



# **Emerald™ ICE Deluxe & Standard Telephone**

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**Quick Start Guide**

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# Important User Safety Instructions

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Tadiran Telecom pays careful attention to quality standards in the manufacture of all our products. Safety is a major factor in the design of every Emerald ICE Keyset and system. However, safety is YOUR responsibility, as well.

Please read the helpful tips listed below and on the next page. These suggestions will enable you to safely use your new Emerald ICE Keyset. Please retain these tips for later use.

## **CAUTION:**

**This terminal is NOT for residential use. It is for Emerald ICE systems applications ONLY. Use in a non-Emerald ICE environment could result in an electrical short circuit when the telephone wiring is set up to provide other telephone service and a Emerald ICE Keyset is plugged into the wiring.**

## **Use**

When using a Emerald ICE Keyset, the following safety precautions should always be followed to reduce the risk of fire, electric shock and injury to yourself and/or others.

- Read and understand all instructions.
- Follow all warnings and instructions for the terminal.
- This terminal can be hazardous if immersed in water. To avoid the possibility of electric shock, do not use it while you are wet. If you accidentally drop the terminal into water, do not retrieve it until you have first unplugged the line cord from the modular jack. Then, call service personnel to ask about a replacement.
- Avoid using the terminal during electrical storms in your immediate area. There is a risk of electric shock from lightning. Extremely important calls should only be made and should be brief. Even though protective measures may have been installed to limit electrical surges caused by lightning from entering your business, absolute protection from lightning is impossible.
- If you suspect a natural gas leak, report it immediately, but use a terminal away from the area in question. The terminal's electrical contacts could generate a tiny spark. While unlikely, it is possible that this spark could ignite a heavy concentration of gas.
- Never push objects of any kind into the equipment through openings in the terminal since they may touch hazardous voltage points or short out parts that could result in a risk of electric shock. Never spill liquid of any kind on the terminal. If liquid is spilled, however, refer servicing to proper service personnel.

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- To reduce the risk of electric shock, do not disassemble this terminal. Emerald ICE Keysets have no user serviceable parts. Opening or removing covers may expose you to hazardous voltages. Incorrect reassembly may cause electric shock when the terminal is subsequently used.

## **Cleaning and Service**

Before cleaning, unplug the terminal from the modular wall jack. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.

Unplug the terminal from the modular wall jack. Be sure to refer servicing to qualified service personnel when these conditions exist:

- If liquid has been spilled into the terminal.
- If the terminal has been exposed to rain or water.
- If the terminal has been dropped or the housing has been damaged.
- If you note a distinct change in the performance of the terminal.

## **SAVE THESE INSTRUCTIONS**

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## **NOTES**

# **Introducing Emerald ICE**

## Emerald ICE Keysets

The *Emerald Integrated Communication Exchange*, or *ICE*, is a versatile, Digital Hybrid Key Telephone System that includes many advanced features. The System Configuration is comprised of a Main Service Unit and optional expansion boards per specific configuration requirement. The components of a basic system include a KSU Main Service Unit with Deluxe Model Telephones or a Standard Model Telephone.

The *Emerald ICE* Deluxe Model Telephone features an LCD Display (2 x 16 characters) with speakerphone, three Interactive Soft Buttons, Headset Jack, 28 Programmable DSS keys (dual color LED), 8 fixed feature keys (Mute, Speaker, Hold, Transfer, Conference, Feature, Volume Up, Volume Down), and a status bar type message waiting lamp right below the LCD Display.



The *Emerald ICE* Standard Model Telephone features a speakerphone, 14 programmable Feature/DSS buttons (dual color LED), Headset Jack, 8 fixed feature keys (Mute, Speaker, Hold, Transfer, Conference, Feature, Volume Up, Volume Down), and one Status Bar type message waiting lamp.



## NOTES

# **Station Features**

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## Conventions Used in this Guide

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- Feature/DSS Buttons are denoted by this symbol for ease of readability.
- 8 Keypad keys, such as the key indicated, are referenced by their actual appearance.
- XFER Fixed feature keys, such as the key indicated, are referenced by their actual appearance.

**Enter** Indicates that a keystroke on the telephone keypad is made.

**NOTE** Used to alert the reader to an important note about a feature or function.

# Making an Outgoing Call

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Feature Code: 

## Applicability

Both Deluxe Model and Standard Model Telephones.

## Description

Access to Outside Lines, is available using several ways. They can be accessed by:

- Dialing the specific outside line (lines  or outside line group ).
- Pressing a programmed outside line button. Refer to the DSS key programming instructions in this guide.

**NOTE:** *All extensions are programmed with CO Line buttons for CO Lines 1~6.*

To dial an outside line;

1. Press one of the outside line buttons where the LED is not illuminated. If the handset is still on-hook, the Speakerphone LED will be illuminated.
2. When you hear dial tone, dial the telephone number.
3. Hang up to end the call or press 

## Operational Notes

- If a CO Line is busy when the access attempt is made, a busy tone is heard and momentarily the telephone returns to an idle status.

