



Iwatsu
ENTERPRISE-CS



▶▶ **Owner's
Manual**

SPECIAL NOTICES

If the System is equipped with Telephony over Transmission Control Protocol/Internet Protocol (TCP/IP) and Session Initiation Protocol (SIP) wired and/or wireless facilities, the user may experience certain compromises in performance, reliability and security due to transmission facilities QOS and bandwidth problems, even when the Equipment performs to the specification.

USER(S) ACKNOWLEDGES THAT THEY ARE AWARE OF THESE RISKS AND THAT THEY HAVE DETERMINED THESE RISKS ARE ACCEPTABLE FOR THIER APPLICATION OF THE EQUIPMENT. USER(S) ALSO ACKNOWLEDGE(S) THAT THEY ARE SOLELY RESPONSIBLE FOR ENSURING THAT THEIR NETWORKS AND TRANSMISSION FACILITIES QOS AND BANDWIDTH ARE ADEQUATE FOR THE PURPOSE INTENDED AND THEIR NETWORKS AND TRANSMISSION FACILITIES ARE ADEQUATELY SECURED AGAINST UNAUTHORIZED INTRUSION.

TOLL RESTRICTION

The Toll Restriction feature of the Iwatsu Enterprise-CS system is one method of preventing fraud (i.e., the making of unauthorized toll calls) by users of the system. The chance of fraud may be reduced but may not be eliminated. Only a complete program which includes but may not be limited to inspection of telephone call billing, use of call detail recorders, and other such devices, systematic monitoring of all telephone call activity, and implementing corrective measures can minimize the possibility of fraud. ICON Voice Networks and/or its Third Party manufacturers / suppliers hereby disclaim any express or implied warranty that its equipment is technically immune from or prevents unlawful and/or unauthorized utilization that may result in unauthorized toll calls. ICON Voice Networks hereby warns Dealer and User that such is possible.

DISA

The Direct Inward System Access (DISA) feature, with the ability to allow outside parties to connect to the internal services of Iwatsu Enterprise-CS, may provide a means for fraudulent calls to occur. Only a complete program which includes, but may not be limited to, inspection of telephone call billing, use of call detail recorders, and other such monitoring devices, systematic monitoring of all telephone call activity, frequently changing DISA authorization codes, and implementing corrective measures can minimize the possibility of fraud. ICON Voice Networks and/or its Third Party manufacturers/suppliers hereby disclaim any express or implied warranty that its equipment is technically immune from or prevents unlawful and/or unauthorized utilization that may result in unauthorized calls. ICON Voice Networks hereby warns Dealer and User that such is possible.

Use of Call Recorder, Station Monitor, Station Coaching and Voice Mail Record

In certain states it is illegal to intercept, listen to, and/or record telephone calls. In certain states and under certain circumstances it is illegal to intercept for the purposes of listening in and/or recording telephone calls. Because such activity is not illegal in all jurisdictions and may be permitted in training and/or monitoring of personnel, this telephone system can be programmed to permit interception, listening to, and/or recording with or without warning to those on the line. Before utilizing the system for such purposes, you are advised to confirm the laws of the jurisdiction in which you utilize such features(s). ICON Voice Networks and/or its Third Party manufacturers/suppliers disclaim any responsibility for improper or illegal use of the Call Record, Station Monitor, Station Coaching, and VM Record Feature and disclaim any obligations to render legal advice concerning this feature.

Support of Enhanced 911

In order to comply with regulations for support of Enhanced 911 service that may be in effect in the local jurisdiction that the Iwatsu Enterprise-CS system is installed, the Iwatsu Enterprise-CS provides for Enhanced E911 support by either using optional third party equipment, or configuring the system to use assigned telephone numbers (ANI) for defined areas, or a station or group of stations. The Dealer and User are hereby warned to check local laws as to Enhanced 911 support requirements, and that the configurations of the Iwatsu Enterprise-CS not contravene any such statutes, and to properly warn the End User (Purchaser) of the Iwatsu Enterprise-CS of the possible legal implication of the use of this feature.

Electrical Safety Advisory

It is recommended that an AC surge arrestor of the form and capacity suitable for the model of Iwatsu Enterprise-CS purchased be installed in the AC outlet to which the system is connected.

Music-On-Hold

In accordance with U.S. Copyright Law, a license may be required from the American Society of Composers, Authors, and Publishers or other similar organizations, if radio or TV broadcasts are transmitted through the music-on-hold feature of the telecommunications system. ICON Voice Networks and/or its Third Party manufacturers/suppliers hereby disclaim any liability arising out of unlawful and/or unauthorized utilization use of the music-on-hold feature.

OfficeLinx is a trademark of Esna Technologies Inc.

TASKE and TASKE Contact are registered trademarks of TASKE Technology, Inc.

Dell and Optiplex are registered trademarks of Dell Computer Corporation.

RealSpeak is a trademark of ScanSoft, Inc.

Novell GroupWise is a registered trademark of Novell, Inc.

Lotus Notes is a registered trademark of IBM Corporation.

Microsoft, .NET, Windows operating system, Windows NT operating system, Windows Server operating system, Windows Vista operating system, Windows 7 operating system, Microsoft Outlook messaging client, Internet Explorer internet browser, and Microsoft Excel spreadsheet software are trademarks or registered trademarks of Microsoft Corporation.

ValCom is a registered trademark of ValCom.

The Bluetooth word mark and logo are registered trademarks and are owned by the Bluetooth SIG, Inc.

Iwatsu® is a registered trademark of Iwatsu Electric Co., Ltd. Trademarks for third party products and services are the property of their respective owners.

ICON Voice Networks, 8001 Jetstar Drive, Irving, TX 75063, (972) 929-9100
Email: info@iconvn.com, Web: <http://www.iconvn.com>

Copyright 2013 ICON Voice Networks, LLC. Inc. All rights reserved.

Software Version 10 Edition May 2013

All rights are reserved. No part of this manual or accompanying software may be reproduced, in any form or any means, without the permission of ICON Voice Networks.

This manual was written for Iwatsu ECS systems with version 10 software. In some cases, available feature operations may differ from those listed in this manual, depending on the hardware, software and programmed functions in your Iwatsu Enterprise-CS. For more information contact your ICON Voice Networks Dealer.

ICON Voice Networks has used its best effort to ensure that the information in this manual was accurate at the time of printing. ICON Voice Networks makes no warranty of any kind, expressed or implied, with regard to the contents of this manual. This information is subject to change without notice.

ICON Voice Networks shall not be held responsible for any representation made regarding this information by any individual.

Note: .The UL model name for the Iwatsu Enterprise-CS is ADIX-ECS.

Part Number: 108625

Contents

Section 1 – Iwatsu Enterprise-CS General Description.....	1
FCC Registration and Requirements	3
Iwatsu Enterprise-CS CompOnents overview.....	8
Iwatsu Enterprise-CS System Capacity	14
<i>With the IX-PWSE and IX-PWSES Power Supply</i>	<i>14</i>
<i>With Iwatsu Enterprise-CS Expansion Hardware.....</i>	<i>16</i>
<i>With Iwatsu ADIX APS Expansion Hardware.....</i>	<i>18</i>
<i>Key Telephone Lamp Indications.....</i>	<i>20</i>
<i>Station Port Requirements.....</i>	<i>20</i>
<i>Time Parameters</i>	<i>20</i>
<i>System Programmer.....</i>	<i>21</i>
<i>Browser Programmer.....</i>	<i>21</i>
Iwatsu Enterprise-CS IP, Digital and Wireless Telephones	23
Iwatsu ICON Series 5930 IP Telephone	23
Iwatsu ICON Series 5910 IP Telephone	24
Iwatsu ICON Series 5900 IP Telephone	25
Iwatsu ICON Series IP Softphone.....	25
Iwatsu ICON Series 5810 Digital Telephone	26
Iwatsu ICON Series 5800 Digital Telephone	27
<i>IX-12KTD-3 Executive Digital Display Telephone.....</i>	<i>27</i>
<i>ICON DECT1 Wireless Handset and Base Station.....</i>	<i>28</i>
<i>Omegatrek PS6 Portable Station (Discontinued).....</i>	<i>29</i>
<i>Omegatrek IX-BS5 Base Station</i>	<i>29</i>
Digital Door Phone.....	29
Attendant Position.....	30
<i>Iwatsu ICON Series 59DS</i>	<i>30</i>
SIP Telephones	30
Single Line Telephones	30
Optional Station Equipment	31
Bluetooth Interface.....	31
<i>IX-58BTINF.....</i>	<i>31</i>
<i>IX-59BTINF.....</i>	<i>31</i>
IX-59AC Power Adapter	32
IX-58extender Loop Limit Extender	32
IX-ELK8	32
IX-ELK9	32
IX-12ELK-3 Expansion Line Key Unit	32
IX-LRAU (IX-12KTD / S-3 only)	32
IX-BPCU (IX-12KTD / S-3 only).....	33
IX-BPAD	33
IX-SSHD (Standard Handset).....	33
IX-AUTD	33
IX-PHSAD.....	33

IX-STPD	33
IX-VTPD	33
IX-HSHG.....	34
Power Supply Description	34
IX-PWSE	34
IX-PWSES	34
IX-EXPWS	34
IX-DCDCM.....	34
IX-RNGUM	35
IX-BACBB.....	35
Battery Back-Up.....	35
Common Control Cards	36
IX-CCU Central Control Unit.....	36
IX-CCSU Central Control Sub Unit	36
IX-MBU Media Bridge Unit.....	36
IX-EXPIFCM ECS Expansion Card	37
IX-EXPIFE1 ECS Expansion Card.....	37
IX-EXPIFE2 ECS Expansion Card.....	37
IX-HWYA and IX-HWYL TDM Highway Expansion Card.....	37
Station Interface Cards	38
IX-8PSUB-2 Eight-Port Digital Station Card	38
IX-8PSUB-1 Eight-Port Digital Station Card	39
IX-16PSUB-2 Sixteen-Port Digital Station Card.....	39
IX-16PSUB Sixteen-Port Digital Station Card.....	40
IX-4CSUB-3 Omegatrek Wireless System Interface Card	40
IX-8SUBS-4 / IX-8ESUBS-4 Analog Station Card With Caller ID	41
IX-408 Eight-Port Digital Station/ Four-Port Caller ID Trunk Card	41
Trunk Interface Cards.....	42
IX-8UNTK-1 Universal Analog Trunk Card	42
IX-408 Eight-Port Digital Station/ Four-Port Caller ID Trunk Card	42
IX-400-2 Four-Port Analog Caller Id Trunk Expansion Module.....	42
IX-400 Four-Port Analog Caller Id Trunk Expansion Module	42
IX-8IPNET / IX-8EIPNET IP Networking Card	43
IX-DTI-T T1 Trunk Interface Card.....	43
IX-T1RCV T1 DTMF Receiver Card	43
IX-8ERCV T1 DTMF Receiver Daughter Card	44
IX-DTI-P ISDN PRI Interface Card.....	44
Shared Resource Cards	44
<i>Application Server (IX-APPSRV-1)</i>	<i>44</i>
<i>TOL-IVM Voice Mail (IX-APPSRV-1)</i>	<i>45</i>
<i>Encore Direct Call Logging</i>	<i>45</i>
IX-EDVIF Miscellaneous/Serial Interface Card	46
IX-4EVMC Omega-Voice VMI Voice Mail System Card	46
<i>(IX-4SEVMC).....</i>	<i>47</i>

IX-VMAC Voicemail Adaptor card (Discontinued).....	47
Section 2 – Iwatsu Enterprise-CS Features	49
Iwatsu Enterprise-CS Features.....	51
911 Support	51
All Ring Hunt Group Name Display on Intercom Call.....	51
Auto-Discovery Mode	51
Automated Attendant	51
Automatic Answer	52
Automatic Night Answer	52
ANI Alphanumeric ID	52
Attendant Position.....	52
Automatic Number Identification (ANI).....	52
Automatic Outside Line Release	53
Background Music	53
Bluetooth	53
Call Forwarding.....	53
Call Hand-Off with Mobility Key	54
Call Log	54
Call Logging.....	55
Call Recording	55
Caller id Alphanumeric.....	56
Caller ID / ANI Number Storage.....	56
Caller ID Display for Held/Parked Calls	57
Caller ID Pass Through on Transfer to External Number	57
Caller id Trunks.....	57
CCSU Serial Number / ECS Software Version Display	57
Delayed Ringing	58
Dialed Number Identification Service (DNIS).....	58
<i>DNIS Alphanumeric ID.....</i>	<i>58</i>
Direct Inward Dial (DID) Trunks	58
<i>DID Alphanumeric ID.....</i>	<i>58</i>
DID Number External Call Forward	59
Direct Inward Line.....	59
Direct Inward Line - Hunt Group	59
Directory	59
DISA	59
<i>Accessing DISA Features.....</i>	<i>60</i>
Dynamic Host Configuration Protocol (DHCP) Controller	62
E-Response Help Call	62
External Paging	62
Flexible Numbering.....	62
Flexible Ringing	62
Hunt Groups (Terminal, All Ring And Distributed)	62
Intercom (ICM).....	63
Intercom Group Call.....	63
Internal Paging	63
ISDN PRI Features	63
<i>Call-by-Call Service Selection.....</i>	<i>63</i>

<i>ISDN Calling Number Identification Service (I-CNIS)</i>	64
<i>Fractional DS1</i>	64
Loud Bell Interface	64
Malicious Call Identification (MCID) Key	64
Music On Hold	64
Networking – IP Campus	65
Networking – IP-NET	65
Networking – T1 E&M Tie Lines	65
Omega-Voice vmi Menu Integration	65
Optimized Routing	66
Personal Ring Tones	66
Power Failure Backup Memory	66
Power Failure Backup System	66
Quick Forwarding Using the Hold/Quick Forward Key	66
Real IP Apps	67
<i>ICON QueVue™</i>	67
<i>ICON Virtual DSS</i>	68
<i>Call Director</i>	69
<i>PC Attendant Console</i>	70
<i>TAPI Client</i>	72
<i>ICON Enterprise Services</i>	72
<i>ICON Enterprise Services Requirements for Real IP Apps</i>	72
Remote Programming/Diagnostics	73
SMDR	73
Self-Labeling Keys	74
Simple Network Management Protocol (SnMP)	75
Speech Dialing	75
SIP Trunk Support	75
Station Coaching	75
Station Profile (Hot Desk)	76
System Alarm	76
System Announcements	76
System Clock	76
System Speed Dial	76
Text Messaging	76
Text Web	77
Ticker Field Display	77
Toll Restriction	77
Tone Pulse Dialing	78
Transfer Off-Premise	78
Transfer to Guest Mailbox	78
Transfer to Speed Dial	78
Trunk Interfaces	78
Uniform Call Distribution (UCD)	78
User Options (Station Programming)	79
Voice Mail/Automated Attendant Integration	80
<i>TOL-IVM Voice Messaging System</i>	80
<i>Esnatech Officelinx Unified Communications System</i>	84
<i>Esnatech Officelinx SBE</i>	84
<i>Esnatech Officelinx Elite (Enterprise)</i>	85

Section 3 – Iwatsu Telephone User Guide	87
IP Telephones	89
Iwatsu ICON Series 5930 IP Telephone	89
Iwatsu ICON Series 5910 IP Telephone	90
Iwatsu ICON Series 5900 IP Telephone	91
Iwatsu ICON Series IP Softphone.....	92
Digital Telephones	94
Iwatsu ICON Series 5810 Digital Telephone	94
Iwatsu ICON Series 5800 Digital Telephone	95
Iwatsu ICON Series Telephone Features	96
IX-12KTD-3 Executive Digital Telephone	98
IX-12KTD-3 Executive Digital Telephone Feature Locator	99
Basic Feature Operation	101
911 Call	101
Calling – Intercom.....	101
<i>Making an Intercom Call</i>	101
<i>Answering an Intercom Call</i>	101
<i>Making an Intercom Group Call</i>	101
<i>Making an E-Response Help Call</i>	101
Calling – Outside Lines.....	102
<i>Answering an Outside Line Call</i>	102
<i>Making an Outside Line Call</i>	102
Handling a Second Call	102
Hold	102
<i>When speaking on an outside line:</i>	103
Hold Pick-Up.....	103
Transfer	103
<i>Transferring a Call to Another Extension</i>	103
<i>Transferring a Call to Call Park</i>	103
Advanced Feature Operation	104
Account Code	104
All Attendants Call	104
Alphanumeric Display	105
Alphanumeric Speed Dial by Name	105
Alternate Tone/Pulse Dialing	106
Automatic Outside Line Answer / Hold	106
Automatic Repeat Dialing	106
Background Music	107
Barge-In.....	107
Bluetooth	108
<i>Bluetooth Operating Conditions</i>	108
<i>Bluetooth Environmental Conditions</i>	108
<i>To Discover (pair), connect, and disconnect a Bluetooth headset:</i>	109
<i>To Disconnect or Connect your Paired Bluetooth Device</i>	110
Browser Programming.....	110

