IP Office Basic Edition

IP Office Basic Edition - Norstar Mode Phone Based Administration

- Issue 4c - (28 November 2011)

© 2011 AVAYA All Rights Reserved.

Notices
While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer
Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya.

End User agree to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer
Avaya is not responsible for the contents or reliability of any linked Web sites referenced within this site or documentation(s) provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty
Avaya provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product, while under warranty, is available to Avaya customers and other parties through the Avaya Support Web site: http://www.avaya.com/support. Please note that if you acquired the product from an authorized Avaya reseller outside of the United States and Canada, the warranty is provided to you by said Avaya reseller and not by Avaya.

Licenses
THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, HTTP://SUPPORT.AVAYA.COM/LICENSEINFO/ ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA RESELLER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA RESELLER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED RESELLER, AND AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Avaya grants End User a license within the scope of the license types described below. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the Documentation or other materials available to End User. "Designated Processor" means a single stand-alone computing device. "Server" means a Designated Processor that hosts a software application to be accessed by multiple users. "Software" means the computer programs in object code, originally licensed by Avaya and ultimately utilized by End User, whether as stand-alone products or pre-installed on Hardware. "Hardware" means the standard hardware originally sold by Avaya and ultimately utilized by End User.

License types
Designated System(s) License (DS). End User may install and use each copy of the Software on only one Designated Processor, unless a different number of Designated Processors is indicated in the Documentation or other materials available to End User. Avaya may require the Designated Processor(s) to be identified by type, serial number, feature key, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Copyright
Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation(s) and Product(s) provided by Avaya. All content on this site, the documentation(s) and the product(s) provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil, offense under the applicable law.

Third Party Components
Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information regarding distributed Linux OS source code (for those Products that have distributed the Linux OS source code), and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply to them is available on the Avaya Support Web site: http://support.avaya.com/Copyright.

Preventing toll fraud
"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya fraud intervention
If you suspect that you are being victimized by toll fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support Web site: http://support.avaya.com
Suspected security vulnerabilities with Avaya products should be reported to Avaya by sending mail to: securityalerts@avaya.com.

Trademarks
Avaya and Aura are trademarks of Avaya, Inc.
The trademarks, logos and service marks ("Marks") displayed in this site, the documentation(s) and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the documentation(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party. Avaya is a registered trademark of Avaya Inc. All non-Avaya trademarks are the property of their respective owners.

Downloading documents
For the most current versions of documentation, see the Avaya Support Web site: http://www.avaya.com/support

Contact Avaya Support
Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: http://www.avaya.com/support

Contents

1. Overview

1.1 Programming Functions ... 8
1.2 Programmable Buttons ... 10
1.3 DS Phones ... 11
1.3.1 1403 ... 12
1.3.2 1408 ... 13
1.3.3 1416 ... 14
1.3.4 9504 ... 15
1.3.5 9508 ... 16
1.3.6 Administration Menus ... 17
1.4 BST Phones ... 20
1.4.1 M7100 ... 21
1.4.2 M7100N ... 22
1.4.3 M7208 ... 23
1.4.4 M7208N ... 24
1.4.5 M7310 ... 25
1.4.6 M7310N ... 27
1.4.7 M7324 ... 29
1.4.8 M7324N ... 31
1.4.9 KLM Module ... 33
1.4.10 T7000 ... 34
1.4.11 T7100 ... 35
1.4.12 T7208 ... 36
1.4.13 T7316 ... 37
1.4.14 T7316E ... 39
1.4.15 T7316E KEM Module ... 41
1.4.16 T7406/T7406E ... 42
1.5 Dialing Codes ... 43
1.6 Feature Codes ... 44

2. Telephony Features

2.1 Key System or PBX System ... 48
2.1.1 Outgoing Call Routing ... 49
2.1.2 Incoming Call Routing ... 50
2.2 Dial Plan ... 51
2.3 Voicemail Operation ... 53
2.4 Night Service ... 54
2.5 Phantom Extensions ... 55
2.6 One Touch Transfer ... 56
2.7 Modem Access Support ... 56

3. System Changes

3.1 System Mode ... 59
3.2 System Numbering ... 60
3.3 System Locale ... 61
3.4 System Language ... 62

4. Line Settings

4.1 Number of Lines ... 65
4.2 Line Assignment ... 66
4.3 Line Coverage Extension ... 68
4.4 Assign Line to Auto Attendant ... 69
4.5 Group Call Distribution ... 70
4.6 CO Disconnect Time ... 72
4.7 Automatic Line Selection ... 73
4.8 Recall Timer Duration ... 74
4.9 Unsupervised Disconnect ... 75

5. Date and Time

5.1 Changing the Date ... 79
5.2 Changing the Time ... 80
5.3 Network Time Synchronization ... 81
5.4 Automatic Daylight Savings Time ... 82

6. Dialing Restrictions and Permissions

6.1 Allowed Number List ... 85
6.2 Allowed List Assignment ... 87
6.3 Disallowed Number Lists ... 88
6.4 Disallowed List Assignment ... 90
6.5 Emergency Phone Number List ... 91
6.6 Outgoing Call Restriction ... 92
6.7 Allow Remote Call Forwarding ... 93
6.8 System Password ... 94
6.9 Toll Call Prefix ... 95

7. PBX Mode Call Routing

7.1 ARS Selectors ... 99
7.2 Call Classes ... 100
7.3 External Dialing Prefix ... 101

8. Auxiliary Equipment

8.1 Doorphone Programming ... 104
8.1.1 Doorphone Extensions ... 105
8.1.2 Doorphone Alert Extension ... 106
8.2 Contact Closures ... 108
8.2.1 Contact Closure Group ... 109
8.2.2 Contact Closure Operation Type ... 110
8.3 Loudspeaker Extension ... 111
8.4 Fax Machine Extension ... 112

9. Speed Dials

9.1 System Speed Dials ... 115
9.2 Personal Speed Dials ... 117

10. Extension Settings

10.1 Caller ID Log All Calls ... 121
10.2 Extension Name ... 122
10.3 Display Language ... 124
10.4 Call Waiting ... 125
10.5 Intercom Dial Tone ... 126
10.6 External Hotline ... 127
10.7 Internal Hotline ... 129
10.8 Outside Conference Denial ... 131
10.9 Automatic Privacy ... 132
10.10 Do Not Disturb Exceptions ... 133

11. Account Codes

11.1 Forced Account Code List ... 137
11.2 Forced Account Code Extensions ... 138

12. Voicemail

12.1 VMS Cover On/Off ... 141
12.2 VMS Coverage Rings ... 142
12.3 Voicemail Password ... 143
12.4 VMS Hunt Delay ... 144
12.5 VMS Hunt Schedule ... 144

13. Groups

13.1 Calling Groups 149
13.2 Hunt Groups 150
13.3 Night Service Group 151
13.4 Night Service Button 152
13.5 Pickup Groups 154
13.6 Operator Group 155

14. Ring Settings

14.1 Abbreviated Ringing 159
14.2 Call Coverage Rings 160
14.3 Distinctive Ringing 161
14.4 Line Ringing 162
14.5 Personal Ring Pattern 164
14.6 Line Ringing Pattern 165
14.7 Override Line Ringing 166
14.8 Ringing on Transfer 167
14.9 Transfer Return Rings 168
14.10 Transfer Return Extension 170
14.11 VMS Hunt Schedule 172

15. Holding Calls

15.1 Hold Recall Time 174
15.2 Music on Hold 175

16. Button Programming

16.1 Button Programming Functions 179
16.2 Absent Message 182
16.3 Account Code Entry 183
16.4 Active Line Pickup 184
16.5 Auto Dial - Intercom 185
16.6 Auto Dial - Other 186
16.7 Call Coverage 188
16.8 Call Forwarding 190
16.9 Call Pickup 192
16.10 Caller ID Inspect 193
16.11 Caller ID Log 194
16.12 Caller ID Name Display 195
16.13 Calling Group 196
16.14 Call Screening 197
16.15 Conference Drop 199
16.16 Contact Closure 1 200
16.17 Contact Closure 2 201
16.18 Do Not Disturb 202
16.19 Hot Dial 204
16.20 Hunt Group 205
16.21 Idle Line Pickup 207
16.22 Last Number Redial 208
16.23 Loudspeaker Page 209
16.24 Message Alert Notification 210
16.25 Night Service 211
16.26 Pickup Group 213
16.27 Privacy 214
16.28 Recall 215
16.29 Saved Number Redial 216
16.30 Simultaneous Page 217
16.31 Station Lock 218
16.32 Station Unlock 219
16.33 VMS Cover 220
16.34 Voice Mailbox Transfer 221
16.35 Wake Up Service 222

17. System Maintenance

17.1 Copy Extension Settings 227
17.2 Remote Administration Password 228
17.3 Clearing a Backup Alarm 230
17.4 Backup the Configuration 231
17.5 Restore the Configuration 232
17.6 System Copy 233
17.7 System Default 234
17.8 System Reset 235
17.9 System Shutdown 236
17.10 System Upgrade 236
17.11 Memory Card Startup/Shutdown 238
17.12 Display System Details 239
Index 241

Chapter 1.
Overview

1. Overview

This document covers the programming of an IP Office Basic Edition - Norstar Mode system that can be done from the phones on that system. This is only supported from a limited range of phones (M-Series (M7310, M7310N, M7324, M7324N), T-Series (T7316E, T7316), 1400 Series (1408, 1416) and 9500 Series (9504 and 9508).

The range of programming can be divided into the following categories:

- **System Administration**
  This programming can only be done on the first two extensions in the system. It mainly involves settings that affect all extensions on the system.
- **Centralized Programming**
  This programming can only be done on the first two extensions in the system. The user is able to select another extension number and then program settings for that other extension.
- **Telephone Programming**
  This programming is done from the extension whose settings are being changed. It does not cover daily operations, for example switching forwarding on or off.

System web management can access all the settings covered by telephone administration plus a wide range of additional settings not available through telephone administration. However use of system web management is normally reserved for a system installer or maintainer only, due to the nature of the settings that are accessible.

1.1 Programming Functions

The table below lists the settings that can be programmed from a suitable phone on the first two extensions in the system.

Settings by Code	Settings by Name
• **101:** System Date 79	• Abbreviated Ringing 159 305
• **103:** System Time 80	• Allow To 87 408
• **104:** Number of Lines 65	• Allowed Lists 85 407
• **105:** Transfer Return Rings 168	• ARS Selectors 99 *(DS/PBX)* –
• **107:** Recall timer 74	• Assign Line to AA 69 210
• **109:** Outside Conference Denial 131	• Auto Line Selection 73 –
• **115:** Wake Up Service Button 222	• Automatic Daylight Saving 82 126
• **119:** Ringing on Transfer 167	• Automatic Extension Privacy 132 304
• **123:** Clear Backup Alarm 230	• Call Coverage Rings 160 320
• **124:** Manual Backup 231*	• Call Waiting 125 316
• **125:** Restore 232* *(Reboot)*	• Calling Group 149 502
• **126:** Automatic Daylight Saving 82	• Calls Out 100 *(DS/PBX)* –
• **127:** Hold Timer 174	• Clear Backup Alarm 230 123
• **128:** Network Time Synch 81	• Co Disconnect Time 72 203
• **129:** Unsupervised Disconnec 75* *(Reboot)*	• Contact Close Grp 109 612
• **203:** Co Disconnect Time 72	• Copy Settings 227* 399
• **206:** Group Call Distribution 70	• Default Numbering 60 *(Reboot)* 734
• **208:** Line Coverage Extension 68	• Disallow To 90 405
• **209:** Line Ringing Pattern 165	• Disallowed Lists 88 404
• **210:** Assign Line to AA 69	• Display Language 124 303
• **301:** Line Assignment 66	• Distinctive Ringing 161 308
• **303:** Display Language 124	• Doorphone 1 Extension 105 604
• **304:** Automatic Extension Privacy 132	• Doorphone 2 Extension 105 605
• **305:** Abbreviated Ringing 159	• Doorphone Alert Ext 106 606
• **306:** Transfer Return Extension 170	• Emergency List 91 406
• **307:** Forced Account Code 138	• Extension Name 122 –
• **308:** Distinctive Ringing 161	• External Hotline 127 311
• **309:** Intercom Dial Tone 126	• Fax Machine Extension 112 601
• **310:** VMS Cover 141	• Forced Act Code List 137 409
• **311:** External Hotline 127	• Forced Account Code 138 307
• **316:** Call Waiting 125	• Group Call Distribution 70 206
• **317:** Log Caller ID Extensions 121	• Hold Timer 174 127
• **318:** Log Caller ID Extensions 121	• Hunt Group 150 505
• **319:** Log Caller ID Extensions 121	• Intercom Dial Tone 126 309
• **320:** Call Coverage Rings 160	• Internal Hotline Ext 129 603
• **321:** VMS Coverage Rings 142	• Line Assignment 66 301
• **322:** Remote Call Forward 93	• Line Coverage Extension 68 208
• **323:** Personal Ring Pattern 164	• Line Ringing 162 <button>
• **324:** Override Line Ringing 166	• Line Ringing Pattern 165 209
• **325:** Reset Voice Mail Pwd 143*	• Log Caller ID Extensions 121 317
• **399:** Copy Settings 227*	• Log Caller ID Extensions 121 318
• **401:** Outgoing Call Restr 92	• Log Caller ID Extensions 121 319
• **402:** Toll Call Prefix 95	• Loudspeaker Paging Ext 111 617
• **403:** Set System Password 94	• Manual Backup 231* 124
• **404:** Disallowed Lists 88	• Memory Card Startup/Shutdown 238* 733
• **405:** Disallow To 90	• Music on Hold 175 602
• **406:** Emergency List 91	• Network Time Synch 81 128
• **407:** Allowed Lists 85	• Number of Lines 65 104
• **408:** Allow To 87	• Night Service Button 152 503
• **409:** Forced Act Code List 137	• Night Service Grp Ext 151 504
• **501:** Pickup Group 154	• OG Call Select 101 *(DS/PBX)* –
• **502:** Calling Group 149	• Operator Group 155 *(DS/PBX)* –
• **503:** Night Service Button 152	• Outgoing Call Restr 92 401
• **504:** Night Service Grp Ext 151	• Outside Conference Denial 131 109
• **505:** Hunt Group 150	• Override Line Ringing 166 324
• **506:** VMS Hunt Delay 144	• Personal Ring Pattern 164 323
• **507:** VMS Hunt Schedule 172	• Personal Speed Dial 117 80-99
• **601:** Fax Machine Extension 112	• Pickup Group 154 501
• **602:** Music on Hold 175	• Recall timer 74 107

Settings by Code	Settings by Name
• **603:** Internal Hotline Ext 129 • **604:** Doorphone 1 Extension 105 • **605:** Doorphone 2 Extension 105 • **606:** Doorphone Alert Ext 106 • **612:** Contact Close Grp 109 • **613:** Type - Contact Close 110 • **617:** Loudspeaker Paging Ext 111 • **728:** System Reset 235* *(Reboot)* • **729:** System Shutdown 236* • **730:** Remote Admin Password 228* • **731:** System Upgrade 236* *(Reboot)* • **732:** System Copy 235* • **733:** Memory Card Startup/Shutdown 238* • **734:** Default Numbering 60 *(Reboot)* • **989:** System Default 234* • **80-99:** Personal Speed Dial 117 • **600-699:** System Speed Dials 115 • *<button>*: Line Ringing 162 • **–:** ARS Selectors 99 *(DS/PBX)* • **–:** Auto Line Selection 73 • **–:** Calls Out 100 *(DS/PBX)* • **–:** Extension Name 122 • **–:** OG Call Select 101 *(DS/PBX)* • **–:** Operator Group 155 *(DS/PBX)* • **–:** System Language 62 • **–:** System Locale 61 *(Reboot)* • **–:** System Mode 59 *(DS/Reboot)*	• Remote Admin Password 228* 730 • Remote Call Forward 93 322 • Reset Voice Mail Pwd 143* 325 • Restore 232* *(Reboot)* 125 • Ringing on Transfer 167 119 • Set System Password 94 403 • System Copy 235* 732 • System Date 79 101 • System Default 234* 989 • System Language 62 – • System Locale 61 *(Reboot)* – • System Mode 59 *(DS/Reboot)* – • System Reset 235* *(Reboot)* 728 • System Shutdown 236* 729 • System Speed Dials 115 600-699 • System Time 80 103 • System Upgrade 236* *(Reboot)* 731 • Toll Call Prefix 95 402 • Transfer Return Extension 170 306 • Transfer Return Rings 168 105 • Type - Contact Close 110 613 • Unsupervised Disconnect 75* *(Reboot)* 129 • VMS Cover 141 310 • VMS Coverage Rings 142 321 • VMS Hunt Delay 144 506 • VMS Hunt Schedule 172 507 • Wake Up Service Button 222 115

- Items marked * cannot be accessed using the **Next Procedure** or **Previous Procedure** options.
- Items with a – are not accessible by # code.
- Items labeled *(DS)* can only be accessed using DS phones 11.
- Items labeled *(PBX)* can only be accessed on systems running in PBX system mode.
- Items labeled *(Key)* can only be accessed on systems running in key system mode.
- Items labeled *(Reboot)* require the system to restart, ending any calls currently in progress.

1.2 Programmable Buttons

Most of the supported phones have programmable buttons to which functions can be assigned. For some phones, additional programmable buttons can also be added by attaching a button module or modules to the phone.

The order and numbering of the programmable buttons depends on the phone type. The following sections contain details for each phone. However the same type of buttons exist for all phones types are follows:

- **Intercom/Call Appearance Buttons**
  The first programmable buttons are used by the system as follows. The function is automatically assigned by the system and cannot be overridden.
  - For systems running in key system mode, the first two buttons (01 and 02) are used as **Intercom 1** and **Intercom 2** buttons. These are used for making internal calls. External calls are made using line appearance buttons.
  - For systems running in PBX system mode, the first three buttons (01 to 03) are used as call appearance buttons. These are used for making internal and external calls. Line appearance buttons can still be used if required.
- **Line Buttons**
  These buttons used as line appearance buttons for external phone lines into the system. These can only be programmed by a system administrator using the Number of Lines 65 and Line Assignment 66 functions. They cannot be overridden by the extension user.
- **Other Buttons**
  Any additional buttons can be used for range of functions listed in Button Programming Functions 179. These buttons can be programmed by the system administrator and, for some functions, the extension user.

1.3 DS Phones

This covers the 1400 Series and 9500 Series phones supported by the IP Office Basic Edition - Norstar Mode system.

1400 Series Phones	9500 Series Phones
• 1403 12 • 1408 13 • 1416 14	• 9504 15 • 9508 16

All these phones can be used for programming except the 1403. The phones enter the various programming modes through admin menus 17 displayed on the phone. These menus are accessed by pressing the **Admin** display soft key. The menus are dynamically adjusted depend on whether the phone is connected to one of the first two extensions or not.

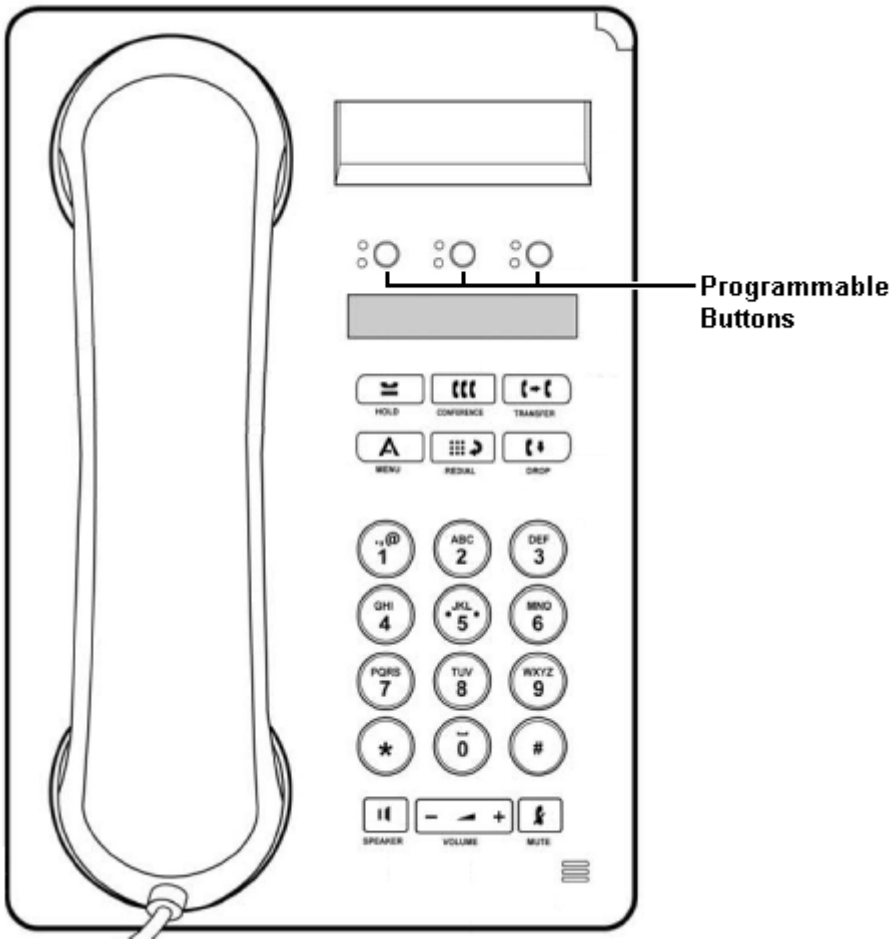
To access the administration menus during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.

To exit administration, press the **PHONE** button.

1.3.1 1403

This type of phone cannot be used for the administration functions covered by this document. However using centralized administration from another phone, functions can be applied to the phone from another extension.

The programmable buttons are numbered from 01 upwards from left to right.



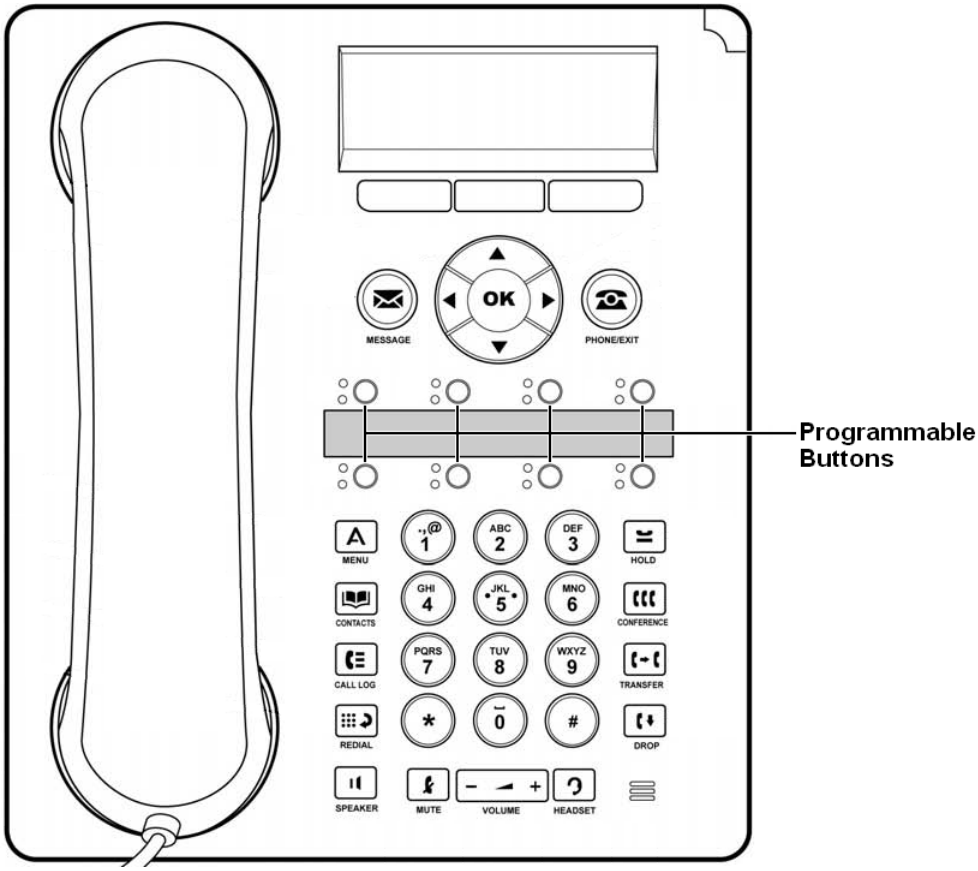
Button Numbering

01	02	03

- For systems running in key system mode, the first two programmable buttons, 01 and 02, are fixed as **Intercom 1** and **Intercom 2** buttons.
- For systems running in PBX system mode, the first three buttons, 01 to 03, are fixed as call appearance buttons.

1.3.2 1408

This type of phone can be used for system, centralized and personal administration functions covered by this document. For system and centralized administration, the phone must be connected to one of the first two extension ports on the system.



The order of button numbering depends on the mode in which the system is running.

- For systems running in key system mode, the programmable buttons are numbered from 01 upwards from left to right, bottom to top. The first two buttons are fixed as intercom buttons **Intercom 1** and **Intercom 2**.
- For systems running in PBX system mode, the programmable buttons are numbered from 01 upwards from left to right, top to bottom. The first three buttons are fixed as call appearance buttons.

Key System Mode

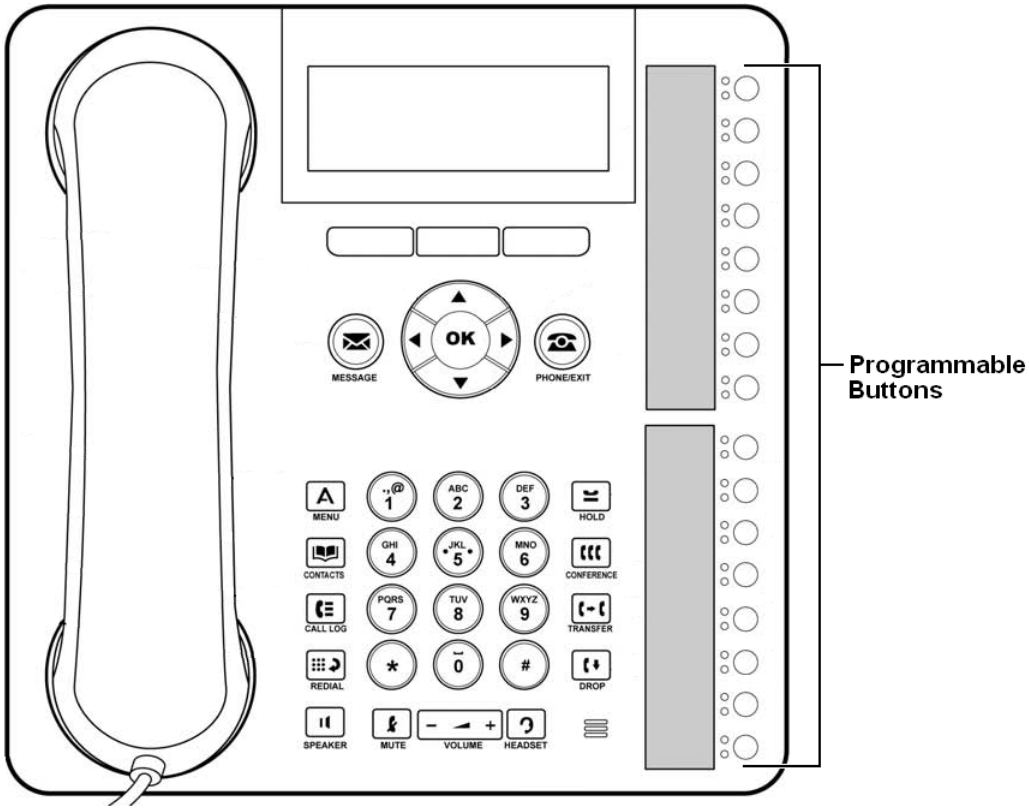
05	**06**	**07**	**08**
01	**02**	**03**	**04**

PBX System Mode

01	**02**	**03**	**04**
05	**06**	**07**	**08**

1.3.3 1416

This type of phone can be used for system, centralized and personal administration functions covered by this document. For system and centralized administration, the phone must be connected to one of the first two extension ports on the system.



The order of button numbering depends on the mode in which the system is running.

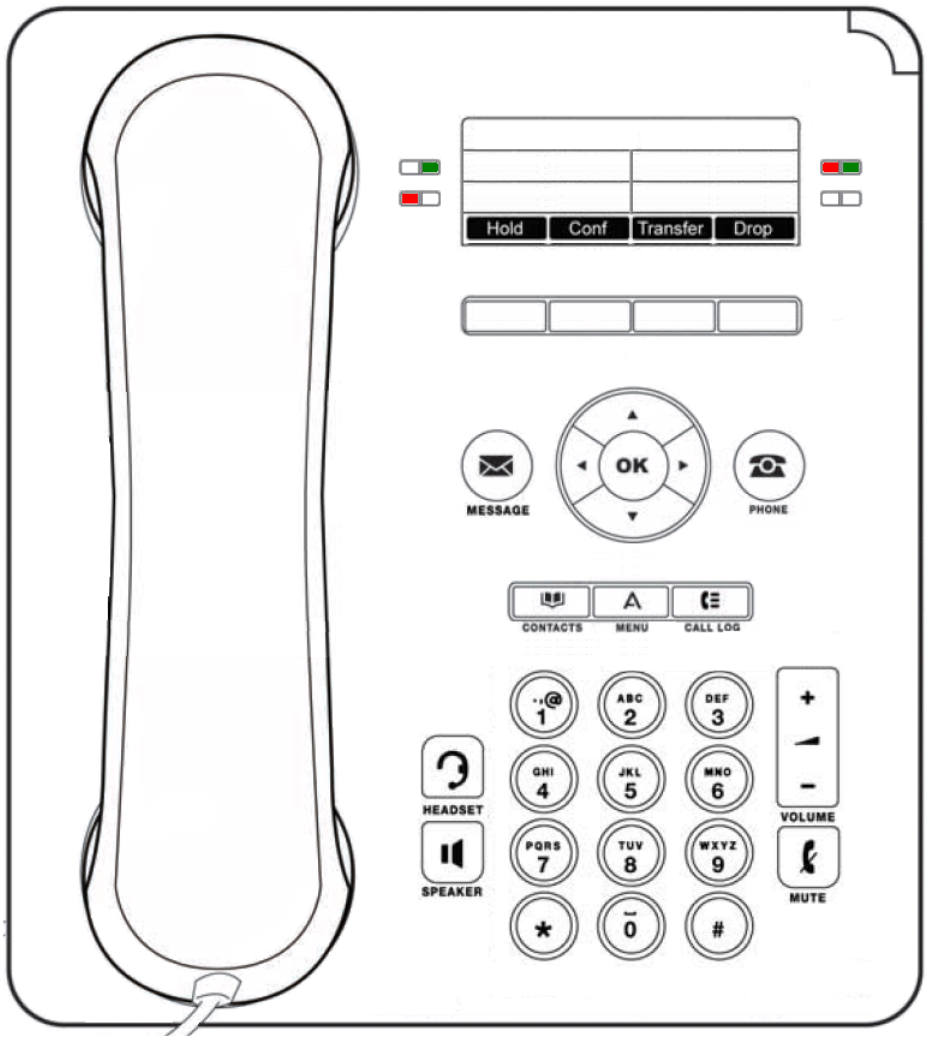
- For systems running in key system mode, the programmable buttons are numbered from 01 upwards from bottom to top. The first two buttons are fixed as intercom buttons **Intercom 1** and **Intercom 2**.
- For systems running in PBX system mode, the programmable buttons are numbered from 01 upwards top to bottom. The first three buttons are fixed as call appearance buttons.

Additional buttons can be added by the addition of up to 3 DBM32 button modules, each module providing 32 programmable buttons. On the button modules, buttons are numbered from top down or bottom up depending on the system mode and then left to right.

1.3.4 9504

This type of phone can be used for system, centralized and personal administration functions covered by this document. For system and centralized administration, the phone must be connected to one of the first two extension ports on the system.

The programmable buttons are arranged in 3 pages of 4 to match the 4 physical buttons. The buttons are numbered from top-down, left to right on each page. The ◀ left arrow and right arrow ▶ buttons are used to switch between pages during normal operation.



Page 1			Page 2	
01	03	◀▶	05	07
02	04		06	08

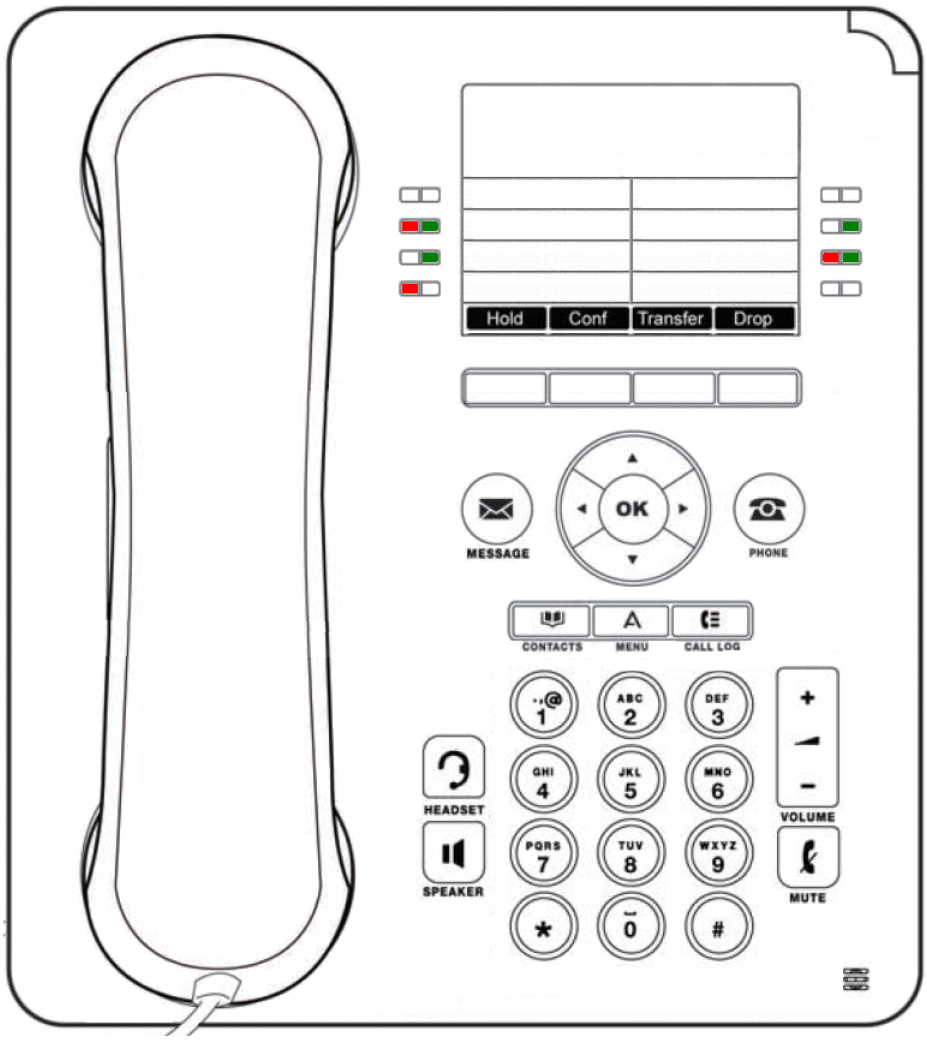
The button numbering order on these phones does not depend on the system mode. However, the default button usage is affected by the system mode.

- For systems running in key system mode, the first two programmable buttons, 01 and 02, are fixed as **Intercom 1** and **Intercom 2** buttons.
- For systems running in PBX system mode, the first three buttons, 01 to 03, are fixed as call appearance buttons.