# Making an Intercom (ICM) Call

Feature Code: 

## Applicability

Both Deluxe Model and Standard Model Telephones.

## Description

To make an intercom call, dial the extension number.

Or...

Press one of the pre-programmed Feature/DSS Buttons of the extension that you want to call. Refer to Programming the Feature/DSS Buttons later in this guide.

## Operational Notes

- Some applications may require a button to indicate use of the intercom feature at extensions. To meet this requirement, the feature code  can be programmed on an available Feature/DSS Button for use.
- Auto Line Selection is set to "ICM" (Intercom) by default, therefore, intercom dial tone is heard automatically when lifting the handset or when pressing the  button.

# Receiving Calls

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## Applicability

Both Deluxe Model and Standard Model Telephones.

## Description

There are several ways in which you can answer incoming calls.

- Lift the handset.
- Press the  button.
- Press the flashing  line button.

## Operational Notes

N/A

# Audible Help

## Applicability

Both Deluxe Model and Standard Model Telephones.

## Description

The *Audible Help* feature is available to assist you with operating instructions for most *Emerald ICE* features. A Voicemail module must be installed and operating for this feature to operate.

1. Press the factory programmed HELP Feature/DSS button on the Standard Telephone or enter PGM . You will be prompted to press a programmed Features/DSS button for help with the feature that you need help with.
2. Press the Feature/DSS button for the feature that you need help with. Adjust the volume with the  button if necessary.

## Operational Notes

- An *Emerald ICE* Voicemail module must be installed on the KSU and operating for the *Coral Help* to operate.
- If a CO line button is pressed or an extension button is pressed, the *Audible Help* will recite the line or extension number that was pressed.

# Accessing Voicemail Messages

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## Applicability

Both Deluxe Model and Standard Model Telephones.

## Description

When a Voicemail message is received the Voicemail DSS/Feature button LED will be flashing red. The Status Bar light will also be flashing concurrently with the DSS/Feature button LED.

On Deluxe Model Telephone, the display will be similar to the following:



OCT 3 FRI 3:42  
NEW VM MSG : 1

## Retrieve Messages

1. Press the Voicemail DSS/Feature button.
2. Enter your password on the keypad. Contact your System Administrator for the default password.
3. Follow the prompts on the Voicemail system to retrieve messages and perform other functions.

## Operational Notes

- A Voicemail Card must be installed on your *Emerald ICE* Main Service Unit for the Voicemail feature to be operational.

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# Volume Control

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Feature Code: N/A

## Applicability

Both Deluxe Model and Standard Model Telephones.

## Description

Both the *Emerald ICE* Deluxe Telephone and Standard Telephone are equipped with a volume control that you can use to adjust the various volume settings of the telephone. The following function volumes can be adjusted:

- Background Music
- Ringing
- Handset
- Speaker
- Headset (Deluxe Model Phone only)

You can adjust the volume for each function while that function is in use.

You can adjust ringer volume while the telephone is idle.

While the function is active, press the  as necessary. The volume for this function is now set and will be retained for any future use of this mode.

## Operational Notes

N/A

# Speakerphone

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Feature Code: 

## Applicability

Both Deluxe Model and Standard Model Telephones.

## Description

The *Emerald ICE* Telephones are all equipped with a high-quality, half-duplex speakerphone. This feature makes it possible to place hands-free calls. The Speakerphone is disabled when *Headset Mode* is enabled.

### *Placing a Call*

1. Press an idle outside line button or dial an intercom number.
2. The  button LED lights immediately and the speakerphone is active.
3. Press  to hang up the call.

### *Answering a Call*

1. While your phone is ringing, press the  button.
2. The  button LED lights immediately and the speakerphone is active.
3. Press  to hang up the call.

## Operational Notes

- The speakerphone function can be impacted by environmental conditions.
- For privacy, you can lift the handset at any time to exit from Speakerphone mode.

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# Hold

---

Feature Code: 

## Applicability

Both Deluxe Model and Standard Model Telephones.

## Description

You can place a call on *Hold* by pressing the  button. When a line is placed on *Hold*, the green LED indicates that this is your holding line and flashes at double wink rate. The same line will be on a system hold and will flash the red LED at all other extensions.

1. While on a line, the line green LED is flashing at a double wink rate.
2. Press . The line green LED now flashes at a slow rate and the call is placed on *System Hold*.

## Operational Notes

- Any extension with a line flashing (Red LED) can retrieve a call from System Hold.
- Any party who is placed on Hold will hear music if available.

## Exclusive Hold

---

Feature Code: PGM  

### Applicability

Both Deluxe Model and Standard Model Telephones.

### Description

When using the PGM  button and  together, you can place an outside call on *Exclusive Hold*.

While connected on an outside line, press PGM  and then press .

### Operational Notes

- When you place a CO line call on *Exclusive Hold*, the green LED for that line at your telephone will flash fast and the red LED will light steady at other extensions for that CO line.
- Exclusive Hold* is used only for CO line calls.