Built-In Speakerphone	110
Busy Bypass Tone Calling.....	110
Busy Intercom Callback.....	111
Busy Number Callback	112
Busy Outside Line Queuing	112
Busy Override.....	113
Call Coverage.....	113
Call Divert	114
Call Forward (5930, 5910 and 5810 Only).....	114
<i>Program a Forward Destination.....</i>	<i>114</i>
<i>For Immediate, Busy/No Answer, No Answer:.....</i>	<i>115</i>
<i>For External/PSD:.....</i>	<i>115</i>
<i>Activate a Forward Destination</i>	<i>115</i>
<i>Forward Status / Inactivate</i>	<i>116</i>
<i>Call Forward—Follow-Me</i>	<i>116</i>
Call Forward (All Phones Except 5930, 5910 and 5810)	116
<i>Set Forward Destination</i>	<i>116</i>
<i>Forward Cancel</i>	<i>117</i>
<i>Set Active/Inactive</i>	<i>117</i>
<i>Follow Me</i>	<i>118</i>
<i>To Set Forward Via Direct Inward System Access (DISA).....</i>	<i>118</i>
<i>To Cancel Via DISA.....</i>	<i>119</i>
Call Hand-Off With Mobility Key.....	119
<i>Operating Conditions</i>	<i>120</i>
Call Log	120
<i>View the Call Log:.....</i>	<i>120</i>
<i>Make a call from the Call Log:</i>	<i>120</i>
<i>Store a Call Log Entry to Personal Speed Dial:</i>	<i>120</i>
<i>Add Digits to a Call Log Entry</i>	<i>121</i>
Call Monitoring.....	121
Call Park/Swap	121
<i>Parking a Call</i>	<i>121</i>
<i>Picking up a Parked Call.....</i>	<i>122</i>
<i>Transfer to Park.....</i>	<i>122</i>
<i>Transferring a call to another user's individual park.....</i>	<i>122</i>
<i>Picking up a call parked on your individual park from your telephone</i>	<i>122</i>
<i>Picking up a call parked at another telephone</i>	<i>122</i>
Call Pick-Up.....	123
<i>Direct Call Pick-Up.....</i>	<i>123</i>
<i>Internal Group Call Pick-Up.....</i>	<i>123</i>
<i>External Group Call Pick-Up.....</i>	<i>123</i>
Call Recording	124
Caller ID, ANI Storage	124
Caller ID Display Change	125
Caller ID on Hold	126
Camp-On	126
Clear Call.....	127
Conference	127
<i>To Make a Conference Call:</i>	<i>127</i>
<i>To Make a Conference Call using the Park feature:</i>	<i>127</i>

Consultation Hold	127
Delayed Ringing	128
DID Number External Call Forward	128
Direct Outside Line Appearance	128
Direct Station Selection/Busy Lamp Field.....	129
Directory	129
<i>Internal (Internal Station Directory)</i>	129
<i>External (System Speed Dial Directory)</i>	129
<i>Personal (Personal Speed Directory)</i>	130
<i>Direct Bin Access (Personal Speed Dial Bin)</i>	130
<i>Add a Name to a Personal Directory Entry</i>	130
Distinctive Ringing - Outside Line Calls	131
Distinctive Ringing - ICM/Outside Line	131
Do Not Disturb (DND)	131
Exclusive Hold	131
Executive Override	132
Extension Number Display	132
Feature Key Display	132
Flash.....	132
Floating Outside Line Group Access	133
Forced/Verified Account Code	133
Full/Half-Duplex Speakerphone Mode Switching.....	134
Group Monitoring.....	134
Group Park	134
Hands-Free Answerback on Intercom	135
Headset Control Key.....	135
Headset Key	136
Headset Connection	137
Hot Line	137
Hotel/Motel Features	137
<i>Intercom Call Restriction</i>	138
<i>Message Waiting Control</i>	138
<i>Room Status</i>	138
<i>Wake-Up Call</i>	138
<i>Wake-Up Call Report</i>	139
Howler Tone	139
Last Number Redial	139
LCD Backlight Duration	139
LCD Contrast.....	140
Master Hunt Groups	140
Memo Dial	140
Message Waiting – Absence Message.....	141
Microphone Cut-Off	142
Off-Hook Outgoing Call.....	143
Off-Hook Outside Line Answering.....	143
Off-Hook Outside Line Queuing.....	143
On-Hook Dialing	143
Outside Line Call Restriction	143
Outside Line Pick-Up Restriction	144
Paging	144

<i>All Call</i>	144
<i>Group Call (Internal)</i>	144
<i>Zone (External)</i>	145
<i>Meet-Me Page Answer</i>	145
Personal Ring Tones	145
Preset Dial/Backspace Dialing	146
Prime Line Access	146
Privacy/Privacy Release	146
Private Line	147
Protected Station	147
Quick Forwarding Using the Hold/Quick Forward Key	147
Quick Mode Operation	147
Redial	147
Remote Relay Control	148
Ring Muting	148
Save Number Redial	148
Self-Labeling Display (Iwatsu ICON 5930/5910/5810 Phones Only)	148
<i>Self-Labeling Key Name Change</i>	149
<i>Return a Self-Labeling Key to its Default Name</i>	150
<i>Change a Key Assignment on your Iwatsu ICON 5810, 5910, 5930 phone</i>	150
Setup Menu (Iwatsu ICON 5930/5910/5810 Phones Only)	150
Shift Call	151
Speaker Boost (5810 Phone Only)	151
Speech Dialing	151
<i>Make a Speech Call</i>	151
<i>Make a Speech Call Using a Bluetooth Headset</i>	151
<i>Transfer a Call Using the Speech Dialing Key</i>	152
Speed Dial	152
<i>System Speed Dial</i>	152
<i>Personal Speed Dial</i>	152
<i>Personal Speed Dial Registration</i>	152
<i>To Speed Dial a Number</i>	154
Station Coaching and Station Monitor	156
Station External Ringer Connection	156
Station Lockout	156
System Announcement Message	157
Text Messaging	157
<i>System Text Messages</i>	157
<i>Station Text Messages</i>	157
<i>One-Touch Group Text Messages</i>	158
<i>Station Text Message Registration</i>	158
<i>To Send a Text Message</i>	158
<i>Scrolling and Selecting Text Messages</i>	160
Text Web (5930 and 5910 Only)	160
Ticker Field Display (tfd)	161
Time Reminder	161
Tone/Voice Calling	162
Transfer to Guest Mailbox	162
Transfer Off-Premise	162

Unanswered Incoming Outside Line Warning Tone	163
Universal Night Answer	163
User Options (Station Programming).....	163
<i>Change your Station User ID</i>	163
<i>Change your Station Password</i>	164
<i>Change your Dial Confirmation Tone</i>	164
<i>Change your Default Handset Volume</i>	164
<i>Change your Hold Recall Timer</i>	164
<i>Change your Camp-On Recall Timer</i>	165
<i>Change your Station Ring Tone</i>	165
Voice Mail Message.....	165
<i>IX-4EVMC Voice Mail Card</i>	167
Voice Mail Monitor (Answering Machine Emulation).....	168
Whisper Page	169
Whisper Monitor.....	169
Section 4 – Attendant Position User Guide	171
Attendant Position	173
Iwatsu icon Series 59DS.....	173
Basic Features	174
Making a 911 Support Call	174
Receiving an Incoming Call	174
Transferring a Call to Another Extension.....	175
Informing a Busy Extension User that the Attendant has a Second Call	
Waiting for them	175
Disconnecting or Releasing a Call.....	176
Making an Intercom Group Call	176
Making an E-Response Help Call.....	176
Receiving an Intercom Call.....	176
Putting a Call on Hold.....	177
Picking Up a Held Call.....	177
Parking a Call	177
Answering a Call That Returns to the Attendant Position	178
Making an Outgoing Call	178
Making an Intercom Call	178
Making a Page Announcement.....	179
Advanced Features.....	179
911 Call Indication	179
Alarm Clear.....	179
Attendant Automatic Hold.....	180
Attendant Override.....	180
Automatic Answer Mode.....	180
Abandoned / All Call	180
Call Intercept	181
Call Swap	181
CCSU Serial Number / ECS Software Version Display	181

Clock Set/Adjustment	182
Direct Station Selection	182
DSS Screen Control	183
Flexible Night Answer	183
Incoming Call Termination	183
Message Waiting Control.....	183
Multiple Ringing Mode	184
Night Mode	189
Operator Priority	190
Overflow Transfer	190
Ring Muting	190
Serial Call	191
Station Call Forward/Do Not Disturb Release.....	191
Station Class Restriction Change	192
Station Forced Release	193
Station Lock.....	194
System Announcement Recording	195
System Speed Dial Registration	196
System Text Message Registration	196
Through Dialing	197
Trunk Access Control	197
Trunk Forced Release	198
Section 5 – SIP & Single Line Telephone User Guide	199
SIP and Single Line Telephones	201
<i>Single Line Telephones (SLT)</i>	<i>201</i>
<i>Session Initiation Protocol (SIP) Telephones.....</i>	<i>201</i>
Basic Features	202
Making a 911 Call.....	202
Making an Outgoing Call	202
Receiving an Incoming Call	202
Making an Intercom Call.....	202
Receiving an Intercom Call.....	202
Making an Intercom Group Call	202
Making an E-Response Help Call.....	203
Transferring a Call to Another Extension.....	203
Putting a Call on Hold.....	203
Picking Up a Call on Hold.....	204
Parking a Call	204
Handling a Second Call	205
SIP Station Name Display for Intercom Calls	205
Advanced Features.....	205
Account Code	205
All Attendants Call	205
Busy Intercom Callback	206
Busy Number Callback	206

Busy Outside Line Queuing	207
Call Park / Swap	207
Call Pick-Up	208
<i>Direct Call Pick-Up</i>	208
<i>Internal Group Call Pick-Up</i>	208
<i>External Group Call Pick-Up</i>	208
Camp-On	208
Clear Call.....	209
Conference	209
<i>Add-On</i>	209
<i>Multi-Line</i>	210
<i>Trunk-to-Trunk</i>	210
Consultation Hold	211
Do Not Disturb	211
Flash.....	211
Call Forwarding.....	212
<i>Set Forward Destination</i>	212
<i>Forward Cancel</i>	212
<i>Follow Me</i>	213
Floating Outside Line Group Access	213
Forced/Verified Account Code.....	213
Group Park	214
Hot Line	214
Howler Tone	214
Last Number Redial	214
Master Hunt Groups	214
Off-Hook Outgoing Call.....	214
Off-Hook Outside Line Queuing.....	214
Paging	215
<i>All Call</i>	215
<i>Group Call (Internal)</i>	215
<i>Zone Page (External)</i>	215
<i>Meet-Me Page Answer</i>	215
Pre-Ringing.....	216
Private Line.....	216
Protected Extension.....	216
Shift Call	216
Speed Dial	216
<i>Personal Speed Dial Registration</i>	216
<i>To Speed Dial a Number</i>	217
Station Restriction Password.....	218
Single Line Message Waiting Stutter Dial Tone.....	218
System Announcement Message	218
Tone/Voice Calling.....	219
Transfer To Park.....	219
Universal Night Answer	219
Voice Mail Message.....	220
Wake-Up Call	220
Section 6 – Digital Door Phone User Guide.....	221

Digital Door Phone	223
Section 7 – ECS ACD Automatic Call Distribution User Guide	225
Automatic Call Distribution (ACD)	227
Overview.....	227
ACD Calls.....	227
ACD Call Routing.....	228
ACD Group	228
ACD Group Expansion	229
Call Sequence Table	229
Priority	232
Queue.....	232
Super Queue	232
ACD Agent Features and Operations	233
ACD Agent Keys.....	233
ACD Agent Log-In / Log-Out.....	234
ACD Agent Log-In Status	235
ACD Call Answering	235
ACD Call Record	235
ACD Transfer to Call Park	235
Call Park / Swap	236
Emergency Help Calls with Recording.....	236
Group Park	236
Help	237
Not Available.....	237
Qualification.....	238
Queue Indication.....	239
Transfer	240
Transfer to Call Park.....	240
Transfer to ACD Group.....	240
Transferred / Forwarded Calls to ACD Group.....	240
Wrap-Up	240
ACD Supervisor Features.....	242
ACD Supervisor Keys	242
ACD Supervisor Log-In.....	242
ACD Call Record While Monitoring.....	243
ACD Group Night.....	243
ACD Supervisor Programming.....	243
Barge-In.....	244
Call Monitoring.....	244
Call Sequence Table Number Change	245
Help Call	245
Message Recording.....	246
Station Coaching	246
Section 8 – Hospitality Features User Guide.....	247
Hospitality Features	249
911 Support	249

Intercom Call Restriction.....	249
Message Waiting Control.....	249
Room Status.....	251
Wake-Up Call	253
Wake-Up Call Report.....	254

**Section 1 –
Iwatsu Enterprise-CS
General Description**

IWATSU ENTERPRISE-CS

FCC Registration and Requirements

INSTRUCTIONS TO THE USER

The Iwatsu Enterprise-CS line of digital telecommunications systems has been registered and approved by the Federal Communications Commission (FCC) for direct connection to your local telephone service. In accordance with FCC rules and regulations regarding telephone equipment, Iwatsu is required to make you aware of your rights and obligations regarding the use of this equipment. In order that we may fulfill our obligations, please take a moment to carefully read the rules and regulations contained herein that apply to you.

FCC Rules and Regulations

(1) Notification to the Local Telephone Company

The local Telephone Company may request specific information about the Iwatsu Enterprise-CS before connection can be made to the local Telephone Company lines. When requested by the Telephone Company, the following information should be provided:

- a) The FCC Registration Number for all equipment connected to an individual line.
- b) The largest Ringer Equivalence Number (REN) for each line.
- c) Information required for compatible operation of the equipment with the Telephone Company communication facilities. The FCC Registration Number and Ringer Equivalence Number (REN) are printed on the equipment label located on the common equipment cabinet of the system (IX-CME). The largest Ringer Equivalence Number is the sum of the Ringer Equivalence Number (REN) of each FCC registered device that is connected to the same line. The maximum Ringer Equivalence Number that can normally be used without causing faulty operation is 5.0. Check with your local Telephone Company to determine the maximum Ringer Equivalence Number for the telephone lines you are using. In order to connect registered terminal equipment to the Telephone Company lines, the terminal equipment must utilize an FCC "standard means of connection", often referred to as a "registered jack". The type of jack utilized on the Iwatsu Enterprise-CS is identified by a USOC code number. Different code numbers are utilized for the various types of services provided by the Telephone Company that the systems use. When requesting new telephone service, the Telephone Company must be informed of the code number for each type of service. The Iwatsu Enterprise-CS can be configured as either a Private Branch Exchange (PBX) - Fully Protected, Key Telephone System - Fully Protected or a Multi-Function (Hybrid) System - Fully Protected. For your convenience, the following are the codes and registration numbers applicable to Iwatsu Enterprise-CS equipment:

	FCC Numbers
	ECS
Key Telephone System - Fully Protected	US:BD6KF10BIWATSU1
Multi-Function (Hybrid) System - Fully Protected	US:BD6MF10BIWATSU1
PBX - Fully Protected	US:BD6PF10BIWATSU1

Your Iwatsu telephone may contain a wireless Bluetooth module which carries an FCC ID number of BD6BTINF.

The Iwatsu Enterprise-CS is FCC, Part 68, registered as a fully protected telephone system. The following information must be provided to the local telephone operating company when requesting service terminating to the Iwatsu Enterprise-CS:

LOOP START TRUNK

Ringer Equivalence No 0.5B
 Service Order Code 9.0F
 Facility Interface Code 02LS2
 Registered Connection RJ21X

GROUND START TRUNK†

Ringer Equivalence No 1.0B
 Service Order Code 9.0F
 Facility Interface Code 02GS2
 Registered Connection RJ21X

CALLER ID TRUNK

Ringer Equivalence No 0.5B
 Service Order Code 9.0F
 Facility Interface Code 02LS2
 Registered Connection RJ21X,
 RJ11*

E&M TIE LINE CARD

TYPE 1
 Facility Interface Codes TL31M
 Service Order Code 9.0F
 Registered Connection RJ2GX
 TYPE 2
 Facility Interface Codes TL32M
 Service Order Code 9.0F
 Registered Connection RJ2HX

T-1 SERVICE (SF)

Facility Interface Code 04DU9-BN
 Service order Code 6.0P
 Registered Connection RJ48C

T-1 SERVICE (ESF)

Facility Interface Code 04DU9-1KN
 Service order Code 6.0P
 Registered Connection RJ48C

DID TRUNK*

Facility Interface Code 02RV2-T
 Ringer Equivalence No 0.0B
 Service order Code 9.0F
 Registered Connection RJ21X

OPS LINE CARD

Facility Interface Codes. OL13C
 Service Order Code 9.0F
 Registered Connection RJ21X

ISDN BRI CARD

Facility Interface Codes. 02IS5
 Registered Connection. RJ49C#

ISDN PRI CARD

Facility Interface Codes. 04DU9-1KN
 Registered Connection. RJ49C or
 RJ48X

NOTE:

- * Check with local utility or service provider for type of connection allowed.
- † Not available for US:BD6KF10BIWATSU1 registration applications.
- # NT1 required.

(2) Restrictions on the Use of Registered Telephone Equipment

FCC rules governing customer owned telephone equipment specifically exclude the use of the Iwatsu Enterprise-CS on public coin telephone (payphone) lines. The connection to party line service is subject to local state tariffs. Contact your state public utility, public service commission or corporate commission for information on this.

