the system per Boss Group.

Members of a Boss group share a **LINE** key which functions very much like a common line among keysets. The appropriate **LINE** key flashes at all stations when a call arrives and can then be answered by any group member.

Calls directed to a Boss Group ring at all members assigned to ring within the group, then may be directed to any members that are assigned to ring after a delay (ring delay after time-out).

When set to ring at a specific station, the call can be either transferred to any group member or picked up by any group member when the original group member is not in exclusive hold. Any group member can join a conversation for '1A2' or 3-way conversation by pressing the appropriate illuminated **LINE** key, but only when the original group member is not in privacy mode. Additional members can join to make a 4-way conversation when allowed system-wide, and none of the three participants have Privacy on.

To program a line key, *see Programming: Feature Keys on page 141*.

The maximum number of lines available for your group is defined on a per group basis.

Use the following guide to navigate through this section:

Boss Groups: Using

Making calls:

1. Press a free **LINE** key.
2. Dial the required number.

NOTE: *The line key LED of all group members changes from off to steady on.*

Receiving calls:

When the line flashes (note: the telephone may also ring):

1. Press the flashing **LINE** key or, if phone rings, lift the handset.
2. Answer the call.

NOTE: *The line key LED of all group members now changes from flashing to steady on.*

Joining a group conversation (1A2 type)

You can join any group conversation when a **LINE** key is lit, with two exceptions:

- When the member's station is set to privacy, in which case the message PRIVACY is displayed and a reorder tone is heard, or
- When another member has already joined the conversation and the group is not defined for 4 members, in which case the message ILLEGAL is displayed and a reorder tone is heard.

To join the group conversation, press the lit **LINE** key.

Boss Groups: Privacy

As a Boss Group member you can put your telephone into privacy mode. This prevents other FlexSet stations within your Boss Group from accidentally joining your conversations.

The feature can be utilized for a specific call or for all calls.

Operating Privacy for all calls

To operate this feature for all calls, see page 161.

Operating Privacy for current call

You may override the station Privacy setting on a call-by-call basis. Thus, if your station is in Privacy mode, you may remove the Privacy restriction and allow others to join your conversation; alternatively if your station is not in Privacy mode, you may apply Privacy to a specific call.

This is done by pressing Privac during a call. Press this key to toggle the feature on and off. This key can be pressed as many times as necessary.

Once Privacy is defined for your station (all calls) the Privacy key LED remains illuminated, and a bullet is displayed next to Privac, even if the key is pressed to temporarily override the Privacy feature. However, when your call is completed the telephone will return to the permanent status, private or non-private, as previously defined for all calls.

Boss Groups: Exclusive Hold

As a Boss Group member, you can put your telephone into Exclusive Hold mode. This ensures that a call you place on hold can be retrieved only at the station where Exclusive Hold was originally placed. If Exclusive Hold is cancelled, the call put on hold can be retrieved by any other member of your Boss Group, by pressing the winking **LINE** key.

The feature can be utilized for a specific call or for all calls.

Operating Exclusive Hold for all calls

To operate this feature for all calls, see page 161.

Operating Exclusive Hold for current call

You may override the station Exclusive Hold setting on a call-by-call basis. Thus, if your station is in Exclusive Hold mode, you may remove the Exclusive Hold restriction and allow others to pick up your held call; alternatively if your station is not in Exclusive Hold mode, you may apply Exclusive Hold to a specific call.

This is done by pressing ExHold during a call before pressing the hold key. Press this key to toggle the feature on and off. This key can be pressed as many times as necessary.

If your telephone is not in Exclusive Hold mode for all calls, press ExHold before you press Hold.

Press Hold to place a call into Exclusive Hold. The **LINE** on hold will remain steady on at all other FlexSets, and the call will only be retrievable from your station.

Once Exclusive Hold is defined for your station (all calls) the Exclusive Hold key LED remains illuminated, and a bullet is displayed next to ExHold, even if the key is pressed to temporarily override the Exclusive Hold feature. However, when your call is completed the telephone will return to the permanent status, as previously defined for all calls.

Transferring call to a group member (during conversation):

NOTE: *If your telephone is in Exclusive Hold mode for all calls, press* ExHold *before you press* Hold.

1. Press Hold. The **LINE** on hold will wink at all FlexSets.
2. Listen for the confirmation tone.
3. Inform the party to whom you wish to transfer on which line the call is on hold.

Returning or picking up a call on hold:

Press the winking **LINE** key.

Boss Groups: Call Forwarding

Calls arriving at your Boss Group can be forwarded, according to certain criteria, to ring at various destinations.

Calls incoming from an external source only can be forwarded using the All-E, Busy-E, NoAn-E, and Time-E soft keys. Additionally, calls from Internal and External sources can be forwarded to different destinations, as described in Internal/External Call Forwarding on page 69.

Possible destinations are operator, station/group, external number via public and private speed call library, DVMS pre-recorded message, UNA/central bell, group call, or network number (and the Boss Group itself for external calls).

Boss Group Call Forwarding options are accessed by pressing BG:Fwd from idle state.
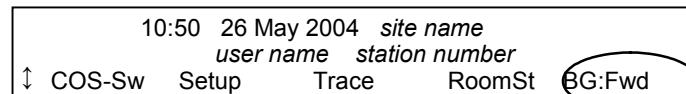
```
┌─────────────────────────────────────────┐   ┌─────────────────────────────────────┐
│   10:50   26 May 2004  site name         │   │  10:50   26 May 2004  site name     │
│       user name   station number         │   │      user name    station           │
│ ↕ COS-Sw  Setup   Trace   RoomSt  BG:Fwd │   │ ↕ Trace     RoomSt   BG:Fwd         │    Page 1
└─────────────────────────────────────────┘   └─────────────────────────────────────┘

┌─────────────────────────────────────────┐   ┌─────────────────────────────────────┐
│ Boss Group: Call Forward                 │   │ Boss Group: Call Forward            │
│ E=External                               │   │ E=External                          │
│ ↓  All       All-E   ●Busy  Busy-E ●NoAns│   │ ↓  All       All-E    ●Busy         │    Page 2
└─────────────────────────────────────────┘   └─────────────────────────────────────┘
```

All or All-E   **Forward All**. Forwards your incoming Boss Group calls to another destination. The destination can call back or return calls to your group, and outgoing calls can still be placed from within the group.

Busy or Busy-E   **Forward Busy**. Forwards your incoming Boss Group calls to another destination when your Boss Group lines are all busy.

NoAns or NoAn-E   **Forward No Answer**. Forwards your incoming Boss Group calls to another destination when none of your Boss Group lines are being answered.

Time or Time-E   **Forward Timed**. Forwards your incoming Boss Group calls to another destination during specific, system-defined time periods. See table on page 67.

Operating Boss Group: Call Forward:

1. Press BG:Fwd.
2. Choose the required forwarding option (All, All-E, Busy, Busy-E, NoAns, NoAn-E, Time, Time-E).
3. Choose St/Gp# and dial your boss group number, OR
   Scroll between groups by using the PortUp, FastUp, PortDn and FastDn soft keys.
4. To set Call Forward, choose Dest and dial the destination number to which calls are to be forwarded, OR
   To cancel Call Forward, choose Cancel.
5. Press Exit or **SPKR** to exit and save.

Call Forwarding

Calls arriving at your station can be forwarded to ring at various destinations, depending on the state of the terminal (all, busy, no answer, timed). In addition to the forwarding options detailed above, your FlexSet can distinguish between calls arriving from an internal or external source when forwarding.
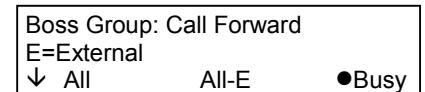
Calls incoming from an external source only can be forwarded using the All-E, Busy-E, NoAn-E, and Time-E soft keys. Additionally, calls from Internal and External sources can be forwarded to different destinations, as described in Internal/External Call Forwarding on page 69.

Possible destinations are operator, station/group, external number via public and private speed call library, DVMS pre-recorded message, UNA/central bell, group call, or network number (and the station itself for external calls).

A bullet appears next to any active forwarding feature on the Forwarding Options screen (page 2 below), and an additional bullet appears next to Fwd on the idle screen (page 1 below).

Forwarding options are accessed by pressing Fwd from idle state.

```
 10:50  26 May 2004  site name
           user name   station number
↓  Msg        CALLog      ●Fwd        DND        Music
```
```
 10:50  26 May 2004  site name
           user name    station
↓  Msg        CALLog      ●Fwd
```
Page 1
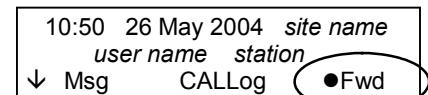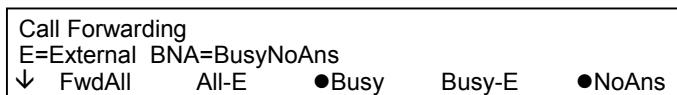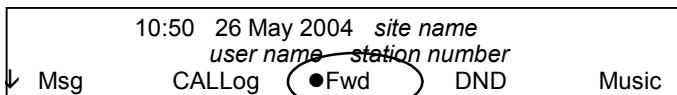
```
Call Forwarding
E=External  BNA=BusyNoAns
↓   FwdAll      All-E      ●Busy      Busy-E      ●NoAns
```
```
Call Forwarding
E=External  BNA=BusyNoAns
↓   FwdAll      All-E      ●Busy
```
Page 2

FwdAll or All-E   **Forward All**. Forwards your incoming calls to another destination. The destination can call back or return calls to your terminal, and you can still place outgoing calls from your terminal.

If FwdAll or All-E is activated, a *FwdAll* message appears on the top line to remind you that this feature has been activated at your station, and the Distinctive Dial Tone sounds upon lifting your handset (see Appendix B).

NOTE: *Call Forward All activation is also available upon receipt of an incoming call (when ringing). (See page 40)*

Busy or Busy-E   **Forward Busy**. Forwards your incoming calls to another destination when your terminal is busy.

NoAns or NoAn-E **Forward No Answer**. Forwards your incoming calls to another destination when you do not answer within a system-defined number of rings.

BNA or BNA-E **Forward Busy/No Answer**. Forwards your incoming calls to another destination when your terminal is busy, or when you do not answer within a predetermined number of rings. BNA enables you to program Busy and NoAns in one action, while BNA-E enables you to program Busy-E and NoAn-E in one action.

Time or Time-E **Forward Timed**. Forwards your incoming calls to another destination during specific, system-defined time periods. The system defined time can include up to two separate time periods, for example, between 12:00pm and 12:30pm and between 6:00pm and 6:30pm your calls can be forwarded to the front desk.

Please use this table to document the system-defined time periods:

Time Period	From	To
1st		
2nd		

Operating Call Forward:

1. Choose the required forwarding option (FwdAll, All-E, Busy, Busy-E, NoAns, NoAn-E, BNA, BNA-E, Time, Time-E).
2. You may scroll through the other forwarding options with the ◠ button.
3. To set Call Forward, dial the destination number, OR
   To cancel Call Forward, choose Cancel, OR
   To change the Call Forward destination, choose Dest to enter destination and dial the destination number.
4. Listen for confirmation tone.

FllwMe or Fllw-E   **Follow Me**. Allows you to collect your calls from another station. The source station is then put into a Call Forward All state; FwdAll or All-E respectively.

Operating Follow Me:

1. Choose FllwMe or Fllw-E from the location where you wish the calls to be forwarded.
2. Dial the number of your own (source) station (i.e. from which you wish to collect the calls).
   A *FOLLOW ME *source user name** message appears on the top line of your destination station.
3. To activate, choose Set.
   OR
   To cancel, choose Cancel.
4. Listen for confirmation tone.

Canceling Follow Me from the source location:

1. Choose FwdAll or All-E from your own (source) station.
2. Choose Cancel.
3. Listen for confirmation tone.

Internal/External Call Forwarding

In addition to the forwarding options detailed above, your FlexSet can distinguish between calls arriving from an internal or external source when forwarding. For each forwarding feature (forward all, when busy, on no answer, etc), you can program your FlexSet to forward your calls as follows:

- Forward Internal and External calls to the same destination
- Forward Internal and External calls to the different destinations
- Forward Internal calls only, while External calls keep ringing at your station
- Forward External calls only, while Internal calls keep ringing at your station

This is demonstrated in the following table using the FwdAll and All-E feature as an example:

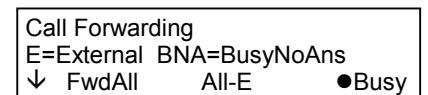| Case	Forward Option			Resultant Call Destination	
	FwdAll **Set To:**		All-E **Set To:**	**Internal Calls Go To**	**External Calls Go To**
1	Cancel (not set)	and	Cancel (not set)	Your Station	Your Station
2	Destination X	and	Cancel (not set)	Destination X	Destination X
3	Cancel (not set)	and	Destination Y	Your Station	Destination Y
4	Destination X	and	Destination Y	Destination X	Destination Y
5	Destination X	and	Destination Y (programmed as Your Station)	Destination X	Your Station

Possible destinations for X are: operator, station/group, external number via public and private speed call library, DVMS pre-recorded message, UNA/central bell, group call, or network number.

Possible destinations for Y are the same as for X, plus your own station number, thus facilitating forwarding of internal calls to another destination, whilst retaining external calls at your own station, as shown in Case 5 above.

Call Log

The Call Log feature allows you to view and redial the last 40 outgoing and last 40 incoming calls to your station. Calls are displayed with the name and number (where available).

If the name is unavailable, just the number will be shown.

If the number is unavailable, the Call Log will display `Unknown Number`.

If the number is restricted, the Call Log will display `Restricted Number`.

If incoming calls are not answered, a message indicating the number of new calls is displayed on the FlexSet idle screen: `< xx New Calls >`, where `xx` indicates the number of new calls. This count is reset to zero once the Call Log is viewed, and is not shown again until there are new calls logged.

Call Log options can be maintained via the Tools feature, *as described on page 162*.

Press CALLog to access the Call Log options.

10:50   26 May 2004   *site name*
< 03 New Calls >
↓   Msg   CALLog   Fwd   DND   Music

10:50   26 May 2004   *site name*
< 03 New Calls >
↓   Msg   CALLog   Fwd

Page 1

Call Log
Out   ●In   Esc
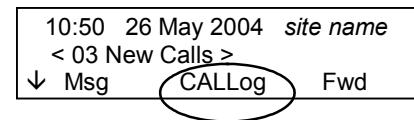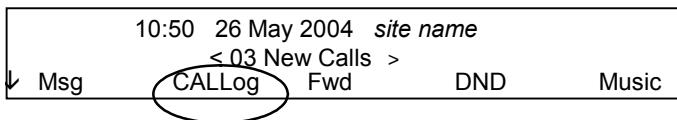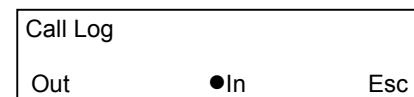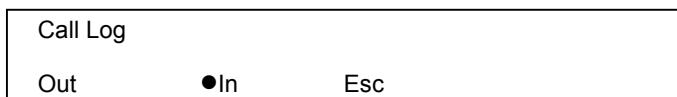
Call Log
Out   ●In   Esc

Page 2

Out   **Outgoing Call Log** is used to view the last 40 outgoing calls made from your station.

In   **Incoming Call Log** is used to view the last 40 incoming calls made to your station.

A bullet appears next to the Out or In soft keys to indicate when outgoing or incoming calls are logged for your station. If no calls are logged, pressing Out or In displays the `< No Calls Made >` or `< No Calls Received >` message, respectively.

```
In    10:00  29 May, 2004
√ 01: Steve Williams 7652345 (xx)
 Delete      Dial       Number     Esc
```

```
In    10:00  29 May, 2004
√ 01: Steve Williams 7652345 (xx)
 Delete      Dial       Number
```

Use ⌄ to scroll through the call records. The calls are listed in order of receipt/dialing, and are numbered accordingly at the left of the call display, with the most recent listed first. In the example above, `01: Steve Williams 7652345` indicates that Steve Williams was the most recent person to call/be called.

A maximum of 40 incoming and 40 outgoing calls are stored. Once this number is reached, any new calls added to the call log will result in the oldest (41st) record being deleted, on a first in, first out basis.

If an incoming call was originally answered, or has subsequently been dialed from the call log record, the '√' symbol appears to the left of the call display, as shown in the above example.

When new incoming calls are viewed in the Call Log, and the Call Log is set to hide duplicate numbers (Duplic = No as described in Setup: on page 162), the number of times that they called is displayed in parentheses after the name and number as shown in the diagram above (xx). Once the Call Log has been viewed, this number resets to zero and is hidden.

The following options are available:

Delete	Choose Delete to delete the selected entry from the call log.
Dial	Choose Dial to dial the selected entry from the call log.
Name / Number	If the combined size of the logged name and number is larger than the display area (19 characters for 120S, 35 characters for 280S), the display shows only the name. An additional context sensitive soft key is presented allowing you to toggle between viewing the number or the name. When name is displayed, choose Number to view the dial number. When number is displayed, choose Name to view the name.

Call Pickup

This feature enables you to pick up any ringing station or central bell within your system or pre-programmed Pickup Group.

Press PickUp to access the Pickup options.

```
 10:50  26 May 2004  site name
              user name   station number
↕ Redial      Page_Q    Hold      Remind   ( PickUp )
```

```
 10:50  26 May 2004  site name
              user name   station
( PickUp )  CampOn   Park                    Page 1
```

```
Call Pickup

Direct       Group      Night
```
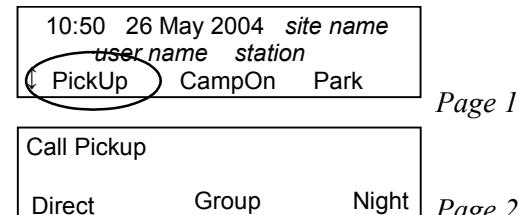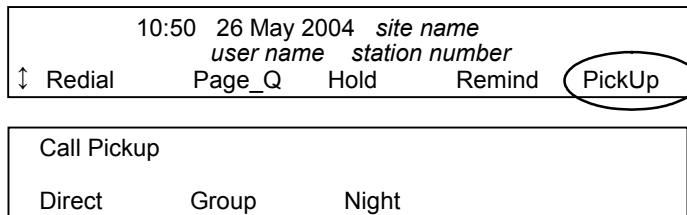
```
Call Pickup

Direct        Group       Night   Page 2
```

Direct **Direct Call Pickup** is used to answer any ringing station in your system. At the prompt, dial the number of the station that is ringing and answer the call.

Group **Group Call Pickup** is used to answer any ringing station in your Pickup Group. The call connects immediately upon pressing Group.

    NOTE: *See your system administrator to define your own Pickup Group.*

Night **Night Call Pickup** is used to answer incoming calls after the attendant leaves or when a central bell is ringing. Normally this feature is activated for incoming calls during the night answering period. The call connects immediately upon pressing Night.

Caller ID Control

This feature enables you to allow or restrict the presentation of your telephone number from appearing on the display of the called outside party. Your telephone is pre-set in the system to either restrict or display for all calls. Use IdCtrl to override this setting on a per-call basis.

Press IDCtrl to dial using ID Control.

```
        10:50  26 May 2004   site name
              user name    station number
  ↕ AcctCd   (IDCtrl)    WakeUp   CnfIns    GpCall
```

```
        10:50  26 May 2004   site name
              user name    station
  ↕ SltMon      AcctCd     (IDCtrl)
```
Page 1

```
  DIAL
  ID. RESTRICTED
        * * * * * * * * *   Enter Destination   * * * * * * * * *
```
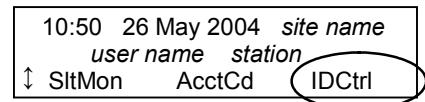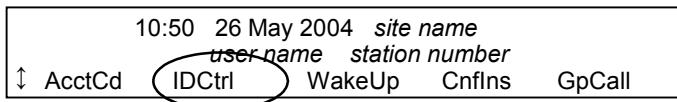
```
  DIAL
  ID. RESTRICTED
   * * * * *   Enter Destination   * * * *
```
Page 2

Operating Caller ID Control:

1. Press IdCtrl.
2. Dial external number.
3. Your call automatically connects. If your Coral system is set to restrict caller ID, it will now be presented to the called party, and vice versa.

Calls Waiting: Receiving

The call waiting tone, voice paging tone or muted ring indicates that another call is waiting for you to answer. When you hear this tone, or when the second row displays a call waiting message, you have the following choices:

Action		Method
Current Call	**Waiting Call**	
Hold	Answer	Press Hold. Upon hearing the ring, answer the waiting call
Continue	Redirect	Press Divert *(see page 40)*
Continue	View number of waiting calls	• Press CallWt *(see page 40)*; *or* • For a specific ACD group, press a preprogrammed **Call Waiting ACD** button *(see page 141)*
Join in 3-way mode		Press flashing button (only available if your FlexSet is defined as Auto Join)

Hold
then join in:
• Broker;
• Consultation;
• 3-Way ; or
• Combination Conference Call
dependent on Class of Service
 	
For more information, see also *page 171*.
	Answer	Press XFER to put the current call on hold and answer the waiting call. Press XFER again to establish one of the following four call types:
		
		To activate a Broker Call
		1. Press XFER to alternate between the parties (any number of times)
		2. Then either:
		   • Press SPKR or hang up in order to allow conversation between the two parties; *or*
		   • Press FrcRls to release all parties and press SPKR
		
		To activate a Consultation Call
		   When your conversation is concluded, press XFER to return to the original call (the consultation is released)
		
		To activate a 3-Way Call
		• Press FrcRls to release the third party and return to original call (same as Consultation Call); *or*
		• Press XFER to connect all three parties
		
		To activate a Combination Call
		1. Press XFER to put the third party on hold
		2. After concluding the private conversation, press XFER to complete a 3-Way Conference Call

Camp On (Call Back)

Use this feature when a station is busy or does not answer, or when an outside line is busy, to request that the system automatically call you back when the required destination number or line is available. Answering the call causes the camped on station to immediately ring.

Camp On can also be operated from idle.

Camp On is automatically cancelled after a system-wide defined period after activation.

Press CampOn to camp on to the unavailable line.

10:50 26 May 2004 *site name* *user name station number* ↕ (CampOn) Park V-Page WhspPg SltMon	10:50 26 May 2004 *site name* *user name station* ↕ PickUp (CampOn) Park *Page 1*

CAMPING ON
LIST EMPTY
      * * * * * * * * *   Enter Destination * * * * * * * * * *
	CAMPING ON
	LIST EMPTY
	  * * * * * Enter Destination * * * * *Page 2*

Camping On upon hearing a busy tone

1. Press CampOn after hearing the busy tone.
2. The *CAMPING ON Name* message appears to inform you that you are camped on.
   Alternatively, press SendCw to send a call waiting tone to the busy station. The station now knows that another call is waiting. Your side hears a second (quicker) ringback tone (system-wide defined).

Camping On while your FlexSet is idle

1. Press CampOn.
2. Dial the destination number.
3. The *CAMPING ON Name* message appears to inform you that you are camped on.

Entering additional destinations to the Camp On list:

1. Press CampOn.
1. Choose Dest to enter destination.
2. Dial the destination number.
3. The CAMPING ON *Name* message appears to inform you that you are camped on.

Canceling a number from the Camp On list:

1. Press CampOn.
2. Use Next or the ⌒ button to scroll through the list of Camp On destinations and select a destination.
3. Choose Cancel to cancel Camp-On.

When the line is available, the system will call you back. Answer the call to automatically dial the camped on station/trunk (or should you hear the distinctive dial tone, system-wide defined, press CampOn to initiate ringing).

For Trunks Only: *After the trunk line is free, you must continue dialing the outside dial number for external numbers.*

Conference (Multi Party) Calls

Conference calls allow several users to carry on a multiparty conversation. Up to 6 or 15 participants are permitted depending on the system hardware assigned to the conference call.

Conference Calls: Meet Me

Joining a conference:
Dial the conference number (7098-7099) at the assigned time.
NOTE: *A warning tone will be heard by all the participants.*

Adding an additional party to a conference:
1.   Press ⌐Xfer⌐.
2.   Dial the assigned conference number.
3.   Press **SPKR** or hang up to leave the conference, or remain on the line to stay connected to the conference.
NOTE: *A warning tone will be heard by all the participants.*

Leaving a conference:
Press **SPKR** or hang up.

Force Releasing an entire conference:
Press ⌐FrcRls⌐.

Conference Calls: Conference Multi-Party Lock

The authorized participant can block other users from joining an ongoing conference. Conference Lock acts as an on/off switch, locking and unlocking the conference as required.

Press CnfLck once to lock the conference. Press again to Unlock.

NOTE: *If you "lock" the conference and leave, you will not be able to rejoin until another conference member "unlocks".*

Conference Calls: Conference View/Release Calls:

This feature allows an authorized user, from idle, to release a conference participant from an ongoing conference. The feature also allows viewing the participant list.

Press [Cnflns] to access this feature.

```
  10:50  26 May 2004  site name
          user name   station number
↕ AcctCd    IDCtrl    WakeUp  (CnfIns)  GpCall
```

```
  10:50  26 May 2004  site name
          user name   station
↕ WakeUp  (CnfIns)  GpCall
```
Page 1

```
CONF. INSPECT
ENTER CONF NUM
   * * * * *  * * * * *  Enter Destination  * * * * *  * * * * *
```

```
CONF. INSPECT
ENTER CONF NUM
 * * * * *  Enter Destination  * * * * *
```
Page 2

```
RELEASE  Participant Name
CONF  Conference #
  Parti#    Prev    Next      FrcRls    Exit
```

```
 RELEASE  Participant Name
 CONF  Conference #
↓Parti#      Prev       Next
```
Page 3

1. Press [CnfIns].
2. Dial the Conference number.
3. Choose [Parti#] and dial the participant number or use the [Next] and [Prev] to scroll between participants and choose which one should be released.
4. Choose [FrcRls] to activate Forced Release for the participant displayed on the top line.
   No confirmation tone will be heard.
5. If the Conference contains no participants, the display shows CONF EMPTY on the top line.
6. Press **SPKR** key or [Exit] to exit.

NOTE: *You may repeat this process for any number of participants.*

COS Switchover

Each station has a Primary and Secondary Class Of Service (COS), which provides the basis for dialing and feature capabilities for a particular station. Use this feature to change your Class of Service from Primary to Secondary or vice versa.

Press [COS-Sw] to access this feature.

```
   10:50  26 May 2004  site name
            user name    station number
 1 COS-Sw    Setup       Trace      RoomSt  BG:Fwd
```

```
   10:50  26 May 2004  site name
            user name    station
 ↕ Exec     COS-Sw    Setup
```
Page 1

```
2NDR COS CHANGE
ENTER PASSCODE
```

```
2NDR COS CHANGE
ENTER PASSCODE
```
Page 2

```
YOUR PRIMARY
COS IS: X
Primary     Second
```
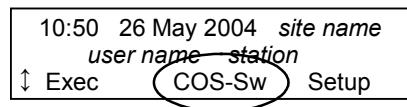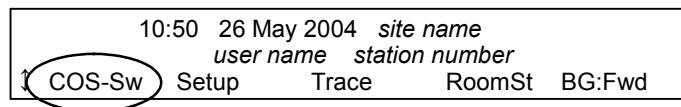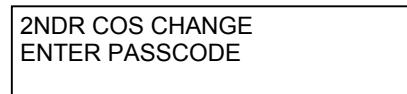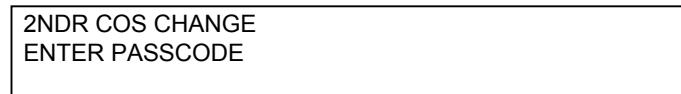
```
YOUR PRIMARY
COS IS: X
Primary     Second
```
Page 3

1. Press [COS-Sw].
2. Dial your 4-digit Passcode. *To define your passcode, see Setup: Passcode on page 156.*
3. Press [Second] to switch to your secondary COS or [Primry] to return to your primary COS.
4. Listen for the confirmation tone.

NOTE: *COS Switchover is denied when your phone is in Checkout mode.*

Directory

This feature provides a searchable directory listing. Both Shared and Personal records are combined and organized alphabetically, for easy retrieval. A search result can be dialed at the touch of a key.

The Directory enables:

- Fast search by name
- Number retrieval and autodial
- Add/edit entries to the Personal directory

Shared Directory is composed of the following internal and external numbers:

- Public Speed Call Library
- Hunt Group
- Boss Group
- All stations defined in the system

Personal Directory is a self-built database of external telephone numbers. It is accessible only from the station at which it was entered.
An entry to the Personal Directory is distinguished from a Shared Directory entry by a preceding asterisk.

Calls arriving to your station are matched against entries to your Personal Directory. Incoming calls from contacts listed in the directory are shown on the display as they appear in the Directory.

