

Feature Package 3

# STARPLUS<sup>®</sup> DHS<sup>™</sup>/DHS-E<sup>™</sup>



*The Answer To Your  
Company's Growing  
Communication Needs*

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**Feature Package 3**  
*STARPLUS<sup>®</sup>DHS/DHS-E<sup>™</sup>*

**User Guide**

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Release	Date	Changes
1	12-95	Initial release of product.
2	7-97	<input type="checkbox"/> Includes Feature Package 2 <FP2> enhancements.
3	3-00	<input type="checkbox"/> Includes Feature Package 3 <FP3> enhancements. <input type="checkbox"/> Content contains extensive revisions.

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## General Description

### *Digital Key Telephones*

The *DHS* and *DHS-E* support three proprietary digital key telephones (Basic, Enhanced and Executive). These key telephones support a hot-keypad for dialing digits at any time.

#### **Basic Key Telephone**

The basic key telephone (refer to Figure 1) is equipped with a speaker for monitoring call progress and receiving call announcements but is not equipped with a microphone for Hands-Free (HF) reply. The basic key telephone has 16 buttons, 8 of which are fixed function buttons to control settings and primary key telephone call processing operations: HOLD, TRANS (Transfer), FEAT (Feature), CLEAR, MUTE, SPKR (Speaker), and Volume UP/DN.

Eight buttons are user-programmable feature buttons, that are equipped with dual color LED with preassigned default settings for quick power up operation. These buttons are arranged in two rows and four columns. Beginning at the top left button they are assigned the following default values: CO line 1, CO line 2, CO line 3, CO line 4, CO line 5, CO line 6, HF/Tone and Message Waiting.



**Figure 1: Basic Key Telephone**

### **Enhanced Key Telephone**

The Enhanced Key Telephone is fully equipped for HF, and speakerphone operation. This key telephone is expanded to 28 buttons. Eight fixed function buttons remain consistent with those of the Basic Key Telephone.

Twenty buttons are user-programmable feature buttons equipped, and dual color LED with pre-assigned default settings for quick power up operation. These buttons are arranged in five rows and four columns. Beginning at the top left button they are assigned the following default values: Station

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10 - 21, CO line 1-6, HF/Tone and Message Waiting. The Enhanced Key Telephone also is equipped with a 12-key Dial Pad for dialing intercom numbers, system feature codes and telephone network numbers on CO lines.

Each telephone is equipped with an Additional Device Port (ADP) located on the underside of the phone for user-friendly connection of analog devices (answering machines, faxes, modems, cordless telephones, etc.). An analog adapter is required for this port to be equipped for use as an extension of the system.



**Figure 2: Enhanced Key Telephone**

#### **Executive Key Telephone**

The Executive Key Telephone model has a 2 x 16, 32-character Super Twist LCD display, with three interactive Soft Buttons to enhance system features operation.



**Figure 3: Executive Key Telephone**

The Super Twist LCD eliminates the need for contrast adjustment and enhances angled viewing position clarity of displayed data. A visual reference to call progress and call duration, as well as time and date information, is displayed. The display also enables the Executive Key Telephone user to send and receive visual advisory and call-back messages.

The Executive model telephone is fully equipped for HF, speakerphone operation, and also enables HF outgoing and incoming calls. The same 20 Programmable Feature Buttons are available on the Executive model, as on the Enhanced model. Eight fixed function buttons remain consistent with those of the Basic and Enhanced Key Telephone.

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### *Direct Station Selector (DSS) Console <FP3>*

Previously only available on the DHS-E, the Direct Station Selector (DSS) Console is now also available on the DHS. One DSS Console may be assigned to a station. Each DSS Console uses one Digital Station Port. Up to 12 DSS Consoles can be installed on a DHS system.

The DSS Console buttons are programmed by the Station User using the FEAT + # + 5 command, then pressing the button on the DSS to be programmed. All system feature codes may be stored on the Programmable Feature Buttons for one-button operation. Certain programmed feature buttons will light when activated (DND, Call Forward, DSS/BLF, etc.), while others such as Call Pick-Up, BGM and Last Number Redial don't.

Features are separated into three distinct categories for programming on a button: CO line, station, or feature.



**Figure 4: DSS Console**

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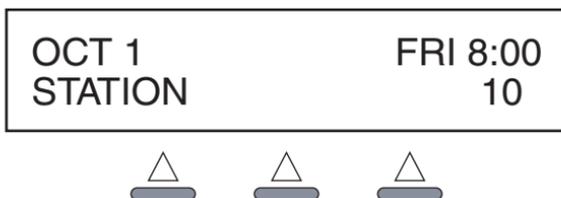
## General Conventions

- Press the [CLEAR] button to cancel the current operation.
- The [FEAT] button joined with dial key codes will appear throughout the text. This button is used to access most system features.
- System resources are accessed using directory numbers to dial access the resource (station numbering, Hunt Group numbering, etc.).
- Any feature or resource code may be stored for one-button access under an available Programmable Feature Button.
- Operation steps are oriented for the Executive Key Telephone since the interactive LCD prompts encompass all Executive Key Telephone functions.
- Three LCD interactive Soft Buttons are positioned beneath the display on the Executive Key Telephone (refer to [Figure 5](#)). These buttons are used during feature operation for interactive display prompt menus. For orientation purposes, the Soft Buttons may be referred to as the left, center and right Soft Buttons.
- Valid programming is confirmed with a single beep tone from the speaker.
- Invalid programming is alerted with a double beep tone.

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## Soft Button Prompts



**Figure 5: Soft Buttons**

**bksp:** The user may press the [bksp] button to erase the last data entered and either re-enter, or return to the previous prompt.

**save:** The station user must press the [save] button to confirm an entry and continue with the next prompt.

**chg:** Press the change [chg] button to modify the current item. If the data/message to be changed is generated by the system itself, the current programming item will be replaced by new data (toggled between YES and NO, or cycled through several data/messages) when the user presses the [chg] button.

**next:** Press the [next] button to present the next selection or the next programmable item within the current category.

**back:** Press the [back] button to view the previous programming category, or the previous programming item within the current category.

**show:** Press the [show] button to enter into detailed item feature programming of a specific category, or to display current programmed content of the feature.

**clear:** The [clear] button can be used at anytime in system programming. Press this button to abort any programming in progress and return the Executive Key Telephone to an idle state.

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## Features

The System and Key Station features of the STARPLUS<sup>®</sup> DHS/DHS-E™ Systems are listed and described in this section. An abbreviated feature index is provided in [Table 1: Feature Access Codes](#), full-feature descriptions are provided alphabetically following [Table 2: System Numbering Plan](#).

The following variables apply to the Feature Access Code table (refer to Table 6).

- aaa = account code (up to 24 digits)
- cc = DHS CO numbers
- ccc = DHS-E CO numbers
- dd=00-99
- F = indicates press the [FEAT] button before dialing code.
- g = Group numbers
- hh = hour
- H-T-P = **H**ands Free - **T**one - **P**rivacy
- mm = minute
- n = number
- nn = bin number
- nnn = new password
- pppp = current password
- ss = DHS
- sss = DHS-E

Table 1: Feature Access Codes

Feature	DHS		DHS-E	
	LCD	Non-Display	LCD	Non-Display
Account Code				
Forced	F+[7]+[1]+aaa	F+[7]+[1]+aaa+sav e	F+[7]+[1]+aaa+*	F+[7]+[1]+aaa+save
Unforced	F+[7]+[1]+*	F+[7]+[1]+*	F+[7]+[1]+*	F+[7]+[1]+*
Alarm Station (Hour/Minute)	F+[9]+[2] + soft button	F+[9]+[2] + hh mm	F+[9]+[2] + soft button	F+[9]+[2] + hh mm
Cancel	F+*+[9]+[2]	F+*+[9]+[2]	F+*+[9]+[2]	F+*+[9]+[2]
Authority Code - Traveling Class of Service	F+[5]+[5]	F+[5]+[5]	F+[5]+[5]	F+[5]+[5]
Automatic Busy Redial	F+[7]+[8]	F+[7]+[8]	F+[7]+[8]	F+[7]+[8]
Automatic Line Selection	F+[9]+[5]	F+[9]+[5]	F+[9]+[5]	F+[9]+[5]
Cancel	F*[9]+[5]	F*[9]+[5]	F*[9]+[5]	F*[9]+[5]
Attendant Administration	F#[0]+pppp	Unavailable	F#[0]+pppp	Unavailable

Table 1: Feature Access Codes

Feature	DHS		DHS-E	
	LCD	Non-Display	LCD	Non-Display
Background Music (1 and 2 Toggle)	F+[5]+[2]	F+[5]+[2]	F+[5]+[2]	F+[5]+[2]
Call				
Hunt Group	82-89	82-89	800-807	800-807
Make an outside line call	CO line button	CO line button	CO line button	CO line button
Call Intercom				
Cancel	F*[9]+[1]	F*[9]+[1]	F*[9]+[1]	F*[9]+[1]
Idle /Busy	soft button	F[9]+[1]	soft button	F[9]+[1]
Call Forward				
Busy	F+[2] + soft button	F+[2] +[1] + ss	F+[2] + soft button	F+[2] +[1] + ss
Busy/No Answer (x = 0-4)	F+[2] + soft button	F+[2] + [5] + ss + x	F+[2] + soft button	F+[2] + [5] + ss + x

