



Users Guide
for

Analogue Phones

(SLTs: Single Line Telephones)

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1. Introduction

1.1 General

Your telephone is connected to an advanced-technology, highly-versatile, fully-featured telecom system designed to make office communications easy and productive. Employing state-of-the-art Voice over Internet Protocol (VoIP) technology, voice and data converge on a single IP packet network.

1.2 Feature Information

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

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

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

1.3 Feature Groupings

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

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

Features and flexible number codes may be found at the iPECS's online (intranet) webpage. Check with your installer for access details.

1.4 iPECS SLTM Phone Description

The iPECS SLTM (SLT Module) Phones incorporate the latest in VoIP technology and user interface to provide you with a cost effective, simple to use, productive communications tool.

Features and functions of your iPECS are accessed using dial codes.

2. Receiving calls

2.1 Answering a Call While Idle

For an SLT there are 2 basic types of incoming calls; internal/external ringing calls, and **Hold** recalls.

Your phone may be assigned **Ring Line Preference**; calls that ring are answered by lifting the handset.

External calls to an iPECS Phone will ring with the external ring cadence (‘ring’ ‘ring’ ‘wait’, ‘ring’ ‘ring’...).

Internal calls (or ICM calls) will ring with the cadence of ‘ring’ ‘wait’ ‘wait’ ‘ring’...

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

Calls can be forwarded in some manner from another user.

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

OPERATION

To answer a call ringing at your phone:

- Lift the SLT handset, the call will be connected.

2.2 Responding to a Call While Busy

While you are busy on another call, you may receive Camp-On tones. If you receive **Camp On** tones, you will receive a burst of tones on top of the existing call, as an indication of another call waiting.

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

Respond to any of these **Off-hook Signals** in one of several ways; place the existing call on **Hold** and respond to the new incoming call, or ignore the new call.

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

OPERATION (Check **flexible codes** in Appendix A)

To answer Call Waiting Tones:

- Press RECALL or ‘flash’ the hook-switch, the 1st caller is put on hold
- Dial the SLT Camp reply code **600**, the 2nd caller is connected
- Toggle between the two callers with the above process as desired.

2.3 Answering Calls at Night

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

OPERATION (Check **flexible codes** in Appendix A)

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

- Lift the handset,
- Dial the Universal Night Answer Code **2**.

2.4 Answering Calls to Other Stations

When nearby stations are ringing, you may pick-up (answer) the call. Use Directed Call Pick-Up to answer a call ringing at a specific station or you may choose to answer the oldest call ringing to your station group (**Group Call Pick-Up**). Assign a memory key (if available) with the Group Call Pick-Up code (*1) for one-touch access.

NOTE—Pick-Up will not answer calls on the ringing station's Private Line.

OPERATION (Check **flexible codes** in Appendix A)

To answer a call ringing at another station:

- Lift the handset,
- Dial *42 (Directed Call Pick-Up code),
- Dial the Intercom Number of the ringing station; the call will be connected.

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

- Lift the handset,
- Dial *1 (Group Call Pick-Up code), the call is connected.

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

When you need quiet, activate Do-Not-Disturb and the phone will block incoming calls. Internal callers will receive a fast busy tone and the display will show the DND status.

Attendants and a Secretary (of Exec/ Sec pair) may be able to activate **DND Override** and **Intrude** on an active call. The Attendants may also cancel DND at other stations.

OPERATION (Check **flexible codes** in Appendix A)

To toggle DND ON and OFF:

- Lift the handset,
- Dial the DND code **553**.

2.6 Forwarding Calls

2.6.1 Forwarding calls to another Station or Voice Mail

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

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

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

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

OPERATION (Check **flexible codes** in Appendix A)

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

- Lift the handset,
- Dial the Fwd Code **554**,
- Dial the type of forward code 1-4,
- Dial the destination number.