To search through the Directory:

NOTE: *Both Shared and Personal directories are accessed by the first constituent of an entry. If an entry consists of a given name and a family name, the search will look for the attribute listed first.*

1. Dial the Directory feature code #1994.
2. Enter all or part of the name of your contact party using the alphanumeric keys (*see Keypad on page 84 and Editing Keys on page 85*).

   You may also use the ✏ keys to scroll through the Directory.
3. While the name or number of the retrieved contact party is displayed, you can do one of the following:
   - Place a call by pressing asterisk (*) (see steps below)
   - Modify a Personal Directory contact information by dialing #2 (*see page 82*)
   - Permanently remove a Personal Directory entry by dialing #0 (*see page 82*)

To place a call from the Directory:

To place a call from within the Directory, dial asterisk (*) while the name or number of the retrieved contact party is displayed.

To modify an entry to the Personal Directory:

1. Dial #2 while the name or number of the retrieved contact party is displayed.
2. Edit the name as required.
3. Press the ✏ key.
4. Edit the number.
5. Press the ✏ key to save the changes. The entry subsequent to the one modified appears on the display.
   or
   Dial asterisk (*) to save the changes and call the saved contact.

To remove an entry from the Personal Directory:

To permanently delete an entry (personal directory only), press #0 while the entry is displayed. You will not be able to restore the deleted entry. The entry subsequent to the one removed appears on the display.

To add a new entry to the Personal Directory:

1. Dial the Directory feature code (#1994)
2. Dial #1.
3. At the prompt, enter the name of your contact party using the alphanumeric keys.
   Up to 16 characters are allowed (*see Keypad on page 84 and Editing Keys on page 85*).
4. Press the ✐ key.
5. At the prompt, enter the telephone number of your contact party (do not enter the outside line access code).
6. Press the ✐ key to save the entry (an asterisk marks the saved entry as a Personal one).
   OR
   Press asterisk (*) to save the entry and to call the saved contact.

NOTE: *Any attempt to make an entry in excess of the number of entries allowed by the system, or to assign a dial number already existing on the Directory to a new contact, will fail.*

Keypad – Alphabetic Mode

Use the keypad to make new entries or navigate through the directory to a specific entry. The cursor advances automatically when a different key is pressed. If two consecutive letters are on the same key, wait for the cursor to disappear before proceeding to the next key. The following table indicates the key presses used to input the required letters. This table may override the designations on your keypad.

For example, to enter "ANN" press:

2 ABC	6 MNO	6 MNO	WAIT	6 MNO	6 MNO
A		**N**			**N**

KEYS	CHARACTERS			
Press:	1 Time	2 Times	3 Times	4 Times
1	–	–	–	–
2 ABC	A	B	C	–
3 DEF	D	E	F	–
4 GHI	G	H	I	–
5 JKL	J	K	L	–
6 MNO	M	N	O	–
7 PQRS	P	Q	R	S
8 TUV	T	U	V	–
9 WXY	W	X	Y	Z
*	–	–	–	–
0	–	–	–	–
#	–	–	–	–

Editing Keys

The Directory service allows you to easily retrieve a telephone number by keying a name of your contact and to place a call to the search result as soon as the match is found. The available key combinations are listed in the table below.

Options marked with a diamond (♦) are applicable for the Personal Directory only.

Option	Key	Description
Delete Entry ♦	#0	Delete the displayed personal entry. (There is no option to restore the deleted entry.)
New Entry ♦	#1	Add a new entry to your Personal Directory.
Modify Entry ♦	#2	Edit the displayed personal entry.
Backspace	#3	Erase the last entered character or digit.
Space	#4	Insert a space between words.
Name/Number	#5 or Designated DSS button	Toggle between name and number of your contact. To program a Name/Number toggle button, use feature code #128.
Send	✳	Place a call to the displayed contact.
Scroll		Scroll through the Directory entries, contact by contact (entries are alphabetically organized).
Caps Lock ♦	Designated DSS button	Toggle between uppercase and lowercase characters. To program the Caps Lock toggle button, contact your system administrator for the Caps Lock feature code.
Character/Digit	Designated DSS button	Toggle between digits and characters. To program the Character/Digit toggle button, contact your system administrator for the Character/Digit feature code.

Divert Call

Enables you to divert an incoming call while actively engaged in another call, or while an idle station is ringing, without answering it. The call you are engaged in is not interrupted, nor is the incoming caller aware of the diversion. The destination can be any permissible dial number in the system.

Typically Divert Call can be used to send an incoming call to a boss group, a secretary, or to voice mail, by making Library the destination of the diversion.

This feature is accessible via ⌷Divert⌷ upon receiving an incoming call. The caller name of number is displayed on the top left.

caller #
↓ (→Divert) CallWt

caller #
↕ FwdAll   All-E   (Divert)
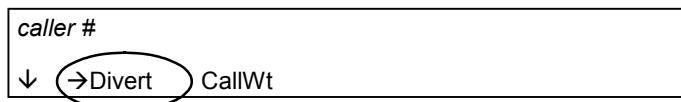
Activating using soft keys:

1. Press ⌷Divert⌷.
2. Enter destination to send the call.
   The current call continues uninterrupted or the station remains idle.

Activating using preprogrammed DSS key:

1. Press a preprogrammed **DIVERT CALL to XXXX** DSS key.
2. The incoming call is diverted to the programmed destination.
   The current call continues uninterrupted or the station remains idle.
   See Programming: Feature Keys on page 141 for instructions on how to program a DSS key. To program a **DIVERT CALL** key, use feature code #1445, followed by the destination number. You may program as many keys as you want, each with a different destination. Possible destinations are *operator, station/group, public speed call library, DVMS pre-recorded message, UNA/central bell or group call*.
   NOTE: *Your station must be defined as multi-appearance to be able to divert a new call while engaged in a previous one.*

Do Not Disturb (DND)

Use the Do Not Disturb feature to block all incoming calls to your station. When blocked, you can still receive Voice Page calls and you are still able to make outgoing calls.

Any call forwarding to your telephone is automatically cancelled when you activate the DND feature. Only a station that has DND Override privilege will be able to call your telephone.

When the feature is activated, the calling station will see the DONT DIST message (or UNATTENDED for Attendant) and hear the reorder tone.

This feature is accessible via DND from idle or when receiving an incoming call.

```
10:50  26 May 2004  site name
        user name   station number
↓Msg       CALLog   Fwd    DND     Music
```

```
10:50  26 May 2004  site name
        user name   station
↕ DND      Music            Redial
```

To activate, press the DND toggle key once. To cancel, press the DND toggle key again.

NOTE: *Should you hear a reorder tone, DND is denied at your station (as defined by the Class of Service).*

When the feature is activated, a bullet appears next to DND and a *DND* message shortly appears on the top line to remind you that the feature is activated.

```
              *DND*
        user name   station
↓ Msg      CALLog   Fwd    ●DND    Music
```

```
              *DND*
        user name   station
↕ ●DND     Music            Redial
```

Do Not Disturb Override

This feature can be applied to stations that are idle, but have been set to Do Not Disturb or Unattended. After dialing a station and receiving a reorder tone, if the DONT DIST or UNATTENDED message appears on the top line, an authorized user can override the DND using this feature and your call can be put through to the station.

1. Press DNDOvr.
2. Listen for the ringback tone and wait for answer.

Executive Privilege

Use this feature to temporarily copy all the COS features from any system station to your FlexSet, enabling you to use features or to dial numbers restricted at your current station. After **one** call, the current FlexSet returns to its previous COS.

Some FlexSets may be denied the Executive Privilege feature, as defined by the current Class of Service.

Press [Exec] to access this feature.

```
  10:50  26 May 2004  site name
            user name    station number
↕ GpCall    AcdUcd    Lock    (Exec )   COS-Sw
```

```
EXECUTIVE

   * * * * *  * * * * *   Enter Destination   * * * * *  * * * * *
```

```
  10:50  26 May 2004  site name
            user name    station
↕ (Exec )    COS-Sw    Setup
```
Page 1

```
EXECUTIVE

   * * * * *   Enter Destination   * * * * *
```
Page 2
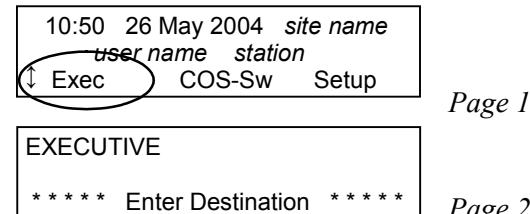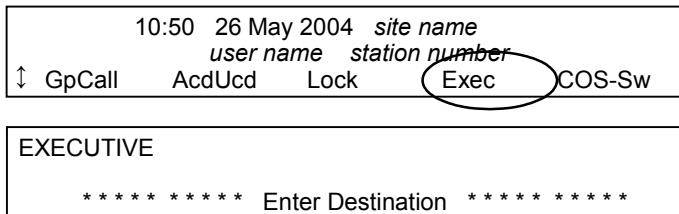
Operating Executive Privilege

1. Press [Exec].
2. Dial the station number.
3. Dial the passcode of that station *(see Setup on page 156)*.

   Now the current FlexSet resembles the other station. Continue to dial as you would from that station.

FlexiCall

Calls ringing at your Coral station can simultaneously ring at any designated internal or external phone (e.g. home phone, mobile, second station) and can be answered at either phone. Your FlexSet can distinguish between calls arriving from an internal or external source when ringing at the remote destination (*see page 90*). Calls can be transferred back to the original FlexSet anytime during the call.

The FlexiCall feature is an ideal solution for office applications requiring a "courtesy" telephone, and applications requiring an extension telephone to a system FlexSet. The FlexiCall feature may be used also to "semi-connect" ancillary devices such as answering machines, fax machines, or data modems to your FlexSet, without using a separate telephone number.

The remote destination rings even when your FlexSet is disconnected.

The remote destination does not ring if any of the following features is activated at your Coral station: *Do Not Disturb, Call Forward All, Call Forward Busy, Call Forward Timed, Auto Answer*.

The remote destination does not ring for the following incoming calls: *Group call, Boss Group call (only first member of a Boss Group will ring), Bell/UNA, Reminder, Wakeup, Voice Page*.
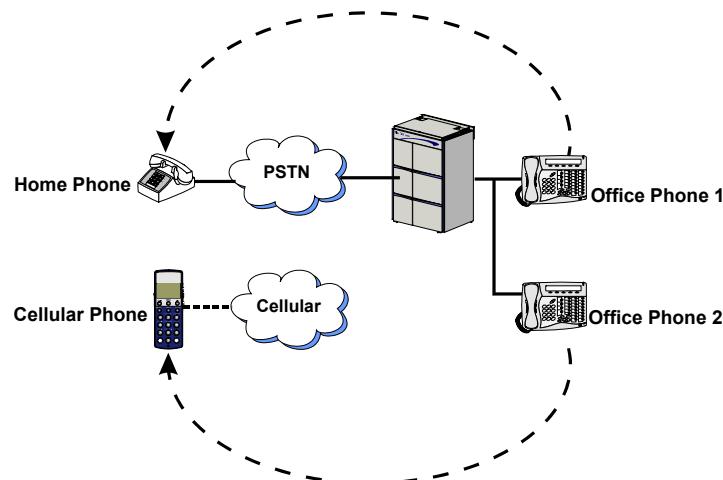
Internal/External FlexiCall

You can distinguish between calls arriving from an internal or exernal source when operating the FlexiCall feature.
You can set calls arriving to your FlexSet to concurrently ring at your remote phone as follows:

- Internal and External calls ring at your remote phone.
- Only internal calls ring at your remote phone.
- Only external calls ring at your remote phone

This is demonstrated in the table below.

| Case | To set | | Set FlexiCall options as follows: | | |
	Internal Calls ring at:	External Calls ring at:	FlexiCall All Set to:	FlexiCall Internal Set to:	FlexiCall External Set to:
1			Disabled	Activated	Disabled
2			Disabled	Disabled	Activated
3			Enabled	Irrelevant	Irrelevant
4			Disabled	Activated	Activated

= your Coral station   = your remote phone

Press ⟨FlexiC⟩ to access the FlexiCall options.

```
┌─────────────────────────────────────────────────┐   ┌─────────────────────────────────────┐
│      10:50  26 May 2004  site name              │   │   10:50  26 May 2004  site name      │
│            user name  station number            │   │        user name    station         │
│ ↕ FlexiC      Redial      Page_Q   Hold  Remind │   │ ⟨ FlexiC ⟩ Redial      Page_Q       │   Page 1
└─────────────────────────────────────────────────┘   └─────────────────────────────────────┘

┌─────────────────────────────────────────────────┐   ┌─────────────────────────────────────┐
│ FlexiCall Remote Dest                           │   │ FlexiCall Remote Dest                │
│                                                 │   │                                     │
│ All          Extern       Intern                │   │ All          Extern       Intern    │   Page 2
└─────────────────────────────────────────────────┘   └─────────────────────────────────────┘
```
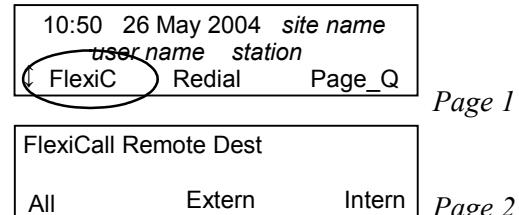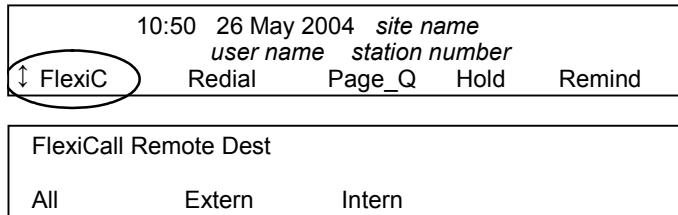
All	**All Incoming Calls** is used to define your remote destination for **all** incoming calls.
Extern	**External Calls** is used to define your remote destination for all incoming **external** calls.
Intern	**Internal Calls** is used to define your remote destination for all incoming **internal** calls.

To Operate FlexiCall:

1. Choose the required FlexiCall option (All, Extern, or Intern).
2. To set FlexiCall, dial your remote destination number (internal number or Public/Private Library number) at which calls will ring simultaneously with your Coral station.
   A remote destination can be: *an operator, station, network number, UNA/ Central Bell, or external number (stationary or cellular) via Public/Private Speed Call Library*.
   OR
   To cancel FlexiCall, choose Cancel;
   OR
   To change the FlexiCall destination, choose Dest and dial the remote destination number.
3. Listen for the confirmation tone.

NOTES:

1. Intern *and* Extern *calls may be routed to different destinations.*
2. If All *is defined, it overrides the settings for Internal and External.*

FlexiCall: Receiving Calls at a Remote Destination

If your remote destination is located outside the enterprise (connected to the PSTN or public cellular network), you can answer all your FlexSet calls from your remote destination. Once you have answered a call at your remote destination, you have the following options:

Function	*Key*	*Use to:*
Place a new call	*1	Listen for a dial tone indicating that you can place a call to a new contact. Your original conversing party will be disconnected
Transfer call		A dial tone prompts you to enter the required transfer number. Transfer can be screened or unscreened. To return to the original conversing party (when transfer destination is busy or does not answer) dial *2 again.
Switch to Broker/ Consultation/3-Way Conference call	*2	A dial tone prompts you to enter the required third party number. Depending on your Class of Service definitions, one of the following three party functions will be activated (see *page 111*): • Broker Call • Consultation • 3-Way Combination of Consultation/Broker/3-way Conference Call
Divert call to Coral station	*3	A dial tone prompts you to enter a divert number. You will be disconnected and your conversing party will be transferred to the divert number. Your number will not show on the divert party's display.
Access voice mail/IVR	*4	For instructions on accessing voice mail from an IRSS phone, refer to *page 93*
Divert call to your FlexSet	*5	You will be disconnected and your conversing party will be transferred to your Coral station. Your number will not show on your FlexSet's display. If your station does not answer within the system defined time-out period, the call will return to your remote phone.

NOTE: *Your remote phone will be activated as a part of the system only when a remote call is picked up at that phone.*

To activate voice mail/IVR from your remote phone:

You can access your voice mailbox, retrieve messages and setup voice mail options for your Coral station.

1. Answer the remote call.
2. Dial *1. Listen for the dial tone. Your original party will be released.
3. Dial the voice mail or IVR dial number (see table below).
4. At the automated voice mail answer, dial the voice mail remote access code followed by your station number to access your station's voice mail box.
5. Dial *4 as soon as the automated voice mail answers. This allows the system to recognize the voice mail (or IVR) commands.
6. Choose the required option from the voice mail or IVR system menu.

NOTE: *Contact your system administrator for the voice mail (IVR) dial number and voice mail remote access code. Use the table below to record that number and code:*

Voice Mail (IVR) Dial Number	Voice Mail Remote Access Code

Group Calls

Group Calls are conference calls, allowing participation of up to 100 members at a time. Two options are offered: a) preset Group Calls comprised of predefined members, b) Add On (Temporary) Group Calls containing no predefined members, where participants are added from the Group Call initiator station. Each Group Call has its own unique dial number. Group Call members can be internal stations or external numbers dialled through Public Library numbers.

When a Group Call is placed, all stations defined as registered members for that particular group ring. As a member joins the conference (i.e. answers the incoming group call ring), all actively participating members can be alerted by a defined warning tone. Unanswered stations will continue ringing until the defined timeout period is completed, without disturbing the conference.

Depending on the system settings, a warning tone may be heard by a conference initiator upon activating the group call, and by all the participants every time a participant joins (or leaves) an ongoing conference. Group members may be blocked from joining the conference once the ringing has stopped. The conference may, if desired, be locked to those users that are not listed on the system as the conference registered members. When the Group Call is not locked, the non-registered members may join an ongoing conference by dialing the Group Call access code, or be connected by a registered member.

The conference is controlled by a user defined as the *Group Operator*.

Participants may join a conference with the ability to speak and hear each other, or in the mute mode to only hear other group members. In case of a muted conference, only the Group Call initiator has the right to speak. Other participants can be granted permission to speak by the *Group Operator*. These options are set in the Group Call definitions. An authorized user can force release a participant or terminate an entire conference.

Group Call Access Codes

Use the following form to write in your group call details:

Group Call Members	Group Operator	Group Call Access Code (group #)	Conference Number (conf #)

Use the following guide to navigate through this section:

Press ⌊GpCall⌋ to access the Group Call options.

```
   10:50  26 May 2004  site name
            user name   station number
⇅ ( GpCall )  AcdUcd    Lock       Exec      COS-Sw
```

```
   10:50  26 May 2004  site name
            user name   station
⇅ ( GpCall )  AcdUcd    Lock
```
Page 1

```
 Group Call

  PrtRel     GrpRel     AddOn
```

```
 Group Call

  PrtRel     GrpRel     AddOn
```
Page 2

⌊PrtRel⌋   **Participant Release** is used to allow an authorized user to release a participant from an ongoing conference. The feature does not allow the user to view the list of participants.
See Group Calls: Forced Release of a Participant on page 103.

⌊GrpRel⌋   **Group Release** is used to allow an authorized user to release the entire group call.
See Group Calls: Forced Release of an Entire Group Call on page 103.

⌊AddOn⌋   **Temporary Add On**. The Temporary Conference feature allows an authorized user to establish an Add-On (Temporary) Group Call by adding participants as the conference is being set up.
See Group Calls: Temporary Conference Activation on page 98.

Group Calls: Preset Conference Activation

Preset Group Calls are comprised of a number of specified members whose stations ring simultaneously when an assigned Group Call number is dialled. This feature allows a conference initiator to contact all the registered members with one button press. The maximum number of participants is 100, depending on the system configuration.

Calling a Preset Group:

1. Press the preprogrammed Group Call DSS key, or dial the Group Call access code.
   (See Programming: Feature Keys on page 141 for instructions on how to program a DSS key)
2. All the member stations start ringing.
3. Wait for members to join, listen for the warning tone (if defined system-wide) every time a member answers.
4. Start speaking when the CONF COMPLETED message appears momentarily on the display (the message indicates that all non-answered stations have stopped ringing).
5. If none of the member stations answered, the NO ANSWER message appears.

   NOTE: *For Group Call access code, see table on page 95.*

Group Calls: Temporary Conference Activation

The Temporary Conference feature allows an authorized user to establish an Add-On (Temporary) Group Call by adding participants as the conference is being set up. For this purpose, vacant Group Calls containing no preset members are defined system-wide. The Group Call initiator adds members from his/her station. A Temporary Group Call may include internal stations and/or external telephone numbers via a public speed call library. A few preset group calls may be joined to an Add-On Group Call via Public Libraries.

Calling a Temporary Group:

1. Press $\boxed{\text{GpCall}}$ $\boxed{\text{AddOn}}$.
2. Listen for the dial tone.
3. Dial the Group Call access code.
4. Press $\boxed{\text{AddPrt}}$.
5. Dial the required station and/or Public Library. To add additional members, repeat from step 1.
   Up to 5 or 14 destinations can be added, depending on the system configuration.
6. To delete a participant, press $\boxed{\text{DelPrt}}$. Press $\boxed{\text{DelPrt}}$ again to delete additional participants. This operates on a last-in-first-out basis – the participant added most recently will be deleted first, followed by the next most recent, and so on.
7. Press $\boxed{\text{Call}}$ to initiate the Group Call.
   All the called stations will now start ringing. As each member joins you will hear a warning tone (if defined system-wide).
8. Start speaking when the CONF COMPLETED message appears momentarily on the display (the message indicates that all non answered stations have stopped ringing).

Group Calls: Joining

The registered members join a conference being initiated by answering the incoming group call.

Provided the conference is not locked against non-registered participants, they can join the conference by dialing the group call access code or can be transferred to the group call by an authorized user.

Joining a Group Call

While your phone is ringing:
1. Answer the ringing phone or press the lit Group Call DSS key.
2. A warning tone will be heard by all participants (if defined system-wide).

After station has stopped ringing:
1. Press the lit Group Call DSS key or dial the Group Call access code.
2. A warning tone will be heard by all participants (if defined system-wide).
   NOTE: *When the group is defined as blocked against joining an ongoing conference, the BUSY message will be displayed and the busy tone will be heard.*

Leaving a Group Call:
1. Press **SPKR** or hang up.
2. A warning tone will be heard by all participants (if defined system-wide).

Group Calls: Adding Participants

Allows an authorized user to transfer a new participant to an established conference. The feature enables a user engaged in a conversation to add his conversing party to the ongoing conference. The feature can be enabled when the Group Call is not locked against non-registered participants, and connecting to the ongoing conference is not restricted.

Adding an additional participant to an ongoing Group Call:

While connected to a station/trunk:

1. Press [Xfer].
2. Listen for the dial tone
3. Press the lit Group Call DSS key or dial the Group Call access code.
   A warning tone will be heard by all participants (if defined system-wide).
4. Both the new participant and yourself are connected to the group call.

NOTES:

1) When the group is defined as locked against non-registered participants, and one of the conversing parties is not registered, the reorder tone is heard and the CNF LOCK message is displayed. The registered party joins successfully, while the non-registered party is disconnected. If neither are registered members, both conversing parties will be disconnected.

2) When the group is defined such that no new participant can join an ongoing conference, both conversing parties will be disconnected. The busy tone is heard and the BUSY message is displayed.

Group Calls: Submitting Request to Speak

Members may be permitted to participate in a Group Call with the ability to speak and hear each other, or in the mute mode. In case of a muted conference only a Group Call initiator has the right to speak. The user defined as *Group Operator* can set his own station to the audible mode, while connected to the conference, and may grant the right to speak to other participants.

This feature allows you to request permission to speak from the *Group Operator*. The request is submitted while your current conference is in progress, without disturbing it.

Sending a request to speak to the group operator:

1. Press the **Speech Request** DSS key or ⟨Xfer⟩. *(To program a Speech Request key, use Help feature access code #1443, followed by the Group Operator dial number)*
2. Continue attending the current conference, while watching the **Speech Request** key LED and the second line of the display.
3. The TRX. ON message indicates that you are given permission to speak.
4. The TRX. OFF message indicates that the permission to speak is taken away from you.

Group Calls: Controlling Permission to Speak

This function is relevant for Group Calls defined to admit participants only in mute mode. This feature allows the Group Operator to grant a participant permission to speak – either by operator's own initiative or as a response to the Request to Speak sent by a Group Call participant. The operator can ignore the Request to Speak, or act as described below. To utilize the feature, the Group Operator's keyset must be equipped with a display and the DSS buttons programmed with participants' dial numbers.

Responding to the request to speak:
1. Listen for the muted ring and check the station number/name displayed.
2. Press the winking DSS button associated with the station that is requesting permission to speak.
3. Notify the participant that permission to speak is given.

Initiating permission to speak:
1. Press the steadily lit DSS button associated with the required participant.
2. Ask the participant to start speaking.

Retracting permission to speak:
1. Notify the participant that the permission will be retracted.
2. Press the flashing DSS button associated with the participant to be muted.

CAUTION: *A Group Operator who left the conference and rejoined in the mute mode must give himself permission to speak by pressing the steadily lit DSS button pre-programmed with his own dial number.*

Group Calls: Forced Release of a Participant

This feature allows an authorized user, from idle, to release a participant from an ongoing conference. The feature does not allow the user to view the list of participants.

Releasing a single participant:

1. Press ⎣GpCall⎦ ⎣PrtRel⎦.
2. Listen for the dial tone.
3. Dial the participant number or press the programmed DSS key.
4. Press ⎣FrcRls⎦ - no confirmation tone will be heard.
5. Press ⎣Exit⎦ to exit.

Group Calls: Forced Release of an Entire Group Call

This feature allows an authorized user, from idle, to release the entire group call.

Releasing an entire Group Call:

1. Press ⎣GpCall⎦ ⎣GrpRel⎦.
2. Listen for the dial tone.
3. Dial the access code of the required Group Call.
4. Press ⎣FrcRls⎦ - no confirmation tone will be heard.
5. Press ⎣Exit⎦ to exit.

Help: Requesting

The Help Requesting feature allows you to alert a pre-selected station while you are in conversation with a request for help. The Help feature is operated while your current call is in progress, without disrupting the call. Once you have agreed upon a partner for the help procedure, a predetermined action can take place between you and your partner when Help is activated.

A DSS key must be programmed to activate Help Requesting.

Programming a Help Requesting key

1. Press Setup ProgKy.
2. Choose and press the DSS key.
3. Dial feature access code (default dial number: #1443)
4. Dial the destination station.
   The destination must be another keyset equipped with a display.
5. Press the selected DSS key again.
6. You may program many keys, each with a different destination.
   To program additional keys, repeat steps 1 - 5.

Sending a Help Request

During a call when you need help, press the **HELP** DSS key and continue the call, while watching the **HELP** key LED. Your **HELP** key LED is lit while the destination phone rings. The LED winks when the call is answered.

The destination station views the help message on their station display while their station is ringing. Wait for help or press the **HELP** key again.

TIP: *Discuss with co-worker/partner what Help procedure should be performed when Help is requested.*

Help: Answering

This feature allows you to receive a call for help from another station.

Answering a Help Request

1. Answer the call, listen for the confirmation tone and check the station number displayed.
2. Press **SPKR** or hang up to release.
3. Take help action as agreed.

NOTE: *If engaged in a call when help is requested, a muted ring tone and message is received. Terminate the call or put it on hold and answer, so the requesting station knows that you have received the request for help.*

Hold

A calling party can be placed on hold while another call is made. The held party can hear one of the following: music, reorder tone, busy tone or no sound at all as defined system-wide.

Call Hold is accessible via the ⌊Hold⌋ soft key, or the **HOLD** fixed key.

```
┌─────────────────────────────────────────────────┐
│         10:50   26 May 2004  site name           │
│              user name   station number          │
│ ↕ Redial      Page_Q    ( Hold )  Remind  PickUp │
└─────────────────────────────────────────────────┘
```

```
┌───────────────────────────────────────┐
│    10:50   26 May 2004  site name      │
│        user name   station             │
│ ↕Page_Q    ( Hold )         Remind     │
└───────────────────────────────────────┘
```
Page 1

```
┌─────────────────────────────────┐
│ CALL HOLD  Name                 │
│                                 │
│  Next      ReConn               │
└─────────────────────────────────┘
```
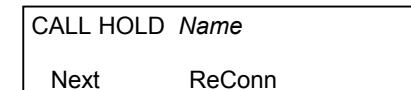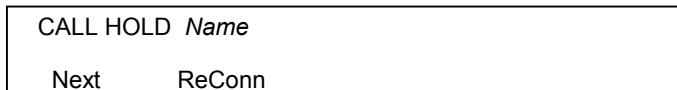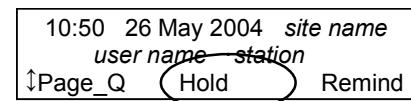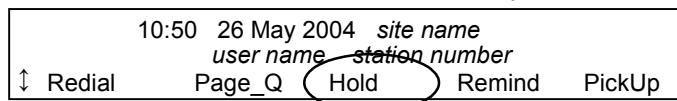
```
┌─────────────────────────────────┐
│ CALL HOLD  Name                 │
│                                 │
│  Next      ReConn               │
└─────────────────────────────────┘
```
Page 2

During a call, press ⌊Hold⌋ or **HOLD** to place the second party on hold.

