

iPECS

LIP-7004N

TABLE OF CONTENTS

1. INTRODUCTION.....	1
1.1 General.....	1
1.2 Feature Information	1
1.3 Feature Groupings	1
1.4 iPECS LIP-7004N Phone Description	2
2. RECEIVING CALLS	3
2.1 Answering a Call While Idle.....	3
2.2 Responding to a Call While Busy	4
2.3 Differential Ring Signals.....	5
2.4 Answering Calls at Night	5
2.5 Answering Calls to Other Stations	6
2.6 Using Do-Not-Disturb (DND) to Block Incoming Calls	6
2.7 Forwarding Calls	7
2.7.1 Forwarding calls to another station or Voice Mail	7
2.7.2 Forwarding calls to an external number.....	8
2.7.3 Forwarding callers to a Text Message	9
3. PLACING A CALL	11
3.1 Internal Calls	11
3.1.1 Placing Intercom calls	11
3.1.2 Using Camp-On when calling a busy station	11
3.1.3 To leave a Message Wait	12
3.2 External Calls	13
3.2.1 Placing external CO/VoIP calls	13
3.2.2 Waiting for the next available CO/IP line	14
3.2.3 Account Codes: Tracking External calls for billing.....	14
3.2.4 To disable dialing from your phone.....	14
3.2.5 To temporarily override dialing restrictions at a phone	15
3.3 Using Automated Dialing.....	16
3.3.1 Using Last Number Redial (LNR)	16
3.3.2 Using and Entering Save Number Dial	16
3.3.3 Using System Speed Dial Numbers.....	16
3.3.4 Using and Entering Station Speed Dial Numbers.....	17
4. TRANSFER, CONFERENCE & OTHER CALL HANDLING.....	19
4.1 Call Transfer: Sending a call to a different destination	19
4.2 Call Hold: Placing a call in a waiting state.....	19
4.3 Broker Call: Switching between two calls.....	20

4.4	Joining multiple people in a Conference	20
4.4.1	Setting up a Conference Room.....	20
4.5	Call Park: Placing a call on hold to Page	21
5.	LEAVING & RESPONDING TO MESSAGES.....	22
5.1	Responding to a Station Message Waiting Indication.....	22
5.2	Getting Voice Mail Messages.....	22
6.	REMOTE SYSTEM ACCESS.....	24
6.1	Direct Inward System Access (DISA).....	24
6.2	Mobile Phone Extension.....	24
7.	MISCELLANEOUS FEATURES.....	26
7.1	Background Music and Music on Hold.....	26
7.2	Using Internal, External and Meet-Me Paging	26
7.3	Push-To-Talk (PTT) Page	27
7.4	Wake-Up Alarm	27
7.5	Alarm/Door Bell	28
7.6	Power Fail Transfer	28
7.7	System Voice Memo	28
7.8	Hot Desk.....	29
8.	WORKING WITH PBX, CENTREX AND ISDN FEATURES.....	30
8.1	Access PBX or Centrex.....	30
8.2	Access the ISDN Network	30
8.2.1	Using the Keypad facility to access ISDN features.....	30
8.2.2	Activating ISDN Caller Id restriction.....	31
9.	SETTING FEATURES & FLEX BUTTONS.....	32
9.1	Entering Station Program Data	32
9.2	Assigning features to Flex buttons	32
10.	APPENDIX A FLEXIBLE NUMBERING PLAN.....	33
11.	APPENDIX B USER PROGRAM CODES.....	36

1. Introduction

1.1 General

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

1.2 Feature Information

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

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

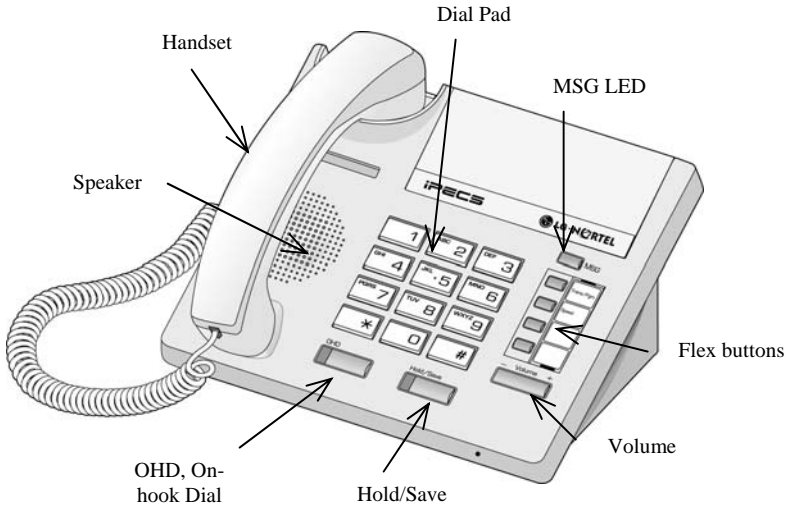
Under certain operation conditions this equipment cannot be relied upon to make emergency calls. Alternative arrangements should be made for access to the emergency services.