1.3.5 9508

This type of phone can be used for system, centralized and personal administration functions covered by this document. For system and centralized administration, the phone must be connected to one of the first two extension ports on the system.

The programmable buttons are arranged in 3 pages of 8 to match the 8 physical buttons. The buttons are numbered from top-down, left to right on each page. The ◀ left arrow and right arrow ▶ buttons are used to switch between pages during normal operation.



Page 1		Page 2		Page 3	
01	05	09	13	17	21
02	06	10	14	18	22
03	07	11	15	19	23
04	08	12	16	20	24

The button numbering order on these phones does not depend on the system mode. However, the default button usage is affected by the system mode.

- For systems running in key system mode, the first two programmable buttons, 01 and 02, are fixed as **Intercom 1** and **Intercom 2** buttons.
- For systems running in PBX system mode, the first three buttons, 01 to 03, are fixed as call appearance buttons.

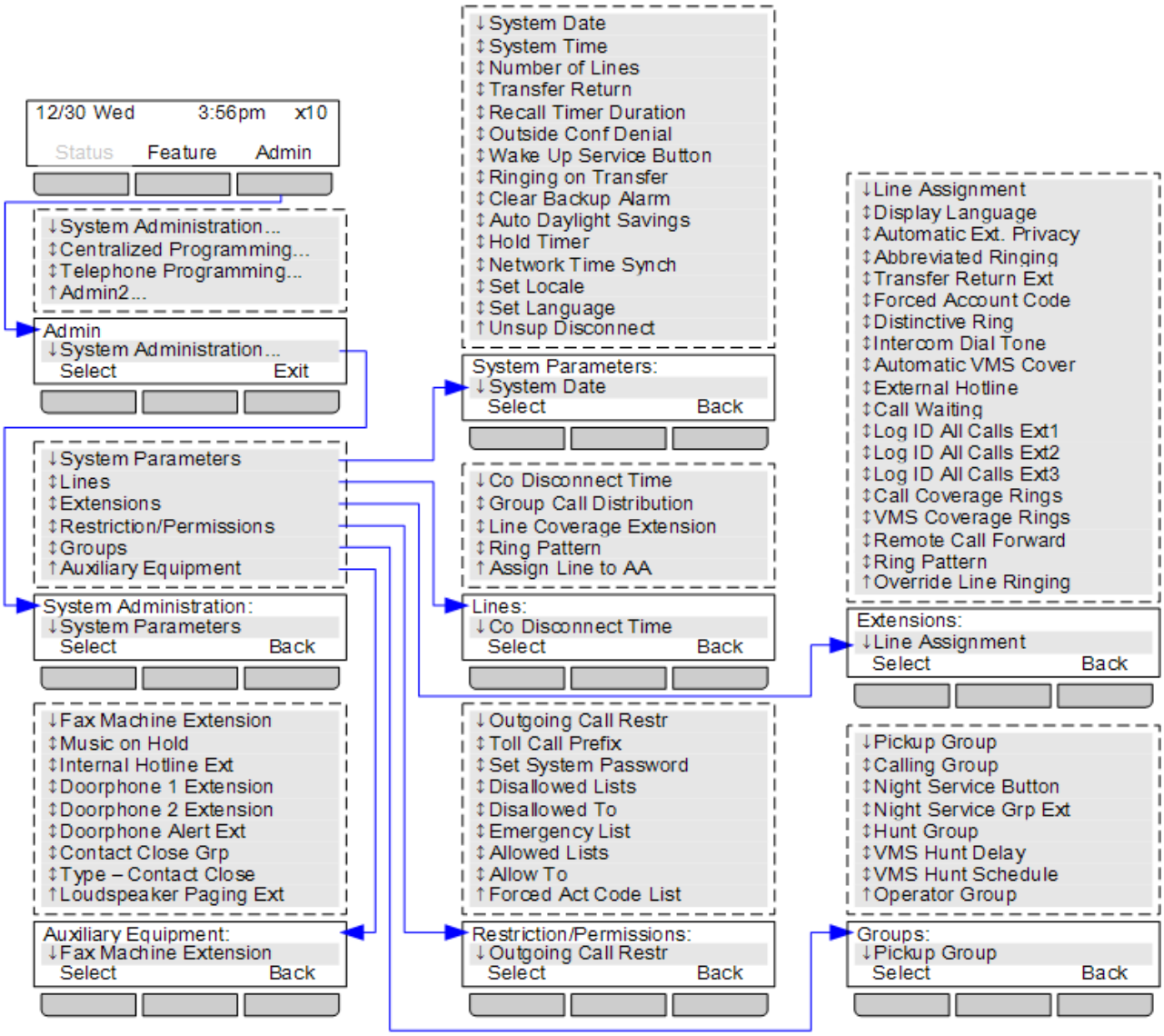
1.3.6 Administration Menus

The following diagrams summarize the **Admin** menu options provided phones that use DS ports (1400 Series and 9500 Series). The phones supported for phone base administration are the 1408, 1416, 9504 and 9508.

These phones can still, after having selected a function, move between functions using the appropriate # codes 8.

1.3.6.1 System Administration Menu

The **System Administration** menu is only shown on the first two extensions in the system.



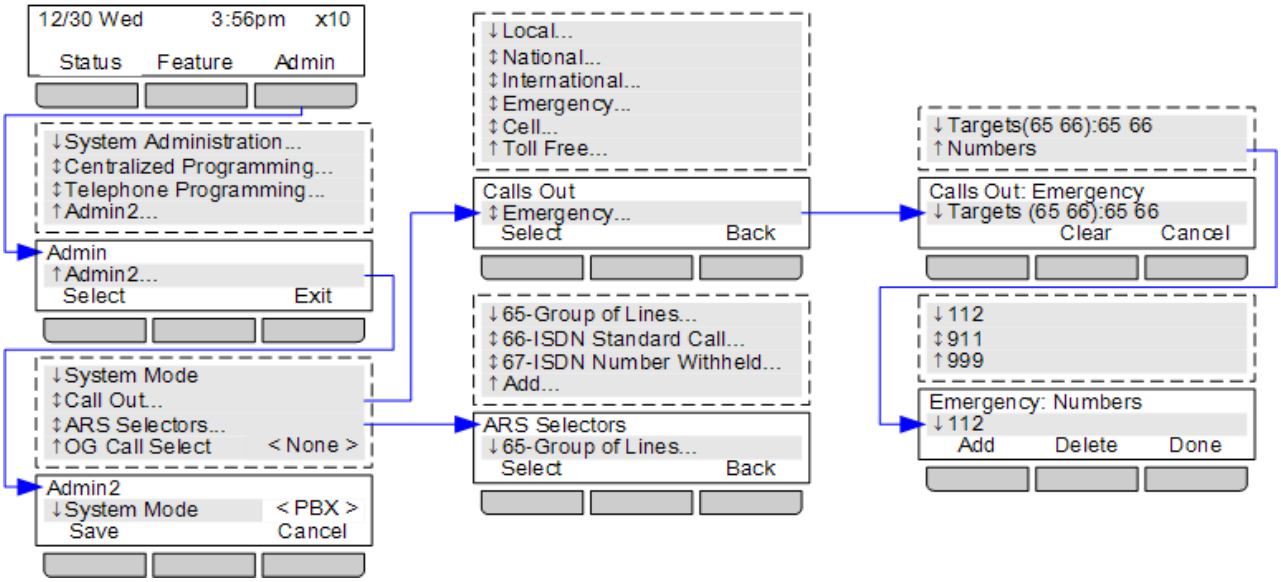
There are some programming functions that do not appear in the menu. Instead they are accessed by dialing the appropriate # code after having accessed the menu by pressing **Admin | System Administration**. Refer to the Programming Functions 8.

The **Groups | Operator Group** option is only available on systems running in PBX system mode.

1.3.6.2 Admin2 Administration Menu

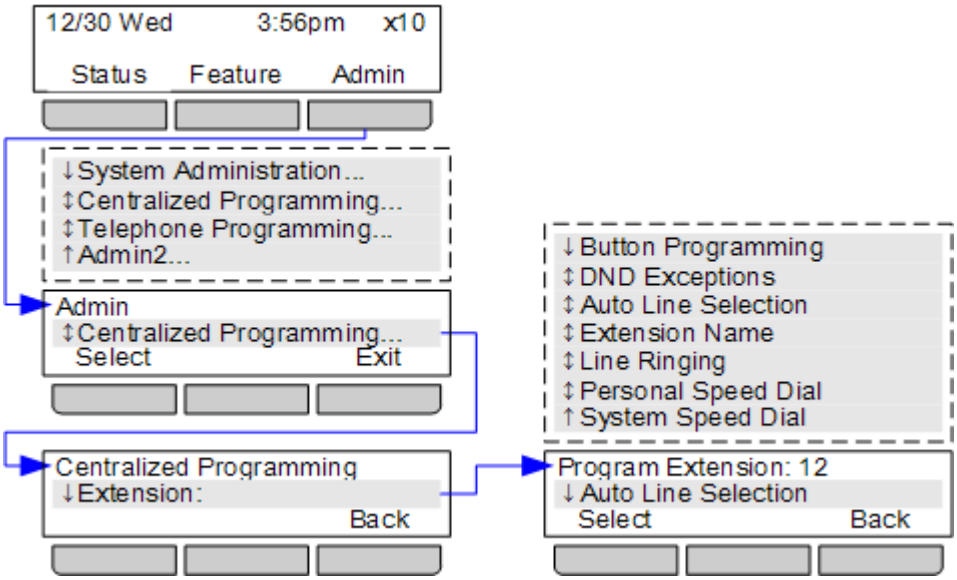
The **Admin2** menu is only shown on the first two extensions in the system.

The **System Mode** option is used to select whether the system runs in either key or PBX system mode. The additional options are only available when the system is running in PBX system mode and are used to configure the outgoing call routing for the system when a user dials after going off hook.



1.3.6.3 Centralized Programming Menu

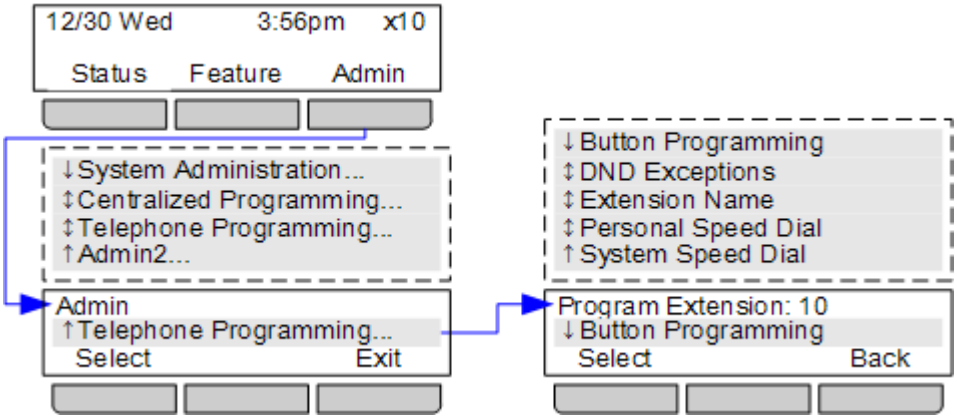
The **Centralized Programming** menu is only shown on the first two extensions in the system. The commands in the sub-menus allow the users on the first two extensions in the system to program settings for other extensions.



- The **System Speed Dial** option is only shown when the selected extension to program is one of the two first extensions in the system.

1.3.6.4 Telephone Programming Menu

These commands allow a phone user to change the settings applied to their own extension.



- The **System Speed Dial** option is only available on the first two extensions in the system.

1.4 BST Phones

The term BST is used in this document to cover M-Series and T-Series phones supported the IP Office Basic Edition - Norstar Mode system.

M-Series Phones	T-Series Phones	Other Phones
• M7100 21 • M7100N 22 • M7208 23 • M7208N 24 • M7310 25 • M7310N 27 • M7324 29 • M7324N 31	• T7000 34 • T7100 35 • T7208 36 • T7316 37 • T7316E 39 • T7406 42 • T7406E 42	• **4100 Series** • **7400 Series** • **Audio Conferencing Unit (ACU)**

The M7324, M7324N, M7310, M7310N, T7316 and T7316E phones can be used for system and extension programming as detailed below. You can access administration during a call if using the phone's handset for the call rather than the speaker or headset. Once in administration, all buttons presses are used for administration only and do not affect the call.

System Administration

The following method is used to enter system administration mode. It is only supported on the first two extensions in the system.

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.

Centralized Administration

The following method is used to enter centralized administration mode. It is only supported on the first two extensions in the system.

a. At either of the first two extensions on the system, press **Feature **user** (ie. *Feature **8737*).

- If the system has a system password 94 set, it is requested. Enter the password.

b. At the **Extension:** prompt enter the extension number of the extension you want to program.

Telephone Programming

The following method is used to enter telephone programming mode. This mode can be used on any extension.

a. Press **Feature** and dial ***1** or ***2** or ***3**.

- If the system has a system password set, it is requested. Enter the password.

1.4.1 M7100

This type of phone cannot be used for the administration functions covered by this document. However using centralized administration from another phone, functions can be applied to the phone from another extension.

Button Numbering

The diagram below indicates the button functions during normal phone operation. The double digit numbers are the button numbering for programmable buttons.

	Display		
1	2	3	Release
4	5	6	
7	8	9	04
*	0	#	Feature
–	Volume	+	Hold

1.4.2 M7100N

This type of phone cannot be used for the administration functions covered by this document. However using centralized administration from another phone, functions can be applied to the phone from another extension.

Button Numbering

The diagram below indicates the button functions during normal phone operation. The double digit numbers are the button numbering for programmable buttons.

Display		
Hold	**Feature**	**Release**
1	**2**	**3**
4	**5**	**6**
7	**8**	**9**
*****	**0**	**#**
–	**Volume**	**+**
		04

1.4.3 M7208

This type of phone cannot be used for the administration functions covered by this document. However using centralized administration from another phone, functions can be applied to the phone from another extension.

Button Numbering

The diagram below indicates the button functions during normal phone operation. The double digit numbers are the button numbering for programmable buttons.

			Display
Release		**Feature**	**07**
		Hold	**06**
			05
1	**2**	**3**	**04**
4	**5**	**6**	**03**
7	**8**	**9**	**02**
*****	**0**	**#**	**01**
–	**Volume**	**+**	**Mute**

- For systems running in key system mode, the first two programmable buttons, 01 and 02, are fixed as **Intercom 1** and **Intercom 2** buttons. Line buttons, based on the **Number of Lines** 65 setting or the number of analog trunks installed in the system, are assigned from buttons 07 downwards and then button 08 upwards.
- For systems running in PBX system mode, the first three buttons, 01 to 03, are fixed as call appearance buttons.

1.4.4 M7208N

This type of phone cannot be used for the administration functions covered by this document. However using centralized administration from another phone, functions can be applied to the phone from another extension.

Button Numbering

The diagram below indicates the button functions during normal phone operation. The double digit numbers are the button numbering for programmable buttons.

			Display
			07
Hold	Feature	Release	06
1	2	3	05
4	5	6	04
7	8	9	03
*	0	#	02
–	Volume	+	01
			Mute

- For systems running in key system mode, the first two programmable buttons, 01 and 02, are fixed as **Intercom 1** and **Intercom 2** buttons. Line buttons, based on the **Number of Lines** 65 setting or the number of analog trunks installed in the system, are assigned from buttons 07 downwards and then button 08 upwards.
- For systems running in PBX system mode, the first three buttons, 01 to 03, are fixed as call appearance buttons.

1.4.5 M7310

This type of phone can be used for system, centralized and personal administration functions covered by this document. For system and centralized administration, the phone must be connected to one of the first two extension ports on the system.

Button Numbering

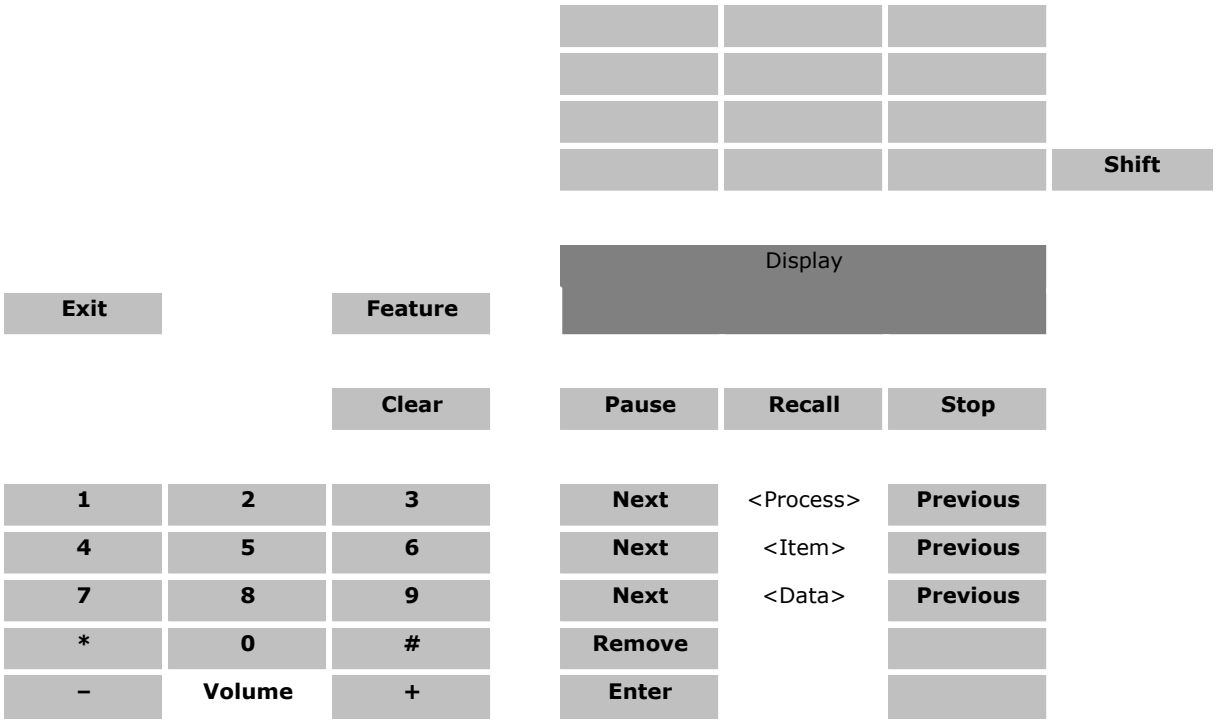
The diagram below indicates the button functions during normal phone operation. The double digit numbers are the button numbering for programmable buttons.

			10/22	14/26	18/30	
			11/23	15/27	19/31	
			12/24	16/28	20/32	
			13/25	17/29	21/33	Shift
			Display			
Release		Feature				
		Hold	SK1	SK2	SK3	
1	2	3	09		04	
4	5	6	08		03	
7	8	9	07		02	
*	0	#	06		01	
–	Volume	+	05		Mute	

- For systems running in key system mode, the first two programmable buttons, 01 and 02, are fixed as **Intercom 1** and **Intercom 2** buttons. Line buttons, based on the **Number of Lines** 65 setting or the number of analog trunks installed in the system, are assigned from buttons 09 downwards and then button 10 upwards.
- For systems running in PBX system mode, the first three buttons, 01 to 03, are fixed as call appearance buttons.

Administration Mode Buttons

The diagram below indicates the button functions during phone based administration processes.



1.4.6 M7310N

This type of phone can be used for system, centralized and personal administration functions covered by this document. For system and centralized administration, the phone must be connected to one of the first two extension ports on the system.

Button Numbering

The diagram below indicates the button functions during normal phone operation. The double digit numbers are the button numbering for programmable buttons.

			Display				
			SK1	SK2	SK3		Shift
				09			
				08		10/22	22/28
Hold	Feature	Release		07		12/23	24/29
1	2	3		06		14/24	26/30
4	5	6		05		16/25	28/31
7	8	9		04		18/26	30/32
*	0	#		03		20/27	32/33
–	Volume	+		02			
				01			
				Mute			

- For systems running in key system mode, the first two programmable buttons, 01 and 02, are fixed as **Intercom 1** and **Intercom 2** buttons. Line buttons, based on the **Number of Lines** 65 setting or the number of analog trunks installed in the system, are assigned from buttons 09 downwards and then button 10 upwards.
- For systems running in PBX system mode, the first three buttons, 01 to 03, are fixed as call appearance buttons.

Administration Mode Buttons

The diagram below indicates the button functions during phone based administration processes.

			Display				
			SK1	SK2	SK3		Shift
				Process +			
				Item +		10/22	22/28
Hold	Feature	Release		Data +		12/23	24/29
1	2	3		Remove		14/24	26/30
4	5	6		Enter		16/25	28/31
7	8	9		Process –		18/26	30/32
*	0	#		Item –		20/27	32/33
–	Volume	+		Data –			
				01			
				Mute			

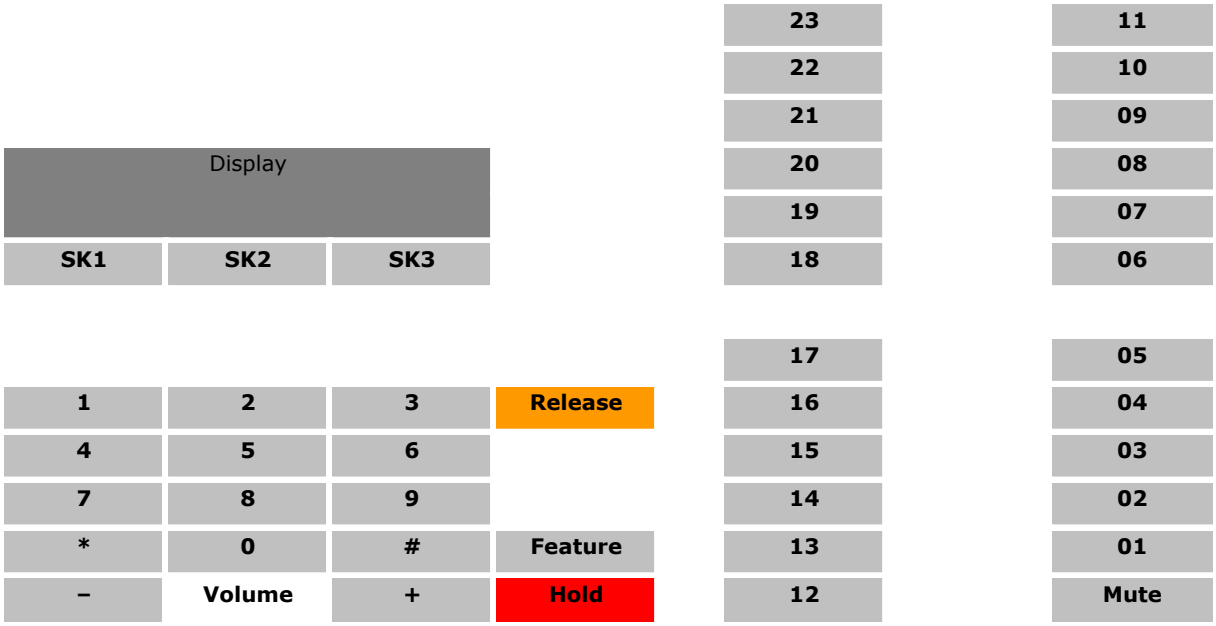
1.4.7 M7324

This type of phone can be used for system, centralized and personal administration functions covered by this document. For system and centralized administration, the phone must be connected to one of the first two extension ports on the system.

- Additional buttons can be supported on a M7324 phone through the addition of KLM button module 33.

Button Numbering

The diagram below indicates the button functions during normal phone operation. The double digit numbers are the button numbering for programmable buttons.



- For systems running in key system mode, the first two programmable buttons, 01 and 02, are fixed as **Intercom 1** and **Intercom 2** buttons. Line buttons, based on the **Number of Lines** 65 setting or the number of analog trunks installed in the system, are assigned from buttons 23 downwards and then button 24 upwards.
- For systems running in PBX system mode, the first three buttons, 01 to 03, are fixed as call appearance buttons.

Administration Mode Buttons

The diagram below indicates the button functions during phone based administration processes.

1.4.8 M7324N

This type of phone can be used for system, centralized and personal administration functions covered by this document. For system and centralized administration, the phone must be connected to one of the first two extension ports on the system.

Button Numbering

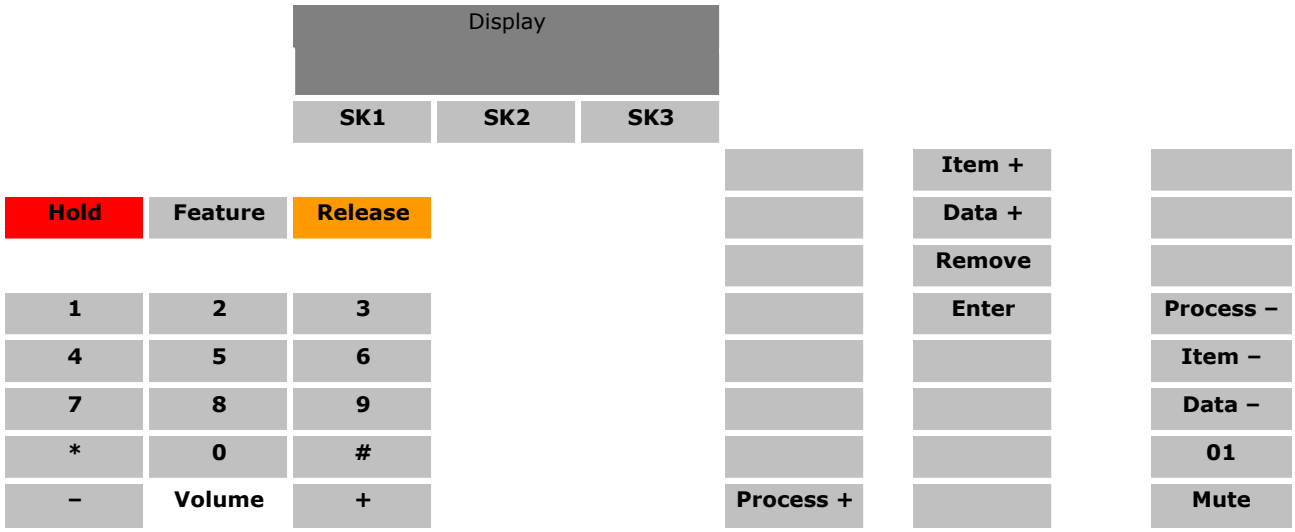
The diagram below indicates the button functions during normal phone operation. The double digit numbers are the button numbering for programmable buttons.

		Display					
		SK1	SK2	SK3			
					23	11	07
Hold	Feature	Release			22	10	06
					21	09	05
1	2	3			20	08	04
4	5	6			19	12	03
7	8	9			18	13	02
*	0	#			17	14	01
–	Volume	+			16	15	Mute

- For systems running in key system mode, the first two programmable buttons, 01 and 02, are fixed as **Intercom 1** and **Intercom 2** buttons. Line buttons, based on the **Number of Lines** 65 setting or the number of analog trunks installed in the system, are assigned from buttons 23 downwards and then button 24 upwards.
- For systems running in PBX system mode, the first three buttons, 01 to 03, are fixed as call appearance buttons.

Administration Mode Buttons

The diagram below indicates the button functions during phone based administration processes.



1.4.9 KLM Module

This type of button module can be used with the M7324 29 phones to provide additional programmable buttons.

+01	+13	+25	+37
+02	+14	+26	+38
+03	+15	+27	+39
+04	+16	+28	+40
+05	+17	+29	+41
+06	+18	+30	+42
+07	+19	+31	+43
+08	+20	+32	+44
+09	+21	+33	+45
+10	+22	+34	+46
+11	+23	+35	+47
+12	+24	+36	+48

1.4.10 T7000

This type of phone cannot be used for the administration functions covered by this document. However using centralized administration from another phone, functions can be applied to the phone from another extension.

Button Numbering

The diagram below indicates the button functions during normal phone operation. The double digit numbers are the button numbering for programmable buttons.

04
05
06
07

Feature		Hold

1	2	3
4	5	6
7	8	9
*	0	#
–	Volume	+

1.4.11 T7100

This type of phone cannot be used for the administration functions covered by this document. However using centralized administration from another phone, functions can be applied to the phone from another extension.

Button Numbering

The diagram below indicates the button functions during normal phone operation. The double digit numbers are the button numbering for programmable buttons.

Display			
		Feature	
Release		Hold	
1	2	3	
4	5	6	04
7	8	9	
*	0	#	
–	Volume	+	

1.4.12 T7208

This type of phone cannot be used for the administration functions covered by this document. However using centralized administration from another phone, functions can be applied to the phone from another extension.

Button Numbering

The diagram below indicates the button functions during normal phone operation. The double digit numbers are the button numbering for programmable buttons.

Display			
		Feature	
Release		Hold	07
			06
1	2	3	05
4	5	6	04
7	8	9	03
*	0	#	02
–	Volume	+	01
Mute		Headset	Mute

- For systems running in key system mode, the first two programmable buttons, 01 and 02, are fixed as **Intercom 1** and **Intercom 2** buttons. Line buttons, based on the **Number of Lines** 65 setting or the number of analog trunks installed in the system, are assigned from buttons 07 downwards and then button 08 upwards.
- For systems running in PBX system mode, the first three buttons, 01 to 03, are fixed as call appearance buttons.

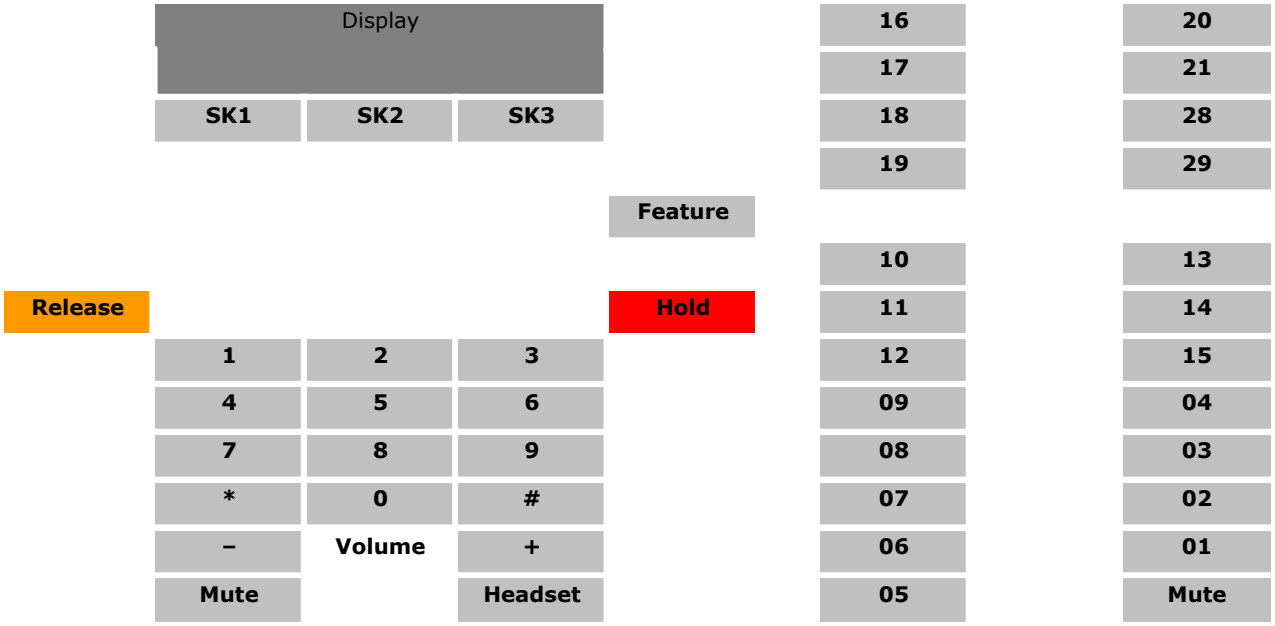
1.4.13 T7316

This type of phone can be used for system, centralized and personal administration functions covered by this document. For system and centralized administration, the phone must be connected to one of the first two extension ports on the system.

- Note that while physically very similar, the programmable button numbering order for the T7316 and T7316E phones differ. The T7316 is more similar to the M7310 in the order of button numbering.

Button Numbering

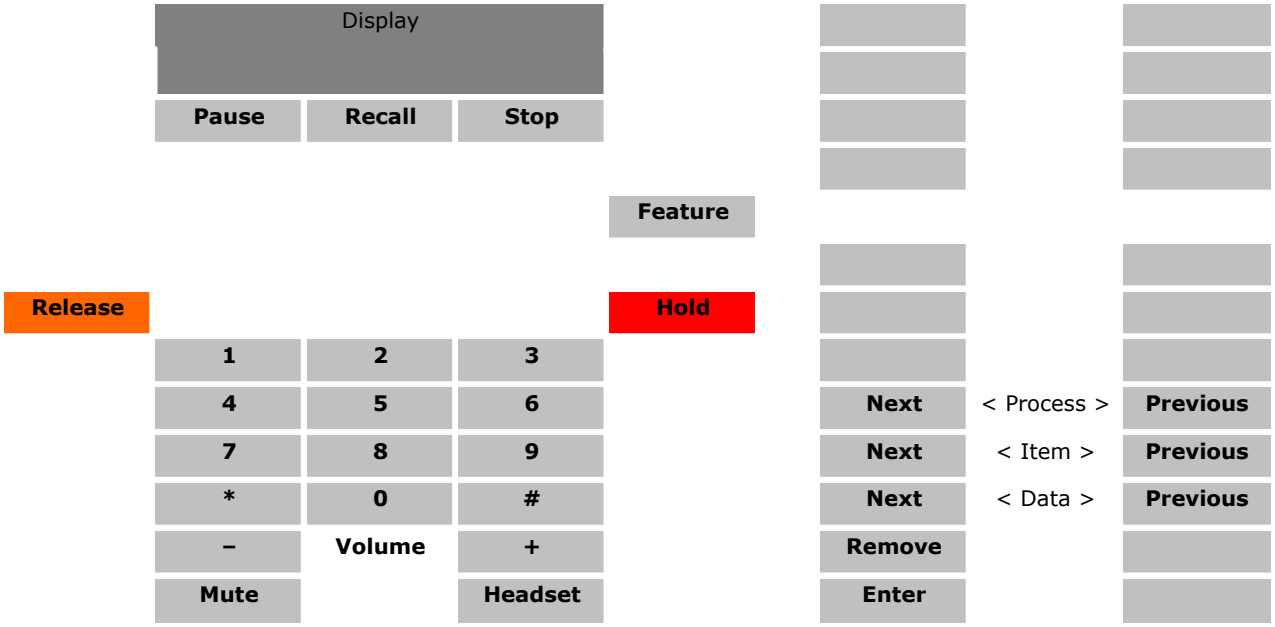
The diagram below indicates the button functions during normal phone operation. The double digit numbers are the button numbering for programmable buttons.



- For systems running in key system mode, the first two programmable buttons, 01 and 02, are fixed as **Intercom 1** and **Intercom 2** buttons. Buttons 16 downward are assigned as line buttons, starting from the first line, based on the **Number of Lines** 65 setting or the number of analog trunks installed in the system.
  - For systems running in PBX system mode, the first three buttons, 01 to 03, are fixed as call appearance buttons.

Administration Mode Buttons

The diagram below indicates the button functions during phone based administration processes.