The ⌊Hold⌋ soft key is shown with a bullet next to it, indicating that a call has been placed on hold at your station. A *HOLD* message appears on the top line to remind you that a call is held at your station. The **HOLD** fixed key LED is lit and the fixed **LOOP** key is winking.

Retrieving the call from Hold:

Press the blinking **LOOP** key to connect.

OR

4. Press ⌊Hold⌋ or **HOLD**.
5. Choose ⌊ReConn⌋. If more than one party has been placed on hold, scroll between names by using ⌊Next⌋.
6. The held calls are returned in "first in/first out order".
   If you do not return to the call on hold within a predetermined amount of time, the call will automatically return to you.
   If your telephone is defined (by the system administrator) as Hard **HOLD**, the message CALL ON HOLD appears after placing a call on hold. When Hard Hold is activated on a call, your station will be considered busy for additional incoming calls. However, outgoing calls can still be made.

Individual Remote System Services (IRSS) - Freedom

The IRSS feature, also known as Freedom, enables you to connect an off-site non-Coral phone (such as your home phone or mobile) to the Coral and make calls from within the system. Many of the Coral's extensive features (e.g. transfer, conference call, voice mail, access to public and private libraries) are available from this off-site phone. The off-site telephone operates as a virtual station in the Coral network, retaining the original features of the external telephone in addition to the Coral features.

To enable IRSS (from remote phone providing caller ID):

NOTE: *To enable the IRSS feature at your Coral station, you must first program a Private/Public Library number with your off-site phone number (see pages 160 and 200). Use the table below to record library numbers that contain your IRSS destination.*

Private/Public Library Number:	IRSS Phone Number

1. Dial IRSS feature code #17714.
2. At the dial tone, enter the number of a Private/Public Library containing your off-site phone number.
3. Listen for the confirmation tone.

To cancel IRSS:

1. Dial IRSS feature code #17714.
2. At the dial tone, enter the cancellation code (default #10).
3. Listen for the confirmation tone.

Placing IRSS Calls:

For IRSS calls placed from phones that send Caller ID, the IRSS feature must be enabled at your Coral station. See steps below.

For IRSS calls placed from phones that do not send Caller ID information, the IRSS feature must be enabled using the Executive Privilege feature. *See page 109*.

To place a call from IRSS phone providing Caller ID:

1. Place a call to your desk phone. Listen for the distinctive dial tone.
2. If a passcode is required (as defined by the Class of Service), enter it now.
3. At the dial tone, dial the number of the person you wish to call.

Possible destinations can be *external number (stationary or cellular) or network number, or a Coral destination, including station, trunk/trunk group, dial service, routing access, public/private library, voice mail*.

If your destination is an external number, it should be preceded by the outside line access code.

You can activate any of the options described in the table on *page 110*

To place a call from IRSS phone that does not provide Caller ID:

This applies for IRSS calls from off-site phones that do not possess a Caller ID number and, therefore, cannot be identified by the Coral.

NOTE: *Some telephones may be denied the Executive Privilege feature (defined by Class Of Service). In order to use Executive Privilege your station must be defined with a passcode.*

1. Place a call to the Executive Privilege number (contact your system administrator for that number).
2. Listen for the dial tone.
3. Dial your own Coral station number.
4. Dial your 4 digit passcode. Listen for the distinctive dial tone.
5. Dial the required destination number.

    Possible destinations can be: *external number (stationary or cellular), network number, or a Coral destination, including station, trunk/trunk group, dial service, routing access, public/private library, voice mail*.

    NOTE: *If your destination is an external number, it should be preceded by an external line access code.*

    - If your destination is voice mail (IVR access code), skip to *page 112*.
    - If your destination is a FlexiCall All feature, skip to *page 113*.
    - To enable another IRSS phone, skip to *page 114*.
6. Listen for the ringback tone.
7. Wait for an answer.
8. You can activate any of the options described in the table on *page 110*.

Individual Remote System Services (IRSS) - Freedom

Options available while in an established IRSS call

Function	Key	Use to:
Place a new call	*1	Listen for a dial tone indicating that you can place a call to a new contact. Your original conversing party will be disconnected
Transfer call	*2	A dial tone prompts you to enter the required transfer number. Transfer can be screened or unscreened. To return to the original conversing party (when transfer destination is busy or does not answer) dial *2 again.
Switch to Broker/Consultation/3Way Conference Call	*2	A dial tone prompts you to enter the required third party number. Depending on your Class of Service definitions, one of the following three party functions will be activated (see *page 111*): • Broker Call • Consultation • 3-Way • Combination of Consultation/Broker/3-way Conference Call
Divert call to a Coral station	*3	A dial tone prompts you to enter a divert number. You will be disconnected and your conversing party will be transferred to the divert number. Your number will not show on the divert party's display.
Access voice mail/IVR	*4	For instructions on accessing voice mail from an IRSS phone, refer to *page 112*.

Individual Remote System Services (IRSS) - Freedom

Broker/Consultation/3-Way Conference call

While engaged in an established FlexiCall or IRSS call, you can use one of the options listed below, as defined by your Coral station Class of Service. *See page 171 for more information on Broker/Consultation/3-Way Conference calls*.

To activate a Broker call:
1. Dial *2.
2. Dial the third party and wait for an answer.
3. Dial *2 to alternate between parties (any number of times).
   When you hang up, the other parties will remain in conversation.

To activate a Consultation call:
1. Dial *2.
2. Dial the number of the person you wish to consult with.
3. When your conversation is concluded, dial *2 to return to the original call. The consulted party will be released.

To activate a 3-way Conference call:
1. Dial *2.
2. Dial the number of the person you wish to add on to the call.
3. When the party answers, dial *2 for a 3-way call.

To activate any combination of Consultation/Broker/3-way Conference calls:
1. Dial *2.
2. Dial the third party number and wait for an answer.
3. Dial *2. The third party is put on hold.
4. When you have concluded your private conversation, dial *2 to complete a 3-way Conference call.

To activate Voice Mail/IVR from your IRSS phone:

You can access your voice mailbox, retrieve messages and setup voice mail options for your Coral station.

1. Place a call to your desk phone. Listen for the distinctive dial tone.
2. Dial the voice mail or IVR dial number (contact your system manager for the dial number and access code).
3. At the automated voice mail answer, dial the voice mail remote access code followed by your station number to access your station's voice mail box.
4. Dial *4 as soon as the automated voice mail answers. This allows the system to recognize the voice mail or IVR commands.
5. Choose the required option from the voice mail or IVR menu.

NOTE: *Contact your system administrator for the voice mail (IVR) dial number and voice mail remote access code. Use the table below to record that number and code:*

Voice Mail (IVR) Dial Number	Voice Mail Remote Access Code

To activate the FlexiCall All feature from your IRSS phone:

1. Place a call to your desk phone. Listen for the distinctive dial tone.
2. Dial the FlexiCall All feature code #17710.
3. At the dial tone, dial the destination number. Wait for the confirmation tone.
   Possible destinations are: *operator, station, network number, UNA/Central Bell or external number (stationary or cellular) via Public/Private Speed Call Library*.

To cancel the FlexiCall All feature from your IRSS phone:

1. Place a call to your desk phone. Listen for the distinctive dial tone.
2. Dial the FlexiCall All feature code #17710.
3. At the dial tone, dial the cancellation code (default #10). Wait for the confirmation tone.

To enable a new IRSS phone from your present IRSS phone

1. Place a call to your desk phone.
2. At the distinctive dial tone, dial the passcode assigned to your station.
3. At the tone, dial IRSS feature code #17714.
4. At the tone, dial the number of the private library containing the number of the remote phone to be designated as your **new** IRSS phone.
5. Listen for the reorder tone. You are now disconnected. You can now access your station from your newly assigned IRSS phone.

To cancel IRSS feature from your IRSS phone:

1. Repeat steps 1-3 above.
2. Dial the cancellation code (default #10). The IRSS feature is deactivated at your Coral station.

Malicious Call Trace

This feature records the next *x* (a system defined variable) calls to your FlexSet. A list of the calls can also be sent to a printer or terminal.

Press ⌷Trace⌷ to access the Malicious Call Trace options.

```
┌─────────────────────────────────────────┐
│    10:50  26 May 2004  site name         │
│          user name  station number       │
│  ↓ COS-Sw   Setup   (●Trace)  RoomSt  BG:Fwd │
└─────────────────────────────────────────┘
```

```
┌─────────────────────────────────────────┐
│    10:50  26 May 2004  site name         │
│          user name   station             │
│  ( ●Trace )  RoomSt  BG:Fwd              │
└─────────────────────────────────────────┘
```
Page 1

```
┌─────────────────────────────────────────┐
│  Malicious Call Trace                    │
│                                          │
│  ●On/Off    Print                        │
└─────────────────────────────────────────┘
```

```
┌─────────────────────────────────────────┐
│  Malicious Call Trace                    │
│                                          │
│  ●On/Off    Print                        │
└─────────────────────────────────────────┘
```
Page 2
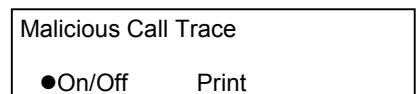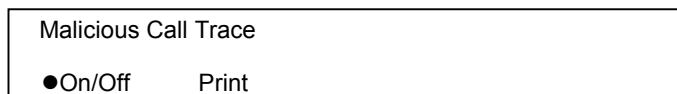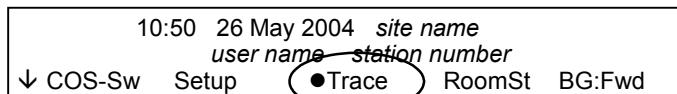
⌷On/Off⌷   **Malicious Call Trace On/Off** toggles the Malicious Call Trace on or off. If this feature is activated, a bullet appears next to ⌷On/Off⌷, and next to ⌷Trace⌷ on the Idle screen.

> **NOTE:** *If there are insufficient system resources for the feature to be available at your station, the message NO TRACE RECORD will be displayed.*

⌷Print⌷   **Malicious Call Trace Print** sends a list of the calls to a terminal or printer. The message CALL TRACE PRINT appears. The listing is not deleted when printed; it may be printed later with subsequent updates.

The details recorded are: originating number (for external calls: ANI if available or trunk number if not available), your station number and the time of calls.

> **NOTE:** *Malicious Call Trace must previously be activated, or the message CALL TRACE OFF will appear and the action will not be completed.*

Messages: Options

You can leave a message at another station and conversely, any station can leave a message at your station.

Press ⌈Msg⌋ to access the message options.

| 10:50 26 May 2004 *site name* |
| *user name*   *station number* |
| ↓ ●Msg   CALLog   Fwd   DND   Music |

| 10:50 26 May 2004 *site name* |
| *user name*   *station* |
| ↓●Msg   CALLog   Fwd |

Page 1

| Message Options |
| ●Msg.   MsgCan   Msg-Wt |

| Message Options |
| ● Msg.   MsgCan   Msg-Wt |
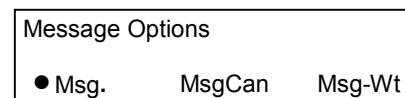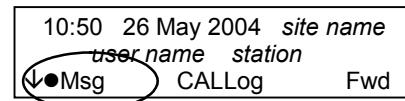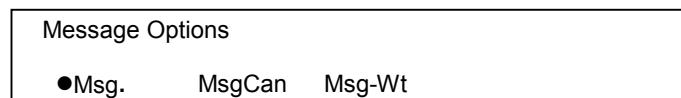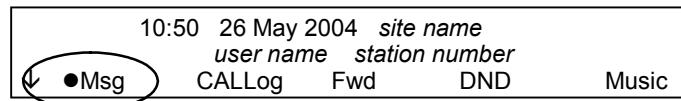
Page 2

⌈Msg.⌋   **Leave Message** is used to leave a message at another station, or to access messages left at your station.

Viewing and answering messages left at your station:

1. The message lamp flashes and a bullet appears next to the ⌈Msg⌋ and ⌈Msg.⌋ keys when there is a message waiting. The message consists of simple text, such as CALL SUSAN, or CALL VOICE MAIL, which is displayed on the top line.

2. Choose one of the following options after pressing ⌈Msg.⌋:

   ⌈Prev⌋   To view the previous message. If there is no previous message, LIST START appears on the top line of the display.

   ⌈Next⌋   To view the next message. If there are no other messages, then LIST END appears on the top line of the display.

   ⌈Call⌋   To call back the message sender. The message lamp is turned off if there are no other messages. *(To call the Voice Mail, see page 119)*

   ⌈LveMsg⌋   To leave a message at another system station, dial a station, boss group or network number, and listen for the confirmation tone.

   ⌈Cancel⌋   To cancel the message and the flashing message lamp without calling back the message sender.

   ⌈Number⌋   To briefly display the number of the person who left a message.

Leaving a message at another system station from idle when message list is empty:

1. Press Msg.
2. Dial a station, boss group or network number.
3. Listen for the confirmation tone.
   You will hear a reorder tone when trying to leave a message at stations not equipped with a flashing message lamp.

When your phone rings (message delivery):

1. Answer the call and check the station number displayed.
2. Deliver the relevant message.
   NOTE: *A message left at a Boss Group turns ON the message lamp of the first Boss Group member only.*

MsgCan **Message Cancel** allows you to cancel a message that you left at another station.

1. Press MsgCan.
2. Dial the station, boss group or network number at which you left a message.
3. Listen for the confirmation tone.

Msg-Wt **Message Waiting**. The Attendant can use this feature to leave a message waiting indication at a busy or idle station, room or group.

Leaving a message indication at an idle station:

1. Press Msg-Wt (Message Waiting).
2. Choose StRmGp and dial a station/room/group number, or scroll through the list using 🄲🄲. (*see page 160*)
3. Choose Set to assign or Cancel to deassign message.
4. Press Exit or **SPKR** to exit.

NOTE *A message left at a Boss Group activates the message lamp of the first member of that Boss Group only.*

Leaving a message indication at a busy or non-answering station:

1. Press ⌷Msg-Wt⌷ (or press **XFER** and dial 7) when hearing the busy tone or the station does not answer.
2. Listen for the confirmation tone.

When your phone rings (message waiting delivery):

station or room #   MSG.   *your #*
MESSAGE ANSWER
→DND   Mute   FwdAll   Number

station or room # MSG. *your #*
MESSAGE ANSWER
↓ →DND   Mute   FwdAll

Your Phone Rings

ANSWER *station or room #*
↓ →Page_Q   Xfer   Hold   Mute   CallWt

ANSWER *station or room #*
↓→Page_Q   Xfer   Hold

During Message Delivery

Answering a Message Waiting return call:

1. Answer the call and check the station number displayed.
2. Deliver the relevant message.
3. Message Waiting Indication for the relevant station will be cancelled automatically on answering if defined as a Hot Line, OR
   Press ⌷Msg-Wt⌷ to cancel the Message Waiting indication.
4. Press **SPKR** or hang up to release.

NOTE: *The method of canceling Message Waiting Indication is defined system-wide, Message Waiting Return calls can be defined system-wide as Hot Lines.*

Messages: Voice Mail

You can use the Voice Mail feature to access your personal voice messaging system. The Coral system operates a dynamic voice mail system, which guides you through retrieval and handling of your messages, as well as administration of your voice mail options, using clear and logical voice and on-screen directions. Messages are displayed in order, with the most recent listed first.

If new voice mails have arrived at your station, a message indicating the number of new voice mails is displayed on the FlexSet idle screen: < xx New Vmails >, where xx indicates the number of new voice mail messages. This count is reset to zero once the Voice Mail feature has been accessed, and is not shown again until there are new messages waiting.

There are four ways to access the Voice Mail options:

- Press (MENU) and choose [Vmail].
- When there is a message waiting indication, press [Msg] [Msg,], then select CALL *Voice Mail* (where *Voice Mail* is your local voice mail site name), and choose [Call].
- Press the associated DSS key *(see Programming: Feature Keys on page 141 for programming a DSS key)*.
- Dial the Voice Mail access code.

10:50 26 May 2004 *site name* *user name station number* ↓ ●Msg CALLog Fwd DND Music	10:50 26 May 2004 *site name* *user name station* ↓●Msg CALLog Fwd
Message Options ●Msg. MsgCan Msg-Wt	Message Options ● Msg. MsgCan Msg-Wt
CALL *Voice Mail* ↓Prev Next Call LveMsg Cancel	CALL *Voice Mail* ↓ Prev Next Call
iCMC-Main Menu < 1 New Msg> New Old Leave Setup Exit	iCMC-Main Menu < 1 New Msg > ↓ New Old Leave

Page 1

Page 2

Page 3

Page 4

| New | **New Messages** can be played, deleted, archived and redirected (see below). |
| Old | **Old Messages** can be played, deleted, archived and redirected (see below). |

```
 01/02   New   10:00   10/10/2004
caller name   caller #
↓Next          Play      Delete     Archiv     Reply
```

```
01/02   New   10:00   10/10/2004
caller name   caller #
↓Next          Play      Delete
```

New and Old Message Options

Note that functions may operate differently before, during and after playback (as explained).

Before/After Playback:

Next / Prev	**Next/Previous** displays the next/previous message header in the list.
Play / Replay	**Play/Replay** is used to hear the current message.
Delete	**Delete** is used to erase the current message from your message box. The next message header in the list is displayed.
Archive	**Archive** is used to save the current message in your archive list. The next message header in the list is displayed.
Reply	**Reply** is used to send a message to the caller who left the original message, where the caller is a station with a voice message box.
Redir	**Redirect** is used to send the current message to another station.
Back	**Back** is used to return to the previous menu.

During Playback:

Next / Prev	**Next/Previous** plays the next/previous message in the list.
Pause	**Pause** is used to interrupt the message during playback. Press Resume to continue the message from where you left off, or press Back to return to the previous menu.
Rewind	**Rewind** is used to backtrack the currently playing message by 4 seconds. Press again to rewind an additional 4 seconds, and so on.

FFwd	**Fast Forward** is used to track the currently playing message forward by 4 seconds. Press again to fast forward an additional 4 seconds, and so on.
Delete	**Delete** is used to erase the current message from your message box. The next message in the list is played.
Archive	**Archive** is used to save the current message in your archive list. The next message in the list is played.
Reply	**Reply** is used to send a message to the caller who left the original message, where the caller is a station with a voice message box.
Redir	**Redirect** is used to send the current message to another station.
Back	**Back** is used to return to the previous menu.

LveMsg **Leave Message** is used to leave a message at another system station. Dial a station, boss group or network number, and listen for the confirmation tone.

Setup **Setup** directs you to the Setup Menu.
(page 122)

SysMgr **System Manager Options Menu**. For authorized users only.
(page 128)

Exit **Exit** directs you to the Exit Menu.

The following options are available from the Exit Menu:

Quit	**Quit** exits the Voice Mail system.
Main	**Main** accesses the Voice Mail Main Menu.
Back	**Back** returns to the previous menu display.

Voice Mail: Setup Options

Press `Setup` from the Voice Mail menu to access the Voice Mail setup options. At each stage of the setup process, follow the audible directions given.

iCMC-Setup Options				
< 1 New Msg >				
↓Greet	Trans	Deliv	Group	Pers

iCMC- Setup Options		
< 1 New Msg >		
↓Greet	Trans	Deliv

`Greet` **Greetings Menu**. You may record a number of personal greetings for your mailbox. Along with a standard greeting, you may also record an alternate greeting for use during holidays, weekends, or time away from the office. When provided by your system setup, you may also record a busy or internal greeting, which is used in conjunction with the standard greeting.

iCMC-Setup Greetings				
< 1 New Msg >				
↓Currnt	Switch	Stdrd	Busy	Alt

iCMC-Setup Greetings		
< 1 New Msg >		
↓Currnt	Switch	Stdrd

    `Currnt` **Current Greeting** enables you to change the active current greeting, and rerecord the standard and busy or alternate greetings.

    `Switch` **Switch Greeting** enables you to select between the standard and alternate greetings to be used as the current greeting.

    `Stdrd` **Standard Greeting** enables you to record the standard voice mail greeting.

    `Busy` **Busy Greeting** enables you to record, activate or deactivate the greeting played when your station is busy.

    `Alt` **Alternate Greeting** enables you to record the alternate greeting (designed for when you are on holiday, away from the office, etc).

    `Back` **Back** returns to the previous menu display.

    `Exit` **Exit** directs you to the Exit Menu.

Trans	**Transfer Options Menu**. You may change the transfer or call handling options for your mailbox. There are two call transfer menus that can be displayed. One menu is displayed if call transfer to your extension is enabled, and the other is displayed if call transfer is disabled.

The following menu options are available when call transfer to your extension is disabled.

iCMC-Transfer Options
< 1 New Msg>
Enable   Back   Exit

iCMC-Transfer Options
< 1 New Msg >
Enable   Back   Exit

Enable	**Enable** allows you to transfer to your extension and go to the Enabled menu.
Back	**Back** returns to the previous menu display.
Exit	**Exit** directs you to the Exit Menu.

The following menu options are available when call transfer to your extension is disabled.

iCMC-Transfer Options
< 1 New Msg >
↓ Disabl   Chg#   Screen   Holdng   Back

iCMC-Transfer Options
< 1 New Msg >
↓ Disabl   Chg#   Screen

Disabl	**Disable** allows you to disable transfer to your extension and go to the Disabled menu.
Chg#	**Change Transfer Number** enables you to change the number of the extension to which calls are transferred (e.g. your voice mail box number or co-worker's extension).
Screen	**Call Screening** is used to define whether callers are asked to record their name before the call is transferred. The person who receives the transfer will hear "*Call from <name>*".
	NOTE: *If the person to whom the call is transferred rejects the call, or is not available, the recorded name is not saved.*
Holdng	**Call Holding** defines whether callers have the option to wait on hold if the extension is busy, or to be automatically transferred to the voice mail.
Back	**Back** returns to the previous menu display.
Exit	**Exit** directs you to the Exit Menu.

| Deliv | **Delivery Options Menu**. Your station has four Voice Mail notification delivery numbers. These numbers are called Work, Home, Pager, and Spare. If enabled for use, the voice mail system will attempt to deliver notification of any messages left for you to these numbers during programmed time periods. |

There are three visual menus associated with the delivery phone numbers. One menu selects the phone to be edited, one menu shows the options available when the phone is disabled, and one menu shows the options available when the phone is enabled.

The following menu options are available to select the delivery phone to be edited.

iCMC-Delivery Options
< 1 New Msg>

↓Work	Home	Pager	Spare	Back

iCMC-Delivery Options
< 1 New Msg >

↓ Work	Home	Pager

Work	**Work** enables you to go to the Work phone edit menu.
Home	**Home** enables you to go to the Home phone edit menu.
Pager	**Pager** enables you to go to the Pager edit menu.
Spare	**Spare** enables you to go to the Spare phone edit menu.
Back	**Back** returns to the previous menu display.
Exit	**Exit** directs you to the Exit Menu.

The following menu options are available once a delivery phone has been selected and delivery is disabled.

iCMC-Delivery Options		
< 1 New Msg >		
Enable	Back	Exit

iCMC-Delivery Options		
< 1 New Msg >		
Enable	Back	Exit

⌨Enable **Enable Delivery** is used to activate delivery of Voice Mail notifications to the phone selected and go to the Enabled menu for that phone.

⌨Back **Back** returns to the previous menu display.

⌨Exit **Exit** directs you to the Exit Menu.

The following menu options are available once a delivery phone has been selected and delivery is enabled.

Work Phone				
< 1 New Msg >				
↓Disabl	Ph.#	Sched	Urgent	Back

Work Phone		
< 1 New Msg >		
↓ Disabl	Ph.#	Sched

⌨Disabl **Disable Delivery** allows you to disable message delivery for the currently selected phone and go to the delivery phone disabled menu.

⌨Ph.# **Phone Number** enables you to edit the number of the delivery phone.

⌨Sched **Delivery Schedule** enables you to change the time period during which the message will be delivered to this phone.

⌨Urgent **Delivery Mode** enables you to change the delivery mode setting to
Each (sends a notification for *every* message received); OR
Urgent (sends a notification for all *urgent* messages received).
NOTE: *A separate notification is sent for each message.*

⌨Back **Back** returns to the previous menu display.

⌨Exit **Exit** directs you to the Exit Menu.

Group   **Groups Menu**. You may own message groups in the voice mail system. The following menu options are available to edit message groups in the system.

iCMC-Group Options
< 1 New Msg >
↓Create   Edit   List   Delete   Back

iCMC-Group Options
< 1 New Msg >
↓ Creat   Edit   List

Create   **Create Group** enables you to create a new message group.

Edit   **Edit Group** enables you to edit an existing message group.

List   **List Groups** enables you to hear a list of all message groups.

Delete   **Delete Group** enables you to delete an existing message group.

Back   **Back** returns to the previous menu display.

Exit   **Exit** directs you to the Exit Menu.

| Pers | **Personal Options Menu**. Your personal options control how you are listed in the voice mail system. The following menu options are available to edit personal subscriber settings. |

NOTE: *Both DTMF input and soft key button presses are valid from this menu.*

| iCMC-Personal Options |
| < 1 New Msg> |
| ↓ Code   SpName   Dir   RcName   Email |

| iCMC-Personal Options |
| < 1 New Msg > |
| ↓ Code   SpName   Dir |

Code	**Security Code** enables you to change or delete your security code.
SpName	**Spelled Name** enables you to change the spelling of your name in the voice mail system.
Dir	**Directory Listing** enables you to include or remove your name from the directory list.
RcName	**Recorded Name** enables you to change your recorded name.
Email	**Email** enables the system to deliver notification of any messages left for you to an email address.

NOTE: *Email notification is only available for email integration packages (e.g. Novell GroupWish, Lotus cc:Mail).*

| Back | **Back** returns to the previous menu display. |
| Exit | **Exit** directs you to the Exit Menu. |

Voice Mail: System Manager Options

SysMgr **System Manager Options**. You may have access to System Manager options, dependent upon your administrative settings. The following menu options are available to edit system manager settings.

NOTE: *Both DTMF input and soft key button presses are valid from this menu.*

iCMC-System Manager Options				
< 1 New Msg >				
↓ChgBox	Greet	Sched	Info	Oper

iCMC-System Manager Options		
< 1 New Msg >		
↓ ChgBox	Greet	Sched

ChgBox **Change Mailbox** enables you to add, edit or delete mailboxes, and to delete user passcodes.

Greet **System Greetings** enables you to record system greetings.

Sched **System Schedule** enables you to edit the system schedule and system time.

Info **System Information** enables you to listen to system information, including the system ID, number of active ports, voice board driver versions, current time, software version and total recorded time in the system.

Oper **Operator Settings** enables you to modify the operator box settings and fax options (including fax number).

Back **Back** returns to the previous menu display.

Exit **Exit** directs you to the Exit Menu.

Music Options

If your system is equipped with a music source, you may choose to listen to music through your telephone speaker, when the FlexSet is in idle mode. Music is automatically suspended during calls.

Press Music to access the Music options.
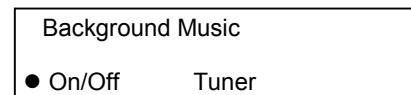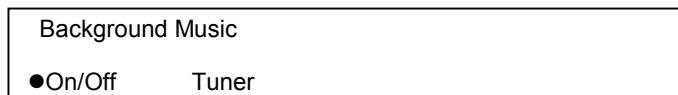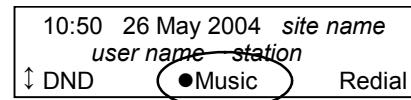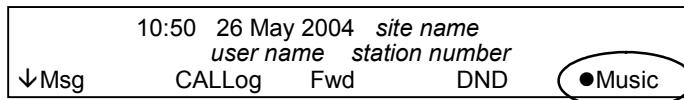
```
┌────────────────────────────────────────────┐        ┌────────────────────────────────────────┐
│     10:50   26 May 2004  site name          │        │  10:50   26 May 2004  site name         │
│            user name   station number       │        │       user name   station             │
│ ↓Msg        CALLog    Fwd      DND   ●Music  │        │ ↕DND     ●Music           Redial        │  Page 1
└────────────────────────────────────────────┘        └────────────────────────────────────────┘
┌────────────────────────────────────────────┐        ┌────────────────────────────────────────┐
│  Background Music                            │        │  Background Music                       │
│                                             │        │                                         │
│ ●On/Off     Tuner                            │        │ ● On/Off     Tuner                      │  Page 2
└────────────────────────────────────────────┘        └────────────────────────────────────────┘
```

On/Off   **Music On/Off** is used to toggle the music on or off. If this feature is activated, a bullet appears next to On/Off, and next to Music on the Idle screen.