(3) Incidence of Harm

If for some reason the Iwatsu Enterprise-CS causes harm to the Telephone Company network, the Telephone Company will notify you in advance that temporary discontinuance of service may be required. In the event advance notice is not practical, the Telephone Company will notify you of the interruption of service as soon as possible. Also, the Telephone Company will advise you of your right to file a complaint with the FCC if you believe it is necessary. The Telephone Company may also make changes in its facilities, operations or procedures that could affect the operation of your system. If this occurs, the Telephone Company will provide advance notice in order for you to make the necessary modifications to maintain uninterrupted service.

(4) Hearing-Aid Compatibility

The Iwatsu Enterprise-CS, utilizing telephone station equipment manufactured by Iwatsu, meets all FCC requirements for hearing-aid compatibility.

(5) Instruction Regarding the Repair and Refurbishment of Registered Equipment

Only the manufacturer or its authorized agents are permitted under FCC rules to make other than routine repairs to registered telephone equipment. Repairs made to registered telephone equipment by unauthorized entities are a violation of local state tariffs and will void equipment warranties. Routine repairs are classified typically as lamp replacement, fuse replacement, directory label replacement, etc. All other repairs to your Iwatsu Enterprise-CS telephone equipment should be performed by ICON Voice Networks. When trouble is experienced on any telephone line that your system is connected to and the trouble is causing harm to the network, the Telephone Company may request that you remove the equipment from the telephone lines(s) until the problem has been corrected. To contact ICON Voice Networks, for information regarding the repair of your equipment, write or call:

(972)929-9100
ICON VOICE NETWORKS
8001 Jetstar Drive
Irving, TX 75063
Attn: Repair Department

(6) Use of Other FCC Registered Equipment

Aside from the Ringer Equivalence reporting as explained above, use of other FCC equipment may provide for specific limitations depending upon the type of equipment. Check the instructions included with such equipment to determine what the limitations are, if any, on the use of such equipment.

(7) Automatic Dialers

The Iwatsu Enterprise-CS contains features that provide for the automatic dialing of outgoing calls. When programming Emergency Numbers and/or making test calls to Emergency Numbers:

- Remain on the line and briefly explain to the dispatcher the reason for the call.
- Perform such activities during off-peak hours such as early morning or late evening.

(8) Toll Restriction and Optimized Routing Features

The Iwatsu Enterprise-CS provides both Toll Restriction and Optimized Routing features that may be programmed in your system. The software or programming contained in the Iwatsu Enterprise-CS may be required to be upgraded to allow user access to the network in order to recognize newly established network area codes and exchange codes as they are placed in service. Failure to upgrade the programming or software (if required) to recognize the new codes as they are established will restrict the user from gaining access to the network and to these codes.

(9) Direct-Inward-Dialing (DID) Requirements

The Iwatsu Enterprise-CS meets all FCC requirements for Direct-Inward-Dialing (DID) service by providing Answer Supervision on incoming DID calls in accordance with FCC regulations. Allowing this equipment to be operated in such a manner as to not provide proper Answer Supervision is a violation of Part 68 of the FCC's rules. The equipment returns proper Answer Supervision to the local telephone exchange when DID calls are: answered by the called station, answered by the attendant, routed to a recorded announcement that can be administered by the system user, routed to a dial prompt (instruction).

(10) Radio Frequency Emissions

The Iwatsu Enterprise-CS system is registered with the FCC as a Class A RF Device, pursuant to Part 15 of the FCC rules, that may radiate radio frequency emissions. This equipment complies with the limits for a Class A device. These limits are

designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. In the event that the system causes interference with another device, steps must be taken to reduce the interference, including possible removal of the equipment. While the probability of such an event is remote, consult ICON Voice Networks for further assistance if this occurs.

(11) Equal Access Requirements

This system is capable of providing user access to interstate providers of operator services through the use of equal access codes. Failure to provide equal access capabilities is a violation of the Telephone Operator Consumer Services Improvement Act of 1990 and Part 68 of the FCC rules.

ICON VOICE NETWORKS

IWATSU ENTERPRISE-CS COMPONENTS OVERVIEW

IX-CME Gateway Controller

- 5 x 96-Channel Universal Card Slots
- 1 x 32-Channel Universal Card Slot
- Dimensions (HxWxD): 13.3" x 16.93" x 12.21"
- Weight: 20 lbs. Empty: 34.5 lbs. Full Capacity

IX-EXPME1 & IX-EXPME2 Expansion Modules

- IX-EXPME1 used for 2nd, 3rd, 5th, 6th Expansion Shelves
- IX-EXPME2 used for 4th Expansion Shelf
- 6 x 16-Channel Universal Card Slots
- Dimensions (HxWxD): 11.5" x 16.93" x 12.21"
- Weight: 20 lbs. Empty: 34lbs. Full Capacity



Note: The ECS may also be expanded by adding ADIX cabinets under the control of the ECS operating when an IX-HWYA card is installed in the IX-CME and the IX-HWYL card is installed in the ADIX Common Module.

Power Supplies

IX-PWSE & IX-EXPWS

Dimensions (HxWxD): 10.5"x 2.75"x 11.5"
Weight: 5 lbs.
Nominal Power: 115 watts
Maximum Power: 185 watts
Heat Dissipation: Maximum 316 BTU/hr
AC Input Voltage Tolerance 120 ± 10% VAC
Frequency Tolerance 60 Hz ± 3 Hz
Maximum Input Current: 3.4 Amps

IX-PWSES

Dimensions (HxWxD): 10.5"x 2.75"x 11.5"
Weight: 5 lbs. 13.4 oz.
Nominal Power: 115 watts
Maximum Power: 120 watts
Heat Dissipation: Maximum 205 BTU/hr
AC Input Voltage Tolerance 120 ± 10% VAC
Frequency Tolerance 60 Hz ± 10 Hz
Maximum Input Current: 2.2 Amps

System Architecture

VR4133 Distributed Multi-microprocessor
64-bit CPU
266 MHz
433 MIPS
Flash Memory
1024 Time Slots

System Memory

Component	Flash Memory	SDRAM
IX-CCU / IX-CCSU	256 MB	128 MB

Environment

Operating Temperature: 0° to 40°C/32° to 104°F
Storage Temperature: -10° to 50°C/14° to 122°F
Relative Humidity (non-condensing): 10% to 90%

Seismic Withstanding

Applied Force	Sweep Cycle/Wave	Applied Waves	Simulated Installation
0.25g vertical 0.125g horizontal	0.5-10Hz	30	Ground level, floor mount
0.5g vertical 0.25g horizontal	0.5-5Hz	30	2 nd to 6 th floor mount

Battery Backup

The Iwatsu Enterprise-CS IX-PWSE and the IX-EXPWS power supply include a battery interface. Backup time is dependent upon battery array, system size and system usage.

FCC Registration Numbers for ECS

Key Telephone Systems: US:BD6KF10BIWATSU1
Multi-Function System (Hybrid): US:BD6MF10BIWATSU1
PBX: US:BD6PF10BIWATSU1

FCC ID Number

Your Iwatsu Telephone may contain a wireless Bluetooth® module which carries an FCC ID number of BD6BTINF

BIC Registration Number

IC:577A-IWATSU1

Facility Interface Codes

Loop Start Trunks:02LS2
Ground Start Trunks:02GS2
DID Trunks:02RV2-T
E&M Tie Lines: TL31M/TL32M
OPS Lines:0L13C
T1-SF:04DU9-BN
T1-ESF:04DU9-1KN
ISDN BRI:02IS5
ISDN PRI:04DU9-1KN

Software Capacities

Abandon Call Storage:500 call records
Account Codes:12 digits
Call Forwarding:10 steps
 No Answer:no limit to steps

Call Pick-up Groups:	250
CO/ICM Hunt Groups:	250
CO/ICM Hunt Groups with Login/Logout:	32
CO/Station Alphanumeric ID:	8 characters
DHCP Server:	1024 IP Addresses
DID Alphanumeric ID:	16 characters
Door Phone Ringing Assignment:	16 ringing stations/455 door phones
Flexible Numbering Plan:	1-4 digits
Forced Verified Account Codes:	2000
Incoming Call Delayed Ringing Assignment:	16 stations/line
Incoming Call Ringing Assignment:	
26 stations/line, 32 stations/line if delayed ringing assignment is not programmed	
Incoming Trunk Groups:	250
Intercom Call Groups:	250
Maximum Call Coverage Keys:	2048 ¹
Maximum Combined Call Coverage & DSS Keys:	2048 ²
Maximum Digits per Speed Dial Number:	32
Maximum DSS Keys:	2048 ³
Maximum Stations per Hunt Group:	32
Maximum Stations per Paging Group:	64
Maximum Stations per Text Message Group:	16
Outgoing Trunk Groups:	250
Paging Groups Internal:	125
Paging Zones External:	125
Park Orbits:	
Attendant:	24
System:	128
Station:	1
Programmable System	
Announcement Time:	Based on voice mailbox capacity
Relays:	32
SIP Trunks:	248
Speed Dial Alphanumeric ID:	10 characters
Station Speed Dial Numbers:	10
Station Text Messages:	10
System Speed Dial Numbers:	900

¹ The maximum number of programmed DSS/BLF keys and Call Coverage Keys representing a specific default or virtual user extension profile cannot exceed 64.

² Ibid.

³ Ibid.

System Text Messages:.....	90
Text Message Groups:.....	250
Ticker Field Display (Iwatsu Ticker):	5 Sources
Text Web (Iwatsu Text Web):.....	5 Sources

Media Gateway Channels:

IX-MBU:.....	24 Channels
IX-EMBU:	24 Channels
IX-MBU + (3) IX-EMBU:	96 Channels
Maximum MBU Channels	192 ⁴

Circuits Per Card

Digital Station Card (IX-16PSUB-2):	16 circuits
Digital Station Card (IX-16PSUB):	16 circuits
Digital Station Card (IX-8PSUB-2):	8 circuits
Digital Station Card (IX-8PSUB-1):	8 circuits
Digital Station/Caller ID Trunk Card (IX-408):.....	12 circuits
Ground/Loop Start Trunk Card (IX-8LGTK-2):.....	8 circuits
IP Networking Card (IX-8IPNET/IX-8EIPNET):.....	8 circuits
ISDN BRI Trunk Card (IX-4ICOTB/IX-4EICOTB):	4 circuits
ISDN PRI Trunk Card (IX-DTI-P):	1 circuit
Caller ID w/Message Lamp SLT Card (IX-8SUBS-4):	8 circuits
Caller ID w/Message Lamp SLT Expansion Card (IX-8ESUBS-4):	8 circuits
Application Server Card (IX-APPSRV-1)	0 circuits
Omega-Voice VMI Voice Mail Card (IX-4EVMC):.....	4 circuits
Omega-Voice VMI Voice Mail Card (IX-4SEVMC):	4 circuits
T1 Trunk Card (IX-DTI-T):.....	1 circuit
Universal Caller ID Trunk Card (IX-8UNTK-1):.....	8 circuits

Attendants

Maximum Attendant Positions:.....	32
DSS Units:.....	64 59DS Units
Programmable DSS Keys (59DS).....	60
PC Attendant Console.....	option

IP Telephones / ICON DECT1 Base Station Requirements

⁴ 192 MBU channels supported with G.729 compression. Maximum of 160 MBU channels at G.711 compression.

Wiring: CAT5 UTP or better
Total End-to-end Distance (CAT 5): 328 ft.

Digital Telephone Requirements

Wiring: 1 pair
Total End-to-end Distance
 22 AWG Twisted Pair: 1,000 ft.
 24 AWG Twisted Pair: 1,000 ft.
IX-58EXTENDER: (ICON telephones only): 2,100 ft.
1 Star Repeater: (Platinum and IX-12KTD-3 only): 1,500 ft.
2 Star Repeaters: (Platinum and IX-12KTD-3 only): 8,500 ft.

Single Line Telephone Requirements

Wiring: 1 pair
Wiring w/Message Lamp: 1 or 2 pair
Maximum Loop Resistance (Includes SLT)
 On-premise SLT: 600 ohm
 Off-premise SLT: 1,200 ohm
Ringing Frequency: 20Hz

Iwatsu ECS Software Feature Licenses

ACD Call Routing License Enables ACD feature set
IP Campus Main License Enables IP Campus Networking
IP Campus Remote License Enables remote IP Campus systems
ACD Event License Enables ACD events for TASKE
SMDR License Enables SMDR output
Iwatsu ECS CSTA Event License Enables CSTA messaging
ECS Multiple Tenant License Enables multiple tenant feature
Station Profile License Enables hoteling/station login feature

Iwatsu Enterprise-CS System Capacity

With the IX-PWSE and IX-PWSES Power Supply

This table lists the maximum capacity supported for each component type based on the type of power supply installed in IX-CME common module, total number of cards slots available, software restrictions and the power consumption of each component. The combined total number of ports for each system is limited to 1024 ports. Power consumption based on utilizing the IX-PWSE or the IX-PWSES in the IX-CME ECS cabinet.

Power Supply	IX-PWSE	IX-PWSES
Shelf 1	IX-CME	IX-CME
Universal Card Slots	6	6
Number of TDM Ports ⁵	144	144
Trunk Ports	144	144
T1 Ports w/o T1RCV	144	144
Station Ports ⁶	1024	1024
IP Stations ⁷	1024	1024
Omegaltek Portable Station (IX-PS6)	1024	1024
ICON DECT1 Base Stations	40	40
ICON DECT1 Handsets	30/base station, 200 max.	30/base station, 200 max.
IX-BS5 Base Stations	24	16
TDM Digital Station Ports ⁸	72	48
Attendant Positions	32	32
Attendant Consoles ⁹	24 w/o BLF	16 w/o BLF
DSS Units (IX-DSS-3) ¹⁰	32	20
IP DSS Units (59DS) ¹¹	64	64
On-Premise SLTs (Regular)	72	28
On-Premise SLTs (MSG)	72	24
Off-Premise SLTs	16	16
Door Phones	96	47
Busy Bypass Units ¹²	36	24
Loop Start Trunks	48	20
Caller ID Trunks	48	20
Ground Start Trunks	48	16
E & M Tie Trunks	20	16
DID Trunks	20	12
SIP Phones (G.711)	160	160
SIP Trunks	248	248
IX-MSGU Message Cards	5	5
IX-EDVIF Cards ¹³	1	1

⁵ The combined number of TDM Station, Trunk, and Miscellaneous ports may not exceed the number of ports listed in this category.

⁶ The ECS supports a maximum of 1024 IP or IP + TDM ports, this number assumes a minimum of 8 trunk ports supported. (1016 station ports + 8 trunk ports = 1024 total ports)Maximum of 64 remote IP stations via Internet mode connection

⁷ *Ibid.*

⁸ The maximum number of TDM station ports per shelf may not exceed 72. This number does not apply to PS6 Portable Stations.

⁹ The maximum number of DSS units and attendant consoles in the ECS system cannot exceed 128. The ECS system supports a maximum of 64 Iwatsu ICON Series 59DS units as part of the 128 total

¹⁰ *Ibid.*

¹¹ *Ibid.*

¹² When Busy Bypass Units are used, the total number of Digital Stations should not exceed these numbers.

Power Supply Shelf 1	IX-PWSE IX-CME	IX-PWSES IX-CME
Conference Circuits / Party	32 / 4	32 / 4
T1 Cards (Circuits) (IX-DTI-T) ¹⁴	6	6
T1 Cards w/o T1RCV	6	6
T1 Cards with T1RCV	0	0
ISDN BRI Circuits	48	40
ISDN PRI Cards (Circuits) (IX-DTI-P)	6	6
Campus APS Network Cards (IX-DTI-N w/ IX-VCOMP)	5	3
IP Networking Cards / Circuits (IX-8IPNET or IX-8EIPNET)	12 / 96	12 / 96
IX-MBU Channels: G.729 / G.711	192 / 160	192 / 160
APPSRV-1 Cards	5	5
APPSRV Card	1	1

¹³ The IX-EDVIF card may only be installed in the first three shelves of the system. For additional serial card functions, IX-SCIF or IX-HCIF cards can be added based on available card slots and power consumption.

¹⁴ This number indicates the maximum trunk port capacity utilizing no T1RCV cards.

With Iwatsu Enterprise-CS Expansion Hardware

This table lists the maximum capacity supported for each component type based on the type of power supply installed on the shelf, total number of cards slots available, software restrictions and the power consumption of each component. The combined total number of ports for each system is limited to 1024 ports. Power consumption based on utilizing the IX-PWSE in the IX-CME ECS cabinet and IX-EXPWS in the ECS expansion cabinets.