Table 1: Feature Access Codes

Feature	DHS		DHS-E	
	LCD	Non-Display	LCD	Non-Display
Calls From Station	F+[2] + soft button	F+[2]+[3] + ss	F+[2] + soft button	F+[2]+[3] + sss
Cancel	F+[2]	F+[2]	F+[2]	F+[2]
Direct (all modes)	F+[2] + soft button	F+[2] + [2] + ss	F+[2] + soft button	F+[2] + [2] + sss
Display <FP3>	F+#+[6]	F+#+[6]	F+#+[6]	F+#+[6]
Idle	F+[2] + soft button	F+[2]+[0] + ss	F+[2] + soft button	F + [0] + sss
No Answer (x = 0/1/2/3/4)	F+[2] + soft button	F+[2] + [4] + ss + x	F[2] + soft button	F+[2] + [4] + sss + x
Call Park	F+[7]+[3] + ss	F+[7]+[3] + ss	F+[7]+[3] + sss	F+[7]+[3] + sss
Answer by CO Line	F+[7]+[3] + cc	F+[7]+[3] + cc	F+[7]+[3] + ccc	F+[7]+[3] + ccc
By Station	F+[7]+[3] + ss	F+[7]+[3] + ss	F+[7]+[3] + sss	F+[7]+[3] + sss

Table 1: Feature Access Codes

Feature	DHS		DHS-E	
	LCD	Non-Display	LCD	Non-Display
Call Pickup				
Directed	F+[5]+[3] + ss	F+[5]+[3] + ss	F+[5]+[3] + sss	F+[5]+[3] + sss
Group	F+[5]+[4]	F+[5]+[4]	F+[5]+[4]	F+[5]+[4]
Call Transfer	HOLD + ss + TRANS	HOLD + ss + TRANS	HOLD + sss + TRANS	HOLD + sss + TRANS
Call Waiting Allow	F+[6]+[8]	Unavailable	F+[6]+[8]	Unavailable
Caller ID				
Answered Call Table <FP3>	F++[9]	Unavailable	F++[9]	Unavailable
Unanswered Call Table	F++[9]	Unavailable	F++[9]	Unavailable
Camp On				
Busy Station	soft button	2	soft button	2
CO Line	F+[9]+[3]	F+[9]+[3]	F+[9]+[3]	F+[9]+[3]

Table 1: Feature Access Codes

Feature	DHS		DHS-E	
	LCD	Non-Display	LCD	Non-Display
Cancel	F+*+[9]+[3]	F+*+[9]+[3]	F+*+[9]+[3]	F+*+[9]+[3]
CO Line Flash	F+[3]	F+[3]	F+[3]	F+[3]
Conference				
Forced Release	F+[7]+[4]	F+[7]+[4]	F+[7]+[4]	F+[7]+[4]
Forced Release CO	F+[7]+[4] + cc	F+[7]+[4] + cc	F+[7]+[4] + ccc	F+[7]+[4] + ccc
Forced Release Station	F+[7]+[4] + ss	F+[7]+[4] + ss	F+[7]+[4] + sss	F+[7]+[4] + sss
Supervised	F+[6]+[0]	F+[6]+[0]	F+[6]+[0]	F+[6]+[0]
Talk Privately	soft button	F+[5]+[7]	soft button	F+[5]+[7]
Unsupervised	F+[7]+[7]	F+[7]+[7]	F+[7]+[7]	F+[7]+[7]
Directory Dial <FP3>	F+[7]+[9]	Unavailable	F+[7]+[9]	Unavailable
Distinctive Ringing Station <FP3>	F+#+[7]	F+#+[7]	F+#+[7]	F+#+[7]
Do Not Disturb	F+[4]	F+[4]	F+[4]	F+[4]

Table 1: Feature Access Codes

Feature	DHS		DHS-E	
	LCD	Non-Display	LCD	Non-Display
DSS Console Button Program	F++[5]	F++[5]	F++[5]	F++[5]
Hold				
Auto	F+[9]+[4]	F+[9]+[4]	F+[9]+[4]	F+[9]+[4]
Exclusive	FEAT + HOLD	FEAT + HOLD	FEAT + HOLD	FEAT + HOLD
Retrieve	HOLD	HOLD	HOLD	HOLD
Intercom call (2 or 3 digits)	10-81	10-81	100-195	100-195
Message Waiting				
Cancel	F+*[9]+[6]	F+*[9]+[6]	F+*[9]+[6]	F+*[9]+[6]
Executive Notify	F+[9]+[0]	Unavailable	F+[9]+[0]	Unavailable
Send	F+[9]+[6]	F+[9]+[6]	F+[9]+[6]	F+[9]+[6]
Night Service	F++[2]	F++[2]	F++[2]	F++[2]
Operator (dial operator station)	[0]	[0]	[0]	[0]

Table 1: Feature Access Codes

Feature	DHS		DHS-E	
	LCD	Non-Display	LCD	Non-Display
Page				
All Stations	F+[5]+[0] + soft button	F+[5]+[0]+[0]	F+[5]+[0] + soft button	F+[5]+[0]+[0]
All (Station and External)	F+[5]+[0] + soft button	F+[5]+[0]+[2]	F+[5]+[0] + soft button	F+[5]+[0]+[2]
Deny	F+[9]+[9]	F+[9]+[9]	F+[9]+[9]	F+[9]+[9]
External Paging Speakers	F+[5]+[0] + soft button	F+[5]+[0]+[1]	F+[5]+[0] + soft button	F+[5]+[0]+[1]
Meet Me Answer	F+[5]+[9]	F+[5]+[9]	F+[5]+[9]	F+[5]+[9]
Station Group (g=group number)	F+[5]+[0] + soft button	F+[5]+[0]+[3] + g	F+[5]+[0] + soft button	F+[5]+[0]+[3] + g
Pause - Displays (P)	F[7]+[0]	F[7]+[0]	F[7]+[0]	F[7]+[0]
Redial - Last Number	F+[8]	F+[8]	F+[8]	F+[8]
Save Dialed Number (SDN)	F+[5]+[1]	F+[5]+[1]	F+[5]+[1]	F+[5]+[1]

Table 1: Feature Access Codes

Feature	DHS		DHS-E	
	LCD	Non-Display	LCD	Non-Display
Speed Dial				
Dialing	F+[1]	F+[1]	F+[1]	F+[1]
Programming	F+++[1]	F+++[1]	F+++[1]	F+++[1]
Storing (dd = 00-99)	F+++[1]	F+++[1] + dd + n + HOLD	F+++[1]	F+++[1] + dd + n + HOLD
Station				
Feature Button Programming	F+++[3]	F+++[3]	F+++[3]	F+++[3]
Feature Check	F+++[8]	Unavailable	F+++[8]	Unavailable
Headset Mode	F+[9]++	F+[9]++	F+[9]++	F+[9]++
Intercom Mode Select (H-T-P)	F+[9]+[8]	F+[9]+[8]	F+[9]+[8]	F+[9]+[8]
Lock	F+[9]+[7]	F+[9]+[7] + pppp + #	F+[9]+[7]	F+[9]+[7] + pppp + #

Table 1: Feature Access Codes

Feature	DHS		DHS-E	
	LCD	Non-Display	LCD	Non-Display
Password Change	F+[9]+[7]	F+[9]+[7] + pppp + nnnn	F+[9]+[7]	F+[9]+[7] + pppp + nnnn
Unlock	F+[9]+[7]	F+[9]+[7] + pppp	F+[9]+[7]	F+[9]+[7] + pppp
System Programming	F+#+* + pppppp	Unavailable	F+#+* + pppppp	Unavailable
User Saved Number Redial (Memo pad saved number)	F+[5]+*	F+[5]+*	F+[5]+*	F+[5]+*
Voice Mail Monitor	F+[6]+[4]	F+[6]+[4]	F+[6]+[4]	F+[6]+[4]
Voice Over Busy (while busy tone is heard)	Soft Button	F+[5]+[6]	Soft Button	F+[5]+[6]
Allow	F+[9]+*	F+[9]+*	F+[9]+*	F+[9]+*
Deny	F+*+[9]+*	F+*+[9]+*	F+*+[9]+*	F+*+[9]+*
Voice Recorder	F+[7]+[2]	F+[7]+[2]	F+[7]+[2]	F+[7]+[2]

**Table 2: System Numbering Plan**

<b>DHS</b>	<b>DHS-E</b>	<b>PARAMETERS</b>
01-12	700-717	CO Line Range
10-81	100-195	Station Numbers
82-89	800-807	Hunt Groups / Voice Mail Group
9/0	9/0	CO Line Group Access Code (9 is the default code for CO Line access)
0/9	0/9	Operator Code (0 is the default system Operator Attendant code)

## *Account Code*

### **Forced Verified**

#### ***Description***

When enabled, you must dial an account code in order to make an outgoing call on a CO line. The system compares the code you dialed with those in the Account Code Table to verify.

#### ***Operation***

1. Press an idle CO line button.
2. When you hear a tone, dial a valid account code.
3. Upon hearing confirmation tone and dial tone, you may now dial on the line.
4. The account code will be displayed in the SMDR call record printout.
5. If an error occurs, you may re-dial a new account code by returning to Step 1.