Tuner   **Music Tuner** is used to choose between the available system-defined music sources.

1. Scroll through the available music sources using Next and Prev.
2. Select the desired music source by pressing Set.
3. Press **SPKR** to exit without saving.

Music volume can be adjusted by using the ⟋ keys.

Page Queue

Use Page Queue to send or retrieve a call to/from a Page Queue destination. After sending a call to Page Queue *x*, your FlexSet is then freed to page all system members to announce there is a call on line *x*. The party put on hold may hear one of the following: music, recorded tone, busy tone or no sound at all, as defined system-wide for each Page Queue.

Press $\boxed{\text{Page\_Q}}$ to access the Page Queue options.

```
┌─────────────────────────────────────────────┐     ┌────────────────────────────────────┐
│      10:50   26 May 2004  site name          │     │   10:50   26 May 2004  site name    │
│          user name   station number          │     │       user name    station          │
│ ↕ Redial    (Page_Q)   Hold    Remind  PickUp│     │ ↕ (Page_Q)  Hold      Remind        │   Page 1
└─────────────────────────────────────────────┘     └────────────────────────────────────┘
┌─────────────────────────────────────────────┐     ┌────────────────────────────────────┐
│  Page_Q Place/Pickup Call                    │     │ Page_Q Place/Pickup Call            │
│ ↓PageQ1    PageQ2    PageQ3   PageQ4  PageQ5 │     │ ↓PageQ1    PageQ2    PageQ3         │   Page 2
└─────────────────────────────────────────────┘     └────────────────────────────────────┘
```
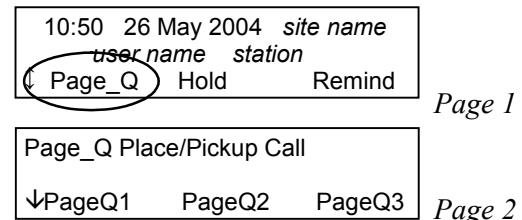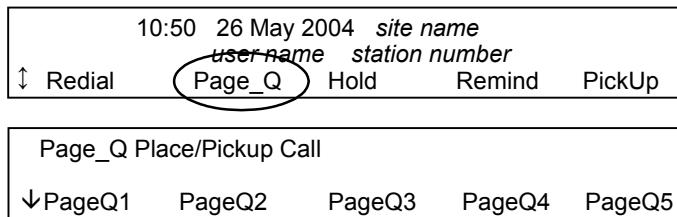
$\boxed{\text{PageQ}x}$ While on a call, press $\boxed{\text{PageQ}x}$ (*x* = 1 to 10) to send the call to Page Queue number *x*, where *x* is a parked station or trunk.

To pickup a queued call, press $\boxed{\text{PageQ}x}$ to retrieve the call from Page Queue number *x*.

You can pick up the call from any station by selecting the relevant Page Queue number.

If the call is not picked up within a predetermined time, it will automatically return to the originating station from which Page-Queue was placed. Press **SPKR** or pick up the handset to answer.

```
┌─────────────────────────────────────────────┐     ┌────────────────────────────────────┐
│  NANS page Q dial#  2nd party                │     │  NANS page Q dial#  2nd party       │
│  DND     Mute     FwdAll    Number           │     │ ↓DND     Mute     FwdAll            │
└─────────────────────────────────────────────┘     └────────────────────────────────────┘
```
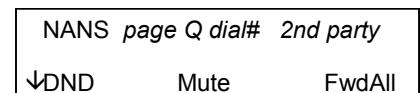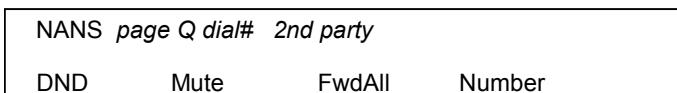
Paging: Announcing, Public Address

When a public address system is attached to the Coral system, use this feature to announce a message over your system's Public Address (PA) speakers.

Use the form on this page to write in locations and their associated access codes.

Paging a message over public address:

1. Press **PAGE XXXX** DSS key or dial PA access code.
2. Announce your message.
3. Press **SPKR** or hang up to release.

NOTE: *See Programming: Feature Keys on page 141* for instructions on how to program a DSS key.

●Paging Public Address - Access Codes

Area/Location	Access Code
1.	7074
2.	7075
3.	7076
4.	7077
5.	7078
6.	7079

Paging: Voice Paging

This feature enables you to voice page another keyset from your FlexSet. Essentially this feature is an intercom allowing persons to converse between stations, or can be employed as a simple pager.

Press V-Page to access the Voice Page feature.

```
  10:50  26 May 2004  site name
          user name    station number
↕ CampOn     Park    ( V-Page  )WhspPg    SltMon
```

```
  10:50  26 May 2004  site name
          user name    station
↕ CampOn     Park    ( V-Page )
```
Page 1

```
VOICE PAGE

  * * * * *  * * * * *  Enter Destination  * * * * *  * * * * *
```
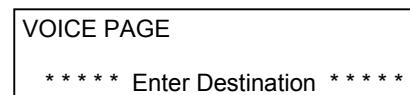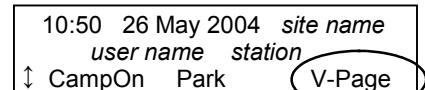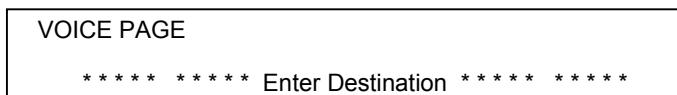
```
VOICE PAGE

  * * * * *  Enter Destination  * * * * *
```
Page 2

Voice Paging a single keyset station:

When Busy:

Upon reaching a busy keyset station, press V-Page to send a message to the other party that they are being paged.

When Unanswered:

Press V-Page upon hearing the ringback tone at unanswered keyset station. The call will automatically connect.

From Idle:

1. Press V-Page.
2. Dial a keyset station number.
3. Listen for the Voice Page tone and begin speaking.

NOTE: *When you hear reorder tone and* DNT DIS VP *message appears, the station is protected from receiving voice page calls. (see Setup: Voice Page Receive on page 156 for configuration instructions).*

Answering a Voice Page:

1. Listen for the voice page (warbling) tone.
2. If you are in a conversation, either place the call on hold or hang up, then continue with the following steps:

   When Auto Answer is Defined (see Setup on page 156):
   When the tone stops, the voice page automatically connects through the speaker.
   Converse hands-free, or lift the handset for private conversation.

   When Manual Answer is Defined (see Setup on page 156):
   Press the flashing **SPKR** key or lift the handset.

Paging: Zone Page

Use this feature to page a pre-programmed group of FlexSets within a zone, area or dispersed within your company. The entire group can be paged by dialing the Zone Page access code (default dial numbers: 7300 to 7309).

Use the form on this page to write in the various paging zones or areas in your company and their associated access codes.

Sending a Zone Page:

1. Dial the Zone Page Access Code or press a pre-programmed DSS key with the Access Code number.
   (See Programming: Feature Keys on page 141 for instructions on how to program a DSS key.)
2. Announce your message to the group.
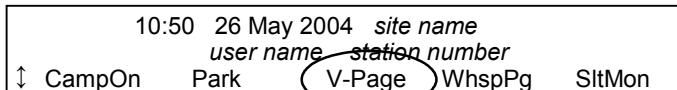3. Disconnect when you finish announcing.

NOTE: *See your system administrator to view or define the zone group access codes and their respective members.*

Zone Paging - Access Codes

Area/Location	Access Code	Area/Location	Access Code
1.	7300	6.	7305
2.	7301	7.	7306
3.	7302	8.	7307
4.	7303	9.	7308
5.	7304	10.	7309

Park

During a call, use Park to place the second party on hold at your station so that it can be picked-up at another station. The [Park] soft key is shown with a bullet next to it, indicating that a call has been parked at your station. The parked party hears music or a tone (system-defined).

Press [Park] to Park a call, or to retrieve from Park.

```
     10:50  26 May 2004  site name
             user name    station number
↕ CampOn  ( Park )  V-Page  WhspPg  SltMon
```

```
CALL PARK  Name
```

```
     10:50  26 May 2004  site name
             user name    station
↕ PickUp   CampOn  ( Park )
```
Page 1
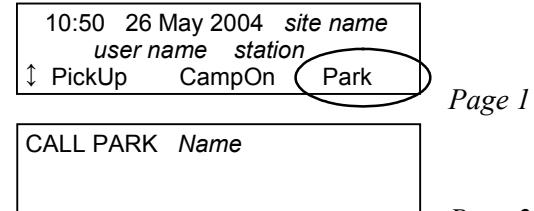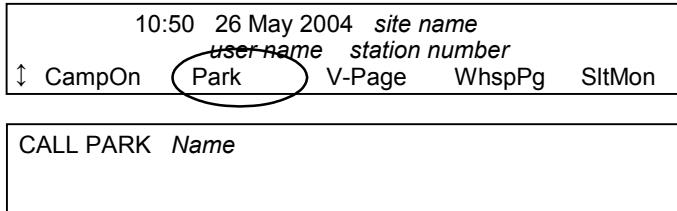
```
CALL PARK  Name
```
Page 2

Parking a Call:

Press [Park] while on a call.

The call goes into Park and the **LOOP** line flashes at your station. Your station is free to make other calls.

Retrieving a Parked Call:

From a different FlexSet:

1. Press [Park] at the second station.
2. Dial the station number at which the call was parked. If more than one party has been placed on Park, scroll between names by using [Next], or by pressing the ⌒ button.

From the same FlexSet where the call was parked:

Press the flashing **LOOP**, **LINE**, or **DSS** key.

OR

1. Press [Park].
2. Choose [ReConn]. If more than one party has been placed on Park, scroll between names by using [Next], or by pressing the ⌒ button.
3. Enter the activate code (default - #1).

If the parked call is not picked up within a predetermined time (system-defined timeout), the call will automatically return to the originating station from which the park was made.

NOTE: *More than one call can be parked at a single station, but calls are retrieved on a first-in, first-out basis (FIFO). That is, the first parked call (first-in) will be the first call that is picked up (first-out). However, if multi-parking is required it is recommended that the Page Queue feature be used instead (see page 130).*

Phone Lock

Use this feature to prevent unauthorized persons from using your phone line. Incoming calls may still be answered. Press [Lock] to lock your FlexSet.

```
┌──────────────────────────────────────────────┐        ┌──────────────────────────────────────────────┐
│        10:50  26 May 2004  site name          │        │        10:50  26 May 2004  site name          │
│            user name   station number         │        │            user name    station               │
│ ↕ GpCall     AcdUcd  ( Lock  )    Exec  COS-Sw │        │ ↕ GpCall     AcdUcd   ( Lock  )               │
└──────────────────────────────────────────────┘        └──────────────────────────────────────────────┘
                                                                                              Page 1

┌──────────────────────────────────────────────┐        ┌──────────────────────────────────────────────┐
│ PHONE UNLOCK                                   │        │ PHONE UNLOCK                                   │
│ ENTER PASSCODE                                 │        │ ENTER PASSCODE                                 │
│                                                │        │                                                │
└──────────────────────────────────────────────┘        └──────────────────────────────────────────────┘
                                                                                              Page 2

┌──────────────────────────────────────────────┐        ┌──────────────────────────────────────────────┐
│        10:50  26 May 2004  site name          │        │        10:50  26 May 2004  site name          │
│            user name   station number         │        │            user name    station               │
│ UnLock   UnLock   UnLock   UnLock   UnLock     │        │ UnLock    UnLock    UnLock                     │
└──────────────────────────────────────────────┘        └──────────────────────────────────────────────┘
                                                                                              Page 3
```

Locking/unlocking your phone:

1. Press [Lock] or [Unlock].
2. Dial your 4-digit Passcode number. *To define your passcode, see Setup: Passcode on page 156.*
3. Listen for the confirmation tone.

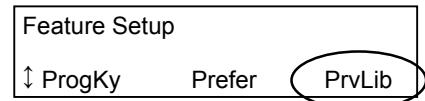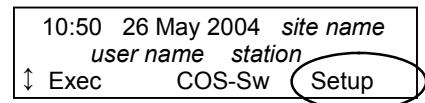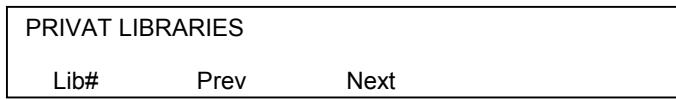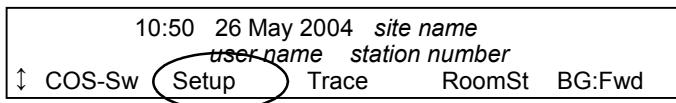   When your phone is locked, all outbound dialing is prohibited, and FlexSet features are not accessible. All soft keys are replaced with [Unlock] – pressing a soft key prompts you to enter your passcode. Attempting to dial a number or access a feature results in the PHONE LOCKED message being displayed.

Private Library

Use this feature to program your personal Speed Dial Directory. A Private Library can be used to speed dial long numbers. Also, you can use a Private Library to dial external or network numbers for features that allow only internal destinations such as Call Forward, Divert and Hunt features. Private Library is accessible from the Setup menu.

Private Libraries are saved via the Coral system with your station number but not in your FlexSet memory.

Press ⎵Setup⎵ ⎵PrvLib⎵ to access the Private Library options.

```
┌─────────────────────────────────────────────┐     ┌─────────────────────────────────────────────┐
│      10:50  26 May 2004  site name           │     │   10:50  26 May 2004  site name              │
│          user name   station number          │     │       user name   station                    │
│ ↕ COS-Sw ( Setup )   Trace    RoomSt  BG:Fwd │     │ ↕ Exec       COS-Sw  ( Setup )               │
└─────────────────────────────────────────────┘     └─────────────────────────────────────────────┘   Page 1
```

```
┌─────────────────────────────────────────────┐     ┌─────────────────────────────────────────────┐
│ Feature Setup                                │     │ Feature Setup                                │
│ ↕ Prefer   ( PrvLib )   Secure  DND-WP Privac │     │ ↕ ProgKy      Prefer     ( PrvLib )          │
└─────────────────────────────────────────────┘     └─────────────────────────────────────────────┘   Page 2
```
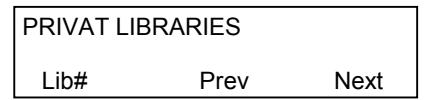
```
┌─────────────────────────────────────────────┐     ┌─────────────────────────────────────────────┐
│ PRIVAT LIBRARIES                             │     │ PRIVAT LIBRARIES                             │
│   Lib#      Prev      Next                    │     │   Lib#      Prev      Next                    │
└─────────────────────────────────────────────┘     └─────────────────────────────────────────────┘   Page 3
```

⎵Lib#⎵   **Library** is used to select a new Private Library number.

⎵Prev⎵   **Previous** scrolls to the previous Private Library.

⎵Next⎵   **Next** scrolls to the next Private Library.

Programming a new Private Library:

1. Press ⌊Setup⌋ ⌊PrvLib⌋.
2. Choose ⌊Lib#⌋ and dial the Library number to be programmed, or scroll through the list of private library numbers using ⌊Next⌋ and ⌊Prev⌋ or the 🔽 and 🔼 keys.

   The Library number (e.g.: PRIVAT LIB 7000) appears on the top line of the display. The Library contents appear on the second line of the display.
3. Enter the digits you would normally dial to place the call (include trunk access code). Insert required dial parameters in between the dialing digits when needed. These parameters appear over pages on your FlexSet display. Press the relevant soft key when needed. The list of dial parameters is given below:

   ⌊Extrn#⌋ **External telephone number**. Choose this to program or change an external number in the required Library number. Dial the required external number. Press **SPKR** to save your entry, or ⌊Next⌋ or ⌊Prev⌋ to save this number and select a new library number.

   ⌊Next⌋ **Next** is used to view the next Library number.

   ⌊Prev⌋ **Previous** is used to view the previous Library number.

   ⌊Cancel⌋ **Cancel** is used to delete the Library contents.

   After entering the outside access code, when entering digits into the Library number, you may also enter any one of these special dial codes in between the digits to enhance dialing:

   ⌊Pause⌋ ⌊x sec⌋ **Time Delay (seconds)**. where x=1 to 9: Introduces a delay of x seconds before the following digits are dialed.

   ⌊Codes⌋ ⌊Final⌋ **Final Digit** (stop dial). Indicates to the system to stop dialing the outside number (display shows '.').

   ⌊Codes⌋ ⌊FreeDl⌋ **Free Dial**. Offers the user a free time interval in which he is able to dial any number of digits.

   ⌊Codes⌋ ⌊Pulse⌋ **Dial Pulse**. Notifies the system that all following digits will be Dial Pulse digits.

   ⌊Codes⌋ ⌊Tone⌋ **Dial Tone (DTMF)**. Notifies the system that all following digits will be DTMF digits.

   ⌊Codes⌋ ⌊DspOff⌋ **Display Off**. Inhibits the display of the Library contents on the FlexSet. Also used for Call Accounting System (digits displayed as '_').

Codes DspOn	**Display On**.	Enables the display of the Library contents on the FlexSet. Also used for Call Accounting System.
Codes WaitDT	**Wait for Dial Tone**.	Asks the system to wait for Dial Tone before dialing the digits.
Codes Dsp -	**Display Dash (–)**.	Displays a dash (–) within the dialing number on the FlexSet.
Codes FlshTk	**Flash Trunk**.	Sends a Calibrated Opening (Flash) over a trunk line (display shows hf).
Codes Dial *	**Dial Asterisk (*)**.	Dials an asterisk (*) as part of the dialing number.
Codes Dial #	**Dial Pound/Hash (#)**.	Dials a pound sign (#) as part of the dialing number.

Deleting a single number from memory:

1. Press PrvLib.
2. Choose Lib# and dial the library number to be removed, or scroll through the list of private library numbers using Next and Prev or the ⌒ and ⌒ keys.
3. Choose Cancel.
4. Press **SPKR** to exit.

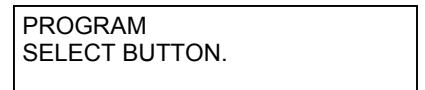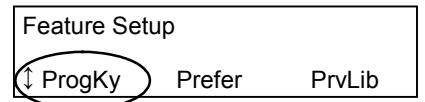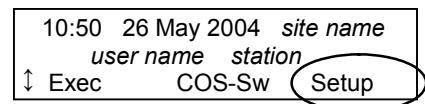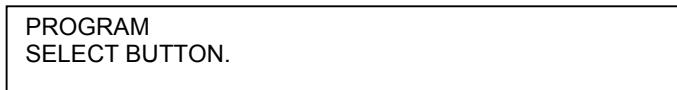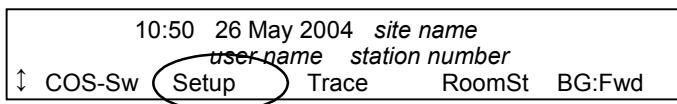**NOTE:** *The number of digits that can be programmed, including dial codes, is limited by the system (defined system-wide). Should you try entering a longer digit string than allowed, the system will give the error message LENGTH EXCEEDED, and programming will stop.*

Programming: Feature Keys

The FlexSet comes equipped with 4 system-defined (fixed) keys as well as user programmable keys. You are able to program most of the programmable keys from the FlexSet itself. The programmable keys may be assigned to directly access other stations, station groups, trunks, trunk groups, or system features.

There are 6 user programmable keys for the FlexSet 120S (*see page 4*), 22 for the FlexSet 280S (*see page 5*) and up to 142 for the FlexSet 280S with three optional FlexSet 40Bs (*see page 6*).

Press Setup ProgKy to access the Key Programming options.

| 10:50   26 May 2004   *site name* |
| *user name*   *station number* |
| ↕ COS-Sw   Setup   Trace   RoomSt   BG:Fwd |

| Feature Setup |
| ↕HeadSt   IdlDsp   Lang   Pascod   ProgKy |

| PROGRAM |
| SELECT BUTTON. |

| 10:50   26 May 2004   *site name* |
| *user name*   *station* |
| ↕ Exec   COS-Sw   Setup |
Page 1

| Feature Setup |
| ↕ ProgKy   Prefer   PrvLib |
Page 2

| PROGRAM |
| SELECT BUTTON. |
*Page 3*

Several dial commands, in a series, may be programmed into one DSS key - useful for one-button speed dialing, voice response and voice mail system access, and other complex dialing patterns. Features keys can be programmed exactly as they are programmed in the FlexSet 280D and 120D series keysets.

(See Programming: Button Labeling on page 146 for full programming instructions and button labeling.)

(For detailed information on feature default dial codes, see Appendix D)

Programmable Keys
(FlexSet 280S)
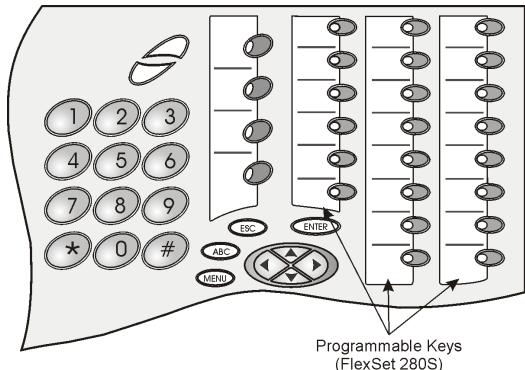
Programming Feature Keys

To Program Feature Keys:

1. Press ProgKy.
2. Press the DSS/Feature key you wish to program.
3. Dial the numbers exactly as you would normally to enable the feature or to speed dial.
4. If the button is already programmed, the contents appear on the system lines.
5. Press the DSS/Feature key again to save the contents to memory.

To View Programmed Key Contents:

1. Press ProgKy.
2. Press programmed key.
3. View contents on system lines.
4. If the length of the number exceeds the display size, press the Next button to scroll through additional digits.
5. Press the **SPKR** key to release.

To Delete Programmed Key Contents:

1. Press ⌷ProgKy⌷.
2. Press the programmed key.
3. View contents on system lines.
4. Press the ✏ button.
5. Press the programmed key again to delete.

Programming Boss Group Line Keys

Each FlexSet in a Boss Group can be programmed with line keys. The use of programmed line keys assists in defining the various ways in which a Boss Group can answer incoming calls.

To Program Line Keys:

1. Press ⌷ProgKy⌷.
2. Press the **LINE NN** DSS key you wish to program.
3. Dial LINE feature code (default dial number: #126).
4. Dial the Line number (**00** = first line, **01** = second line, etc.).
5. Dial the Boss Group number.
6. Press the selected **LINE NN** DSS key again.
7. Press the **SPKR** key to release.

NOTE: *Do not perform the above steps if your FlexSet has a button preprogrammed with a number of the trunk reserved for your Boss Group. This button will be used as a line key.*

Key Contents	Key Description	Procedure/Example
DSS (Direct Station Selection)	Permits you to make or transfer a call to an extension or trunk by using a defined key, and provides a busy lamp indication for stations or trunks programmed under a DSS key.	To program a DSS key for extension 4577: Press ProgKy, press the key you wish to program and then the extension number **4577**. To conclude, press the key again.
Single feature	Permits you to activate or cancel a single Coral feature.	To program a key to turn the music feature on and off: Press ProgKy, press the key you wish to program and then the feature code **#135**. To conclude, press the key again.
Series of features	Permits you to program a series of features under a single key; useful for one-button speed dialing, voice response and voice mail system access, and other complex dialing procedures. The **SPKR** code **#120** must be programmed between each successive feature sequence.	To program a key to simultaneously turn off the music and transfer all calls to a library number programmed for voice mail: Press ProgKy, press the key you wish to program and then the feature code **#135.** Dial twice, in succession, SPKR code **#120.** Enter feature code **#141 7000** (an example of a library number). To conclude, press the key again**.** **NOTE!** *In order for this to work properly, one of the two features must be previously activated.*
Feature key without confirmation tone or display	Permits you to activate or cancel a feature or series of features without hearing a confirmation tone or seeing a display. The **SPKR** code **#120** must be programmed **twice** after each successive feature sequence.	Follow the directions above and dial twice, in succession, SPKR code **#120** after library code **7000.**
Series of features with LED indication	Permits you to activate or cancel a series of features with the LED being controlled by the key pressing order. When the key is pressed the first time, the LED will light and the features will be activated. When the key is pressed again, the LED will be extinguished, regardless of the current state of the features. **NOTE!** *The **LED On/Off** feature code **#1301** must be programmed before the first feature code is entered in order to function properly.*	To program a key to simultaneously turn on both the music and idle display features: Press ProgKy, press the key you wish to program and then the LED On/Off feature code **#1301** and feature code **#135.** Dial twice, in succession, SPKR code **#120.** Enter feature code **#137**. To conclude, press the key again.

Key Contents	Key Description	Procedure/Example
Outside telephone number (Speed Key)	Enables you to program a key to dial an outside telephone number.	To program a key to dial (914)354-8132 over trunk group **9**: Press ProgKy, press the key you wish to program and then enter the trunk group **9** number followed by the area code **914** and the number **3548132**. To conclude, press the key again.
Calls Waiting ACD Group key	Enables you view the number of calls waiting for a specific ACD Group	To program a key to view number of waiting calls for ACD Group **350**: Press ProgKy, press the key you wish to program and then the Calls Waiting Display feature code **#1982**, followed by the ACD Group number **350**. To conclude, press the key again.

Programming: Button Labeling

The DESI™ Plus Labeling System is used to label the buttons on the FlexSet. DESI Plus is a user-friendly and powerful telephone designation strip program, which allows an office printer to quickly create labels custom-designed for various FlexSets.

The FlexSet comes with a preprinted DESI label inserted beneath the faceplate. Additional blank DESI Labels may be purchased from your dealer in letter or A4 sized paper. The sheets of peel-off stickers are provided to label the FlexSet buttons with names and phone numbers. To choose the appropriate label sheet layout designated for the specific FlexSet model, refer to the table at the bottom of this page.

Use DESI software downloaded from the manufacturer's site: http://www.tadirantele.com/products_terminals.asp or from the DESI site: http://www.desi.com to print the labels from your computer. Follow the online download instructions.

| FlexSet Model | Label Sheet Catalog # | | Details |
	Letter, (8 ½ x 11")	A4	
280S	7244-7400430	7244-7400420	26 buttons, with Navigator
120S	7244-7400432	7244-7400422	10 buttons, with Navigator
40B	7244-7400434	7244-7400424	40 buttons

Printing the multi-designation label:

- Use the DESI software to select the layout of your multi-designation label (as described on the previous page)
- Enter the extensions assigned to the buttons on your FlexSet
- Feed your printer with the label sheet
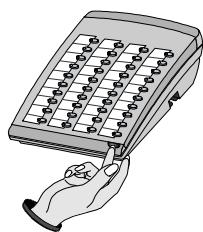- From the DESI Plus/DESI Lite menu, choose *File > Print*

NOTE: *The left column on the multi-designation label is intended for the four system defined fixed keys. Other columns are intended for the programmable speed dial keys.*

Lift up to
remove cover

FlexSet 280S

Lift up to
remove cover

FlexSet 120S

Lift up to
remove cover

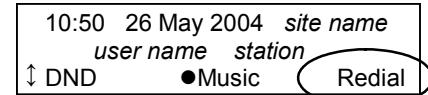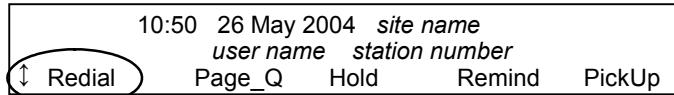**FlexSet 40B**

Inserting the telephone number:

- Insert a pointed tool into the hole located on the plastic plate covering the blank telephone number, as shown in the picture
- Lift upward to remove the plastic plate
- Peel off the printed label intended for the telephone number
- Insert the printed label
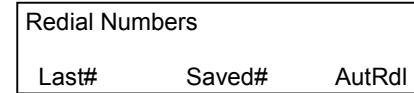- Put the plastic plate back in place over the phone number

Remove
plate with
paperclip
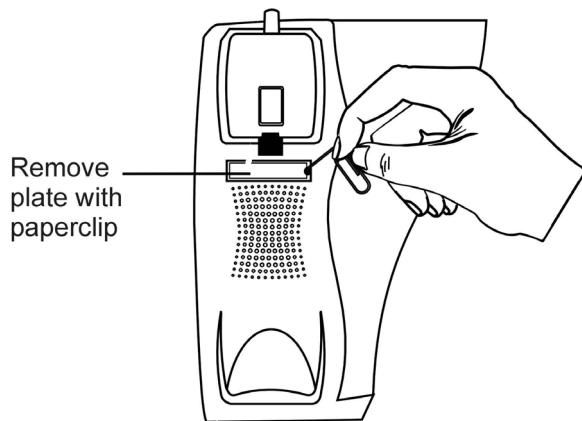
Redial

Redialing options are accessed by pressing ⎣Redial⎦ from idle state.

```
┌────────────────────────────────────────────┐     ┌────────────────────────────────────────────┐
│      10:50  26 May 2004  site name          │     │      10:50  26 May 2004  site name          │
│          user name   station number         │     │          user name   station                │
│  ↕ Redial      Page_Q   Hold   Remind PickUp│     │ ↕ DND        ●Music       Redial            │    Page 1
└────────────────────────────────────────────┘     └────────────────────────────────────────────┘
┌────────────────────────────────────────────┐     ┌────────────────────────────────────────────┐
│  Redial Numbers                             │     │  Redial Numbers                             │
│                                             │     │                                             │
│   Last#     Saved#      AutRdl              │     │   Last#     Saved#      AutRdl              │    Page 2
└────────────────────────────────────────────┘     └────────────────────────────────────────────┘
```

⎣Last#⎦   **Last Number Redial** is used to redial the last number dialed from this FlexSet. You can also press the asterisk key (*) from the dial pad to redial the most recent number.