Power Supply	IX-PWSE	IX-EXPWS	IX-EXPWS	IX-EXPWS	IX-EXPWS	IX-EXPWS
Shelf 6						IX-EXPME1
Shelf 5					IX-EXPME1	IX-EXPME1
Shelf 4				IX-EXPME2	IX-EXPME2	IX-EXPME2
Shelf 3			IX-EXPME1	IX-EXPME1	IX-EXPME1	IX-EXPME1
Shelf 2		IX-EXPME1	IX-EXPME1	IX-EXPME1	IX-EXPME1	IX-EXPME1
Shelf 1	IX-CME	IX-CME	IX-CME	IX-CME	IX-CME	IX-CME
Universal Card Slots	6	12	18	24	30	36
Number of TDM Ports ¹⁵	144	240	336	432	528	624
Trunk Ports	144	240	336	432	528	624
T1 Ports w/o T1RCV	144	144	144	144	144	144
Station Ports ¹⁶	1024	1024	1024	1024	1024	1024
IP Stations ¹⁷	1024	1024	1024	1024	1024	1024
ICON DECT1 Base Stations	40	40	40	40	40	40
ICON DECT1 Handsets	30/base station, 200 max.					
Omegatrek Portable Station (IX-PS6)	1024	1024	1024	1024	1024	1024
IX-BSS Base Stations	24	48	72	96	120	144
TDM Digital Station Ports ¹⁸	72	144	216	288	360	432
Attendant Positions	32	32	32	32	32	32
Attendant Consoles ¹⁹	24 w/o BLF	32 (8w/BLF 24 w/o BLF)	32	32	32	32
DSS Units (IX-DSS-3) ²⁰	32	64	96	128	128	128
IP DSS Units (59DS) ²¹	64	64	64	64	64	64
On-Premise SLTs (Regular)	72	144	216	288	360	432
On-Premise SLTs (MSG)	72	144	216	288	360	432
Off-Premise SLTs	16	32	48	64	80	96
Door Phones	96	192	288	384	480	576
Busy Bypass Units ²²	36	72	108	144	180	216
Loop Start Trunks	48	96	144	192	240	288
Caller ID Trunks	48	96	144	192	240	288
Ground Start Trunks	48	96	144	192	240	288
E & M Tie Trunks	20	40	60	80	100	120
DID Trunks	20	40	60	80	100	120
SIP Phones (G.711)	160	160	160	160	160	160
SIP Trunks	248	248	248	248	248	248
IX-MSGU Message Cards	5	8	8	8	8	8

¹⁵ The combined number of TDM Station, Trunk, and Miscellaneous ports may not exceed the numbers listed in this category

¹⁶ The ECS supports a maximum of 1024 IP or IP+TDM ports, this number assumes a minimum of 8 trunk ports supported (1016 station ports + 8 trunk ports = 1024 total ports). Maximum of 64 remote IP stations via Internet mode connection.

¹⁷ *Ibid.*

¹⁸ The maximum number of TDM station ports per shelf may not exceed 72. This number does not apply to PS6 Portable Stations.

¹⁹ The maximum number of DSS units and attendant consoles in the ECS system cannot exceed 128. The ECS system supports a maximum of 64 Iwatsu ICON 59DS Units.

²⁰ *Ibid.*

²¹ *Ibid.*

²² When Busy Bypass Units are used, the total number of Digital Stations should not exceed these numbers.

Power Supply	IX-PWSE	IX-EXPWS	IX-EXPWS	IX-EXPWS	IX-EXPWS	IX-EXPWS
Shelf 6						
Shelf 5					IX-EXPME1	IX-EXPME1
Shelf 4				IX-EXPME2	IX-EXPME2	IX-EXPME2
Shelf 3			IX-EXPME1	IX-EXPME1	IX-EXPME1	IX-EXPME1
Shelf 2		IX-EXPME1	IX-EXPME1	IX-EXPME1	IX-EXPME1	IX-EXPME1
Shelf 1	IX-CME	IX-CME	IX-CME	IX-CME	IX-CME	IX-CME
IX-EDVIF Cards ²³	1	1	1	1	1	1
Conference Circuits / Party	32/4	32/4	32/4	32/4	32/4	32/4
T1 Cards (Circuits) (IX-DTI-T) ²⁴	6	9	12	15	18	21
T1 Cards w/o T1RCV	6	6	6	6	6	6
T1 Cards with T1RCV	0	3	6	9	12	15
ISDN BRI Circuits	48	96	144	192	240	288
ISDN PRI Cards (Circuits) (IX-DTI-P)	6	9	12	15	18	21
Campus APS Network Cards (IX-DTI-N w/ IX-VCOMP)	5	6	7	8	9	10
IP Networking Cards / Circuits (IX-8IPNET or IX-8EIPNET)	12/96	24/192	36/288	48/384	60/480	72/576
IX-MBU Channels: G.729 / G.711	192 / 160	192 / 160	192 / 160	192 / 160	192 / 160	192 / 160
APPSRV-1 Cards	5	6	6	6	6	6
APPSRV Card	1	1	1	1	1	1

²³ The IX-EDVIF card may only be installed in the first three shelves of the system. For additional serial card functions, IX-SCIF or IX-HCIF cards can be added based on available card slots and power consumption.

²⁴ This number indicates the maximum trunk port capacity utilizing no T1RCV cards.

With Iwatsu ADIX APS Expansion Hardware

This table lists the maximum capacity supported for each component type based on the type of power supply installed on the shelf, total number of cards slots available, software restrictions and the power consumption of each component. The combined total number of ports for each system is limited to 1024 ports. Power consumption based on utilizing the IX-PWSE in the IX-CME ECS cabinet and IX-PWSL in the ADIX APS and expansion cabinets.

						IX-EXPML1
Shelf 6						
Shelf 5					IX-EXPML2	IX-EXPML2
Shelf 4				IX-EXPML1	IX-EXPML1	IX-EXPML1
Shelf 3			IX-EXPML1	IX-EXPML1	IX-EXPML1	IX-EXPML1
Shelf 2		IX-CML	IX-CML	IX-CML	IX-CML	IX-CML
Shelf 1	IX-CME	IX-CME	IX-CME	IX-CME	IX-CME	IX-CME
Universal Card Slots	6	11	17	23	29	35
Number of TDM Ports ^{2,25}	144	232	328	424	520	616
Trunk Ports ^{3,26}	144	200	256	312	368	424
T1 Ports without T1RCV	144	168	168	168	168	168
T1 Ports with T1RCV	0	24	72	120	168	216
Station Ports (TDM + IP) ^{4, 27}	1024	1024	1024	1024	1024	1024
IP Stations ^{4,28}	1024	1024	1024	1024	1024	1024
ICON DECT1 Base Stations	40	40	40	40	40	40
ICON DECT1 Handsets	30/base station, 200 max.					
Omegatrek Portable Station (IX-PS6)	1024	1024	1024	1024	1024	1024
IX-BS5 Base Stations	24	40	64	88	112	136
TDM Digital Station Ports ^{5, 29}	72	144	216	288	360	432
Attendant Positions	32	32	32	32	32	32
Attendant Consoles	24-w/o BLF	32-8 w/BLF 24 w/o BLF	32	32	32	32
BLF Units	8	16	24	32	32	32
DSS Units (IX-DSS-3) ^{9,30}	32	64	96	128	128	128
IP DSS Units (59DS) ^{9,31}	64	64	64	64	64	64
On-Premise SLTs (Regular)	72	140	212	284	356	428
On-Premise SLTs (MSG)	72	136	208	280	352	424
Off-Premise SLTs	16	20	24	28	32	36
Door Phones	96	167	240	312	384	456
Loop Start Trunks	48	84	132	180	228	264
Caller ID Trunks	48	80	128	176	224	268
Ground Start Trunks	48	76	124	172	220	260
E & M Tie Trunks	20	36	60	84	108	132
DID Trunks	20	36	60	84	108	132
SIP Phones (G.711)	160	160	160	160	160	160

²⁵ The combined number of TDM Station, Trunk, and Miscellaneous ports may not exceed the number of ports listed in this category.

²⁶ This number indicates the maximum trunk port capacity utilizing no T1RCV cards.

²⁷ The ECS supports a maximum of 1024 IP or IP + TDM ports, this number assumes a minimum of 8 trunk ports supported. (1016 station ports + 8 trunk ports = 1024 total ports)Maximum of 64 remote IP stations via Internet mode connection.

²⁸ *Ibid.*

²⁹ The maximum number of TDM station ports per shelf may not exceed 72. This number does not apply to PS6 Portable Stations.

³⁰ The maximum number of DSS units and attendant consoles in the ECS system cannot exceed 128. The ECS system supports a maximum of 64 Iwatsu ICON Series 59DS units as part of the 128 total.

³¹ *Ibid.*

Shelf 6						IX-EXPML1
Shelf 5					IX-EXPML2	IX-EXPML2
Shelf 4				IX-EXPML1	IX-EXPML1	IX-EXPML1
Shelf 3			IX-EXPML1	IX-EXPML1	IX-EXPML1	IX-EXPML1
Shelf 2		IX-CML	IX-CML	IX-CML	IX-CML	IX-CML
Shelf 1	IX-CME	IX-CME	IX-CME	IX-CME	IX-CME	IX-CME
SIP Trunks	248	248	248	248	248	248
IX-MSGU Message Cards	4	7	8	8	8	8
IX-EDVIF Cards ³²	1	1	1	1	1	1
Conference Circuits / Party	32/4	32/4	32/4	32/4	32/4	32/4
T1 Cards (Circuits)(IX-DTI-T) ³³	6	8	10	12	14	16
T1 Cards without T1RCV	6	7	7	7	7	7
T1 Cards with T1RCV	0	1	3	5	7	9
ISDN BRI Circuits	48	76	120	164	208	252
ISDN PRI Cards (Circuits)(IX-DTI-P)	6	8	10	12	14	16
Campus APS Network Cards (IX-DTI-N w/ IX-VCOMP)	5	8	11	14	15	15
IP Networking Cards / Circuits (IX-8IPNET or IX-8EIPNET)	12	21	32	43	54	62
IX-MBU Channels: G.729 / G.711	192 / 160	192 / 160	192 / 160	192 / 160	192 / 160	192 / 160
APPSRV-1	5	Not supported in ADIX APS Cabinets				
APPSRV	1					

³² The IX-EDVIF card may only be installed in the first three shelves of the system. For additional serial card functions, IX-SCIF or IX-HCIF cards can be added based on available card slots and power consumption.

³³ This number indicates the maximum trunk port capacity utilizing no T1RCV cards.

Key Telephone Lamp Indications

<u>Status</u>	<u>Lamp Indication</u>
I-Use (Green)	Modulation Steady (On)
CO Incoming/Call Forward.....	0.1 sec. on, 0.9 sec. off
I-Hold (Green)	0.5 sec. on, 0.5 sec. modulated on
System Hold/Non-Privacy	0.1 sec. off, 0.3 sec. modulated on
Recall, ICM Incoming, MSG	0.7 sec. off, 0.3 sec. modulated on
DND.....	0.5 sec. on, 0.5 sec. modulated on
Busy	Steady (On)

Station Port Requirements

<u>Model</u>	<u>Description</u>	<u>ECS Ports Required</u>
IX-ATT	Attendant Console	2
IX-BLF	Busy Lamp Field	1
DCKT970.....	Digital Wireless Telephone..	1 or shared with digital telephone
ICON DECT1	DECT wireless phone.....	1
IX-PS6	Digital Portable Key Telephone	1
Iwatsu ICON Series:		
5800	9 line keys with 2 line LCD display	1
5810	16 line /Multipurpose keys with 7 line LCD display	1
5900	9 line keys with 2 line LCD display	1
5910	16 line /Multipurpose keys with 7 line LCD display	1
5930	30 line keys with 15 line LCD display	1
59DS	30 Self-labeling keys with 15 line LCD display	1
Platinum 18i/d.....	18 line keys with 6 line LCD display	1
Platinum 12i/d.....	12 line keys with 2 line LCD display	1
Platinum DSS.....	50 DSS & 20 function keys with display.....	1
IX-12KTS-3	12 line keys (24 line keys with IX-ELK-3)	1
IX-12KTD-3	12 line keys (24 line keys with IX-ELK-3)	1
IX-DSS-3	50 DSS & 20 function keys with display.....	1
IX-DDPH.....	Digital Door Phone.....	1
IX-PSUBMDM.....	Digital Port Modem.....	1

Time Parameters

Hold Recall Timer.....	0 - 255 seconds
Timed Trunk Queuing.....	1 - 20 minutes
Door Phone Answer Time.....	5 - 255 seconds
VSS Recording Time	0 - 120 seconds
Hunting Time	0 - 255 seconds
Night Mode Start Time	00:00 - 23:59
Auto CO Answer Start Time.....	00:00 - 23:59
MISC Relay Timer.....	10 - 255 ms
DISA-Waiting Time.....	0 - 255 seconds

System Programmer

The Iwatsu Enterprise-CS utilizes the Iwatsu Programmer for all system programming. The minimum PC operating requirements are: Windows® 7, Windows® Vista, Windows® XP (Standard or Professional) operating system with Service Pack 2, or Windows® 2003 Server

- 700 MHz Processor
- 100 MB free HD space
- 256 MB RAM
- Microsoft .NET Framework 3.5.

Browser Programmer

The Iwatsu Browser Programmer gives users access to system settings, extension settings, voicemail settings, trunk settings, and diagnostics. This new tool gives IT managers the ability to make changes, edit system settings, and view the status of IP traffic and network resources in real-time. The Browser Programmer supports up to 10 concurrent users (web sessions).

The Iwatsu Browser Programmer gives users access to system settings, extension settings, voicemail settings, trunk settings, and diagnostics. This new tool gives IT managers the ability to make changes, edit system settings, and view the status of IP traffic and network resources in real-time. The Browser Programmer supports up to 10 concurrent users (web sessions).

The ECS Browser Programmer comes pre-installed on all Iwatsu Enterprise TOL platforms, Iwatsu Enterprise Application Gateway Servers, and the IX-APPSRV card. The Browser Programmer was designed to be used primarily with Iwatsu Enterprise-CS IP systems, but it can also be used with TDM systems. A new browser-based Configure My Phone application is also included with the Browser Programmer. In the graphic below, the administration page of the programmer shows the status of the ECS system at a glance.

Iwatsu Enterprise-CS IP, Digital and Wireless Telephones

There is a wide assortment of IP, digital, and wireless telephones designed to work with Iwatsu Enterprise-CS. These telephones have a combination of Self-Labeling keys, Fixed Features keys and / or Programmable Multipurpose keys. Most of the models are equipped with a digital display and have keys that provide red and green LED indication.

Iwatsu ICON Series 5930 IP Telephone

The 5930 is equipped with a 15-line, 24-character backlit LCD display, 30 Self-Labeling keys that support up to 52 features, and a full-duplex speakerphone.

The 5930 has a Directory feature that allows users to search an Internal Directory and External Speed Dial numbers; also, search and program up to nine Personal Speed Dial Numbers. The enhanced Call Forwarding menu allows the user to program multiple Call Forward destinations to quickly and easily activate call forwarding. A Call Log stores the last 10 incoming and 10 outgoing telephone calls with Caller ID, ANI, or DNIS information. This Call Log lets the user view the number, trunk, and date and time of the call as well as, dial the number or delete record. A Setup menu allows the user to configure an optional Bluetooth headset, change the display contrast, and choose up to five different Ticker displays (If programmed in the system database). The 5930 also allows visual navigation of the IX-4EVMC Voice Mail card menus from the LCD.

The 5930 includes a three position integrated pedestal with a built-in wall-mount option that simplifies installation. A Bluetooth adapter (IX-59BTINF) is an optional unit available for the 5930. The 5930 supports power over Ethernet or local power when the optional IX-59AC (PN 505099) is installed.

The 5930 IP telephone provides two new features that simplify installation and reduce installation time. Iwatsu Auto-Discovery Mode is a propriety network protocol developed by Iwatsu that allows the ICON series 5930 IP telephone to automatically identify itself on the local network and connect to the ECS system. Manual Setup Quick Mode provides a simplified method for manually entering configuration information through the station LCD menu.

Note: Remote stations will operate in both a VPN or non-VPN environment (Internet mode). Internet mode allows up to 64 IP stations to operate remotely without a VPN connection.

Iwatsu ICON Series 5910 IP Telephone

The 5910 is equipped with a seven-line, 24-character backlit LCD display, 16 multipurpose keys, 10 Self-Labeling keys, and a full-duplex speakerphone.

The 5910 has a Directory feature that allows users to search an Internal Directory and External Speed Dial numbers; also, search and program up to nine Personal Speed Dial Numbers. The enhanced Call Forwarding menu allows the user to program multiple Call Forward destinations to quickly and easily activate call forwarding. A Call Log stores the last 10 incoming and 10 outgoing telephone calls with Caller ID, ANI, or DNIS information. This Call Log lets the user view the number, trunk, and date and time of the call as well as, dial the number or delete record. A Setup menu allows the user to configure an optional Bluetooth headset, change the display contrast, and choose up to five different Ticker displays (If programmed in the system database). The 5910 also allows visual navigation of the IX-4EVMC Voice Mail card menus from the LCD.

The 5910 includes a three position integrated pedestal with a built-in wall-mount option that simplifies installation. A Bluetooth adapter (IX-59BTINF) and a Line Key Expansion (IX-ELK8) are optional units available for the 5910. The 5910 supports power over Ethernet or local power when the optional IX-59AC (PN 505099) is installed.

The 5910 IP telephone provides two new features that simplify installation and reduce installation time. Iwatsu Auto-Discovery Mode is a propriety network protocol developed by Iwatsu that allows the ICON series 5910 IP telephone to automatically identify itself on the local network and connect to the ECS system. Manual Setup Quick Mode provides a simplified method for manually entering configuration information through the station LCD menu.