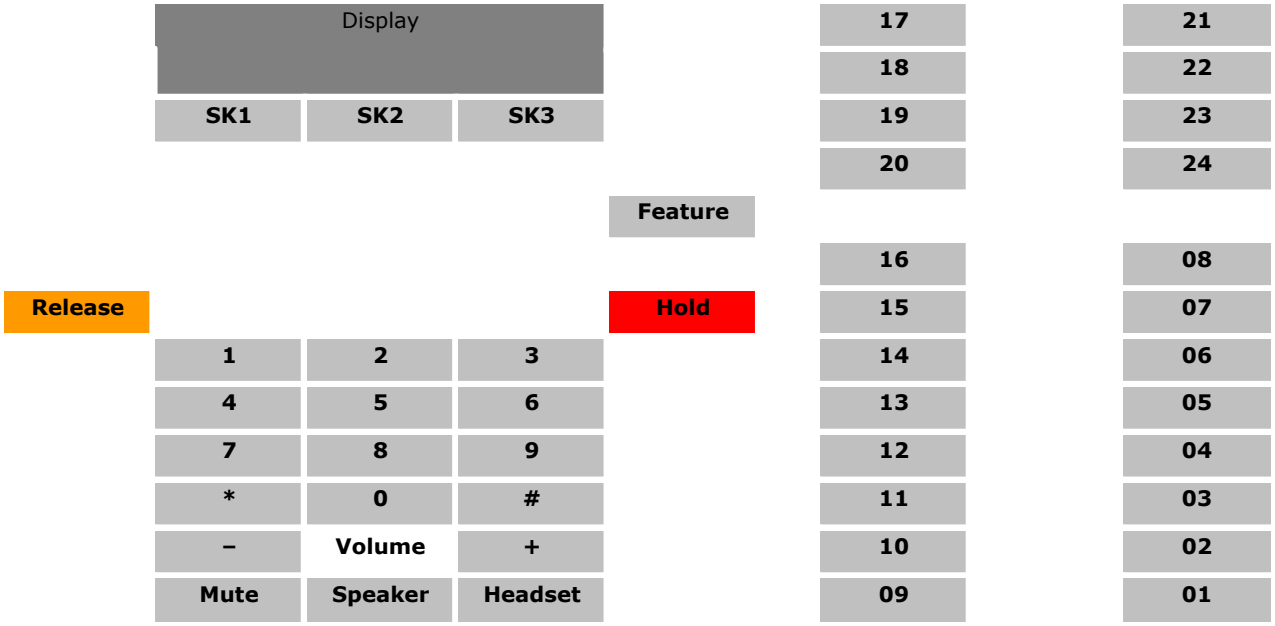
1.4.14 T7316E

This type of phone can be used for system, centralized and personal administration functions covered by this document. For system and centralized administration, the phone must be connected to one of the first two extension ports on the system.

- Note that while physically very similar, the programmable button numbering order for the T7316 and T7316E phones differ. The T7316 is more similar to the M7310 in the order of button numbering.
- Additional buttons can be supported on a T7316E phone through the addition of T7316E KEM 41 button modules.

Button Numbering

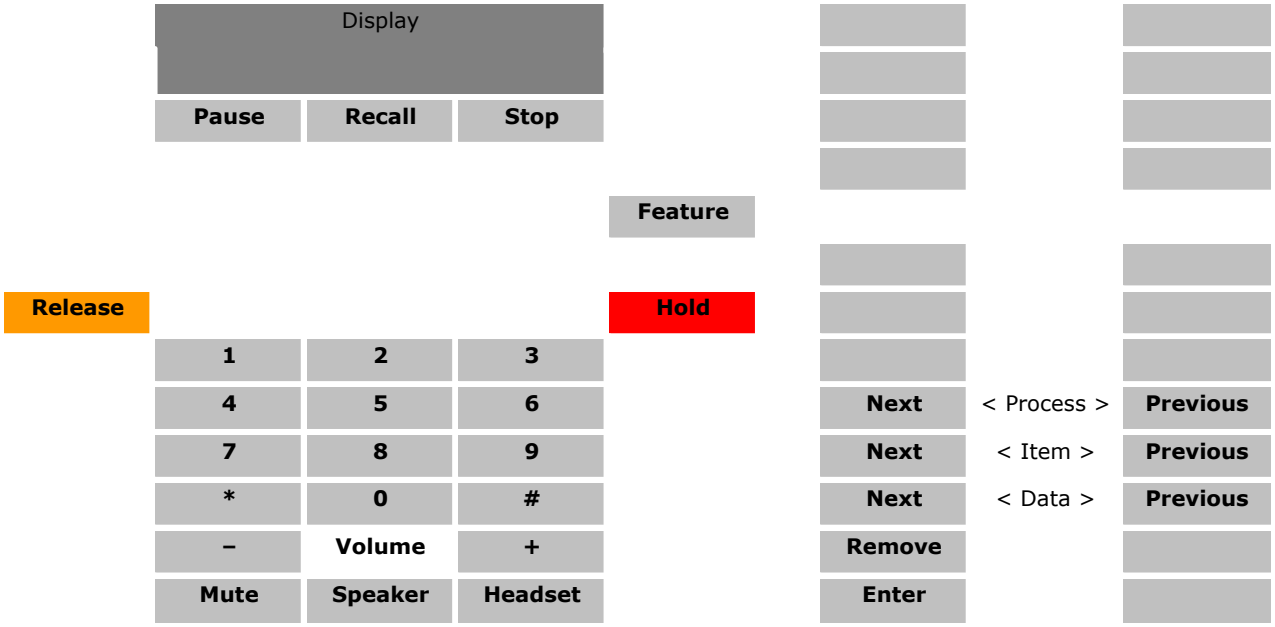
The diagram below indicates the button functions during normal phone operation. The double digit numbers are the button numbering for programmable buttons.



- For systems running in key system mode, the first two programmable buttons, 01 and 02, are fixed as **Intercom 1** and **Intercom 2** buttons. Buttons 16 downward are assigned as line buttons, starting from the first line, based on the **Number of Lines** 65 setting or the number of analog trunks installed in the system.
- For systems running in PBX system mode, the first three buttons, 01 to 03, are fixed as call appearance buttons.

Administration Mode Buttons

The diagram below indicates the button functions during phone based administration processes.



1.4.15 T7316E KEM Module

This type of button module can be used with the T7316E 39 phones to provide 24 additional programmable buttons. Up to 4 modules can be added.

+01	+13
+02	+14
+03	+15
+04	+16
+05	+17
+06	+18
+07	+19
+08	+20
+09	+21
+10	+22
+11	+23
+12	+24

1.4.16 T7406/T7406E

This type of phone cannot be used for the administration functions covered by this document. However using centralized administration from another phone, functions can be applied to the phone from another extension.

Button Numbering

The double digit numbers are the button numbering for programmable buttons.

Display		
SK1	**SK2**	**SK3**
09		**03**
08		**02**
07		**01**

On Hook		**Spkr**	**Off Hook**

1	**2**	**3**
4	**5**	**6**
7	**8**	**9**
*****	**0**	**#**

- For systems running in key system mode, the first two programmable buttons, 01 and 02, are fixed as **Intercom 1** and **Intercom 2** buttons. Line buttons, based on the **Number of Lines** 65 setting or the number of analog trunks installed in the system, are assigned from buttons 09 downwards and then button 10 upwards.
- For systems running in PBX system mode, the first three buttons, 01 to 03, are fixed as call appearance buttons.

1.5 Dialing Codes

The following features can be used by dialing the appropriate number.

Feature	Dial	Summary
Call Pickup	6 <*Extension Number*>	Answer the longest waiting call ringing at an extension.
Group Pickup	66 <*Pickup Group*>	Answer the longest waiting call ringing any extension that is a member of the pickup group (1 to 4) selected.
Idle Line Pickup	8 <*Line Number*>	Seize the specified line if it is idle and then make a call using that line.
Active Line Pickup	68 <*Line Number*>	Answer or seize the call on the specified line.
Loudspeaker Paging	70	Page the loudspeaker device attached to the system.
Simultaneous Paging	*70	Page both the loudspeaker device attached to the system and the extensions in calling group 71.
Group Calling – Ring	7 <*Calling Group*>	Call the available extensions in one of the calling groups (1 to 4).
Group Calling – Page	*7 <*Calling Group*>	Page the available extensions in one of the calling groups (1 to 4).
Group Hunting – Ring	77 <*Hunt Group*>	Call the available extensions in one of the hunt groups (1 to 6).
Group Hunting – Voice Signal	*77 <*Hunt Group*>	Page the first available extension in one of the hunt groups (1 to 6).

1.6 Feature Codes

The following feature codes can be dialed from most phones after pressing **Feature**. Most of these features can also be assigned to programmable buttons.

Feature	DS Phones/ ETR Phones	BST Phones	Description
Do Not Disturb 202	01	85	This function allows the user to set the extension's do not disturb on or off.
Do Not Disturb Cancel 202	01	#85	
Recall 215	03	71	This function allows the user to send a recall or hook flash signal.
Save Number Redial 216	04	67	This function allows the user to save the number dialed during a call and to redial that number when idle. This can be used when the number dialed does not answer.
Last Number Redial 208	05	5	This function allows the user to redial the last external number dialed.
Conference Drop 199	06	934	This function allows the user to drop a call from a conference.
Privacy 214	07	83	This function allows the user to turn privacy on or off. When on, other extensions are not able to bridge into the user's calls.
Call Forward 190	11	4	This function allows the user to redirect all their calls to another number. Extensions with Remote Call Forwarding 93 enabled can also forward calls externally by specifying a personal speed dial 117 as the destination.
Call Forward Cancel 190	11	#4	
Account Code Entry 185	12	900	This function allows the user to enter an account code prior to making a call or during a call.
Voice Mailbox Transfer 221	14	986	This function allows the user to transfer their current call to an extension's mailbox. After pressing the button, the current call is put on hold and the user can then enter the target extension number to indicate the mailbox required.
VMS Cover 220	15	984	This function allows the user to switch use of voicemail coverage for their extension on or off.
Caller ID Name Display 195	16	933	This function allows the user to swap the display of caller ID name and number information on their extension.
Caller ID Inspect 193	17	811	This function allows the user to see the caller ID of a call on another line without interrupting the current call to which they are connected.
Call Coverage 188	20	932	This function allows the user to switch call coverage for their extension on or off. The button settings include the extension number of the extension providing coverage. When on, calls to the user that ring unanswered for the user's number of coverage rings 160 then also start ringing at the call coverage extensions.
Station Lock 218	21	936	This function allows the user to lock their extension from being used to make calls. After they press the button, they are prompted to enter a four digit code after which the extension is locked. If the extension is already locked, pressing the button prompts for reentry of the four digit code to unlock the extension.
Station Unlock 219	22	937	This function can only be used by the first two extensions in the system. This function allows the user to unlock any extension without needing to know the code that was used to lock that extension. When the button is pressed, the user is prompted to enter the number of the locked extension.

Feature	DS Phones/ ETR Phones	BST Phones	Description
Caller ID Log 194	23	812	This function allows the user to view the phone system's call log of all caller IDs of calls received by the system. To use the button the user must be one of the three extensions configured for call ID logging 121.
Hot Dial 204	26	935	This function allows the user to dial a number without first going off hook or pressing the **SPEAKER** button. Automatic line selection 73 is used to select a line.
Absent Message 182	28	931	This function allows the user to set or clear an absent message for display on their phone. When set, the absent message is also displayed on other extensions when they call the user.
Contact Closure 1 206	41	9*41	This function allows the user to operate the system's contact closure 1 108 connection. The user must be a member of the contact closure group 109.
Contact Closure 2 201	42	9*42	This function allows the user to operate the system's contact closure 2 108 connection. The user must be a member of the contact closure group 109.
System Release 239	590	9*80	Displays the core software level that the system is running.
System IP Address 239	591	9*81	Displays the IP address of the systems LAN port.
SD Card Serial Number 239	592	9*82	Displays the feature key number of the System SD card. This is the number used for validation of licenses entered into the system configuration.
System Speed Dial 115	600 to 699	0, 600 to 699	Dial the selected system speed dial number.
Personal Speed Dial 117	80 to 99	*4, 80 to 99	Dial the selected personal speed dial number.
DND Exception Numbers 133	700 to 719	0, 700 to 719	Set a DND exception number.

Chapter 2.
Telephony Features

2. Telephony Features

This section covers details of the feature configurable for an IP Office Basic Edition - Norstar Mode system.

2.1 Key System or PBX System

For IP Office Release 7.0+ the system mode 59 can be changed between key system mode and PBX system mode. The selected mode affects a number of controls, mainly around the making of outgoing calls and the routing of incoming calls.

The default mode that the system adopts depends on the type of System SD card fitted to the system. Systems with a PARTNER, Norstar or IP Office U-Law card default to key system mode. Systems with an IP Office A-Law card default to PBX system mode.

Key Mode vs PBX Mode - Quick Summary

Key Mode	PBX Mode
• The first 2 programmable buttons are used as intercom buttons. • Internal calls are made and answered using the intercom buttons. • External calls are made and answered using line appearance buttons. • The line used for outgoing external calls is determined by the line button pressed. • Automatic line selection defaults to the analog lines present and then the 2 intercom buttons.	• The first 3 programmable buttons (2 on ETR phones) are used as call appearance buttons. • Internal calls are made and answered using the call appearance buttons. • External calls are made and answered using the call appearance buttons. • The line used for outgoing external calls is determined from the number dialed. • Automatic line selection defaults to the 3 call appearance buttons.

2.1.1 Outgoing Call Routing

Key System Mode

Each phone is configured with 2 Intercom buttons which cannot be changed. It is also configured with line appearance buttons for specific lines using the **Number of Lines** settings and individual button programming.

Internal calls are made by selecting one of the two Intercom buttons provided on each phone and then dialing the number of another extension or of the system feature required.

External calls are made by selecting one of the line appearance buttons programmed on the phone and then dialing the external number required.

If the user dials without selecting an Intercom or Line button first, the user's automatic line selection setting is used to determine which button, if available, gets used.

PBX System Mode

Each phone is configured with 3 call appearance buttons. These can be used to make both internal and external calls. The dialing of an external call can be indicated by the dialing starting with a specific prefix (9 or 0) if required, otherwise any number not matching an internal extension or function is assumed to be external.

The line used for an outgoing external call is determined by configuration settings. ARS Selectors are created which can be groups of lines or specific functions using any available ISDN lines. Different external number prefixes are then mapped to those ARS Selectors. When a user dials an external number, it is matched to a selector and uses the function and one of the lines specified by that selector.

Line appearances can still be used to make and answer calls on a particular line. They can also be used to make a calls.

Dialing Restrictions

In both modes, the system uses a number of methods to control the numbers users are allowed to dial or not.

- **Allowed Phone Number Lists** 85
  Used to specify telephone numbers that extensions associated with the list can dial regardless of other dialing restrictions.
  - **Allowed List Assignments** 87
    Used to assign which allowed number lists an extension can use.
- **Disallowed Phone Number Lists** 88
  Used to specify telephone numbers that extensions associated with the list cannot dial.
  - **Disallowed List Assignments** 90
    Used to assign up to which disallowed number lists are applied to an extension.
- **Emergency Phone Number List** 91
  Used to create a list of up to 10 telephone numbers that all extensions can dial regardless of dialing restrictions.
- **Outgoing Call Restriction** 92
  Use this feature to specify the types of outgoing calls that can be made on all lines at an extension.
- **Allow Remote Call Forwarding** 93
  All extensions can forward their incoming calls to another extension using call forwarding 190. This option is used to configure whether the extension can also forward calls to external numbers.
- **System Password** 94
  When this optional password is set, users must enter it to turn Night Service 152 on/off. Also, when night service is on, users in the Night Service Group 151 must enter the password to make any outgoing calls except calls to emergency phone numbers 91 and marked system speed dials 118.
- **Toll Call Prefix** 95
  Use this feature to indicate whether users must dial a 0 (for operator assisted calls) or 1 (for direct-dial calls) before the area code to make a long distance call or just the area code and number.

2.1.2 Incoming Call Routing

Key System Mode

For an incoming external call on a line, the following options control where the call is presented:

- **Coverage Destination**
  The **Coverage Destination** setting of each line can be used to select whether an incoming call on that line is also presented to one of the following options in addition to alerting on any matching line appearances.
    - For PRI and BRI trunks, it is not possible to know on which of the trunk's channels incoming calls will arrive. Therefore in most cases, the coverage destination and other settings of each line on the trunk should be set to the same values.
  - **Coverage Extension**
    The call alerts on an intercom or call appearance button of a selected line coverage extension. The user's call coverage, VMS coverage and call forwarding settings are applied to the call. Any extension can be used as the destination including a phantom extension.
  - **Hunt Group**
    The call is presented, in sequence, to each of the available members of a selected hunt group until answered. Any of the 6 sequential hunt groups can be used as the destination.
- **Line Appearance Buttons**
  The call will alert on any line appearance buttons that matches the line. Each line has a line number which can be assigned to line appearance buttons on users' phones. Users can answer the call by pressing the alerting line appearance button on their phone.
  - **Number of Lines** 65
    By default, all analog lines in the system are assigned to line appearance buttons when the system is installed. Lines are assigned for all users starting from button 03 upwards in order of line numbering.
  - **Line Assignment** 66
    Through individual user button programming, any programmable button can be configured as a line appearance for a particular line.
- **Auto Attendant Coverage**
  Each line can be configured to send unanswered calls to an auto attendant after a set delay (which can be set to 0 for immediate answer). This can be set to operate when the system is in day and or night service. This is done using the **VMS Schedule**, **VMS Delay - Day**, **VMS Delay - Night** and **VMS Auto Attendant** settings of each line.

The following methods can be used to override the normal call routing detailed above:

- **DID Mapping**
  For PRI and T1 trunks, if the incoming call matches a configured DID and or ICLID number, the **Coverage Destination** setting for the DID/ICLID match is used rather than the line's **Coverage Destination**. DID mapping cannot be done through the phone based administration menus.
- **SIP Call by Call Table**
  For SIP trunks, if the incoming call matches a configured URI, it is presented to the extension or group specified in the SIP line's **Call by Call Table**. SIP call control cannot be done through the phone based administration menus.
- **Night Service Group** 211
  Switching on night service changes the alerting for some lines and the delayed auto attendant coverage (VMS Schedule) operation.

PBX System Mode

Incoming call routing in PBX System mode is similar to that in Key System mode except for the following:

- **Calling Groups** 149
  These additional 4 groups are available as a destination for calls. They can be selected as the destination in the **Coverage Destination** selection of trunks and in DID Mapping/SIP Call-by-Call tables.
- **Operator Group** 155
  This additional group is available as a destination for calls in DID Mapping and SIP Call-by-Call settings. In PBX mode, this group is the default Coverage Destination and is shown in Line Coverage Extension as the value 75. If coverage to the Operator Group is not desired, assign an extension to the line coverage extension or assign the line to the hunt group using group call distribution. Getting incoming calls on the line to the voicemail collect requires using system web management.

2.2 Dial Plan

Extension Numbering

IP Office Basic Edition - Norstar Mode systems can be configured to use either a 2-digit or 3-digit numbering for user extensions.

- If 2-digit numbering is selected, the extensions are numbered 10 to 57. This numbering cannot be changed. In 2-digit mode only 48 extensions are supported.
- If 3-digit numbering is selected, the extensions are numbered from 100 upwards. This numbering can be changed in the range 100 to 579 using system web management. In 3-digit mode a maximum of 100 extensions are supported.
- In both cases, those extensions not matched by physical ports are automatically assigned as phantom extensions 55.
- The system numbering 60 mode can be changed through the phone based administration menus,

Special Dialed Numbers

The following can be dialed after selecting an **Intercom** or call appearance button or simply going off hook.

Function	Number	Description
Operator	**0**	Dials the first extension in the system.
Extension Pickup	**6**	Answer the call alerting at another extension. Dial **6** followed by the extension number.
Group Pickup	**66**	GroupDial **66** followed by the pickup group number (1 to 4).
Line Pickup	**68**	Answer the call alerting on a particular line. Dial **68** followed by the line number.
Loudspeaker	**70**	Makes a call to the extension configured as the system's **Loudspeaker Paging** extension.
Calling Group	**7**	Group calling. Dial **7** followed by the calling group number (1 to 4).
Operator Group	**75**	Operator group. This is supported only on systems with their **System Mode** set to ***PBX System***.
Modem Port	**76**	Modem port 56. Used for remote access for configuration.
Hunt Group	**77**	Dial 77 followed by the hunt group number (1 to 6).
Voicemail Access	**777**	Connects the extension to the extension user's own mailbox.
Remote Voicemail	**778**	Connects the extension to prompts to specify the mailbox required.
Auto Attendant	**78**	Auto attendant numbers. See the section **Auto Attendant Numbers** below.
Idle Line Pickup	**8**	Dial 8 followed by the line number (01 to 64).
ARS Selector	**8**	Seize an available trunk in the ARS selector group (65 to 99). This is supported only on systems with their **System Mode** set to ***PBX System***.
External Call	**9**	**Key System:** Start an outgoing external call without first selecting a line appearance button. The line used is automatically selected Automatic Line Selection 73. **PBX System:** Optional external dialing prefix 101. The use of 9 can be removed or swapped with 0 (the operator number).
Intercom Call	*	Prefix * in front of an internal number will attempt to make an intercom voice signal call where the caller can speak over the destination's phone speaker. If the destination cannot auto answer, the call becomes a normal call.
Simultaneous Page	***70**	Make a page call to both the users in Calling Group 1 and to the extension configured as the system's **Loudspeaker Paging** extension.

Auto Attendant Numbers

Dialing the appropriate number shown in the table below allows recording and playback of the matching auto attendant prompt. It is important to remember that callers always hear two prompts, a greeting prompt and then a menu prompt. In addition that may also hear the emergency greeting first if it has been activated.

	Auto Attendant								
Greeting Prompts	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**
Morning Greeting	7811	7812	7813	7814	7815	7816	7817	7818	7819
Afternoon Greeting	7821	7822	7823	7824	7825	7826	7827	7828	7829
Evening Greeting	7831	7832	7833	7834	7835	7836	7837	7838	7839
Out of Hours Greeting	7851	7852	7853	7854	7855	7856	7857	7858	7859
Emergency Greeting	7861	7862	7863	7864	7865	7866	7867	7868	7869
Action Prompts									
Morning Menu	7841	7842	7843	7844	7845	7846	7847	7848	7849
Afternoon Menu	7871	7872	7873	7874	7875	7876	7877	7878	7879
Evening Menu	7881	7882	7883	7884	7885	7886	7887	7888	7889
Out of Hours Menu	7891	7892	7893	7894	7895	7896	7897	7898	7899
Auto Attendant Access	**7801**	**7802**	**7803**	**7804**	**7805**	**7806**	**7807**	**7808**	**7809**

The Auto Attendant Access numbers allow internal access to an auto attendant. Calls can be transferred to these numbers.

2.3 Voicemail Operation

All IP Office Basic Edition - Norstar Mode systems include voicemail as standard. By default up to 2 calls can simultaneously use voicemail services. By adding licenses, this can be increased up to 6 simultaneous calls.

When Do Calls Go To a User's Mailbox?

If a user has voicemail enabled (**VMS Cover** set to ***Enabled*** *(the default)*), calls directed to ring at that user's extension go to the user's voicemail after having rung for the time set by the user's **Voicemail Coverage Rings** setting (15 seconds by default). For incoming external calls, this will apply if the user is set as the line's **Coverage Destination**.

- The above does not apply for calls altering just on a line appearance button that the user has assigned or alerting the user as part of a hunt group.
- There are number of methods for a user to switch their VMS Cover setting on or off (through their mailbox, through the phone menus, or using a **VMS Cover** 220 button)
- A **VMS Transfer** 221 button can be configured to let a user transfer calls directly to the mailbox of other users.

When Do Calls Go to an Auto Attendant?

The IP Office Basic Edition - Norstar Mode voicemail supports the configuration of up to 9 auto attendant services to answer and redirect calls. If an auto attendant has been configured, it can be used to answer calls as follows:

- **Immediate Auto Attendant Service**
  One of the auto attendants can be specified as the **Coverage Destination** for a particular line. The call is presented immediately to that auto attendant.
- **Delayed/Optional Auto Attendant Service**
  The **VMS Schedule** setting of each line can be used to set whether unanswered calls should go to a selected auto attendant. The settings can be enabled for day service, night service 211, both or never (the default). The delay used before going to the auto attendant is set by the line's **VMS Delay - Day** and **VMS Delay - Night** settings as appropriate.

2.4 Night Service

Use this feature to program a button on the first extension on the system to turn night service on and off. When night service is on, all lines assigned to the telephones of the users in the night service group 151 ring immediately, regardless of their normal line ringing settings.

Night service is useful if you want phones to ring after regular business hours. For example, although Shipping Department workers do not answer calls directly during the day, you want them to answer incoming calls after hours.

- You must program a Night Service Button on the first extension on the system.
- This function is only supported on a button that includes an LEDs/LCD. It will indicate when the function is on.
- If the user has this feature enabled, removing this button will turn the feature off.
- Dialing restrictions for extensions not in the Night Service Group remain the same as during normal daytime operation.
- If you reassign the Night Service Button, it is removed from the button where it was previously assigned.
- If you program a System Password 94, you must enter the password when turning Night Service on or off. In addition, when Night Service is on, users in the Night Service Group can dial only numbers on the Emergency Phone Number List 91 and marked system speed dial numbers without entering the System Password. Night Service with a System Password is useful for controlling unauthorized use of phones after hours.
- If you have a voice messaging system, VMS Hunt Schedule 172 determines when outside calls should ring voicemail. The status of the Night Service Button tells the voice messaging system to operate in day or night mode.
- The Night Service Button returns to the status (on/off) it was in immediately prior to a power failure or to System Reset 235 being used.
- Night Service is unavailable on T1 lines with Direct Inward Dialing (DID).

2.5 Phantom Extensions

For IP Office Basic Edition - Norstar Mode 6.1 and higher, extension users are created in the system configuration for all possible users regardless of whether they are matched by installed extension ports. Those user extensions without a physical port are referred to as 'phantom' extensions.

The main purpose of phantom extensions is to provide voicemail mailboxes that are not associated with an existing physical extension. These mailboxes can be accessed and used by the auto attendant menus and other functions.

- The system assumes that the base control unit is always fully populated with up to 24 extensions, either real or phantom or a mix, to which it assigns extension numbers in sequence. It does this before assigning extension numbers to any real extensions on attached external expansion modules up to the system extension limit. If the system extension limit has not been exceeded, any remaining extension numbers are assigned to additional phantom extensions.

The system web management menus allow selection of a phantom user extension number in the same was as for normal physical extension numbers. That includes using a phantom extension as the destination in an auto attendant, trunk DID call map, SIP call by call mapping, etc.

- Calls to a phantom extensions are treated as follows:
  - Calls go immediately to the phantom user's voicemail mailbox. Forwarded or transferred calls go to the mailbox of the user doing the transfer or forward.
  - If the phantom extension is included in a hunt group, they are ignored.
- Callers can use the phantom user's mailbox DTMF breakout settings, if configured, to be transferred to another destination.
- Calls can be transferred to a phantom extension. Since the calls go immediately to voicemail, no transfer return is supported.
- Joining or bridging to a call that has been sent to a phantom extension’s mailbox will drop the phantom extension from the call in the same way it does for a physical extension.
- Calls to a phantom extension cannot be picked up.
- The phantom extensions are supported within the auto attendant actions ***Dial by Name***, ***Dial by Number*** and ***Transfer to Number***.
- Mailbox access for message collection and mailbox configuration is achieved by dialing 778 from any telephone, then entering the phantom extension number and the mailbox access code if it has already been configured. Mailboxes with a configured access code can also be accessed by external calls.
- Phantom extensions can be used as the line coverage extension for a line. In this case, the phantom extension's **VMS Coverage Rings** setting is used before the call goes to the phantom user's mailbox.
- Auto Dial Intercom buttons can be set to route calls to a phantom extension.
- When using system web management, when selecting extensions in the various menus, a phantom extension is indicated by a # character. The extensions **Equipment Type** is fixed as ***Phantom***.
- The phantom extension's **Automatic VMS Coverage** setting can be used to disable mailbox operation. If this is done, calls to the phantom extension will hear busy tone.

The following features are specifically are not supported using phantom extensions:

- A phantom extension cannot be configured as any other extension type, ie. loudspeaker, door phone, fax machine or standard extension.
- A phantom extension cannot be configured as a night service alert extension.
- A phantom extension cannot be configured as a hotline extension.
- A phantom extension cannot be added to a hunt group, pickup group or calling group.
- A phantom extension specified as the destination for call forwarding or follow me is ignored. Instead calls will continue to alert at the forwarded user.
- A phantom extension specified as the destination for another extension's call coverage is ignored. Instead calls will continue to alert at the covered extension.

2.6 One Touch Transfer

IP Office Basic Edition - Norstar Mode 6.1 and higher supports one touch transfer operation with a number of different button types. With a call currently connected, the user can start the transfer process by pressing a button pre configured for the destination rather than having to first press **TRANSFER**.

The button types that support this operation are listed below. Buttons programmed for voice or page calls can be used.

- **Auto Dial ICM**
- **Auto Dial ICM - Page**
- **Group Calling - Ring**
- **Group Calling - Page**
- **Group Hunting - Ring**
- **Group Hunting - Page**
- **Simultaneous Page**

1. With a currently connected call, the user starts the transfer by pressing the button programmed for the transfer destination.
2. The system seizes an Intercom or call appearance button. If no button is available, the button press is ignored.
3. When an button is seized, the system puts the connected call on hold pending transfer and makes the voice or page call to the transfer destination.
4. The user can switch between calls using the appropriate button for each call.
    - If the transfer destination is busy, the transfer cannot be completed. The user should press the appropriate appearance button for the held call to reconnect to the caller.
5. The user can complete the transfer by going on hook by either:
    - Replacing the handset, pressing **SPEAKER** or pressing **HEADSET** depending on how they were handling the call being transferred.
    - Pressing **TRANSFER**.
    - Selecting the **Complete** soft key on the display.

- Calls transferred using one touch transfer are still subject to voicemail coverage or transfer return in the same way as normal transferred calls.
- Using this feature and trying to complete a transfer to a door-phone, or a loudspeaker paging extension, is not allowed. The transfer attempts is dropped and the original call remains on hold.

2.7 Modem Access Support

The first analog line port in any IP Office Basic Edition - Norstar Mode system can be used for V32 modem access. The line is switched between modem operation and normal voice call operation by dialing *9000*. When operating as a modem, the line cannot be used for normal voice calls.

For IP Office Basic Edition - Norstar Mode 6.1 and higher the modem can also be accessed as extension 76. This can be used as the destination in an auto attendant, DID or SIP trunk call map. This allows remote access on lines other than the first analog line.

Remote access requires entry of the user name and password used for system web management as the connection name and password.

Chapter 3.
System Changes

3. System Changes

The following settings affect system operation. These functions should typically only be performed when a system is first installed:

- **System Mode** 59
  This setting is used to switch the system between key system mode and PBX system mode.
- **System Numbering** 60
  Set whether the system should use 2-digit or 3-digit extension numbering.
- **System Locale** 61
  Set the locale (country) that the system is installed in. This value adjusts a range of hidden trunks settings and the default system language.
- **System Language** 62
  Set the default language for all extensions. The display language 124 for individual extensions can be changed.

3.1 System Mode

The system can operate in either key system mode or PBX system mode 48.

The default mode that the system adopts depends on the type of System SD card fitted to the system. Systems with a PARTNER, Norstar or IP Office U-Law card default to key system mode. Systems with an IP Office A-Law card default to PBX system mode.

Key Mode vs PBX Mode - Quick Summary

Key Mode	PBX Mode
• The first 2 programmable buttons are used as intercom buttons. • Internal calls are made and answered using the intercom buttons. • External calls are made and answered using line appearance buttons. • The line used for outgoing external calls is determined by the line button pressed. • Automatic line selection defaults to the analog lines present and then the 2 intercom buttons.	• The first 3 programmable buttons (2 on ETR phones) are used as call appearance buttons. • Internal calls are made and answered using the call appearance buttons. • External calls are made and answered using the call appearance buttons. • The line used for outgoing external calls is determined from the number dialed. • Automatic line selection defaults to the 3 call appearance buttons.

- **! WARNING**
  Changing the system mode will also default most settings, including all button programming.
- **! WARNING**
  This process will restart the phone system and disconnect all currently connected calls.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Admin2**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Mode**. When highlighted, press **Select**.
4. Use the ◀ left or right ▶ arrow icons to toggle the setting between ***Key*** or ***PBX***.
5. Click **Save**.
6. The menu will prompt **Immediate Reboot ?** Select either **Confirm** or **Cancel**.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

This process cannot be done using this type of phone.

3.2 System Numbering

IP Office Basic Edition - Norstar Mode systems can be configured to use either a 2-digit or 3-digit numbering for user extensions.

- If 2-digit numbering is selected, the extensions are numbered 10 to 57. This numbering cannot be changed. In 2-digit mode only 48 extensions are supported.
- If 3-digit numbering is selected, the extensions are numbered from 100 upwards. This numbering can be changed in the range 100 to 579 using system web management. In 3-digit mode a maximum of 100 extensions are supported.
- In both cases, those extensions not matched by physical ports are automatically assigned as phantom extensions 55.
- **! WARNING**
  This process will restart the phone system and disconnect all currently connected calls.
- This procedure is not listed when using the **Next Procedure** or **Previous Procedure** buttons to select a procedure.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Dial **#734**. The display will show **Default Numbering** and the current numbering setting.
4. Use the ◀ left or right ▶ arrow icons to change the setting.
5. The display shows **Immediate Reboot ?**. Select either **Confirm** or **Cancel**.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#734**. The phone will display **Def Num**.
4. Press **1** to select 2-digit numbering, **2** to select 3-digit numbering.
5. The phone displays **Immediate Reboot**. Press either **Enter** to reboot the system or **Release** to cancel without rebooting.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

3.3 System Locale

The system locale setting affects a range of trunk settings relating to ring tones and other signals. Wherever possible the locale should be set to match the actual location of the system.

- **! WARNING**
  This process will restart the phone system and disconnect all currently connected calls.
- Changing the system locale will change the system language 62 to the default for the selected locale. Any user display language 124 settings are also reset to match the system language.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Parameters**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Set Locale**. When highlighted, press **Select**.
5. Use the ▲ up or down ▼ arrow buttons to change the setting until the require locale is displayed.
   -
   - The possible locales are: ***Bahrain***, ***Egypt***, ***Kuwait***, ***Morocco***, ***Oman***, ***Pakistan***, ***Qatar***, ***Saudi Arabia***, ***South Africa***, ***Turkey***, ***United Arab Emirates***.
6. Press **Select** to use the currently displayed locale.
7. The phone will prompt for an **Immediate Reboot ?**. Press **Confirm** to reboot the system and use the new locale setting.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Use the **Next Process** key to select **Set Locale**.
4. Use the **Next Data** or **Previous Data** buttons to change the setting.
   -
   - The possible locales are: ***Bahrain***, ***Egypt***, ***Kuwait***, ***Morocco***, ***Oman***, ***Pakistan***, ***Qatar***, ***Saudi Arabia***, ***South Africa***, ***Turkey***, ***United Arab Emirates***.
5. Press **Enter** to use the currently displayed locale.
6. The phone will prompt for an **Immediate Reboot ?**. Press **Enter** to reboot the system and use the new locale setting.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

3.4 System Language

The system language is defaulted to match the system locale 61. This process can be used to see and change the language setting if required. The language selection for an individual user can be set separately 124 from that of the system.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Parameters**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Set Language**. When highlighted, press **Select**.
5. The current setting is displayed.
6. Use the ▲ up or down ▼ arrow buttons to change the setting until the require language is displayed.
   - The possible language options available are: ***English***, ***French***, ***Arabic***.
7. Press **Select** to use the currently displayed language.
8. The phone will prompt for an **Immediate Reboot ?**. Press **Confirm** to reboot the system and use the new locale setting.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Use the **Next Process** key to select **Set Language**.
4. Use the **Next Data** or **Previous Data** buttons to change the setting.
   - The possible language options available are: ***English***, ***French***, ***Arabic***.
5. Press **Enter** to use the currently displayed language.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

Chapter 4.
Line Settings

4. Line Settings

When you initially set your system up you can use the feature Number of Lines 65 to determine the number of outside lines that are automatically assigned to all system extensions.