#### ***Conditions***

- If you dial an invalid account code, you will hear error tone and will not be able to access the line. An Executive telephone will display CALL RESTRICTED.

- When you dial a valid account code, your telephone is still monitored for toll restriction according to the Class of Service (COS) assigned to your telephone.

### **Unforced/Unverified**

#### ***Description***

You may dial a personal or departmental account code for future tracking of time spent on customer accounts.

#### ***Operation***

1. Press an idle line button.
2. Press [FEAT].
3. Dial [7] +[1].
4. Dial account code.
5. From an Enhanced Telephone, press [\*]. From an Executive Telephone, press [save].
6. If an error occurs, you may re-dial a new account code by returning to Step 1 in this procedure.



*At an Executive Telephone, you may press [bksp] to erase each number in the account code, or press [chg] to erase the entire account code.*

## ***Alarm - Station***

#### ***Description***

You may activate your own private alarm on your telephone to remind you of special appointments, events, etc.

#### ***Operation***

*Basic and Enhanced Telephones*

To turn ON a signaling alarm:

1. Press [FEAT]
2. Dial [9] + [2]
3. Dial HHMM where HH is hour, MM is minute (24-hour clock).

To turn OFF a signaling alarm:

When the alarm time is reached, you will hear tone ringing.

1. Press [FEAT]
2. Dial [\*] + [9] + [2]

*Executive Telephones*

To turn ON a signaling alarm:

1. Press [FEAT]
2. Dial [9] + [2]
3. Press CHG
4. Dial HHMM where HH is hour, MM is minute (24-hour clock).
5. Press [SAVE]

To turn OFF a signaling alarm:

When the alarm time is reached, you will hear tone ringing and the display will show:

ALARM	REACHED
ack	

1. Press [ack]

### Canceling an Alarm

To cancel a programmed alarm:

1. Press [FEAT]
2. Dial [\*] + [9] + [2]. An Executive Telephone will display ALARM DELETE.



*The Alarm Clock feature code may be programmed on any programmable feature button.*

### Conditions

- The alarm clock will be canceled automatically after the alarm time is reached.
- SLT stations do not have this feature.

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## *Attendant Administration*

### **Description**

Attendant Administration is used to set the features Service Mode (Day/Night/Time), System Date and Time, and System Speed Dial.

### **Operation**

1. Press [FEAT]
2. Dial [#] + [0]. The display shows:

```
CHK   PSWD   :__
bksp  save   chg
```

3. Dial the password.
4. Press [save]. The display shows:

```
SELECT FUNCTION
svc    time  spd
```

5. You have three programming choices:
  - System Service Mode
  - System Date and Time
  - System Speed Dial Numbers

### **System Service Mode**

1. Press [svc]. The display shows:

```
SERVICE : DAY
back  next  chg
```

2. Press [chg] to select between DAY, NITE, and TIME.
3. Press [CLEAR] to exit programming or [back] to change other features.

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---

### System Date and Time

1. Press [time]. The display shows:

```
SYSTEM TIME
back next show
```

2. Press [show]. The display indicates:

```
YEAR : YR
back next chg
```

3. If the year is correct, press [next].
4. If you are programming a new year, dial the numbers for the current year.
5. Press [save]
6. Press [next] to continue programming System Date and Time.
7. Press [back] or [next] to return to the main Attendant Administration menu. The display will show:

```
SELECT FUNCTION
svc time spd
```

### System Speed Dial Numbers

1. Press [spd]. The display shows:

```
SYSTEM SPEED NO
bksp show chg
```

2. Dial the System Speed Dial bin [20-99] to be changed.
3. Press [show]. The display will show what is currently stored in the speed bin:

```
EMPTY
back next chg
```

4. Press [chg]. The display will show:

\_    back    next    show

5. Dial the number to be stored in the bin.
6. Press [save]
7. Press [back] to return to Step 4 and continue programming speed dial numbers or press [next] to return to the main menu, or press [chg] if the speed dial number was incorrectly entered.

#### Additional Information for Speed Dial

- To enter a CO Line Flash in a Speed Dial bin, enter [FEAT] + [3]. The display shows “\.” To enter a Pause in a Speed Dial bin, enter [FEAT] + [7]+[0]. The display changes to “P”.
- To enter a bin chaining command in a Speed Dial bin enter [FEAT]+1+nn.
- When the code [FEAT] + [7]+[0] or [FEAT] + [3] is entered into a speed dial bin they occupy one digit position.
- When the code [FEAT]+ [1]+nn is entered into a speed dial bin it occupies 3 digit positions.
- System Speed Dial bin 99 is reserved for External Call Forward, if available on your system.



*Press [CLEAR] at any time to exit the programming mode. The Attendant Administrator code may be programmed on any programmable feature button.*

## Authority Code - Traveling Class of Service

### **Description**

If you have extended dialing privileges, you may access your same COS at a telephone without extended dialing privileges. Long distance and

restricted CO line calls can be made from telephones that are normally restricted.

### ***Operation***

At the telephone without extended dialing privileges:

1. Press [FEAT]
2. Dial [5] + [5]
3. Dial your station number.

#### *Basic and Enhanced Telephones*

1. Perform the Operation Steps 1-3.
2. Dial your password.
3. You may now dial according to your COS.

#### *Executive Telephones*

1. Perform the Operation Steps 1-3.
2. An Executive Telephone will display:

```
AUTHORITY  CD  __
bksp  save  chg
```

3. Press [save]
4. Dial your password.
5. Press [save]. The display shows:

```
AUTHORITY  ACCEPT
```

6. You may now dial according to your COS.

### ***Conditions***

- When setting Traveling COS, the temporary COS accessed will be effective for one minute before the original station COS is restored.
- Features and programming, such as line access/ring/receiving assignment are not transferred with temporary COS use.

---

---

## *Automatic Busy Redial*

### ***Description***

Automatic Busy Redial (ABR) may be used to redial the last number. The system will automatically dial the number and then monitors the line for a busy signal. If a busy signal is detected, the system ends the call and attempts to dial the number again. The redial cycle will continue until the maximum number of attempts designated in programming is reached.

### ***Operation***

1. Press [FEAT]
2. Dial [7] + [8]. An Executive Telephone will display:

CO LINE X  
-->1/10



*The system will continue redial attempts until busy tone is no longer detected, or the maximum number of attempts is reached, or any other feature is used on the telephone.*

*ABR requires the Option Module on the DHS for operation.*

## *Automatic Line Selection*

### ***Description***

This feature allows you to access a specific outside line or intercom (ICM) automatically when you lift the handset or press [SPKR].

A line will not be accessed automatically when your telephone is receiving an incoming call (outside or intercom) or a line is recalling at your telephone. However, you may override this incoming call priority operation by pre-selecting an outgoing line before lifting the handset.

## Operation

### *Basic and Enhanced Telephones*

1. Press [FEAT]
2. Dial [9] + [5]
3. Dial the following codes to select the item you want the telephone to access automatically: [0] - intercom, [1] - any outgoing line, [2] + [x] - any specific line, where x is that line dial [0] (0-9 for line 10, [\*] for line 11, [#] for line 12).

### *Executive Telephones*

1. Press [FEAT]
2. Dial [9] + [5]. The display will show:

SELECT	:	ICM
		chg

3. Press the [chg] button to select between ICM, OUTG LN (any outgoing line), CO LN (for each of the equipped lines).

## Canceling an Automatic Line Selection

### *Basic and Enhanced Telephones*

1. Press [FEAT]
2. Dial [\*] + [9] + [5]

### *Executive Telephones*

1. Select [empty] during Step 3 of the programming sequence.

## Conditions

- When Automatic Line Selection is set to EMPTY, you will not hear a dial tone when you lift the handset or press [SPKR]. However, you may still dial intercom numbers.

## Background Music

### Description

When your telephone is idle and the feature is enabled and activated, you can hear background music (BGM) through the loudspeaker.

### Operation

To enable/disable:

1. Press [FEAT]
2. Dial [5] + [2]



*If a feature button is programmed for BGM, the lamp for that button will not light to indicate BGM is activated. Hearing the BGM will be your confirmation that the feature is activated. The DHS requires the Option Module to support the second BGM Channel. The DHS-E supports 2 BGM Channels.*

## Call Back

### Description

This feature allows you to queue a station which is busy, in Do Not Disturb (DND), or idle. When you send a Call Back to a busy station, the Call Back process will begin when the busy station hangs up.

### Operation

Call the station that you want to queue. An Executive Telephone will display the following according to the status of the telephone you are calling:

CALLING	STA	xx
cbck	msg	

3. Station you are calling is in Tone Ringing mode.

STA	xx	BUSY
cbck	msg	next

## 4. Station you are calling is busy.

STA	xx	WAIT
cbck		msg

*Basic and Enhanced Telephones*

To send a Call Back:

1. Press [FEAT]
2. Dial [9] + [1]

To answer a Call Back:

1. When the Call Back process begins, your telephone will ring a special Call Back ring for 30 seconds. Lift the handset or press [SPKR].