1.3 Feature Groupings

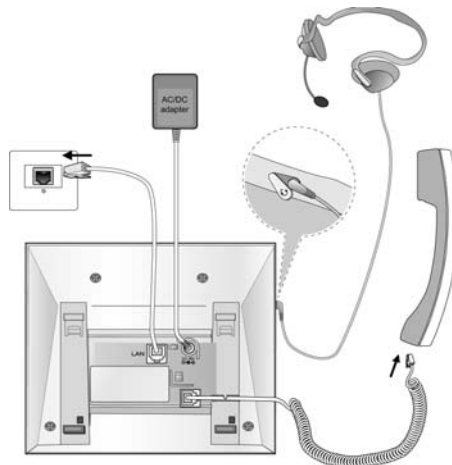
Features have been divided into groups, *Receiving calls*, *Placing calls* etc. Within each group, features are arranged according to the difficulty of operation and frequency of use. In some cases, a feature must be assigned to a Flex button. Every effort has been taken to divide the features into a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

1.4 iPECS LIP-7004N Phone Description

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



iPECS LIP-7004N Diagram



iPECS LIP-7004N Connections

2. Receiving calls

2.1 Answering a Call While Idle

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

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

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

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

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

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

OPERATION

To answer a call ringing at your phone:

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

To respond to an Intercom Voice Announce call:

- Lift the handset to respond.

2.2 Responding to a Call While Busy

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

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

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

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

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

OPERATION

To answer a Call Waiting:

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

To activate One-time DND:

- Press the **DND** button.

To send a Silent Text Message:

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

2.3 Differential Ring Signals

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

OPERATION

To download a Ring Tone from System memory:

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

To select a Ring Tone from phone memory:

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

2.4 Answering Calls at Night

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

OPERATION

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

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

2.5 Answering Calls to Other Stations

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

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

OPERATION

To answer a call ringing at another station:

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

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

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

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

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

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

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

OPERATION

To toggle DND On and Off:

- Dial 553.

2.7 Forwarding Calls

2.7.1 Forwarding calls to another station or Voice Mail

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

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

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

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

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

OPERATION

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

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

To deactivate Call Forward from your phone:

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

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

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

To deactivate Call Forward, Remote:

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

2.7.2 Forwarding calls to an external number

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

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

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

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

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

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

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

- Replace the handset, return to idle.

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

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

2.7.3 Forwarding callers to a Text Message

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

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

Message 01: LUNCH RETURN AT hh:mm

Message 02: ON VACATION
RETURN AT DATE mm:dd

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

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

Message 05: OUT OF OFFICE
RETURN UNKNOWN

Message 06: CALL (enter up to 17 digits)

Message 07: IN OFFICE STA xxxx

Message 08: IN MEETING
RETURN AT TIME hh:mm

Message 09: AT HOME

Message 10: AT BRANCH OFFICE

OPERATION

To activate Custom or Pre-defined Message Forward:

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

- Press **HOLD/SAVE**, forward confirmed.

To cancel activated Message:

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

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

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

3. Placing a call

3.1 Internal Calls

3.1.1 Placing Intercom calls

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

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

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

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

OPERATION

To place an Intercom call:

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

3.1.2 Using Camp-On when calling a busy station

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

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

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

- Dial * and wait for an answer.

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

- Press CALL BACK and hang-up.

To make a Voice Over announcement to a busy station:

- Dial #, after splash-tone, speak.

3.1.3 To leave a Message Wait

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

OPERATION**To activate Message Waiting,**

- Dial 556 and hang-up.