- **Number of Lines** 65
  Set the number of lines automatically assigned to line appearance buttons on all extensions with programmable buttons. The lines are also used as the default automatic line selection list for those extensions.
- **Line Assignment** 66
  Allows the individual setting of additional lines to line appearance buttons beyond those set by the Number of Lines 65 setting.
- **Line Coverage Extension** 68
  When an incoming calls arrives on a line, it is presented to all extensions that have a line appearance button assigned for that line. However for call coverage, VMS coverage and call forwarding it can be set to follow the settings of the extension set as the line's coverage extension. This does not apply if the line is assigned to ring into the operator group, a hunt group or a calling group.
- **Group Call Distribution** 70
  Assign outside lines to hunt group. Doing this allows outside calls to ring directly into a hunt group instead of being answered and transferred by the receptionist.
- **CO Disconnect Time** 72
  Set the disconnect time setting for a line.
- **Automatic Line Selection** 73
  Adjust the automatic line selection settings for an extension.
- **Assign Line to Auto Attendant** 69
  By default all lines are assigned to the first auto attendant. For IP Office Basic Edition - Norstar Mode 6.1 and higher this setting allows a line to be assigned to another auto attendant.
- **Recall Timer Duration** 74
  Set the length of the recall signal.
- **Unsupervised Disconnect** 75
  Select unsupervised disconnection on analog trunks if supervised disconnection is not supported.

Other Options

- **Line Ringing** 162
  The ringing applied to a particular line appearance on an extension can be switched between immediate, delayed or no ring.
- **VMS Hunt Schedule** 172
  Following alerting on line appearance buttons, a line can be configured to present its incoming calls to the VMS auto attendant. The hunt schedule sets whether and when this option is used.
- **VMS Hunt Delay** 144
  Set the delay before incoming calls are rerouted to the VMS auto attendant when scheduled to be used.
- **Line Ringing Pattern** 165
  The ring pattern used for calls being presented via a particular line can be specified.

4.1 Number of Lines

This feature should only be used during initial system configuration before any other button programming has been performed. If used at any other time, it will override that other button programming.

Use this feature to determine the number of outside lines that should be automatically assigned to buttons on all extensions. For example, entering 06 means that all extensions are assigned lines 01 through 06. For DS phones, the lines are assigned to the buttons after the intercom (key system mode) or call appearance buttons (PBX system mode). For BST phones 20 the buttons used will depend on the phone model.

- By default the system will assign either 5 lines or, if installed, the number of analog trunks installed when the system is first started.
- You can use this procedure to limit the number of lines that are automatically assigned to all extensions. For example, if there are ten lines connected to the system, you can use this procedure to set the number of lines to eight, so that only the first eight lines are assigned to all system extensions. You can then use Line Assignment to assign lines 9 and 10 to specific extensions.
- To change line assignments without affecting other extensions and settings, use Line Assignment 66.
- On systems running in key system mode, Automatic Line Selection 73 for all extensions is updated to match the same set of lines in sequence followed by the intercom lines.
- If an extension is assigned as a doorphone extension 105, its automatic line selection is reset to select intercom buttons first.
- **Key System Mode Only**
  IP Office Basic Edition - Norstar Mode systems can be installed in either key or PBX system mode. This feature is only supported by systems running in key system mode. The setting is ignored by systems running in PBX system mode.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Parameters**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Number of Lines**. When highlighted, press **Select**.
5. The current setting is displayed.
6. Enter two digits for the number of lines.
   - Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or **Default** to return to the default setting.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#104**.
4. Enter two digits for the number of lines.
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

4.2 Line Assignment

For systems running in key system mode, the Number of Lines 65 setting is used during initial configuration to automatically assign lines to buttons to each extension. The number of lines specified are assigned in numeric order starting from line 01 assigned to the button 03 upwards. For systems running in PBX system mode, no lines are automatically assigned to buttons.

For both modes, the **Line Assignment** function can be used to the add additional line appearance buttons.

- **WARNING**
  New lines assigned are added to the next button in sequence after any existing line appearance buttons. If the next available button is programmed with a function, that button will be overwritten by the line appearance. For DS phones, the lines are assigned to the buttons after the intercom (key system mode) or call appearance buttons (PBX system mode). For BST phones 20 the buttons used will depend on the phone model.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the up or down arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the up or down arrow buttons to scroll the display to **Extensions**. When highlighted, press **Select**.
4. Use the up or down arrow buttons to scroll the display to **Line Assignment**. When highlighted, press **Select**.
5. At the **Extension:** prompt enter the extension you want to edit.
6. At the **Line:** prompt enter the two digit line number. For systems running in PBX mode, the number of an ARS selector (65 to 99) can also be entered. The current setting is displayed.
   - **1 = Assigned**
     The line is already assigned to a button on the extension. Changing the setting to not assigned will remove the line from the line appearance.
   - **2 = Not assigned**
     The line is not assigned to a button on the extension. Changing the setting to assigned will add the line to the next button after lines already assigned to buttons on the extension.
7. Enter **1** or **2** to change the setting. Alternatively use the left or right arrow icons to toggle the setting.
   - Pressing **Default** will assign the line to the next non-line button after the intercom or call appearance buttons.
   - Pressing **Button** allows the line to be assigned to a particular button by entering the button number or pressing the button.
8. Use the up or down arrow buttons to select another line to adjust if required.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#301**. The phone displays **Line Assignment**.
4. At the **Extension:** prompt enter the extension you want to edit.
5. At the **Line:** prompt enter the line number. For systems running in PBX mode, the number of an ARS selector (65 to 99) can also be entered. The current setting is displayed.
6. The current setting is displayed.
   - **1 = Assigned**
     The line is already assigned to a button on the extension. Changing the setting to not assigned will remove the line from the line appearance.
   - **2 = Not assigned**
     The line is not assigned to a button on the extension. Changing the setting to assigned will add the line to the next button after lines already assigned to buttons on the extension.
7. Enter **1** or **2**. If assigning a line, it is automatically assigned to the next non-line button after the intercom or call appearance buttons.
8. To assign it to a particular button, press **3** and enter the button number of press the button required. This will change any current button assignment of that line.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

4.3 Line Coverage Extension

When an incoming call arrives on a line, it is presented to all extensions that have a line appearance button assigned 66 for that line. However for call coverage, VMS coverage and call forwarding it can be set to follow the settings of the extension set below as the line's coverage extension. This does not apply if the line is assigned to ring into the operator group, a hunt group or a calling group.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Lines**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Line Coverage Extension**. When highlighted, press **Select**.
5. At the **Line:** prompt, enter the desired line number 01 to 64.
6. At the **Extension:** prompt enter the covering extension for the line. Use the ◀ left or right ▶ arrow icons to toggle through the extensions. Press **Clear** to remove to setting.
7. Use the ▲ up or down ▼ arrow buttons to select another line to adjust if required.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#208**. The phone displays **Line Coverage Extension**.
4. At the **Line:** prompt, enter the desired line number 01 to 64.
5. At the **Extension:** prompt enter the covering extension for the line.
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

4.4 Assign Line to Auto Attendant

IP Office Basic Edition - Norstar Mode 6.1 and higher and higher supports multiple (9) auto attendants. By default all lines are assigned to the first auto attendant. The Assign Line to AA settings allows this settings to be adjusted to select a different auto attendant.

The individual auto attendants are configured through system web management. They cannot be configured through the phone base administration menus.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the up or down arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the up or down arrow buttons to scroll the display to **Lines**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the up or down arrow buttons to scroll the display to **Assign Line to AA**. When highlighted, press **Select**.
5. At the **Line:** prompt, enter the desired line number 01 to 64.
6. The current setting is displayed.
7. Enter the auto attendant number **1** to **9**. The default is no auto attendant.
   - Alternatively use the left or right arrow icons to toggle through the settings or **Default** to return to the default setting.
8. Use the up or down arrow buttons to select another line to adjust if required.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#210**. The phone displays **Assign Line to AA**.
4. At the **Line:** prompt, enter the desired line number 01 to 64.
5. The current setting is displayed.
6. Enter the auto attendant number **1** to **9**. The default is no auto attendant.
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.
7. Use the **Next item** or **Previous item** buttons to select another line to adjust if required.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

4.5 Group Call Distribution

Use this feature to assign outside lines to Hunt Groups. Doing this allows outside calls to ring directly into a Hunt Group instead of being answered and transferred by the receptionist. You can assign lines to Hunt Groups 1 to 6.

- Each outside line can be assigned to a Hunt Group.
- Incoming calls hunt for an available extension in a circular manner.
- If a Hunt Group that has outside lines assigned receives an outside call and all members of that Hunt Group are busy or have Do Not Disturb on, the caller hears ringing which continues until the call is answered.
- Use Hunt Group Extensions 150 to assign extensions to Hunt Groups.
- You should not assign T1 lines with Direct Inward Dialing (DID) to Hunt Groups. If a Hunt Group contains T1 lines with Direct Inward Dialing (DID), callers will receive busy signal when all extensions in the Hunt Group are busy (for example, off-hook), have Do Not Disturb activated or are in programming mode.
- **Example**
  Place the extensions of employees who work in a department in a Hunt Group and assign one or more outside lines to the group. This lets outside callers ring the group directly without being transferred by the receptionist. For example, a mail-order company assigns the extensions of its sales representatives to a Hunt Group and assigns a line to the group. The company then publishes the number as its customer service number so that a caller can reach a sales representative directly to place an order.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the up or down arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the up or down arrow buttons to scroll the display to **Lines**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the up or down arrow buttons to scroll the display to **Group Call Distribution**. When highlighted, press **Select**.
5. At the **Group:** prompt enter the list entry you want to change by entering 01 to 10.
6. At the **Line:** prompt, enter the desired line number 01 to 64.
7. The current setting is displayed.
8. Enter **1** (assigned) or **2** (not assigned). The default is **2** (not assigned).
   - Alternatively use the left or right arrow icons to toggle through the settings or **Default** to return to the default setting.
9. Use the up or down arrow buttons to select another line to adjust if required.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#206**. The phone displays **Group Call Distrib**.
4. At the **Group:** prompt, enter a group number 1 to 6.
5. At the **Line:** prompt, enter the desired line number 01 to 64.
6. Enter **1** (assigned) or **2** (not assigned). The default is **2** (not assigned).
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

4.6 CO Disconnect Time

Use this feature to change the disconnect time for an outside line. When a caller on hold hangs up, the local telephone company may send a special signal to the system to free the line. Different telephone companies use different length signals. The length of the signal is called the disconnect time. If you place a call on hold and the caller hangs up, but the call does not disconnect within a minute after the caller hangs up, the disconnect time is probably set too high or set at No Detection.

- If the telephone company does not send a signal, keep the disconnect time set to 500 msec, the default setting. The user must disconnect a held call manually by retrieving the call and then hanging it up.
- Shorten the disconnect time only if abandoned calls on hold do not disconnect.
- Lengthen the disconnect time only if calls are being disconnected prematurely.
- You can program and view the disconnect time for analog lines only.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Parameters**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Co Disconnect Time**. When highlighted, press **Select**.
5. At the **Line:** prompt enter the line number. The current setting is displayed.
6. Enter then option required between **1** to **7**.
   - **01** = 300 msec
   - **02** = 350 msec
   - **03** = 400 msec
   - **04** = 450 msec
   - **05** = 500 msec *(default)*
   - **06** = 550 msec
   - **07** = 600 msec
   - Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or **Default** to return to the default setting.
7. Use the ▲ up or down ▼ arrow buttons to select another line to adjust if required.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#203**. The phone displays **Co Disconnect**.
4. At the **Line:** prompt, enter the two-digit number of the line for which you are adjusting the hold disconnect time.
5. The current hold disconnect time for the line is displayed.
6. Enter then option required between **1** to **7**.
   - **01** = 300 msec
   - **02** = 350 msec
   - **03** = 400 msec
   - **04** = 450 msec
   - **05** = 500 msec *(default)*
   - **06** = 550 msec
   - **07** = 600 msec
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

4.7 Automatic Line Selection

When an extension goes off hook without pre-selecting a button, automatic line selection is used to determine which intercom, call appearance or line button is seized. By default each extensions' automatic line selection list contains line buttons in sequence from line 1 up to the Number of Lines 65 setting plus the intercom or call appearance buttons.

For systems running in key system mode, the number of line buttons assigned to each extension and therefore useable for automatic line selection will depend on the Number of Lines 65 settings and any additional lines assigned using Line Assignment 66 programming.

- For an extension assigned as a doorphone extension 105, automatic line selection is automatically set to select intercom or call appearance buttons first.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**.
3. At the **Extension:** prompt enter the extension that you want to configure.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Auto Line Selection**. When highlighted, press **Select**.
5. Enter a two digit button number to indicate the line, intercom or call appearance button that you want added to the extension user's automatic line selection list.
6. Repeat the process in steps 5 to add further buttons to the list.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At a system administration extension (the first two extensions on the system); press **Feature **user** (ie. *Feature **8737*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. At the **Extension:** prompt enter the extension number of the extension you want to program.
3. Dial ******.
4. Press the appearance buttons in the order required.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

4.8 Recall Timer Duration

Use this feature to change the length of the timed signal or switch hook flash, generated by the system Recall feature (as well as by the Recall option used in Auto Dial and Speed Dial numbers). Recall sends this timed signal over the telephone line to the local telephone company or PBX to which the system is connected. Typically, you use the Recall feature to access a PBX, central office or Centrex feature, such as Call Waiting. Your local telephone company can tell you the correct setting—for most Centrex systems, the correct setting is 800 milliseconds.

You should change the default setting only under two conditions:

- If using the system Recall feature has no effect, lengthen the time.
- If the system is connected to a PBX and Recall drops calls, shorten the time.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Parameters**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Recall timer**. When highlighted, press **Select**.
5. The current setting is displayed.
6. Enter then option required between **01** and **80**. Each step increases the timer by 25 milliseconds. Alternatively use the ◀ left or right ▶ arrow icons to toggle the settings or **Default** to return to the default setting (20 500msec).

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Enter two digits between 01 and 80. 01 is 25 milliseconds and 80 is 2000 milliseconds. Each number from 01 to 80 increases the timer by 25 milliseconds. Upon entry of the 2nd digit, the recall timer is updated. The default is 20 (500 milliseconds).
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

4.9 Unsupervised Disconnect

When using analog trunks, various methods are used for trunk supervision, ie. to detect when the far end of the trunk has disconnected and so disconnect the local end of the call. Depending on the locale, the system uses Disconnect Clear signalling and or Busy Tone Detection. This setting should only be enabled if it is know that the analog trunks do not provide disconnect clear signalling or reliable busy tone. When enabled:

- Disconnect clear signalling detection is turned off. Busy tone detection remains on.
- Unsupervised transfers and trunk-to-trunk transfers of analog trunk calls are not allowed.
- A wider range of busy tones which may signal the caller has disconnected are used to disconnect calls connected to voicemail.
- This procedure is not listed when using the **Next Procedure** or **Previous Procedure** buttons to select a procedure.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Parameters**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Unsup Disconnect**. When highlighted, press **Select** .
4. Enter **1** or **2**. The default is **2** (not active), ie. use supervised disconnection. For systems with the locale 61 set to **Default**, the default for this setting is **1** (active).
   - **1** = Active/Assigned.
   - **2** = Not Active/Not Assigned (the default setting).
   - Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or **Default** to return to the default setting.
     - **1** = Active/Assigned.
     - **2** = Not Active/Not Assigned (the default setting).
5. The change requires the system to be rebooted. At the **Immed Reboot?** prompt, press **OK** to reboot or **Cancel** to cancel.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature** ***config** (ie. *Feature* ***266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#129**. **Unsup Discnct:** and the current setting are displayed:
4. Enter the required value. The default is **2** (not active), ie. use supervised disconnection. For systems with the locale 61 set to **Default**, the default for this setting is **1** (active).
   - **1** = Active/Assigned.
   - **2** = Not Active/Not Assigned (the default setting).
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.
5. The change requires the system to be rebooted. At the **Immed Reboot?** prompt, press **Enter** to reboot or **Remove** to cancel.

Chapter 5.
Date and Time

5. Date and Time

The following processes can be used to set and change the system date and time.

- **Change the System Date** 79
  Set the date displayed on phones and used by the system.
- **Change the System Time** 80
  Set the time displayed on phones and used by the system.
- **Network Time Synchronization** 81
  Instead of manually setting the date and time, use the information provided by the service provider on calls with incoming caller ID to automatically update the system date and time.
- **Automatic Daylight Savings Time** 82
  Set the system to automatically adjust the system date and time to match daylight saving changes.

5.1 Changing the Date

The date held by the system and shown on display telephones can be changed. This should only be set on a system not using **Network Time Synchronization** 81.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Parameters**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Date**. When highlighted, press **Select**.
5. Enter the new system date in the format *MMDDYY* using the dial pad. For example 120409 is the date December 4th 2009.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#101**. The phone will display **System Date**.
4. Enter the new system date in the format *MMDDYY* using the dial pad. For example 120409 would be used to enter the date December 4th 2009.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

5.2 Changing the Time

The time shown on every display telephone can be changed. This should only be set on a system not using **Network Time Synchronization** 81.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Parameters**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Time**. When highlighted, press **Select**.
5. Enter the new system date in the format *HHMM* using the dial pad. The 24 hour clock is used, for example 4.22pm would be entered as 1622.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#103**. The phone will display **System Time**.
4. Enter the new time in the format HH:MM. The 24 hour clock is used, for example 4.22pm would be entered as 1622.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

5.3 Network Time Synchronization

Network time synchronization lets you synchronize the telephone system time and date with the network time information that your service provider includes on calls that include caller ID. If network time synchronization is not selected the system time has to be set manually 80.

- If network time synchronization is set to **Active** and your service provider sends Caller ID from another time zone, the system clock will not match your local time.
- Note that this feature uses the first analog trunk on the card installed in slot 1 of the system control unit.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Parameters**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Network Time Synch**. When highlighted, press **Select**.
5. The current setting is displayed.
6. Press either **1** to display **Active** (the default setting) or **2** to display **Not Active**. Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or **Default** to return to the default setting.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#128**. The phone displays **Network Time Synch**.
4. Press either **1** to display **Active** (the default setting) or **2** to display **Not Active**.
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

5.4 Automatic Daylight Savings Time

This feature automatically updates the system clock for annual daylight savings time changes. This feature is only supported in North American locales.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Parameters**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Network Time Synch**. When highlighted, press **Select**.
5. The current setting is displayed.
6. Press either **1** to display **Active** (the default setting) or **2** to display **Not Active**.
   - Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or **Default** to return to the default setting.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#126**. The phone displays **Auto Daylight Savings**.
4. Press either **1** to display **Active** (the default setting) or **2** to display **Not Active**.
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

Chapter 6.

Dialing Restrictions and Permissions

6. Dialing Restrictions and Permissions

You can restrict outside calling from an extension that has access to an outside line.

- **! WARNING**
  While procedures that restrict dialing are very effective, absolute protection against misuse cannot be guaranteed.

- **Allowed Phone Number Lists** 85
  Used to specify telephone numbers that extensions associated with the list can dial regardless of other dialing restrictions.
  - **Allowed List Assignments** 87
    Used to assign which allowed number lists an extension can use.
- **Disallowed Phone Number Lists** 88
  Used to specify telephone numbers that extensions associated with the list cannot dial.
  - **Disallowed List Assignments** 90
    Used to assign up to which disallowed number lists are applied to an extension.
- **Emergency Phone Number List** 91
  Used to create a list of up to 10 telephone numbers that all extensions can dial regardless of dialing restrictions.
- **Outgoing Call Restriction** 92
  Use this feature to specify the types of outgoing calls that can be made on all lines at an extension.
- **Allow Remote Call Forwarding** 93
  All extensions can forward their incoming calls to another extension using call forwarding 190. This option is used to configure whether the extension can also forward calls to external numbers.
- **System Password** 94
  When this optional password is set, users must enter it to turn Night Service 152 on/off. Also, when night service is on, users in the Night Service Group 151 must enter the password to make any outgoing calls except calls to emergency phone numbers 91 and marked system speed dials 115.
- **Toll Call Prefix** 95
  Use this feature to indicate whether users must dial a 0 (for operator assisted calls) or 1 (for direct-dial calls) before the area code to make a long distance call or just the area code and number.

6.1 Allowed Number List

Use this feature to specify telephone numbers that extensions associated with the list 87 can then dial regardless of other dialing restrictions. You can create up to eight allowed number lists each containing up to 10 telephone numbers.

For example, if you restrict an entire category of calls through a Disallowed Phone Number List 88, you can permit calls to a specific number in that category by placing that number in an allowed number list.

- **! WARNING**
  If you are restricting an extension from placing long-distance calls, do not place numbers beginning with a 0 on an Allowed Phone Number List for the extension. Once a user is active on an operator-assisted call, the user can avoid dialing restrictions by asking the operator to dial restricted numbers.
- An allowed phone number can be up to 12 digits long and may include 0 to 9 or a wildcard ? character to represent any digit.
- For specific telephone numbers, enter the number exactly as you would dial it. To restrict dialing numbers in an entire area code, enter that area code exactly as you would dial it, for example 800 or 1800.
- After programming the allowed number list, use Allowed List Assignment 87 to assign the list to specific extensions.
- Allowed number list entries override Disallowed Phone Number Lists 88 and Outgoing Call Restriction 92 but not a Night Service Button 152 with a System Password 94.
- The entries you must make to permit or restrict long-distance calls differ depending on the setting for Toll Call Prefix 95. This setting tells the system whether a 0 (for operator assisted calls) or a 1 (for direct-dial calls) is required when users make long-distance calls.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Restrictions/Permissions**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Allowed Lists**. When highlighted, press **Select**.
5. At the **List Number:** prompt enter 1 to 8 for the list you want to edit.
6. At the **Entry:** prompt enter the list entry you want to change by entering 01 to 10.
7. The current setting is displayed.
8. Enter the new number and press **Enter**. To enter a wildcard digit press **HOLD**. Press **Clear** to remove the existing number.
9. Use the ▲ up or down ▼ arrow buttons to scroll through the other numbers in the list.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#407**. The phone displays **Allowed Lists**.
4. At the **List Number** prompt, enter a list number 1 to 8.
5. At the **Entry** prompt, select a list entry 01 to 10.
6. Enter the first telephone number. To save the telephone number in memory, press **Enter**. Do one of the following:
   - To delete the telephone number you just entered, press **Remove**.
   - To add other telephone numbers to this list, press **Next Item** and repeat Steps 6 and 7.
   - To create another list, press **Next Procedure** + **Prev Procedure** and go to Step 5.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

6.2 Allowed List Assignment

Use this feature to assign which allowed number lists 85 an extension can use.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the up or down arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the up or down arrow buttons to scroll the display to **Restrictions/Permissions**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the up or down arrow buttons to scroll the display to **Disallow To**. When highlighted, press **Select**.
5. At the **Extension:** prompt enter the extension number for which you want to assign lists.
6. At the **List Number:** prompt enter the list entry you want to change by entering 1 to 8.
7. The current setting is displayed. The default is 2 (not active), ie. the extension is not associated with the selected list.
   - **1** = Active/Assigned.
   - **2** = Not Active/Not Assigned (the default setting).
   - Alternatively use the left or right arrow icons to toggle through the settings or **Default** to return to the default setting.
8. Use the up or down arrow buttons to select another list.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#405**. The phone displays **Disallow To**.
4. Enter the number of the extension to be programmed.
5. Enter the list number 1 to 8.
6. Enter the required value. The default is 2 (not active), ie. the extension is not associated with the selected list.
   - **1** = Active/Assigned.
   - **2** = Not Active/Not Assigned (the default setting).
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.
7. Press the **Next Item** or **Previous Item** button for the next or previous list respectively.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

6.3 Disallowed Number Lists

A disallowed numbers lists specifies telephone numbers that extensions associated with the list 90 cannot dial. You can create up to eight disallowed number lists each containing up to 10 telephone numbers.

For example, you may want to prevent calls to a specific telephone number or to categories of numbers, such as international numbers.

- A Disallowed Phone Number can be up to 12 digits long and may include 0–9 or a wildcard ? character to represent any digit.
- Numbers in a disallowed list are overridden by allowed numbers 85, emergency numbers 91 and marked system speed dial numbers 115.
- When a user dials a number that is on a disallowed list, they hear an intercept tone (fast busy signal) after dialing the part of the number that is stored in the list.
- To restrict dialing specific telephone numbers, enter the telephone number exactly as you would dial it. For example, to prevent calls to the local number 555-5678, enter 5555678.
- To restrict dialing numbers in an entire area code, enter that area code exactly as you would dial it; for example, 900, 1900 or 0900 depending on the Toll Call Prefix required. This setting tells the system whether a 0 (for operator-assisted calls) or a 1 (for direct-dial calls) is required when you make toll calls.
- To prevent dialing all telephone numbers in one exchange when a toll prefix is required:

Entry	Restriction
976	Prevents local calls.
1???976	Prevents direct-dial calls to the specified exchange in all area codes.
0???976	Prevents operator-assisted calls to the specified exchange in all area codes.
1976	Prevents direct-dial toll calls in the same area code. This is needed only when 0 or 1 is required for toll calls in the same area code.
0976	Prevents operator-assisted toll calls in the same area code. This is needed only when 0 or 1 is required for toll calls in the same area code.

- To prevent dialing all telephone numbers in one exchange when no toll prefix is required:

Entry	Restriction
976	Prevents local calls.
?0?976	Prevents calls to area codes with 0 as the second digit, such as 203.
?1?976	Prevents calls to area codes with 1 as the second digit, such as 212.

- To prevent international calls, enter the international prefix number, 011.
- To prevent the use of all star codes enter *.
- To prevent the use of a specific star code, for example *67 to block Caller ID information, enter the * plus the 2- or 3-digit code.
- The entries you must make to permit or restrict toll calls differ depending on the setting for Toll Call Prefix 95.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the up or down arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the up or down arrow buttons to scroll the display to **Restrictions/Permissions**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the up or down arrow buttons to scroll the display to **Allowed Lists**. When highlighted, press **Select**.
5. At the **List Number:** prompt enter 1 to 8 for the list you want to edit.
6. At the **Entry:** prompt enter the list entry you want to change by entering 01 to 10.
7. The current setting is displayed.
8. Enter the new number and press **Enter**. To enter a wildcard digit press **HOLD**. Press **Clear** to remove the existing number.
9. Use the up or down arrow buttons to scroll through the other numbers in the list.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#404**. The phone displays **Disallowed Lists**.
4. At the **List Number** prompt, enter a list number 1 to 8.
5. At the **Entry** prompt, select a list entry 01 to 10.
6. Enter the first telephone number. To save the telephone number in memory, press **Enter**. Do one of the following:
   - To delete the telephone number you just entered, press **Remove**.
   - To add other telephone numbers to this list, press **Next Item** and repeat Steps 6 and 7.
   - To create another list, press **Next Procedure** + **Prev Procedure** and go to Step 5.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

6.4 Disallowed List Assignment

Use this feature to assign which disallowed number lists 88 an extension can use.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Restrictions/Permissions**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Disallow To**. When highlighted, press **Select**.
5. At the **Extension:** prompt enter the extension number for which you want to assign lists.
6. At the **List Number:** prompt enter the list entry you want to change by entering 1 to 8.
7. The current setting is displayed. The default is 2 (not active), ie. the extension is not associated with the selected list.
   - **1** = Active/Assigned.
   - **2** = Not Active/Not Assigned (the default setting).
   - Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or **Default** to return to the default setting.
8. Use the ▲ up or down ▼ arrow buttons to select another list.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#405**. The phone displays **Disallow To**.
4. Enter the number of the extension to be programmed.
5. Enter the list number 1 to 8.
6. Enter the required value. The default is 2 (not active), ie. the extension is not associated with the selected list.
   - **1** = Active/Assigned.
   - **2** = Not Active/Not Assigned (the default setting).
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.
7. Press the **Next Item** or **Previous Item** button for the next or previous list respectively.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

6.5 Emergency Phone Number List

The system can store a list of up to 10 emergency telephone numbers. All users can dial those numbers regardless of any dialing restrictions.

- Each telephone number can include up to 12 digits.
- Enter the telephone number exactly as you would dial it, including any toll prefixes.
- Users at forced account code extension 138 can dial numbers on the emergency phone number list without entering an account code.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Restrictions/Permissions**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Emergency List**. When highlighted, press **Select**.
5. At the **Entry:** prompt enter the list entry you want to change by entering 01 to 10.
6. The current setting is displayed.
7. Enter the new number and press **Enter**. Alternatively press **Clear** to remove the existing number.
8. Use the ▲ up or down ▼ arrow buttons to scroll through the other numbers in the list.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#406**. The phone displays **Emergency List**.
4. Select a list entry 01 to 10.
5. Enter the telephone number. Press **Remove** to remove any current number.
6. Save the telephone number by pressing **Enter**.
7. Press the **Next Item** or **Previous Item** button for the next or previous number entry.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

6.6 Outgoing Call Restriction

Use this feature to specify the types of outgoing calls that can be made on all lines at an extension.

- If the system is connected to a PBX or Centrex system and a dial-out code (usually 9) is needed to place calls outside the PBX or Centrex system, the control unit may not be able to prevent calls for extensions restricted to Local Only. If dialing restrictions are needed on Centrex lines, use Centrex restrictions instead.
- Outgoing Call Restriction also applies to lines that a user has access to with Direct Line Pickup—Idle Line.
- To override this feature, users can dial marked system speed dial number 115 and numbers from an Allowed Phone Number List 85 and the Emergency Phone Number List 91.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Restrictions/Permissions**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Outgoing Call Restr**. When highlighted, press **Select**.
5. At the **Extension:** prompt enter the extension you want to edit.
6. The current setting is displayed.
7. Enter **1**, **2** or **3**. Alternatively use the ◀ left or right ▶ arrow icons to toggle the settings or **Default** to return to the default setting.
   - **1** = No Restriction (can make toll, local and internal calls; this is the default setting).
   - **2** = Internal only.
   - **3** = Local (internal and local) only.
   - Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or **Default** to return to the default setting.
8. Use the ▲ up or down ▼ arrow buttons to select another extension to adjust if required.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature** ***config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#401**. The phone displays **Call Restrict**.
4. At the **Extension:** prompt, enter the number of the extension to be programmed.
5. To change the type of call restriction, enter the required value:
   - **1** = No Restriction (can make toll, local and internal calls; this is the default setting).
   - **2** = Internal only.
   - **3** = Local (internal and local) only.
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.
6. Press the **Next Item** or **Previous Item** button for the next or previous extension respectively.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

6.7 Allow Remote Call Forwarding

All extensions can forward their incoming calls to another extension using call forwarding 196. This option is used to configure whether the extension can also forward calls to external numbers (remote call forwarding).

- For analog lines and T1 lines without DID, the extension must be the Line Coverage Extension 68 for that line.
- You can forward outside, intercom, transferred and voice signaled calls.
- You cannot forward group calls, calls to doorphone alert extensions, coverage calls, transfer-return calls and night service calls.
- The system will only forward calls on lines that have reliable disconnect. For these lines, Hold Disconnect Time 72 must be set to a value other than 00 (No Detection).
- The extension must have an available line to forward the call to an outside number.
- The system uses the extension's Automatic Line Selection 73 to determine which line to use for the outgoing call.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the up or down arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the up or down arrow buttons to scroll the display to **Extensions**. When highlighted, press **Select**.
4. Use the up or down arrow buttons to scroll the display to **Remote Call Forward**. When highlighted, press **Select**.
5. At the **Extension:** prompt enter the extension you want to edit.
6. The current setting is displayed.
7. Enter **1** (active) or **2**. (not active). The default is **2** (not active).
   - Alternatively use the left or right arrow icons to toggle the settings or **Default** to return to the default setting.
8. Use the up or down arrow buttons to select another extension to adjust if required.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#322**. The phone displays **Remote Call Forwarding**.
4. Enter the number of the extension to be programmed.
5. Enter **1** (active) or **2**. (not active). The default is **2** (not active).

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

6.8 System Password

The system password is a four-digit password that users can enter from their telephones to override dialing restrictions if the extension has access to an outside line. Through system administration you can set and change the system password.

- The password overrides dialing restrictions.
- Once a password is programmed, you must enter it to turn Night Service 152 on and off. Additionally, if night service is on, users in the Night Service Group 151 must enter the password to make any outgoing calls except calls to numbers on the Emergency Phone Number List 91 and marked system speed dial 115 numbers.
- Dialing restrictions for extensions not in the Night Service Group remain the same as during normal daytime operation.
- For M-Series and T-Series phones, the system password, if set, is also used to control access to many phone based administration menus.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Restrictions/Permissions**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Set System Password**. When highlighted, press **Select**.
5. Enter the new four digit system password. Use **Default** to return to the default setting of no password.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#403**. The phone displays **Set System Password**.
4. Enter a four-digit password.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

6.9 Toll Call Prefix

Use this feature to indicate whether users must dial a 0 (for operator assisted calls) or 1 (for direct-dial calls) before the area code to make a long distance call or just the area code and number.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or ▼ arrow buttons to scroll the display to **Restrictions/Permissions**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the ▲ up or ▼ arrow buttons to scroll the display to **Toll Call Prefix**. When highlighted, press **Select**.
5. The current setting is displayed.
6. Enter **1** or **2**.
   - **1** = 0 or 1 required before Area Code and Number (the default setting).
   - **2** = Area Code and Number Only.
   - Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or **Default** to return to the default setting.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#402**. The phone displays **Toll Call Prefix**.
4. The current system setting is displayed.
5. To change the setting, enter the required value:
   - **1** = 0 or 1 required before Area Code and Number (the default setting).
   - **2** = Area Code and Number Only.
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.
6. Press the **Next Item** or **Previous Item** button for the next or previous extension respectively.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

Chapter 7.
PBX Mode Call Routing

7. PBX Mode Call Routing

These settings are used for outgoing call routing on systems running in PBX system mode. They are applied to calls where the user goes off-hook and dials without selecting a line appearance button.

- **ARS Selectors** 99
  The **ARS Selectors** are used to create groups of lines. The same line can be in more than one group. These are then used as the destination for outgoing external calls.
- **Calls Out** 100
  The **Dial Numbers** table is used to match the number dialed by a user to a required ARS Select group number. When a match is found, an available line in that ARS Selector group is seized for the call.
- **External Dialing Prefix** 101
  Sets whether a prefix is used for external dialing and what the prefix should be.

Other Options

- **System Mode** 59
  Select whether the system should run in either key system or PBX system mode.
- **Operator Group** 155
  This group is the default destination for incoming calls for systems running in PBX system mode.

7.1 ARS Selectors

- **PBX System Mode Only**
  IP Office Basic Edition - Norstar Mode systems can be installed in either key or PBX system mode. This feature is only supported by systems running in PBX system mode. The setting is ignored by systems running in key system mode.

An ARS selector is a group of lines. Calls directed to an ARS selector by the system or by user dialing will seize an available line in that group. ISDN selectors use all ISDN channels but apply a specific ISDN function to the call, for example withhold number.

The system routes to an ARS selector based on matching the number dialed by a user to the numbers set for different classes of call 100. Users can dial an ARS selector by dialing ***8*** followed by the ARS selector group number. ARS selectors can also be assigned to buttons using the line assignment 66.

The ARS selector groups are numbered in the range 65 to 99. Selectors 65, 66 and 67 are used by default entries.