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# Transfer

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Feature Code: N/A

## Applicability

Both Deluxe Model and Standard Model Telephones.

## Description

The *Transfer* feature is used to direct calls from your extension to another extension.

1. While connected to a call from either an outside line or an intercom extension press .
2. Dial the destination directory number where this call is to be transferred or press the appropriate extension button if programmed.
3. Hang up to complete the transfer.

## Operational Notes

N/A

# Last Number Redial

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Feature Code: PGM 

## Applicability

Different procedures for the Deluxe Model and Standard Model Telephones as described below.

### Description (Deluxe Model)

The *Last Number Redial* feature, or LNR, automatically dials the last number dialed from your telephone. The LNR retains up to sixteen (16) digits. You may either choose a specific outside line by first pressing that outside line button or you can allow the line to be selected automatically by the LNR feature.

#### **Choose an Outside Line First**

1. Press an outside line button.
2. Press PGM .

#### **Automatically Select an Outside Line**

1. Press PGM .

**NOTE:** On a Deluxe Model Telephone, in the event that all CO lines are busy you will hear busy tone and your telephone will display:

ALL CO LNS BUSY

If the Last Number Redial memory is empty you will hear an error tone and the telephone will display:

LNR EMPTY

## Operational Notes

- *Last Number Redial* doesn't operate with intercom calls.
- The LNR feature code can be programmed on a Feature/DSS Button.
- LNR will dial the speed dial number and any subsequent manually dialed digits.

# Saved Number Redial

---

Feature Code: PGM  

## Applicability

Deluxe Model and Standard Model Telephones.

## Description

The *Saved Number Redial*, or SNR feature is normally used whenever you want to store a telephone number that you would like to dial later. The same feature code is used to Save a Dialed Number (SDN) and to dial the saved number – *Saved Number Redial* (SNR).

### SDN

After you've placed an outside line call to a number that you would like to store, press PGM  . The dialed number is stored in the Saved Number memory.

### SNR

When the telephone is idle, press the Feature/DSS Button designated as SNR or press PGM  . The stored number is dialed.

## Operational Notes

- SDN can store up to sixteen (16) digits.
- On a Deluxe Model Telephone, when SNR is attempted and the SDN buffer is empty, the display will show "**NO SAVED NUMBER**."
- On a Deluxe Model Telephone, if all CO lines are busy when the redial is attempted the display will show "**ALL CO LINES BUSY**."
- The *Save Dialed Number/Saved Number Redial* feature code can be programmed on any Feature/DSS Button.

# Speed Dial

Extension 

System 

## Applicability

Different procedures for the Deluxe Model and Standard Model Telephones as described below.

### Description(Deluxe Model)

The *Speed Dial* feature allows you to store frequently dialed numbers. There are 20 speed bins per extension and 100 system speed bins that can be shared by all extensions.

#### Setup

1. Press **PGM** .
2. Dial the Speed Dial location number (   –   ).
3. Press **[show]**. The current contents are displayed.
4. Press **[ch9]**.
5. Enter the number that you want to store, including Pauses (PGM  ), Flash (PGM  ) and Pulse-To-Tone Conversion (#) codes.
6. Press **[save]**. That number is stored in this speed dial location.
7. Repeat from step 2 to continue programming *Speed Dial* locations from step 2 above or hang-up (press  twice) to exit.

#### System Selects the Outside Line Automatically

Dial the Speed Dial location number (   –   ,    –   ).

### **You Select the Outside Line to Use**

1. Press the desired outside line button or dial the outside line directory number.
2. Press PGM .
3. Dial the Speed Dial location number (   -    ,    -    ).

### **Description(Standard Model)**

#### **Setup**

1. Press PGM .
2. Dial the Speed Dial location number (   -    ).
3. Enter the number that you want to store, including Pauses (PGM   ), Flash (PGM  ) and Pulse-To-Tone Conversion (#) codes and press .
4. Repeat from step 2 to continue programming *Speed Dial* locations from step 2 above or hang-up (press  twice) to exit.

#### **System Selects the Outside Line Automatically**

Dial the Speed Dial location number (   -    ,    -    ).

### **You Select the Outside Line to Use**

1. Press the desired outside line button or dial the outside line directory number.
2. Press PGM .
3. Dial the Speed Dial location number (   -    ,    -    ).

## Operational Notes

- Only a Deluxe Model Telephone can program System *Speed Dial* bins using Attendant Administration.
- Speed bins may be chained.
- Pauses and Flashes may be stored in *Speed Dial*.
- On a Deluxe Model Telephone, if you access an empty bin the display will show "**SPEED NO. EMPTY.**"

## Camp On (Extension)

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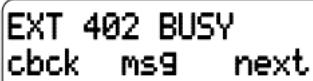
### Applicability

Deluxe Model and Standard Model Telephones.

### Description (Deluxe Model)

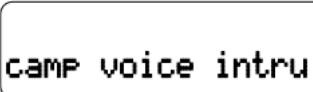
The *Camp On* feature alerts the user of a busy extension that another extension is attempting a call. When you initiate a *Camp On*, the user at the busy extension hears a *Camp On* alert tone.