To deactivate Call Forward from your phone:

- Dial **554 #**

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

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

To deactivate Call Forward, (from the remote SLT) Remote:

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

2.6.2 Forwarding calls to an external number

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

- 6: **Off-Net Unconditional**—all calls to the station, except recalls, are forwarded externally.
- 7: **Off-Net Busy**—immediately forwards all calls to the station, except recalls, when station is busy to the external destination.
- 8: **No Answer**—forwards all calls to the station, except recalls, when the station does not answer within the No Answer timer to the external destination.
- 9: **Busy/No Answer**—forwards calls if the station is busy or does not answer within the No Answer timer to the external destination.

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

OPERATION (Check **flexible codes** in Appendix A)

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

- Lift the handset,
- Dial the FWD Code **554**,
- Dial the type of forward code 6-9 (see above description),
- Dial Speed Dial bin number,
- Replace the handset, return to idle.

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

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

To activate Call Forward, from a remote (external) location:

- Dial the telephone number of a DISA assigned CO line,
- While receiving dial-tone, dial the Call Forward feature code **554**,
- Dial your Authorization Code (Station number & Password),
- Dial the type of forward code 1-4 (see description at 2.6.1 above),
- Dial the destination number. (Station, Hunt Group)
- Replace the handset, return to idle.

3. Placing a call

3.1 Internal Calls

3.1.1 Placing Intercom calls

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

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

OPERATION

To place an Intercom call:

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

3.1.2 Using Camp-On when calling a busy station

If your called party is busy, you may activate Camp-On. When Camped-On, wait off-hook for the called station to answer.

OPERATION (Check **flexible codes** in Appendix A)

To Camp-On (wait off-hook) to a busy station:

- Press * and await an answer.

To request a Call Back (wait on-hook) for a busy station:

- When receiving the busy tone, press RECALL or `flash` the hook-switch,
- Dial the Call Back enable code *66.
- Hang up.

To make a Voice Over announcement to a busy station:

- Dial #, after splash-tone, speak.
- The called station only will receive the voice over parties' speech.
- The party making the voice over and the previous party will both receive speech from the called party.

3.1.3 Leaving a Message Wait

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

OPERATION (Check **flexible codes** in Appendix A)

To activate Message Waiting:

- While the called station is ringing (no answer), press RECALL or `flash` the hook-switch,
- Dial the Message wait/ Call back code *66
- Hang up.

3.2 External Calls

3.2.1 Placing external CO/VoIP calls

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

Individual CO/IP line access (Check **flexible codes** in Appendix A)

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

CO/IP Group access

401-420 for iPECS-100 or **401-472** for iPECS-300 & 600

Any CO/IP Line access

1

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

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

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

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

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

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

NOTE—In the event of an emergency, assigned Emergency numbers (ex., a 111 call) may be dialled from any station in the System, regardless of a Station's dialling restrictions (COS).

OPERATION

To place an external call:

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

3.2.2 Waiting for the next available CO/IP line

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

OPERATION (Check **flexible codes** in Appendix A)

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

- While receiving busy CO/IP line tone, Press RECALL or `flash` the hook-switch,
- Dial the Call Back Code ***66**,
- Return to an idle state by going on-hook; when the line comes available, the Station will be notified with ringing and the line will be connected.

3.2.3 Account Codes: Tracking External calls for billing

In some cases, you or your company may desire to track calls for billing or other purposes. You may enter an Account Code, which is output from the system to a printer in the SMDR report.

OPERATION (Check **flexible codes** in Appendix A)

To enter an Account Code before the call:

- Lift the handset,
- Dial the Account Code access code **#9**,
- Dial the Account Code (1-12 digits long, non-verified digits),
- Press *, Intercom dial tone is heard,
- Place the CO/IP call as normal.

To enter an Account Code during a call:

- Press RECALL or `flash` the hook-switch,
- Dial the Account Code access code **#9**,
- Dial the Account Code (1-12 digits),
- Press *.