- ***65: Group of Lines***
  This entry cannot be deleted. By default it contains all analog lines in the system, however it can be edited to change the lines included.
- ***66: ISDN Standard Call***
  This entry cannot be edited or deleted. Calls routed to this entry will use an available ISDN line with the calling party information set to match the user's **User CLI** if set or otherwise blank (to be set by the provider).
- ***67: ISDN Number Withheld***
  This entry cannot be edited or deleted. Calls routed to this entry will use an available ISDN line with the calling party information set to withheld.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Admin2**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **ARS Selectors**. When highlighted, press **Select**.
4. Use the ▲ up or down ▼ arrow buttons to scroll through the existing selectors and the option **Add**.
5. To add a new selector:
   a. Use the ▲ up or down ▼ arrow buttons to scroll to and select **Add**.
   b. Enter a two digits number for the selector between 65 and 99. Click on the down ▼ arrow button.
   c. At the **Type** prompt, use the ◀ left or right ▶ arrow icons to toggle the setting.
      - ***Group of Lines***
        This type of selector is used to create a group of lines. For a call routed to this selector, an available line from that group is used. This is the only option available in a system with just analog trunks.
   d. If the **Type** is ***Group of Lines***, click **Edit** to add lines.
6. To edit an existing selector:
   a. Use the ▲ up or down ▼ arrow buttons to scroll to the existing selector.
   b. Click **Edit**.
   c. Use the ▲ up or down ▼ arrow buttons to scroll through the available line. Click **Add** to add a line to the selector.
   d. Use **Clear** to remove all the lines.
   e. Use **Done** when the lines are set as required.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

This process cannot be done using this type of phone.

7.2 Call Classes

- **PBX System Mode Only**
  IP Office Basic Edition - Norstar Mode systems can be installed in either key or PBX system mode. This feature is only supported by systems running in PBX system mode. The setting is ignored by systems running in key system mode.

The system has a fixed class of calls set, these are: **Local**, **National**, **International**, **Emergency**, **Cell** and **Toll Free**. Each class contains a list of numbers which are used to match outgoing calls to a class and a list of which ARS selectors 99 should be used when a match occurs.

The **Local** class is the default, matching numbers cannot be set for this class. Instead it is the class used when no match occurs against any other class. However the ARS selectors used by this class can be edited.

Each class can contain multiple numbers. The numbers only need to be the leading digits of the dialed number, not the whole number. If an external dialing prefix 101 has been set for the system, the prefix is automatically removed and so does not need to be included in the class of call entries.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Admin2**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Calls Out**. When highlighted, press **Select**.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display the class of calls for which you want to adjust. When highlighted, press **Select**.
5. You can now edit the dialing that should match the class and the ARS selectors that the class should use:
   a. **To Edit the Matching Numbers**
      Use the ▲ up or down ▼ arrow buttons to scroll the display to **Numbers**. Press **Select**. The dialing prefixes that will match a call with the class are shown.
      i. Use the ▲ up or down ▼ arrow buttons to scroll through the list of numbers.
      ii. To add a number, click **Add**. Enter the number and click **Save**.
      iii. To delete a number, scroll to the number and click **Delete**.
      iv. When the numbers are set as required, click **Done**.
   b. **To Edit the ARS Selectors**
      Use the ▲ up or down ▼ arrow buttons to scroll the display to **Targets**. The phone displays the list of ARS selectors currently used by the class of calls.
      i. To add an ARS selector, dial the ARS selector number (65 to 99).
      ii. To remove all the current ARS selectors, press **Clear**.
      iii. To save any changes press **Save**. Otherwise press **Cancel**.
- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

This process cannot be done using this type of phone.

7.3 External Dialing Prefix

- **PBX System Mode Only**
  IP Office Basic Edition - Norstar Mode systems can be installed in either key or PBX system mode. This feature is only supported by systems running in PBX system mode. The setting is ignored by systems running in key system mode.

This option sets the digit which, when dialed as the first digit, indicates that the call is intended to be external and should be routed by comparing the remaining dialed digits against the call out settings 106.

The default setting depends on the system locale 61. 9 is the default setting for systems with the **Locale** setting of ***United States***. 0 is the default setting for systems with the **Locale** setting ***Germany***. All other locales default to no external dialing prefix.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the up or down arrow buttons to scroll the display to **Admin2**. When highlighted, press **Select**.
3. Use the up or down arrow buttons to scroll the display to **OG Call Select**.
4. Use the left or right arrow icons to change the setting between ***None***, ***9*** and ***0***.
5. Click **Save**.
6. The menu will prompt **Immediate Reboot ?** Select either **Confirm** or **Cancel**.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

This process cannot be done using this type of phone.

Chapter 8.
Auxiliary Equipment

8. Auxiliary Equipment

This section details processes relating to auxiliary equipment that can be attached to the system.

- **Contact Closures** 108
  Set which extensions can operate the contact closures attached to the system. These can be used to operate devices such as door openers.
- **Fax Machine Extension** 112
  Indicate which extension is a fax machine.
- **Loudspeaker Extension** 111
  Indicate which extension is connected to a loudspeaker device.
- **Doorphone Extension** 104
  Indicate which extensions are connected to doorphone devices and which other extensions should be alerted when the doorphone goes off hook.

Other Options

- **Music on Hold** 175
  A hold music source can be attached to the system.

8.1 Doorphone Programming

Up to 2 extensions can be specified as being doorphone extensions. When a person uses one of these doorphone extensions, it signals a set of doorphone alert extensions that you can specify.

To use the doorphone functionality, program the following features:

- **Doorphone Extension** 105
  Identify the extensions to which the doorphones are connected.
- **Doorphone Alert Extensions** 106
  Identify which extensions should be alerted when a doorphone button is pressed.

8.1.1 Doorphone Extensions

Use these features to identify an extension to which a doorphone is connected. A doorphone is usually placed near an entrance, to screen visitors. You can connect up to two doorphones to the system.

- The same extension cannot be assigned as an internal hotline extension 129 and a door phone extension. Assigning a door phone extension as an internal hotline extension cancels the door phone setting.
- You should not assign the first two extensions in the system as doorphones.
- Switch off VMS coverage 141 for the extension assigned as a doorphone extension.
- To prevent outside calls from being made or received on the doorphone, use Line Assignment 66 to remove all outside lines from the doorphone extension.
- Automatic Line Selection 73 for an extension assigned as a doorphone extension is automatically set to select intercom or call appearance buttons first.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Auxiliary Equipment**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Doorphone 1 Extension** or **Doorphone 2 Extension**. When highlighted, press **Select**.
5. Enter the alert extension number. Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or **Clear** to remove the current setting.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#604** for doorphone 1 or **#605** for doorphone 2. The phone displays **Doorphone 1 Extension** or **Doorphone 2 Extension** respectively.
4. At the **Doorphone** prompt the current setting is displayed.
5. At the **Extension** prompt enter the alerting extension number. Press **Remove** to clear any current setting.
6. Press the **Next Item** or **Previous Item** button for the next or previous extension respectively.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

8.1.2 Doorphone Alert Extension

If your system has extensions defined as doorphone extensions 105, you can use this feature to which other extensions are alerted when a doorphone button is pressed.

- If Do Not Disturb is active at a doorphone alert extension, the person at the doorphone hears signaling, but the alert extension is not signaled.
- If a contact closure controls a door lock, consider assigning the doorphone alert extensions to the Contact Closure Group 109 for that contact closure as only those extensions can activate the door lock.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Auxiliary Equipment**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Doorphone Alert Ext**. When highlighted, press **Select**.
5. Enter the extension number for which you want to adjust alert settings.
6. Select the doorphone alert setting for that extension by dialing 1 to 4.

Value	Setting
1	No alert. This is the default setting.
2	Doorphone 1 alert extension.
3	Doorphone 2 alert extension.
4	Doorphone 1 and 2 alert extension.

   - Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or **Default** to return to the default setting.
8. Use the ▲ up or down ▼ arrow buttons to select another extension to adjust if required.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#606**. The phone displays **DoorPhnAlert**.
4. Enter the first alert system extension number.
5. Enter the required value:

Value	Setting
1	No alert. This is the default setting.
2	Doorphone 1 alert extension.
3	Doorphone 2 alert extension.
4	Doorphone 1 and 2 alert extension.

   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.
6. Press the **Next Item** or **Previous Item** button for the next or previous extension respectively.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

8.2 Contact Closures

The system supports connection to two contact closure devices. They can be used to control devices such as an electronic door lock. Program the following features to enable the use of a contact closure.

- **Contact Closure Group** 109
  Use this feature to specify which system extensions can activate each contact closure.
- **Contact Closure Operation Type** 110
  Use this feature to specify how long the Contact Closures remain active when they are activated.

Other Functions

- **Contact Closure Button** 200
  Extensions with programmable buttons can have buttons assigned to operate the contact closures.

8.2.1 Contact Closure Group

Before a user can activate a contact closure, you must assign the user's extension to the contact closure group for that contact closure.

- If a contact closure is used to control a door lock and a doorphone is also installed at that door, you may also want to assign the extensions in the contact closure group to also be the doorphone alert extensions 106 for that doorphone.
- Users in the group can active the contact closure using a Contact Closure 200 button.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Auxiliary Equipment**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Contact Close Grp**. When highlighted, press **Select** .
5. At the **Group:** prompt, enter 1 or 2 for the contact closure group you want to adjust.
6. At the **Extension:** prompt enter the extension number whose group membership you want to change. The extension's current group membership is shown.
7. Press **1** (Assigned) or **2** (Not assigned) to change the extension's membership. The default is 2 (Not assigned).
   - Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or **Default** to return to the default setting.
8. Use the ▲ up or down ▼ arrow buttons to select another extension to adjust if required.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#612**. The phone displays **Contact Close Grp**.
4. Enter the number for the contact closure 1 or 2.
5. At the **Extension:** prompt, enter the extension that you want to assign to the contact closure group.
6. Press **1** (Assigned) or **2** (Not assigned) to change the extension's membership. The default is 2 (Not assigned).

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

8.2.2 Contact Closure Operation Type

Each of the two contact closures, when activated, can be activated for 1, 3 or 5 seconds or toggled. For example, if a contact closure that controls a door lock is set to 5 seconds on, the door lock is released for 5 seconds when a user activates that contact closure.

If the contact closure is set to toggle, the contact closure must be activated and deactivated by separate user actions. For example one user can activate the contact closure and another user can deactivate it.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the up or down arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the up or down arrow buttons to scroll the display to **Auxiliary Equipment**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the up or down arrow buttons to scroll the display to **Type - Contact Close**. When highlighted, press **Select**.
5. At the **Contact Number:** prompt enter 1 or 2 for the contact closure group you want to adjust.
6. The contact's current operation setting is displayed.
7. Press **1** to **4** to change the action of the contact closure.
   - **1** = 1 Second on, **2** = 3 Seconds on (the default setting), **3** = 5 Seconds on, **4** = Toggle.
   - Alternatively use the left or right arrow icons to toggle through the settings or **Default** to return to the default setting.
- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#613**. The phone displays **Type - Contact Close**.
4. Enter the number for contact closure 1 or 2. The display shows the current setting for that contact closure.
5. Enter the value for the action required:
   - **1** = 1 Second on, **2** = 3 Seconds on (the default setting), **3** = 5 Seconds on, **4** = Toggle.
- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

8.3 Loudspeaker Extension

Loudspeaker paging systems allow you to broadcast a message over a large area. Use this feature to specify the extension port to which you connected the loudspeaker paging system.

The extension is used by the Loudspeaker Page 209 and Simultaneous Page 217 functions.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Auxiliary Equipment**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Loudspeaker Paging Ext**. When highlighted, press **Select**.
5. Enter the extension number of the extension port connected to the loudspeaker paging system or **Clear** to return to the default setting (no loudspeaker).

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#617**. The phone displays **Loudspeaker Paging Ext**.
4. Enter the extension number and then press **Enter**.
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

8.4 Fax Machine Extension

Use this feature to identify the extensions to which fax machines are connected.

- Switch off VMS Coverage for any extensions assigned as fax extensions.
- The system auto attendant can be programmed to automatically transfer the call to a fax extension or to the extension Hunt Group containing fax extensions if you have multiple fax machines.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Auxiliary Equipment**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Fax Machine Extension**. When highlighted, press **Select**.
5. At the **Extension:** prompt, enter the extension to which the fax machine is connected.
6. Enter **1** (assigned) or **2** (not assigned). The default is **2** (not active), ie. the selected extension is not a fax extension.
   - Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or **Default** to return to the default setting.
8. Use the ▲ up or down ▼ arrow buttons to select another extension to adjust if required.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature** ****config** (ie. *Feature ****266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#601**. The phone displays **Fax Machine**.
4. At the **Extension:** prompt, enter the extension to which the fax machine is connected.
5. Enter **1** (assigned) or **2** (not assigned). The default is **2** (not active), ie. the selected extension is not a fax extension.
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.
6. Press the **Next Item** or **Previous Item** button for the next or previous extension respectively.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

Chapter 9.
Speed Dials

9. Speed Dials

Speed dials allow the rapid dialing of frequently used telephone numbers.

- **System Speed Dials** 115
  Up to 100 system speed dials numbered 600 to 699 can be configured for use by all extensions. When used, normal dialing restrictions are applied. However marked system speed dials can be created which override dialing restrictions. System speed dials can only be edited using a system administrator phone (on the first two extensions in the system).
- **Personal Speed Dials** 117
  Each extension can have up to 20 personal speed dials numbered 80 to 89 configured. These can be edited by the extension user and from a system a system administrator phone (on the first two extensions in the system). Dialing restrictions are applied to all personal speed dials.

Dialing Speed Dials

The following methods can be used to dial a system or personal speed dial from an extension.

Phone Type	System Speed Dial	Personal Speed Dial
1408, 1416	FEATURE, 600 to 699	FEATURE, 80 to 89
BST Phones	FEATURE, 0600 to 0699	FEATURE, *480 to *499
All phones	#, 600 to 699	#, 80 to 89

9.1 System Speed Dials

You can program a list of up to 100 frequently dialed numbers for the all users system by using System Speed Dial feature.

- A system speed dial number can be up to 28 characters in length and can consist of the digits 0–9, *, # and the special dialing characters. You assign the number to one of the codes 600 through 699.
- To specify a system speed dial when making a call:
  - On DS phones, press **FEATURE** and dial **600** to **699**.
  - On BST phones, press **FEATURE** and dial **0600** to **0699**.
- You can store account codes as system speed dial numbers for use with the account code entry feature.
- A marked system speed dial number overrides dialing restrictions. To sets a system speed dial as a marked system speed dial, the number should begin with a * before the telephone number. The digits in a marked system speed dial number do not appear on phone displays when the speed dial is used.
- A marked system speed dial number can begin with a star code. To enter it, press * followed by the star code and then the telephone number. For example, press **675551001.
- You cannot program system speed dial codes on Auto Dial buttons.
- If the system is connected to a PBX or Centrex system and a dial-out code (usually 9) is needed to place calls outside the PBX or Centrex system, include the dial-out code and one or more pauses (if available) in Speed Dial numbers that must dial out of the PBX or Centrex system.
- You can use multiple Auto Dial buttons and Speed Dial numbers during the course of a single call. For example, you can use an Auto Dial button or Speed Dial number to dial the Account Code Entry feature code and another Speed Dial number to dial the account code.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Speed Dial**. When highlighted, press **Select**.
4. At the **Code:** prompt enter 600 to 699 to select the speed dial entry to edit.
5. The current setting of the speed dial entry is displayed.
6. Enter the external number and press **Enter**. Press **Clear** to remove any existing number. The following keys can be used to enter special dialing commands:

Function	Press to insert	Character	Description
Pause	**HOLD**	**P**	Inserts a 1.5 second pause.
Transfer	**SPEAKER**	**R**	Send a hook-switch flash signal.
Stop	**CONFERENCE**	**S**	Stop dialing.

   - On 9500 Series phones, these options are accessed by pressing **More** and select **Pause**, **Stop** or **Recall** as required.
   - Adding a * at the start of a speed dial will indicate that speed dial as being a 'marked' system speed dial. When used, marked system speed dials override dialing restrictions. The * is not dialed as part of the number. If a * is required to be dialed at the start of the marked system speed dial number, enter **.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At a system administration extension (the first two extensions on the system); press **Feature **user** (ie. *Feature **8737*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. At the **Extension:** prompt enter the extension number of the extension from which you are programming.
3. Select a speed dial by pressing **Feature** and dialing four digits between 0600 to 0699. If a number is assigned already to the code, the number appears on the display.
3. To enter a number dial the digits. For example, to program 555-4757, press 5554757. Any existing number is overwritten. To remove any digits press **Hold**.

Function	Press to insert	Character	Description
Pause	**Soft Key 1**	**P**	Inserts a 1.5 second pause.
Transfer	**Soft Key 2**	**R**	Send a hook-switch flash signal.
Stop	**Soft Key 3**	**S**	Stop dialing.

   - Adding a * at the start of a speed dial will indicate that speed dial as being a 'marked' system speed dial. When used, marked system speed dials override dialing restrictions. The * is not dialed as part of the number. If a * is required to be dialed at the start of the marked system speed dial number, enter **.
5. To save the number, press **Feature**.

- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then placing it back in the cradle.

9.2 Personal Speed Dials

Each extension can have 20 personal speed dials configured.

- To specify a system speed dial when making a call:
  - On DS phones, press **FEATURE** and dial **80** to **99**.
  - On BST phones, press **FEATURE** and dial ***480** to ***499**.
- For users configured for remote call forwarding 93, a personal speed dial is used to set the destination for forwarded calls.

1408/1416/9504/9508 Phone

1. Do one of the following:

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Personal Speed Dial**. When highlighted, press **Select**.
3. At the **Code:** prompt enter between 80 and 99 to select the speed dial entry that you want to edit.
4. The current setting of the speed dial entry is displayed.
5. Enter the external number and press **Enter**. The number can be up to 28 characters in length. Press **Clear** to remove any existing number. The following keys can be used to enter special dialing commands:

Function	Press to insert	Character	Description
Pause	**HOLD**	**P**	Inserts a 1.5 second pause.
Transfer	**SPEAKER**	**R**	Send a hook-switch flash signal.
Stop	**CONFERENCE**	**S**	Stop dialing.

   - On 9500 Series phones, these options are accessed by pressing **More** and select **Pause**, **Stop** or **Recall** as required.
- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following:

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ****8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. Select a speed dial by pressing **Feature** and dialing four digits between *480 to *499. If a number is assigned already to the code, the number appears on the display.
3. To enter a number dial the digits. For example, to program 555-4757, press 5554757. Any existing number is overwritten. To remove any digits press **Hold**.

Function	Press to insert	Character	Description
Pause	**Soft Key 1**	**P**	Inserts a 1.5 second pause.

Transfer	**Soft Key 2**	**R**	Send a hook-switch flash signal.
Stop	**Soft Key 3**	**S**	Stop dialing.

4. To save the number, press **Feature**.

- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then placing it back in the cradle.

Chapter 10.
Extension Settings

10. Extension Settings

The processes in this section cover a range of individual extension settings.

- **Extension Name** 122
  Set the name displayed on the extension and on other extensions during calls.
- **Display Language** 124
  Select the language for menus and messages displayed on the extension.
- **Call Waiting** 125
  Enable call waiting tones for a single-line extension.
- **Intercom Dial Tone** 126
  Select the dial tone presented to the extension for calls.
- **External Hotline** 127
  Set the extension to automatically dial an external number when it goes off hook.
- **Internal Hotline** 129
  Set the extension to automatically dial another extension when it goes off hook.
- **Outside Conference Denial** 131
  Control how many external parties are allowed in conferences.
- **Do Not Disturb Exceptions** 133
  Set which numbers, internal and external, can still call the extension even when they have do not disturb enabled.

Other Options

- **Button Programming** 178
  Assign functions to any buttons not used for intercom, call appearances and line appearances.
- **Fax Machine Extension** 112
  Indicate which extension is a fax machine.
- **Loudspeaker Extension** 111
  Indicate which extension is connected to a loudspeaker device.
- **Doorphone Extension** 104
  Indicate which extensions are connected to doorphone devices and which other extensions should be alerted when the doorphone goes off hook.
- **Allow Remote Call Forwarding** 93
  Set whether an extension can use forward calls to external numbers.

10.1 Caller ID Log All Calls

Caller ID is available on system display telephones and single-line display telephones on all lines for which you subscribe to Caller ID service. All extensions have a call log of their last 30 calls (incoming answered and missed). The user can access this using a programmable button set to Call Log or their phone's Call Log button if it has one. In addition up to 3 extensions can be configured to have access to the call log of the last 400 calls (incoming answered and missed) for the whole system. These fields are used to select those users. Only calls that include caller ID are included. The ! character on the phone display indicates that there are unviewed call details in the call log.

Use this feature to program up to three extensions that log all answered Caller ID calls and all unanswered Caller ID calls received at any extension on specific lines.

- To view the caller ID call log, the user's extension must be programmed with a Caller ID Log 194 button with LEDs/LCD (this feature is not supported on a button without LEDs/LCD).
- Transfer Return calls that are answered at the return extension are not logged even if Caller ID Log All Calls is set to active.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Extensions**. When highlighted, press **Select**.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Log ID All Calls Ext 1**, **Log ID All Calls Ext 2** or **Log ID All Calls Ext 3**. When highlighted, press **Select**.
5. The current setting is displayed. At the **Extension:** prompt enter the extension you want to assign to this function. Alternatively use press **Clear** to remove the current setting.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#317**, **#318** or **#319**. for the 1st, 2nd or 3rd extension respectively.
4. Enter the number of the extension to be programmed as the logging extension.
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

10.2 Extension Name

You can assign a name to an extension, up to 15 characters long. Then, when that extension is used to make an intercom, group or transferred call, the name appears on the system display telephone receiving the call. Similarly, users receiving a transfer return call see the name of the person assigned to the extension that did not answer the transferred call.

1408/1416/9504/9508 Phone

1. Do one of the following:

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

- To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.

2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Extension Name**. When highlighted, press **Select**.
3. The current setting is displayed.
4. To enter a new name dial the characters using the dial pad buttons. When finished press **Enter**.
    - Enter a character by pressing the indicated button until that character is displayed. On 9500 Series phones, accented versions of the characters are also shown. If you pause more than 1 second after press a button, the cursor will move onto the next space.

1	1.,@		**2**	abc2		**3**	def3
4	ghi4		**5**	jkl5		**6**	mno6
7	pqrs7		**8**	tuv8		**9**	wxyz9
*****	*		**0**	Space 0		**#**	#

    - The first character and the first character after a space are automatically capitalized.
    - Use the ◀ left and right ▶ arrows keys to move the cursor.
    - Do not use punctuation characters such as #, ?, /, -, _ and , in the name. Start the name with an alphabetic character. Note that the name is case sensitive and must be unique. Non-English languages do not offer accented characters.
5. To remove the current name press **Clear**.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following:

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ****8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. Press the first intercom or call appearance button.
3. Enter the extension name.
   - Enter a character by pressing the indicated button until that character is displayed. If you pause more than 1 second after press a button, the cursor will move onto the next space.

1	1!”$%&’()+,-./		**2**	2abcABC		**3**	3defDEF
4	4ghiGHI		**5**	5jklJKL		**6**	6mnoMNO
7	7pqrsPQRS		**8**	8tuvTUV		**9**	9wxyzWXYZ
*****	*:;<=>?@[\]^_`		**0**	0 Space		**#**	#

   - Do not use punctuation characters such as #, ?, /, -, _ and , in the name. Start the name with an alphabetic character. Note that the name is case sensitive and must be unique. Non-English languages do not offer accented characters.

- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then placing it back in the cradle.

10.3 Display Language

Use this feature to change the language used for messages that appear on telephone display. The language is set for each extension, so telephones in the same system can display different languages.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the up or down arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the up or down arrow buttons to scroll the display to **Extensions**. When highlighted, press **Select**.
4. Use the up or down arrow buttons to scroll the display to **Display Language**. When highlighted, press **Select** .
5. At the **Extension:** prompt enter the extension you want to edit.
6. The current setting is displayed.
   - The possible language options available are: ***English***, ***French***, ***Arabic***.
   - Alternatively use the left or right arrow icons to toggle through the settings or **Default** to return to the default setting.
8. Use the up or down arrow buttons to select another extension to adjust if required.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#303**. The phone displays **Display Language**.
4. At the **Extension:** prompt enter the extension number that you want to set the language for. The current display language is shown.
5. Use the **Next Data** or **Previous Data** buttons to change the setting. Press **Remove** to return to the default for the system (this will vary depending on the system locale setting 61).
   - The possible language options available are: ***English***, ***French***, ***Arabic***.
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

10.4 Call Waiting

Use this feature to activate call waiting. When you are on a call and a second intercom, transferred or outside call comes in, you hear a beep to indicate you have a second call waiting to be answered. Press the switch hook (or Recall or Flash button, if available) to put the current call on hold and retrieve the second call. To return to the first call, press the switch hook again.

- This feature is distinct from the local telephone company's Call Waiting feature. If you use this system feature, do not use your local telephone company's Call Waiting feature.
- The Call Waiting tone is not repeated.
- Call waiting is only supported for single-line telephone extensions. Do not assign Call Waiting to extensions that have fax machines, credit card scanners, modems or auto attendants because the call-waiting tone interrupts the data connection.
- You cannot transfer either party connected by call waiting, conference in additional parties or use feature codes while both calls are active.
- Transfer-return, group call distribution and hunt group calls are not considered incoming calls for this feature.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Extensions**. When highlighted, press **Select**.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Call Waiting**. When highlighted, press **Select**.
5. At the **Extension:** prompt enter the extension you want to edit.
6. The current setting is displayed.
7. Enter **1** or **2**. The default is 2 (not active), ie. no call waiting.
   - **1** = Active/Assigned.
   - **2** = Not Active/Not Assigned (the default setting).
   - Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or **Default** to return to the default setting.
8. Use the ▲ up or down ▼ arrow buttons to select another extension to adjust if required.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#316**. The phone displays Call Waiting.
4. Enter the number of the extension to be programmed.
5. Enter the required value. The default is 2 (not active), ie. no call waiting.
   - **1** = Active/Assigned.
   - **2** = Not Active/Not Assigned (the default setting).
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.
6. Press the **Next Item** or **Previous Item** button for the next or previous extension respectively.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

10.5 Intercom Dial Tone

Use this feature to determine the type of dial tone the system provides at an extension. It may be necessary to change this setting for any autodialing device, such as a fax or modem, that has trouble making calls. For example, if you have a modem that checks for outside line dial tone before dialing, use this procedure to change from ***Regular*** to ***Machine*** dial tone.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the up or down arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the up or down arrow buttons to scroll the display to **Extensions**. When highlighted, press **Select**.
4. Use the up or down arrow buttons to scroll the display to **Intercom Dial Tone**. When highlighted, press **Select**.
5. At the **Extension:** prompt enter the extension you want to edit.
6. The current setting is displayed.
7. Enter **1** (regular) or **2** (machine). The default is **2** (regular), ie. normal dial tone.
   - Alternatively use the left or right arrow icons to toggle through the settings or **Default** to return to the default setting.
8. Use the up or down arrow buttons to select another extension to adjust if required.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#309**. The phone displays **Intercom Dial Tone**.
4. At the **Extension**: prompt, enter the number of the extension to be programmed.
5. Enter **1** (regular) or **2** (machine). The default is **2** (regular), ie. normal dial tone.
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.
6. Press the **Next Item** or **Previous Item** button for the next or previous extension respectively.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

10.6 External Hotline

Use this feature to identify an extension as being an external hotline extension. When a user lifts the handset of an external hotline extension, a stored external number is automatically dialed. The external number might be, for example, a frequently called service bureau. The external hotline must be a single line telephone without a dial pad.

- Under certain conditions of heavy telephone usage, the external hotline may be unable to dial the programmed number immediately (for example, if many of the tip/ring devices connected to your system dial out at the same time).
- You can identify several extensions as external hotlines.
- Do not assign an external hotline to either of the first two extensions in the system.
- Use Hotline 129 to identify an internal hotline extension.
- Use Line Assignment 66 to assign outside lines to the external hotline extension and Automatic Line Selection 73 to set the extension to select outside lines first. If your use of the external hotline requires immediate dialing of the programmed number, assign a line for use only by this extension.
- Set line ringing 162 to no ring for all lines assigned to the external hotline to prevent incoming calls from ringing at the extension.
- Make sure there are no call or line restrictions assigned to an external hotline.
- Do not use station lock at an external hotline because it will prevent the outside number from being dialed.
- Remove external hotlines extensions from Night Service Group Extensions 151, Calling Group Extensions and 149 Hunt Group Extensions 150.
- Do not assign Forced Account Code Entry 138 to the external hotline.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Extensions**. When highlighted, press **Select**.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **External Hotline**. When highlighted, press **Select**.
5. At the **Extension:** prompt enter the extension.
6. The current setting is displayed.
7. Enter the external number and press **Enter**. Press **Clear** to remove any existing number. The following keys can be used to enter special dialing commands:

Function	Press to insert	Character	Description
Pause	**HOLD**	**P**	Inserts a 1.5 second pause.
Transfer	**SPEAKER**	**R**	Send a hook-switch flash signal.
Stop	**CONFERENCE**	**S**	Stop dialing.

   - On 9500 Series phones, these options are accessed by pressing **More** and select **Pause**, **Stop** or **Recall** as required.
8. Use the ▲ up or down ▼ arrow buttons to select another extension to adjust if required.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#311**.
4. At the **Extension:** prompt, enter the extension.
5. The current setting is displayed.
6. Enter the external number and press **Enter**. Press **Remove** to remove any existing number. The following keys can be used to enter special dialing commands:

Function	Press to insert	Character	Description
Pause	**Soft Key 1**	**P**	Inserts a 1.5 second pause.
Transfer	**Soft Key 2**	**R**	Send a hook-switch flash signal.
Stop	**Soft Key 3**	**S**	Stop dialing.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

10.7 Internal Hotline

Use this feature to identify an internal hotline extension and its alert extension. When a user lifts the handset of the hotline telephone, the alert extension rings. You can set up several hotline and alert extension pairs. The alert extension can be the same or different for multiple hotline extensions.

Use a single-line telephone as the hotline telephone since this feature makes use only of the telephone's intercom. The alert extension can be any type of telephone; or it can be the loudspeaker paging system so the hotline telephone can be used to make announcements over the loudspeaker.

For example, a supermarket installs a hotline telephone at its meat counter. When a customer uses the hotline telephone, the butcher's telephone rings. If the loudspeaker paging system is programmed as the alert extension, a sales clerk could request a "price check" over the loudspeaker simply by lifting the handset of the hotline telephone.

- The same extension cannot be assigned as an internal hotline extension 129 and a door phone extension. Assigning a door phone extension as an internal hotline extension cancels the door phone setting.
- You should not assign hotline telephones to either of the first two extensions in the system.
- The hotline telephone can receive transferred calls (but the user at that extension should not pick up the handset until the telephone rings).
- To prevent outside calls from being made or received on the hotline telephone, use Line Assignment 66 to remove all outside lines.
- Set Automatic Line Selection 73 for the hotline extension to intercom only.
- Remove hotline extensions from Night Service Group Extensions 151, Calling Group Extensions and 149 Hunt Group Extensions 150.
- Use External Hotline 127 to identify an extension that automatically dials a programmed outside number when a user lifts the handset.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the up or down arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the up or down arrow buttons to scroll the display to **Auxiliary Equipment**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the up or down arrow buttons to scroll the display to **Internal Hotline Ext**. When highlighted, press **Select**.
5. At the **Extension:** prompt, enter the hotline extension number.
6. Enter the alert extension number. Alternatively use the left or right arrow icons to toggle through the settings or **Clear** to remove the current setting.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#603**. The phone displays **Internal Hotline Ext**.
4. Enter the extension number for which you want to change the internal hotline settings;
5. At the **Extension:** prompt enter the alerting extension number.
6. Press the **Next Item** or **Previous Item** button for the next or previous extension respectively.
7. Press the **Next Data** or **Previous Data** button for the next or previous extension respectively.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

10.8 Outside Conference Denial

Use this feature to determine if users can include more than one outside party in a conference call.

- This feature setting applies to all system users.
- If outside conference is allowed, you can have up to 64 outside parties in a conference including multiple external callers (but only 2 analog lines). If outside conference is disallowed, you can have only one outside party of any type in a conference.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the up or down arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the up or down arrow buttons to scroll the display to **Extensions**. When highlighted, press **Select**.
4. Use the up or down arrow buttons to scroll the display to **Outside Conf Denial**. When highlighted, press **Select**.
5. The current setting is displayed.
6. Press either **1** or **2**. Alternatively use the left or right arrow icons to toggle through the settings or **Default** to return to the default setting.
   - **1** = Allow conference calls with multiple outside parties (the default setting).
   - **2** = Disallow conference calls with two outside parties.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#109**. The phone displays **Outside Conf Denial**.
4. Press either **1** or **2**.
   - **1** = Allow conference calls with multiple outside parties (the default setting).
   - **2** = Disallow conference calls with two outside parties.
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

10.9 Automatic Privacy

Use this feature to prevent a user from joining an active call at an extension. When automatic privacy is assigned for an extension, other users cannot join active calls at that extension. This feature is typically used for single-line telephones and extensions connected to fax machines, modems, and credit card scanners, which make and receive data calls that should not be interrupted. This feature can provide the privacy function for single-line telephones.

- If you want to be able to intercept calls routed to an auxiliary device, such as an answering machine, a voice messaging system, or an auto attendant, make sure automatic privacy is not assigned for the auxiliary equipment extension.
- Single-line telephones and system telephones without a programmed privacy button cannot override this feature once it is assigned to an extension.
- If automatic privacy is assigned at an extension, the LED/LCD is lit automatically after programming the privacy button to indicate that privacy is currently active.
- Automatic Extension Privacy applies only to active calls.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the up or down arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the up or down arrow buttons to scroll the display to **System Parameters**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
3. Use the up or down arrow buttons to scroll the display to **Extensions**. When highlighted, press **Select**.
4. Use the up or down arrow buttons to scroll the display to **Automatic Ext. Privacy**. When highlighted, press **Select**.
5. Enter the extension number.
6. Press either **1** (assigned) or **2** (not assigned). The default is **2** (not assigned).
   - Alternatively use the left or right arrow icons to toggle through the settings or **Default** to return to the default setting.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#304**. The phone displays **Automatic Ext Privacy**.
4. At the **Extension:** prompt enter the two-digit number of the extension.
5. Press either **1** (assigned) or **2** (not assigned). The default is **2** (not assigned).
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

10.10 Do Not Disturb Exceptions

When a user has do not disturb 202 enabled, calls to them go directly to voicemail or receive busy if voicemail is not available. Do not disturb exceptions can be used to set numbers that are still able to call the user even when they have do not disturb enabled. The numbers can be internal and external numbers.

You can configure up to 20 do not disturb exception numbers for each user. The numbers can include wildcards. A **X** character is displayed for a match any digit wildcard. An **N** is displayed for a match any digits wildcard.

1408/1416/9504/9508 Phone

1. Do one of the following:

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **DND Exceptions**. When highlighted, press **Select**.
3. The current entries are displayed. Use the ▲ up or down ▼ arrow buttons to scroll through the list of numbers.
   - To delete the currently displayed number press **Delete**.
   - To add a new number start dialing the number or press **Add**. Dial the number and click **Save**.
     - On a 9500 Series phone, to add a wildcard, press the button for the highlighted row and select **Dial** X (single digit wildcard) or **Dial N** (multiple digits wildcard).