*Executive Telephones*

To send a Call Back:

1. Press [cbck]. The display will show either:

CBCK TO STA	xx
-------------	----

or

CALL BACK DENIED
------------------

To answer a Call Back:

1. When the Call Back process begins your, telephone will ring a special Call Back ring for 30 seconds. The display will show:

CALL BACK TO	xx
reply	del

2. Lift the handset or press [SPKR],  
OR

---

---

Press [reply] to continue the Call Back. The display will show:

```
CALLING STA  xx
           cbck msg
```

3. If you press [del] in Step 2, the Call Back will be canceled and the display will show:

```
CALL BACK DELETE
```

To cancel a Call Back:

1. Press [FEAT]
2. Dial [\*] + [9] + [1]

### ***Conditions***

- The station you are calling must be busy or in the Tone Ringing mode. Call Back will be denied when there is already a Call Back request at the called station.

## ***Call Forward***

### **Display <FP3>**

#### ***Description***

When any type of station call forwarding is invoked, the LCD display will normally indicate the call forwarding mode at all times. This enhancement has been made to make the call forwarding mode display optional. The Call Forward Display defaults to ON.

#### ***Operation***

1. Press [FEAT]
2. Then dial [#]+[6]
3. The setting is a toggle; the LCD shows either "FWD MSG DSP ON" or "FDW MSG DSP OFF."
4. When OFF, the LCD will show normal Time and Date display even when Call Forwarding is invoked.

## Station

### *Description*

There are many Call Forward choices:

- Forward calls when your telephone is idle.
- Forward calls when your telephone is busy.
- Use the Follow Me feature to receive calls at a temporary location and activate the feature remotely from another station.
- Forward your calls when there is no answer.
- Combine busy and no answer call conditions for forwarding calls.
- Forward Intercom calls, incoming CO and transferred CO calls.



*Regardless of whether the station where calls are being forwarded is a key telephone or single line telephone, the user at the forwarded station will hear special Intercom Reminder tone signifying that Call Forward is activated.*

Use the following programming code combinations to activate the desired Call Forward feature.

**Table 3: Call Forward Programming**

Idle Call Forward	Press [FEAT] + [2] + [0] + Station number
Busy Call Forward	Press [FEAT] + [2] + [1] + Station number
All Call Forward	Press [FEAT] + [2] + [2] + Station number
Follow Me Call Forward	Press [FEAT] + [2] + [3] + Station number + password
No Answer Call Forward	Press [FEAT] + [2] + [4] + Station number + [x]*
Combined Busy/No Answer	Press [FEAT] + [2] + [5] + Station number + [x]

\*  $x = 0, 1, 2, 3, \text{ or } 4$  where (0-4) = (10-50) seconds).

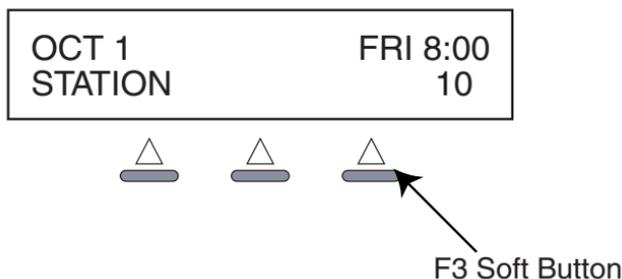
- Call Forward cannot be activated at a telephone in Do Not Disturb (DND).
- Only one type of Call Forward can be active at a station at any time.
- Call Forward cannot be programmed for more than three stations in a series.

### *Caller Identification*

#### **Name/Number Caller ID <FP3>**

##### ***Description***

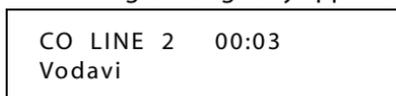
The calling party numbers should be displayed if available on incoming caller ID calls, in addition, the user may toggle between the number and the name while the call is ringing by pressing the <F3> Soft Button.



**Figure 6: F3 Soft Button**

##### ***Operation***

1. Incoming call originally appears as shown):



2. Press the <F3> Soft Button while the call is ringing, and the following display shows:

```
CO LINE 2   00:03
202-123-4567
```

OR

1. After call is answered, press the <F3> Soft Button to toggle between the incoming call number and name.

### Answered Call Table <FP3>

#### *Description*

Caller Identification information for up to 200 answered calls is stored in a system-wide Answered/Unanswered Call Table. While reviewing the answered calls, you will have the option to dial a number, obtain more information for a particular call, or delete a call.

#### *Operation*

1. Press [FEAT].
2. Dial [#] + [9]. The display will show:

```
ANS CALL TABLE
USE VOL +/- KEYS
```

3. Press either the [volume up] or [volume down] button to begin reviewing calls.

```
VODAVI          * dial
more del
```



*Answered Calls are displayed with an asterisk in the upper right of the display screen.*

*Answered/Unanswered calls are combined into one table that can accommodate up to 200 total calls.*

To dial the name/number displayed (long distance call):

1. Press [dial].

VODAVI longd            local
----------------------------------

2. Press [longd]. The number 1 will be dialed followed by the telephone number.

To dial the name/number displayed (local call):

1. Press [dial].

VODAVI longd            local
----------------------------------

2. Press [local]. The area code will not be dialed.

## Unanswered Call Table

### *Description*

Caller Identification information for 200 unanswered calls is stored in a system-wide Unanswered/ Answered Call Table. While reviewing the unanswered calls, you will have the option to dial a number, obtain more information for a particular call, delete a call, etc.

### *Operation*

1. Press [FEAT].
2. Dial [#] + [9]. The display will show:

UNANS CALL TABLE USE VOL +/- KEYS
--------------------------------------

3. Press either the [volume up] or [volume down] button to begin reviewing calls.

VODAVI dial    more    del
-------------------------------

---

---

To dial the name/number displayed (long distance call):

1. Press [dial].

VODAVI longd            local
----------------------------------

2. Press [longd]. The number 1 will be dialed followed by the telephone number.

To dial the name/number displayed (local call):

1. Press [dial].

VODAVI longd            local
----------------------------------

2. Press [local]. The area code will not be dialed.

### Review Call Information

1. Press [more]. Continue pressing the button to review information such as, the telephone number of the caller, the date, time of the call and name of the caller.



*Press [CLEAR] at any time to exit the Caller ID Unanswered Call Table.*

### Conditions

- Any Executive telephone user can review the Caller ID Unanswered Call Table, but the table can be reviewed by only one telephone at a time.
- A call answered by voice mail or auto attendant device is considered an answered call by the system and will not appear in the unanswered call table.

## Call Park

### **Description**

This feature allows you to have calls parked at your telephone that can be retrieved from any telephone in the system. Calls are parked and retrieved by dialing the Call Park code followed by the pre-assigned station number.

### **Operation**

During a call on Line 1:

1. Dial [FEAT] + [7] + [3]. At an Executive Telephone, the display will show:

CALL PARK

2. Dial the station number. For example, if station 12 is dialed, the display at an Executive Telephone will show:

CALL PARK TO 12

3. If a call is currently parked at station 12, the display will show:

PARK 12 IS BUSY



*The Call Park feature code may be programmed on any programmable feature button.*

### **Answer**

You may retrieve a parked call by using one of the three following methods:

- Dial [FEAT] + [7] + [3] followed by the associated station number *DHS* (10-82) and *DHS-E* (100-195),

- Dial [FEAT] + [7] + [3] followed by the CO line number (1-12 *DHS*) (700-717 *DHS-E*),
- Press the flashing CO line button (if the CO line for the parked call appears on the telephone).

To retrieve a parked call: (Executive Telephones ONLY)

1. Press [FEAT].
2. Dial [7] + [3]. At an Executive Telephone, the display will show:

CALL PARK ANSWER
------------------

3. Dial the station number where the call is parked.

## Call Pickup

### *Description*

You may answer calls ringing at another station using the Direct Call Pick Up or Group Call Pick Up feature.

**Table 4: Call Pickup Priority List**

CO LINE CALLS	ICM CALLS
1. Camped-On	1. Incoming
2. Recalling	2. Voice Call
3. Transferred	
4. Incoming	

If several calls of the same priority are ringing at the station, the calls are answered in the order they are received.

### Direct

1. Press [FEAT]
2. Dial [5] + [3]. At an Executive Telephone, the display will show:

DIRECT PICKUP

3. Dial the station number to pick up the call.

### Group

1. Press [FEAT].
2. Dial [5] + [4].



*The Call Pickup feature code may be programmed on any programmable feature button.*

## Call Waiting

### *Description*

You will hear a notification tone through the speaker whenever an inside caller is waiting and this feature is enabled.

### *Operation*

1. To enable Call Waiting, Press [FEAT].
2. Dial [6] + [8]. The display will show:

CALL WAIT ALLOW

To disable Call Waiting:

1. Follow Steps 1 and 2 above to also disable the feature. The display will show CALL WAIT DENY. Using Stations 12 and 16 as an example, while Station 16 is busy:
  1. Station 12 makes an intercom call to Station 16.