3.2.4 Disable dialling from your phone

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

OPERATION (Check **flexible codes** in Appendix A)

To activate Temporary COS:

- Dial SLT Program Access Code **561**,
- Dial 21 (User Program code for Temporary COS),
- Press RECALL or `flash` the hook-switch.

To deactivate Temporary COS:

- Dial the SLT Program Access Code **561**,
- Dial 22 (User Program code),
- Dial your Authorization code,
- Press RECALL or `flash` the hook-switch

3.2.5 Temporarily override dialling restrictions at a phone

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

OPERATION (Check **flexible codes** in Appendix A)

To activate Walking COS:

- Dial the SLT Program Access Code **561**,
- Dial 23 (User Program code),
- Dial your Authorization Code (station number and password),
- Place call as normal.

3.3 Using Automated Dialling

3.3.1 Using Last Number Redial (LNR)

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

OPERATION (Check **flexible codes** in Appendix A)

To dial the Last Number for an external call:

- Lift the handset,
- Dial the SLT Last Number Redial Code **552**.

3.3.3 Using System Speed Dial Numbers

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

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

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

OPERATION (Check **flexible codes** in Appendix A)

To place a call using System Speed Dial:

- Lift the handset,
- Dial the SLT Speed Dial Code **#8**,
- Dial the desired System Speed Dial bin number (200-999 for iPECS-100 or 2000-4999 for iPECS-300 & 600).

3.3.4 Using and Entering Station Speed Dial Numbers

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

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

** not as 1st digit—**Dial Pulse to Tone Switchover**, the system will switch from pulse to tone dialling.

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

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

OPERATION (Check **flexible codes** in Appendix A)

To place a call using Station Speed Dial:

- Lift the handset,
- Dial the SLT Speed Dial Code **#8**,
- Dial the desired Station Speed Dial bin number (00-19 or 000-099).

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

- Dial the SLT Speed Dial Program Code ***40**,
- Dial the desired Station Speed Dial bin number,
- Select/dial the CO/IP line/group,
- Dial the desired number to be stored,
- Press RECALL or `flash` the hook-switch,
- Enter the associated name if desired, using the alpha-numeric entry chart,
- Press RECALL or `flash` the hook-switch,

4. Transfer, Conference & Other Call Handling

4.1 Call Transfer: Sending a call to a different destination

You can send an active call to another station or other resource of the system, with **Call Transfer**. You can announce the transfer to the receiving party (**Screened Call Transfer**) or complete the transfer without screening (**Unscreened Call Transfer**).

Transferred calls, internal or external, are placed in **Transfer Hold**, and will receive *MOH* and will recall if not answered in a timely manner.

If an **Unscreened Transfer** call encounters an error or DND, it may immediately recall at your Station.

OPERATION

To Transfer an active call:

- Press RECALL or `flash` the hook-switch,
- Call the party to receive the transfer,
- For Unscreened Call Transfer, hang-up,
- For Screened Call Transfer, at answer or Splash tone, announce call, and then hang up.

4.2 Call Hold: Placing a call in a waiting state

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

The system is assigned a preferred hold type (System or Exclusive).

The LEDs for CO/IP line buttons flash at distinctive rates at iPECS IP Phone users.

Calls will remain in the held state for a period and then recall the user. This **Hold Recall** is provided with a different ring signal. If not answered in a timely manner, the Attendant will receive **Attendant Hold Recall**.

OPERATION (Check **flexible codes** in Appendix A)

To place a call on Exclusive Hold:

- Press RECALL or `flash` the hook-switch,

To place a call on System Hold:

- Press RECALL or `flash` the hook-switch,
- Dial the SLT CO (line) System Hold code **560**

4.3 Broker Call: Switching between two calls

You may switch between the active call and a call on *Hold*, placing the active call on Hold acting as a broker between two or more parties, **Broker Call**. iPECS SLT Phone users may 'broker' between 2 calls.