1. Call a busy extension. The display shows:



EXT 402 BUSY  
cbck msg next

2. Press [**next**]. The bottom line on the display changes to:



camp voice intru

3. Press [**CAMP**]. The user of the busy extension hears the *Camp On* alert tone and the display shows:



CAMP ON EXT 403

4. When the busy extension goes on hook or places the current call on hold, the extension rings.

## Description (Standard Model)

When you initiate a *Camp On* by entering the digit [4] or the suffix code, the user at the busy extension hears a *Camp On* alert tone.

“4” is the default *Camp On* suffix code.

## Operational Notes

- Each extension can have only one *Camp On* at the same time.
- While waiting for a busy extension the caller hears music.

# Call Forwarding

---

Feature Code: PGM  2

## Applicability

Different procedures for the Deluxe Model and Standard Model Telephones as described below.

### Description (Deluxe Model)

There are several choices for forwarding your calls:

- **Direct** – Forward all of your calls,
- **Busy** – Forward your calls when your telephone is busy.
- **Follow Me** – Forward calls at your extension to the extension where you are currently working (conference room, associate's office, etc.)
- **Follow Preset** – Invoke call forward at your extension so that it can be changed from another extension.
- **No Answer** – Forward your calls for no answer conditions.
- **External** – Forward transferred CO line calls that ring at your extension to a different external telephone number. This feature must be enabled for your extension in database administration

Forward conditions can be set as follows for each call forward type:

- Intercom calls only.
- Intercom and outside line (including transferred outside lines) calls.
- Outside line (CO Line) calls only.

**Direct Call Forward**

1. Press PGM  or the Feature/DSS Button designated as CALL FWD (if programmed). The display shows:

CALL FORWARD  
direct busy next

2. Press **[direct]**. The display shows:

DIRECT CFW...  
bksp save chg

3. Enter the extension number to which calls are to be forwarded.

4. Press **[save]**. The display shows:

DIRECT FWD XXX  
co icm/co icm

5. Select the type of calls to forward.

a.**co** = outside line incoming or transferred calls

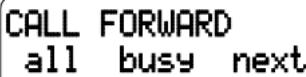
b.**icm/co** = both intercom and outside line calls

c.**icm** = intercom calls only.

6. You hear a confirmation tone and the extension returns to idle. The Status Lamp is lit green and the display shows FWD in the middle of the bottom row.

### **Busy Call Forward**

1. Press PGM  or the Feature/DSS Button designated as CALL FWD (if programmed). The display shows:



CALL FORWARD  
all busy next

2. Press **[busy]**. The display shows:



BUSY FWD. -  
bksp save chg

3. Enter the extension number to which calls are to be forwarded.

4. Press **[save]**. The display shows:



BUSY FWD XXX  
co icm/co icm

5. Select desired type of calls to forward.

a.**co** = outside line incoming or transferred calls

b.**icm/co** = both intercom and outside line calls

c.**icm** = intercom calls only.

6. You hear a confirmation tone and the extension returns to idle. The Status Bar is lit green and the display shows **FWD** in the middle of the bottom row.

**No Answer Call Forward**

1. Press PGM  2 or the Feature/DSS Button designated as CALL FWD (if programmed). The display shows:



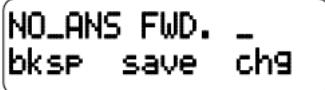
CALL FORWARD  
all busy next

2. Press [next]. The display shows:



CALL FORWARD  
n\_ans ext follow

3. Press [n\_ans]. The display shows:



NO\_ANS FWD. \_  
bksp save ch9

4. Enter the extension number to which calls are to be forwarded.

5. Press [save]. The display shows:



NO\_ANS FWD. XXX  
co icm/co icm

6. Select the type of calls to forward.

a.**co** = outside line incoming or transferred calls

b.**icm/co** = both intercom and outside line calls

c.**icm** = intercom calls only.

7. You hear a confirmation tone and the extension returns to idle. The Status Bar is lit green and the display shows **FWD** in the middle of the bottom row.

### **External Call Forward**

1. Press PGM  or the Feature/DSS Button designated as CALL FWD (if programmed). The display shows:



CALL FORWARD  
direct busy next

2. Press **[next]**. The display shows:



CALL FORWARD  
n\_ans ext follow

3. Press **[ext]**. The display shows:



-  
bksp save chg

4. Enter the telephone number (cell phone, other office, etc.) where calls are to be forwarded.

5. Press **[save]**.

6. You hear a confirmation tone and the display briefly shows the telephone number where outside line transfers will be routed. The extension returns to idle, the Status Bar is lit green, and the display shows **FWD** in the middle of the bottom row.