2. Station 12 hears a ringback tone and the display shows:

STA	16	WAIT
cbck	msg	

3. Station 16 hears one ring tone and the display shows:

STA	12	WAIT
reply		reject

4. Station 16 can either reply or reject the call:  
To reply:

Press [reply]. The display at Station 16 shows:

CONNECT STA 12
----------------

The original call at Station 16 is placed on Hold automatically if Auto Hold Allow is enabled, or disconnected if not enabled. The display at Station 12 shows:

CONNECT STA 16
----------------

To reject:

1. Press [reject]. Station 12 hears busy tone and the display shows:

STA	16	BUSY
cbck	msg	next



*The Call Waiting feature code may be programmed on any programmable feature button.*

---

---

## Camp On

### Busy CO Line

#### *Description*

This feature allows you to Camp On a busy CO line and reserve that CO line for use when it becomes available. This feature eliminates the need for you to continually observe the line status for availability. You may only have one Camp On active at any time.

#### *Operation*

##### *Basic and Enhanced Telephones*

1. Press the busy line button. You will hear busy tone.
2. Press [FEAT].
3. Dial [9] + [3]. You will hear error tone if the line is already camped-on. You will hear ringing when the line becomes available and the lamp for the line will flash.
4. Press the line button or lift the handset.

##### *Executive Telephones*

1. Press the busy line button. The display shows:

CO LINE	x	BUSY
camp		

2. Press [camp]. The display shows:

CAMP ON CO LN	x
---------------	---

3. If the line is already camped-on, the display shows:

CAMP ON FAILURE
-----------------

4. You will hear ringing when the line becomes available and the display will show:

LN x

5. Press the line button or lift the handset. The display shows:

CO LINE x

To cancel:

1. Press [FEAT].
2. Dial [\*] + [9] + [3]. At an Executive Telephone, the display will show:

CO LINE CAMP DEL

### ***Conditions***

- Stations can Camp On one busy CO line at a time.
- The Camp On Alerting Ring Time is 30 seconds. If the camp on goes unanswered during the 30 second ring time, the camp on is canceled.

### **Busy Station**

#### ***Description***

Camp On is used to privately alert a busy station for immediate consultation. Camp On alert tone is heard at the busy station every 30 seconds as a reminder. The party currently speaking with the busy station does not hear the tone.

#### ***Operation***

*Basic and Enhanced Telephones*

1. While listening to the busy tone after calling a station, dial [2].

*Executive Telephones*

1. While listening to the busy tone after calling a station, the display will show:

```
STA      xx  BUSY
cbck    msg  next
```

2. Press [next]. The display will show:

```
STA      xx  BUSY
camp    voice
```

- Press [camp]. The display will show:

```
CAMP ON TO xx
```

You will hear a confirmation tone, followed by, Music-On-Hold (if equipped) until your Camp On is answered. When the camped-on station places the current call on hold, or hangs up, the Camp On will ring at the station.

3. If the camped-on station has already received a Camp On from a different station, your Camp On will be denied; you will hear an error tone and the display will show:

```
CAMP ON FAILURE
```

## *Conference*

### **Supervised**

#### ***Description***

The system can accommodate 8 four-member (party) conferences simultaneously. Conference combinations may consist of two CO lines maximum and any number of stations to a maximum of four members.

---

---

To establish a conference while on a line:

1. Press [HOLD]. The current call is placed on hold and intercom dial tone is heard.
2. Press another line button (or dial a *DHS* system station and go to step 4).
3. Dial the second party. (Repeat Steps 1-3 to add a third party).
4. To join the parties in a conference, Press [FEAT].
5. Dial [6] + [0]. The display shows:

CONFERENCE
------------

6. You will hear a confirmation tone and momentarily the display will change to:

LNx ss	
private	forced

To add a fourth party:

1. Press [HOLD]
2. Dial the fourth party.
3. Press [FEAT]
4. Dial [6] + [0]

The conference initiator may force-release a conference member or talk privately with a conference member.

*Basic and Enhanced Telephones*

To force-release:

1. Press [FEAT]
2. Dial [7] + [4]
3. Dial the station number or press the line button to release.

To talk privately:

1. Press [FEAT]
2. Dial [5] + [7]

3. Dial the station number or press the line button to talk privately.

*Executive Telephones*

To force release or talk privately:

1. Press [private] or [forced].
2. Dial the station number or press the line button to release or talk privately.



*Any conference feature code may be programmed on any available programmable feature button.*

### **Conditions**

- The station who establishes a conference is called the controlling party, and only the controlling party is allowed to invite or forcibly release any attending internal or external party, or to setup a private talk with any one attending party.
- When the controlling party exits a conference, the newest invited internal party is designated as the new controlling party.

### **Unsupervised**

#### **Description**

This feature allows you (as the conference controller) to exit a conference, yet enable two outside lines also engaged in the conference to continue their conversation.



*Unsupervised Conference requires the Option Module for operation on the DHS system.*

#### **Operation**

1. Two CO lines are conferenced (F+[6]+[0]) at your station:

LNx	LNx	
private		forced

2. Press [FEAT]
3. Dial [7] + [7]. At an Executive Telephone, the following display will be seen momentarily.

UNSUPERVISED	CNF
--------------	-----

4. If no further action is taken, the display returns to idle status. At this time, the two lines are conferenced.

To rejoin the unsupervised conference:

1. At your station, press [FEAT].
2. Dial [6] + [0]

### *Directory Dial <FP3>*

#### ***Description***

Enables station users to obtain a directory of station users and have the system dial the extension shown in the display. The DHS system provides locations for up to 200 names each consisting of a maximum of 12 characters. Directory Dial also enables users to program a name along with a speed dial bin for use in later locating a speed dial number.

#### ***Operation***

1. Press [FEAT]
2. Dial [7]+[9]

bksp	show	chg
------	------	-----

3. Enter name using the key pad (refer to [Table 6: Dial Pad Key Programming](#)) or use volume keys to scroll through names.

4. Press the soft key <show> to locate the most likely entry and volume keys to scroll the names, until you locate the one you were trying to find:

CHARLES_		
bksp	show	chg

Then press any soft key to dial, once the desired name is displayed.

CHARLES_	ICM
15	

To execute a speed dial number using directory dial:

1. If the destination is a speed dial number, the number stored in the speed dial bin will be displayed

CHARLES_	SPD
1234567	

2. Press a soft key

CALLING STA 15
cbck msg

3. Once an idle line is accessed, the number displayed is dialed.

## *Distinctive Ringing - Station <FP3>*

### *Description*

You may choose from four distinctive ringing tones to signal incoming calls. This allows you to easily distinguish your calls from calls ringing at other stations near you.

### *Operation*

*Basic and Enhanced Telephones*

1. Press [FEAT]

2. Dial [#] + [7]
3. Dial a ringing tone code (1-5).



*The Distinctive Ring code #5 results in no ringing; it turns the ringer off.*

#### *Executive Telephones*

1. Press [FEAT]
2. Dial [#] + [7]. You will hear the current ringing tone. The display will show:

```
RING TYPE : 1
           chg
```

3. Press [chg]. You will hear the new ringing tone. The display will show:

```
RING TYPE : 2
           chg
```



*The Distinctive Ringing feature code may be programmed on a programmable feature button.*

## *Do Not Disturb (DND)*

### ***Description***

DND allows you to temporarily block and discontinue ringing from incoming CO calls and intercom calls. You can activate DND while your telephone is idle or busy. Some stations with a higher COS may override a station's DND condition.

### ***Operation***

1. Press [FEAT]

2. Dial [4]. You will hear a confirmation tone on an Executive Telephone displays:

DO NOT DISTURB

3. Repeat Steps 1 and 2 above to cancel DND. You will hear a confirmation tone on an Executive Telephone. The display the will show the following prior to returning to the idle display message:

DND DELETE



*The DND feature code may be programmed on a programmable feature button.*

### **Conditions**

- May cause analog VM integration situations, such as recalling at main attendant instead of the intended voice mailbox.

### **DND Override**

#### **Description**

If you have an Executive Telephone you may override a station in DND if you have a higher COS. When you override a station in DND that station will hear tone ringing.

#### **Operation**

Let's assume Station 16 is in DND:

1. Call Station 16. You will hear a DND tone and your display shows:

STA 16 DND  
override

The Override option is displayed only if your COS is higher than the Station 16 COS.

2. Press [override]. If Station 16 is idle, your display shows:

CALLING STA xx cbck msg
----------------------------

OR

3. If Station 16 is busy, your display shows:

STA xx BUSY cbck msg next
------------------------------

OR

4. If Station 16 is busy with Call Wait enabled, your display shows:

STA xx WAIT cbck msg
-------------------------

## *Direct Station Selector (DSS) Console <FP3>*

### **Description**

One DSS console may be assigned to a station. Each DSS Console uses one digital station port. Up to 24 DSS consoles may be installed on a system. Features are separated into three distinct categories for programming on a button: CO line, station, or feature.