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following:

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ****8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. Press **FEATURE** and dial **0700** to **0719**.
   - The number used above is not a fixed reference. For example, if the exception number set using 702 is cleared, any numbers set as 703 and above are move to 702 and above.
3. The current number is shown if any.
   - To enter a number using the normal dialing keys.
   - To enter a single digit wildcard, press the left-hand display soft key. The wildcard is shown as an ***X***.
   - To enter a multiple digit wildcard, press the middle display soft key. The wildcard is shown as an ***N***.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

Chapter 11.
Account Codes

11. Account Codes

When you set up account codes 137 on the system, users at extensions set to Forced Account Code Entry 138 must enter an account code before they can dial outside calls. Other extensions can also use account codes but on a voluntary basis. They can enter

- When an account code is entered during a call, the caller on the other end does not hear the touch-tone digits dialed.
- If SMDR is used, the account code assigned to a call is included in the SMDR record for that call.
- You can program the Account Code Entry 183 button on a phone. Use a button with LEDs/LCD.
- For faster entry of frequently used account codes, you can program an account code on an Auto Dial 186 button or as a system speed dial 115 or personal speed dial 117 number (but not as a marked system speed dial number).

11.1 Forced Account Code List

You can create a list of account codes that are used to verify those entered by extension users.

- Each list entry can include up to six digits.
- You can enter a **?** wildcard character into the account code to match any single digit. For example, your company's Sales Department has a three digit account code—the first digit represents the department and second and third digits represent the individuals in the department. You enter **4??** as the list entry.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Restrictions/Permissions**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Forced Act Code List**. When highlighted, press **Select**.
5. At the **Entry:** prompt enter the list entry you want to change by entering 01 to 99.
6. The current setting is displayed.
7. Enter the new number and press **Enter**. To enter a wildcard digit press **HOLD**. Press **Clear** to remove the existing number.
8. Use the ▲ up or down ▼ arrow buttons to scroll through the other numbers in the list.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#409**. The phone will display **FrcdActCd Lst**.
4. Select a list entry 01 to 99.
5. Enter up to six digits for the list entry. If the account code is five digits or less, you must press **Enter** to save the account code in memory. To enter a wildcard digit press **HOLD**.
6. Do one of the following:
   - To enter other account codes, press **Next Item** to select a different list entry and repeat Steps 5 and 6.
   - To change the account code you just entered, press **Remove** and repeat Steps 5 and 6.
   - To delete the account code you just entered, press **Remove**.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

11.2 Forced Account Code Extensions

These processes allow you to set which extensions must enter an account code before making outside calls. The account code can be used to charge telephone calls to a department or client.

- Extensions set to forced account code entry can still dial numbers on the Emergency Phone Number List 91 without entering an account code.
- In addition to dialing the account code, extension users can also enter an account code using a number stored on an auto dial button 186, system speed dial 115 or personal speed dial 117.
- Automatic Line Selection 73 is not used for extensions set to forced account code entry.
- Do not assign forced account code entry to an external hotline 127 extension.
- If a System Password 94 is required to override dialing restrictions for an extension, you must enter it before entering the account code.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the up or down arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the up or down arrow buttons to scroll the display to **Extensions**. When highlighted, press **Select**.
4. Use the up or down arrow buttons to scroll the display to **Forced Account Code**. When highlighted, press **Select**.
5. At the **Extension:** prompt enter the extension you want to edit.
6. The current setting is displayed.
7. Enter **1** (assigned) or **2** (not assigned). The default is **2** (not assigned).
   - Alternatively use the left or right arrow icons to toggle the setting or **Default** to return to the default setting.
8. Use the up or down arrow buttons to select another extension to adjust if required.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#307**. The phone will display **Forced Account Code**.
4. At the **Extension:** prompt, enter the number of the extension to be programmed.
5. Enter **1** (assigned) or **2** (not assigned). The default is **2** (not assigned).
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.
6. Press the **Next Item** or **Previous Item** button for the next or previous extension respectively.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

Chapter 12.
Voicemail

12. Voicemail

All IP Office Basic Edition - Norstar Mode systems have VMS (Voicemail Mail Services) available by default.

User Voicemail Operation

When a call goes to a user's VMS Cover, the user's voicemail mailbox is used to take a message for the user. This is used for calls dialed to the user's extension number including DID calls or incoming calls on a line where the extension is set as the line coverage extension 68 for that line.

- **VMS Cover On/Off** 141
  Set whether voicemail is used to cover unanswered calls to an extension.
- **VMS Coverage Rings** 142
  Set the voicemail coverage delay for calls to an extension.

User/Admin Voicemail Password

Users can set a password for their voicemail. This password can be reset by through phone based administration if required.

- **Voicemail Password** 143

Line Auto Attendant Operation

When a call goes to a line's VMS cover, the voicemail system's auto attendant is used to take let the caller select a call destination.

- **VMS Hunt Schedule** 144
  Set whether and when a line should route its calls to the voicemail auto attendant service if not answered within the VMS Hunt Delay time.
- **VMS Hunt Delay** 144
  Set the number of rings for an external line before the call goes to the voicemail auto attendant if scheduled.

12.1 VMS Cover On/Off

You can use the processes below to switch on or off the use of voicemail coverage for an extension.

When on, calls to the extension are redirected to the extension's mailbox when they ring unanswered for the extension's VMS Coverage Rings 142 setting. When off, calls to the extension continue to ring at the extension until answered or the caller hangs up.

- In addition to the processes below, a **VMS Cover** 220 button can be programmed onto an extension with programmable buttons. If the button includes an LEDs/LCD, it will indicate when VMS cover is on or off.
- This setting is ignored for any extension configured as a loudspeaker paging extension.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Extensions**. When highlighted, press **Select**.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Automatic VMS Cover**. When highlighted, press **Select**.
5. At the **Extension:** prompt enter the extension you want to edit.
6. The current setting is displayed.
7. Enter **1** or **2**. The default is 1 (active), ie. voicemail coverage on.
   - **1** = Active/Assigned (the default).
   - **2** = Not active/Not assigned.
8. Use the ▲ up or down ▼ arrow buttons to select another extension to adjust if required.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#310**. The phone displays **Auto VM Cover**.
4. At the **Extension:** prompt, enter the extension number.
5. Enter the required value. The default is 1 (active), ie. voicemail coverage on.
   - **1** = Active/Assigned (the default).
   - **2** = Not active/Not assigned.
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.
6. Press the **Next Item** or **Previous Item** button for the next or previous extension respectively.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

12.2 VMS Coverage Rings

You can program the number of times that an extension will ring before the call goes to voicemail.

- If an extension has call coverage and voicemail active, covered calls ring at the covering extension for the specified number of call coverage rings:
  - If the covering extension does not answer, the call is routed to the voice mailbox of the extension that activated Call Coverage after the specified number of VMS Cover Rings.
  - If the covering extension has Do Not Disturb active, the call is routed immediately to the voicemail.
- One ring is approximately 5 seconds.
- For IP Office Basic Edition - Norstar Mode 6.1 and higher+ the option ***0*** for immediate voicemail is available. 0 is the only value useable for phantom extensions. If selected it has the following effects.
  - For a call that would have otherwise have alerted at the extension, the call now goes immediately to voicemail.
  - If the extension has call forwarding set, the forwarded call will continue ringing at the forwarding target rather than going to voicemail.
  - If the extension is the target for another extension's call forwarding, the call will go immediately to the forwarding extension's voicemail.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Extensions**. When highlighted, press **Select**.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **VMS Coverage Rings**. When highlighted, press **Select**.
5. At the **Extension:** prompt enter the extension you want to edit.
6. The current setting is displayed.
7. Enter the number of rings required, between **1** and **9**. The default is 3 (15 seconds).
   - Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or **Default** to return to the default setting.
8. Use the ▲ up or down ▼ arrow buttons to select another extension to adjust if required.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature** ***config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#321**. The phone displays **VMS Cover Rings**.
4. Enter the number of the extension to be programmed.
5. Enter the number of rings required, between **1** and **9**. The default is 3 (15 seconds).
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.
6. Press the **Next Item** or **Previous Item** button for the next or previous extension respectively.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

12.3 Voicemail Password

Extension users can set an access code for their mailbox. When they do this, the access code is request when they access the mailbox. If the user forgets their password you can use system administration to remove it.

- This procedure is not listed when using the **Next Procedure** or **Previous Procedure** buttons to select a procedure.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Dial **#325**. The display shows **Reset Voice Mail Pwd**.
4. At the **Extension:** prompt enter the two-digit number of the extension.
5. Press **Proceed**.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#325**. The display shows **Reset VM Pwd**.
4. At the **Extension:** prompt enter the two-digit number of the extension.
5. Press **Enter**.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

12.4 VMS Hunt Delay

Use this feature to determine when outside calls should be answered by the voicemail auto attendant. You can set the system for any number of rings, 0–6. Assigning more rings gives the operator an opportunity to answer calls before they go to the auto attendant.

VMS Hunt Delay is programmable on a per-line basis. In addition, you can program this feature so that calls can be handled one way during the day and a different way when the system is in Night Service.

- One ring is approximately 5 seconds.
- For immediate call handling, set this option to 0 rings.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Groups**. When highlighted, press **Select**.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **VMS Hunt Delay**. When highlighted, press **Select**.
5. At the **Mode:** prompt enter **1** or **2** for day or night mode respectively.
6. At the **Line:** prompt enter the line number, for example 01 for line 1.
7. Enter the number of rings, 0 to 6. The default is 2 rings.
   - Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or **Default** to return to the default setting.
8. Use the ▲ up or down ▼ arrow buttons to select another line.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#506**. The phone displays **VMS Hunt Delay**.
4. Select day or night mode by entering 1 or 2 respectively.
5. Enter the line number. The current setting is displayed.
6. Enter the required value for the number of rings between 0 and 6 (2 is the default setting).
7. Press the **Next Item** or **Previous Item** button for the next or previous line.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

12.5 VMS Hunt Schedule

Use this feature to determine whether the outside lines go to the voicemail auto attendant all the time, only during day operation, only during night operation or never. You can program VMS Hunt Schedule on a per-line basis.

When a line is set to go to the VMS auto attendant, the VMS Hunt Delay 144 settings determines how long the call rings before going to the auto attendant.

- If you set the VMS Hunt Schedule for day only or night only, you must program a Night Service button 152 for the first extension in the system.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.

- To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.

2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Groups**. When highlighted, press **Select**.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **VMS Hunt Schedule**. When highlighted, press **Select**.
5. At the **Line:** prompt enter the line number, for example 01 for line 1.
6. Enter the required value **1** to **4**. The default is **4**, ie. no voicemail coverage.
    - **1** = Always, **2** = Day only, **3** = Night only, **4** = Never *(Default)*.
    - Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or **Default** to return to the default setting.
8. Use the ▲ up or down ▼ arrow buttons to select another line.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
    - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#507**. The phone displays **VMS Hunt Schedule**.
4. Enter the line number.
5. The current setting is shown in the telephone display.
6. Enter the required value:
    - **1** = Always, **2** = Day only, **3** = Night only, **4** = Never *(Default)*.
    - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.
7. Press the **Next Item** or **Previous Item** button for the next or previous line.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

Chapter 13.
Groups

13. Groups

Placing extensions into groups allows users to help each other in answering calls. You can set up the following groups:

- **Calling Groups** 149 (71 to 74)
  A group of extensions that can be called at the same time.
- **Hunt Groups** 150 (771 to 776)
  A group of extensions that the incoming call hunts through for the first extension available to answer.
- **Night Service Group** 151
  A group of extensions that will ring immediately, regardless of normal Line Ringing settings when night service is switched on.
- **Pickup Groups** 154 (661 to 664)
  A group of extensions that can answer any call ringing within the group by dialing the Pickup Group code.
- **Operator Group** 155
  This group is the default destination for incoming calls for systems running in PBX system mode.

Other Options

- **Group Call Distribution** 70
  Assign outside lines to hunt group. Doing this allows outside calls to ring directly into a hunt group instead of being answered and transferred by the receptionist.

13.1 Calling Groups

A calling group is one where the idle extensions in the group are alerted all at the same time when a call is directed to the group. The system can have up to four calling groups, using the group numbers 71 to 74.

Any user in the system can ring or page a calling group or transfer a call to a calling group. All idle extensions in the group are alerted and the first extension to answer the call is connected to the caller. A typical use of this feature is to have callers ring into a calling group of sales representatives.

- Extensions can be in more than one calling group.
- You can assign all extensions in the system to one group – this helps in making paging announcements to all employees.
- Do not assign extensions that connect auxiliary equipment (auto attendants, voice messaging systems, fax machines, answering machines, hotline telephones or doorphones) or extensions assigned as External Hotline telephones to a Calling Group.
- Users can make a simultaneous page 217 to the loudspeaker paging extension 111 and the extensions assigned to Calling Group 1.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the up or down arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the up or down arrow buttons to scroll the display to **Groups**. When highlighted, press **Select**.
4. Use the up or down arrow buttons to scroll the display to **Pickup Group**. When highlighted, press **Select**.
5. At the **Group:** prompt enter the number of the group you want to adjust.
6. At the **Extension:** prompt enter the extension number whose group membership you want to change.
7. Enter **1** or **2**. The default is **2** (Not Assigned), ie. the extension is not a member of the group.
   - Alternatively use the left or right arrow icons to toggle through the settings or **Default** to return to the default setting.
8. Use the up or down arrow buttons to select another extension to adjust if required.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#502**. The phone displays **Calling Group**.
4. At the **Group:** prompt, enter a group number.
5. At the **Extension:** prompt, enter the number of the extension to be programmed.
6. Enter **1** or **2**. The default is **2** (Not Assigned), ie. the extension is not a member of the group.
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.
7. Do one of the following:
   - To assign or unassign another extension, press **Next Item** or **Prev Item** until the extension number appears on the display. Then repeat Step 6.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

13.2 Hunt Groups

For extensions in a hunt group, an incoming call to that group hunts for the first available extension. The system supports up to six hunt groups, using the group numbers 771 to 776.

- Any number of extensions can be assigned to each hunt group. In addition, extensions can be in more than one hunt group.
- You can include multiple fax machines or answering machines in a hunt group.
- If a ringing call to the hunt group is not answered within three rings, the call moves to the next idle extension in the hunt group.
- If users in the hunt group leave their desks, they should turn on Do Not Disturb at their extensions so that calls hunt immediately to the next available extension.
- Hunt Group calls are not eligible for call coverage or VMS coverage.
- For each external line, one of the hunt groups can be selected as the line's coverage destination, see Group Call Distribution 70.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Groups**. When highlighted, press **Select**.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Pickup Group**. When highlighted, press **Select**.
5. At the **Group:** prompt enter the number of the group you want to adjust.
6. At the **Extension:** prompt enter the extension number whose group membership you want to change.
7. Enter **1** or **2**. The default is **2** (Not Assigned), ie. the extension is not a member of the group.
   - Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or **Default** to return to the default setting.
8. Use the ▲ up or down ▼ arrow buttons to select another extension to adjust if required.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature** ****config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#505**. The phone displays **Hunt Group**.
4. At the **Group:** prompt, enter a group number.
5. At the **Extension:** prompt, enter the number of the extension to be programmed.
6. Enter **1** or **2**. The default is **2** (Not Assigned), ie. the extension is not a member of the group.
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.
7. Do one of the following:
   - To assign or unassign another extension, press **Next Item** or **Prev Item** until the extension number appears on the display. Then repeat Step 6.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

13.3 Night Service Group

When night service is on and a call comes in, all available extensions in the night service group ring immediately, regardless of the line ringing settings. Any extensions that would normally ring during the day also ring.

- Do not include extensions connected to certain auxiliary equipment (auto attendants, voice messaging systems, internal or external hotline telephones or doorphones) in the Night Service Group.
- A user in the Night Service Group can receive an after-hours outside call only if it comes in on a line that is assigned to that user's telephone. Line assignments for extensions in the Night Service Group can vary from one extension to another.
- If you program a System Password 94 when Night Service is on, users in the Night Service Group can dial only numbers on the Emergency Phone Number List 91 and Marked System Speed Dial numbers without entering the System Password.
- If you have a voice messaging system, lines that are assigned to the user's telephones in the Night Service Group are covered by the voice messaging system, depending on the status of VMS Hunt Delay 144 and VMS Hunt Schedule 172.
- Night Service is ignored on T1 lines with DID.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the up or down arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the up or down arrow buttons to scroll the display to **Groups**. When highlighted, press **Select**.
4. Use the up or down arrow buttons to scroll the display to **Night Service Grp Ext**.
5. When highlighted, press **Select**.
6. At the **Extension:** prompt enter the extension number whose group membership you want to change.
7. Enter **1** or **2**. The default is **2** (Not Assigned), ie. the extension is not a member of the group.
   - Alternatively use the left or right arrow icons to toggle through the settings or **Default** to return to the default setting.
8. Use the up or down arrow buttons to select another extension to adjust if required.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#504**. The phone displays **NS Group Ext**.
4. Enter **1** or **2**. The default is **2** (Not Assigned), ie. the extension is not a member of the group.
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.
6. Press the **Next Item** or **Previous Item** button for the next or previous extension respectively.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

13.4 Night Service Button

Use this feature to program a button on the first extension on the system to turn night service on and off. When night service is on, all lines assigned to the telephones of the users in the night service group 151 ring immediately, regardless of their normal line ringing settings.

Night service is useful if you want phones to ring after regular business hours. For example, although Shipping Department workers do not answer calls directly during the day, you want them to answer incoming calls after hours.

- You must program a Night Service Button on the first extension on the system.
- This function is only supported on a button that includes an LEDs/LCD. It will indicate when the function is on.
- If the user has this feature enabled, removing this button will turn the feature off.
- Dialing restrictions for extensions not in the Night Service Group remain the same as during normal daytime operation.
- If you reassign the Night Service Button, it is removed from the button where it was previously assigned.
- If you program a System Password 94, you must enter the password when turning Night Service on or off. In addition, when Night Service is on, users in the Night Service Group can dial only numbers on the Emergency Phone Number List 91 and marked system speed dial numbers without entering the System Password. Night Service with a System Password is useful for controlling unauthorized use of phones after hours.
- If you have a voice messaging system, VMS Hunt Schedule 172 determines when outside calls should ring voicemail. The status of the Night Service Button tells the voice messaging system to operate in day or night mode.
- The Night Service Button returns to the status (on/off) it was in immediately prior to a power failure or to System Reset 235 being used.
- Night Service is unavailable on T1 lines with Direct Inward Dialing (DID).

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Groups**. When highlighted, press **Select**.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Night Service Button**. When highlighted, press **Select**.
5. The current setting is displayed. If night service is already assigned to a button, that button is lit.
6. Enter **1** or **2**. The default is **2** (Not Assigned).
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.

   Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or **Default** to return to the default setting.
7. If assigned, press **Button** to select the button to which night service is assigned. At the **Button:** prompt press the button to which you want night service assigned or enter the button number.
   - If you do not select a button, it will be automatically assigned. For DS phones, it is assigned the first button after any line appearances. For BST phones, is it assigned to the first button after any intercom buttons that is not a line appearance.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#503**. The phone displays **Night Service Button**. The current setting is displayed. If night service is already assigned to a button, that button is lit.
4. Enter **1** or **2**. The default is **2** (Not Assigned).
   - Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or **Default** to return to the default setting.
5. If active, press **3** to select the button to which night service is assigned. At the **Button:** prompt, press the button to which you want night service assigned or enter the button number.
   - If you do not select a button, it will be automatically assigned. For DS phones, it is assigned the first button after any line appearances. For BST phones, is it assigned to the first button after any intercom buttons that is not a line appearance.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

13.5 Pickup Groups

When a call rings at an extension in a pickup group, a user at any other extension in the system can answer that call by dialing the pickup group code or using a Pickup Group 213 button.

The system supports up to four Pickup Groups, using group numbers 661 to 664.

- You can assign each extension to any or all of the pickup groups.
- To pickup calls without a Pickup Group 213 button, press and intercom or call appearance button and dial **661** to **664** for the group from which to pickup the call.
- When there are multiple calls ringing the members of a pickup group, the longest ringing call is picked up.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Groups**. When highlighted, press **Select**.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Pickup Group**. When highlighted, press **Select**.
5. At the **Group:** prompt enter the number of the group you want to adjust.
6. At the **Extension:** prompt enter the extension number whose group membership you want to change.
7. Enter **1** or **2**. The default is **2** (Not Assigned), ie. the extension is not a member of the group.
   - Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or **Default** to return to the default setting.
8. Use the ▲ up or down ▼ arrow buttons to select another extension to adjust if required.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature** ****config** (ie. *Feature ***266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#501**. The phone displays **Pickup Group**.
4. At the **Group:** prompt, enter a group number.
5. At the **Extension:** prompt, enter the number of the extension to be programmed.
6. Enter **1** or **2**. The default is **2** (Not Assigned), ie. the extension is not a member of the group.
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.
7. Do one of the following:
   - To assign or unassign another extension, press **Next Item** or **Prev Item** until the extension number appears on the display. Then repeat Step 6.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

13.6 Operator Group

For systems running in PBX system mode 59, the operator group is used as the default destination all DID calls. By default the group contains the first extension on the system. It can also be selected as the destination for incoming SIP trunk calls.

- **PBX System Mode Only**
  IP Office Basic Edition - Norstar Mode systems can be installed in either key or PBX system mode. This feature is only supported by systems running in PBX system mode. The setting is ignored by systems running in key system mode.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the up or down arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the up or down arrow buttons to scroll the display to **Groups**. When highlighted, press **Select**.
4. Use the up or down arrow buttons to scroll the display to **Operator Group**.
5. When highlighted, press **Select**.
6. At the **Extension:** prompt enter the extension number whose group membership you want to change.
7. Enter **1** or **2**. The default is **2** (Not Assigned), ie. the extension is not a member of the group.
   - Alternatively use the left or right arrow icons to toggle through the settings or **Default** to return to the default setting.
8. Use the up or down arrow buttons to select another extension to adjust if required.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

This process cannot be done using this type of phone.

Chapter 14.
Ring Settings

14. Ring Settings

You can program extensions to ring in different ways.

- **Abbreviated Ringing** 159
  When you are on a call any incoming call rings only once.
- **Call Coverage Rings** 160
  You can define the number of times that calls on a line assigned to your extension ring before they are sent to the covering extension.
- **Distinctive Ringing** 161
  Use different ringing patterns for different call types.
- **Line Ringing** 162
  Set what ringing should be used by a line appearance on an extension. The options are immediate ring, delayed ring or no ring.
- **Personalized Station Ringing** 164
  Use this feature to assign a personalized ring pattern to an extension.
- **Line Ringing Pattern** 165
  The ring pattern used for calls being presented via a particular line can be specified.
- **Override Line Ringing** 166
  Individual users can be configured to override Line Ringing Pattern settings.
- **Ring on Transfer** 167
  Used to specify if callers hear ringing as they are being transferred.
- **Transfer Return Rings** 168
  Define how long transferred calls should ring before returning to the transferring extension.

Other Options

- **VMS Coverage Rings** 142
  Set the number of rings before a call at an extension goes to voicemail.
- **Hold Recall Time** 174
  Set how long calls remain on hold before recalling to the extension that put the call on hold.

14.1 Abbreviated Ringing

When you are on a call and abbreviated ringing is active, any incoming call rings only once. The LED/LCD next to the line button flashes until the call is answered or the caller hangs up. This feature prevents incoming calls from distracting you when you are already busy on another call.

- Abbreviated ringing is on by default active for all extensions. It can be turned on or off for specific extensions.
- To allow calls to ring repeatedly, turn abbreviated ringing off.
- Abbreviated ringing is typically turned off for operators and others who handle many calls quickly.
- Abbreviated ringing applies to outside, transferred and intercom calls.
- Calls to a busy extension ring at a lower volume than normal regardless of whether abbreviated ringing is on or off.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Extensions**. When highlighted, press **Select**.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Abbreviated Ringing**. When highlighted, press **Select**.
5. At the **Extension:** prompt enter the extension you want to edit.
6. The current setting is displayed.
7. Enter **1** or **2**. The default is **1** (active), ie. use abbreviated ringing.
   - Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or **Default** to return to the default setting.
8. Use the ▲ up or down ▼ arrow buttons to select another extension to adjust if required.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#305**. The phone displays **Abbreviated Ringing**.
4. Enter the number of the extension to be programmed.
5. Enter **1** or **2**. The default is **1** (active), ie. use abbreviated ringing.
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.
6. Press the **Next Item** or **Previous Item** button for the next or previous extension respectively.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

14.2 Call Coverage Rings

Use this feature to define the number of times intercom, transferred and outside calls on lines assigned ownership ring at an extension before they are sent to the covering extension. You can program the number of call coverage rings on an individual extension basis.

- If an extension has call coverage and voicemail coverage active, covered calls ring at the covering extension for the specified number of call coverage rings:
  - If the covering extension does not answer, the call is routed to the voice mailbox of the extension that activated Call Coverage after the specified number of VMS Cover Rings 142.
  - If the covering extension has Do Not Disturb active, the call is routed immediately to the voice mailbox of the extension that activated Call Coverage.
- An extension user can switch call coverage on or off using a Call Coverage 188 button. The button is also used to set the coverage extension.
- One ring is approximately 5 seconds.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the up or down arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the up or down arrow buttons to scroll the display to **Extensions**. When highlighted, press **Select**.
4. Use the up or down arrow buttons to scroll the display to **Call Coverage Rings**. When highlighted, press **Select**.
5. At the **Extension:** prompt enter the extension you want to edit.
6. The current setting is displayed.
7. Enter the number of rings required, between **1** and **9**. The default is 2 (10 seconds).
   - Alternatively use the left or right arrow icons to toggle through the settings or **Default** to return to the default setting.
8. Use the up or down arrow buttons to select another extension to adjust if required.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#320**. The phone displays **Call Coverage Rings**.
4. Enter the number of the extension to be programmed.
5. Enter the number of rings required, between **1** and **9**. The default is 2 (10 seconds).
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.
6. Press the **Next Item** or **Previous Item** button for the next or previous extension respectively.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

14.3 Distinctive Ringing

Use this feature to determine whether calls should ring at a tip/ring extension using the system's different distinctive ringing patterns for outside, intercom and transferred calls (distinctive ringing active)or whether all calls should ring like outside calls (distinctive ringing not active).

- Change the setting to Not Active if a tip/ring device such as a modem or answering machine does not pick up intercom or transferred calls.
- If distinctive ring is set to Not Active for an extension with both a system telephone and a tip/ring device, the system telephone continues to use the system's distinctive ringing patterns, but all calls ring at the tip/ring device using a single ring burst.
- The system does not pass distinctive ringing patterns generated by a PBX or central office through to extensions (regardless of the setting for this feature).

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Extensions**. When highlighted, press **Select**.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Distinctive Ring**. When highlighted, press **Select**.
5. At the **Extension:** prompt enter the extension you want to edit.
6. The current setting is displayed.
7. Enter **1** or **2**. The default is ***1***, active, ie. use different distinctive ringing patterns for outside, intercom and transferred calls.
   - Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or **Default** to return to the default setting.
8. Use the ▲ up or down ▼ arrow buttons to select another extension to adjust if required.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#308**. The phone displays **Distinctive Ring**.
4. At the **Extension:** prompt, enter the number of the extension to be programmed.
5. Enter **1** or **2**. The default is ***1***, active, ie. use different distinctive ringing patterns for outside, intercom and transferred calls.
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.
6. Press the **Next Item** or **Previous Item** button for the next or previous extension respectively.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

14.4 Line Ringing

For incoming calls alerting at an extension, each line appearance button can be set to ringing immediately, delayed ring or no ring.

For the system administration extensions (the first two extensions in the system), you can view and change the line ringing setting of extensions. From each extension, you can also view the current line ringing settings of the phone but you cannot change them.

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.

2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Line Ringing**. When highlighted, press **Select**.
5. At the **Button:** prompt enter from 03 to 99 to select the line button for which you want to view the line ringing setting. Or press the corresponding line appearance button directly.
6. The display will show **LINE RINGING:** and the current ring setting for the line on that button and the line number it represents in the form *<ring setting>***-L***<line number>*.
   - **I-** = Immediate ring, **D-** = Delayed ring (5 seconds delay), **N-** = No ring.
7. To change the setting from its current value enter the button number again.
8. To view the setting of another line button enter the number of that button.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ***8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.

3. Enter the number of the extension to be programmed.
4. Enter the button number for which you want to view the line ringing setting.
5. The display will show **LINE RINGING:** and the current ring setting for the line on that button and the line number it represents in the form *<ring setting>***-L***<line number>*.
   - **I-** = Immediate ring, **D-** = Delayed ring (5 seconds delay), **N-** = No ring.
6. To change the setting from its current value enter the button number again.
7. To view the setting of another line button enter the number of that button.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

14.5 Personal Ring Pattern

Use this feature to assign a personalized ring pattern to an extension. Once a personalized ring pattern is assigned to the extension, all incoming calls to that extension ring with the assigned ringing pattern.

- The system does not pass distinctive ringing patterns generated by a PBX or central office through to extensions (regardless of the setting for this feature).

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Extensions**. When highlighted, press **Select**.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Ring Pattern**. When highlighted, press **Select**.
5. At the **Extension:** prompt enter the extension you want to edit.
6. The current setting is displayed.
7. Enter **1** to **8** (**1** to **4** for a BST phone). The default setting is 1.
   - Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or **Default** to return to the default setting.
8. Use the ▲ up or down ▼ arrow buttons to select another extension to adjust if required.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#323**. The phone displays **Ring Pattern**.
4. At the **Extension:** prompt, enter the number of the extension to be programmed.
5. At the **Pattern** prompt, enter a ringing pattern number **1** to **8** (**1** to **4** for a BST phone). The default setting is 1.
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.
6. Press the **Next Item** or **Previous Item** button for the next or previous extension respectively.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

14.6 Line Ringing Pattern

This option is new for IP Office Basic Edition - Norstar Mode 6.1 and higher+. It allows the ringing pattern used on a phone to be determined by the line on which the call has arrived. This feature is not supported on BST phones which only use the personal ring pattern 165 setting.

- Calls forwarded, sent to call coverage or to a hunt group will always use the line ring pattern.
- Incoming calls transferred to another station ring with the assigned ring pattern followed by two transfer beeps.
- Transfer returning outside calls also ring with the two transfer beeps.
- Since only one audible alert can be heard at a station at one time, the ringing pattern present at that extension that has multiple lines alerting is for the line that pattern associated with the next alerting line for that extension.
- The actual ring patterns vary depending on the phone type.
- Calls direct to an extension will use the line ringing pattern unless the user has Override Line Ringing 166 active.
- Through system web management, ringing patterns can also be assigned for DID routes. These override the setting of the line.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Lines**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Ring Pattern**. When highlighted, press **Select**.
5. At the **Line:** prompt, enter the desired line number 01 to 64.
6. The current setting is displayed.
7. Enter the ring pattern number **1** *(default)* to **8**.
   - Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or **Default** to return to the default setting.
8. Use the ▲ up or down ▼ arrow buttons to select another line.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#209**. The phone displays **Ring Pattern**.
4. At the **Line:** prompt, enter the desired line number 01 to 64.
5. The current setting is displayed.
6. Enter the ring pattern number **1** *(default)* to **8**.
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.
7. Press the **Next Item** or **Previous Item** button for the next or previous line.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

14.7 Override Line Ringing

This option is new for IP Office Basic Edition - Norstar Mode 6.1 and higher+. For extensions where this is set, the extension's own ring pattern settings override any line ringing pattern 165 setting.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Extensions**. When highlighted, press **Select**.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Override Line Ringing**. When highlighted, press **Select**.
5. At the **Extension:** prompt enter the extension you want to edit.
6. The current setting is displayed.
7. Enter **1** or **2**. The default is 2 (not active), ie. do not override the line ringing setting.
   - Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or **Default** to return to the default setting.
8. Use the ▲ up or down ▼ arrow buttons to select another extension to adjust if required.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#324**. The phone displays **Override Line Ringing**.
4. At the **Extension:** prompt, enter the number of the extension to be programmed.
5. Enter **1** or **2**. The default is 2 (not active), ie. do not override the line ringing setting.
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.
6. Press the **Next Item** or **Previous Item** button for the next or previous extension respectively.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

14.8 Ringing on Transfer

Use this feature to specify what callers hear while they are being transferred. If this feature is active, callers hear ringing while being transferred; if it is not active, callers hear silence while being transferred. Once the call is alerting at the transfer destination, the caller hears ringing until the call is answered or is sent to the voice messaging system.

- This feature is only used for held calls, it is not used for parked calls.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Parameters**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Ringing on Transfer**. When highlighted, press **Select**.
5. Enter **1** or **2**.
   - **1** = Active/Assigned (the default).
   - **2** = Not active/Not assigned.
   - Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or **Default** to return to the default setting.
8. Use the ▲ up or down ▼ arrow buttons to select another extension to adjust if required.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.

3. Dial **#119**. The phone displays **Ring on Transfer**.

4. Press the appropriate digit to change the value. The default is 1, ie. ringing is used while transferring the call.
   - **1** = Active/Assigned (the default).
   - **2** = Not active/Not assigned.
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

14.9 Transfer Return Rings

Use this feature, which applies to all system extensions, to define the number of times a transferred call rings before it returns to the transferring extension. You can not set a transfer returned ring number for an individual extension.

- For IP Office Basic Edition - Norstar Mode 6.1 and higher+, an extension's transfer return calls can be redirected using a **Transfer Return Extension** 170 setting.
- If you have a fax machine or an answering machine connected to the system, set **Transfer Return Rings** to a number greater than the number of rings at which the devices answers.
- The setting 0 rings means "no transfer return". This will mean that a caller who is transferred will not be returned even if their call is not answered.
- The system does not start counting the number of rings for a transferred call (to determine when it goes to the transfer return extension if it is not answered) until the transfer originator hangs up. A ring is calculated to be 5 seconds long.
- If you program Hunt Group Extensions 150, make sure this setting is four or more rings. This setting allows the call to continue hunting to other group extensions if it is not answered by the first group extension where it rings.
- When a call is routed to an extension by transfer return, it alerts with the Transfer Return ringing pattern. The display indicates both the transferred caller's details and the original transfer destination.
- If a phantom extension, door extension or paging extension is set as the transfer return destination, transferred calls will not follow transfer return and instead will continue ringing at the transfer destination.
- Calls transferred by an auto attendant are not subject to transfer return.
- When the transfer return extension has no available intercom buttons, the call will continue to alert at the original transfer destination until the transfer return extension becomes available at which time the transfer return will occur. This also applies for a busy analog extension or an extension in programming mode.
- When an external call follows transfer return and there is a line appearance for the call, it alerts on the line appearance. If there is no line appearance the call shall alert on an intercom button.
- When an internal call follows transfer return, it alerts on an intercom button.
- If a call is transferred to an extension which is the transfer return destination for the transferring extension, the call remains ringing at the transfer destination.
- Transfer return calls ignore Do Not Disturb, call forwarding, call coverage and coverage to voicemail.
- Transfer return calls that are answered at the return extension are not logged even if the Called ID log answered calls is set to Active.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the up or down arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the up or down arrow buttons to scroll the display to **System Parameters**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the up or down arrow buttons to scroll the display to **Transfer Return**. When highlighted, press **Select**.
5. The current setting is displayed.
6. Enter the number of rings **0** (off) to **9**. Alternatively use the left or right arrow icons to toggle the settings or **Default** to return to the default setting (4 Rings).

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Enter the number of rings **0** (off) to **9**. The default is 4 rings.
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

14.10 Transfer Return Extension

This option is new for IP Office Basic Edition - Norstar Mode 6.1 and higher+. This settings can be used to change the destination for an extension's transfer return calls 168.