OPERATION

To switch between two calls, Broker Call:

- While on a ICM or CO line call,
- Press RECALL or `flash` the hook-switch, ICM (intercom) dial tone is returned and the active call is placed in exclusive hold.
- Place the second call,
- To alternate between the calls, press RECALL or `flash` the hook-switch.

4.4 Joining Multiple People in a Conference

You can establish a **Conference** with up to 2 other parties (without MCIM), or 23 other parties when using a Multi-Party Conference Interface Module (MCIM). The other parties in the **Conference** may be internal or external.

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

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

OPERATION

To establish a Conference:

- Establish call with one of the desired conference parties,
- Press RECALL or `flash` the hook-switch,
- Establish call with the other conference party, when connected repeat steps 2 & 3 to add additional parties.
- Press RECALL or `flash` the hook-switch, twice (within 2 seconds) to establish the conference.

To place a Conference on Hold:

- Press RECALL or `flash` the hook-switch

To retrieve the Conference from Hold:

- Press RECALL or `flash` the hook-switch

To establish an Unsupervised Conference:

- Establish conference with two parties, then hang up.

4.4.1 Setting up a Conference Room

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

OPERATION (Check **flexible codes** in Appendix A)

To set-up a Conference Room:

- Dial the SLT Program Access Code **561**,
- Dial 53 to create a Conference Room,
- Dial the desired Conference Room number (1-9),
- If desired enter a password for the Conference Room (up to 12 digits),
- Press RECALL or `flash` the hook-switch to establish the Room.

To join a Conference Room:

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

To delete a Conference Room:

- Dial the SLT Program Access Code **561**,
- Dial 54 (delete Conference Room code),
- Dial the Conference Room number (1-9),
- Dial the Conference Room password (if applied),
- Press RECALL or `flash` the hook-switch to delete the Conference Room.

4.5 Call Park: Placing a call on Call Park

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

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

OPERATION (Check **flexible codes** in Appendix A)

To park an active external call:

- Press `RECALL` or `flash` the hook-switch,
- Dial the Park Orbit (**601-610** for iPECS-100 or **601-619** for iPECS-300 & 600),
- Return to idle.

To retrieve a parked call:

- Lift the handset,
- Dial the Park Orbit number the call is parked at.

5. Get Your Messages

5.1 Getting Voice Mail Messages

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

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

OPERATION

To retrieve Voice Mail locally:

- Dial the Voice Mail Group Number (Check Group Number with your Installer),
- Dial your Mail Box number and corresponding password to receive the 'Number of Messages' prompt,
- Dial desired option codes,
- At completion of session, hang-up to return to idle.

To access your Voice Mail Box from a Remote Location:

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

6. Remote System Access

6.1 Direct Inward System Access (DISA)

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

OPERATION

To access system resources remotely:

- Call the system's DISA facility,
- Await answer and dial as needed for the desired system resource
- You may need dial your authorization code (station number and password),.

6.2 Mobile Phone Extension

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

This feature is only effective with an ISDN CO line.

OPERATION (Check **flexible codes** in Appendix A)

To register a mobile phone number:

- Dial the SLT Program Access Code **561**,
- Dial 37,
- Dial the mobile phone number,
- Press **RECALL** or `flash` the hook-switch,

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

- Dial the SLT Program Access Code **561**,
- Dial 38,
- 1 to activate, 0 to deactivate,
- Press **RECALL** or `flash` the hook-switch,

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

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

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

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

NOTE—The mobile may reconnect to the transfer by pressing the # key (before hanging up the mobile extension).

7. Miscellaneous Features

7.1 Using Internal, External and Meet-Me Paging

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

Page Zone codes are:

Internal Page Zones: (Check **flexible codes** in Appendix A)

iPECS 100 **#01-#10**

iPECS 300 & 600 **#01-#35**

Internal All Call Page **#7**

External Page Zones **#41-#42**

External All Call Page **#5**

All Call Page **#00**

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

OPERATION (Check **flexible codes** in Appendix A)

To make a page:

- Lift the handset,
- Dial the desired Page zone (see codes above),
- If assigned, after page warning tone, make announcement.