### **Operation**

#### *Enhanced Telephones*

To program DSS console buttons:

1. Press [FEAT]
2. Dial [#] + [5]
3. Press a Programmable Feature Button.

To program a system feature button:

1. Dial [2]

2. Press [FEAT]
3. Dial the system feature code.
4. Press [HOLD]

To program a BLF/DSS button:

1. Dial [1]
2. Dial the station number.
3. Press [HOLD]

To program a CO line button:

1. Dial [0]
2. Dial the CO line number or code for a CO line group. [Table 5: CO Line Flex Button Codes](#).
3. Press [HOLD]

**Table 5: CO Line Flex Button Codes**

00 = Any Group	4 = CO Line 4
01 = CO Line Grp 1	5 = CO Line 5
02 = CO Line Grp 2	6 = CO Line 6
03 = CO Line Grp 3	7 = CO Line 7
04 = CO Line Grp 4	8 = CO Line 8
05 = ICM (Intercom)	9 = CO Line 9
1 = CO Line 1	10 = CO Line 10
2 = CO Line 2	11 = CO Line 11
3 = CO Line 3	12 = CO Line 12

To erase the contents of a programmable feature button:

1. Press [FEAT]
2. Dial [#] + [5]

3. Press the Programmable Feature Button.
4. Dial [0]
5. Press [HOLD]

*Executive Telephones*

To program DSS console buttons:

1. Press [FEAT]
2. Dial [#] + [5]. The display shows:

```
PRESS DSS KEY
```

3. Press a programmable feature button. The current contents of that button is displayed.

```
F96
      show chg
```

4. Press [show]. The name of the current feature stored is displayed.

```
MESSAGE WAITING
```

5. Press [chg]. The display shows the following (DHS):

```
SELECT FUNCTION
CO   LN   STA   FEAT
```

Or on the DHS-E:

```
SELECT FUNCTION
      DIR   feat
```

Two feature button categories are available for feature button programming on the DHS-E; DIR (directory) and feat (feature).

To program a CO line button:

1. Press [DIR]:

```
DIR NO.:__  
bksp save chg
```

2. Dial the CO line number (700-717).

```
CO LINE ____  
bksp      save   chg
```

3. Press [save]

To program a BLF/DSS button:

1. On the DHS, press [STA], then chg.
2. Dial the Station number.
3. Press [save]

OR

1. On the DHS-E, Press [DIR]. The display shows:

```
DIR NO.:102  
bksp save chg
```

2. Dial the station number.
3. Press [save]

To program a system feature:

1. On the DHS, press soft key [feat], then [chg].
2. Dial the Feature code number.
3. Press [save]

OR

1. On the DHS-E, press soft key [feat]. The display shows:

```
FTR CODE: __  
bksp save chg
```

2. Press [FEAT]. F will appear on the display:

```
FTR CODE: F50
bksp save chg
```

3. Dial the feature code.
  4. Press [save]
- To erase the contents of a programmable feature button:

1. Press [save] instead of dialing a code.



*If you dial an invalid code, you will hear error tone and an Executive Key Telephone display will show CODE UNAVAILABLE.*

## Hold

### Abandon (Loop Supervision)

#### **Description**

Each CO line has a programming option that directs the system to monitor distant party disconnect or False Hold conditions.

#### **Operation**

1. While connected to any CO line:

```
CO LINE 1   xx:xx
```

2. Press [HOLD]

#### **Conditions**

- Certain COs do not provide loop supervision.
- Call abandon is enabled for all CO lines, by default.



*If using CO lines for paging or ancillary devices, assign devices to lowest available line.*

## Automatic

### *Description*

You may enable this feature on your telephone to simplify call handling, avoid accidental lost calls, and assist call transfers.

### *Operation*

To enable/disable:

1. Press [FEAT].
2. Dial [9] + [4].

During a telephone conversation:

1. Press a different line button. The first call is automatically placed on Exclusive Hold.



*The Automatic Hold feature places a call on Exclusive Hold.*

## Call Answer/Select

### *Description*

Call Answer allows a user to place and retrieve calls ON and OFF of hold by simply pressing the HOLD button.

### *Operation*

1. Press [HOLD]. A currently connected call will be placed on hold. If there was a previously held call, this call is now connected.

## Exclusive

### *Description*

When using the [FEAT] button and the [HOLD] button together, you may place an outside call on private hold. The held line will appear in use at other stations.

### *Operation*

1. Press [FEAT]
2. Press [HOLD]

### *Conditions*

- A CO line call will be placed on System Hold after the Exclusive Hold (programmable for up to 8

minutes) time expires. You will hear a tone alerting you that the timer has expired and your call is now on System Hold. The green lamp at your telephone will flash slowly and the red lamp at other stations will begin to flash slowly.

- Exclusive Hold is used only for CO line calls.

### Reminder Time

#### *Description*

The system provides a programmable timer to remind you that a call has been left on System or Exclusive Hold.

#### System

#### *Description*

You may place any CO line on System Hold by one button operation of [HOLD].

#### *Operation*

While on a line, the green lamp for that line is I-Use flashing (double wink rate):

1. Press [HOLD]. The green lamp now flashes at a slow rate and the call is placed on System Hold.

## *Intercom Call*

#### *Description*

All intercom calls are made by dialing the station unique 2-digit *DHS* or 3-digit *DHS-E* intercom number. If a station feature button is programmed as a BLF/DSS button, it may be used to place an intercom call.

#### *Operation*

To place an ICM call:

1. Dial the *DHS* 2-digit or *DHS-E* 3-digit station number on the telephone dial pad.

CALLING STA xx cbck msg
----------------------------

2. Ringback tone is heard or if the called station is in Voice Announce mode, a connection is automatically selected.

VOICE CALL xx msg
----------------------

3. If the called station is busy, busy tone is heard.

STA            xx    BUSY cbck    msg    next
--

4. If the called busy station has Call Wait enabled, ringback tone is heard.

STA            xx    WAIT cbck    msg
--

#### Other Displays:

- When the station is in DND:

STA            xx    DND
--------------------------

- If the station number dialed is not connected:

OUT OF SERVICE
----------------

- If the called station is your own station number.

YOUR NUMBER
-------------

## Message

### Outgoing

#### *Description*

You may send a message waiting, a customized message, or one of 6 pre-programmed messages to other Executive Key Telephone users on the system.

#### *Operation*

When you dial another Executive Key Telephone, you will be given the option to leave a message:

CALLING STA xx  
MSG

1. Press [msg] and the display changes to:

MESSAGE TYPE  
CALLME PREPROG

To send a Message Waiting:

1. Press [call me].

To send a customized message:

1. Press [preprog].

EMPTY  
send next chg

2. Press [chg].

—  
bksp save chg

3. Spell the message (16 letters/symbols maximum) using the dial pad keys.
4. For instance, to select the letter H, press dial pad key [4] twice.

**Table 6: Dial Pad Key Programming**

Depressions:	1	2	3	4	5	6	7	8	9	S	0	#
1st	*	A	D	G	J	M	P	T	W	†	Q	‡
2nd		B	E	H	K	N	R	U	X		Z	
3rd		C	F	I	L	O	S	V	Y			

\* Dial Key [1] is used to select special characters.

† Dial [\*:] before a Dial Key to insert the number on the dial pad key instead of a letter in this character position.  
When [\*:] is pressed after a letter has been selected for this character position, the selected letter is forced to lower case.

‡ In some cases, you may wish to select letters accessed by the same dial pad key. After you select the first letter, dial [#] to accept that letter and advance to the next position to dial the next letter. For instance, to spell TOM you would dial [8] + [6] + [6] + [6] + [#] + [6].  
Dial [#] to insert a space.

To send a pre-programmed message:

1. Press [next]. The display shows:

CALL OPERATOR send next
----------------------------

2. Continue pressing [next] until the desired message is displayed:

**Table 7: Available Outgoing Pre-Programmed Messages**

CALL OPERATOR	VISITORS WAITING
CALL HOME	URGENT
CALL SCHOOL	COME SEE ME

3. Press [send].

To view a message:

1. The Message Wait button will flash and the display shows:

```
MSG FROM STA xx
      show del
```

2. Press [show] to display the message sent to you.

### **Executive Notify**

#### ***Description***

Executive Notify provides you with a method to inform intercom callers of the reason you are away from your telephone.

#### ***Operation***

To program a message:

1. Press [FEAT].
2. Dial [9] + [0]. The display will show:

```
MSG FROM STA xx
      show del
```

To customize a message:

1. Press [chg].
2. Use the dial pad keys to enter your personalized message. [Table 6: Dial Pad Key Programming](#) to determine how to select desired letters.

To select a pre-programmed message:

1. Press [next].

```
OUT FOR LUNCH
      store next
```

2. Continue pressing [next] until the desired message is displayed. The pre-programmed messages are as listed in Table 4-10:

**Table 8: Available Executive Notify Pre-programmed Messages**

OUT FOR LUNCH	IN A MEETING
BE BACK SOON	OUT OF OFFICE
LEFT FOR THE DAY	ON VACATION

3. Press [store].

When another Executive Key Telephone user calls you, the message OUT FOR LUNCH will be displayed on the caller's telephone display:

<p>OUT FOR LUNCH cbck msg</p>
-----------------------------------

The caller has the option of using the Call Back feature or leaving a message for you.

## *Message Waiting*

### ***Description***

A busy or unattended station may be notified of a call attempt via the Message Waiting feature.

### ***Operation***

*Basic and Enhanced Telephones*

To send a Message Waiting:

1. Press [FEAT].
2. Dial [9] + [6].
3. Dial the station number where the message is to be left.

To answer a Message Waiting:

1. Press [FEAT].
2. Dial [9] + [6] or press a flashing MESSAGE WAIT button (if a feature button has been programmed for Message Wait).