⎣Saved#⎦   **Saved Number Redial** is used to redial an outside number that you have stored in memory.

A number can be saved during a conversation, when you hear a busy tone, or when the dialed number is not answered by choosing ⎣Save#⎦.

> **NOTE:** *As opposed to Last Number Redial, the saved number will remain in memory until another number is saved by repeating the above procedure.*

⎣AutRdl⎦   **Auto Redial** is used to repeatedly redial an outside number that is busy. More than one number can be stored in the Auto Redial list. A number can be entered for auto redialing either when you hear the busy tone when making an external call (*see page 37*), or upon hearing ringback (*see page 35*), or from idle before making and external call (see below). The number will be redialed until the external phone rings, or up to a system-defined number of attempts, before the number is erased from the Auto Redial list.

Activating Auto Redial from idle (before making an external call):

1. Press ⎡AutRdl⎤.
2. Dial the required outside line access code or press the relevant preprogrammed outside line key. Possible outside line access codes are *trunk number, trunk group number, routing access, dial service, private/public library number, last number redial code, or saved number code*.
3. Dial the outside number.
4. Press ⎡Enable⎤.
   The number will now automatically redial at timed intervals. When the called party answers, press the flashing **SPKR** key or lift the handset to enable conversation.

Once Auto Redial has been activated, the following options appear in idle state after pressing ⎡AutRdl⎤. The features in the following table affect all numbers in the redial list.

To	Press	Display Message	Feature Key LED	Comments
Cancel	⎡CanAll⎤	AUTO REDIAL / LIST EMPTY	Off	Deletes all numbers in the redial list. A confirmation tone is heard.
Freeze	⎡FrzAll⎤	HOLD SET	Winking	Ceases all automatic dialing. Confirmation tone is heard.
Restart (release from freeze)	⎡RstAll⎤ / **SPKR**	HOLD REMOVED	On	Re-enables dialing of the "Frozen" numbers.
Add	⎡Add⎤		On	Adds another external number to the redial list

Press ⌑Next⌑ and ⌑Prev⌑ to scroll through the redial list. When the required number is found the Auto Redial features (see table below) can be directly activated for the selected number. Press **SPKR** to exit.

To	Press	Display Message	Feature Key LED	Comments
Select a saved redial number	⌑Next⌑ / ⌑Prev⌑	REP DIAL # nn tttt dddddddddd	On	Selects the next or previous number in the redial list.
Enable	⌑Enable⌑ / **SPKR**			Exits the redial feature and returns to normal keyset operation.
Restart (release from freeze)	⌑Restart⌑	REP DIAL # nn HOLD REMOVED	On	Re-enables dialing of the selected number.
Immediately Dial	⌑ImDial⌑	CONFIRMED	On	Confirms the selected number and immediately dials.
Cancel	⌑Cancel⌑		On	Deletes the selected number.
Freeze	⌑Freeze⌑	REP DIAL # nn h HOLD SET	Winking	Ceases dialing the selected number.
Assign Priority (double redial cycle)	⌑Priori⌑	REP DIAL # nn P PRIORITY SET	On	Increases the redialing rate for a selected number.
Cancel Priority	⌑CanPri⌑	REP DIAL # nn PRIORITY REMOVED	On	Returns selected number to standard redial cycle.

nn – serial number (01, 02, 03…)

tttt – outside line access code or name

dddd – external telephone number

NOTE: *It is recommended that you program a feature key to make the most out of the Auto Redial feature. To program an Auto Redial feature key, see Programming: Feature Keys on page 141. Default Auto Redial access code: #178.*

Relay (Accessory)

You can switch a relay on or off in order to activate certain external devices, such as external alarm, or electric lock. These devices are installed by your company. Use the form below to write down the types of external devices and their associated codes that are installed.

Activating/deactivating Relay:

1. Dial the Relay Code (Default Dial Numbers: 7086 to 7091).
2. Choose ⌷Set⌷ to turn relay on;
   OR
   Choose ⌷Cancel⌷ to turn relay off.
3. Listen for the confirmation tone.

Relay Codes

External Device	Relay Code
1.	7086
2.	7087
3.	7088
4.	7089
5.	7090
6.	7091

Reminder

Use this feature to set, review, or cancel reminders, which will ring your FlexSet at a designated time. You can set reminders to ring your FlexSet at one or more designated times. If you do not answer the call, the FlexSet will ring 3 more times at 1 minute intervals. More than one reminder can be programmed.

Press [Remind] to access the Reminder menu.

```
┌─────────────────────────────────────────────┐
│      10:50  26 May 2004  site name           │
│         user name    station number          │
│ ↕ Redial     Page_Q    Hold  ( Remind )  PickUp │
└─────────────────────────────────────────────┘
```

```
┌─────────────────────────────────────────────┐
│      10:50  26 May 2004  site name           │
│         user name    station                 │
│ ↕Page_Q      Hold      ( Remind )            │
└─────────────────────────────────────────────┘
```
Page 1

```
┌─────────────────────────────────────────────┐
│ REMINDER 12:00PM                             │
│                                              │
│  New       Next      Cancel                  │
└─────────────────────────────────────────────┘
```

```
┌─────────────────────────────────────────────┐
│ REMINDER 12:00PM                             │
│                                              │
│  New       Next      Cancel                  │
└─────────────────────────────────────────────┘
```
Page 2

Entering a Reminder request:

To enter a reminder request, press [Remind], enter the time you wish to be called at the ENTER TIME prompt, and choose [AM] or [PM]. Note that four digits are required for a 12-hr clock: (i.e. 0805 for 8:05).

To add another reminder time, choose [New] and continue as above.

To scroll through the reminder list, press [Next].

To cancel the selected reminder time (displayed on the top line), choose [Cancel].

When Reminder call rings:

When the FlexSet rings, the REMIN CALL xxxx message appears on the top line indicating that this is a reminder call. Press the **SPKR** key to answer the call. Choose one of the following:
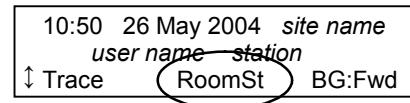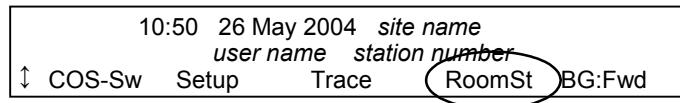
1. Press [Snooze] to have the system recall you later (after a system-defined time period).
2. Press **SPKR** to cancel the reminder.
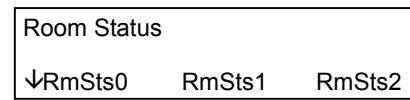
Room Status

Use Room Status to turn the Room Status definition of your station on or off. There are 16 different Rooms Status definitions. Use the table below to write in the various room statuses and related access codes available at your telephone.

This feature is applicable for Hotel/Motel use. In cases where this is required, specific instructions will be given.

Press [RoomSt] to access the Room Status options.

```
┌─────────────────────────────────────────────┐    ┌─────────────────────────────────────┐
│        10:50  26 May 2004  site name         │    │   10:50  26 May 2004  site name     │
│            user name    station number       │    │       user name    station          │
│ ↕ COS-Sw   Setup    Trace   (RoomSt) BG:Fwd  │    │ ↕ Trace    (RoomSt)   BG:Fwd        │
└─────────────────────────────────────────────┘    └─────────────────────────────────────┘  *Page 1*

┌─────────────────────────────────────────────┐    ┌─────────────────────────────────────┐
│ Room Status                                  │    │ Room Status                         │
│ ↓RmSts0   RmSts1   RmSts2   RmSts3   RmSts4  │    │ ↓RmSts0   RmSts1   RmSts2           │  *Page 2*
└─────────────────────────────────────────────┘    └─────────────────────────────────────┘
```

[RmStsx]   Press the required Room Status soft key ([RmStsx] where x = 0 to 15) to activate. The status definition appears on the top line. When activated, a bullet is shown next to [RmStsx], and next to [RmSts] on the idle screen.

To cancel, press the relevant [RmStsx] key again.

Name	Name	Name	Name
RmSts0.	RmSts4.	RmSts8.	RmSs12.
RmSts1.	RmSts5.	RmSts9.	RmSs13.
RmSts2.	RmSts6.	RmSs10.	RmSs14.
RmSts3.	RmSts7.	RmSs11.	RmSs15.

Series Call

Series is used to mark an external call before transferring it to a third party. This causes the call to return to you after the third party hangs up. This feature can *only* be used during conversation.

Marking a call as a Series Call:

1. During conversation, press [Series] to mark the call.
2. Listen for the confirmation tone.
3. Transfer the call when you are ready.

The marked call will now return to you after the third party has hung up.

NOTE: *Should you try to mark a call that has already been marked the error message* ALREADY SET *will appear.*

When your telephone rings (third party hangs up):

1. The call will return to you with the SERIES message displayed.
2. Answer the call as normal when your station rings.
3. Ask calling party if transfer to another party is required; or
   Set up the call as a series call; or
   Hang up.

Setup

The general features of your FlexSet can quickly and easily be configured using the soft keys. Many of these features will only need to be configured once, however they can easily be reconfigured at any future stage should your requirements change.

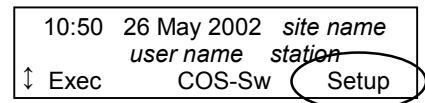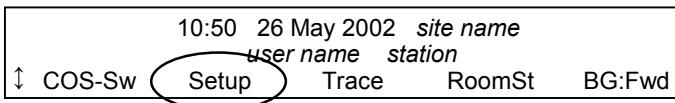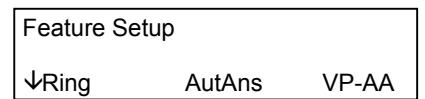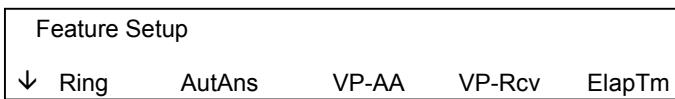The following pages detail the setup and configuration options:

Setup: Telephony Features

The Feature Setup menu enables you to adjust the general features of your FlexSet.

Press [Setup] to access the Feature Setup options.

```
┌──────────────────────────────────────────┐     ┌──────────────────────────────────────────┐
│     10:50  26 May 2002  site name         │     │     10:50  26 May 2002  site name         │
│              user name    station         │     │              user name    station         │
│ ↕ COS-Sw   (Setup)   Trace   RoomSt  BG:Fwd│     │ ↕ Exec        COS-Sw   (Setup)           │
└──────────────────────────────────────────┘     └──────────────────────────────────────────┘     Page 1

┌──────────────────────────────────────────┐     ┌──────────────────────────────────────────┐
│ Feature Setup                             │     │ Feature Setup                             │
│                                           │     │                                           │
│ ↓  Ring   AutAns   VP-AA   VP-Rcv  ElapTm │     │ ↓Ring      AutAns      VP-AA             │     Page 2
└──────────────────────────────────────────┘     └──────────────────────────────────────────┘
```

[Ring]   **Ring Adjustment** allows you to define the sound of your telephone ring. The following can be adjusted:

      [Volume]   **Volume** is used to change the volume of your FlexSet ring.

      [Cadence]   **Cadence** is used to change the cadence of your FlexSet ring.

      [Type]   **Type** is used to change the type of your FlexSet ring.

           You can adjust the ring volume, cadence and type with the ✎ buttons, or by using the [Next] and [Prev] soft keys *(see page 25)*.

[AutAns]   **Auto Answer** activates your phone to answer all incoming calls automatically via the speakerphone after a predetermined number of rings. Press [AutAns] once to activate, press again to deactivate. When activated, a bullet is displayed next to [AutAns].

        ❗ CAUTION!   *Leaving your workstation while Auto Answer is activated will cause your station to answer an incoming call. All conversation in the room can be heard. A trunk call trapped in Auto Answer could lock up the trunk until released by the system.*

[VP-AA]   **Voice Page Auto Answer** activates your phone to answer all incoming Voice Pages automatically via the speakerphone after a predetermined number of rings. Press [VP-AA] once to activate, press again to deactivate. When activated, a bullet is displayed next to [VP-AA].

| VP-Rcv | **Voice Page Receive** toggles the availability of your station to receive Voice Pages. Press VP-Rcv once to activate, press again to deactivate. When activated, a bullet is displayed next to VP-Rcv. |

| ElapTm | **Elapsed Time Display** toggles the display of the time spent during an incoming or outgoing external or network call. When activated from idle, Elapsed Time makes the duration of a call automatically display whenever the call is established. When activated during a call, Elapsed Time displays duration of the current call.

The elapsed time is shown in HH:MM:SS format up to (13 hours) 12:59:59.

NOTE: *The system may be programmed with a limit on the duration of your external calls. Once this limit is reached, the call will be automatically disconnected.*

From Idle:

Press Setup ElapTm once to activate, press again to deactivate.

A bullet is displayed next to ElapTm on the Setup screen, and next to the ElapTm soft key that is displayed whilst on a call.

During a call:

Press ElapTm once to activate or deactivate the Elapsed Time display. When the conversation is over, the Elapsed Time feature reverts to the state it was set to before the conversation started. |

| HeadSt | **Headset Only**. This feature is designed for users operating in headset mode. When activated, the Headset Only feature causes calls to be conducted via the headset and disables the FlexSet microphone and loudspeaker, along with the features that use these devices (e.g. music, voice page). Calls are conducted via the headset, even if the cradle switch is on-hook.

Press HeadSt to activate and deactivate the Headset Only feature.
When activated, a bullet is displayed next to HeadSt. |

| IdlDsp | **Idle Display**. When in Idle mode, the first line of the display shows the time, date and site name, and the second line displays your name and station number. Press IdlDsp to toggle the display of these system lines on or off. |

Lang.	**Language**. Use this feature to set the language for your FlexSet display. The languages available differ according to the country. Scroll through the languages using the Next and Prev soft keys, and then press Set to chose the language.
Pascod	**Passcode**. Your FlexSet can be defined with a unique passcode known only to you. This passcode allows you (if defined in your COS) to operate certain Coral FlexiCom features such as Phone Lock, Executive Privilege, Auto Set Relocate and COS Switchover. You can define the 4-digit passcode for your FlexSet only at your own FlexSet. Save your passcode in a safe place.

To define your passcode (when no passcode is currently defined):

1. Press Pascod.
2. Enter your new passcode number at the prompt.
3. Redial the number to confirm, and listen for the confirmation tone.

To change your passcode:

1. Press Pascod.
2. Enter your old passcode number at the prompt, followed by your new passcode number.
3. Redial the number to confirm, and listen for the confirmation tone.

CAUTION: *Once a passcode has been defined, the code is known only to you. If you forget the passcode you will not be able to utilize the features that require the code. Therefore, write your passcode number in a secure place for future reference.*

ProgKy	**Program Key**. The FlexSet comes equipped with 4 system-defined (fixed) keys as well as user programmable keys. You are able to program most of the programmable keys from the FlexSet itself. The programmable keys may be assigned to directly access other stations, station groups, trunks, trunk groups, or system features. *See Programming: Feature Keys on page 141* for instructions on how to program a DSS key.
Prefer	**Preference** is used to prioritize specific trunk or line connections for your FlexSet. This causes the system to automatically choose the available line, loop or trunk in prioritized order when placing a call (lifting the handset, pressing **SPKR** or dialing a number). You can also select this option just to view your preference list.

1. Press Prefer.
2. Select the required destinations by pressing the programmed DSS keys. You can program a maximum of six priorities in any order:
   - **OUTSIDE Line**: trunk/trunk group/dial service or routing access
   - **LOOP** (default access code #121)
   - **LOOP Originating Only** (default access code #125)
   - **Boss Group Line Key**

   Alternatively, to view the priorities, press the ✏ button to scroll through the list.
3. Dial the Activation Code (default #11) to assign priority.

   Alternatively, dial the Cancellation Code (default #10) to cancel priorities.
4. Listen for the confirmation tone.

NOTE: *If you intend to select an OUTSIDE line as the first priority, you must program a **LOOP** or **LINE** key to be able to dial internal numbers. When activating a feature, press the **LOOP** or **LINE** key first, then dial the required number.*

TIP: *This feature is useful if you make mostly trunk (external) calls. Assign a preference to an outside line(s), and each time you make a call, you will be connected directly to an external trunk.*

PrvLib **Private Library** is used to program your personal Speed Dial Directory. A Private Library can be used to speed dial long numbers. Also, you can use a Private Library to dial external or network numbers for features that allow only internal destinations such as Call Forward, Divert and Hunt features.

For full explanation of this feature, see *Private Library on page 138*.

Secure **Security Line** is used to block another user from employing the Break In feature on your FlexSet extension. All Call Waiting and Break In feature tones are blocked. When activated, a caller attempting to break in to your station will receive a reorder tone. Only a station that has Security override privilege can break into your secured phone.

Press the Secure toggle switch to activate, and again to deactivate. A bullet is displayed next to Secure to indicate when the feature is activated.

⎡DND-WP⎤ **Do Not Disturb - Whisper Page** is used to enable or block your FlexSet from receiving a message whispered by another station. Press ⎡DND-WP⎤ from idle to block or enable your FlexSet from receiving whisper pages, and again to cancel. When this feature is activated, a bullet appears next to ⎡DND-WP⎤.
If you press while on a call, the feature will be active for the duration of the current call only.

⎡Privac⎤ **Privacy**. As a Boss Group member, you can put your FlexSet into Privacy mode. This prevents other members of your Boss Group from accidentally joining your conversations.
(See Boss Groups: Privacy on page 61)

　1. To **activate** Privacy, press ⎡Setup⎤ ⎡Privacy⎤.
　The message PRIVACY is displayed.
　When this feature is activated, a bullet appears next to ⎡Privac⎤.

　2. To **cancel** Privacy, press ⎡Privacy⎤ again.
　The message NO PRIVACY is displayed.

⎡ExHold⎤ **Exclusive Hold**. As a Boss Group member, you can put your FlexSet into Exclusive Hold mode. This ensures that a call placed on hold can be retrieved only at your station. If Exclusive Hold is cancelled, the call put on hold can be retrieved by any other member of your Boss Group.
(See Boss Groups: Exclusive Hold on page 62)

　1. To **activate** Exclusive Hold, press ⎡Setup⎤ ⎡ExHold⎤.
　The message EXCLUSIVE HOLD is displayed.
　When this feature is activated, a bullet appears next to ⎡ExHold⎤.

　2. To **cancel** Exclusive Hold, press ⎡ExHold⎤ again.
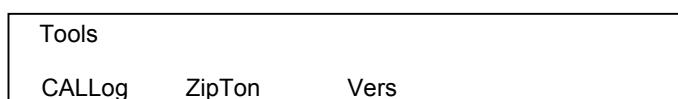　The message NON EXCL. HOLD is displayed.

⎡MoveSt⎤ **Auto Set Relocate** (move station) allows you to move your station and all your station's predefined features to a new location.
See Auto Set Relocate on page 56.

Setup: Call Log/Zip Tone/Version

The Tools function is used for setting various operating parameters for the FlexSet, as well as general maintenance functions. These options are set with their factory default values. However, you may wish to change the maintenance options to suit your individual needs.

To access the Tools options, press (MENU) and choose Tools, or choose Setup Tools.

```
┌─────────────────────────────────────────────┐   ┌─────────────────────────────────┐
│ Menu                                        │   │ Menu                            │
│                                             │   │                                 │
│   Feat      CALLog    Vmail    ⟨ Tools ⟩    │   │ ⟨ ↑ Tools ⟩                     │
└─────────────────────────────────────────────┘   └─────────────────────────────────┘   *Page 1*
┌─────────────────────────────────────────────┐   ┌─────────────────────────────────┐
│ Tools                                       │   │ Tools                           │
│                                             │   │                                 │
│   CALLog    ZipTon    Vers                  │   │   CALLog    ZipTon    Vers       │
└─────────────────────────────────────────────┘   └─────────────────────────────────┘   *Page 2*
```

The following options are available from the Tools menu:

CALLog   **Call Log Maintenance** enables the definition of several Call Log options. (The Call Log enables FlexSet users to view the last 40 incoming and last 40 outgoing call details, *as described on page 70*.)

The following options are available under the Call Log menu:

```
┌─────────────────────────────────────────────┐   ┌─────────────────────────────────┐
│ Tools – Call Log                            │   │ Tools – Call Log                │
│                                             │   │                                 │
│   Delete    Extern    Intern    Duplic      │   │ ↓ Delete    Extern    Intern    │
└─────────────────────────────────────────────┘   └─────────────────────────────────┘
```

Delete   **Delete** enables you to delete outgoing or incoming call records, or both.

Out   Deletes all outgoing call records.

In   Deletes all incoming call records.

Both   Deletes all call records.

NOTE *Ensure that you wish to remove these calls from the Call Log before deleting, as there is no confirmation message.*
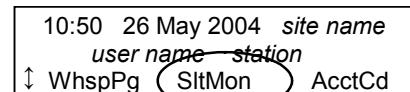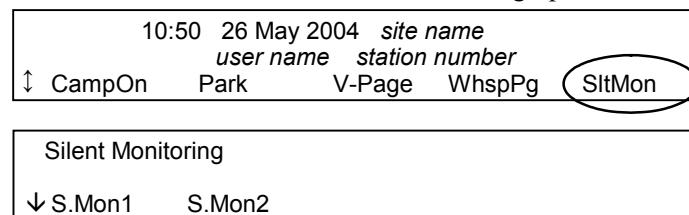
Extern	**External** enables you to set the outside line access code to be dialed when calling numbers from the Call Log. The default external access code is 9.
	At the prompt, enter the required outside line access code and choose Save.
	To delete a digit, select the digit using the ◇◇ buttons and press * to delete.
Intern	**Internal** enables you to include or exclude internal calls in the log.

- To include internal calls in the log, choose Yes.
- To exclude internal calls from the log, choose No.

A bullet appears next to Intern if internal calls are included.

Duplic	**Duplicate** setting includes or excludes duplicate numbers in the Call Log. A duplicate number is one that has called your station, or that has been called, more than once.
	When set to Yes, duplicate numbers will be listed separately.
	When set to No, only the most recent call will be displayed for each logged name/number. In this case, the number of times that they called is displayed in parentheses after the name and number as shown in the diagram above. Once the Call Log has been viewed, this number resets to zero and is hidden.

ZipTon	**Zip Tone** enables you to set the operating ring mode of your FlexSet to **Normal** or **Zip tone**. Zip tone mode is used to sound the ring tones directly through the headset, rather than through the speaker. It is mainly used for attendants using headsets. The factory default is Normal ring. *(See page 22)*

- To set your FlexSet to Normal ring, choose No.
- To set your FlexSet to Zip tone ring, choose Yes.

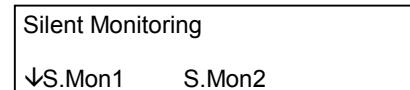| Vers.	**Version**. Displays the hardware and software version number of the various FlexSet components.
	Vers FlexSet Version. The current version of the FlexSet, whether it was programmed on the manufacturer site or updated at the customer site.
	Base Base Version. The original programmed version of the FlexSet, as received from the manufacturer.

Silent Monitoring

This feature enables an authorized user to monitor and/or record (may require additional hardware) any system port, station, trunk, etc. in any state (except data and conference), without audio or visual warning to the monitored party. While monitoring a port, your telephone returns a busy signal for all incoming calls.

The volume can be adjusted using the ✆ buttons whilst monitoring, and you can whisper by pressing [WhspPg].

Press [SltMon] to access the Silent Monitoring options.

```
┌─────────────────────────────────────────┐
│    10:50  26 May 2004  site name         │
│         user name    station number      │
│ ↕ CampOn    Park      V-Page  WhspPg (SltMon )│
└─────────────────────────────────────────┘

┌─────────────────────────────────────────┐
│ Silent Monitoring                        │
│                                          │
│ ↓ S.Mon1     S.Mon2                      │
└─────────────────────────────────────────┘
```

```
┌─────────────────────────────────────────┐
│    10:50  26 May 2004  site name         │
│         user name    station            │
│ ↕ WhspPg  (SltMon  )  AcctCd            │
└─────────────────────────────────────────┘          Page 1

┌─────────────────────────────────────────┐
│ Silent Monitoring                        │
│                                          │
│ ↓S.Mon1     S.Mon2                       │
└─────────────────────────────────────────┘          Page 2
```

[S.Mon1] **1-Way Split Silent Monitoring** is used to monitor either side of a 2-way conversation separately. Only one of the conversing parties can be heard at any one time. This feature can be activated from idle only, as follows:

1. Press [S.Mon1].
2. At the prompt, dial the station number of the original destination (1st party), then:
   a. To monitor the 1st conversing party, choose [Origin].
   b. To monitor the 2nd conversing party, choose [2ndPrt].
3. To cancel Split Silent Monitor, press [Abort], **SPKR** or hang up.
4. To whisper to the 1st party, press [WhspPg].
   Whispering to the 2nd party is not allowed.

NOTE: *If you hear the reorder tone when attempting to monitor a call, the port is SECURED against monitoring.*

S.Mon2 **2-Way Silent Monitoring** is used to monitor both sides of a 2-way conversation simultaneously. This feature can be activated from idle, or while attempting to call a busy or non-answering destination.

NOTE: *This feature requires a CNSsl card, an 8DRSM card or a CNF card to be installed in the system. When a CNF card is installed, it must be defined as C3-WAY.*

Operating from idle:
1. Press S.Mon2.
2. At the prompt, dial the station number.

Options available while monitoring:
- To cancel 2-way Silent Monitor, press Abort, **SPKR** or hang up.
- To whisper to the 1st party, press WhspPg.

Operating upon hearing busy or ringback tone:
1. Dial the station.
2. Upon hearing busy or ringback tone, press S.Mon2.
   OR
   Press Xfer and dial 9.

Options available while monitoring:
- To cancel 2-way Silent Monitor, press Abort, **SPKR** or hang up.
- To whisper to the 1st party, press WhspPg.

NOTE: *If you hear the reorder tone when attempting to monitor a call:*
   1. Either the port is protected against monitoring (SECURED); or
   2. All conference card ports are engaged (NO RESOURCE).

Transfer (Xfer)

You can transfer both internal and external calls to other users within your system or outside it. Transfer routes a call you received to an idle station. It can also link a call you held to other ports.

When Auto transfer is defined at a station, dialing a number will automatically transfer that number, thus initial use of the ⌈Xfer⌉ button or **XFER** key is not necessary, although subsequent actions do require pressing ⌈Xfer⌉ (as defined in this manual). This feature is typically utilized by attendants. Remaining procedures are the same as for a regular transfer.

A call can be screened or unscreened.

Screened Transfer: You may announce the call before transferring.

Unscreened Transfer: You may transfer the call without a prior announcement. When the destination is busy, hanging up will cause the system to camp on (external call only) to the busy station.

Transferring an established call:

1. During a call, press ⌞Xfer⌟ or the **XFER** fixed key.
2. Dial the third party destination number.
3. Choose one of the following options:
   - ❑ Wait for an answer to announce the call and disconnect (screened transfer).
     You can now alternate between the two parties and speak privately with one while the other is put on hold by choosing the relevant flashing Exclude Source/Destination soft keys.
     - If ⌞Source⌟ is flashing, choose the ⌞Source⌟ soft key to speak privately with the first party.
     - If ⌞Dest⌟ is flashing, choose the ⌞Dest⌟ soft key to speak privately with the second party.
     - If neither ⌞Source⌟ nor ⌞Dest⌟ are flashing, choose either ⌞Source⌟ or ⌞Dest⌟ and then converse 3-way.
     - If you are in 3-way and you wish to converse privately again with any party; choose either the ⌞Source⌟ or ⌞Dest⌟ and the other party will again be put on hold.
     - Press ⌞Xfer⌟ to release the destination (second) party and return to 2-way conversation with the source.
     - Choose ⌞FrcRls⌟ to release all parties.
     - Choose ⌞3-Way⌟ to establish a 3-way call.