3.2 External Calls

3.2.1 Placing external CO/VoIP calls

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

Individual CO/IP line access

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

CO/IP Group access

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

Any CO/IP Line access,

9

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

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

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

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

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

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

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

OPERATION

To place an external call:

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

3.2.2 Waiting for the next available CO/IP line

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

OPERATION

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

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

3.2.3 Account Codes: Tracking External calls for billing

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

OPERATION

To enter an Account Code before the call:

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

3.2.4 To disable dialing from your phone

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

OPERATION

To activate Temporary COS:

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

To deactivate Temporary COS:

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

- Press **HOLD/SAVE**.

3.2.5 To temporarily override dialing restrictions at a phone

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

OPERATION

To activate Walking COS:

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

3.3 Using Automated Dialing

3.3.1 Using Last Number Redial (LNR)

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

OPERATION

To dial the Last Number for an external call:

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

3.3.2 Using and Entering Save Number Dial

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

OPERATION

To place a call using Save Number Dial:

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

To store a number in the Save Number Dial:

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

3.3.3 Using System Speed Dial Numbers

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

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

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

OPERATION

To place a call using System Speed Dial:

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

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

3.3.4 Using and Entering Station Speed Dial Numbers

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

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

Flash as 1st digit – activate dial tone detect.

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

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

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

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

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

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

Character Entry

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

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

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

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

4. Transfer, Conference & other Call Handling

4.1 Call Transfer: Sending a call to a different destination

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

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

DSS/BLF buttons may be employed to transfer calls.

OPERATION

To Transfer an active call:

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

4.2 Call Hold: Placing a call in a waiting state

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

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

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

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

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

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

OPERATION

To place a call on Hold:

- Press HOLD/SAVE.

4.3 Broker Call: Switching between two calls

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

OPERATION

To switch between two calls, Broker Call:

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

4.4 Joining multiple people in a Conference

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

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

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

A CONF Flex button is required.

OPERATION

To establish a Conference:

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

To place a Conference on Hold:

- Press the HOLD/SAVE button.

To retrieve the Conference from Hold:

- Press the CONF button.

To establish an Unsupervised Conference:

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

To retrieve an Unsupervised Conference:

- Press the CONF button

4.4.1 Setting up a Conference Room

In addition to establishing a Conference, up to 9 **Conference Rooms** can be set up including up to 24 parties when using a MCIM. When

setting up a Conference Room, a password can be designated for invitees (internal and external parties) to use for accessing the established Conference Room.

OPERATION

To set-up a Conference Room:

- Press the **TRANS/PGM** button,
- Dial 53 to create a Conference Room,
- Dial the desired Conference Room number (1-9),
- If desired enter a password for the Conference Room (up to 12 digits),
- Press **HOLD/SAVE** to establish the Room.

To join a Conference Room:

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

To delete a Conference Room:

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

4.5 Call Park: Placing a call on hold to Page

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

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

OPERATION

To park an active external call:

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

To retrieve a parked call:

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

5. Leaving & Responding to Messages

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

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

5.1 Responding to a Station Message Waiting Indication

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

OPERATION

To respond to your Station messages:

- Dial 557 to return message.

5.2 Getting Voice Mail Messages

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

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

OPERATION

To retrieve Voice Mail locally:

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

To access Voice Mail Box from a Remote Location:

- Lift the handset,

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

6. Remote System Access

6.1 Direct Inward System Access (DISA)

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

OPERATION

To access system resources remotely:

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

6.2 Mobile Phone Extension

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

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

OPERATION

To register a mobile phone number:

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

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

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

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

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

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

- Dial * while on an iPECS call,

- Dial the desired extension, the call is transferred and the mobile phone returns to idle,
-

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

7. Miscellaneous Features

7.1 Background Music and Music on Hold

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

There are for possible selections for BGM and MOH:

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

OPERATION

To turn on Background Music:

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

7.2 Using Internal, External and Meet-Me Paging

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

Page Zone codes are:

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

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

OPERATION

To make a page:

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

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

To queue for a page when busy is received:

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

To answer a Meet-me-Page:

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

7.3 Push-To-Talk (PTT) Page

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

OPERATION

To log-in to a PTT group:

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

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

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

To place a page to the active PTT group:

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

7.4 Wake-Up Alarm

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

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

OPERATION

To set the Wake Up Alarm clock:

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

To erase Wake-Up:

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

7.5 Alarm/Door Bell

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

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

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

OPERATION

To terminate the Alarm signal:

- Dial 565 (Alarm Stop code).

To activate the Door Open contacts:

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

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

7.6 Power Fail Transfer

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

7.7 System Voice Memo

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

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

ICM Signaling Mode (Handsfree/Tone/Privacy)

Station IP Address

Station Mac Address

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

Wake-Up Time (hh:mm)

Do Not Disturb

Forwarded to station xxx

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

NOTE—Only activated features are announced.