**Follow Me Call Forward**

1. Press PGM  or the Feature/DSS Button designated as CALL FWD (if programmed). The display shows:

CALL FORWARD  
direct busy next

2. Press [next]. The display shows:

CALL FORWARD  
n\_ans ext follow

3. Press [follow]. The display shows:

FOLLOW ME  
Preset remote

**Follow Me (From Another Extension to This Extension)**

1. Press PGM  or the Feature/DSS Button designated as CALL FWD (if programmed). The display shows:

CALL FORWARD  
direct busy next

2. Press [remote]. The display shows:

REMOTE SELECTION  
del set

3. Press [set]. The display shows:

FOLLOW FM -  
bksp save chg

4. Enter the extension number where calls are to be forwarded from.

5. Press **[save]**. The display shows:

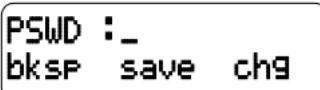


FOLLOW FM XXX  
co icm/co icm

6. Select the type of calls to forward.

- a.**co** = outside line incoming or transferred calls
- b.**icm/co** = both intercom and outside line calls
- c.**icm** = intercom calls only.

7. The display shows:



PWD :\_  
bksp save chg

8. Enter the password of the extension from which the calls will be forwarded.

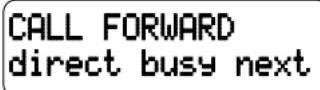
9. Press **[save]**. You hear a confirmation tone and the extension returns to idle. The display shows:



FORWARD FROM XXX

#### ***Follow Me (From This Extension to Another Extension)***

1. Press PGM  or the Feature/DSS Button designated as CALL FWD (if programmed). The display shows:



CALL FORWARD  
direct busy next

2. Press **[next]**. The display shows:



CALL FORWARD  
n\_lans ext follow

3. Press **[follow]**. The display shows:

**FOLLOW ME**  
**preset remote**

4. Press **[Preset]**. The display shows:

**FOLLOW TO \_**  
**bksp save chg**

5. Enter the extension number from which calls will be forwarded.

4. Press **[save]**. The display shows:

**FOLLOW FM XXX**  
**co icm/co icm**

6. Select the type of calls to forward.

- a. **co** = outside line incoming or transferred calls
- b. **icm/co** = both intercom and outside line calls
- c. **icm** = intercom calls only.

7. You hear a confirmation tone and the extension returns to idle. The display shows:

**FORWARD TO XXX**

#### ***Delete Forward***

1. Press the middle Interactive Soft Button (under the **FWD** in the display).
2. Each active mode of forward will be displayed, e.g.:

**BUSY FWD. XXX**  
**del more**

3. If you want to delete this forward, press **[del]**.

Or...

4. Press **[more]** for other active forward settings.

## Operational Notes (Deluxe Model)

- The user at the forwarded extension will hear special Intercom Reminder tone signifying that *Call Forward* is activated.
- The Status Bar light will not light green in call forward mode if that function.
- *External Call Forward* will forward only transferred CO Line calls.

## Description (Standard Model)

### ***Direct Call Forward***

1. Press PGM  or the Feature/DSS Button designated as CALL FWD (if programmed).
2. Enter the extension number to which calls are to be forwarded.
3. Select the type of calls to forward.
  - a. 1 = outside line incoming or transferred calls
  - b. 2 = both intercom and outside line calls
  - c. 3 = intercom calls only.
4. You hear a confirmation tone and the extension returns to idle. The Status Bar Lamp is lit green.

### ***Busy Call Forward***

1. Press PGM  or the Feature/DSS Button designated as CALL FWD (if programmed).
2. Enter the extension number to which calls are to be forwarded.
3. Select the type of calls to forward.
  - a. 1 = outside line incoming or transferred calls
  - b. 2 = both intercom and outside line calls
  - c. 3 = intercom calls only.
4. You hear a confirmation tone and the extension returns to idle. The Status Bar is lit green.

**No Answer Call Forward**

1. Press PGM  or the Feature/DSS Button designated as CALL FWD (if programmed).
2. Enter the extension number to which calls are to be forwarded.
3. Select the type of calls to forward.
  - a. 1 = outside line incoming or transferred calls
  - b. 2 = both intercom and outside line calls
  - c. 3 = intercom calls only.
4. Enter a No Answer Time #1 between 10 and 50 (seconds). This is the time period setting that will alert the system that if there is no answer, the call is to be forwarded.
5. Enter a No Answer Time #2 between 10 and 50 (seconds). This is the second time period setting that will alert the system that if there is no answer, the call is to be forwarded.
6. You hear a confirmation tone and the extension returns to idle. The Status Bar is lit green.

**External Call Forward**

1. Press PGM  or the Feature/DSS Button designated as CALL FWD (if programmed).
2. Enter the telephone number (cell phone, other office, etc.) where calls are to be forwarded.
3. You hear a confirmation tone.

**Follow Me Call Forward**

1. Press PGM  or the Feature/DSS Button designated as CALL FWD (if programmed).
2. Enter the extension number to which calls are to be forwarded.
3. Select the type of calls to forward.
  - a. 1 = outside line incoming or transferred calls
  - b. 2 = both intercom and outside line calls
  - c. 3 = intercom calls only.