- The existing extension setting Transfer Return Rings 168 sets whether and when calls transferred by an extension return to it. The Transfer Return Extension setting allows such calls to be redirected.
- Note that if a door phone or paging extension is selected, the call will continue ringing at the transfer destination rather than returning.
- When a call is routed to an extension by transfer return, it alerts with the Transfer Return ringing pattern. The display indicates both the transferred caller's details and the original transfer destination.
- If a phantom extension, door extension or paging extension is set as the transfer return destination, transferred calls will not follow transfer return and instead will continue ringing at the transfer destination.
- Calls transferred by an auto attendant are not subject to transfer return.
- When the transfer return extension has no available intercom buttons, the call will continue to alert at the original transfer destination until the transfer return extension becomes available at which time the transfer return will occur. This also applies for a busy analog extension or an extension in programming mode.
- When an external call follows transfer return and there is a line appearance for the call, it alerts on the line appearance. If there is no line appearance the call shall alert on an intercom button.
- When an internal call follows transfer return, it alerts on an intercom button.
- If a call is transferred to an extension which is the transfer return destination for the transferring extension, the call remains ringing at the transfer destination.
- Transfer return calls ignore Do Not Disturb, call forwarding, call coverage and coverage to voicemail.
- Transfer return calls that are answered at the return extension are not logged even if the Called ID log answered calls is set to Active.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Extensions**. When highlighted, press **Select**.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Transfer Return Ext**. When highlighted, press **Select**.
5. At the **Extension:** prompt enter the extension you want to edit.
6. The current setting is displayed.
7. Enter the target extension number for transfer returns of calls transferred by the extension. The default is the same extension.
8. Use the ▲ up or down ▼ arrow buttons to select another extension to adjust if required.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#306**. The phone displays **Transfer Return Ext**.
4. At the **Extension:** prompt, enter the number of the extension to be programmed.
5. Enter the target extension number for transfer returns of calls transferred by the extension. The default is the same extension.
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.

6. Press the **Next Item** or **Previous Item** button for the next or previous extension respectively.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

14.11 VMS Hunt Schedule

Use this feature to determine whether the outside lines go to the voicemail auto attendant all the time, only during day operation, only during night operation or never. You can program VMS Hunt Schedule on a per-line basis.

When a line is set to go to the VMS auto attendant, the VMS Hunt Delay 144 settings determines how long the call rings before going to the auto attendant.

- If you set the VMS Hunt Schedule for day only or night only, you must program a Night Service button 152 for the first extension in the system.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Groups**. When highlighted, press **Select**.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **VMS Hunt Schedule**. When highlighted, press **Select**.
5. At the **Line:** prompt enter the line number, for example 01 for line 1.
6. Enter the required value **1** to **4**. The default is **4**, ie. no voicemail coverage.
   - **1** = Always, **2** = Day only, **3** = Night only, **4** = Never *(Default)*.
   - Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or **Default** to return to the default setting.
8. Use the ▲ up or down ▼ arrow buttons to select another line.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#507**. The phone displays **VMS Hunt Schedule**.
4. Enter the line number.
5. The current setting is shown in the telephone display.
6. Enter the required value:
   - **1** = Always, **2** = Day only, **3** = Night only, **4** = Never *(Default)*.
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.
7. Press the **Next Item** or **Previous Item** button for the next or previous line.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

Chapter 15.
Holding Calls

15. Holding Calls

15.1 Hold Recall Time

Set how long a call can be placed on hold before recalling to the extension that put it on hold if that extension is idle.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Parameters**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Hold Timer**. When highlighted, press **Select**.
5. The current setting is displayed.
6. Enter then option required **0** (off) to **9**. The default is **5** (60 seconds).

0 = Not Active	**2** = 20 seconds	**4** = 45 seconds	**6** = 90 seconds	**8** = 150 seconds
1 = 10 seconds	**3** = 30 seconds	**5** = 60 seconds	**7** = 120 seconds	**9** = 180 seconds

   - Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or **Default** to return to the default setting.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#127**. The phone displays **Hold Timer**.
4. Press the appropriate digit to change the value. The default is **5** (60 seconds).

0 = Not Active	**2** = 20 seconds	**4** = 45 seconds	**6** = 90 seconds	**8** = 150 seconds
1 = 10 seconds	**3** = 30 seconds	**5** = 60 seconds	**7** = 120 seconds	**9** = 180 seconds

   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

15.2 Music on Hold

When music-on-hold is activated and available, a caller on hold hears the hold music connected to the system.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the up or down arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the up or down arrow buttons to scroll the display to **Auxiliary Equipment**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the up or down arrow buttons to scroll the display to **Music on Hold**. When highlighted, press **Select**.
5. The current setting is shown.
6. Press **1** or **2**. The default is 1, ie. music on hold is on.
   - **1** = Active/Assigned (the default).
   - **2** = Not active/Not assigned.
   - Alternatively use the left or right arrow icons to toggle through the settings or **Default** to return to the default setting.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#602**. The phone displays **Music on Hold**.
4. Enter the required value. The default is 1, ie. music on hold is on.
   - **1** = Active/Assigned (the default).
   - **2** = Not active/Not assigned.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

Chapter 16.
Button Programming

16. Button Programming

Most of the supported phones have programmable buttons to which functions can be assigned. For some phones, additional programmable buttons can also be added by attaching a button module or modules to the phone.

The order and numbering of the programmable buttons depends on the phone type. The following sections contain details for each phone. However the same type of buttons exist for all phones types are follows:

- **Intercom/Call Appearance Buttons**
  The first programmable buttons are used by the system as follows. The function is automatically assigned by the system and cannot be overridden.
  - For systems running in key system mode, the first two buttons (01 and 02) are used as **Intercom 1** and **Intercom 2** buttons. These are used for making internal calls. External calls are made using line appearance buttons.
  - For systems running in PBX system mode, the first three buttons (01 to 03) are used as call appearance buttons. These are used for making internal and external calls. Line appearance buttons can still be used if required.
- **Line Buttons**
  These buttons used as line appearance buttons for external phone lines into the system. These can only be programmed by a system administrator using the Number of Lines 65 and Line Assignment 66 functions. They cannot be overridden by the extension user.
- **Other Buttons**
  Any additional buttons can be used for range of functions listed in Button Programming Functions 179. These buttons can be programmed by the system administrator and, for some functions, the extension user.

16.1 Button Programming Functions

- Some functions are unique, ie. if already assigned to a button, assigning the function to another button will automatically clear the setting from the existing button.
- Some functions are only supported on buttons that include LEDs/LCD to indicate status. If programmed onto a button without LEDs/LCD, the function may not work.
- Intercom 1 means the first intercom or call appearance button. Intercom 2 means the second intercom or call appearance button.

Function	Description	BST/Other		LED
Absent Message 182	This function allows the user to set or clear an absent message for display on their phone. When set, the absent message is also displayed on other extensions when they call the user.	*F931*	*F28*	Yes
Account Code Entry 183	This function allows the user to enter an account code prior to making a call or during a call.	*F900*	*F12*	Yes
Active Line Pickup 184	This function allows the user to answer a call on a particular line. It can be used if the call is ringing, held or already answered by another extension.	*Intercom 1, 68*		–
Auto Dial - Intercom 185	This function allows the user to make a call to another specified extension. The button lamp will also indicate when that other extension is in use.	*Intercom 1, <Extn>*		–
Auto Dial - Other 186	This function allows the user to make a call using a number stored by the button. The number can be an internal number, an external number, an account code or any other number. The button can then be used when a number of that type needs to be dialed.	*Intercom 2, <number>*		–
Call Coverage 188	This function allows the user to switch call coverage for their extension on or off. The button settings include the extension number of the extension providing coverage. When on, calls to the user that ring unanswered for the user's number of coverage rings 160 then also start ringing at the call coverage extensions.	*F932*	*F20*	–
Caller ID Log 194	This function allows the user to view the phone system's call log of all caller IDs of calls received by the system. To use the button the user must be one of the three extensions configured for call ID logging 121.	*F812*	*F23*	Yes
Call Forwarding 190	This function allows the user to redirect all their calls to another number. Extensions with Remote Call Forwarding 93 enabled can also forward calls externally by specifying a personal speed dial 117 as the destination.	*F4*	*F11*	–
Call Pickup 192	This function allows the user to pickup a call alerting at a specified extension. Separate buttons can be created for each extension for which call pickup is required.	*Intercom 1, 6, <Extn>*		–
Caller ID Inspect 193	This function allows the user to see the caller ID of a call on another line without interrupting the current call to which they are connected.	*F811*	*F17*	Yes
Caller ID Name Display 195	This function allows the user to swap the display of caller ID name and number information on their extension.	*F933*	*F16*	Yes
Calling Group 196	This function allows the user to call or page the calling group 149 represented by the button.	*Intercom 1, <Group>*		–
Call Screening 197	This function is used to enable or disable call screening. While enabled, when a caller is presented to the user's voicemail mailbox, if the user's phone is idle they will hear through the phone's handsfree speaker the caller leaving the message and can select to answer or ignore the call.	*F939*	*F25*	Yes
Conference Drop 199	This function allows the user to drop a call from a conference.	*F934*	*F06*	–

Function	Description	BST/Other		LED
Contact Closure 1 206	This function allows the user to operate the system's contact closure 1 108 connection. The user must be a member of the contact closure group 109.	*F9*41*	*F41*	–
Contact Closure 2 201	This function allows the user to operate the system's contact closure 2 108 connection. The user must be a member of the contact closure group 109.	*F9*42*	*F42*	–
Do Not Disturb 202	This function allows the user to set the extension's do not disturb on or off.	*F85*	*F01*	Yes
Hot Dial 204	This function allows the user to dial a number without first going off hook or pressing the **SPEAKER** button. Automatic line selection 73 is used to select a line.	*F935*	*F26*	Yes
Hunt Group 205	This function allows the user to call or page the hunt group 150 represented by the button.	*Intercom 1, <Group>*		–
Idle Line Pickup 207	This function allows the user to seize a line if that line is idle. This allows the user to access line for which they do not have a line appearance button on their extension.	*Intercom 1, 8*		–
Last Number Redial 208	This function allows the user to redial the last external number dialed.	*F5*	*F05*	–
Loudspeaker Paging 209	This function allows the user to redial the last external number dialed.	*Intercom 1, 70*		–
Message Alert Notification 210	For IP Office Release 7.0, a button set to this function allows a user to see the current state of other user's message waiting lamps. It can only be used in conjunction with other users for which this user has **Auto Dial - Intercom** 185 buttons configured.	*F27*	F938	Yes
Night Service Button 211	A night service button is used to switch night service on/ off.	*#503*		Yes
Pickup Group 213	This function allows the user to answer a call being presented to any extension that is a member of the pickup group 154 configured for the button.	*Intercom 1, <661-664>*		–
Privacy 214	This function allows the user to turn privacy on or off. When on, other extensions are not able to bridge into the user's calls.	*F83*	*F07*	–
Recall 215	This function allows the user to send a recall or hook flash signal.	*F71*	*F03*	–
Save Number Redial 216	This function allows the user to save the number dialed during a call and to redial that number when idle. This can be used when the number dialed does not answer.	*F67*	*F04*	–
Simultaneous Page 217	This function allows the user to save the number dialed during a call and to redial that number when idle. This can be used when the number dialed does not answer.	*Intercom 1, *70*		–
Station Lock 218	This function allows the user to lock their extension from being used to make calls. After they press the button, they are prompted to enter a four digit code after which the extension is locked. If the extension is already locked, pressing the button prompts for reentry of the four digit code to unlock the extension.	*F936*	*F21*	–
Station Unlock 219	This function can only be used by the first two extensions in the system. This function allows the user to unlock any extension without needing to know the code that was used to lock that extension. When the button is pressed, the user is prompted to enter the number of the locked extension.	*F937*	*F22*	–
VMS Cover 220	This function allows the user to switch use of voicemail coverage for their extension on or off.	*F984*	*F15*	–

Function	Description	BST/Other		LED
VMS Mailbox Transfer	This function allows the user to transfer their current call to an extension's mailbox. After pressing the button, the current call is put on hold and the user can then enter the target extension number to indicate the mailbox required.	*F986*	*F14*	–
Wake Up Service	A Wake Up Service button can be assigned for the first extension on the system. Using this button, the extension user can set wake up calls within the next 24-hours period for any other extension.	*F#115*	*F#115*	Yes

16.2 Absent Message

This function allows the user to set or clear an absent message for display on their phone. When set, the absent message is also displayed on other extensions when they call the user.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- This function is only supported on a button that includes an LEDs/LCD. It will indicate when the function is on.
- If the user has this feature enabled, removing this button will turn the feature off.
- For IP Office Release 7.0, the button can also be used to check the absent message setting of other users. When pressed, pressing the **Auto Dial - Intercom** 185 button of another user will display that users current absent message setting (alternately select **Insp** and dial the user's extension number).
- Not supported on 1403 phones. Not supported on BST phones without a display and soft keys.

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
3. Press **Program** and either dial **#28** or use the ▲ up or down ▼ arrow buttons to scroll the display to **Absent Message** and press **Select**.
4. The button function is changed to **Absent Message**.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ****8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
3. Dial **Feature 931**.
4. The button function is changed to **Absent Message**.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.3 Account Code Entry

This function allows the user to enter an account code prior to making a call or during a call.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- This function is only supported on a button that includes an LEDs/LCD. It will indicate when the function is on.
- Once a user has associated an account code with a call, only that user can change the account code by entering another one.
- To access this function without a programmable button:
  - On DS phones, press **FEATURE** and then dial **12**.
  - On BST phones, press **FEATURE** and dial **900**.

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
3. Press **Program** and either dial **#12** or use the ▲ up or down ▼ arrow buttons to scroll the display to **Account Code Entry** and press **Select**.
4. The button function is changed to **Account Code Entry**.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ****8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
3. Dial **Feature 900**.
4. The button function is changed to **Account Code Entry**.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.4 Active Line Pickup

This function allows the user to answer a call on a particular line. It can be used if the call is ringing, held or already answered by another extension.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- To access this function without a programmable button, press an intercom or call appearance button and then **68** and the line number.

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
3. Press **Program** and either press the first intercom or call appearance button or use the ▲ up or down ▼ arrow buttons to scroll the display to **Active Line Pickup** and press **Select**.
4. At the **Endpoint:** prompt enter **68**.
5. The button function is changed to **Active Line Pickup**.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ***8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
3. Press the first intercom or call appearance button.
4. Dial **68**. The button function is changed to **Active Line Pickup**.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.5 Auto Dial - Intercom

This function allows the user to make a call to another specified extension. The button lamp will also indicate when that other extension is in use.

- This type of button can be used for one touch transfer 56 operation.

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
3. Press **Program** and either press **Intercom 1** or use the ▲ up or down ▼ arrow buttons to scroll the display to **Auto Dial - Intercom** and press **Select**.
4. At the **Endpoint:** prompt enter target extension for calls made using the button. If you want to page the extension put a * in front of the number.
5. The button function is changed to **AD-I** followed by the target extension number.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ****8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
3. Press the first intercom or call appearance button.
4. Enter the target extension number for the button. If you want to page the extension put a * in front of the number.
5. The button function is changed to **AD-I**.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.6 Auto Dial - Other

This function allows the user to make a call using a number stored by the button. The number can be an internal number, an external number, an account code or any other number. The button can then be used when a number of that type needs to be dialed.

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
3. Press **Program** and either press **Intercom 2** or use the ▲ up or down ▼ arrow buttons to scroll the display to **Auto Dial - Other** and press **Select**.
4. At the **AD-O:** prompt enter the number for calls made using the button. The number can include ***** and **#** and the following special characters:

Function	Press to insert	Character	Description
Pause	**HOLD**	**P**	Inserts a 1.5 second pause.
Transfer	**SPEAKER**	**R**	Send a hook-switch flash signal.
Stop	**CONFERENCE**	**S**	Stop dialing.

   - On 9500 Series phones, these options are accessed by pressing **More** and select **Pause**, **Stop** or **Recall** as required.
5. Click the **Enter** soft key.
6. The button function is changed to **AD-O** followed by the stored number.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ****8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
3. Press the **Intercom 2** button.
4. Enter the number for calls made using the button. The number can include * and # and the following special characters:

Function	Press to insert	Character	Description
Pause	**Soft Key 1**	**P**	Inserts a 1.5 second pause.
Transfer	**Soft Key 2**	**R**	Send a hook-switch flash signal.
Stop	**Soft Key 3**	**S**	Stop dialing.

5. The button function is changed to **AD-O**.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.7 Call Coverage

This function allows the user to switch call coverage for their extension on or off. The button settings include the extension number of the extension providing coverage. When on, calls to the user that ring unanswered for the user's number of coverage rings 160 then also start ringing at the call coverage extensions.

- When on, a call to the extension that ring unanswered for the extension's Call Coverage Rings 160 setting will also start alerting on the covering extension specified by the button.
- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- This function does not require a button that includes LEDs/LCD. However if set on a button with an LEDs/LCD, it will indicate when the function is on.
- If the user has this feature enabled, removing this button will turn the feature off.
- Programming the destination and/or the originator onto the call coverage button is optional.
- To access this function without a programmable button:
  - On DS phones, press **FEATURE** and then dial **20**.
  - On BST phones, press **FEATURE** and dial **932**.

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
3. Press **Program** and either dial **#20** or use the ▲ up or down ▼ arrow buttons to scroll the display to **Call Coverage** and press **Select**.
4. At the **Call Coverage Orig:** prompt enter the extension number for which the button is being programmed.
5. At the **Call Coverage Dest:** prompt enter the destination extension number for the call coverage calls.
6. The button function is changed to **Call Coverage O** *<covered extension>* **D** *<destination extension>*.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ****8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
3. Dial **Feature 932**.
4. At the **CovOrig:** prompt enter the extension number for which the button is being programmed.
5. At the **CovDest:** prompt enter the destination extension number for the call coverage calls.
6. The button function is changed to **Cover O** <*covered extension*> **D** <*destination extension*>.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.8 Call Forwarding

This function allows the user to redirect all their calls to another number. Extensions with Remote Call Forwarding 93 enabled can also forward calls externally by specifying a personal speed dial 117 as the destination.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- If the user has this feature enabled, removing this button will turn the feature off.
- For analog lines and T1 lines without DID, the extension must be the Line Coverage Extension 68 for that line.
- You can forward outside, intercom, transferred and voice signaled calls.
- You cannot forward group calls, calls to doorphone alert extensions, coverage calls, transfer-return calls and night service calls.
- The system will only forward calls on lines that have reliable disconnect. For these lines, Hold Disconnect Time 72 must be set to a value other than 00 (No Detection).
- The extension must have an available line to forward the call to an outside number.
- The system uses the extension's Automatic Line Selection 73 to determine which line to use for the outgoing call.
- Extension's with Remote Call Forwarding 93 enabled can also forward calls externally by specifying a personal speed dial 117 (80 to 99) as the destination.
- Programming the destination and/or the originator onto the call coverage button is optional.
- Extensions configured as doorphone extension or loudspeaker device will ignore any forwarding set on the extension.
- Do not disturb overrides call forwarding.
- To access this function without a programmable button. Use the following and then enter the destination number. To switch forwarding off enter the extension's own number as the destination. :
  - On DS phones, press **FEATURE** and then dial **11**.
  - On BST phones, press **FEATURE** and dial **4**.

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
3. Press **Program** and either dial **#11** or use the ▲ up or down ▼ arrow buttons to scroll the display to **Call Forwarding** and press **Select**.
4. At the **Call Forwarding Orig:** prompt enter the extension number for which the button is being programmed.
5. At the **Call Forwarding Dest:** prompt enter the destination extension number for the call coverage calls.
   - To forward to an external number, enter the personal speed dial (80 to 99) that contains the required external number.
6. The button function is changed to **Call Forward O** *<covered extension>* **D** *<destination extension>*.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ****8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
3. Dial **FEATURE 4**.
4. At the **Fwd Orig:** prompt enter the extension number for which the button is being programmed.
5. At the **Fwd Dest:** prompt enter the destination number for the call forwarding calls.
   - To forward to an external number, enter the personal speed dial (80 to 99) that contains the required external number.
6. The button function is changed to **Fwd O** <*covered extension*> **D** <*destination extension*>.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.9 Call Pickup

This function allows the user to pickup a call alerting at a specified extension. Separate buttons can be created for each extension for which call pickup is required.

- If an extension already has a button set to this function and target, creating another button with this function to the same target will automatically clear the setting from the existing button.
- To access this function without a programmable button, press an intercom or call appearance button and dial **6** followed by the extension number.

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
3. Press **Program** and either press the first intercom or call appearance button or use the ▲ up or down ▼ arrow buttons to scroll the display to **Call Pickup** and press **Select**.
4. At the **Endpoint:** prompt enter **6** followed by the target extension.
5. The button function is changed to **Call Pickup** followed by the target extension number.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ****8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
3. Press the first intercom or call appearance button.
4. Dial **6** and then the target extension number.
5. The button function is changed to **Call Pickup**.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.10 Caller ID Inspect

This function allows the user to see the caller ID of a call on another line without interrupting the current call to which they are connected.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- This function is only supported on a button that includes an LEDs/LCD. It will indicate when the function is on.
- To access this function without a programmable button:
  - On DS phones, press **FEATURE** and then dial **17**.
  - On BST phones, press **FEATURE** and dial ***0**.

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
3. Press **Program** and either dial **#17** or use the ▲ up or down ▼ arrow buttons to scroll the display to **Caller ID Inspect** and press **Select**.
4. The button function is changed to **Caller ID Inspect**.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ****8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
3. Dial **Feature 811**.
4. The button function is changed to **Caller ID Inspect**.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.11 Caller ID Log

This function allows the user to view the phone system's call log of all caller IDs of calls received by the system. To use the button the user must be one of the three extensions configured for call ID logging 121.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- This function is only supported on a button that includes an LEDs/LCD. It will indicate when the function is on.
- To access this function without a programmable button:
  - On DS and ETR phones, press **FEATURE** and dial **23**.
  - On BST phones, press **FEATURE** and dial **812**.

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
3. Press **Program** and either dial **#23** or use the ▲ up or down ▼ arrow buttons to scroll the display to **Caller ID Log** and press **Select**.
4. The button function is changed to **Caller ID Log**.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ****8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
3. Dial **Feature 812**.
4. The button function is changed to **Caller ID Log**.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.12 Caller ID Name Display

This function allows the user to swap the display of caller ID name and number information on their extension.

On some phones, after the call is answered the call display is not able to show both the caller ID name and number. This function allows the user on such phones to toggle between the name and the number.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- This function is only supported on a button that includes an LEDs/LCD. It will indicate when the function is on.
- If the user has this feature enabled, removing this button will turn the feature off.
- To access this function without a programmable button:
  - On DS and ETR phones, press **FEATURE** and dial **16**.
  - On BST phones, press **FEATURE** and dial **933**.

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
3. Press **Program** and either dial **#16** or use the ▲ up or down ▼ arrow buttons to scroll the display to **Caller ID Name Display** and press **Select**.
4. The button function is changed to **Caller ID Name Display**.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ****8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
3. Dial **Feature 933**.
4. The button function is changed to **Caller ID Name**.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.13 Calling Group

This function allows the user to call or page the calling group 149 represented by the button.

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
3. Press **Program** and either the first intercom or call appearance button or use the ▲ up or down ▼ arrow buttons to scroll the display to **Calling Group** and press **Select**.
4. At the **Endpoint:** prompt enter the calling group 149 number for the button, 71 to 74.
   - A page call to the calling group members can be selected by adding a * in front of the calling group number.
5. The button function is changed to **Calling Group** followed by the calling group number.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ***8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
3. Press the first intercom or call appearance button.
4. Enter the calling group 149 number for the button, 71 to 74.
   - A page call to the calling group members can be selected by adding a * in front of the calling group number.
5. The button function is changed to **Calling Group** followed by the calling group number.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.14 Call Screening

This function is used to enable or disable call screening. While enabled, when a caller is presented to the user's voicemail mailbox, if the user's phone is idle they will hear through the phone's handsfree speaker the caller leaving the message and can select to answer or ignore the call.

- This feature is supported on ETR6D, ETR18D, ETR34D, 1408, 1416, 9500 Series, M7310, M7310N, M7208, M7208N, M7324, M7324N, T7208, T7316 and T7316E phones.
- Call screening is only applied as follows:
  - It is only applied to calls that have audible alerted at the user's extension before going to voicemail. This requires the user to have both voicemail coverage and call screening enabled and the phone's ringer not set to silent. However it is not applied if the user transfers the call to voicemail.
  - It is only applied if the user's phone is idle, that is not on a call or with a call held pending transfer or conference.
  - Calls that ring the user, are then rerouted (for example follow a forward on busy setting) and then return to the user's mailbox are screened.
- While a call is being screened, the phone can be used to either answer or ignore the screened call. Auto answer options are ignored.
  - **Answering a screened call:**
    While a call is being screened, it can be answered by pressing the **Answer** soft key. Pressing the call appearance or line button on which the call is indicated will also answer the call.
    - When answered:
      - The phone's microphone is unmuted and a normal call between the user and the caller now exists.
      - The voicemail recording stops but that portion of the call already recorded is left as a new message in the user's mailbox.
  - **Ignoring a screened call:**
    While a call is being screened, it can be ignored by pressing the **Ignore** soft key if displayed. On 1400 and 9500 Series phones, pressing the **SPEAKER** button will ignore the call. On M-Series and T-Series phones, pressing the **Release** key will ignore the call. On all phones, the **Call Screening** button can be press to both turn off call screening and to ignore the currently screened call.
    - When ignored:
      - The call continues to be recorded until the caller hangs up or transfers out of the mailbox.
      - The user's phone returns to idle with call screening still enabled. However any other call that has already gone to voicemail is not screened.
- While a call is being screened:
  - The mailbox greeting played and the caller can be heard on the phone's speakerphone. The caller cannot hear the user.
  - The user is regarded as being active on a call. They will not be presented with hunt group calls and additional personal calls use abbreviated ringing.
  - For 1400/9500 Series phones, if the phone's default audio path is set to headset or the phone is idle on headset, then the screened call is heard through the headset.
  - Any additional calls that go to the user's mailbox when they are already screening a call, remain at the mailbox and are not screened even if the existing call being screened is ended.
  - Making or answering another call while listening to a screened call is treated as ignoring the screened call.
  - Another user bridging into a screen call answers the call.
  - Phone based administration cannot be accessed and the hold, transfer and conference buttons are ignored.
  - The screened caller using DTMF breakout ends the call screening.
- Enabling do not disturb overrides call screening except for calls from numbers in the user's do not disturb exceptions list.
- Locking the phone overrides call screening.
- Manual call recording cannot be applied to a call being screened.
- While a call is being screened, it uses one of the available voicemail channels. If no voicemail channels are available, call screening does not occur.
- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- This function is only supported on a button that includes an LEDs/LCD. It will indicate when the function is on.

- If the user has this feature enabled, removing this button will turn the feature off.
  - Any call currently being screened will continue being screened but further calls will not receive screening.
- Direct Line Pickup can be used to answer a call that is being screened.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**.
3. At the **Extension:** prompt enter the extension that you want to configure.
4. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
5. Press **Program** and either dial **#25** or use the ▲ up or down ▼ arrow buttons to scroll the display to **Call Screening** and press **Select**.
6. The button function is changed to **Call Screening**.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **user** (ie. *Feature **8737*).
2. If the system has a system password 94 set, it is requested. Enter the password.
3. At the **Extension:** prompt enter the extension number of the extension you want to program.
4. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
5. Dial **Feature 939**.
6. The button function is changed to **Call Screening**.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.15 Conference Drop

This function allows the user to drop a call from a conference.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- On 1400 Series phones a list of conference parties is displayed from which the user can select which call to drop.
- To access this function without a programmable button:
  - On DS and ETR phones, press **FEATURE** and dial **06**.
  - On BST phones, press **FEATURE** and dial **934**.

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
3. Press **Program** and either dial **#06** or use the ▲ up or down ▼ arrow buttons to scroll the display to **Conference Drop** and press **Select**.
4. The button function is changed to **Conference Drop**.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ****8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
3. Dial **Feature 934**.
4. The button function is changed to **Conference Drop**.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.16 Contact Closure 1

This function allows the user to operate the system's contact closure 1 108 connection. The user must be a member of the contact closure group 109.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- To access this function without a programmable button:
  - On DS phones, press **FEATURE** and dial **41**.
  - On BST phones, press **FEATURE** and dial **9*41**.

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
3. Press **Program** and either dial **#41** or use the ▲ up or down ▼ arrow buttons to scroll the display to **Contact Closure 1** and press **Select**.
4. The button function is changed to **Contact Closure 1**.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ***8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
3. Dial **Feature 9*41**.
4. The button function is changed to **Contact Close 1**.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.17 Contact Closure 2

This function allows the user to operate the system's contact closure 2 108 connection. The user must be a member of the contact closure group 109.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- To access this function without a programmable button:
  - On DS phones, press **FEATURE** and dial **42**.
  - On BST phones, press **FEATURE** and dial **9*42**.

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
3. Press **Program** and either dial **#42** or use the ▲ up or down ▼ arrow buttons to scroll the display to **Contact Closure 2** and press **Select**.
4. The button function is changed to **Contact Closure 2**.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ***8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
3. Dial **Feature 9*42**.
4. The button function is changed to **Contact Close 2**.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.18 Do Not Disturb

Use this feature to be able to press a programmed button to prevent incoming calls for the extension from ringing (LEDs/ LCD still flash). When Do Not Disturb is on, external callers hear ringing while internal callers hear a busy signal. You should use Do Not Disturb only if someone answers external calls for your extension when you do not answer them.

You can configure do not disturb exceptions 135. These are numbers that are still able to call even when do not disturb is on.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- This function is only supported on a button that includes an LEDs/LCD. It will indicate when the function is on.
- If the user has this feature enabled, removing this button will turn the feature off.
- Do not disturb overrides call forwarding.
- To access this function without a programmable button:
  - On DS and ETR phones, press **FEATURE** and dial **01**.
  - On BST phones, press **FEATURE** and dial **85** (on) or **#85** (off).

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
3. Press **Program** and either dial **#01** or use the ▲ up or down ▼ arrow buttons to scroll the display to **Do Not Disturb** and press **Select**.
4. The button function is changed to **Do Not Disturb**.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ****8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
3. Dial **Feature 85**.
4. The button function is changed to **Do Not Disturb**.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.19 Hot Dial

This function allows the user to dial a number without first going off hook or pressing the **SPEAKER** button. Automatic line selection 73 is used to select a line.

- This option is not used by DS and BST phones. Those phone have hot dialing always switched on.
- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- This function is only supported on a button that includes an LEDs/LCD. It will indicate when the function is on.
- To access this function without a programmable button, press **FEATURE** and then dial **26**.

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
3. Press **Program** and either dial **#26** or use the ▲ up or down ▼ arrow buttons to scroll the display to **Hot Dial** and press **Select**.
4. The button function is changed to **Hot Dial**.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ****8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
3. Dial **Feature 935**.
4. The button function is changed to **Hot Dial**.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.20 Hunt Group

This function allows the user to call or page the hunt group 150 represented by the button.

- If an extension already has a button set to this function and target, creating another button with this function to the same target will automatically clear the setting from the existing button.
- To access this function without a programmable button, press an intercom or call appearance button and then dial **77** and the hunt group number (1 to 6). The additional number **777** can be used for access to voicemail to collect messages.
- A page call that is auto-answered by the first available extension in the hunt group can be selected by adding a ***** in front of the hunt group number.
- This type of button can be used for one touch transfer 56 operation.

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
3. Press **Program** and either press **Intercom 1** or use the ▲ up or down ▼ arrow buttons to scroll the display to **Hunt Group** and press **Select**.
4. At the **Endpoint:** prompt enter the hunt group 150 number for the button, 771 to 776. The additional number 777 can be used for access to voicemail to collect messages.
   - A page call that is auto-answered by the first available extension in the hunt group can be selected by adding a ***** in front of the hunt group number.
5. The button function is changed to **Hunt Group**.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature **8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
3. Press the first intercom or call appearance button.
4. Enter the hunt group 150 number for the button, 771 to 776. The additional number 777 can be used for access to voicemail to collect messages.
5. A page call to the calling group members can be selected by adding a ***** in front of the calling group number.
5. The button function is changed to **Hunt Group** followed by the calling group number.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.21 Idle Line Pickup

This function allows the user to seize a line if that line is idle. This allows the user to access line for which they do not have a line appearance button on their extension.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- To access this function without a programmable button, press a call appearance button and then dial **8** followed by the two digit line number.

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
3. Press **Program** and either press the first intercom or call appearance button or use the ▲ up or down ▼ arrow buttons to scroll the display to **Idle Line Pickup** and press **Select**.
4. At the **Endpoint:** prompt enter **8**.
5. The button function is changed to **Idle Line Pickup** followed by the hunt group number.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ****8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
3. Press the first intercom or call appearance button.
4. Dial **8**.
5. The button function is changed to **Idle Line Pickup**.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.22 Last Number Redial

This function allows the user to redial the last external number dialed.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
3. Press **Program** and either dial **#05** or use the ▲ up or down ▼ arrow buttons to scroll the display to **Last Number Redial** and press **Select**.
4. The button function is changed to **Last Number Redial**.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ***8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
3. Dial **Feature 5**.
4. The button function is changed to **Last Number Redial**.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.23 Loudspeaker Page

This function allows the user to make a page call to the extension configured as being connected to the loudspeaker equipment 111.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- To access this function without a programmable button, press an intercom or call appearance button and dial **70**.

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
3. Press **Program** and either press the first intercom or call appearance button or use the ▲ up or down ▼ arrow buttons to scroll the display to **Loudspeaker Page** and press **Select**.
4. At the **Endpoint:** prompt enter **70**.
5. The button function is changed to **Loudspeaker Page**.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ***8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
3. Press the first intercom or call appearance button.
4. Dial **70**.
5. The button function is changed to **Loudspeaker Page**.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.24 Message Alert Notification

For IP Office Release 7.0, a button set to this function allows a user to see the current state of other user's message waiting lamps. It can only be used in conjunction with other users for which this user has **Auto Dial - Intercom** 185 buttons configured.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- This function is only supported on a button that includes an LEDs/LCD. It will indicate when the function is on.
- If the user has this feature enabled, removing this button will turn the feature off.
- Not supported on 1403 phones. Not supported on BST phones without a display and soft keys.

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
3. Press **Program** and use the ▲ up or down ▼ arrow buttons to scroll the display to **Message Alert Notify** and press **Select**.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ***8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
3. Dial **Feature 27**.
4. The button function is changed to **Message Alert Notify**.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.25 Night Service

Use this feature to program a button on the first extension on the system to turn night service on and off. When night service is on, all lines assigned to the telephones of the users in the night service group 151 ring immediately, regardless of their normal line ringing settings.

Night service is useful if you want phones to ring after regular business hours. For example, although Shipping Department workers do not answer calls directly during the day, you want them to answer incoming calls after hours.

- You must program a Night Service Button on the first extension on the system.
- This function is only supported on a button that includes an LEDs/LCD. It will indicate when the function is on.
- If the user has this feature enabled, removing this button will turn the feature off.
- Dialing restrictions for extensions not in the Night Service Group remain the same as during normal daytime operation.
- If you reassign the Night Service Button, it is removed from the button where it was previously assigned.
- If you program a System Password 94, you must enter the password when turning Night Service on or off. In addition, when Night Service is on, users in the Night Service Group can dial only numbers on the Emergency Phone Number List 91 and marked system speed dial numbers without entering the System Password. Night Service with a System Password is useful for controlling unauthorized use of phones after hours.
- If you have a voice messaging system, VMS Hunt Schedule 172 determines when outside calls should ring voicemail. The status of the Night Service Button tells the voice messaging system to operate in day or night mode.
- The Night Service Button returns to the status (on/off) it was in immediately prior to a power failure or to System Reset 235 being used.
- Night Service is unavailable on T1 lines with Direct Inward Dialing (DID).

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Groups**. When highlighted, press **Select**.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Night Service Button**. When highlighted, press **Select**.
5. The current setting is displayed. If night service is already assigned to a button, that button is lit.
6. Enter **1** or **2**. The default is **2** (Not Assigned).
   - Alternatively use the **Next Data** or **Previous Data** buttons to change the setting or press **Remove** to return to the default setting.

   Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or **Default** to return to the default setting.
7. If assigned, press **Button** to select the button to which night service is assigned. At the **Button:** prompt press the button to which you want night service assigned or enter the button number.
   - If you do not select a button, it will be automatically assigned. For DS phones, it is assigned the first button after any line appearances. For BST phones, is it assigned to the first button after any intercom buttons that is not a line appearance.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#503**. The phone displays **Night Service Button**. The current setting is displayed. If night service is already assigned to a button, that button is lit.
4. Enter **1** or **2**. The default is **2** (Not Assigned).
   - Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or **Default** to return to the default setting.
5. If active, press **3** to select the button to which night service is assigned. At the **Button:** prompt, press the button to which you want night service assigned or enter the button number.
   - If you do not select a button, it will be automatically assigned. For DS phones, it is assigned the first button after any line appearances. For BST phones, is it assigned to the first button after any intercom buttons that is not a line appearance.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.26 Pickup Group

This function allows the user to answer a call being presented to any extension that is a member of the pickup group 154 configured for the button.

- If an extension already has a button set to this function and target, creating another button with this function to the same target will automatically clear the setting from the existing button.
- To access this function without a programmable button, press an intercom or call appearance button and dial **661** to **664** for the group (1 to 4) from which to pickup the call.
- When there are multiple calls ringing the members of a pickup group, the longest ringing call is picked up.

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
3. Press **Program** and either the first intercom or call appearance button or use the ▲ up or down ▼ arrow buttons to scroll the display to **Pickup Group** and press **Select**.
4. At the **Endpoint:** prompt enter the pickup group 154 number for the button, 661 to 664.
5. The button function is changed to **Pickup Group** followed by the pickup group number.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ***8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
3. Press the first intercom or call appearance button.
4. Dial the pickup group 154 number for the button, 661 to 664.
5. The button function is changed to **Pickup Group** followed by the pickup group number

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.27 Privacy

This function allows the user to turn privacy on or off. When on, other extensions are not able to bridge into the user's calls.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- This function does not require a button that includes LEDs/LCD. However if set on a button with an LEDs/LCD, it will indicate when the function is on.
- If the user has this feature enabled, removing this button will turn the feature off.
- To access this function without a programmable button:
  - On DS phones, press **FEATURE** and then dial **07**.
  - On BST phones, press **FEATURE** and dial **83**.

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
3. Press **Program** and either dial **#07** or use the ▲ up or down ▼ arrow buttons to scroll the display to **Privacy** and press **Select**.
4. The button function is changed to **Privacy**.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ****8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
3. Dial **Feature 83**.
4. The button function is changed to **Privacy**.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.28 Recall

This function allows the user to send a recall or hook flash signal.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
3. Press **Program** and either dial **#03** or use the ▲ up or down ▼ arrow buttons to scroll the display to **Recall** and press **Select**.
4. The button function is changed to **Recall**.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ***8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
3. Dial **Feature 71**.
4. The button function is changed to **Recall**.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.29 Saved Number Redial

This function allows the user to save the number dialed during a call and to redial that number when idle. This can be used when the number dialed does not answer.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
3. Press **Program** and either dial **#04** or use the ▲ up or down ▼ arrow buttons to scroll the display to **Saved Number Redial** and press **Select**.
4. The button function is changed to **Saved Number Redial**.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ****8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
3. Dial **Feature 67**.
4. The button function is changed to **Save Number Redial**.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.30 Simultaneous Page

This function allows the user to make a page call to both the loudspeaker extension 111 and the extensions in first calling group 149, 71.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- To access this function without a programmable button, press an intercom or call appearance button and dial ***70**.
- This type of button can be used for one touch transfer 56 operation.

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
3. Press **Program** and either press the first intercom or call appearance button or use the ▲ up or down ▼ arrow buttons to scroll the display to **Simultaneous Page** and press **Select**.
4. At the **Endpoint:** prompt enter ***70**.
5. The button function is changed to **Simultaneous Page**.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ****8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
3. Press the first intercom or call appearance button.
4. Dial ***70**.
5. The button function is changed to **Simultaneous Page**.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.31 Station Lock

This function allows the user to lock their extension from being used to make calls. After they press the button, they are prompted to enter a four digit code after which the extension is locked. If the extension is already locked, pressing the button prompts for reentry of the four digit code to unlock the extension.

- Any locked extension can be unlocked from either of the first two extensions in the system without needing the four digit locking code using a Station Unlock 219 button.
- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- To access this function without a programmable button:
  - On DS phones, press **FEATURE** and then dial **21**.
  - On BST phones, press **FEATURE** and dial **936**.

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
3. Press **Program** and either dial **#21** or use the ▲ up or down ▼ arrow buttons to scroll the display to **Station Lock** and press **Select**.
4. The button function is changed to **Station Lock**.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ****8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
3. Dial **Feature 936**.
4. The button function is changed to **Station Lock**.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.32 Station Unlock

This function can only be used by the first two extensions in the system. This function allows the user to unlock any extension without needing to know the code that was used to lock that extension. When the button is pressed, the user is prompted to enter the number of the locked extension.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- To access this function without a programmable button:
  - On DS phones, press **FEATURE** and then dial **22**.
  - On BST phones, press **FEATURE** and dial **937**.

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
3. Press **Program** and either dial **#22** or use the ▲ up or down ▼ arrow buttons to scroll the display to **Station Unlock** and press **Select**.
4. The button function is changed to **Station Unlock**.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ****8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
3. Dial **Feature 937**.
4. The button function is changed to **Station Unlock**.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.33 VMS Cover

This function allows the user to switch use of voicemail coverage for their extension on or off.

When on, calls to the extension are redirected to the extension's mailbox when they ring unanswered for the extension's VMS Coverage Rings 142 setting. When off, calls to the extension continue to ring at the extension until answered or the caller hangs up.

If the feature is programmed onto a button with LEDs/LCD, it will indicate when the feature is active.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- To access this function without a programmable button:
  - On DS phones, press **FEATURE** and then dial **15**.
  - On BST phones, press **FEATURE** and dial **984**.

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
3. Press **Program** and either dial **#15** or use the ▲ up or down ▼ arrow buttons to scroll the display to **VMS Cover** and press **Select**.
4. The button function is changed to **VMS Cover**.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ***8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
3. Dial **Feature 984**.
4. The button function is changed to **VMS Cover**.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.34 Voice Mailbox Transfer

This function allows the user to transfer their current call to an extension's mailbox. After pressing the button, the current call is put on hold and the user can then enter the target extension number to indicate the mailbox required.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.

1408/1416/9504/9508 Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. At the extension, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Telephone Programming**. When highlighted, press **Select**.	a. At either of the first two extensions on the system, press **Admin**. b. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Centralized Programming**. When highlighted, press **Select**. c. At the **Extension:** prompt enter the extension that you want to configure.

   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Press the button to edit. Alternatively using the ▲ up or down ▼ arrows, scroll to **Button Programming** and press **Select**. Enter from 03 to 99 or press the corresponding button.
3. Press **Program** and either dial **#14** or use the ▲ up or down ▼ arrow buttons to scroll the display to **Voice Mailbox Transfer** and press **Select**.
4. The button function is changed to **Voice Mailbox Transfer**.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. Do one of the following depending on whether you want to change the button programming of the extension you are using or that of another extension.

To program the same extension	To program another extension
a. Press **Feature** and dial ***1** or ***2** or ***3**. • If the system has a system password set, it is requested. Enter the password.	a. At either of the first two extensions on the system, press **Feature** ****user** (ie. *Feature ****8737*). • If the system has a system password 94 set, it is requested. Enter the password. b. At the **Extension:** prompt enter the extension number of the extension you want to program.

2. To select the button, press the corresponding button. For buttons up to 99, you can also dial the button number. The current setting of the selected button is displayed.
3. Dial **Feature 986**.
4. The button function is changed to **VM Transfer**.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

16.35 Wake Up Service

A Wake Up Service button can be assigned for the first extension on the system. Using this button, the extension user can set wake up calls within the next 24-hours period for any other extension.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
  - If you do not select a button, it will be automatically assigned. For DS phones, it is assigned the first button after any line appearances. For BST phones, is it assigned to the first button after any intercom buttons that is not a line appearance.
- This function is only supported on a button that includes an LEDs/LCD. It will indicate when the function is on.
- Removing the wake up service button from the extension does not remove any existing wake up service alarms that have been set.

How the Wake Up Service Operates

Using the button, the first extension in the system can set a wake up call by specifying the target extension and the time.

- When the scheduled time is reach, the system will make an intercom call to the target extension. The call is indicated as a **Wake Up Call** in the display. The wake up call will alert for approximately 30 seconds.
- Wake up calls ignore settings such as Do Not Disturb, forwarding, call coverage and coverage to voicemail.
- If the extension user is on a call:
  - For an analog extension, the wake up call is treated as unanswered.
  - For other extensions, the wake up call will alert with just an abbreviated ring.
- When a user answers a wake up call, they hear music on hold if available, otherwise they hear silence.
- Once a wake up call is answered, it is treated as being completed and no further call attempts are made.
- If the wake up call is not answered or the extension is busy, the wake up call is rescheduled for 5 minutes later.
- Only 2 attempts are made to send a wakeup call. If neither is answered the wake up call is cleared.
- If a wake up call is already scheduled for an extension, setting up a new wake up call to that extension will erase the existing wakeup call.
- Wake up calls are shown in the SMDR output with the name "Wake Up Call".

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Parameters**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Wake Up Service Button**. When highlighted, press **Select**.
5. The current setting is displayed. If night service is already assigned to a button, that button is lit.
6. Enter **1** (assigned) or **2** (Not assigned). The default is **2**, ie. not assigned.
   - Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or **Default** to return to the default setting.
7. If assigned, press **Button** to select the button to which night service is assigned. At the **Button:** prompt press the button to which you want night service assigned or enter the button number.
   - If you do not select a button, it will be automatically assigned. For DS phones, it is assigned the first button after any line appearances. For BST phones, is it assigned to the first button after any intercom buttons that is not a line appearance.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#115**. The phone displays **Wake Up Button**. The current setting is displayed. If night service is already assigned to a button, that button is lit.
4. Enter **1** (assigned) or **2** (Not assigned). The default is **2**, ie. not assigned.
   - Alternatively use the left or right arrow icons to toggle through the settings or **Default** to return to the default setting.
5. If active, press **3** to select the button to which night service is assigned. At the **Button:** prompt, press the button to which you want night service assigned or enter the button number.
   - If you do not select a button, it will be automatically assigned. For DS phones, it is assigned the first button after any line appearances. For BST phones, is it assigned to the first button after any intercom buttons that is not a line appearance.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

Chapter 17.
System Maintenance

17. System Maintenance

The functions in this section are not shown when browsing the menu of system administration options on a phone. Instead they are only displayed when the appropriate code is entered in the menu.

- **Copy Extension Settings** 227
  Copy the user settings (except name and number) from one extension to another of the same type.
- **Remote Administration Password** 228
  Change the password used for PC access to the system configuration settings.
- **Backup the Configuration** 231
  Backup the current configuration.
- **Restore the Configuration** 232
  Copy a previous backup of the configuration file from a card in the Optional SD slot, to the System SD card and restart the system with the new configuration.
- **System Copy** 233
  Copy the System SD card files to the Optional SD card.
- **System Default** 234
  Restart the system and return all settings to their defaults.
- **System Reset** 235
  Save the system settings and restart the system.
- **System Shutdown** 236
  Save the system settings and shutdown the system for maintenance.
- **System Upgrade** 236
  Copy new software from the Optional SD card to the System SD card and then restart the system using the new software.

Other Functions

The following settings affect system operation. These functions should typically only be performed when a system is first installed:

- **System Mode** 59
  This setting is used to switch the system between key system mode and PBX system mode.
- **System Numbering** 60
  Set whether the system should use 2-digit or 3-digit extension numbering.
- **System Locale** 61
  Set the locale (country) that the system is installed in. This value adjusts a range of hidden trunks settings and the default system language.
- **System Language** 62
  Set the default language for all extensions. The display language 124 for individual extensions can be changed.

SD Cards

The phone system has slots for SD cards which are used to store various files needed by the phone system. The System SD slot must always contain an Avaya IP Office Basic Edition - Norstar Mode SD card.

Cards can be inserted while the system is running. However cards should only be removed while the system is shutdown. This ensures that the card is not removed while files are being written to the card as that could cause corruption of those files.

17.1 Copy Extension Settings

Set up your system by programming one extension for each type of telephone in the system. You can then use copy settings to program other telephones of the same type. For example, you can program one 1408 telephone and then copy its settings to any other extensions that have 1408 telephones.

- This procedure is not listed when using the **Next Procedure** or **Previous Procedure** buttons to select a procedure.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Dial **#399**. The display will show **Copy Settings:**.
4. At the **Extension:** prompt enter the number of the extension from which you want to copy the settings.
5. At the next **Extension:** prompt enter the number of the extension to which you want to transfer the copy.
6. If **Proceed** is not displayed or there is a problem, additional text messages may be displayed.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#399**. The phone displays **Copy Settings**.
4. At the **Extension** prompt, enter the source extension to copy **from**.
5. At the next **Extension** prompt, enter the target extension to copy **to**. Any extension except the source extension is valid.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

17.2 Remote Administration Password

This password is used for system administration by the Administrator account using IP Office Manager or IP Office Web Manager. It is also used for connection to the system by the System Status Application and System Monitor application.

- This procedure is not listed when using the **Next Procedure** or **Previous Procedure** buttons to select a procedure.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Dial **#730**.
4. If a system password 94 has been set for the system, you will be prompted to enter that password before you can proceed.
5. The display will show **Remote password:**.
   - Enter a character by pressing the indicated button until that character is displayed. On 9500 Series phones, accented versions of the characters are also shown. If you pause more than 1 second after press a button, the cursor will move onto the next space.

1	1.,@		**2**	abc2		**3**	def3
4	ghi4		**5**	jkl5		**6**	mno6
7	pqrs7		**8**	tuv8		**9**	wxyz9
*****	*		**0**	Space 0		**#**	#

   - The first character and the first character after a space are automatically capitalized.
   - Use the ◀ left and right ▶ arrows keys to move the cursor.
   - Do not use punctuation characters such as #, ?, /, -, _ and , in the password. Note that the password is case sensitive and must be unique.
4. Use the dial pad to enter a password of up to 8 characters. When completed press **Enter**. To remove the characters entered so far press **Clear**.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#730**.
4. If a system password 94 has been set, the prompt **Enter Sys Password:** is displayed. Enter the four digit system password.
5. The current remote administration password is displayed or dashes if no password has been set. Enter or change the password.
   - Enter a character by pressing the indicated button until that character is displayed. If you pause more than 1 second after press a button, the cursor will move onto the next space.

1	1!"$%&'()+,-./		**2**	2abcABC		**3**	3defDEF
4	4ghiGHI		**5**	5jklJKL		**6**	6mnoMNO
7	7pqrsPQRS		**8**	8tuvTUV		**9**	9wxyzWXYZ
*****	*:;<=>?@[\]^_`		**0**	0 Space		**#**	#

   - Do not use punctuation characters such as #, ?, /, -, _ and , in the password. Note that the password is case sensitive and must be unique.
6. To save the password, press **Enter**. The bottom line of the display shows the password as it has been entered.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

17.3 Clearing a Backup Alarm

If an automatic backup fails, a backup failure alarm message appears instead of the system date and time on the first two extensions in the system. After correcting the problem that caused the failure, you can clear the backup failure alarm.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Parameters**. When highlighted, press **Select**.
   - Alternatively, dial **#** and the system administration 8 code.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to **Clear Backup Alarm**. When highlighted, press **Select**.
5. To clear the alarm press **Proceed**.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#123**. The phone displays **Clear Backup Alarm**.
4. Press **Enter** to clear the backup alarm.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

17.4 Backup the Configuration

An automatic system backup occurs between 12 midnight and 1AM every night. This copies the contents of the ***/system/primary*** folder on the **System SD** card over the ***/system/backup*** folder. Any files with matching file names will be replaced.

You can use the procedures below to perform a manual backup. You might want to do this if you have just completed a large number of programming changes. This process can take approximately 6 minutes.

- This procedure is not listed when using the **Next Procedure** or **Previous Procedure** buttons to select a procedure.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Dial **#124**. The display will show **System Manual Backup:**. Press **Proceed** to start the backup.
4. If **Proceed** is not displayed or there is a problem, additional text messages may be displayed.
   - **Shutdown and Insert Card**
     No card was detected in the phone system's **System SD** card slot. For correct operation of the phone system the Avaya SD card should always be present at all times.
   - **System Busy**
     Another backup, restore, upgrade or copy was already in progress at the time the manual process was requested.
   - **Backup Failed**
     This message indicates that there was some problem. For example the card in the phone system's System SD card slot was removed during the backup or the card has become corrupted.
5. If the backup was successful, **Backup Successful** is displayed.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#124**. The display will show **System Manual Backup**.
4. Press **Enter** to start the backup. The display will show Backup in Progress.
5. If the backup was successful, the telephone display will show the message **Backup Successful**.
6. If a backup fails the telephone display will give the reason why the backup was unsuccessful.
   - **Shutdown and Insert Card**
     No card was detected in the phone system's **System SD** card slot. For correct operation of the phone system the Avaya SD card should always be present at all times.
   - **System Busy**
     Another backup, restore, upgrade or copy was already in progress at the time the manual process was requested.
   - **Backup Failed**
     This message indicates that there was some problem. For example the card in the phone system's System SD card slot was removed during the backup or the card has become corrupted.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

17.5 Restore the Configuration

You can restore a previous backup 231 by copying a configuration file from a card in the Optional SD slot, to the System SD card and restart the system with the new configuration.

- **! WARNING**
  This process will restart the phone system and disconnect all currently connected calls.
- This procedure is not listed when using the **Next Procedure** or **Previous Procedure** buttons to select a procedure.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Dial **#125**. The display will show **System Manual Backup:**. Press **Proceed** to start the restore.
4. If **Proceed** is not displayed or there is a problem, additional text messages may be displayed.
   - **Shutdown and Insert Card**
     No card was detected in the phone system's **System SD** card slot. For correct operation of the phone system the Avaya SD card should always be present at all times.
   - **System Busy**
     Another backup, restore, upgrade or copy was already in progress at the time the manual process was requested.
   - **Restore Failed: Try Again**
     This message indicates that there was some problem. For example the card in the phone system's **System SD** card slot was removed during the restoration or the card has become corrupted.
5. If the restore is successful, the system will be restarted.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#125**. The display shows **System Manual Restore**.
4. Press **Enter** to start the restore.
   - **Shutdown and Insert Card**
     No card was detected in the phone system's **System SD** card slot. For correct operation of the phone system the Avaya SD card should always be present at all times.
   - **System Busy**
     Another backup, restore, upgrade or copy was already in progress at the time the manual process was requested.
   - **Restore Failed: Try Again**
     This message indicates that there was some problem. For example the card in the phone system's **System SD** card slot was removed during the restoration or the card has become corrupted.

17.6 System Copy

This process copies all files on the SD card in the **System SD** card to an SD card in the **Optional SD** card slot. It includes the voicemail files including message files. Any matching files and folders on the optional SD card are overwritten.

The card in the Optional SD card slot must be an SDHC type card 4GB capacity.

The process is a simple copy. Any files already copied that change while the process is running are not recopied. Any new files added, for example voicemail messages, while the process is running may not be copied.

This process can take up to approximately 90 minutes and may take much longer depending on the amount of data to be copied.

- This procedure is not listed when using the **Next Procedure** or **Previous Procedure** buttons to select a procedure.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Dial **#732**. The display will show **System Copy:**. Press **Proceed** to start the copy. The phone displays **Copy In Progress**.
4. If **Proceed** is not displayed or there is a problem, additional text messages may be displayed.
   - **Shutdown and Insert Card**
     There is no SD card in either the **Optional SD** or the **System SD** card slot.
   - **Copy Failed: Try Again**
     This message indicates that there was some problem. For example the card in the phone system's System SD card slot was removed during the backup or the card has become corrupted.
   - **Card is Write Protected**
     The SD card in the **Optional SD** card slot is write protected.
   - **System Busy**
     Another backup, restore, upgrade or copy was already in progress at the time the manual process was requested.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#732**.
4. Press **Enter** to start the copy. The phone displays **Copy In Progress**.
5. If the copy is not successful, the display will indicate the probable problem:
   - **Shutdown and Insert Card**
     There is no SD card in either the **Optional SD** or the **System SD** card slot.
   - **Copy Failed: Try Again**
     This message indicates that there was some problem. For example the card in the phone system's System SD card slot was removed during the backup or the card has become corrupted.
   - **Card is Write Protected**
     The SD card in the **Optional SD** card slot is write protected.
   - **System Busy**
     Another backup, restore, upgrade or copy was already in progress at the time the manual process was requested.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

17.7 System Default

Use this feature to reset the system and return its configuration to the default settings. Reset the system only when advised to do so by technical support personnel.

- **! WARNING**
  This process will restart the phone system and disconnect all currently connected calls.
- The system reset begins immediately. It takes approximately 5 minutes.
- This procedure is not listed when using the **Next Procedure** or **Previous Procedure** buttons to select a procedure.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Dial **#989**.
4. When the **Restart - Defaults:** prompt is displayed, dial **25327** (**C L E A R**).
5. The system will be immediately restarted.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#989**.
4. When the **Restart - Default:** prompt is displayed, dial **25327** (**C L E A R**).
5. The system will be immediately restarted.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

17.8 System Reset

Use this feature to reset the system while retaining the currently programmed settings. Reset the system only when advised to do so by technical support personnel.

- **! WARNING**
  This process will restart the phone system and disconnect all currently connected calls.
- The system reset begins immediately. It takes approximately 5 minutes.
- This procedure is not listed when using the **Next Procedure** or **Previous Procedure** buttons to select a procedure.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Dial **#728**.
4. At the **Reset - Save All** prompt press **Proceed**.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#728**.
4. At the **Reset - Save** prompt press **Enter**.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

17.9 System Shutdown

Before maintenance on the phone system it should be shutdown using one of the processes below. Just simply switching off power to the phone system may cause data to be lost.

- A shutdown must always be used to switch off the system. Simply removing the power cord or switching off the power input may cause errors.
- This is not a polite shutdown, any users calls and services in operation will be stopped. Once shutdown, the system cannot be used to make or receive any calls until restarted.
- The shutdown process takes up to a minute to complete. When shutdown, the CPU LED and the IP500 base card LEDs 1 and 9 (if trunk daughter card fitted) will flash red rapidly. The memory card LEDs are extinguished. Do not remove power from the system or remove any of the memory cards until the system is in this state.
- To restart a system when shutdown, switch power to the system off and on again.

- **! WARNING**
  This process will restart the phone system and disconnect all currently connected calls.
- This procedure is not listed when using the **Next Procedure** or **Previous Procedure** buttons to select a procedure.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Dial **#729**.
4. At the **Shutdown - Save All:** prompt press **Proceed**.
5. When the system has completely shutdown, the phone display will be blank. The LED 1s on the front of the phone system will fast flash red.
6. Power to the system can now be switched off.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#729**.
4. At the **Shutdown - Save** prompt press **Enter**.
5. When the system has completely shutdown, the phone display will be blank. The LED 1s on the front of the phone system will fast flash red.
6. Power to the system can now be switched off.

17.10 System Upgrade

In order to upgrade the software being used by the phone system, the maintainer may provide the new software on an SD card. This process can be used to copy that software to the SD card used by the system.

This process copies the software files in the **\system\primary** folder on an SD card inserted into the system's **Optional SD** card slot to the same folder on the SD card in the system's **System SD** card slot. The system will then be restarted using those files.

- **! WARNING**
  This process will restart the phone system and disconnect all currently connected calls.
- This process takes approximately 10 minutes or more and should not be interrupted once started.
- This procedure is not listed when using the **Next Procedure** or **Previous Procedure** buttons to select a procedure.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Dial **#731**. The display will show **System Upgrade:**. Press **Proceed** to start the upgrade. The phone will display **Upgrade In Progress**.
4. If the upgrade fails, the telephone display will give the reason.
   - **Shutdown and Insert Card**
     There is no SD card in either the **Optional SD** or the **System SD** card slot.
   - **Upgrade Failed: Try Again**
     This message indicates that there was some problem. For example the card in the phone system's System SD card slot was removed during the upgrade or the card has become corrupted.
   - **System Busy**
     Another backup, restore, upgrade or copy was already in progress at the time the manual process was requested.
5. If the upgrade is successful, the system will be restarted.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#731**. The phone displays **System Upgrade**.
4. Press **Enter** to start the upgrade. The phone will display **Upgrade In Progress**.
5. If the upgrade is not successful, the display will indicate the probably cause:
   - **Shutdown and Insert Card**
     There is no SD card in either the **Optional SD** or the **System SD** card slot.
   - **Upgrade Failed: Try Again**
     This message indicates that there was some problem. For example the card in the phone system's System SD card slot was removed during the upgrade or the card has become corrupted.
   - **System Busy**
     Another backup, restore, upgrade or copy was already in progress at the time the manual process was requested.
6. If the upgrade is successful, the system will be restarted.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

17.11 Memory Card Startup/Shutdown

Before removing either of the SD cards from the system control unit, the card should be shut down. This ensures that file writes to the card and other operations are completed before the card is removed.

Note that the System SD card should only be removed for maintenance purposes. While the System SD card is shut down, no voicemail is available and licensed features will only run for up to 2 hours.

The System SD and Optional SD LEDs on the rear of the system are extinguished when no card is present or when the card has been shutdown and can be removed.

- This procedure is not listed when using the **Next Procedure** or **Previous Procedure** buttons to select a procedure.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, press **Admin**.
   - To do the above during a call, you may need to press the **PHONE** button to display the **Admin** soft key option. If you access phone administration during a call, only the **SPEAKER**, **MUTE** and **HEADSET** buttons still affect the connected call.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to **System Administration**. When highlighted, press **Select**.
3. Dial **#733**. The display will show **Select Memory Card**.
4. Enter **1** for the System SD card or **2** for the Optional SD card.
   - If the selected card is current running, the option **Immediate Shutdown** is displayed. To start the process press the **Enter** button, otherwise press #. The status will change to **Shutting Down** and then **Shut Down**. Check that the LED for that card slot is extinguished before removing the card.
   - If the selected card has been shut down, the option **Start Up** is displayed. To start the process press the Enter button, otherwise press #. The status will change to **Starting Up** and then **Started Up**.
   - If the selected card is not present, the message **No Card** is displayed.
   - If the selected card is currently performing another process which should not be interrupted **System Busy** is displayed.

- Exit programming by pressing **PHONE**. Alternatively use the **Back** button to move to another menu.

M7324/M7324N/M7310/M7310N/T7316/T7316E Phone

1. At either of the first two extensions on the system, press **Feature **config** (ie. *Feature **266344*).
   - If the system has a system password 94 set, it is requested. Enter the password.
2. The phone displays **System Admin**.
3. Dial **#733**. The display will show **Select Memory Card**.
4. Enter **1** for the System SD card or **2** for the Optional SD card.
   - If the selected card is current running, the option **Immediate Shutdown** is displayed. To start the process press the **Enter** button, otherwise press #. The status will change to **Shutting Down** and then **Shut Down**. Check that the LED for that card slot is extinguished before removing the card.
   - If the selected card has been shut down, the option **Start Up** is displayed. To start the process press the Enter button, otherwise press #. The status will change to **Starting Up** and then **Started Up**.
   - If the selected card is not present, the message **No Card** is displayed.
   - If the selected card is currently performing another process which should not be interrupted **System Busy** is displayed.

- To exit phone based administration at any time, press the **Release** button. To select a different process use the **Next Procedure** or **Previous Procedure** buttons or dial another feature code.

17.12 Display System Details

The following commands can be used from any DS or ETR extension with a suitable display. They allow the extension user to report basic information that may be required to initiate problem diagnosis.

To display system details

1. Press **Feature** and dial one of the following codes:

Information	DS Phones/ ETR Phone	BST Phones	Description
Software Level	590	9*80	Displays the core software level that the system is running.
IP Address	591	9*81	Displays the IP address of the systems LAN port.
Feature Key Number	592	9*82	Displays the feature key number of the System SD card. This is the number used for validation of licenses entered into the system configuration.

Index

2

2-Digit 51, 60

3

3-Digit 51, 60

5

590 239
592 239
593 239

A

Abbreviated Ringing 159
Absent Message 182
Account Code 136
  Entry 138
  Entry Button 183
Account Code List 137
Active Line Pickup 184
Administration Password 228
Alarm 230
A-Law 48, 59
Alert
  Doorphone 106
Alert Notification 179, 210
Allowed Numbers
  List 85
  List Assignment 87
ALS 73
Arabic 62, 124
Auto Dial
  Intercom 185
  Other 186
Autodialling 126
Automatic Backup 231
Automatic Daylight Saving 82
Automatic Line Selection 73
Auxiliary
  Doorphone Extension 105
Auxiliary Equipment
  Doorphone 104
  Fax Machine 112
Auxliliary Equipment
  Loudspeaker Extension 111

B

Backup 231
Backup Alarm 230
Brazilian 62, 124
Button
  Functions 178
  Line Assignment 66
  Message Alert Notification 179, 210
  Night Service 152, 211
  Programming 178
Buttons
  Call appearance 48, 59
  Intercom 48, 59
  Line appearance 48, 59
  Programmable 48, 59

C

Call appearance buttons 48, 59
Call Coverage 188
Call Coverage Rings 160
Call Distribution
  Group 70
Call Forwarding 93, 190
Call Pickup 192
Call Prefix 95
Call Restriction 92
Call Waiting 125
Caller ID
  Inspect Button 193
  Log 121
  Name Display Button 195
  Time Synchronization 81
Caller ID Log 194
Calling Group 149
  Button 196
Calls
  External 48, 59
  Internal 48, 59
Canadian 62, 124
Cantonese 62, 124
Clearing a Backup Alarm 230
CO Disconnect Time 72
Collect
  Voicemail 205
Conference Denial 131
Conference Drop 199
Contact Closure 108
  Button 200, 201
  Group 109
  Operation 110
Copy
  Extension Settings 227
  System Software 233
Coverage
  Call Coverage Button 188
  Line Coverage Extension 68
Coverage Rings 142, 160

D

Danish 62, 124
Date
  Network Time Synchronization 81
  System Date 79
Daylight Saving 82
Default 234
Delay
  VMS Hunt Delay 144
Delayed ring 162
Denial 131
Dial Tone
  Intercom 126
Disallowed Numbers
  List 88
  List Assignment 90
Disconnect Time 72
Display
  Language 124
Distinctive Ringing 161
Do Not Disturb
  Button 202
Doorphone 104
  Alert Extension 106
  Extension 105
Drop 199
DST 82
Dutch 62, 124

E

Emergency Phone Numbers 91

Extension
Caller ID Logging 121
Copy Settings 227
Doorphone 105
Doorphone Alert 106
Fax Machine 112
Internal Hotline 129
Line Coverage 68
Loudspeaker 111
Name 122
Extension numbering 51, 60
External
Call Prefix 95
External calls 48, 59
External Hotline 127

F

Fax Machine Extension 112
Feature Key Number 239
Finnish 62, 124
Forced Account Code 136
Code List 137
Entry 138
Forwarding 93, 190
French 62, 124
Functions
Button Programming 178
System Programming 8

G

German 62, 124
Group 148
Call Distribution 70
Calling 196
Calling Group 149
Contact Closure 109
Hunt 205
Hunt Group 150
Night Service 151
Pickup 154, 213

H

Hold Recall Time 174
Hot Dial 204
Hotline
External 127
Internal 129
Hunt Delay 144
Hunt Group 150
Button 205
Hunt Schedule 172

I

Idle Line Pickup 207
Immediate ring 162
Intercom buttons 48, 59
Intercom Dial Tone 126
Internal calls 48, 59
IP Address 239
IP Office Manager 228
Italian 62, 124

K

Key Mode 48, 59
Korean 62, 124

L

Language 124
languages 62, 124
Last Number Redial 208
Line
Active Line Pickup 184
Idle Line Pickup 207
Line appearance buttons 48, 59
Line Pickup
Active 184
Idle 207
Line Ringing 162
Lines 64
Automatic Line Selection 73
Button Assignment 66
Line Coverage Extension 68
Number of Lines 65
List
Account Codes 137
Allowed Numbers 85
Disallowed Numbers 88
Emergency Phone Numbers 91
Lock 218
Log
Caller ID 121
Loudspeaker Extension 111
Loudspeaker Page 209

M

Mailbox Transfer 221
Maintenance 236
Manager 228
Mandarin 62, 124
Manual Backup 231
Menus 17
Message Alert Notification 179, 210
Mode
Key 48, 59
PBX 48, 59
Mu-Law 48, 59
Music on Hold 175

N

Name 122
Name Display 195
Network Time Synchronization 81
Night Service
Button 152, 211
Group 151
No ring 162
Norwegian 62, 124
Notification 179, 210
Number
Account Code 137
Emergency 91
Number of Lines 65
Numbering 51, 60
Numbers
Allowed 85
Disallowed 88

O

Optional SD 236
Outgoing Call Restriction 92
Outside Conference Denial 131

P

Page
Loudspeaker 209
Simultaneous 217
Password
Remote Administration 228
System Password 94

PBX Mode 48, 59
PC Administration Password 228
Pickup
  Active Line 184
  Call 192
  Idle Line 207
Pickup Group 154
  Button 213
Portuguese 62, 124
Prefix 95
Privacy 214
Programmable buttons 48, 59
Programming Menus 17

R

Recall 215
  Timer Duration 74
Recall Time 174
Redial
  Last Number 208
  Saved Number 216
Remote Administration Password 228
Remote Call Forwarding 93
Removing an SD Card 236
Reset 235
Restore 232
Restriction 92
Ring Pattern 164
Ringing 158
Ringing on Transfer 167
Rings
  Abbreviated Ring 159
  Call Coverage 160
  Coverage 160
  Transfer Return Rings 168
Russian 62, 124

S

Saved Number Redial 216
Schedule 172
SD card 48, 59
SD Cards 236
Settings
  Copy Extension 227
Shutdown 236
Simultaneous Page 217
Software Level 239
Spanish 62, 124
Speed Dial 114
  Personal 117
  System 115
Station Lock 218
Station Unlock 219
Swedish 62, 124
System
  Backup 231
  Copy 233
  Date 79
  Default 234
  Password 94
  Reset 235
  Restore 232
  Shutdown 236
  Time 80
  Upgrade 236
System SD 236, 239
System SD card 48, 59

T

Taiwanese 62, 124
Time
  Daylight Saving 82
  Network Time Synchronization 81
  System Time 80
Toll Call Prefix 95
Transfer
  Ring on Transfer 167
Transfer Return Rings 168

U

U-Law 48, 59
Unlock 219
Upgrade 236

V

VMS
  Cover On/Off 141
  Coverage Rings 142
  Delay 144
  Hunt Delay 144
  Hunt Schedule 172
  Schedule 172
VMS Cover 220
Voice Mailbox Transfer 221
Voicemail
  Cover On.Off 141
  Coverage Rings 142
  Delay 144
  Hunt Delay 144
  Hunt Schedule 172
  Schedule 172
Voicemail collect 205
Voicemail On/Off 220

W

Wake Up Service 179, 222

Performance figures and data quoted in this document are typical, and must be specifically confirmed in writing by Avaya before they become applicable to any particular order or contract. The company reserves the right to make alterations or amendments to the detailed specifications at its discretion. The publication of information in this document does not imply freedom from patent or other protective rights of Avaya or others.

All trademarks identified by the ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

This document contains proprietary information of Avaya and is not to be disclosed or used except in accordance with applicable agreements.

© 2011 Avaya Inc. All rights reserved.