   OR (see next page)

❑ Disconnect to automatically transfer the call (unscreened transfer).

If the 3rd party is busy or not answered, the call will return to you with the relevant NO ANSWER or BUSY message.

NANS	*station unanswered #*	*original caller #*
NO ANSWER	*station unanswered #*	
→DND	Mute	FwdAll	Number

NANS	*unanswered #*	*original #*
NO ANSWER	*unanswered #*	
→DND	FwdAll	Number

Station Does Not Answer

SBSY	*busy station #*	*original caller #*
BUSY	busy station #	
→DND	Mute	FwdAll	Number

SBSY	*busy #*	*original #*
BUSY	*busy #*	
→DND	Mute	FwdAll

Station is Busy

Answer the return call, then either:

- Ask the calling party if they wish to transfer to another party;
- Hang up;
- Press [CampOn] to automatically camp on to the station from which the call was transferred.

Transferring a held call:

Use transfer of a held call to connect an incoming call to the held party, such as when you have to locate someone for a caller.

1. While the party is being held, dial a destination number.
2. Press [Xfer] or the **XFER** fixed key.
3. Press the winking DSS key associated with the held call.
4. Press **SPKR** or hang up to transfer the call.

Transfer: Split Call

Split call allows you to alternate between two other parties, by pressing soft keys defined as Exclude Source and Exclude Destination. The feature also allows 3-way conversation by merely pressing one of the keys, Source or Dest, when the bullet next to that key is steadily lit. This feature can be activated in any sequence, any number of times. When you speak privately, with either the Source or Destination, the other party is automatically put on hold.

Source: the first party with whom a connection was made.

Destination: the second party with whom a connection was made.

The following table allows identifying the progress of split calls when your FlexSet is not equipped with a message display.

Keys		Status
Source	**Dest**	
On	Flashing	Speaking privately with source (first party)
Flashing	On	Speaking privately with destination (second party)
On	On	3-way conversation

Activating Split Call on conversation:

1. Press Xfer.
2. Dial the destination number and wait for an answer.
3. You can now alternate between the two parties and speak privately with one while the other is put on hold by pressing the relevant flashing key.
4. Press the flashing Source to speak privately with the first party; or
   Press the flashing Dest to speak privately with the second party; or
   You can press 3-way or the key with a steadily lit bullet and then converse 3-way:
5. If you wish to converse privately again with any party:
   Press either the Source or Dest key and the other party will again be put on hold.
6. If you wish to release the destination (second) party and return to 2-way conversation with the source, press Xfer.
7. If you wish to release all parties press FrcRls.

Transfer: Broker/Consultation/3-Way Conference Call

Your telephone can be set up to use only one of the following three-party transfer functions, as defined through your Class Of Service. Please consult your system administrator for details.

Each action is performed by first pressing the Xfer (transfer) soft key or **XFER** fixed key; however, for stations where Auto Transfer is defined (in the Class of Service), transfer will take place as soon as the required number is dialled. This will take effect only the first time that the transfer takes place. Subsequent actions do require pressing Xfer as defined in this manual.

Broker Call: This feature allows you to put a call on hold and then converse privately with a third party, while switching between the two calls. The party not in conversation is automatically put on hold and cannot hear any other conversation. *See page 172*.

Consultation Call: This feature allows you to consult with a third party. While consulting, the original caller will be put on hold. After consultation is complete the two original parties will be reconnected and the consulted party is then released. *See page 173*.

3-Way Conference: This feature allows you to bring a third party into an ongoing conversation. All three parties can converse in a three party conference. *See page 174*.

Combination Consultation/Broker/3-Way Conference Call: This feature allows you to change a conversation from broker to consultation to 3-way conference by pressing the transfer key while in conversation. The first transfer allows you to converse privately with a third party. The second transfer allows you to speak privately with the original party, while the third party is put on hold. The third transfer places you in a 3-way conversation with all parties.

Transfer: Broker

During a call, use this feature to connect to a third party while placing the original (source) party on hold. You may continue to switch between the two calls (parties). The party not in conversation is automatically put on hold.

1. During the call, press ⌊Xfer⌋ or the **XFER** fixed key.
2. Dial the third party dial number.
3. Wait for an answer.
   The original party is placed on hold. You may now speak freely with the third party.
4. The following options are now available:
   - Press ⌊Broker⌋ or ⌊Source⌋ or ⌊Dest⌋ to alternate between the calls any number of times.
     ⌊Source⌋ and ⌊Dest⌋ flash depending on which party you are connected to.
   - Press a non-flashing ⌊Source⌋ or ⌊Dest⌋ soft key for a 3-way call.
   - Press ⌊FrcRls⌋ in order to release all parties and press **SPKR**.
   - Press **SPKR** or hang up in order to allow conversation between the two parties.

NOTE: *If you do not succeed in establishing the Brokered call, your Transfer COS definition may be defined as Transfer 3-Way or Transfer Consult.*

Transfer: Consultation

This feature allows you to consult with a third party while the original caller (or called party) is automatically placed on hold.

After the consultation is complete, the two original parties are reconnected and the consulted party is released.

1. During the call, press Xfer or the **XFER** fixed key.
2. Dial the third party dial number.
3. When your call is answered, the original party is placed on hold so that you may converse privately with the second party.
4. After the consultation is concluded, press Conslt or Xfer to return to the original call and disconnect from the consulted party.

NOTE: *If you do not succeed in establishing the Consultation call, your Transfer COS definition may be defined as Transfer Broker or Transfer 3-Way.*

Transfer: Broker/Consultation/3-Way Conference Call

Transfer: 3 Way Conference

During a call you can use this feature to add another party to the call, creating a 3-Way Conference call.

1. During the call, press Xfer or the **XFER** fixed key.
2. Dial the third party dial number.
3. Wait for the third party to answer.
4. Press Xfr-3W or Xfer to connect all 3 parties. If your COS definition is defined as ALL, then you must press Xfr-3W again to establish the 3-Way call;
   or
   Press FrcRls to release the third party and to return to the original call (same as consultation call).

   Other options after 3-Way call is established:
   - Press Xfer again to release the third party, and continue conversing with the original party.
   - Press the lit Source soft key to converse privately with the first (Source) party that you connected to. The third (Destination) party is put on hold while you converse and the Dest soft key flashes.
   - Press the lit Dest soft key to converse privately with the second (Destination) party that you connected to. The second (Source) party is put on hold while you converse and the Source soft key flashes.
   - Press the flashing Dest or Source soft key to switch between the Source and Destination parties.
   - Press Xfr-3W to reconnect all three parties again.
   - Press FrcRls to end the call (3-Way or 2-Way).

   NOTE: *If you do not succeed in establishing a 3-Way call, your Transfer COS definition may be defined as Transfer Broker or Transfer Consult.*

Turret

The Turret Console is a single telephone position comprised of two soft-connected FlexSets, each having up to three FlexSet 40B expansion modules attached. The combination of two FlexSets provides the ability to attach up to 240 buttons to the complex giving a total of 262 programmable buttons. See figures on pages 178 and 179. Expansion modules provide fast, single-button access to a large number of stations, trunks, groups, or speed dial libraries.

The system can be defined as *Single Audio Turret* or *Double Audio Turret*.

Single Audio mode:

The Turret Console is comprised of a FlexSet and APDL, an auxiliary unit having all telephone functionality except for the voice/audio circuit (see page 178). The APDL provides three additional FlexSet 40B modules for use by the FlexSet defined as primary. The APDL cannot operate these modules.

To make a call:

- To place a call see page 26.

  or

- Press a DSS button on the FlexSet or on any of the six expansion modules.

To answer a call

- Press **SPKR** on the FlexSet, or lift the handset (see page 40).

  or

- Press a flashing DSS button on the FlexSet or on one of the six expansion modules.

Double Audio mode:

The turret console is comprised of two fully configured FlexSets that can be operated independently one of another (see page 179). One of the phones is defined as a primary and the other as a secondary (partner).

Both keysets' expansion modules are operated by the primary keyset. Pressing a DSS button on any of the six expansion modules activates the primary phone.

Primary and partner expansion modules may operate a secondary keyset provided the secondary keyset is in dialing mode and the primary is not.

To make a call from the Primary FlexSet:

- From the primary FlexSet, dial the number of the person to call

  or

- Press a DSS button on the primary FlexSet or on any of the six expansion modules

To make a call from the Partner FlexSet

- From the partner FlexSet, dial the number of the person to call

  or

- Press a DSS button on the partner FlexSet

  or

- 1. Ensure that the primary FlexSet is not in dialing mode[1].
  2. Press **SPKR** button or lift the handset of the partner keyset.
  3. Press the relevant DSS button on the partner keyset or on one of the six expansion modules.

---

[1] Dialing mode means either of the following:

- The telephone is in off-hook state
- **SPKR** or **XFER** button is pressed
- Dialing process is in progress

If both keysets are in dialing, pressing a DSS button on any of the six expansion modules will initiate a call from the primary keyset.

To answer a call at the primary FlexSet

- Press **SPKR** button on the primary FlexSet
  or
- Lift the handset of the primary FlexSet
  or
- Press a flashing DSS button on the primary FlexSet or on any of the six expansion modules

To answer a call at the partner FlexSet

- Press **SPKR** button on the partner FlexSet
  or
- Lift the handset of the partner FlexSet
  or
- Press a flashing DSS button on the partner FlexSet

Operating a primary call from partner expansion modules

You can control a call conducted at a primary keyset using the Hold, Transfer and Toggle Between Calls functions programmed into buttons on the primary FlexSet and all six expansion modules.

Operating a partner keyset

To control a call initiated at a partner keyset, use buttons of the partner keyset only.

Button Programming

Buttons on the expansion modules attached to the primary FlexSet can be programmed in the same way as buttons on the FlexSet itself.

Buttons on the expansion modules attached to the partner FlexSet can be programmed with dial numbers, LOOP, Boss Group lines, Page Queues and Wait Queues.

The three primary expansion modules can only be programmed from the primary phone. The three partner expansion modules can only be programmed from the partner phone.

Expansion modules attached to an APDL are programmed by a technician.
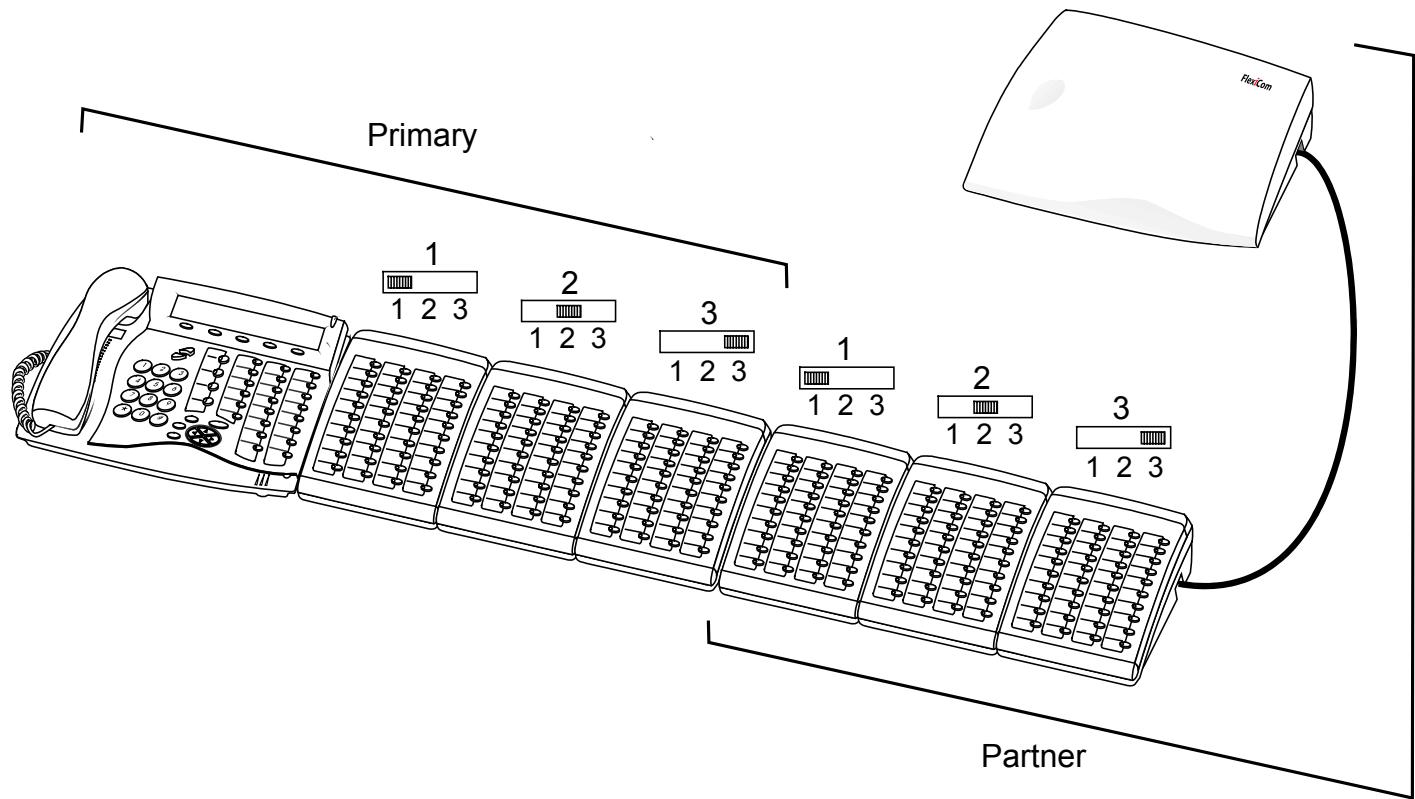
Single Audio Turret
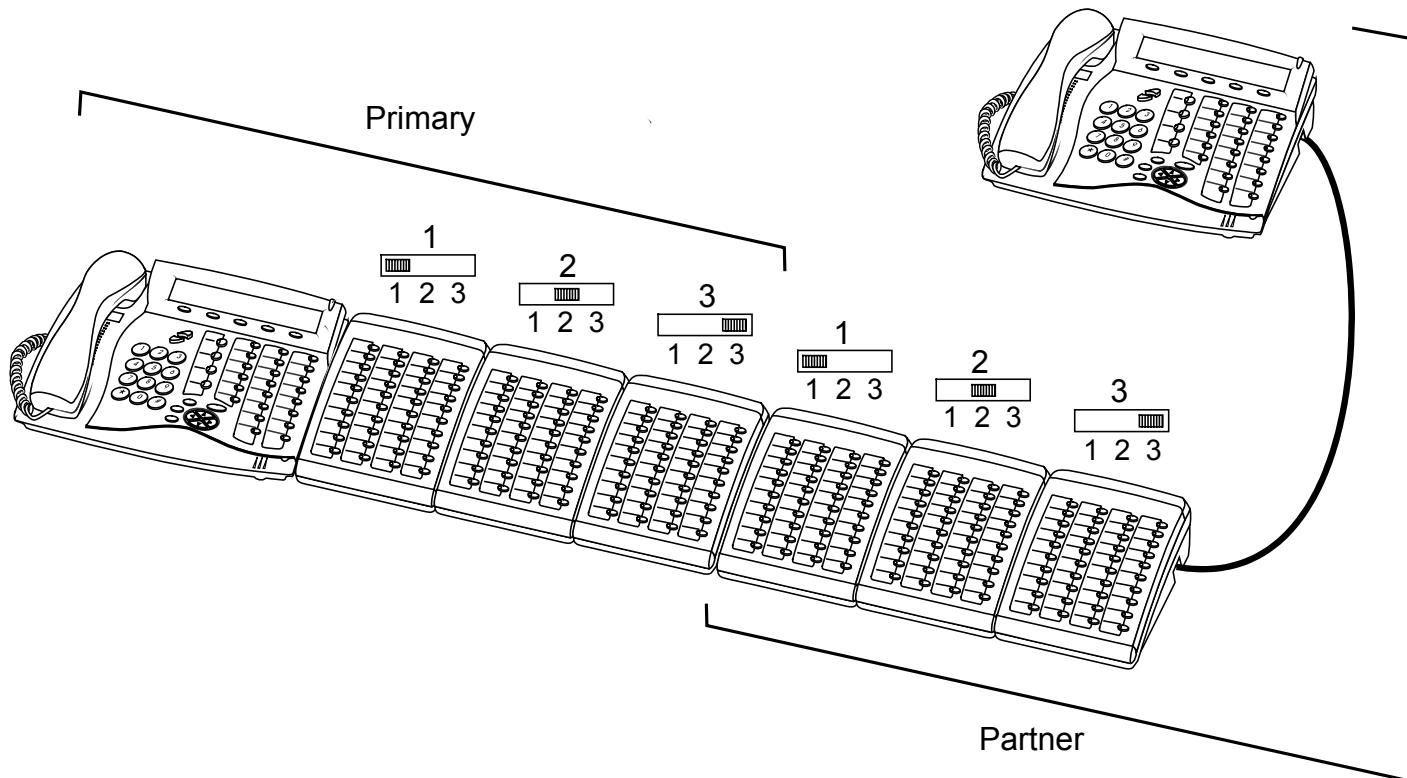
Double Audio Turret

Wakeup

Use this feature to program your FlexSet to ring at designated times. If you do not answer the call, the FlexSet will ring 3 more times at 1-minute intervals. If you do not answer by the third call, the wakeup call is routed to the attendant and a wakeup report is printed.

Press WakeUp to access the Wakeup options.

```
┌─────────────────────────────────────────┐
│     10:50  26 May 2004  site name        │
│          user name   station number      │
│ ↕ AcctCd    IDCtrl    WakeUp    aWake    CnfIns │
└─────────────────────────────────────────┘
```

```
┌─────────────────────────────────────────┐
│     10:50  26 May 2004  site name        │
│          user name    station            │
│   WakeUp   aWake       CnfIns            │
└─────────────────────────────────────────┘
```
Page 1

```
┌─────────────────────────────────────────┐
│ WAKEUP  10:00am                          │
│                                          │
│ New        Next       Cancel             │
└─────────────────────────────────────────┘
```

```
┌─────────────────────────────────────────┐
│ WAKEUP  10:00am                          │
│                                          │
│ New        Next       Cancel             │
└─────────────────────────────────────────┘
```
Page 2

Entering first Wakeup request:

1. Press WakeUp.
2. Enter the time you wish to be called at the ENTER TIME prompt
3. Choose AM or PM.
   Note that four digits are required for a 12-hr clock: (i.e. 0805 for 8:05).

   NOTE: *Should you hear the reorder tone, Wakeup is denied at your station (as defined by Class of Service). In order to make use of this feature, request that the attendant activate Wakeup at your station.*

   - To add another Wakeup time, choose New and continue as above.
   - To scroll through the Wakeup list, press Next.
   - To cancel the selected Wakeup time (displayed on the top line), choose Cancel.

When Wakeup call rings:

When the FlexSet rings, the WAKE CALL NAME/NUM message appears on the top line indicating that this is a Wakeup call. Press the **SPKR** key to answer the call. Choose one of the following:

- Press Snooze to have the system recall you later; or
- Press **SPKR** to cancel the reminder.

Whisper Paging

This feature allows an authorized user to break into an ongoing call, without interfering with the call itself, by whispering to one of the conversing parties. A Whisper Tone, in and out, is heard by the side whispered to.

The second party engaged in the original call hears neither tone, nor the whisper, and the whisperer cannot hear the second conversing party. The party whispered to continues to hear the second party, and also hears the whisperer in lowered volume. The party whispered to can reject the whisper page; alternatively, all whisper pages can be automatically rejected by enabling *Do Not Disturb Whisper Page* - Setup DND-WP. *(See Setup on page 156)*

This feature can also be activated while in Silent Monitor and then the whisperer can be heard as well as hear the two parties conversing.

Press WhspPg to Whisper Page a station.

```
  10:50  26 May 2004  site name
            user name    station number
↕ CampOn    Park      V-Page ( WhspPg )  SltMon
```

```
WHSPR PAGE

    * * * * *  * * * * *  Enter Destination  * * * * *  * * * * *
```

```
  10:50  26 May 2004  site name
            user name    station
( WhspPg )  SltMon      AcctCd
```
Page 1

```
WHSPR PAGE

    * * * * *  Enter Destination  * * * * *
```
Page 2

Sending a Whisper Page:

1. Press WhspPg.
2. Dial a station number.
3. Listen for the whisper tone.
4. Deliver the message and disconnect.

NOTES:
- *This feature can be activated while you are silent monitoring the whispered party (see page 164). Then you can be heard by the whispered party, as well as hear the two conversing parties.*
- *When you hear the reorder tone and the* `DND WHISPER` *message appears, the station is protected from receiving whisper paging calls.*
- *If you hear the reorder tone and the* `ON-HOOK BY` *message appears, the receiving party has rejected your whisper page.*

Receiving a Whisper Page:
1. Hear the whisper tone.
2. Listen to the whispered message when the tone stops.

NOTE: *If the second party hangs up the call while you are in whisper mode, you may continue to converse with the whispering party without the need to reestablish the call. A* `RECONNECT (whisperer #/name)` *message appears.*

Rejecting an ongoing Whisper Page:
1. Press DND-WP upon receiving notice of an incoming whisper page.
   The Whisper Page message disappears. Continue talking privately with the second party.
2. If required, press DND-WP again to enable your FlexSet to receive other whisper calls.

Placing the second party on hold and talking privately to the whisperer:
1. Press the flashing DSS key pre-programmed with the whisperer dial number (or the flashing second **LOOP** key). The original conversing party is put on hold.
2. Converse with the whisperer.
3. After the whisperer disconnects, you are automatically reconnected to the original conversing party.

NOTE: *If you double-press the flashing DSS key (or the second **LOOP** key), this will initiate a 3-way call.*

Attendant Features

The following pages list the Attendant features that are available on your FlexSet. Attendant features are available only when the station is defined as having Attendant station privileges. Not every Attendant feature listed may have been installed in your system, or at your station/extension. Attendant features are dependent on the assigned Class of Service (COS) levels. Check with your system manager for a list of the specific features installed.

Most attendant features are activated upon other stations. The available features are displayed below. These features are accessed from idle.

```
           13:37  26  May  2004  site name
                 user name      station
↕   →aWake    aTrace    aRmSts    aFwd        Charge
```

```
           13:37  26  May  2004  site name
                 user name     station
↑   →St.Set    Tk.Set      System
```

•**Available Functions**

FUNCTION OPTION	MNEMONIC	FUNCTION EXPLANATION
Dest	Destination	Any station, trunk, ACD/UCD Hunt Group, Boss Group and Public Library port defined in the system.
St# St/Rm#	Station # Station/Room #	Port dial number defined in the Coral system for a telephone line.
St/Gp# StRmGp	Station/Group # Station/Room/ Station Group	A number of stations linked together (members) for a common function such as ACD/UCD group or Boss Group. A station can be defined as a member of many ACD/UCD groups and/or Boss Groups.
Trunk#	Trunk Dial #	Dial Number assigned to a trunk.
TrkGp#	Trunk/Group Number	A number of trunks linked together (members) for a common outgoing function.
FastUp	Fast Up Scroll	Used to fast scroll forward to the next assigned feature.
FastDn	Fast Down Scroll	Used to fast scroll backward to the previous assigned feature.
Next	Next	Used to scroll forward port by port through available ports. While scrolling, the port name/number appears on the top line.
◿		Operates similarly to Next. Keeping the ◿ button depressed will scroll forward continuously.
Prev	Previous	Used to scroll backward port by port through available ports. While scrolling, the port name/number appears on the top line. Once you reach the first port on the list, this option changes to another option.
◺		Operates similarly to Prev. Keeping the ◺ button depressed will scroll backward continuously.

FUNCTION OPTION	MNEMONIC	FUNCTION EXPLANATION
⟨⟨⟩⟩	Scrolling	The scroll icon used in this document indicates features for which scroll lists are available, namely the [Next], [Prev], [FastUp] and [FastDn] soft keys, ⌒ and ⌒ buttons.
[Cancel]	Cancel	Used to cancel or to deassign a selected feature.
[Set]	Activate	Used to activate or to assign a selected feature.
[Exit]	Exit/Terminate	Same as pressing **SPKR**. Used to determine the end of the feature programming or to escape from the current operation.

Attendant: Call Forward

The attendant may program stations, boss groups and ACD/UCD groups so that incoming calls ring at various destinations, depending on the state of the terminal (all, busy, no answer, timed).

These features can also be operated directly from a user station when defined by the COS, without attendant involvement.

Calls incoming from an external source only can be forwarded using the All-E, Busy-E, NoAn-E, and Time-E soft keys. Additionally, calls from Internal and External sources can be forwarded to different destinations, as described in Internal/External Call Forwarding on page 69.

Possible destinations are *operator, station/group, external number via public and private speed call library, DVMS pre-recorded message, UNA/central bell, group call, or network number (and the station itself for external calls)*.

Attendant Call Forwarding options are accessed by pressing aFwd from idle state.

```
     10:50  26 May 2004  site name
              user name    station number
 ↕  BG:Fwd  ( aFwd )   Charge    St.Set    Tk.Set
```

```
 Attendant: Call Forward
 E=External
 ↓ All        All-E      Busy      Busy-E     NoAns
```

```
     10:50  26 May 2004  site name
              user name    station
 ( ↕  aFwd )    Charge    St.Set
```
Page 1

```
 Attendant: Call Forward
 E=External
 ↓  All        All-E      Busy
```
Page 2

Key	Description
All or All-E	**Forward All**. The attendant may program stations, boss groups and ACD/UCD groups so that incoming calls ring at another destination. The destination can call back or return calls to the source, and the user can still place outgoing calls from their telephone. The Distinctive Dial Tone sounds upon lifting the handset at the user's station.
Busy or Busy-E	**Forward Busy**. The attendant may program stations and boss groups so that incoming calls ring at another destination when the originally called station or group is busy.
NoAns or NoAn-E	**Forward No Answer**. The attendant may program stations and boss groups so that incoming calls ring at another destination when the originally called station or group does not answer within a system-defined number of rings.
Time or Time-E	**Forward Timed**. The attendant may program stations, boss groups and ACD/UCD Groups so that incoming calls ring at another destination during specified system-defined time periods. *(See table on page 67)*

Operating Attendant Call Forward:

1. Press aFwd.
2. Choose the required forwarding option (All, All-E, Busy, Busy-E, NoAns, NoAn-E, Time, Time-E).
3. Choose St/Gp# and dial the originating station/group number, or scroll between stations/groups using CC.
4. To set Call Forward, choose Dest and dial the call forward destination number, OR
   To cancel Call Forward, choose Cancel.
5. Press Exit or **SPKR** to exit and save.

Attendant: Malicious Call Trace

The Attendant may initiate this feature that records the next *x* (a system defined variable) calls to any station or room. A list of the calls can also be sent to a printer or terminal.

Press aTrace to access the Attendant Malicious Call Trace options.

```
┌──────────────────────────────────────────────┐
│       10:50  26 May 2004  site name           │
│            user name   station number         │
│ ↕ Setup    Trace   (aTrace)  RoomSt  aRmSts   │
└──────────────────────────────────────────────┘
```

```
┌────────────────────────────────┐
│   10:50  26 May 2004  site name │
│        user name   station      │
│ ↕ Trace  (aTrace)   RoomSt      │   *Page 1*
└────────────────────────────────┘
```

```
┌──────────────────────────────────────────────┐
│ Attendant: Call Trace                         │
│                                               │
│ On/Off      Print                             │
└──────────────────────────────────────────────┘
```

```
┌────────────────────────────────┐
│ Attendant: Call Trace           │
│                                 │
│ On/Off      Print               │   *Page 2*
└────────────────────────────────┘
```
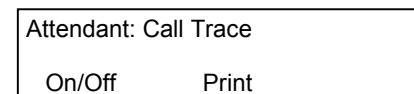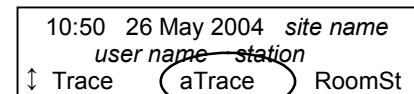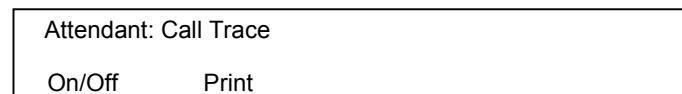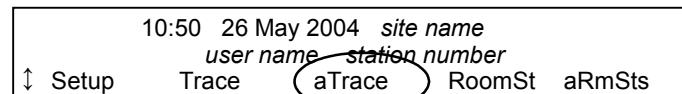
On/Off   **Malicious Call Trace On/Off** toggles the Malicious Call Trace on or off.

1. Press On/Off.

   NOTE: *If the system resources are insufficient for the feature to be available, the message* NO TRACE RECORD *appears.*

2. Choose St/Rm# and dial a station/room number, or scroll through the list using ⓒⓒ.

3. To start call trace, choose Set.
   To stop call trace, choose Cancel.

Print   **Malicious Call Trace Print** sends a list of the calls to a terminal or printer. Malicious Call Trace must previously be activated (*see On/Off above*), or the message CALL TRACE OFF will appear and the action will not be completed.