4. You hear a confirmation tone and the extension returns to idle. The Status Bar is lit green.

#### ***Follow Me (From Another Extension to This Extension)***

1. Press PGM  or the Feature/DSS Button designated as CALL FWD (if programmed).
2. Enter the extension number where calls are to be forwarded from (originator).
3. Select the type of calls to forward.
  - a. 1 = outside line incoming or transferred calls
  - b. 2 = both intercom and outside line calls
  - c. 3 = intercom calls only.
4. Enter the password of the extension from which the calls will be forwarded.

#### ***Follow Me (From This Extension to Another Extension)***

1. Press PGM  or the Feature/DSS Button designated as CALL FWD (if programmed).
2. Enter the extension number from which calls will be forwarded.
3. Select the type of calls to forward.
  - a. 1 = outside line incoming or transferred calls
  - b. 2 = both intercom and outside line calls
  - c. 3 = intercom calls only.
4. You hear a confirmation tone and the extension returns to idle.

#### ***Delete Forward (Own Extension)***

1. Press PGM  +(Number of Forwarding Type) at own extension.

#### ***Delete Forward (Other Extension)***

1. Press PGM  +(Extension Number of Originator) + Password of originating Extension.

***Delete All Forwarding***

1. Press PGM .

**Operational Notes (Standard Model)**

- Regardless of whether the extension where calls are being forwarded is a Standard Telephone or single line telephone, the user at the forwarded extension will hear special Intercom Reminder tone signifying that *Call Forward* is activated.
- The Status Bar light will not light green in call forward mode if that function has been disabled via the attendant in Attendant Administration.
- If a Feature/DSS Button has been programmed for *Call Forward* mode. The LED associated to that button will light red indicating the telephone is in *Call Forward* mode.
-

# Supervised/Unsupervised Conference

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Feature Code: PGM  PORG 7 PORG 7

## Applicability

Both Deluxe Model and Standard Model Telephones.

## Description

The *Emerald ICE* system can accommodate eight, 4-party conferences simultaneously. Conferences can include a maximum of 3 outside lines or up to 4 extensions. One telephone station acts as the conference manager and counts as one conference member.

### ***Supervised/Unsupervised***

A *Supervised Conference* is a conference whereby at least one member is an extension of the *Emerald ICE* system. The *Emerald ICE* extension that establishes a conference becomes the conference manager and can add and/or delete members of the conference at any time. The conference manager also is authorized to establish an *Unsupervised Conference*. An *Unsupervised Conference* is a conference where all members are on outside lines. (1-Extension, 2-Outside maximum)

### ***Establish a Three-party Conference***

1. Answer or place the first call (internal or external).
2. Press .
3. Place the second internal or external call.
4. Press the  button to join the connections together.
5. Hang up to end the Conference.

***Establish a Four-party Conference***

1. Answer or place the first call (internal or external).
2. Press .
3. Place the second internal or external call.
4. Press the  button to join the connections together.
5. Press .
6. Place the third call internal or external call.
7. Press the  button. The connections will be joined together. Four parties include the controller of the conference.
8. Hang up to end the Conference.

***Establish an Unsupervised Conference***

**NOTE:** An Unsupervised Conference can only be established by the internal extension. The conference is limited by an External Conference Timer. Refer to the **Emerald ICE Installation, Programming & Maintenance Manual** for details.

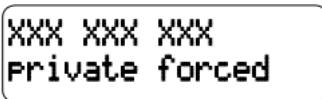
1. Answer or place the first external call.
2. Press .
3. Answer or place the second external call.
4. Press the  button to join the connections together.
5. Press **PGM**  . The *Unsupervised Conference* between the two outside parties is established and your extension is returned to idle.

***Rejoin an Unsupervised Conference***

1. Press **PGM**  .
2. Your extension is rejoined to the conference connection.

**Force Release a Conference Member (Deluxe Telephone/Conference Controller only)**

1. While engaged in a conference the display shows:



XXX XXX XXX  
Private forced

2. Press [forced] and the following is displayed.



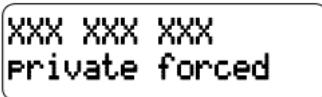
PRESS DIR  
exit

3. Press [exit] to abort the operation and return to the conference or dial the directory number (outside line number or Extension number) to release. (You can press the outside line button or Feature/DSS button of the outside line/extension to be released.) That conference member is disconnected and you are rejoined in conference with the remaining members.

4. Hang up to end the Conference.

**Private Connection with a Conference Member (Deluxe Telephone/Conference Controller only)**

1. While engaged in a conference the display shows:



XXX XXX XXX  
Private forced

2. Press [private] and the following is displayed.



PRESS DIR#  
exit

3. Press [exit] to abort the operation and return to the conference.

Or...

4. Dial the directory number (outside line number or Extension number) to connect or you can press the outside line button or Feature/DSS button of the outside line/extension to be connected. That conference party is removed from the conference and connected to you.

---

5. Re-establish the conference with all members by pressing the  button or hang up on the current connection and rejoin the remaining member(s) by pressing .
6. Hang up to end the conference/connection.