Note: Remote stations will operate in both a VPN or non-VPN environment (Internet mode). Internet mode allows up to 64 IP stations to operate remotely without a VPN connection.

Iwatsu ICON Series 5900 IP Telephone

The Iwatsu ICON Series 5900 is equipped with a two-line, 16-character LCD display, and nine multipurpose keys. The 5900 has a large incoming call / MSG indication LED on the top of the telephone and standard full-duplex speakerphone.

Ringer, Handset, and Speaker volume for the 5900 are controlled by using the - and + keys and changes based on the state of the telephone. The 5900 includes a three-position integrated pedestal and a wall-mount option that simplifies installation. An IX-ELK9 Line Key Expansion is an optional unit for the 5900. Also, the Ticker Field Display (TFD) can be programmed in the ECS database to scroll across the 5900 display.

The 5900 IP telephone provides two new features that simplify installation and reduce installation time. Iwatsu Auto-Discovery Mode is a propriety network protocol developed by Iwatsu that allows the ICON series 5900 IP telephone to automatically identify itself on the local network and connect to the ECS system. Manual Setup Quick Mode provides a simplified method for manually entering configuration information through the station LCD menu.

The 5900 supports Power over Ethernet or local power when the optional IX-59AC (PN: 505099) is installed.

Note: Remote stations will operate in both a VPN or non-VPN environment (Internet mode). Internet mode allows up to 64 IP stations to operate remotely without a VPN connection.

Iwatsu ICON Series IP Softphone

The Iwatsu ICON Series Softphone is part of the ICON Series of telephones from Iwatsu. The ICON Softphone offers all the functionality of a fixed IP phone, yet it resides on the PC and uses the PC's IP connection to communicate with the Iwatsu Enterprise-CS. The ICON Softphone has a fixed ICM key and two fixed line keys plus fixed keys for Transfer, Feature, Mute, and Hold/DND. Four tabs provide extended access to Features, Contacts, Call Logs, and Settings.

Note: Remote stations will operate in both a VPN or non-VPN environment (Internet mode). Internet mode allows up to 64 IP stations to operate remotely without a VPN connection.

Iwatsu ICON Series 5810 Digital Telephone

The 5810 is equipped with a seven-line, 24-character LCD display, 16 multipurpose keys, 10 Self-Labeling keys, and a full-duplex speakerphone.

The 5810 has a Directory feature that allows users to search an Internal Directory and External Speed Dial numbers; also, search and program up to nine Personal Speed Dial Numbers. The enhanced Call Forwarding menu allows the user to program multiple Call Forward destinations to quickly and easily activate call forwarding. A Call Log stores the last 10 incoming and 10 outgoing telephone calls with Caller ID, ANI, or DNIS information. This Call Log lets the user view the number, trunk, and date and time of the call as well as, dial the number or delete record. A Setup menu allows the user to configure an optional Bluetooth headset, change the display contrast, and choose up to five different Ticker displays (If programmed in the system database). The 5810 also allows visual navigation of the IX-4EVMC Voice Mail card menus from the LCD.

The 5810 includes a three position integrated pedestal with a built-in wall-mount option that simplifies installation. A Bluetooth adapter (IX-58BTINF), Loop Limit Extender (IX-58EXTENDER), and a Line Key Expansion (IX-ELK8) are optional units available for the 5810.

Note: Legacy Direct Station Selection (DSS) units, including the IX-DSS-3 and the Platinum Series DSS, are not compatible with the 5810 and 5800 Digital Key Telephones.

Iwatsu ICON Series 5800 Digital Telephone

The 5800 is equipped with a two-line, 16-character LCD display, and nine multipurpose keys. The 5800 has a large incoming call / MSG indication LED on the top of the telephone and standard full-duplex speakerphone.

Ringer, Handset, and Speaker volume for the 5800 are controlled by using the - and + keys and changes based on the state of the telephone. The 5800 includes a three-position integrated pedestal and a wall-mount option that simplifies installation. An optional IX-58EXTENDER Loop Limit Extender and an IX-ELK9 Line Key Expansion are optional units available for the 5800. Also, the Ticker Field Display (TFD) can be programmed in the ECS database to scroll across the 5800 display.

Note: Legacy Direct Station Selection (DSS) units, including the IX-DSS-3 and the Platinum Series DSS, are not compatible with the 5810 and 5800 Digital Key Telephones.

IX-12KTD-3 Executive Digital Display Telephone

The IX-12KTD-3 Executive Digital Key Display Telephone offers all the functionality of the IX-12KTS-3 with the addition of a two-line, 16 characters per line liquid crystal display. This display is very helpful for using advanced features and for providing status information. The oversized indicator lamp flashes red for incoming calls and green for a programmable feature such as message waiting.

ICON DECT1 Wireless Handset and Base Station

The ICON DECT1 Wireless Handset allows Iwatsu ECS users to make and receive calls while roaming around their office or campus. The ICON DECT1 phone relies on a network of on-site base stations to provide seamless voice access for people on the move. Features of the DECT1 include seamless call handoff when roaming between base stations, Hold, transfer and 3-way conference calling, shared central directory with up to 200 names and twelve speed dial numbers. Up to 200 registered handsets (maximum 30 per base station) and 40 base stations may be configured in the system. Each base station supports up to 8 talk paths.



ICON DECT1 Base Station and DECT1 Wireless Handset

ICON DECT1 Handset Features:

- DECT wireless handset with color display and speakerphone
- Registers as ECS SIP extension
- Handset displays caller ID name and number on incoming call
- Feature support includes transfer, hold, access to ECS SLT features via access code dialing, DND, call log, directory and four function keys that can

ICON DECT1 Base Station Features:

- Power Over Ethernet (POE) powered device
- Handles all SIP transmission to ECS via LAN connection to POE 10/100 port
- Transmits at 1.9 GHz to DECT1 Handsets

Capacities:

- System supports up to 200 handsets and 40 base stations maximum
- A maximum of 30 DECT wireless handsets can be simultaneously registered to each base station
- Each base station supports up to 10 audio / control channels
- In a single-base station application 10 channels may be used for audio conversations
- In a multi-cell applications, a maximum of 8 channels may be used for audio per base station

Omegatrek PS6 Portable Station (Discontinued)

The Omegatrek PS6 Portable Station is a lithium battery-operated portable telephone that allows users to make and receive calls within the service area covered by an Omegatrek IX-BS5 Base Station. The PS6 Portable Station has a three-line display, eight multiple purpose keys each with a red/green LED, an integrated handset speaker for voice announce and hands-free answerback, multiple ringing tones including vibrate mode, and an integrated headset jack.

Omegatrek IX-BS5 Base Station

To optimize the signal reception, the Omegatrek Wireless System is installed using a cell configuration. A cell is the area covered by radio signals from an IX-BS5 Base Station. Signal strength in a cell is designed to be strong enough for users of the Omegatrek Wireless System to carry on normal calls throughout the cell area.

Digital Door Phone

The Digital Door Phone (IX-DDPH) provides an economical and simple method to allow visitors to make an intercom call to gain entrance to your building.

Attendant Position

The Attendant Position consists of an IP or Digital Multiline Display Telephone and a Direct Station Selection Unit. The maximum number of DSS Units and Attendant Consoles that may be used in an ECS is 128 total. The ECS system supports a maximum of 64 Iwatsu ICON Series 59DS units as part of the 128 total DSS units supported in the ECS system.

Iwatsu ICON Series 59DS

Note: Only the Iwatsu ICON Series 5930, 5910, and 5810 telephones are compatible with the Iwatsu ICON Series 59DS unit.

The Iwatsu ICON Series DSS Unit (59DS) was designed for use with the Iwatsu ICON Series IP and Digital telephones (5930, 5910, and 5810 only). The 59DS is equipped with a 15-line, 24-character backlit LCD display, and 30 Self-Labeling keys that support up to 60 features. One 5930, 5910, or 5810 supports a maximum of two 59DS units.

The 59DS includes a three position integrated pedestal with a built-in wall-mount option that simplifies installation. The wall mount option requires the IX-59WMS-1 Wall Spacer. The 59DS supports Power over Ethernet or local power when the optional IX-59AC (PN 505099) is installed.

Red flashing lamp:	The extension is in the Do Not Disturb, Call Forward, Absence Message, Station Forced Release or Station Lock mode.
Solid red lamp:	The extension is busy.
Green flashing lamp:	The extension has the Message Waiting lamp lit.
Solid green lamp:	The extension is talking with the attendant.

SIP Telephones

Industry standard SIP phones can be connected as on-premise or as off-premise extensions.

Single Line Telephones

Industry standard single line telephones (either 500 or 2500 type) can be connected as on-premise or as off-premise extensions.

Optional Station Equipment

The following components provide the Iwatsu Enterprise-CS station terminals with additional features.

Bluetooth Interface

IX-58BTINF

The IX-58BTINF Bluetooth Interface module is an optional module that allows a Bluetooth headset to be used with the 5810 Digital Telephone. This is a Class 2 version 2.0 + EDR Bluetooth module. This optional module attaches to the 5810 circuit board and can be installed by the Iwatsu Authorized installer.

IX-59BTINF

The IX-59BTINF Bluetooth Interface module is an optional module available for the 5930 and 5910 IP Telephones. This is a Class 2 version 2.0 + EDR Bluetooth module. This optional module attaches to the 5930 or 5910 circuit board and can be installed by the Iwatsu Authorized installer.

Disclaimer:

THE COMPATIBILITY AND PERFORMANCE OF ANY BLUETOOTH HEADSET NOT MANUFACTURED BY IWATSU IS "AS IS" AND IS NOT SUPPORTED, WARRANTED OR GUARANTEED BY IWATSU IN ANY MANNER, AND IWATSU HEREBY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.. Changes, modifications, and availability of third party equipment is beyond the control of Iwatsu and therefore compatibility and performance for said handsets is subject to change without notice. Contact your ICON Voice Networks Dealer regarding Bluetooth headset interoperability.

IX-59AC Power Adapter

The IX-59AC provides power for the optional IX-58EXTENDER Loop Limit Extender for the 5800 and 5810 Digital Key Telephones. This unit is the optional power source for the 5930 and 5910 IP Key Telephones when PoE is not available.

The IX-59AC is required when installing the IX-58EXTENDER in an 5800 or 5810 Digital Key Telephone. The IX-58EXTENDER, along with the IX-59AC Adapter, increases the loop limit distance of the 5800 or 5810 up to a maximum of 2,100 feet.

IX-58extender Loop Limit Extender

The IX-58EXTENDER provides the interface for the Iwatsu ICON Series 5800 and 5810 Digital Telephones to increase the loop limit distance for the telephone up to a maximum of 2,100 feet. This unit requires the IX-59AC Power Adapter to provide local power to the telephone.

IX-ELK8

Expansion Line Key Unit. IX-ELK8 units add an additional 8 keys to the Iwatsu ICON Series 5810 or 5910 Telephone. 5810 and 5910 telephones are field upgradeable to receive the IX-ELK8.

IX-ELK9

Expansion Line Key Unit. IX-ELK9 units add an additional 9 keys to the Iwatsu ICON Series 5800 and 5900 Telephone. The 5800 and 5900 telephones are field upgradeable to receive the IX-ELK9.

IX-12ELK-3 Expansion Line Key Unit

Expansion Line Key Unit. IX-12ELK-3 units add an additional 12 keys to your IX-12IPKTD, IX-12IPKTD-E IP Telephones or IX-12KTD / S-3 Digital Key Telephones and are available in both black and white to match the telephones. The keys on the black telephone are black, and the keys on the white phone are gray. The IX-12IPKTD IP Telephones and IX-12KTD / S-3 Digital Key Telephones are field upgradeable to receive the IX-12ELK-3.

IX-LRAU (IX-12KTD / S-3 ONLY)

Internal Loud Ringer Unit. The IX-LRAU provides the interface for IX-12KTD-3 or IX-12KTS-3 Digital Key Telephone to a station loud-ringer, external speakerphone unit and a recording device. The IX-LRAU works the same as the IX-LRSP but provides a new interface to a recording device

through a 1 / 8 inch mini-jack audio connector.

IX-BPCU (IX-12KTD / S-3 ONLY)

The IX-BPCU unit allows a caller that calls a busy station with the IX-BPCU unit installed to make a voice announcement to that busy station. Unlike ADIX digital key telephones prior to the IX-12KTD / S-3, the IX-12KTD-3 and IX-12KTS-3 Digital Key Telephones do not use an additional speaker and MIC for the busy bypass function. The IX-BPCU unit utilizes the speaker and the MIC of the IX-12KTD-3 or IX-12KTS-3 Digital Key Telephone. The IX-BPCU requires an additional digital station port to operate.

IX-BPAD

Station Busy Bypass/Auto-dialer Unit. Adds the busy bypass calling feature to multiline telephones, plus 16 programmable keys that can be used as auto-dialers. It requires one station port.

IX-SSHD (Standard Handset)

Station Hearing Aid Handset. This is the factory-equipped handset and can be used with a hearing aid device that uses a magnetic pick-up coil.

IX-AUTD

Station Auto-dialer Unit. Adds 16 programmable keys that can be used as auto-dialers (IX-12KTD-2 only).

IX-PHSAD

Station Headset Adapter/Auto-dialer Unit. Adds a headset adapter, plus 16 programmable keys that can be used as auto-dialers or DSS keys to the Iwatsu Enterprise-CS Digital Multiline Telephones.

IX-STPD

Station Pedestal/Wall Mount. Used to wall mount or to provide additional angle to the Iwatsu Enterprise-CS Digital Multiline Telephones (IX-12KTD-2 only).

IX-VTPD

IX-MKT Pedestal/Wall Mount. Used to wall mount or to provide additional angle to the Iwatsu Enterprise-CS IX-MKT Digital Key Telephone.

IX-HSHG

Handset Hanger Assembly. The optional IX-HSHG is available in both black and white to match the IX-12KTD-3 and IX-12KTS-3 Digital Key Telephones and IX-12IPKTD and IX-12IPKTD-E IP Telephones. The Handset Hanger Assembly provides a more secure station handset cradle for wall-mounted stations.

Power Supply Description

The IX-PWSE is the main power sources for the Iwatsu Enterprise-CS IX-CME cabinet. Additional power supplies are also used to provide power to certain circuit cards and station terminals when installed in the system

IX-PWSE

The IX-PWSE power supply generates the DC voltages required for system operation. The DC output voltages of the power supply are +5 VDC, +8 VDC, -8 VDC and +24 VDC. These voltages are converted from the 120 VAC commercial power supply or the +24 VDC emergency backup battery at the main power supply unit.

IX-PWSES

The IX-PWSES power supply generates the DC voltages required for system operation. The DC output voltages of the power supply are +5 VDC, +8 VDC, -8 VDC and +24 VDC. These voltages are converted from the 120 VAC commercial power supply. This power source supports a single IX-CME cabinet does not support a battery backup.

IX-EXPWS

The IX-EXPWS power supply generates the DC voltages required for the ECS expansion modules. The DC output voltages of the power supply are +5 VDC, +8 VDC, -8 VDC and +24 VDC. These voltages are converted from the 120 VAC commercial power supply or the +24 VDC emergency backup battery.

IX-DCDCM

This unit provides -48 VDC talk battery. Required for off-premise single line telephones (IX-4SUBL), E&M Tie Lines (IX-4EMTK), and Ground Start outside lines (IX-8UNTK). The IX-DCDCM must be installed on the same shelf as the cards mentioned above.

IX-RNGUM

This unit provides 90 VAC ringing voltage at 20 Hz. for single line telephones. Required for any IX-4SUBL or IX-8SUBS-2 card installed in the Iwatsu Enterprise-CS. The IX-RNGUM is not required when the IX-8SUBS-4 analog station card is installed in the Iwatsu ECS system. The IX-8SUBS-4 includes the ringer generator unit on board.

IX-BACBB

Battery Connecting Cable for power failure back-up.

Battery Back-Up

Backup time is dependent upon battery array, system size and usage.

Common Control Cards

Common control cards are the core of system operation and are always required in the IX-CME Gateway Controller. These cards include the Central Processing Unit, Expansion Memory and Highway Expansion Cards (Highway Expansion Cards are only required for Iwatsu Enterprise-CS to ADIX expansion).

IX-CCU Central Control Unit

The IX-CCU Central Control Unit contains a 64-bit processor that controls all Iwatsu Enterprise-CS functions. At a maximum capacity, this processor will support up to 1024 TDM-IP devices. On board features of the IX-CCU include a 1024-address DHCP server, and SIP call control servers, two RS232C serial ports for system event output and administration access, 32 conference circuits that will each support a 4-party conference, an external alarm indicator connector, and an external Background Music / Music On Hold source connector, an FTP server and client for system software upgrades, and an internal web server for SNMP (Simple Network Management Protocol) access. The IX-CCU has connectors for the IX-CCSU which is a required component for all ECS applications.

IX-CCSU Central Control Sub Unit

The IX-CCSU is a required component in all Iwatsu Enterprise-CS applications. This card mounts on the IX-CCU and contains 256 MB compact flash memory which stores the master and backup database files. This card also has two 10/100 Ethernet connectors one of which is connected to the IX-MBU and provides the TCP/IP signaling data for the IP devices. The other Ethernet connector is used for system programming access. All licensing information for the ECS system is stored on the IX-CCSU card.