OPERATION

To hear Date & Time memo:

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

To hear Station Number Prompt:

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

To hear Station Settings:

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

7.8 Hot Desk

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

To Log on to a Hot Desk station:

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

To Log out of the Hot Desk station:

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

8. Working with PBX, Centrex and ISDN features

8.1 Access PBX or Centrex

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

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

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

OPERATION

To access PBX or Centrex features while idle:

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

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

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

8.2 Access the ISDN Network

8.2.1 Using the Keypad facility to access ISDN features

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

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

OPERATION

To activate Keypad Facility operation:

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

To deactivate Keypad Facility operation:

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

8.2.2 Activating ISDN Caller Id restriction

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

OPERATION

To restrict Caller Id:

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

9. Setting Features & Flex buttons

9.1 Entering Station Program Data

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

OPERATION

To assign user programmable station attributes:

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

9.2 Assigning features to Flex buttons

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

Features that may be assigned to a Flex button include:

DSS/BLF – Enter station number,

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

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

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

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

OPERATION

To assign a feature to a Flex button:

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

10. Appendix A Flexible Numbering Plan

Feature	iPECS-100	iPECS-300	iPECS-600	Remark
<i>Intercom Call</i>	100-169	100-399	1000-1599	
<i>Internal Page Zone</i>	501-510	501-535	501-535	
<i>Internal All Call Page</i>	543	543	543	
<i>Meet Me Page</i>	544	544	544	
<i>External Page Zone 1~2</i>	545-546	545-546	545-546	
<i>External All Call Page</i>	548	548	548	
<i>All Call Page (Internal/External)</i>	549	549	549	
<i>SMDR Account Code Enter</i>	550	550	550	SLT use only
<i>Flash Command to CO Line</i>	551	551	551	SLT use only
<i>Last Number Redial</i>	552	552	552	SLT use only
<i>DND (Toggle On/Off)</i>	553	553	553	SLT use only
<i>Call Forward</i>	554	554	554	
<i>Speed Dial Programming</i>	555	555	555	SLT use only
<i>Message Wait/Callback Enable</i>	556	556	556	SLT use only
<i>Message Wait/Callback Return</i>	557	557	557	SLT use only
<i>Speed Dial Access</i>	558	558	558	SLT use only
Cancel DND/FWD/Pre MSG	559	559	559	SLT use only
<i>CO System Hold</i>	560	560	560	SLT use only
<i>Program Mode Access</i>	561	561	561	SLT use only
Attendant Unavailable	562	562	562	
<i>Alarm Reset</i>	565	565	565	

Feature	iPECS-100	iPECS-300	iPECS-600	Remark
<i>Group Call Pickup</i>	566	566	566	
<i>Universal Answer</i>	567	567	567	
Account Code with bin	568	568	568	
<i>Walking COS Code</i>	569	569	569	
ACD Supervisor On/Off Duty	571	571	571	
ACD Supervisor Login	572	572	572	
ACD Supervisor Logout	573	573	573	
ACD Help Code	574	574	574	
ACD Calls In Queue Display	575	575	575	
ACD Supervisor Status Display	576	576	576	
ACD Supervisor Monitor	577	577	577	
ACD Reroute Queued Call w/answer	578	578	578	
ACD Reroute Queued Call w/o answer	579	579	579	
Enter Conference Room	59	59	59	
<i>Camp-On Answer</i>	600	600	600	SLT use only
<i>Call Parking Locations</i>	601-610	601-619	601-619	
Group Pilot Number	620 – 659	620 – 667	620 – 667	
<i>Station User VMIM/VSF Features</i>	66	*66	*66	
<i>Call Coverage button</i>	67	67	67	
<i>Direct Call Pickup</i>	7	7	7	
<i>CO/IP Group Access</i>	8xx 01-20	8xx 01-72	8xx 01-72	
<i>Individual CO/IP Line Access</i>	88xx 01-42	88xxx 001-200	88xxx 001-400	
<i>Retrieve Last Held CO/IP</i>	8*	8*	8*	
<i>Retrieve Individual Held CO/IP</i>	8#xx	8#xxx	8#xxx	xx(x) = CO Line number
<i>Access CO Line in the 1st available CO Group</i>	9	9	9	
Attendant Call	0	0	0	

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

11. Appendix B User Program Codes

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

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