## Operational Notes

- The conference manager is the extension that establishes a conference.
- Only the manager can add new parties.
- Only the conference manager is allowed to release any attending party.
- While speaking privately with a conference member other members of the conference will be connected to *Music On Hold*.
- When the conference manager exits a conference, the last internal number that joined the conference will be the new conference manager.
- When a conference is established, each time that party enters a conference, each member will hear a conference tone.
- Conferences can only be established using a Deluxe Telephone.

# Extension Ring Adjustment

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Feature Code: PGM  #  7

## Applicability

Different procedures for the Deluxe Model and Standard Model Telephones as described below.

### Description (Deluxe Model)

You can choose one of eight *Extension Ring Adjustment* for your extension to differentiate your ringing tone from others.

1. Press the ringing code PGM  #  7.
2. You hear the current tone and the setting displays.

RING TYPE :1  
chg

3. Press [chg] until you hear the *Extension Ring Adjustment* that you want and it will be displayed.

### Description (Standard Model)

1. Press the ringing code PGM  #  7 + (  -  )
2. You hear the selected tone.

## Operational Notes

- The *Extension Ring Adjustment* code can be programmed on any available Feature/DSS Button.
- A CO Line – ringing type overrides an extension's ringing type.

# Feature/DSS Button Programming

Feature Code: PGM  #  3

## Applicability

Different procedures for the Deluxe Model and Standard Model Telephones as described below.

### Description (Deluxe Model)

*Emerald ICE* Deluxe Telephones have 28 dual-colored programmable Feature/DSS Buttons. You can program any system feature code on any Feature/DSS Button for one-button operation. Certain programmed Feature/DSS Buttons will light when activated (*Do Not Disturb*, Call Forward, DSS/BLF, etc.), while others such as Call Pick-Up, Background Music, Last Number Redial, do not.

Features are separated into two distinct categories for programming onto Flexible Buttons: Directory Numbers or Feature Codes.

1. While the phone is idle, press PGM  #  3. The display indicates that you are in Feature button programming mode by prompting you to press a key:

PRESS FTR KEY

2. Press the Feature/DSS Button that you want to program. The current programming displays:

P4\_\_\_\_\_  
show chg

3. Press [chg]. The following will be displayed.

SELECT FUNCTION  
dir pgm

4. To program the button, you must know the code type. Refer to the *Emerald ICE Deluxe Telephone User Guide* and the section for *Feature/Directory/Suffix Code Lookup* to locate the feature and code you want to program.

- a. To program a directory number, press **[dir]**.

**DIR NUMBER :\_**

**bksP save chg**

- b. Enter the appropriate directory number and then press **[save]**. If you make a mistake, use **[bksP]** and **[chg]** to re-enter the number.
- c. To program a feature code, press **[pgm]**.

**PGM CODE:\_**

**bksP save chg**

- d. Press the **PGM**  button.
- e. Enter the feature code for example, enter     for *DND* and then press **[save]**.
5. Continue programming other Feature/DSS Buttons or lift/replace the handset to exit this programming.

## Description (Standard Model)

*Emerald ICE* Standard Telephones have 14 dual-colored programmable Feature/DSS Buttons. You can program any system feature code on any Feature/DSS Button for one-button operation. Certain programmed Feature/DSS Buttons will light when activated (*Do Not Disturb*, Call Forward, DSS/BLF, etc.), while others such as Call Pick-Up, Background Music, Last Number Redial, do not.

Features are separated into two distinct categories for programming onto Flexible Buttons: Directory Numbers or Feature Codes.

1. While the phone is idle, press **PGM**    .
2. Press the Feature/DSS Button that you want to program. When programming, the red LED of the feature key being programmed will flash slowly until programming is completed.

**NOTE:** To program the button you must know the code number of the feature.

3. For a Directory Number press  + Directory Number + .
4. For a Feature press  + **PGM**  + Feature Code + .

## Operational Notes

- On Deluxe Telephone, if you dial an invalid code you will hear error tone and the display will show "**CODE UNAVAILABLE**."
- In some cases a user can program a Feature/DSS Button for a specific CO line although access is restricted to that line via database programming.
- Any Feature/DSS Button programmed with a code previously assigned to a different Feature/DSS Button will cause the previously programmed Feature/DSS Button to become unassigned.
- Deluxe Telephone Feature/DSS Buttons can be cleared of any feature code/ directory number by pressing [**save** ] before entering a code/number.