1. Press Print.

2. Choose St/Rm# and dial a station/room number, or scroll through the list using Next and Prev only.

3. Choose Set to print. The message CALL TRACE PRINT appears.

Attendant: Room Status

Used to turn the Room Status definition of a station on or off.

There are 16 different Room Status definitions for each station. Contact your system administrator for their various definitions. Then use the table on the following page to write in the various room statuses.

Press aRmSts to access the Room Status options.

```
  10:50  26 May 2004  site name
            user name    station number
↕ Setup      Trace      aTrace      RoomSt    aRmSts
```

```
  10:50  26 May 2004  site name
            user name    station
↕ aTrace      RoomSt    aRmSts
```
Page 1

```
 Attendant: Room Status

↓ RmSts0    RmSts1    RmSts2    RmSts3    RmSts4
```
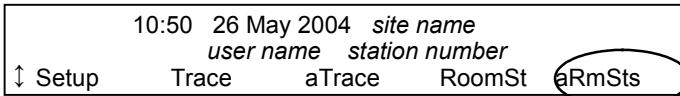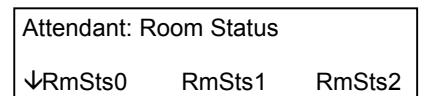
```
 Attendant: Room Status

↓ RmSts0    RmSts1    RmSts2
```
Page 2

RmStsx   Room Status *x*, where *x* = 0 to 15.

1. Choose the required RmStsx soft key.
2. Press St/Rm# and enter the station/room number, or scroll through the list using ⊙⊙.
3. Choose Set to activate, OR
   Choose Cancel to deactivate or reset.
   The status definition appears on the top line.
4. Press Exit or **SPKR** to exit and save.

Name	Name	Name	Name
RmSts0.	RmSts4.	RmSts8.	RmSs12.
RmSts1.	RmSts5.	RmSts9.	RmSs13.
RmSts2.	RmSts6.	RmSs10.	RmSs14.
RmSts3.	RmSts7.	RmSs11.	RmSs15.

Attendant: WakeUp

The attendant may program the system to call any room/station at a designated time.

If the user does not answer, recall will be attempted three times before the feature cancels, when defined system-wide. If the recall is not answered, or busy, or the handset is not on the cradle, then the attendant will receive a call with the NOT WOKEN message on the top line.

| *station or room #*   NOT WOKEN |

| *station or room #*   NOT WOKEN |

Should such a failure occur, it is recommended that the attendant provide an alternate means for waking the guest. Printouts are possible for: new/cancel, fail, success. The printout type is defined system-wide.

Press aWake to access the Attendant WakeUp options.

```
    10:50   26 May 2004  site name
           user name   station number
↕ AcctCd   IDCtrl      WakeUp  (aWake)  CnfIns
```

```
    10:50   26 May 2004  site name
          user name    station
↕ WakeUp  (aWake)    CnfIns
```
Page 1

```
Attendant: WakeUp

Reques      Report
```

```
Attendant: WakeUp

Reques      Report
```
Page 2

Reques **WakeUp Request** is used to program a station to ring at a specified time.

Entering a new Wakeup Request:

1. Press Reques.
2. Choose St/Rm# and dial the station/room number, or scroll through the list using ⓒⓒ.
3. Choose Set to enter a new time for the station/room. The ENTER TIME message appears on the top line.
4. Dial in the wakeup time.
   NOTE *Four digits are required for a 12-hr clock: (i.e. 0805 for 8:05).*
5. Choose AM or PM.
6. Press Exit or **SPKR** to exit.

Canceling Wakeup Request:

1. Press Reques.
2. Choose St/Rm# and dial a station/room number, or scroll through the list using ⓒⓒ.
3. Choose Cancel to delete the time.
4. Press Exit or **SPKR** to exit.

Report **WakeUp Report** is used to print the wakeup requests that were not answered. The report may be sorted by the requested wakeup time, or by the station number, as defined system-wide.

1. Press Report.
2. The WAKEUP REPORT message appears on the top line of the display.
3. Listen for the confirmation tone. The printer automatically prints the report.

Call Charge

The Call Charge feature is used to determine call charges accumulated per station.

Press Charge to access the Call Charge options.
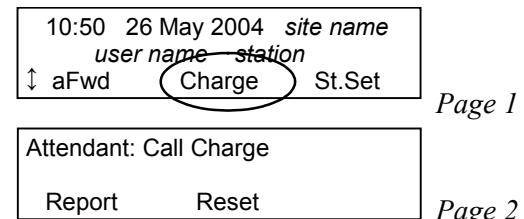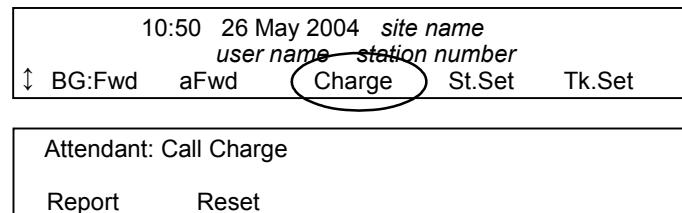
```
┌─────────────────────────────────────────────┐   ┌───────────────────────────────┐
│   10:50  26 May 2004  site name              │   │  10:50  26 May 2004  site name│
│          user name   station number          │   │        user name    station   │
│ ↕ BG:Fwd   aFwd   ( Charge )  St.Set   Tk.Set│   │ ↕ aFwd   ( Charge )   St.Set  │   Page 1
└─────────────────────────────────────────────┘   └───────────────────────────────┘

┌─────────────────────────────────────────────┐   ┌───────────────────────────────┐
│  Attendant: Call Charge                      │   │ Attendant: Call Charge        │
│                                              │   │                               │
│  Report     Reset                            │   │  Report     Reset             │   Page 2
└─────────────────────────────────────────────┘   └───────────────────────────────┘
```

Report   **Call Charge Report**. The Attendant may request the Call Charge printout at any time for a single station/room or for all stations/rooms without resetting the Charge Table content. This feature is useful for informing a hotel guest of current telephone charges.

Printing for a single station/room:

1. Press Report.
2. Choose St/Rm# and dial a station/room number, or scroll through the list using Next and Prev.
3. Choose Set to print. The PRINTED message appears on the top line of the display.
4. Press Exit or **SPKR** to exit.

Printing for all stations/rooms:

1. Press Report.
2. Choose All-St to print.
3. Listen for the confirmation tone.

Reset **Call Charge Print and Reset** is used to reset the charge table back to zero and print the charges accumulated per station. The attendant may request print and reset for only one station/room or for all stations/rooms. This feature is useful for giving a hotel guest the telephone charges at checkout time.

Printing and resetting the charge table

For a single station/room:

1. Press Reset (print with reset).
2. Choose St/Rm# and dial a station/room number, or scroll through the list using Next and Prev.
3. Choose Set to reset and print. The PRINTED WITH RESET message appears on the top and middle lines of the display.
4. Press Exit or **SPKR** to exit.

For all stations/rooms:

1. Press Reset (print with reset).
2. Scroll to the beginning of the list using Prev.
3. Choose All-St to reset and print.
4. Listen for the confirmation tone.

Station Setup Features

The Station Setup Features menu allows an attendant to define stations for specific feature activation. Some of these features operate permanently, or until redefined. Other features operate on a one-time basis; after the feature is activated, it is then cancelled and must be redefined or reactivated in order to operate again.

Press ⌷St.Set⌷ to access the Station Setup Features.

```
┌─────────────────────────────────────────────────┐
│       10:50   26 May 2004   site name            │
│            user name    station number           │
│ ↕ BG:Fwd    aFwd        Charge   (St.Set)  Tk.Set│
└─────────────────────────────────────────────────┘
```

```
┌────────────────────────────────────┐
│      10:50   26 May 2004   site name│
│           user name    station      │
│ ↕ aFwd        Charge     (St.Set)   │   Page 1
└────────────────────────────────────┘
```

```
┌─────────────────────────────────────────────────┐
│  Station Features - Setup                        │
│                                                  │
│ ↓ChkI/O    DND      HotDly    HotImm     OrgOnl  │
└─────────────────────────────────────────────────┘
```

```
┌────────────────────────────────────┐
│  Station Features - Setup           │
│                                     │
│ ↓ChkI/O     DND      HotDly         │   Page 2
└────────────────────────────────────┘
```
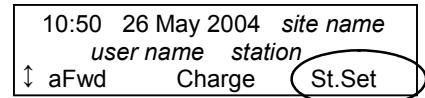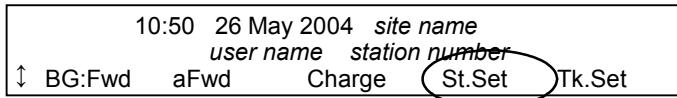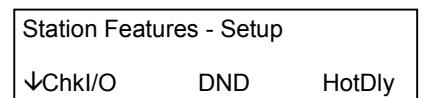
- ♦ ⌷ChkI/O⌷ **Check In/Check Out** enables certain activities to be performed automatically (primarily used for rooms/stations). These are: Room Block/Unblock, Charge Print, Canceling Existing Messages and Terminating DND. Additionally, if defined system-wide, Wakeup and Call Forward are cancelled and Charge is reset. In some systems (defined system-wide) this feature can be activated only on idle stations. If an attempt is made to activate the feature on a busy station, the `BUSY` message is displayed.

- ♦ ⌷DND⌷ **Do Not Disturb (DND)** is used to activate Do Not Disturb for a station or boss group. A caller to this station will hear a reorder tone, and only a station with DND override is able to call that station.

- ❑ ⌷HotDly⌷ **Hot Station Delay** is used to program a telephone to ring another station, automatically connect to a paging device, or automatically dial out *when the handset is taken off-hook, or **SPKR** is pressed, and no digits are dialed within the programmed first digit time-out*. Possible destinations are *operator, station, hunt group, boss group, keyset voice page, zone group page, page public address, UNA/central bell, outside trunk call, public and private speed dial, pre-recorded DVMS message, group call, and network number*.

- ❑ ⌷HotImm⌷ **Hot Station Immediate** is used to program a telephone to immediately ring another station, automatically connect to a paging device, or automatically dial out *immediately when the handset is taken off-hook, or **SPKR** is pressed*. Possible destinations are *operator, station, hunt group, boss group,*

keyset voice page, zone group page, page public address, UNA/central bell, outside trunk call, public and private speed dial, pre-recorded DVMS message, group call, and network number.

♦ OrgOnl **Originating Only** is used to prohibit incoming calls from arriving at a station. In this case the user can only make outgoing calls, but is unable to receive calls. A caller to this station will hear the reorder tone.

♦ Rstrct **Outgoing Call Restriction** is used to prevent a station from making outgoing trunk calls.

♦ Block **Station Blocking** is used to temporarily prevent a station from both making and receiving calls. A caller to this station will hear the reorder tone.

♦ TrmOnl **Terminating Only** is used to prohibit a station from originating any telephone calls (internal or external). When defined as Terminating Only, the user can receive calls, but is unable to make calls.

Operating features marked with ♦ (Above):

1. Choose the required feature option (ChkI/O, DND, OrgOnl, Rstrct, Block, or TrmOnl).
2. Press St/Rm# and dial a station/room number, or scroll through the list using ⓒⓒ.
3. Choose Set to activate (ASSIGN message appears), OR
   Choose Cancel to deactivate (DEASSIGN message appears).
   NOTE *For* ChkI/O, Set *activates Check Out and* Cancel *activates Check In.*
4. Press Exit or the **SPKR** key to exit.

Operating features marked with ❑ (Above):

1. Choose the required feature option (HotDly or HotImm).
2. Press St/Rm# and dial the originating station number, or scroll through the list using ⓒⓒ.
3. Choose Dest and dial the destination number, OR
   Choose Cancel to cancel feature.
4. Press Exit or **SPKR** to exit.

System Features

The System Controls menu allows the attendant to program certain features for system-wide operations.

Press ⌷System⌷ to access the System Setup Features.
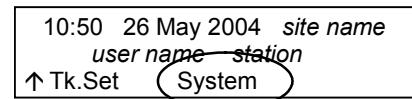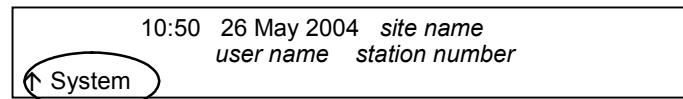
```
┌─────────────────────────────────────────────┐     ┌─────────────────────────────────────┐
│    10:50   26 May 2004  site name            │     │   10:50   26 May 2004  site name    │
│           user name    station number        │     │         user name    station        │
│ ↑ ⟨ System ⟩                                  │     │ ↑ Tk.Set   ⟨ System ⟩               │  Page 1
└─────────────────────────────────────────────┘     └─────────────────────────────────────┘
┌─────────────────────────────────────────────┐     ┌─────────────────────────────────────┐
│ System Features - Setup                      │     │ System Features - Setup             │
│                                              │     │                                     │
│ ↓Alarm      ATT-To    XfrD/N   Day/N1  Day/N2│     │ ↓Alarm      Att-To    XfrD/N        │  Page 2
└─────────────────────────────────────────────┘     └─────────────────────────────────────┘
```

⌷Alarm⌷ **Alarm** is used to identify and examine system alarms.

See the *PI & Database Reference Manual* for a detailed list of the alarm codes and their definitions.

1. Press ⌷Alarm⌷.
2. Choose ⌷Next⌷ (next alarm) to scroll through the alarm list. The alarm number and its code are listed on the system lines.
3. Make a list of each alarm number to report to the technician.
4. Press ⌷Exit⌷ or **SPKR** to exit.

Alarm message – LED status:

When an **ALARM** DSS key is programmed (default dial number: #1997), the LED status indicates the following conditions:

Off: No alarms

Blinking: Alarm condition has occurred

Steady On: Alarm condition remains but has been examined by the attendant.

Fault Serial Number   **Type of Fault**

```
┌─────────────────────────────────────┐
│  A L A R M      ──      ── ──        │
│  ── ──        ── ──      ── ──       │
└─────────────────────────────────────┘
```

Location
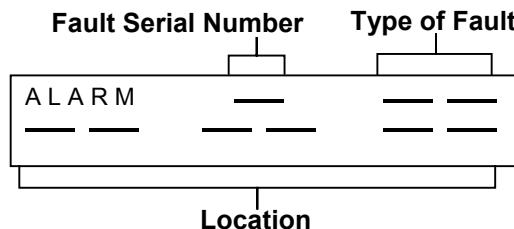
Table of Alarm Types

Type of Fault	Description	Action
60	Data Terminal Ready (DTR) not sent.	SMDR printer is malfunctioning and requires service.
61	SMDR backup buffer has reached 75% of its capacity. Only 25% of the number of records defined system-wide can now be accommodated in the space remaining.	The printer requires immediate service or the SMDR records will be lost.
other		Call service technician.

| ATT-To | **Alternate Attendant Destination**. This feature enables you to program an alternate attendant destination or extension if the console is left unattended. After a time-out period, incoming calls to an unattended console will be re-routed to the selected destination and the attendant console will go into unattended mode *(See Do Not Disturb (DND) on page 87)*. Any action that is performed at the original console will force it back to attended mode and the alternate destination back to normal operation. |

Possible destinations are *station, hunt group, boss group, UNA/ central bell, pre-recorded DVMS message, public/private speed call, and group call*.

Program an alternate destination in the following way:

1. Press ATT-To.
2. Dial the destination number where calls are to be forwarded, OR
   Choose Dest to change the destination, OR
   Choose Cancel to cancel the alternate destination.
3. Listen for the confirmation tone.

| XfrD/N | **Day/Night Transfer** toggle feature. Press XfrD/N to switch from automatic to manual transfer between the various Day/Night service modes and back again. When set to Auto Transfer, a bullet is displayed next to XfrD/N. |

When set to Automatic, the system will transfer service modes without attendant supervision.

When set to Manual, the attendant must decide when to change modes using the Day/N1 and Day/N2 soft keys (see below).

| Day/N1 | **Day/Night 1** toggles between Day (normal mode) and Night 1 service modes. When set to Night 1, a bullet is displayed next to Day/N1. |

| Day/N2 | **Day/Night 2** toggles between Day (normal mode) and Night 2 service modes. When set to Night 2, a bullet is displayed next to Day/N2. |

Use the table below to enter the relevant information concerning Day/Night Transfer. Contact your system administrator for Day/Night Transfer times and destinations.

Day/Night Transfer Information

Service Mode	Start Time (for automatic transfer)	Incomplete Calls Destination	Intercept Calls Destination	COS Primary/Secondary
DAY				
NIGHT 1				
NIGHT 1				

PubLib **Public Library** is used to program or update the Public Speed Call telephone library.

To update/add/cancel a Public Speed Dial number:

1. Press PubLib.
2. Choose Lib# and dial the library number, or scroll through the list of library numbers using ⊙⊙. The Library number/name (e.g. PUBLIC LIB 6000) appears on the top line of the display. The Library contents appear on the second line of the display.
3. Choose Extrn# and enter the digits you would normally dial to place the external call, including the outside line access code. *Possible outside line access codes: trunk number, trunk group number, dial service, routing access or another public/personal library number and, for special purposes, station/group numbers.*

    Special dial codes can be added to the outside dial number *(see table on the next page)*,

    NOTE: *A new number programmed into an existing library number will erase the old number, but will save the old library name.*

    OR

    Choose Cancel to delete the Library contents.

    CAUTION! *When a library number is deleted, its name is also deleted. Names can only be entered by an authorized technician or system manager.*

4. Press Exit or **SPKR** to terminate.

The following table defines the special codes that may be used as part of the outside number.

CODES	DESCRIPTION
*x	Delay dialing by X seconds (x = 1 to 9)
#0	Stop dial (end of outside or network number)
#1	Outpulsing wait period during which user is able to dial any number of digits
#2	All digits following will be Dial Pulse
#3	All digits following will be DTMF
#4	Inhibits display (for Call Accounting System and key set display)
#5	Enables display (for Call Accounting System and key set display)
#6	Wait for second dial tone
#8	Display '_' (for Call Accounting System and key set display)
#9	Calibrated Opening on trunk (FlashTk)
**	Dial * out
##	Dial # out

NOTE: *The number of digits that can be programmed, including dial codes, is limited by the Coral (defined system-wide). Should you try entering a longer digit string than allowed the system will give the error message* LENGTH EXCEEDED, *and programming will stop.*

Time **Time** is used to change the system time and date.

Setting the time:

1. Press Time.
2. Dial the time, 4 digits (12 hour clock) use leading zeros, e.g. 0805 for 5 minutes after 8.
3. Choose AM or PM.
4. Choose Set.
5. Listen for the confirmation tone.

Setting the date:

1. Press Time.
2. Choose Date.
3. Dial the date, 6 digit format: mm:dd:yy or dd:mm:yy (depending on your system setup). Use leading zeros.
   For Example: May 26, 2004 should be entered as *052604* in North America, *260504* in Europe.
4. Choose Set.
5. Listen for the confirmation tone.

Trunk Setup Features

Trunk Controls allow the attendant to define the operation of system trunks for special use, such as for incoming or outgoing calls only, or for designation of a trunk as reserved for a particular group or specific station.

Press Tk.Set to access the Trunk Setup Features.
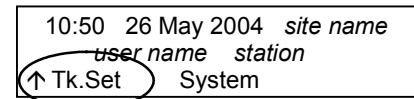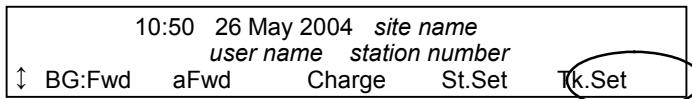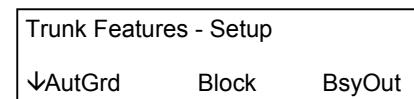
```
┌─────────────────────────────────────────────┐     ┌─────────────────────────────────────┐
│   10:50  26 May 2004   site name             │     │  10:50  26 May 2004   site name      │
│            user name    station number       │     │          user name    station        │
│ ↕ BG:Fwd    aFwd       Charge    St.Set  Tk.Set│     │ ↑ Tk.Set    System                   │   Page 1
└─────────────────────────────────────────────┘     └─────────────────────────────────────┘

┌─────────────────────────────────────────────┐     ┌─────────────────────────────────────┐
│  Trunk Features - Setup                      │     │  Trunk Features - Setup              │
│ ↓AutGrd     Block       BsyOut   DIL-D  DIL-N1│     │ ↓AutGrd     Block       BsyOut       │   Page 2
└─────────────────────────────────────────────┘     └─────────────────────────────────────┘
```

♦ AutGrd **Auto Guard** is used to view which of the trunks have been automatically blocked from use for outgoing calls by the Auto Guard feature. When ASSIGN appears in the display the trunk line is blocked. DEASSIGN means the trunk line is in use by the system. Auto Guard automatically blocks a trunk when the system detects no dial tone on a trunk.

When a trunk is Assigned (Blocked):

When a trunk is in ASSIGN status (blocked), cancel the Auto Guard as follows:

1. Choose AutGrd.
2. Choose Trunk# and dial a trunk number, or scroll through the list using ©©.
3. Choose Cancel to deactivate (DEASSIGN message appears).
4. Choose Exit or **SPKR** to terminate.
5. Make an external call on the specific trunk. If the call goes through, the line is okay.
   If the trunk is still blocked, call the technician and reactivate Auto Guard, by following steps 12 above and choosing Set to activate (ASSIGN message appears).

♦ LAR **Look Ahead Routing** is used to view the status of trunks/Dial Services that have been automatically blocked from use for outgoing calls. The Coral system automatically blocks a trunk/Dial Service in case of a failure to establish an outgoing connection via that trunk/Dial Service. The LAR Block feature enables an attendant to manually block/unblock the failed trunk/Dial Service.

When ASSIGN appears in the display the trunk/Dial Service line is blocked. DEASSIGN means the trunk/Dial Service line is in use by the system.

After unblocking a trunk/Dial Service, make an external call on the specific trunk/Dial Service. If the call goes through, the trunk/Dial Service is unblocked. If the trunk/Dial Service is still blocked, call the technician and re-activate LAR Block.

If LAR Block activation failed due to insufficient resources (the system ran out of LAR Service Timers), the message NO RESOURCE appears upon dialing activation code.

NOTE: *If the trunk/Dial Service was manually blocked, it can only be unblocked manually. Automatic unblock will not work in this case.*

♦ Block **Central Office (CO) Block** is used to view which of the trunks have been blocked at the central office. When ASSIGN appears in the display the trunk line is blocked for both outgoing and incoming calls. DEASSIGN means the trunk line is in use by the system.

♦ BsyOut **Busy Out** is used to block any trunk for both incoming and outgoing calls. (This feature may be used to block faulty trunks until the CO service is restored.) When ASSIGN appears in the display the trunk line is blocked. DEASSIGN means the trunk line is in use by the system.

❑ DIL-x **Direct In Line (DIL)** is used to program incoming CO lines to ring directly at a specific destination depending on the required service mode (Day, Night 1, Night 2), without intervention. Possible destinations are *operator, station, hunt group, boss group, UNA/central bell, public speed call, voice mail, modem, group call, pre-recorded DVMS message, wait queue and network number*.

❑ DIL-D   DIL at Day service period.

❑ DIL-N1   DIL at Night 1 service period.

❑ DIL-N2   DIL at Night 2 service period.

♦ DropND **Drop No Dial** is used to program an outgoing trunk to be dropped when a caller does not dial the first digit within a system-wide time limit. The trunk is then made available to other users.

♦ HotImm **Hot Trunk Immediate** is used to program an outgoing trunk so that the trunk automatically and immediately connects to the system.

♦ HotDly **Hot Trunk Delay** is used to program an outgoing trunk to automatically connect to the system, after first digit time-out, when no dialing has taken place.

♦ IncOnl **Incoming Only** is used to reserve any trunk for incoming calls only, thereby preventing outgoing calls on that trunk.

♦ OutOnl **Outgoing Only** is used to reserve any trunk for outgoing calls only. All incoming calls on that trunk will continue ringing with no answer and will not be transferred to any destination.

❑ RsvdTo **Reserved To** is used to reserve any trunk and trunk group to a specific station or boss group. The reservation will prevent any other stations or boss group stations from making outgoing calls on these trunks.

Operating features marked with ♦:

1. Choose the feature soft key (AutGrd, LAR, Block, BsyOut, DropND, HotImm, HotDly, IncOnl, OutOnl).
2. Choose Trunk# and dial a trunk number, or scroll through the list using CC.
3. Choose Set to activate (ASSIGN message appears), or
   Choose Cancel to deactivate (DEASSIGN message appears).
4. Choose Exit or **SPKR** to terminate.

Operating features marked with ❑:

1. Choose the feature soft key (DIL-D , DIL-N1, DIL-N2, RsvdTo).
2. Choose Trunk# and dial a trunk number, or scroll through the list using CC.
3. Choose Dest and dial the destination number, or
   Choose Cancel to cancel feature.
4. Choose Exit or **SPKR** to terminate.

CO Trunk Number (as listed in your local telephone directory)	Coral Trunk Number	Incoming CO lines ring directly at the following destinations according to Service Mode			Outgoing CO Lines Reserved To	Power Fail Destination (programmed by authorized technician or system manager)
		DAY `DIL-D`	NIGHT 1 `DIL-N1`	NIGHT 2 `DIL-N2`	`RsvdTo`	

Appendix A - Glossary

ACD/UCD Group	Automatic Call Distribution and Uniform Call Distribution. Calls enter the system and are automatically routed to the ACD or UCD members based upon system definitions of availability and overflow.
APA	Application Processor Adapter for FlexSet 280S. Enables Data line connector, and the connection of CAP, FlexCT applications, etc.
Attendant/Operator	The individual responsible for answering incoming calls and transferring them to their required destinations, as well as attending to trunk, system and station feature controls.
Auto Transfer	When auto transfer is defined at a station, dialing the number to which a call is to be transferred will automatically transfer the call; use of the **XFER** key is not necessary. This feature is typically utilized by attendants. *(See also Transfer)*
Boss Group	A Boss Group is a number of stations operating together in which the individual station may or may not ring simultaneously as defined by the system per Boss Group. The appropriate line key will flash at all stations set to ring at a specific station; the call can be either transferred to any group member or picked up by any group member when not in exclusive hold. Any group member can join a conversation by merely pressing the appropriate illuminated line key. However, only one additional member can join, and this is only when the original group member is not in privacy mode.

Class Of Service (COS)	A Class-of-Service (COS) consists of a list of features that are available to the telephone line user. However, the user may be denied certain features. Each internal telephone is marked with two classes-of-service, Primary and Secondary, which can be defined differently. In order to increase flexibility, the Coral system allows switching between the Primary and Secondary COS, but only one COS can be utilized at a time. When the telephone is in check-out mode, the telephone is marked by a system-wide defined COS and the user is denied this feature.
CO Trunk Number (Incoming)	The number that is dialed by an outside telephone user from the public network (through the Central Office) in order to call into the Coral system for an internal station. (Number listed in the local telephone directory).
Database	The memory in which the 'flexible database system information' is stored. Programming the database is usually carried out during installation, however, it is field- or remotely- modifiable.
Dial	For the purpose of this guide "Dial" means entering the relevant digits by pressing the number on the Dial Pad (Keypad) that operates a feature or sends a call to a destination. Dial also means pressing a key programmed with the feature or destination (DSS).
Disconnect	You may disconnect from an ongoing call by either pressing the Speaker key or by manually replacing the handset onto its cradle (i.e. hang up).
Direct Station Selection (DSS)	Permits you to make or transfer a call to an extension by using a defined key. DSS can also be used on all accessible system ports. Instead of dialing a number this can be done by pressing the programmed key. Also provides busy lamp field for programmed stations.
Digitized Voice Message System (DVMS)	DVMS is the utility that provides the means for embedding pre-recorded announcements into the system. Recorded messages can be informative, for example: transfer messages, or advertisements.

FlexSet 40B	Programmable expansion module for the FlexSet 280S series telephone sets. Each module provides an additional 40 programmable buttons.
Forced Account Code	A feature that forces the station user to dial an account code before having access to an outside line. A display equipped keyset user attempting to access an outside line without dialing the account code will receive the message "ENTER ACCOUNT #" on the display. After dialing the account code, the user will be able to continue dialing the intended number.
Idle	A station or extension that is not ringing or busy, therefore available for use.
Intercept	If you misdial or dial an unauthorized code (restricted to you), you will receive a reorder tone or will be routed directly to the attendant/ operator/ master extension, as defined in your system.
Off-Hook	Lifting the telephone handset from its cradle has the same effect as pressing a preprogrammed **LOOP**, **LINE** or **SPKR** fixed key, but automatically inhibits the Speakerphone facility. Off- hook provides the dial tone, which then enables you to dial or activate a feature.
LINE	The line key is used for making and receiving calls when the station is defined as a member of a boss group. When several line keys are in use, the station will act as if it is a multi-line instrument.
LOOP	The loop key is used for making and receiving calls. When several loop keys are in use the station will act as if it is a multi-line instrument.
On-Hook	Replacing the telephone handset on its cradle – has the same effect as pressing the Exit or **SPKR** key.
Outside Line Access Code	A series of digits which must be dialed or keyed in order to gain access to a trunk or trunk group.
Port	Provides access to a device, station or trunk from within the system.