IX-MBU Media Bridge Unit

The IX-MBU card provides media gateway services to/from any IP device to/from any TDM station, trunk, or miscellaneous port. The IX-MBU, installed in one of five 96-channel slots on the IX-CME, provides 24 channels for IP/TDM conversion in a base configuration. With the addition of one or more IX-EMBU 24-channel DSP daughter cards, the IX-MBU card may be expanded to provide up to 96 channels for IP/TDM conversion. A maximum of 192 MBU channels³⁴ are supported in the system. The IX-MBU card supports the IEEE 802.1p voice prioritization, TOS and DiffServ QoS

³⁴ 192 MBU channels supported with G.729 compression. Maximum of 160 MBU channels at G.711 compression.

standards.

IX-EXPIFCM ECS Expansion Card

The IX-EXPIFCM ECS Expansion card is installed in the IX-CME cabinet and provides support for 480 TDM ports. The IX-EXPIFCM directly interfaces the IX-EXPIFE1 cards installed in the IX-EXPME1 ECS expansion modules one and two and the IX-EXPIFE2 card installed in the IX-EXPME2 expansion module three. The IX-EXPMECBL and IX-CMECBL-L cables are required for a direct physical connection to the expansion cards.

IX-EXPIFE1 ECS Expansion Card

The IX-EXPIFE1 ECS Expansion card is installed in the EXT slot of the IX-EXPME1 expansion cabinets one, two, four, and five and provides support for 96 TDM ports per card. The IX-EXPIFE1 directly interfaces the IX-EXPIFCM expansion card installed in the IX-CME cabinet or the IX-EXPIFE2 expansion card installed in the IX-EXPME2 expansion cabinet. The IX-EXPMECBL cable is required for a direct physical connection to the IX-EXPIFCM card.

IX-EXPIFE2 ECS Expansion Card

The IX-EXPIFE2 ECS Expansion card is installed in the EXT slot of the IX-EXPME2 expansion cabinet and provides support for 288 TDM ports. The IX-EXPIFE2 directly interfaces the IX-EXPIFCM card installed in the IX-CME cabinet and the IX-EXPIFE1 expansion cards installed in the IX-EXPME1 ECS expansion modules four and five. The IX-EXPMECBL and IX-CMECBL-L cables are required for a direct physical connection to the expansion cards.

IX-HWYA and IX-HWYL TDM Highway Expansion Card

The IX-HWYA TDM Highway Expansion card is used to expand the Iwatsu Enterprise-CS TDM resources using legacy Iwatsu ADIX cabinets. The IX-HWYA card is installed in the EXT slot of the IX-CME cabinet and provides a connection to an IX-HWYL card installed in the common module of an ADIX APS, ADIX-M, or ADIX 450 system. The IX-CMECBL cable is required for a direct physical connection to the IX-HWYL. The Iwatsu Enterprise-CS will grow to a maximum of 616 TDM ports when the Iwatsu Enterprise-CS is expanded using ADIX APS cabinet hardware.

Station Interface Cards

The station interface cards interface the system universal ports to the individual station terminals. The following types of cards are available for the various station terminal applications.

IX-8PSUB-2 Eight-Port Digital Station Card

The IX-8PSUB-2 is designed specifically for the 5800 and 5810 Digital Key Telephones. This card is the interface for up to 8 5800 and/or 5810 digital stations to the ECS. Each circuit of the IX-8PSUB-2 card is star connected to an 5800 or 5810 digital telephone using #22/24 AWG one-pair twisted cable. Single-pair cable allows for bi-directional data transmission or *ping-pong* transmission. The loop limit of ECS digital station terminals is 1,000 feet. The loop limit can be extended to a maximum of 2,100 feet using IX-58EXTENDER installed in the KT.

The IX-400-2 daughterboard is an optional card for the IX-8PSUB-2 that interfaces central office/PBX circuits that provide caller ID service to the IX-CME Gateway Controller. The IX-400-2 daughterboard supports central office loop start trunks.

Ports: 8 ports/card.(and 4 loop start trunks with IX-400-2 card)

Stations: 1 port required for: 5800/5810

Note: Legacy Iwatsu telephones and devices, including the, DDPH door phone, PSUBMDM, IX-12KTD-3, Platinum 18d and 12d are not compatible with the IX-8PSUB-2 or IX-16PSUB-2. These telephones may only be connected to the IX-16PSUB, IX-8PSUB, IX-408, or IX-044 cards.

IX-8PSUB-1 Eight-Port Digital Station Card

An IX-8PSUB-1 card provides eight station terminal ports for Attendant Consoles, DSS Units and Digital Telephones that are connected through star wiring. Each port connects the station terminal with a two-wire cable that carries bi-directional data transmission (ping-pong transmission).

Ports: 8 ports/card.

Stations: 2 ports required for: IX-ATT,

1 port required for: Platinum 18d, Platinum 12d, Platinum DSS, IX-DSS-3, IX-BLF, IX-KTD/S-3, IX-12KTD-2, DCKT970 (may share a port with a key telephone), IX-DCKT900 (may share a port with a key telephone), IX-MKT, IX-COMLINK-2, IX-DDPH, IX-BLF, IX-MSGU (per channel), IX-BPAD, and IX-BPCU.

IX-16PSUB-2 Sixteen-Port Digital Station Card

The IX-16PSUB-2 is designed specifically for the 5800 and 5810 Digital Key Telephones. This card is the interface for up to 16 5800 and/or 5810 digital stations to the ECS. Each circuit of the IX-16PSUB-2 card is star connected to an 5800 or 5810 digital telephone using #22/24 AWG one-pair twisted cable. Single-pair cable allows for bi-directional data transmission or *ping-pong* transmission. The loop limit of ECS digital station terminals is 1,000 feet. The loop limit can be extended to a maximum of 2,100 feet using the optional IX-58EXTENDER installed in the KT.

Ports: 16 ports/card

Stations: 1 port required for: 5800/5810

Note: Legacy Iwatsu telephones and devices, including the DCKT970, DDPH door phone, PSUBMDM, IX-12KTD-3, Platinum 18d and 12d are not compatible with the IX-8PSUB-2 or IX-16PSUB-2. These telephones may only be connected to the IX-16PSUB, IX-8PSUB, IX-408, or IX-044 cards.

IX-16PSUB Sixteen-Port Digital Station Card

The IX-16PSUB card interfaces 16 digital station terminals to the Iwatsu Enterprise-CS. Each circuit of the IX-16PSUB card is star connected to an Iwatsu Enterprise-CS digital telephone, DSS Unit, or Attendant Console using #22/24 AWG one-pair twisted cable. If an IX-BPAD busy bypass unit is used with an Iwatsu Enterprise-CS digital telephone, #22/24 AWG two-pair twisted cable is required. Single-pair cable allows for bi-directional data transmission or *ping-pong* transmission. The loop limit of Iwatsu Enterprise-CS digital station terminals is 1000 feet. The loop limit can be extended using IX-4SLREPU star repeaters.

Ports: 16 ports/card

Stations: 2 ports required for: IX-ATT,

1 port required for: 18d, Platinum 12d, Platinum DSS, IX-DSS-3, IX-DSS-A-2, IX-BLF, IX-KTD/S-3, IX-12KTD-2, DCKT970 (may share a port with a key telephone), IX-DCKT900 (may share a port with a key telephone), IX-MKT, IX-COMLINK-2, IX-DDPH, IX-BLF, IX-MSGU (per channel), IX-BPAD, and IX-BPCU.

IX-4CSUB-3 Omegatrek Wireless System Interface Card

The IX-4CSUB-3 card is a required component in Iwatsu Enterprise-CS configured with the optional Omegatrek wireless communications system. This card provides four circuits for IX-BS5 Omegatrek Base Station termination. Each circuit connects an IX-BS5 base station using either two-wire or four-wire cabling.

Ports: 16 ports/card

Circuits: 4 circuits/card.

Stations: 1 circuit required for each IX-BS5 Base Station

IX-8SUBS-4 / IX-8ESUBS-4 Analog Station Card With Caller ID

The IX-8SUBS-4 supports eight on-premise or four on-premise and four off-premise(ports 5-8) single line telephone extensions, Caller ID, Caller ID for call waiting, and message waiting lamps (neon or LED lamps). An IX-8SUBS-4 can be expanded to support up to 16 single line telephones by adding an IX-8ESUBS-4 single line telephone expansion card. The IX-8SUBS-4 includes the DTMF receivers required for 2500 (touch-tone) type telephones and also provides a hardware loop open feature for Voice Mail Integration.

This card is designed with an on-board ring generator and power converters, the IX-DCDC and IX-RNGUM cards are not required with this card.

Ports: 8 ports/card, 16 ports/card when configured with the IX-8ESUBS-4 expansion card. 4 off-premise (SUBL mode) ports (Ports 5-8 only).

Stations: 2500 (Touch-tone) type telephones.

Additional Power: None

Loop Limit: 700 Ohms

IX-408 Eight-Port Digital Station/ Four-Port Caller ID Trunk Card

An IX-408 card provides eight digital station ports and four caller ID trunk ports. The eight station terminal ports for Attendant Consoles, DSS Units and Digital Telephones are connected through star wiring. Each port connects the station terminal with a two-wire cable that carries bi-directional data transmission (ping-pong transmission). The four caller ID trunk circuits interface the Iwatsu Enterprise-CS to four Caller ID loop start circuits.

Ports: 12 ports/card

Stations: 2 ports required for: IX-ATT,

1 port required for: IX-DSS-3, IX-BLF, IX-KTD/S-3, IX-12KTD-2, DCKT970 (may share a port with a key telephone), IX-DCKT900 (may share a port with a key telephone), IX-MKT, IX-COMLINK-2, IX-DDPH, IX-BLF, IX-MSGU (per channel), IX-BPAD, and IX-BPCU.

Additional Power: None

Features for Caller ID: 600/900 Ohm impedance selection, Long/Short distance selection

Trunk Interface Cards

Trunk interface cards interface the system universal ports to the individual outside trunks. Four types of cards are available to meet various outside communication requirements.

IX-8UNTK-1 Universal Analog Trunk Card

The IX-8UNTK-1 card is an analog trunk card that was developed for improving the speech quality of IP phones over analog trunks. This card employs a linear CODEC and a DSP-based echo canceller. The IX-8UNTK-1 card is equipped with eight circuits for analog trunks and Caller ID. Each of the eight trunks can be set as Loop Start or Ground Start as required. This card is UL approved for the IX-CME, IX-EXPME1, and IX-EXPME2 ECS expansion cabinets only.

- *Ports: 8 ports/card*
- *Additional Power: -48Vdc (IX-DCDCM) when used as ground start trunks are equipped.*
- *Features: Loop/Ground start selection, 600/900 Ohm impedance selection, Long/Short distance selection*

IX-408 Eight-Port Digital Station/ Four-Port Caller ID Trunk Card

See description under Station Interface Cards.

IX-400-2 Four-Port Analog Caller Id Trunk Expansion Module

The IX-400-2 Caller ID trunk module is connected to the IX-8PSUB-2 card and interfaces four caller ID loop start circuits.

Ports: 4 ports/card

Additional Power: None

Features: 600/900 Ohm impedance selection.

IX-400 Four-Port Analog Caller Id Trunk Expansion Module

The IX-400 Caller ID trunk module is connected to the IX-044 card and interfaces eight caller ID loop start circuits.

Ports: 4 ports/card

Additional Power: None

Features: 600/900 Ohm impedance selection, Long/Short distance selection

IX-8IPNET / IX-8EIPNET IP Networking Card

The IX-8IPNET/IX-8EIPNET IP Networking card provides 8 ports for IP Networking use. The IX-8EIPNET is a daughterboard that can receive power from either the IX-8IPNET (for a combined total of 16 IP Networking ports) or the IX-8IPSUB (for a combined total of 8 IP Networking ports and 8 IP station ports). The IX-8IPNET / IX-8EIPNET IP Networking card interfaces with the Ethernet-based local area network (LAN) using one port on the LAN switch (or router if no switch is used) before passing the voice traffic over a fully managed network (such as a VPN).

The IX-8IPNET / IX-8EIPNET IP Networking cards use Session Initiated Protocol (SIP) to establish a connection on an as-needed basis.

Ports: 8 ports/card

Additional Power: None

Voice Compression: G.711 or G.729

IX-DTI-T T1 Trunk Interface Card

The IX-DTI-T card interfaces the Iwatsu Enterprise-CS to one T1 span and has the ability to support the following configurations: loop start trunk, ground start trunk, E&M trunk, E&M tie, DID trunk, ANI trunk, DNIS trunk, single line telephone, and off-premise telephone. In addition, the card may be configured to provide the following clocking options: Master, Slave-Primary, Slave-Backup or Slave-Private. The IX-DTI-T is not supported in the IX-CME when the IX-T1RCV Receiver card is required.

Ports: 8, 16, 24 ports/card

Features: loop, ground, E&M trunk, E&M tie, DID, ANI, DNIS, OPX, SLT

Other Requirements: IX-PLLU, IX-T1RCV (optional), IX-8ERCV (optional)

Framing: SF or ESF with AMI or B8ZS

IX-T1RCV T1 DTMF Receiver Card

The IX-T1RCV is a receiver card that is only required if any of the T1 channels are receiving DTMF signals, i.e., DID, ANI, DNIS, E&M, TIE, or OPX. This card provides eight receivers, dedicated to the first eight channels, and allows the addition of two IX-8ERCV cards to provide a total of 24 receivers. Receiver circuits 9-24 are dedicated to channels 9-24 respectively.

Ports: None

Circuits: 8 DTMF Receivers

Location: Card slot to the right of the IX-DTI-T card

IX-8ERCV T1 DTMF Receiver Daughter Card

The IX-8ERCV is a daughter board card that mounts on the IX-T1RCV and provides an additional eight DTMF receivers.

Ports: None

Circuits: 8 DTMF Receivers

Location: IX-T1RCV (max of 2 per IX-T1RCV)

IX-DTI-P ISDN PRI Interface Card

The IX-DTI-P card interfaces the Iwatsu Enterprise-CS to one ISDN PRI (Primary Rate Interface) line. Each PRI line contains 23 B (Bearer) channels for voice and data transmission and 1 D channel for signaling.

Interface: 24 channels/card (23 B channels + 1 D channel)

Features: ISDN Primary Rate Interface

Shared Resource Cards

The Iwatsu Enterprise-CS offers shared resource cards that add more features to the system to meet the customer's applications. Some of these cards occupy system ports, but the features can be shared by the station terminals.

Application Server (IX-APPSRV-1)

The Iwatsu IX-APPSRV-1 Application Server card is an Intel® PC card that installs in an Enterprise-CS cabinet and serves as the PC host for Iwatsu TOL-IVM voice messaging, DVSA Analytics Call Recording, Status Solutions SARA 100 alerts and monitoring software, ECS Browser Programmer, and Iwatsu's Real IP applications including AccuCall-Web, Call Director, Virtual DSS, and PC Attendant. This card includes the following:

- *Intel DN2800MT Mini-ITX motherboard with dual core Atom N2800 processor*
- *Clock speed: 1.86GHz*
- *32GB Solid State Drive*
- *4GB SO-DIMM RAM*
- *GPU: integrated Intel GMA 3650 (640 MHz)*
- *USB (front connector): 4x USB 2.0 (2 high current / fast charging)*
- *HDMI and VGA Ports: 1 each*
- *SATA and eSATA connectors*
- *LAN – 10/100/1000Mbps with Realtek 8111 DL Gigabit Ethernet Controller*
- *Operating System: Windows 7 32-bit*
- *Browser Based Programmer*

- *Location: ECS Cabinet (IX-CME, IX-EXPME1, IX-EXPME2) (ADIX not supported)*
- *ECS System Max.:6*

TOL-IVM Voice Mail (IX-APPSRV-1)

The TOL-IVM is a 4-port voice mail/automated attendant system installed on the APPSRV-1 card. It is equipped with 50 mailboxes and provides 1024 hours of message storage per 10GB of available disk space. The TOL-IVM card can be upgraded to a maximum of 400 mailboxes and 16 ports. TOL-IVM also supports up to 25 Advanced Mobility Clients that enable call handling from a smart phone, desktop call control and PC dialing. Voice mail to email message forwarding (SMTP forwarding) is a standard feature of the TOL-IVM.

- *Ports: 4 ports with optional upgrade to 16 ports*
- *Mailboxes: 50 with optional upgrade to 400 mailboxes*
- *Message Storage: 1024 hours per 10GB of available disk space*
- *Memory: (APPSRV-1) 4 GB RAM and 32GB CFD*

Encore Direct Call Logging

Encore™ Direct Call Logging from DVSAanalytics is installed on the Iwatsu ECS APPSRV-1 card and provides station-side IP phone call logging and retrieval. The base configuration is enabled to record 5 IP phones and can be upgraded to a maximum of 24 IP phones. Recordings are saved to a hard disk drive connected to the APPSRV-1 USB port or a network server. Growth beyond 24 IP phones requires and upgrade to the server-based Encore™ Small Business System or Encore™ Enterprise platforms.

ICON Conference Server is installed on the Iwatsu ECS APPSRV-1 card and supports up to a 32-party conference with up unlimited number of conference rooms. Requires an IX-MBU card in the system and SIP ports must be enabled through licensing.