To queue for a page when busy is received:

- Dial the Call Back Code ***66**,
- Replace the handset returning to idle.

To answer a Meet-me-Page:

- Lift the handset.
- Dial **##** (Meet-Me-Page code).

7.2 Push-To-Talk (PTT) Page

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

OPERATION (Check **flexible codes** in Appendix A)

To log-in to a PTT group:

- Dial ***21**,
- Dial the desired PTT group number (1-9 or 0 for all groups),

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

- Dial ***21**, the PTT Log-in/out code,
- Press the ***** key.

7.3 Wake-Up Alarm

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

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

OPERATION (Check **flexible codes** in Appendix A)

To set the Wake Up Alarm clock:

- Dial the SLT Program Access Code **561**,
- Dial the Station User Program code 41,
- Dial 2-digit hour and minute for alerting,
- For a daily (repeating alarm), dial #,
- Press RECALL or `flash` the hook-switch.

To erase Wake-Up:

- Dial the SLT Program Access Code **561**,
- Dial the Station User Program code 42,
- Press RECALL or `flash` the hook-switch.

7.6 Alarm/Door Bell

The system can monitor external Alarm or Door Bell contacts:

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

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

OPERATION (Check **flexible codes** in Appendix A)

To terminate the Alarm signal:

- Dial ***565**.

To activate the Door Open contacts:

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

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

7.7 Power Fail Transfer

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

7.8 System Voice Memo

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

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

- ICM Signaling Mode (Handsfree/Tone/Privacy)
- Station IP Address
- Station Mac Address
- Number of messages x (x: number of all message waiting)
- Wake-Up Time (hh:mm)
- Do Not Disturb
- Forwarded to station xxx
- Forwarded to speed bin xxx
- Queued CO/IP line xxx
- Locked (Temporary COS)
- COS x

NOTE—only activated features are announced.

OPERATION (Check **flexible codes** in Appendix A)

To hear Date & Time memo:

- Dial Voice Memo feature code **691**, date and time memo is heard, “The date is May 2nd. The time is xx:xx pm”.

To hear Station Number Prompt:

- Dial Voice Memo feature code **692**, the station number memo is heard, “Extension 750”.

To hear Station Settings:

- Dial Voice Memo feature code **693**, Station Status Memo is heard. (Answer mode, IP address, MAC address, Forwards, Class of Service)

8. Working with PBX, Centrex & ISDN features

8.1 Access PBX or Centrex features

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

When accessing a CO line, the phone will act as an extension of the host, allowing access to the host system features using the host dial codes. While on a call, use the iPECS Flash feature to transfer calls to other host extensions or access features of the host.

The Flash feature may be used on other CO lines to regain dial tone from the CO line without relinquishing control of the CO line to place another call.

OPERATION (Check **flexible codes** in Appendix A)

To access PBX or Centrex features while idle:

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

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

- press RECALL or `flash` the hook-switch, and Dial the SLT Flash to line Code **551**,
- After receiving new dial tone, dial PBX/Centrex feature code, or the new number for transfer.

9. Setting Features

9.1 Entering Station Program Data

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

OPERATION (Check **flexible codes** in Appendix A)

To assign user programmable attributes to your station:

- Dial the SLT Program Access Code **561**,
- Dial desired User Program codes shown in [Appendix B](#),
- Press RECALL or `flash` the hook-switch.

10. Appendix A Flexible Numbering Plan - N.Z. default

These codes can be customised by your installer.