*Executive Telephones*

To send a Message Waiting:

Upon calling Station xx and receiving no answer or busy:

```
CALLING STA  xx
cbck  msg
```

OR

```
STA      xx      BUSY
cbck    msg     next
```



*[cbck] won't be displayed unless called station is in tone mode.*

3. Press [msg].

```
MESSAGE TYPE
call  me  preprog
```

4. Press [call me]. You will hear confirmation tone.

```
MSG TO STA  xx
```

To answer a single Message Waiting:

1. Your telephone display shows the following and the Message Waiting lamp (if a button is programmed) will flash:

```
MSG FROM STA  nn
      reply    del
```

2. Press [reply] to answer the message or [del] to delete the message without replying.

To answer multiple Message Waitings:

1. Your telephone display shows the following:

MSG FROM STA xx
more reply del

2. Press [more] to review the other messages.

To cancel a Message Waiting:

1. Press [FEAT].
2. Dial [\*] + [9] + [6].
3. Dial the station number where the message was left.

### **Conditions**

- The system will allow a total of 48 messages waiting in the system at any one time.

## *Music-on-Hold (MOH)*

### **Description**

Any intercom or CO line call placed on Hold will hear music, if the system is equipped with an External Music Source.



*Use of certain music sources for BGM or MOH may violate copyright laws.*

## *Night Service*

### **Description**

The system can be programmed for Night Service operation which affects incoming CO line ringing and receive assignments.

### **Operation**

At any telephone, while in the idle state:

1. Press [FEAT]
2. Dial [#] + [2]

**Conditions**

- Each time the Night Service code is entered, the system mode of operation changes to the opposite mode.
- When the system is in the Night Service mode, all Executive Key Telephones will display night.

*Page***Description**

You can perform several types of pages:

- Internal Paging - page a group or place a system-wide internal page.
- External Paging - access external/ancillary paging equipment.
- All Call Paging - access all paging zones (internal and external).

**Operation***Basic and Enhanced Telephones*

To perform All Call paging (internal and external):

1. Press [FEAT].
2. Dial [5] + [0] + [2].

*Executive Key Telephones*

1. Press [FEAT].
2. Dial [5] + [0]. This display will show:

PAGING all    extern    next
---------------------------------

To perform All Call paging (internal and external):

1. Press [next]. The display shows:

PAGING both    group
-------------------------

2. Press [both].

## Pause

### **Description**

You can insert a pause to generate an intentional delay in dialing on outgoing CO line calls.

### **Operation**

1. During dialing on any CO line or when programming a Speed Dial bin (refer to “*Speed Dial*”), press [FEAT].
2. Dial [7] + [0] .



*Pause may be stored on a programmable feature button and is also used in programming fields that accept a Pause character.*

## Redial—Last Number(LNR)

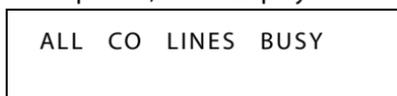
### **Description**

The Last Number Redial (LNR) feature automatically dials the last number dialed from your telephone.

### **Operation**

You may either choose a specific CO line for use with LNR by first pressing that CO line button or you may allow the line to be selected automatically by the LNR feature.

1. Press a line button.
2. Press [FEAT]
3. Dial [8]. The previously dialed number is dialed on the CO line selected.
4. In the event that all CO lines are busy, you will hear busy tone and if you have an Executive Telephone, it will display:



- If the Last Number Redial memory is empty, you will hear error tone and an Executive Telephone will display:

LNR    EMPTY



*The LNR feature code may be programmed on a programmable feature button.*

### **Conditions**

- Last Number Redial cannot be applied to intercom calls.

## **Save Dialed Number (SDN)**

### **Description**

Save Dialed Number (SDN) is normally used whenever you want to retain a telephone number to be dialed later.

### **Operation**

After dialing a number that is busy or is not answered:

- Press [FEAT]
- Dial [5] + [1]. At an Executive Key Telephone, the display shows:

SAVE   DIALED   NUM

To dial a saved number:

- Press [FEAT]
- Dial [5] + [1]. The telephone attempts to access the same CO line used when the number was saved. If it is busy, another CO line in the same group is accessed and the number is dialed.

**Conditions**

- The SDN is a maximum of 16 digits.



*Save Dialed Number feature code may be stored on any feature button.*

**Speed Dial****Description**

Speed Dial allows you to store frequently dialed numbers. These numbers are selected for dialing by the appropriate bin number. The feature code and bin number (00 - 19) may be stored (up to 16 digits each) on any feature button for instant, one-button operation.

**Operation**

*Basic and Enhanced Telephones*

To store a telephone number in a personal Speed Dial bin:

1. Press [FEAT]
2. Dial [#] + [1]
3. Dial the bin number (00-19) in which to store the telephone number.
4. Dial the telephone number.
5. Press [HOLD]. You will hear confirmation tone.



*Speed bins may be chained. Pauses and Flashes may be stored in Speed Dial. Chaining Pauses and Flashes each occupy one character position: Pause = [feat] + [7] + [0] = P; Flash = [feat] + [3]*

To erase the contents of a Speed Dial bin:

1. Press [FEAT]
2. Dial [#] + [1]
3. Dial the bin number (00-19) to erase.

4. Press [HOLD]. You will hear confirmation tone.

*Executive Key Telephone*

To store a telephone number in a personal Speed Dial bin:

1. Press [FEAT]
2. Dial [#] + [1]. The display shows:

```
SPEED NO   : __
bksp  show  chg
```

3. Dial the bin number (00-19) where you want to store the telephone number. (You can press [bksp] and [chg] to correct errors.)
4. Press [show]. The display shows the current contents of that bin:

```
EMPTY
                               chg
```

5. Press [chg]. The display shows:

```
--
bksp  save  chg
```

6. Dial the telephone number to be stored (up to 16 digits).
7. Press [save]

To continue storing telephone numbers in additional bins:

1. Repeat Steps 3 through 5 (for basic and enhanced telephones) and 3 through 7 (for executive telephones).

To erase the contents of a Speed Dial bin:

1. Press [save] instead of dialing a number in Step 4 (basic/enhanced) and Step 6 (executive).

To exit speed dial programming:

1. Press [CLEAR]

To chain together Speed Dial bins:

1. Enter [FEAT] + [1] + [BIN #] as part of the number in any speed bin to dial that bin contents, after the contents of the current bin.

```
16025551212 @ 00
                chg
```

To dial a number stored in Speed Dial:



*You may choose to first press an idle [CO line] or you may let the system automatically select the line.*

1. Press [FEAT].
2. Dial [1]. At an Executive Key Telephone, the display shows the following:

```
SPEED NO : __
```

3. Dial the desired bin number (00-99).

## Station Feature Status Check

### **Description**

The Executive Key Telephone user can quickly determine the status of all user-controlled features.

### **Operation**

1. Press [FEAT]
2. Dial [#] + [8]. The display shows the contents of the Last Number Redial memory.

```
5551212
        LNR   next
```

3. Press [next]. The display shows the contents of the Save Dialed Number memory.

```
51800551212
        SDN   next
```

- 
- 
4. Continue pressing [next] to display the status of the remaining features:
    - User Saved Number
    - Day COS
    - Night COS
    - Auto Hold
    - Phone Lock
    - Voice Announce
    - Call Wait Setting
    - Page Receive
    - Night Station

## *Transfer*

### ***Description***

There are three types of transfer you may use: screened, un-screened, and one-button.

### ***Operation***

To perform an Unscreened transfer:

1. Press [HOLD]
2. Dial the transfer to-station/Hunt Group number.
3. Press [TRANS] to transfer the call unscreened.

To perform a Screened transfer:

1. Press [HOLD]
2. Dial the transfer to-station/Hunt Group number.
3. Wait for the person you called to answer.
4. Press [TRANS] to complete the call transfer.

To perform a One-button transfer:

1. Press the DSS button of the desired target station.
2. Hang up to complete the transfer.

To transfer to Voice Mail:

1. Press the [Voice Mail] button.
2. Dial the 2-digit station number of the target mailbox.
3. Hang up to complete the transfer.

## *User Saved Number Redial (USNR)*

### **Description**

When on a CO Call, the user can enter numbers (telephone number, FAX number, or even bank account number), as a scratch pad entry for future use.

### **Operation**

To store a USNR number while on a call:

1. Press [FEAT]
2. Dial [5] + [\*]. At an Executive Key Telephone, the display shows:

SAVE USNR NUM

3. Enter the number to be stored (up to 16 digits).
4. Press [SAVE]

To Dial:

1. Press [FEAT]
2. Dial [5] + [\*]

## *Voice Announce (Hands-Free or Privacy)*

### **Description**

Intercom calls can be received in Voice Announce Hands-Free mode (VA-HF)..

**Table 9: Voice Announce**

<b>MODE</b>	<b>BUTTON LAMP</b>	<b>DISPLAY</b>	<b>TONE HEARD</b>
Voice Announce Hands-Free	Green	VA-HF Mode	Long steady
Voice Announce Private	Red	VA-Privacy Mode	Single burst
Tone Ring	No lamp lit	Tone Ring Mode	Double burst

**Operation**

When your telephone is set for VA-HF mode:

1. The call is automatically connected and your display shows:

STA	14	CALL
-----	----	------

2. The display at the calling station reads:

VOICE	CALL	11
-------	------	----



*In VA-Privacy mode, the call can come in with mute on. Turn off mute to use the speakerphone or then lift the handset.*

**Voice Mail Integration****Description**

An ancillary voice mail device may be connected to the system.