## NOTES

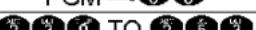
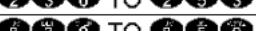


# **Feature Code List**

# Feature Code List

FEATURE	CODE	DISABLE
ACCOUNT CODE	8 9	
ALARM CLOCK-EXTENSION	PGM 9 2	PGM * 9 2
ANALOG PHONE CALL FWD BUSY	# 2 1 + EXT	# * 2 1
ANALOG PHONE CALL FWD IMMED	# 2 2 + EXT	# * 2 2
ANALOG PHONE DIRECTED PICK UP	EXT + 6	
ANALOG PHONE FOLLOW ME	# 2 3 + EXT	# * 2 3
ANALOG PHONE FWD NO ANS,	# 2 4 + EXT	# * 2 4
ANS MACHINE EMULATION	PGM 6 4	
ATTENDANT	0	
ATTND ADMIN	PGM # 0	
AUTO SELECTION (CO/ICM)	PGM 9 5	PGM * 9 5
AUTOMATIC HOLD	PGM 9 4=ON	PGM * 9 4=OFF
AUTOMATIC RECORD	PGM 6 7	
AUTOMATIC REDIAL	PGM 7 8	
BACKGROUND MUSIC	8 0 0 OR 8 0 1	
BUSY RING ALLOWED	PGM # 2	
CALL BACK CANCEL ALL	PGM # #	
CALL FORWARD	PGM 2	PGM 2
CALL PARK	PGM 7 3	
CALL PICKUP -- GROUP	*	
CALLER ID TABLE -- CALLBACK	PGM 6 #	
CO ANALOG TRUNK NUMBERS	7 0 0 TO 7 2 3	
CO T-1 TRUNK NUMBERS	7 2 5 TO 7 5 1	
CO VOIP TRUNK NUMBERS	7 2 4 TO 7 2 7	
CONF BRIDGE, MEET ME	8 6 0 TO 8 6 7	
CONF-- SUPERVISED OR UNSUPERVISED	PGM 7 7	
CONFERENCE	PGM 6 0	
CONFERENCE ROOMS	8 6 0 TO 8 6 7	
DEFAULT SET	PGM 6 9	
DIAL PAD TOUCH TONE	PGM # 1	
DIRECTORY NUMBER FOR MODEM	4 0 0	
DIRECTORY NUMBERS FOR PHONES	4 0 1 TO 4 6 4	
DIRECTORY NUMBERS VOICE MAIL	4 6 5 TO 4 7 2	
DISTINCTIVE RING-EXTENSION	PGM # 7	
DO NOT DISTURB	PGM 4	
DSS KEY PROGRAMMING	PGM # 4	
EXT FEATURE STATUS CHECK	PGM # 8	

EXTERNAL PAGING	8 2 0	
FEAT/DIR NUMBER LOOKUP	PGM - # 5	
FEATURE KEY PROGRAMING	PGM - # 3	
FEATURE KEY RESET	PGM - 5 8	
FEATURE STATUS	PGM - # 8	
FLASH CO LINE	PGM - 3	
FLEXIBLE FEAT BUTTON PROG	PGM - # 3	
FORCED ICM CALL FORWARD	PGM - 4	
FORCED ICM TONE RING	*	
FORCED REL (CONFERENCE)	PGM - 7 4	
GET HELD CO LINE	PGM - 7 *	
HEADSET MODE	PGM - 9 #	
HELP	PGM - 7 2	
HIDDEN CODES	PGM - 6 1	
HOLD	HOLD	
HOLD- EXCLUSIVE	PGM HOLD	
HOT KEY ON/OFF	PGM - # 6	
HOT LINE	PGM - 9 *	PGM - * 9 *
ICM KEY	PGM - 6 5	
ICM MODE SELECTION	PGM - 9 8	
LAST NUMBER REDIAL	PGM - 8	
LOUD BELL NUMBER	8 1 0	
MEET ME PAGE	PGM - 5 9 #	
MEMO PAD	PGM - 5 1	
MESSAGING-CALL ME, TEXT, VOICE	PGM - 9 6	
MESSAGING--STATUS TEXT	PGM - 9 0	
MUTE KEY	PGM - 7 6	
MWI OFF CODE	# * 9 6	
MWI ON CODE	# 9 6	
NIGHT SVC MODE	PGM - 6 3	
PAGE ALLOW/DENY	PGM - # 9	
PAGE ALL EXTENSIONS	2 0 9	
PAGE GROUP NUMBERS	2 0 1 TO 2 0 8	
PAGE TENANT 1	2 0 0	
PAGING ANSWER KEY	PGM - 5 9	
PAGING RECEIVE	# 9	
PAUSE INSERTION	PGM - 7 0	
PHONE LOCK/UNLOCK	PGM - 9 7	
PICK UP GROUP NUMBERS	2 6 0 TO 2 6 7	
PRIVATE TALK (CONFERENCE)	PGM - 5 7	

PULSE TO TONE CONVERSION	PGM 
RELEASE KEY	PGM 
ROOM STATUS	PGM 
SAVED NUMBER REDIAL	PGM 
SERVICE MODES	PGM 
SPEED DIAL NUMBERS PERSONAL	PGM 
SPEED DIAL NUMBERS SYSTEM	PGM 
SPEED DIALING PROGRAMMING	PGM 
STATUS MSG	PGM 
TRANS AND ANSWER CALL	PGM 
UCD GROUP NUMBERS	PGM 
VIRTUAL NUMBERS	PGM 
VOICE MW KEY	PGM 
VOICE RECORD	PGM 

## NOTES

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