IX-EDVIF Miscellaneous/Serial Interface Card

The IX-EDVIF is a combination of the IX-SCIF and IX-MISC cards. This card provides two serial communication ports (RS232C) for Station Message Detail Recorder (SMDR) and an on-site programming terminal.

Ports: 2 ports

Data Speed: Printer-300/1200 bps, Terminal-1200/4800 bps

Communication Mode: RS232C

Note: SMDR is also provided through the serial port on the IX-CCU card.

This card also converts the system ports for input/output functions. These functions include an external BGM source, paging applications, remote control relays and sensor inputs.

Ports: 8 ports

Functions: BGM input, BGM amplifier control, output to paging amplifier, four paging zone control, 4 programmable relays and two sensor inputs.

IX-4EVMC Omega-Voice VMI Voice Mail System Card

The IX-4EVMC is completely compact flash based voicemail card with three type II compact flash sockets. Slot 1 contains a 64 MB Compact Flash Module (CFM) dedicated to system files and fixed system prompts. Should corruption occur, the IX-4EVMC also contains a backup volume to restore program files. Slot 2 contains a 256 MB or 512 MB CFM dedicated to customer data and voice, greeting and message files. Socket 3 is an expansion socket for full backups of customer data or other future uses.

Ports: 4 ports (8 ports/card with IX-4EVM Expansion Module)

Mailboxes: 600 (512 MB CFM)

Message Storage: 110 hours (512 MB CFM)

Compact Flash Drive: 512 MB for customer data

Audio Sampling Rate: 64 kilobits/second

Memory: 4 MB SRAM

(IX-4SEVMC)

The IX-4SEVMC is completely compact flash based voicemail card with one type II compact flash socket. The compact flash socket contains a 128MB Compact Flash Module (CFM) for system files and fixed system prompts and for customer data and voice, greeting and message files.

Ports: 4 ports

Mailboxes: 100

Message Storage: 25 hours

Compact Flash Drive: 128 MB

Audio Sampling Rate: 64 kilobits/second

Memory: 2 MB SRAM

VMI Editor Version: 3.02.13 or above

IX-VMAC Voicemail Adaptor card (Discontinued)

The IX-VMAC card is motherboard card used to install a VS-VML Voice Mail card in the Iwatsu Enterprise-CS. The VS-VML is installed on the IX-VMAC card.

Ports: 4 ports

Mailboxes: 50

Message Storage: 8 hours

Hard Drive: None

Memory: 64MB

IWATSU ENTERPRISE-CS

Section 2 – Iwatsu Enterprise-CS Features

IWATSU ENTERPRISE-CS

Iwatsu Enterprise-CS Features

This section explains some of the major system features in your Iwatsu Enterprise-CS.

911 Support

At default, Iwatsu Enterprise-CS is programmed to automatically contact your local Public Safety Answering Point (PSAP) when 911 is dialed. In addition, Iwatsu Enterprise-CS is one of the only systems that support Enhanced 911 Service. Enhanced 911 Service ensures that when 911 is dialed from a system extension, information that allows the PSAP to identify the caller's location in a building is sent to the PSAP along with the call. Check with your system installer or ICON Voice Networks Dealer to make sure your system is programmed for Enhanced 911 Service.

All Ring Hunt Group Name Display on Intercom Call

When an intercom call is placed to an all ring hunt group, the ECS can be programmed to display the calling party extension number and the hunt group name on the display of an Iwatsu ICON telephone. The primary purpose of this enhancement is to provide additional detail about the caller's location when integrating the ECS with a nurse call system.

Note: This feature is not supported on outside line calls to an all ring hunt group.

Auto-Discovery Mode

Iwatsu Auto-Discovery Mode is a propriety network protocol developed by Iwatsu that allows the ICON series 5930/5910 IP Telephone to automatically identify itself on the local network and connect to the ECS system. Iwatsu Auto-Discovery is available when the IP telephone is in the factory default configuration. If the IP telephone has been previously configured, the IP telephone can be defaulted or can be configured using the Manual Quick Setup or the Manual Setup Advanced.

Automated Attendant

The Iwatsu ECS in combination with either the Esnatech Officelinx Unified Communications System or Omega-Voice VMI voice mail card offers automated attendant service allowing calls to be routed to specific extensions, extension groups, attendant menus or outside numbers based on time of day, day of week or manually.

Automatic Answer

When the Iwatsu Enterprise-CS is placed in the Automatic Answer Mode the system automatically answers incoming calls on lines assigned as Auto Answer Lines in the database programming. The system sends either the Mode 1 message (Automatic Answer-Time) or Mode 2 message (Automatic Answer - Day) to the caller, and then disconnects the call. The IX-MSGU is required for this feature. If a customized message is desired, the IX-CMSG-1 is also required. This feature may also be configured using the Omega-Voice VMI and Esnatech Officelinx automated attendant systems to direct callers to a specific automated attendant menu or mailbox automatically based on time of day/day of week or manually using a key on the attendant phone.

Automatic Night Answer

Allows an external caller to hear a recorded message when the system is in the Night Mode. This feature requires the installation of an IX-MSGU card. When the IX-MSGU card is equipped with an IX-CMSG-1 card, the recorded message may be customized. This feature may also be configured using the Omega-Voice VMI and Esnatech Officelinx automated attendant systems to direct callers to a specific automated attendant menu or mailbox automatically based on time of day/day of week or manually using a key on the attendant phone.

ANI Alphanumeric ID

ANI (Automatic Number Identification) numbers may be assigned a 16-character alphanumeric ID to identify the calling party, calling party's telephone number, type of call, or purpose of call. (Note: ANI calls are often transmitted by the telephone company with both a number and an alphanumeric ID.) The ANI alphanumeric ID is displayed on the station LCD when a call is received on an ANI trunk. A call can be routed to a station, master hunt group, or voice mailbox according to the ANI information received.

Attendant Position

Up to 32 ECS extensions may be designated as attendant positions. An attendant position typically consists of an ICON 5930, 5910 or 5810 phone with one or more ICON 59DS units or PC Attendant or Virtual DSS console.

Automatic Number Identification (ANI)

Iwatsu Enterprise-CS will support ANI trunks provided by the telephone company on T1, ISDN PRI, and ISDN BRI lines. The IX-DTI-T card is required for T1 lines, the IX-DTI-P is required for ISDN PRI lines, and the IX-

4ICOTB is required for ISDN BRI lines.

Automatic Outside Line Release

Outside lines which are in a hold or trunk-to-trunk conference status are automatically disconnected when the outside party hangs up. The optional IX-4ETRAN card monitors the voice/tone signals from the outside line to determine if the call is terminated when a remote disconnect signal is not provided.

Background Music³⁵

If your Iwatsu Enterprise-CS is connected to an external music source, the music played may be heard through the speaker in any Iwatsu telephone connected to the system. This same music source may be played through an external paging system when the optional IX-EDVIF or IX-MISC/IX-MCAA card is installed.

Bluetooth

IX-58BTINF - The optional IX-58BTINF Bluetooth Interface module allows a Bluetooth headset to be used with the 5810 Digital Telephone. This is a Class 2 version 2.0 + EDR Bluetooth module that attaches to the 5810 circuit board and can be installed by your Iwatsu Authorized installer.

IX-59BTINF - The IX-59BTINF Bluetooth Interface module is an optional module available for the 5930 and 5910 IP Telephones. This is a Class 2 version 2.0 + EDR Bluetooth module. This optional module attaches to the 5930 or 5910 circuit board and can be installed by the Iwatsu Authorized installer.

Call Forwarding

Enhanced Call Forwarding

Enhanced Call Forwarding on Iwatsu ICON Series 5810, 5910, and 5930 telephones allows you to program up to three forwarding destinations. An external telephone number can be entered as one of the forwarding destinations as well as access numbers to unified communications applications such as Esnatech Officelinx.

Fixed Call Forwarding

Allows your Iwatsu Enterprise-CS installer to predefine call forwarding patterns for extensions. Fixed Call Forwarding does not activate the lamp on the Call Forward key [FWD] and calls will always forward in the programmed

³⁵ Not supported on IP telephones.

sequence. Fixed Call Forwarding may be overridden by Call Forwarding entered at your telephone. All three forwarding modes may be programmed for Fixed Call Forwarding.

Flexible Call Forwarding

Allows the user to forward calls to an internal destination or an outside telephone number (using Personal Speed Dial numbers 90-99). The user can set separate call forward destinations for internal incoming and outside line incoming calls. For instance, you could set all intercom calls to go to your cell phone, and all outside line calls to be forwarded to your voice mail. The Flexible Call Forward feature also incorporates Follow-Me capabilities.

Follow-Me Call Forwarding

Follow-Me Call Forwarding allows you to forward outside and/or intercom telephone calls to your station from another extension. For example: While away from your desk at another extension, you can forward your extension to your new temporary location. When you return to your desk, simply cancel forwarding as you would for Flexible Call Forwarding.

Remote Call Forwarding

Allows you to direct outside line and/or intercom telephone line calls to forward to an external telephone number (using Personal Speed Dial numbers 90-99). Example forwarding locations include an answering service, a car telephone, or a home telephone.

Call Hand-Off with Mobility Key

The Call Hand-Off feature allows the seamless transfer of an active call from an Iwatsu ICON Series 5930, 5910, or 5810 (only) to another phone (e.g., cell phone or another ECS extension) using the Mobility key. The Mobility key will display up to eight selectable internal or external destinations based on location settings defined in the Esnatech Officelinx UC Client Manager. This feature works in tandem with Esnatech Officelinx version 8.0 and above and requires Iwatsu Enterprise-CS software version 8.0 and above.

Call Log

Your Iwatsu ICON Series 5810, 5910, and 5930 telephones are programmed to capture, store, and display telephone numbers and Caller ID information for the last 10 Incoming and 10 Outgoing calls with Caller ID, ANI, or DNIS information and date and time stamp.

Call Logging

With the optional Encore™ Direct Call Logging installed on the Iwatsu ECS APPSRV-1 card you can log, save and manage calls to IP phones connected to the system. Encore Direct supports maximum of 24 IP phones. Growth beyond 24 IP phones requires and upgrade to the server-based Encore Small Business System or Encore Enterprise platforms.

- Easy-to-use recording retrieval. A powerful filter wizard helps you locate the recordings you want quickly and easily. Search and retrieve recordings by extension number, ANI, DNIS, etc., or use the built-in quick search functions such as Most Recent, Yesterday, and Duration to immediately find the recordings and call data you need.
- Email recordings with a click. Send recordings in standard Windows-compatible formats to customers for conflict resolution or to agents for best practices examples or coaching tips.
- Archive Recordings. Set archiving rules based on your business needs and change them as needed with our easy-to-use administration tool.
- Defined Migration Path. Customers can easily migrate from Encore™ Direct to Encore Small Business System or Enterprises System as their organization grows.

Call Recording

The Call Recording feature allows an Iwatsu Enterprise-CS station user to record a station-to-station, outside line, or conference call to their voice mailbox. This feature is available at any station that has been assigned a Call Recording REC key.

IMPORTANT NOTICE REGARDING THE CALL RECORDING FEATURE:

In certain states it is illegal to intercept and/or record telephone calls.

In certain states and under certain circumstances it is illegal to intercept for the purposes of listening in and/or recording telephone calls. Because such activity is not illegal in all jurisdictions and may be permitted in training and/or monitoring of personnel, this telephone system can be programmed to permit interception and/or recording with or without warning to those on the line. Before utilizing the system for such purposes, you are advised to consult with an attorney familiar with laws of the jurisdiction in which you utilize such feature.

ICON VOICE NETWORKS, its dealers, and the manufacturers responsible for this feature make no representations with respect to the legality of its use and disclaim any liability for claims and/or damages arising from the use or misuse of this feature.

Caller ID Alphanumeric

The Caller ID alphanumeric ID either provided from the telephone company, or programmed in the ECS database is displayed on the Iwatsu ECS phone LCD when a call is received on a Caller ID trunk. A call can be routed to a station, master hunt group, or voice mailbox according to the Caller ID information received. Caller ID numbers can also be assigned a 16-character alphanumeric ID in the Iwatsu ECS database to identify the calling party, calling party's telephone number, type of call, or purpose of call. During a call, you may change the way the call information is displayed by pressing the [CID Display Change] key. There are ten different display modes available to assign to the [CID Display Change] key. You can scroll through each programmed display mode choice each time you press the [CID Display Change] key.

Caller ID / ANI Number Storage

When a call is received on a caller ID or ANI line, the Iwatsu Enterprise-CS will capture and store in the system memory information about the caller received with the call. This information includes the caller's telephone number and name, date and time of the call, trunk number, and destination station. This information can be output as a system event code or to SMDR. Information for the 500 most recent calls can be stored in the system memory on a first in, first out basis. Two modes of storage are available for this feature:

- Abandon Call Storage
- All Call Storage

Abandon Call Storage. When Abandoned Calls Only is selected as the storage mode for this feature, information will only be stored for the following types of calls:

- Caller hangs up or is disconnected before the call is answered.
- Caller hangs up or is disconnected while on hold or during hold recall.
- Caller hangs up or is disconnected during camp-on transfer or camp-on recall.

All Call Storage. When All Call is selected as the storage mode for this feature, the system will capture and store information about the caller received with the 50 most recent calls on caller ID or ANI lines.

Caller ID Display for Held/Parked Calls

The Caller ID Display on Hold / Park feature enables an Iwatsu ICON Series 5810, 5910, 5930 and 59DS to display the Caller ID name or number information of a call placed on hold or park from a self-labeling key. This feature is enabled for all or disabled for all of the following keys on a specific station.

- CO Line Keys
- Float Keys
- Individual Park Keys
- Group Park Keys

In order to display the key(s) must be programmed as a self-labeling feature key on the Iwatsu ICON Series 5810/5910/5930/59DS.

Caller ID Pass Through on Transfer to External Number

The Iwatsu ECS when used with the Esnatech Officelinx system can be enabled to send the original caller ID received from an incoming CO call when Officelinx transfers the incoming CO call to an outside number through a PRI or SIP trunk. If the PRI or SIP carrier accepts replacement of the calling party number, then the called party can see the original caller ID instead of the caller ID of the Iwatsu ECS. This feature requires Esnatech Officelinx version 8.0 and above and Iwatsu ECS Software Version 8.0 and above.

Note: Not all PRI and SIP trunk service providers accept changes to the Calling Party Number (CPN). This feature is not applicable with those service providers. ICON Voice Networks dealer is responsible for verifying service provider support for this feature.

Caller ID Trunks

Iwatsu Enterprise-CS will support Caller ID trunks provided by the phone company. One of the following cards is required to support this feature, IX-8PSUB-2 with the IX-400-2, IX-8UNTK, IX-8CITK, IX-408 or IX-044 with IX-400.

CCSU Serial Number / ECS Software Version Display

The IX-CCSU Serial Number and ECS Software Version Display feature allows a technician or user to display the last six digits of the IX-CCSU Serial Number and the ECS Software Version from any attendant position by dialing FEATURE + 93.

Delayed Ringing

Allows outside lines ringing at a telephone to ring at another telephone or group of telephones after a predetermined period of time.

Dialed Number Identification Service (DNIS)

ECS supports DNIS name and number on SIP trunks, T1, ISDN PRI and ISDN BRI lines.

DNIS Alphanumeric ID

Based on programming, the DNIS (Dialed Number Identification Service) alphanumeric ID is displayed on the station LCD when a call is received on a DNIS trunk. A call can be routed to a station, master hunt group, or voice mailbox according to the DNIS information received. DNIS numbers can be assigned a 16-character alphanumeric ID through Iwatsu ECS programming or by the service provider.

The information displayed on the station LCD during calls on DNIS lines may be customized through database programming. During a call, you may change the way the call information is displayed by pressing the [CID Display Change] key. There are ten different display modes available to assign to the [CID Display Change] key. You can scroll through each programmed display mode choice each time you press the [CID Display Change] key.

Through programming, the number of calls permitted to simultaneously ring in on a specific DNIS number can be limited and overflow to voice mail, another extension or disconnected.

Direct Inward Dial (DID) Trunks

Iwatsu Enterprise-CS support DID numbers provided by your service provider. This service, typically offered on PRI and SIP lines, allows any number of telephones to be called directly from the outside without the need of having a dedicated circuit for every telephone. DID numbers are available from your SIP trunk, ISDN PRI/BRI or T1 service provider.

Through programming, the number of calls permitted to simultaneously ring in on a specific DID number can be limited and overflow to voice mail, another extension or disconnected.

DD Alphanumeric ID

DD (Direct Inward Dial) numbers may be assigned a 16-character alphanumeric ID to identify the party being called, type of call, or purpose of call.

DID Number External Call Forward

An Iwatsu Enterprise-CS digital telephone programmed for direct termination of a DID, Caller ID, ANI or DNIS call can be set to automatically forward these calls to a remote location.

Direct Inward Line

Each outside line can be assigned to ring at up to 32 extensions. A different ringing assignment can be programmed for the different day and night modes. A ringing tone for each line can be selected from four available ringing tones. If a delayed ringing assignment is programmed for the line, the ringing changes to an incoming alarm when delayed ringing begins.