Feature	iPECS-100	iPECS-300	iPECS-600	Customised
<i>Intercom Call</i>	700- 769	700- 999	7000- 7599	
<i>Internal Page Zone</i>	#01- #10	#01- #35	#01-#35	
<i>Internal All Call Page</i>	#7	#7	#7	
<i>Meet Me Page</i>	##	##	##	
<i>External Page Zone 1~2</i>	#41- #42	#41- #42	#41-#42	
<i>External All Call Page</i>	#5	#5	#5	
<i>All Call Page (Internal/External)</i>	#00	#00	#00	
<i>SMDR Account Code Enter</i>	#9	#9	#9	
<i>Flash Command to CO Line</i>	551	551	551	
<i>Last Number Redial</i>	552	552	552	
<i>DND (Toggle On/Off)</i>	553	553	553	
<i>Call Forward</i>	554	554	554	
<i>Speed Dial Programming</i>	*40	*40	*40	
<i>Message Wait/Callback Enable</i>	*66	*66	*66	
<i>Message Wait/Callback Return</i>	*67	*67	*67	
<i>Speed Dial Access</i>	#8	#8	#8	
Cancel DND/FWD/Pre MSG	559	559	559	
<i>CO System Hold</i>	560	560	560	
<i>Program Mode Access</i>	561	561	561	
<i>Alarm Reset</i>	*565	*565	*565	
<i>Group Call Pickup</i>	*1	*1	*1	
<i>Universal Night Answer</i>	2	2	2	
Account Code with bin	568	568	568	
<i>Walking COS Code</i>	569	569	569	
Enter Conference Room	59	59	59	
<i>Camp-On Answer</i>	600	600	600	
<i>Call Parking Locations</i>	601-610	601-619	601-619	
Group Pilot Number	620-659	620-667	620-667	
<i>Station User VMIM/VSF Features</i>	69	69	69	

<i>Direct Call Pickup</i>	*42			
<i>CO/IP Group Access</i>	401 -420	401 -472	401 -472	
<i>Individual CO/IP Line Access</i>	4801 -4842	48001 -48200	48001 -48400	
<i>Retrieve Last Held CO/IP</i>	4*			
<i>Retrieve Individual Held CO/IP</i>	4#xx	4#xxx	4#xxx	xx(x) = CO Line number
<i>Access CO Line in the 1st available CO Group</i>	1	1	1	
Attendant Call	0	0	0	
VM Message Wait Enabled	*8	*8	*8	
VM Message Wait Disable	*9	*9	*9	
<i>Door Open (1st Door)</i>	#*1	#*1	#*1	
<i>Door Open (2nd Door)</i>	#*2	#*2	#*2	
<i>Door Open (3 Door)rd</i>	#*3	#*3	#*3	iPECS-300 & 600 only
<i>Door Open (4 Door)th</i>	#*4	#*4	#*4	iPECS-300 & 600 only
<i>AME Feature</i>	564	564	564	
Unsupervised Conference Timer Extension code	*22	*22		
<i>PTT Group Login/Logout</i>	*21	*21	*21	

11. Appendix B User Program Codes

These codes are not changeable. For SLTs Dial the TRANS/PGM Code **561** first, then:

Code	Function	Remarks
14 x	<i>Call Coverage Attribute Setting</i> (X = 1-2)	1+; On/Off, 2+: ring delay (0-9)
21	<i>Knock Down Station COS</i>	
22	<i>Restore Station COS</i>	May require Authorization code
23	<i>Walking COS</i>	May require Authorization code
31	<i>Station Message Wait Retrieve</i>	
32	<i>CLI/IP Message Wait Retrieve</i>	
33 x	Authorization Code (Password) Entry	Station number +up to 12 digits, no Flex button
41 xx	<i>Set Wake-Up Time</i>	Input time, 24 hour clock
42	<i>Erase Wake-Up Time</i>	
51 xx	<i>Custom/Pre-defined Message Display</i>	Select Message 00~20
52 xx	<i>Register Custom Message</i> (Message 00)	Input up to 24 characters
53 x	<i>Create Conference Room</i>	Input Conf Room (1-9) & password
54 x	<i>Delete Conference Room</i>	Input Conf Room (1-9) & optional password
74 x	<i>Station User Name Registration</i>	Input up to 7 characters
76	Change Phone IP Address	
78	Change Mode	