**Operation**

When the Voice Mail system has messages for any station, the Voice Mail button will flash. The display at Executive Key Telephones will show:

VM FROM MAILBOX REPLY
--------------------------

To retrieve a voice mail message:

1. Press the [Voice Mail] button or press the [reply] button on an Executive Key Telephone model. The system will dial the appropriate numbers (according to programming) to the Voice Mail system.
2. Dial your password.

---

---

You may forward calls to the Voice Mail system using Call Forward and the Voice Mail Hunt Group number.

To turn ON the VM indicator lamp:

1. Dial [#] + [9] + [6].
2. Dial station number.

To turn OFF the lamp:

1. Dial [#] + [\*] + [9] + [6].
2. Dial station number.

### ***Conditions***

- When an answering machine is connected to the system via a 2 Port Analog Adapter and In-Band (DTMF/Touch Tone) digits must be sent to the answering machine to control its functions, the SLT port must be programmed as type VM.
- If no Voice Mail button is programmed, it will default to flex button 20 on your telephone.

### **Voice Mail Button**

#### ***Description***

Voice Mail button is used to retrieve voice mail messages, and will flash an LED indicator when there are messages.

#### ***Operation***

1. Press [feat] + [#] + [3]
2. Press soft button you wish to program for the message waiting indicator.
3. Press [chg]
4. Press [feat] + [6] + [4]
5. Press [save]

### **Voice Mail Monitor**

#### ***Description***

Similar to a basic answering machine, you can monitor your forwarded calls at the telephone where they were forwarded during the first few seconds after they are answered by a voice mail port.

### Operation

When you hear the alert tone (double beep) while on a call:

1. Press [HOLD] or disconnect [CLEAR].
2. Press [FEAT]
3. Dial [6] + [4]. An Executive Telephone will display:

MONITOR	VM	CALL
yes		no

4. Press [yes] to monitor the caller leaving a message or [no] to return to idle.



*When [yes] or [no] is selected, the caller continues to leave a message, unaware of the monitor feature operation.*

5. If [yes] is selected, the display changes to:

MONITOR	MODE
answer	exit

6. Monitor mode is established. You may then:
  - Retrieve the caller from Voice Mail by pressing [answer].
  - Return to idle and allow the caller to continue leaving a message by pressing [exit].

*Basic and Enhanced Telephones*

To enable monitoring:

1. Dial [1]. The MUTE lamp will light.
2. Dial [3] to allow the caller to exit.
3. Dial [1] to be connected to the call.

To disable monitoring:

1. Dial [3]. The telephone returns to an idle condition.

### Conditions

- You may press [MUTE] while monitoring a call to be connected to the caller.

## Voice Over Busy

### *Description*

If your telephone is busy you may still receive a voice announcement from a calling station.

### *Operation*

#### *Basic and Enhanced Telephones*

To place a Voice Over Busy:

1. After dialing a busy station and listening to busy tone, press [FEAT].
2. Dial [5] + [6]

To reject a Voice Over Busy:

1. Press [FEAT]
2. Dial [5] + [6]

#### *Executive Telephones*

To place a Voice Over Busy:

1. Call any busy telephone. You will hear busy tone and your telephone displays:

STA	xx	BUSY
cbck	msg	next

2. Press [next]. The display shows:

STA	xx	BUSY
camp	voice	

3. Press [voice]. The display shows:

VOICE TO STA	xx
--------------	----

4. If the Voice Over Busy is rejected, the display will read VOICE REJECTED.

To accept a Voice Over Busy:

1. While listening to the calling party, press [MUTE] (Use [MUTE] to switch your transmitter between the original call and the Voice Over Busy initiator).

To reject a Voice Over Busy:

1. The display shows:

STA	xx	VOICE
	reject	

2. Press [reject]. The display shows:

REJECT	VOICE
--------	-------

To allow Voice Over Busy calls:

1. Press [FEAT].
2. Dial [9] + [\*].

To deny Voice Over Busy calls:

1. Press [FEAT].
2. Dial [\*] + [9] + [\*].



*The Voice Over Busy feature code may be programmed on a programmable feature button.*

### **Conditions**

- Voice Over Busy is not possible when the Call Waiting, Busy Forward or Busy No Answer Forward features are enabled.
- If you are on a line and have Mute activated, the line will remain muted until the Voice Over Busy is complete.

## **Voice Recorder**

### **Description**

If you have an integrated voice mail system, this feature will allow you to record internal and external conversations. When the Voice Recorder is activated, a conference is established between the call and the system voice mail group. The conversation is recorded in your voice mail box when the feature is enabled.

### ***Operation***

During a conversation:

1. Press [FEAT]
2. Dial [7] +[2]. An Executive telephone will display:

RECORDER SETUP

3. Once the Voice Recorder connection is established, the display will show:

RECORDING

4. Disable the feature at any time by Steps 1 and 2 above or by pressing a [programmed feature button].



*Use of this feature may be interpreted as a violation of federal, state or local laws, and an invasion of privacy. Check applicable laws in your area before using this feature.*

## Single Line Telephone

The System and Single Line Telephone Features of the **STARPLUS® DHS/DHS-E™** Systems are listed and described in alphabetical order. Features described here pertain to Single Line Telephones and Analog devices (FAX, modem, cordless phone, etc.) connected to the **DHS/DHS-E** via the 2-Port Analog Adapter and 2-Port Analog Expander. An abbreviated feature index is provided; refer to [Table 10: SLT Feature Access Codes](#).

The following variables apply to the Feature Access Code table (refer to Table 7).

- bb = Bin Number
- C(CC) = Central Office
- F = Flash
- g = Group
- n = Number
- PPPP = Password
- pppp = New Password
- SS(S) = Station
- T = Time

**Table 10: SLT Feature Access Codes**

<b>FEATURE</b>	<b>DHS</b>	<b>DHS-E</b>
Authority Code	#55+ SS +PPPP	#55 + SSS+ PPPP
Call Back	#91	#91
Cancel	#*91	#*91
Call Brokering	F	F
Call Forward		
Busy	#21 + SS	#21 + SSS
Busy/No Answer	#25 + SS + T	#25 + SS + T
Cancel	#2	#2
Direct (all modes)	#22 + SS	#22 + SSS
Follow Me Forward	#23 + SS + PPPP	#23 + SSS + PPPP
Idle	#20 + SS	#20 + SSS
No Answer	#24 + SS + T	#24 + SSS + T
Call—Hunt Group	82-89	800-807
Call Operator	0	0
Call Park Answer by CO Line	#73 + 0 + C	#73 + 0 + CCC
Call Pickup		
Direct	#53 + SS	#53 + SSS
Group	#54	#54

**Table 10: SLT Feature Access Codes**

<b>FEATURE</b>	<b>DHS</b>	<b>DHS-E</b>
Camp On		
Busy Station	2	2
CO Line	#93	#93
☐ Cancel	#*93	#*93
CO Line Access	9	9
Line Group	*4 + (g)	*4 + (g)
Specific Line	*3 + C	*3 + C
Do Not Disturb (Set/Clear)	#4	#4
Hold	F + wait	F + wait
Retrieve	*6	*6
Retrieve from Another Station	*7 + SS	*7 + SSS
Hot Line		
Cancel	##4	##4
CO Line	##4 + T + *3 + n	##4 + T + nnn (nnn = 700-717)
External Page	##4 + T + #501	##4 + T + #501
Internal All Call Page	##4 + T + #500	##4 + T + #500
Internal Station Group Page	##4 + T + #503 + g	##4 + T + #503 + g
Line Group	##4 + T + *4 + n	##4 + T + nnn (nnn = 200-207)

**Table 10: SLT Feature Access Codes**

<b>FEATURE</b>	<b>DHS</b>	<b>DHS-E</b>
Speed Bin	##4 + T + *1 + nn	##4 + T + *1 + nn
Station	##4 + T + SS	##4 + T + SSS
System All Call Page	##4 + T + #502	##4 + T + #502
Intercom Call (two or three digits)	10-81	100-195
Last Number Redial	#8	#8
Line Flash CO/PBX	F + #3	F + #3
Message Waiting		
Cancel	*96 + SS	*96 + SSS
Send	#96 + SS	#96 + SSS
Page		
Page All Internal	#500	#500
External—Paging Speakers	#501	#501
Meet Me Answer (Meet Me Page)	#59	#59
Station Group	#503 + g	#503 + g
System All Call	#502	#502
Speed Dial		
Dialing	*1 + bb	*1 + bb
Storing	#1 + bb + n + F	#1 + bb + n + F

**Table 10: SLT Feature Access Codes**

<b>FEATURE</b>	<b>DHS</b>	<b>DHS-E</b>
Station Alarm		
Cancel	#*92	*92
Set	#92 + hhmm	#92 + hhmm
Station Lock	#97 + PPPP + #	#97 + PPPP + #
Password Change	#97 + PPPP + pppp	#97 + PPPP + pppp
Unlock	#97 + PPPP +*	#97 + PPPP +*
Voice Mail	#64	#64
Transfer	F + SS	F + SSS
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