PEX	Peripheral Expansion Module for FlexSet 280 models. The PEX unit enables the following:
	Additional distance between FlexSet and the main cabinet, by providing an external power supply input, connecting up to three FlexSet 40B units, additional listen only headset/handset/tape recorder connection.
Recall- Automatic	The call that you have transferred to another extension that is busy or that does not answer, or that you have put on 'hold', which has returned to you after a predetermined time-out period.
Station/ Extension	Each Coral internal telephone is called a station.
Station Group	A number of stations linked together (members) for a common function, such as ACD/ UCD group or Boss group. A station can be defined as a member of many ACD/ UCD groups and/or Boss groups
System-defined	Ask your system administrator for these values.
Telephony Features	The FlexSet is part of the Coral family of telephones that have access to a rich array of telephony features that are user activated. The features supplied by the Coral system appear in the FlexSet 120S/280S display whenever the FlexSet is engaged.
Time-Out	A predetermined period of time allowed to complete a specific function. If the function is not completed, for example dialing, the caller is dropped and the exchange equipment freed for other users. (*See also Recall- Automatic above)*

Transfer/ Xfer	While engaged on a call you can initiate a feature by pressing the XFER (Transfer) key. XFER provides you with a distinctive dial tone, which enables you to either transfer the call, or activate a feature. XFER puts the second party on Hold and provides one of the following: music, reorder tone, busy tone or no sound at all, as defined system-wide. If your Coral system is connected to another PABX you may have to use the FLASH key instead of the XFER key. The XFER key is used for local Coral system features, while the FLASH key is used to flash on trunks. In some systems, if you are not connected to a DTMF destination, transfer can be carried out by dialing '1' instead of pressing the XFER key. In some systems transfer is applied automatically when you dial a number. *(See also Auto Transfer)*
Trunk	An outside line from the telephone company that terminates at the customer's location.
Trunk Group	A number of trunks linked together (members) for a common outgoing function.
Trunk Number	The access code number that is dialed or keyed by station user in order to gain access to a specific outside line.
Turret	A single telephone position comprised of two soft-connected FlexSets, each having up to three FlexSet 40B expansion modules attached. The combination of two FlexSets provides the ability to attach up to 240 buttons to the complex giving a total of 262 programmable buttons.
Verified Forced Account Code (VFAC)	A feature that forces the station user to dial a secret authorization account code before accessing an outside line. Before dialing is allowed, VFAC verifies the presence of the account code. If the code is not present, dialing is blocked. When the code is found, dialing is allowed. Except for verification, VFAC is the same as Forced Account Code.

Appendix B - Tones

Tones are audible signals of various frequencies that give information about the status of calls and features. While using the Coral system, many different tones will be heard. These tones may vary for different locations, as each system is customized during installation. While the sounds of the tones themselves are not described, their general use is discussed below. In order to familiarize yourself with these tones, try accessing various features and listen to the resultant tone signals. The most frequently heard tones are:

Break-In/Break-Out Tone	A warning tone received by a station user indicating that a third party has broken into, or is leaving (breaking out) an existing conversation.
Break-In Warning	Tone heard during the entire break-in period. Indicates that a third party is listening (not used in North America)
Busy Tone	Tone heard when the destination you have dialed (extension or trunk) is busy.
Call Waiting Tone	Tone heard at your FlexSet station while engaged on a call or activating a feature indicating that another call is waiting to be answered (this appears only when multi-appearance is defined for your FlexSet station).
Confirmation Tone	Tone heard indicating that the telephony feature has been activated or deactivated.
Dial Tone	Tone heard after off-hooking (lifting) your handset from idle.

Distinctive Dial Tone   This tone indicates that certain features are in use at your FlexSet, for example, when you have programmed your FlexSet not to receive calls with either Call Forward All, or Do Not Disturb, and you lift the handset. DDT is also heard between patterns of digits when dialing certain features, for example, AcctCd feature. When the following features are applied at your telephone, the distinctive dial tone is heard when the handset is lifted:

a. Call Forward All
b. Call Forward All External
c. Do Not Disturb
d. Messages Waiting
e. Secondary COS

Key Click   When defined for the FlexSet, a tone heard when pressing a number on the dial pad.

Reorder Tone   You will hear this tone at your FlexSet if:

a. You try to access a denied feature or misdial
b. You have stayed off-hook for too long before dialing
c. The station you have called does not answer within the predetermined interval
d. The station you have called is in Do Not Disturb status

Ringback Tone   Tone is heard when the destination you have dialed is ringing.

Second Ringback Tone   Tone that the calling party hears indicating that the called party is currently busy. When the called party disconnects, the waiting call will be the next one ringing to the destination.

Speaker Status Tone   Indicates that the second conversing party's keyset is in speakerphone mode. Enables you to keep your privacy when you call someone who answered the call or placed the call back to the speaker, and there are other people in the phone environment.

Tick Tone   A tone indicating that you may continue dialing.

VIP Ring Tone	A warbling tone heard when receiving a call from a station designated as VIP. Enables you to identify an incoming call as a high priority call.
Voice Paging Tone	A warbling tone when using the paging facility.
Whisper Tone	Tone heard during a conversation indicating that a Whisper Page is about to be received from a third party. The second (conversing) party does not hear the tone.

Appendix C - ISDN Cause Numbers

Cause #	CODE MEANING	ACTION
0	valid cause code not yet received	
1	unallocated (unassigned) number	check number and call again∗
2	no route to specified transit network	notify system manager
3	no route to destination	notify system manager
4	send special information tone	
5	misdialed trunk prefix	
6	channel unacceptable	notify system manager
7	call awarded and being delivered in an established channel	no action*
8	prefix 0 dialed but not allowed	
9	prefix 1 dialed but not allowed	
10	prefix 1 dialed but not required	
11	More digits received than allowed	
16	normal clearing (message displayed as text)	no action*
17	user busy (message displayed as text)	call later

∗ If the message returns frequently notify system manager

Cause #	CODE MEANING	ACTION
18	no user responding	call later
19	no answer from user (user alerted)	call later
21	call rejected	call later
22	number changed	check number and call again*
23	reverse charging rejected	
24	call suspended	
25	call resumed	
26	non-selecting user clearing	
27	destination out of order	call later
28	invalid format (address incomplete)	check number and call again*
29	facility rejected	notify system manager
30	response to status inquiry	
31	normal unspecified	no action**
33	circuit out of order	
34	no circuit/ channel available	call later*
35	destination unattainable	

* If the message returns frequently notify system manager

Cause #	CODE MEANING	ACTION
37	degraded service	
38	network out of order	wait and call later
39	transit delay range cannot be achieved	
40	throughput range cannot be achieved	
41	temporary failure	call later*
42	switching equipment congestion	call later
43	access information discarded	no action*
44	requested circuit/ channel not available	notify system manager
45	preempted	
46	precedence call blocked	
47	resource unavailable, unspecified	notify system manager
49	quality of service not available	notify system manager
50	requested facility not subscribed	notify system manager
51	reverse charging not allowed	
52	outgoing calls barred	
53	outgoing calls barred within GUG	
54	incoming calls barred	

Cause #	CODE MEANING	ACTION
55	incoming calls barred within GUG	
56	call waiting not subscribed	
57	bearer capability not authorized	notify system manager
58	bearer capability not presently available	call later
63	service or option not available, unspecified	notify system manager
65	bearer capability not implemented	check destination is correct, try again from different compatible terminal, notify system manager if message returns
66	channel type not implemented	notify system manager
67	transit network selection not implemented	
68	message not implemented	
69	requested facility not implemented	notify system manager
70	only restricted digital information bearer capability is available	notify system manager
79	service or option not implemented, unspecified	notify system manager
81	invalid call reference value	notify system manager
82	channel does not exist	
83	a suspended call exists, but this call identity does not	no action∗

∗ If the message returns frequently notify system manager

Cause #	CODE MEANING	ACTION
84	call identity in use	no action*
85	no call suspended	no action*
86	call having the requested call identity has been cleared	no action*
87	called user not member of GUG	
88	incompatible destination	check destination is correct, try again from different compatible terminal, notify system manager if message returns
89	non existent abbreviated address	
90	destination address missing, and direct call not subscribed	
91	invalid transit network selection	notify system manager
92	invalid facility parameter	
95	invalid message, unspecified	notify system manager
93	mandatory information element is missing	notify system manager
95	invalid message, unspecified	notify system manager
97	message type non-existent or not implemented	notify system manager
98	message not compatible with call state or messages type non-existent or not implemented	notify system manager
99	information element non-existent or not implemented	notify system manager
100	invalid information element contents	notify system manager

Cause #	CODE MEANING	ACTION
101	message not compatible with call state	notify system manager
102	recovery on timer expiry	no action∗
103	mandatory information element length error	
111	protocol error, unspecified	notify system manager
112	type of protocol not available	
113	ISUP not available	
127	interworking, unspecified	notify system manager

∗ If the message returns frequently notify system manager

Appendix D – Feature Codes and Soft Key Descriptions

This appendix details the rich array of options available on your FlexSet. Features are accessed by use of the context-sensitive soft keys. The features can also be operated by using their dial codes, so that they may be programmed into the programmable keys.

Soft Key

These are the soft key options displayed on the 3rd line of your FlexSet. This column is arranged in alphabetical order. In situations where there are two or three features, one standard, one attendant, and one boss group:

- The attendant feature takes the format **aXXXXX**
  (for example, **Trace** and **aTrace**, where **Trace** is the standard feature and **aTrace** is the attendant feature).
- The boss group feature takes the format **BG:XXX**.
  (for example, **Fwd** and **BG:Fwd**, where **Fwd** is the standard feature and **BG:Fwd** is the boss group feature).

Source

This is the route taken using the soft keys to reach this soft key message.

Feat corresponds to the idle state, or (MENU) > Feat.

Call corresponds to the FlexSet state during a call (ongoing, ringing, etc.).

Feature Code

The feature code is the default code (numbering plan) that is used to operate the relevant feature using the dial pad. The feature code can be used to pre-program the FlexSet DSS buttons with the specific feature.

When the soft key links to a sub-menu (e.g. pressing Fwd opens a list of forwarding options), "MENU" is used to show that this is a multilevel menu.

For more detailed information on how to use the feature codes and how to program them, refer to the *Coral FlexSet 280, 280D, 280D-Z, 120, 120D and 120L User Guide*, or the *Attendant Console User's Guide*. *See page 141 for instructions on how to program a feature into a programmable key by using its feature code.*

Reference

Location of the feature in this manual.

Soft Key	Source	Feature Code	Explanation	Reference
1stsec – 9thsec	Setup>PrvLib>Pause	*1 - *9	Private Library (#193) – Delay 1-9 Sec	Page 138
2ndPrt	SltMon, S.Mon1	#1448	Second party	Page 164
3-Way	Call	#122	Xfer: when COS is defined for 3-Way Conference Call	Page 174
AcctCd	Feat, Call	#1990	Account Code	Page 49
ACDBsy	AcdUcd	#1746	Used by the Attendant to define Max Calls Waiting for Busy ACD Group	Page 51
AcdUcd	Feat	MENU	ACD & UCD Hunt Groups: CallWt LoadID LogI/O PrmLog RlsRsm RlsUCD WrapTm WrapCd ACDBsy	Page 51
Add	Redial>AutRdl	#178	Auto Redial - Add number to the list	Page 149
AddOn	GpCall	#1449	Group call Temporary (Add on) Group Call	Page 98
AddPrt	GpCall, AddOn	#1449	Add Participant to Group Call	Page 98
aFwd	Feat	MENU	Attendant: Call Forward: All All-E Busy Busy-E NoAns NoAn-E Time Time-E	Page 186
Alarm	System	#1997	Alarm Display	Page 196
All	BG:Fwd	#168	Boss Group Call Forward All	Page 64
All	aFwd	#168	Attendant Call Forward All	Page 186
All	FlexiC	#17710	FlexiCall remote destination for ALL calls	Page 89
All	BG:Fwd	#168	Boss Group - Call Forward All	Page 64

Soft Key	Source	Feature Code	Explanation	Reference
All-E	Fwd	#17702	Call forward all for External calls	Page 66
All-E	BG:Fwd	#17707	Boss Group - Call forward all for External calls	Page 64
All-E	aFwd	#17707	Attendant - Call Forward All for External calls	Page 186
All-St	Charge>Reset	#1978	Attendant – Charge, Reset for all stations	Page 193
AM	Remind, WakeUp, System>Time, aWake	2	Used to set time to AM (between midnight and noon)	
aRmSts	Feat	MENU	Attendant Room Status Options: RmSts0 RmSts1 …… RmSs14 RmSs15	Page 189
aTrace	Feat	MENU	Attendant: Call Trace: On/Off Print	Page 188
ATT-To	System	#146	Alternate Attendant Destination	Page 196
AutAns	Setup	#138	Auto Answer (on/off)	Page 156
AutGrd	Tk.Set	#1998	Trunk AUTO GUARD	Page 203
AutRdl	Redial, Call	#178	Auto Redial: when calling a trunk & from idle	Page 149
aWake	Feat	MENU	Attendant Wake Up Options: Reques Report	Page 190
BG#	BG:Fwd	#168, #167, #169, #1984	Enter Boss Group dial number in [BG:Fwd] (#168)FwdAll/(#167)Busy/(#169)NoAns/(#1984)Timed	Page 64
BG:Fwd	Feat	MENU	Boss Group Call Forwarding options: All All-E Busy Busy-E NoAns NoAn-E Time Time-E	Page 64
Block	St.Set	#153	Station Blocking	Page 194

Soft Key	Source	Feature Code	Explanation	Reference
Block	Tk.Set	#157	Trunk CO Blocked Display	Page 203
BNA	Fwd	#147	Call Forward Busy/No Answer	Page 66
BNA-E	Fwd	#17705	Call Forward Busy/No Answer for External calls	Page 66
Both	MENU>Tools>CALLog>Delete		Delete BOTH incoming and outgoing calls	Page 162
Brk-In	Call	#124, hf-3	Break-In	Page 32
Broker	Call	#122	Xfer: when COS=Broker Call	Page 172
BsyOut	Tk.Set	#155	Trunk Busy Out	Page 203
Busy	Fwd	#140	Call Forward Busy	Page 66
Busy	BG:Fwd	#167	Boss Group Call Forward Busy	Page 64
Busy	a:Fwd	#167	Attendant Call Forward Busy	Page 186
Busy-E	Fwd	#17701	Call Forward Busy for External calls	Page 66
Busy-E	BG:Fwd	#17706	Boss Group Call Forward Busy for External calls	Page 64
Busy-E	aFwd	#17706	Attendant Call Forward Busy for External calls	Page 186
Cadenc	Setup>Ring	#136	Ring Adjustment - Adjust Ring Cadence	Page 156
Call	Msg>Msg.	#175	Message - Call Back	Page 119
CALLog	Feat, Tools	N/A	Call Log	Page 70
CALLog	MENU		Call log	Page 70
CallWt	Call	#1325	Number of Calls Waiting Display	Page 51
CallWt	AcdUcd	#1982	ACD: Calls Waiting Display	Page 51

Soft Key	Source	Feature Code	Explanation	Reference
CampOn	Feat	#176	Camp-On/Call-Back	Page 75
CampOn	Call	#176, hf-2	CampOn/Call-Back (appears when calling a port)	Page 75
CanAll	Redial>AutRdl	#178	Auto Redial - Cancel All	Page 149
Cancel		#10, #*0	Cancel	
CanPri	Redial>AutRdl	#*9	Auto Redial (#178) - Cancel Priority	Page 149
Change	AcdUcd>ACDBsy	#11, #*1	Max Calls Waiting for Busy ACD Group (#1746).	Page 51
Charge	Feat	MENU	Attendant Call Charge options: Report Reset	Page 192
ChkI/O	St.Set	#1970	Station Check In/Out	Page 194
Cnflns	Feat	#1983	CONFERENCE Inspect/Release Single Participant	Page 79
CnfLck	Call	#1441	CONFERENCE Lock (during conference)	Page 78
Codes	Setup>PrvLib	MENU	MENU for Special Dial Codes, in Private Library (#193): Final FreeDl Pulse Tone DspOff DspOn etc.	Page 138
Conslt	Call	#122	Xfer: when COS is defined as Consultation Call	Page 173
COS-Sw	Feat	#149	COS Switchover	Page 80
Date	System>Time	#188	Time Date –Set Date	Page 196
Day/N1	System	#185	Day/Night1 - Service Mode Select	Page 196
Day/N2	System	#184	Day/Night2 - Service Mode Select	Page 196
DB Ver			Shows the Voice Mail database version.	Page 162
Delete	CALLog		Delete call records.	Page 70
DelPrt	GpCall, AddOn	#1449	Delete Participant from Group Call	Page 98

Soft Key	Source	Feature Code	Explanation	Reference
Dest	Call	#1322	Exclude Destination (Split Call)	
Dest			Destination	
Dial	CALLog		Used to dial the recognized number.	Page 70
Dial #	Setup>PrvLib>Codes	##	Private Library (#193) – Dial # Out	Page 138
Dial *	Setup>PrvLib>Codes	**	Private Library (#193) – Dial * Out	Page 138
DIL-D	Tk.Set	#164	Trunk Direct In Line at DAY service	Page 203
DIL-N1	Tk.Set	#163	Trunk Direct In Line at Night1 service	Page 203
DIL-N2	Tk.Set	#165	Trunk Direct In Line at Night2 service	Page 203
Dir		#1994	Directory phones	
Direct	Pickup	#180, 77	Call Pickup Directed	Page 72
Divert	Call	#1445	Divert Call (for incoming call)	Page 81
DND	Feat	#145	Do Not Disturb (or Attended / Unattended for Attendant)	Page 87
DND	St.Set	#1999	Station Do-Not-Disturb	Page 194
DNDOvr	Call	#124, hf-3	Do Not Disturb Override	Page 87
DND-WP	Setup	#1745	Whisper Page, (DND) Receiving (on/off)	Page 156
DropND	Tk.Set	#162	Trunk Drop On No Dial	Page 203
Dsp -	Setup>PrvLib>Codes	#8	Private Library (#193) – Display '-'	Page 138
DspOff	Setup>PrvLib>Codes	#4	Private Library (#193) – Inhibit Display	Page 138
DspOn	Setup>PrvLib>Codes	#5	Private Library (#193) – Enable Display	Page 138

Soft Key	Source	Feature Code	Explanation	Reference
Duplic	MENU>Tools >CALLog		Record the same ID number at all call appearances (Duplic=Yes) or only the last call appearance (Duplic=No)?	Page 162
ElapTm	Setup, Call	#129	Call Elapsed Time Display (on/off)	Page 156
Enable	Redial>AutRdl	#178	Auto Redial - Activate	Page 149
Exec	Feat	#170	Executive Privilege	Page 88
ExHold	Setup	#187	Boss Group: Exclusive Hold (on/off)	Page 156
Exit			Terminate or Release	
Exit	CnfIns	#1983	Conference View/Release – Exit	Page 79
Extern	MENU>Tools >CALLog		Outside line access code needed to access external trunks from CALL Log records	Page 162
Extern	FlexiC	#17711	FlexiCall remote destination for External calls	Page 89
Extrn#	Setup>PrvLib	(#193)	Private Library – used to enter Outside Line Access Code followed by External Phone #	Page 138
FastDn	Tk.Set, St.Set	#*5	Scroll Fast Backward (Rapidly goes backward to the previously assigned feature in a scroll list)	Page 160
FastUp	Tk.Set, St.Set	#*3	Scroll Fast Forward (Advances rapidly to the next assigned feature in a scroll list)	Page 160
Feat	MENU		"Feature" used to reach Feature options, as shown during idle state	
Final	Setup>PrvLib>Codes	#0	Private Library (#193) – End of number / Stop Dial	Page 138
FlexiC	Feat	MENU	FlexiCall Remote Destination Options: All Extern Intern	Page 89
Fllw-E	Fwd	#17713	Follow me for External calls	Page 66
FllwMe	Fwd	#189	Follow Me	Page 66

Soft Key	Source	Feature Code	Explanation	Reference
FlshTk	Call	#150	Flash On Trunk (Calibrated Opening)	Page 38
FlshTk	Setup>PrvLib>Codes	#9	Private Library (#193) – Flash On Trunk (Calibrated Opening)	Page 138
FrcRls	Call	#123	Forced Release	Page 32
FrcRls	CnfIns	#11, #*1	Conference View/Release (#1983)- Forced Release a selected Participant	Page 77
FreeDl	Setup>PrvLib>Codes	#1	Private Library (#193) – Outpulsing Wait Period for Free Dialing	Page 138
Freeze	Redial>AutRdl	#*6	Auto Redial (#178) - Freeze	Page 149
FrzAll	Redial>AutRdl	#*6	Auto Redial (#178) - Freeze All	Page 149
Fwd	Feat	MENU	Call Forwarding options: FwdAll All-E Busy Busy-E NoAns NoAn-E BNA BNA-E Time Time-E FllwMe Fllw-E	Page 66
FwdAll	Fwd, Call	#141	Call Forward All: when phone rings OR from idle	Page 66
GpCall	Feat	MENU	Group Call Conference options: PrtRel GrpRel AddOn	Page 94
Group	Pickup	#181, 76	Call Pickup Group	Page 72
GrpRel	GpCall	#1447	Group Call. Release the entire group	Page 103
HeadSt	Setup	#1302	Head Set Only (on/off)	Page 156
Hold	Feat, Call	#171	Call Hold	Page 106
HotDly	Tk.Set	#161	Trunk Hot Delayed	Page 203
HotDly	St.Set	#182	Station Hot Delay	Page 194
HotImm	Tk.Set	#160	Trunk Hot Immediate	Page 203
HotImm	St.Set	#166	Station Hot Immediate	Page 194
IdCtrl	Feat	#1444	Caller ID Control	Page 73

Soft Key	Source	Feature Code	Explanation	Reference
IdlDsp	Setup	#137	Idle Display (on/off)	Page 156
ImDial	Redial>AutRdl	#11, #*1	Auto Redial (#178) - Immediate Dial	Page 149
In	CALLog		Incoming received calls	Page 70
IncOnl	Tk.Set	#158	Trunk Incoming Only	Page 203
Intern	MENU>Tools> CALLog		Will phone save INTERNAL calls? (external calls are saved always)	Page 162
Intern	FlexiC	#17712	FlexiCall remote destination for Internal calls	Page 89
IRSS	Setup	#17714	Destination for IRSS (Individual Remote System Services)	Page 156
KB0	System	#1996	KB0 Setup	N/A
Lang	Setup	#1328	"Language" Multilingual Display	Page 156
LAR	Tk.Set	#1979	Look Ahead Routing - Block	Page 203
Last#	Redial	#143, *	Last Number Redial	Page 149
Lib#	System>PubLib	#194	Public Library – Library Number#	Page 196
Lib#	Setup>PrvLib	#193	Private Library – Used to enter specific Private Library number#	Page 138
Line	Call	#126	Line for Boss Group Programmed key (Line # + Boss Group #)	Page 59
LoadID	AcdUcd	#1973	ACD: Load ID	Page 51
Lock	Feat	#148	Phone Dial Lock	Page 137
LogI/O	AcdUcd	#1974	ACD: Log-In/Out	Page 51
Loop	Call	#121	Loop	
LpOrig	Call	#125	Loop Originating Only	

Soft Key	Source	Feature Code	Explanation	Reference
LveMsg	Msg>Msg.	#175	Message - Leave A Message	Page 116
MoveSt	Setup, AcdUcd	N/A	Move Station: Auto Set Relocate or Terminal Portability (Default feature code Not Available)	Page 56
Msg	Feat	MENU	Message Options: Msg. MsgCan Msg-Wt	Page 116
Msg.	Feat>Msg, Call	#175, #5, hf-5	Message (when calling a station or from idle)	Page 116
MsgCan	Feat>Msg	#1440	Message Cancel	Page 116
Msg-Wt	Feat>Msg, Call	#156	Attendant Message Waiting: when calling a station OR from idle	Page 118
Music	Feat	MENU	Background Music Options: On/Off Tuner	Page 129
Mute	Call	#1320	Mute	
N	MENU > Tools		One character for No. When the question is max 22 character	Page 162
Name	CALLog		Used to display the party name instead the number	Page 70
New	Remind	#172	Reminder– Add New Time	Page 153
New	WakeUp	#173	Wakeup – Add New Time	Page 175
Next		#*2	Advances forward through a scroll list one step at a time. Same as ✐	
Night	Pickup	#192	Night Answer (Bell/UNA Pickup)	Page 72
No	MENU > Tools		No in the options line	Page 162
NoAn-E	Fwd	#17703	Call forward no answer for External calls	Page 66
NoAn-E	BG:Fwd	#17708	Boss Group - Call forward no answer for External calls	Page 64
NoAn-E	aFwd	#17708	Attendant - Call forward no answer for External calls	Page 186

Soft Key	Source	Feature Code	Explanation	Reference
NoAns	Fwd	#142	Call Forward No Answer	Page 66
NoAns	BG:Fwd	#169	Boss Group - Call Forward No Answer	Page 64
NoAns	a:Fwd	#169	Attendant - Call Forward No Answer	Page 186
Number	CALLog		Used to display the party number instead the name	Page 70
Number	Call	#128	Display the port Number instead port Name	
OCC	Call	#127	Send Tones (DTMF) for OCC (Other Common Carriers)	Page 35, 38
On/Off	Music	#135	Music On/Off	Page 129
On/Off	Trace	#1740	Malicious Call Trace - on/off	Page 107
On/Off	aTrace	#1742	Attendant Malicious Call Trace - on/off	Page 188
OrgOnl	St.Set	#151	Station Originating Only	Page 194
Origin	SltMon, S.Mon1	#1448	Original caller	Page 164
Out	CALLog		Outgoing calls made	Page 70
OutOnl	Tk.Set	#190	Trunk Outgoing Only	Page 203
Page Q	Feat, Call	MENU	Page_Q Place/Pickup Call options: PageQ1 PageQ2 PageQ3 ……..PageQ9 PagQ10	Page 130
PageQ1 – PagQ10	Page_Q	7060-7069	Page Queue 1-10	Page 130
Park	Feat, Call	#183, #7, 79	Call Park	Page 135
Parti#	CnfIns	#1983	Conference View/Release - Conference Participant #	Page 79
Pascod	Setup	#179	Passcode Change	Page 156

Soft Key	Source	Feature Code	Explanation	Reference
Pause	Setup>PrvLib	MENU	Options for Delay Dialing X seconds, in Private Library (#193): 1 sec 2 sec 3 sec 4 sec …. 9 sec	Page 138
Pickup	Feat	MENU	Pickup Options to answer a ringing call: Direct Group Night	Page 72
PM	Remind, WakeUp, System>Time, aWake	7	Used to set time to PM (between noon and midnight)	
Prefer	Setup	#131	Preference	Page 156
Prev		#*4	Moves backwards through the scroll list one step at a time. Same as �.	
Primry	COS-Sw	#10, #*0	COS Switchover (#149) - Select **Primary** COS	Page 80
Print	Trace	#1741	Malicious Call Trace - Printout	Page 107
Print	aTrace	#1743	Attendant Malicious Call Trace - Printout	Page 188
Priori	Redial>AutRdl	#*8	Auto Redial (#178) - Priority Assign	Page 149
Privac	Setup	#186, #6	Boss Group: Privacy (on/off)	Page 156
PrmLog	AcdUcd	#1442	ACD: Primary Log-In	Page 51
ProgKy	Setup	#139	Programming Key	Page 156
PrtRel	GpCall	#1446	Group call Release of a Participant	Page 103
PrvLib	Setup	#193	Private Library, programming	Page 138
PrvLib	Setup	#193	Programming Private Library	Page 138
PubLib	System	#194	Programming Public Library	Page 196
Pulse	Setup>PrvLib>Codes	#2	Private Library (#193) – Dialing Pulses	Page 138

Soft Key	Source	Feature Code	Explanation	Reference
ReConn	Call	#122	Reconnect to party on (hold, park, etc.)	
Redial	Feat	MENU	Redial Number Options: Last# Saved# AutRdl	Page 149
Remind	Feat	#172	Reminder Request	Page 153
Report	aWake	#1971	Attendant Wakeup Report	Page 190
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