Direct Inward Line - Hunt Group

Outside lines can be programmed to ring at the stations assigned to a hunt group. Incoming calls will ring at the first available station in the hunting sequence or all stations simultaneously based on programming. The same trunk can be assigned to ring at different hunt groups for day and night modes. If a station is busy or does not answer within the preset time, the call will ring at the next station in the hunting sequence.

Directory

The Iwatsu ICON Series 5810, 5910, and 5930 phones are equipped with a directory for access to system extensions, external system speed dial numbers, personal speed dial numbers, and direct speed dial number access. A name must be assigned to the speed dial number in order for it to appear in the directory.

DISA

Direct Inward System Access (DISA) allows an external caller to access ECS intercom dial tone by dialing the telephone number of an outside line that is dedicated for DISA. DISA gives the external caller the ability to access voicemail, make calls, access system paging, and set station call forwarding. The feature operations for DISA calls are the same as those for the Single Line Telephone. Use of DISA for external calls and paging requires the entry of a security code to control fraudulent use. Please note that it is the responsibility of the end user to ensure the security codes are secure. ICON Voice Networks cannot control the distribution of security codes and will not be held responsible for unauthorized toll calls.

The IX-RMPU card is required for DISA operation.

Accessing DISA Features

When the ECS answers the call, the caller will hear either a message or a special DISA dial tone.

To interrupt the message:

Press **# #** and you will hear DISA dial tone

To make an intercom or hunt group call:

- ☞ Press **# #** and you will hear DISA dial tone.
- ☞ Dial the desired extension number or hunt group access code.

To access to all DISA features:

- ☞ Press **# #** and you will hear DISA dial tone.
- ☞ Dial *****.
- ☞ Dial the assigned password and you will have the calling capabilities assigned to the DISA line, or, dial an extension number followed by that extension's Station Restriction Password and you will have the same calling capabilities as that extension.
- ☞ Wait for the intercom dial tone.
- ☞ Dial the desired extension number, hunt group access code, paging access code or outside line access code and phone number.

To register a flash to make another call:

- ☞ Dial **# #**.
- ☞ Once an outside call has been made, another call may not be placed.

To access an outside line through DISA using an account code:

- ☞ Press **# #** and you will hear DISA dial tone.
- ☞ Dial *****.
- ☞ Dial an extension number followed by that extension's Station Restriction Password and you will have the same calling capabilities as that extension.
- ☞ Wait for the intercom dial tone.
- ☞ Dial *** ***.
- ☞ Enter the account code.
- ☞ Dial *****.
- ☞ Wait for the intercom dial tone.
- ☞ Dial the desired outside line access code and phone number.

To set forward via DISA:

- ☞ Press **# #** and you will hear DISA dial tone.
- ☞ Dial *****.
- ☞ Dial an extension number followed by that extension's Station Restriction Password and you will have the same calling capabilities as that extension.
- ☞ Wait for the intercom dial tone.
- ☞ Enter the Call Forward Code **5 2 2**.
- ☞ Enter the Call Type you wish to forward.
 - 1 = All calls (CO/Intercom).
 - 2 = CO calls only.
 - 3 = Intercom calls only.
- ☞ Enter the Flexible Call Forward Mode.
 - 1 = All calls to another extension or hunt group.
 - 2 = Busy/No Answer calls to another extension or hunt group.
 - 3 = No Answer calls to another extension or hunt group.
 - 4 = All Calls forward to an external number (using Personal Speed Dial Codes 90-99).
- ☞ Do one of the following:
 - If you chose Mode 1,2, or 3, enter the extension or hunt group number.
 - If you chose Mode 4, enter the Personal Speed Dial Code (90-99).
- ☞ Dial **#**.
- ☞ Wait for a confirmation tone.
- ☞ Hang up.

To cancel forward via DISA:

- ☞ Press **# #** and you will hear DISA dial tone.
- ☞ Dial *****.
- ☞ Dial an extension number followed by that extension's Station Restriction Password and you will have the same calling capabilities as that extension.
- ☞ Wait for the intercom dial tone.
- ☞ Press **5 0 1**.
- ☞ Enter the Call Forward Code **5 2 2**.
- ☞ Enter the Call Type number you wish to cancel.
 - 1 = All calls (CO/Intercom) .

- 2 = CO calls only.
- 3 = Intercom calls only.

- ☞ Wait for a confirmation tone.
- ☞ Hang up.

Dynamic Host Configuration Protocol (DHCP) Controller

The IX-CCU on-board DHCP controller allows the Iwatsu Enterprise-CS to dynamically assign up to 1024 IP addresses to IP stations and devices in the system.

E-Response Help Call

The E-Response Help Call feature allows specific system extensions to simultaneously call a group of extensions and access a system paging port upon dialing a dedicated intercom group access number or, if the station remains off-hook on Intercom without dialing for a programmable period of time. This feature is also activated when the dialing of an Intercom call is initiated but not completed within a specific amount of time. This feature may also be programmed to have Iwatsu Enterprise-CS access system paging when a station makes an E-Response Help Call.

External Paging

Iwatsu Enterprise-CS may be connected to an external paging system when the optional IX-EDVIF card is added. Each IX-EDVIF will support four zones of paging.

Flexible Numbering

Iwatsu Enterprise-CS has a flexible numbering plan. The numbers assigned for intercom extensions, outside lines/groups, paging, hunt groups, park orbits, and single line telephone feature codes are not fixed and may be up to four digits in length.

Flexible Ringing

Outside lines directed to telephones may be assigned one of four tones to provide an audible identification of the type of call.

Hunt Groups (Terminal, All Ring And Distributed)

A hunt group is a group of telephones that is assigned a common access code. When this code is dialed, Iwatsu Enterprise-CS will search for an idle telephone in that group. There are three ways that calls may search for an idle

extension, Terminal Hunting, Distributed Hunting and All Ring Hunting. In Terminal Hunting the incoming calls always start hunting from the first telephone in the group. In Distributed Hunting the incoming calls start hunting from the telephone following the last called telephone. In All Ring Hunting, all telephones in the hunting group ring simultaneously. In both the Terminal Hunting Group and the Distributed Hunting Group, calls will hunt to the next telephone if a telephone does not answer in a predefined period of time, is busy, or in the Call Forward, Absence Message or Do Not Disturb mode.

Intercom (ICM)

All telephones in an Iwatsu Enterprise-CS can make station-to-station intercom calls that are either hands-free or tone calls based on programming. Intercom calls between Iwatsu IP phones are peer-to-peer and do not require an IX-MBU.

Intercom Group Call

Allows any system extension to simultaneously call a group of extensions that are part of an Intercom Group. When an extension dials the Intercom Group access number, all of the stations in the Intercom Group will be called simultaneously.

Internal Paging

Any of the Iwatsu Enterprise-CS telephones may make a page announcement that will be broadcast through the speaker of assigned phones. Note: Internal paging to the speaker of IP phones is not supported.

ISDN PRI Features

The IX-DTI-P card is required for ISDN PRI line integration. Iwatsu Enterprise-CS supports the following features on ISDN PRI Lines:

Call-by-Call Service Selection

The Call-by-Call Service Selection feature is an additional service provided over ISDN PRI Lines that enables a single span to handle different types of Network Specific Features (NSF) without requiring dedicated channels for each NSF. Iwatsu Enterprise-CS Software supports four Call-by-Call NSF services:

- In-WATS
- Out-WATS
- FX (Foreign Exchange)
- E&M Tie Trunk

ISDN Calling Number Identification Service (I-CNIS)

Iwatsu Enterprise-CS supports the ISDN Calling Number Identification Service (I-CNIS) feature on ISDN PRI lines. This feature is available from many ISDN PRI service providers. The I-CNIS number is sent with a call over an ISDN PRI line. It identifies from where the call originated.

The I-CNIS number provided with an outgoing call on an ISDN PRI line may be generated in one of three ways (Listed in order of priority):

- At the station level using station speed dial bin 97. The number programmed in Personal Speed Dial Bin 97 is sent as the I-CNIS with the call.
- At the ISDN Trunk Group level. The I-CNIS number programmed in the Iwatsu Enterprise-CS database for the ISDN Trunk Group is sent with the call.
- Using the Central Office provided Directory Number. The ISDN Service Provider assigns this number.

Fractional DS1

This feature allows individual B-channels on the span to be programmed as active or inactive. A separate agreement with the ISDN service provider is necessary for performing fractional DS1. This service may not be available in all areas.

Loud Bell Interface

Outside telephone lines may be directed to ring a loud bell when Iwatsu Enterprise-CS is equipped with the optional IX-EDVIF card. Each IX-EDVIF card has the ability to support four loud bells.

Malicious Call Identification (MCID) Key

If a station receives a malicious (i.e., harassing, threatening, obscene) call via a PRI circuit, the user can initiate a Central Office Malicious Call Identification (MCID) request by pressing an MCID key programmed on their Iwatsu ICON series telephone. If the central office (CO) supports the Malicious Call Identification service, the CO will send the call data to the appropriate public safety office.

Music On Hold

If your Iwatsu Enterprise-CS is connected to an external music source, the music played may be heard by callers that have been placed on Hold or Call Park. In addition, Iwatsu ICON 5900, 5910 and 5930 IP phones and legacy Iwatsu IP phones can be programmed to play MOH or silence when placed on

hold while on an intercom call.

Networking – IP Campus

IP Campus Networking uses a VPN or managed IP network to create a 100% transparent network with up to 24 remote nodes and / or 1024 total ports. IP Networking converges and exchanges your voice and data traffic between offices anywhere worldwide via IP addressing. The IP Campus network is easy to install and configure providing full transparency over the IP network. IP Campus is able to maximize bandwidth by allocating it as needed and by allowing each system node to generate all tones (dial tone, ring back tone, etc.) and process all call switching locally, under the control of the main IP Campus system.

Prior to deploying voice over a WAN or VPN, a complete analysis of the network is required to ensure sufficient bandwidth and end-to-end QoS for voice traffic. Using a VPN or a WAN to pass SIP voice traffic allows you to leverage both your data and telephony resources.

Networking – IP-NET

IP-NET Networking provides a cost-effective solution for networking two or more autonomous ECS telephone systems together over a managed IP circuit or Virtual Private Network (VPN). Using the IX-8IPNET/IX8EIPNET card, IP-Net supports station-to-station dialing between sites, call routing based on DNIS, DID or caller ID/ANI via the IP-NET connection, centralized voicemail and centralized SMDR.

Networking – T1 E&M Tie Lines

Multiple Iwatsu Enterprise-CS systems may be networked using T1 E&M Tie Lines. DID, ANI/DNIS, and Caller ID calls may be routed through the network to a remote Iwatsu Enterprise-CS. An Iwatsu Enterprise-CS also provides Caller ID/ANI/DNIS number display over the network. Message lamps will light at distant extensions. Other networking features include 800 Network Translation tables, centralized SMDR, centralized voice mail, release operation on T1 E&M Tie Lines, access to the network from DISA, and intercom calling between multiple remote systems.

Omega-Voice VMI Menu Integration

When the Iwatsu ECS includes the Omega-Voice VMI IX-4EMVC voice mail card, Iwatsu ICON Series 5930, 5910, and 5810 telephones display voice mail menu guidance to help you navigate the voice mail menu options when you dial in to check messages or change settings.

Optimized Routing

Optimized Routing is frequently referred to as either Least Cost Routing (LCR) or Automatic Route Selection (ARS). This feature allows Iwatsu Enterprise-CS to automatically select the most inexpensive way to make an outgoing call. The system identifies the dialed number, and then selects the most cost-effective outside line group. If a line in the first choice outside line group is not available the system may be programmed to select an alternate outside line group. Stations may be programmed as Forced Optimized or assigned an Optimized Key. The Optimized Routing package in the Iwatsu Enterprise-CS provides the following features:

- 64 route plans
- 64 Routing Classes of Service per route plan
- Weekday, Saturday, Sunday, Holiday selection
- Three time periods per day
- Deletion and insertion of digits
- Forced Optimized, One-Touch Optimized Key, Prime Line to Optimized.

Personal Ring Tones

Station users may choose one of eight distinctive ring tones to distinguish their station from others. The selected ring tone is audible for all incoming CO calls, camp-on calls, (tone) intercom calls and during busy override.

Power Failure Backup Memory

In the event of a power failure, the system programming will be maintained in memory for a period of two weeks.

Power Failure Backup System

A Gel Cell Battery array may be connected to the Iwatsu Enterprise-CS to insure full system operation in the event of a power outage. The optional IX-BACBB (Battery Backup Cable) is required for backup battery connection.

Quick Forwarding Using the Hold/Quick Forward Key

This key provides the same feature as the [HOLD/DND] key except callers are sent to the Fixed Call Forward destination instead of hearing DND tone. When a call is routed to a station programmed with a Fixed Call Forwarding destination that has activated the [HOLD/QUICK FORWARD] key, the call is immediately routed to the Fixed Call Forwarding destination. If no Fixed Call Forwarding destination is programmed, the caller hears a DND tone. Hold/Quick Forward is the default setting for the Hold/DND key on the Iwatsu

ICON Series Telephones.

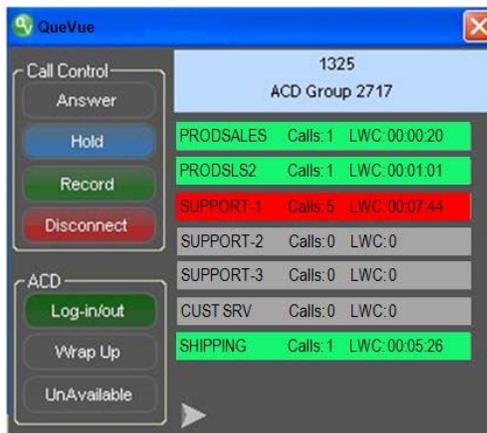
Real IP Apps

Real IP Apps is a server-based application suite that enables desktop call control, presence, screen pops and call accounting applications on the Iwatsu ECS. Real IP Apps require ICON Enterprise Services and include applications such as QueVue™, Call Director, Virtual DSS, PC Attendant Console, and AccuCall-Web reporting.

ICON QueVue™

ICON QueVue is a software application that works in unison with the Iwatsu station and simplifies an ACD agent's ability to login and out of multiple ACD groups while viewing up to eight ACD queues simultaneously. ICON QueVue consists of the ICON QueVue™ Administrator and the ICON QueVue Agent applications.

Users must have both a PC and a key telephone on their desks.



ICON QueVue

The ICON QueVue features include:

- Login to multiple ACD Groups with one login.
- View up to 16 ACD Groups.
- ACD Group details: Overflow indication, number of calls in queue, and number of agents logged in to each group.
- Call Control for Answer, Hold, Record, and Disconnect.
- ACD Control for Login / Logout, Wrap-up, and Not Available. Login also allows the user to select preferred ACD queues that are logged into most

frequently.

ICON Virtual DSS

The Virtual DSS is a highly customizable application that provides easy access to other Iwatsu telephones using the PC. It was designed to greatly reduce overall call handling time and provide visual indication of the current status of each Iwatsu telephone, all while maximizing the user's desk space.



ICON VIRTUAL DSS

The Virtual DSS was intended to improve the productivity of receptionists, administrative assistants and other employees with heavy call volume.

Single click operation to:

- Call another station
- Retrieve an incoming call from a call covered station
- Transfer a call to another station
- Transfer a call to a voicemail box
- Park a call at another station
- Park a call on a group park orbit

Status indication of:

- Incoming calls to a station
- Station on call

- Stations in Do Not Disturb (DND)
- Calls parked at a station
- New voice message at a station

Drag and Drop – The Virtual DSS Console is easily customized. Users can quickly change the layout by dragging the desired name or extension from the Iwatsu Gateway Solutions Company Phonebook, and dropping it onto the desired Virtual DSS key. Key changes are instant, with no separate databases to edit or upload.

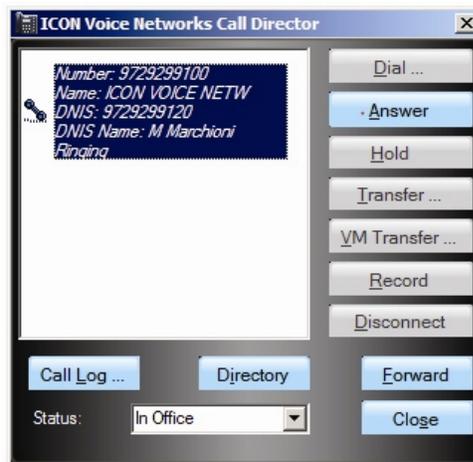
Integrated Tutorial Movie - The Virtual DSS Console includes an integrated tutorial movie that walks users through all the features and basic configuration options they are likely to use.

Console Integration - The Virtual DSS Console integrates with all Iwatsu stations including the Iwatsu ICON Series phones.

Remote Users - Remote workers have full access to the Virtual DSS features. The only requirement is a VPN connection to access the Iwatsu Enterprise Gateway.

Call Director

The Call Director is a desktop call control application for Iwatsu ICON phone users. The Call Director is a simple, intuitive application that installs on the user's PC and provides visual indication of incoming and outgoing calls.



CALL DIRECTOR

Incoming Call Screen Pop -includes caller's name and number.

Call Control -The Call Director provides the following call control features:

- Make a call
- Place a call on hold
- Disconnect a call
- Directory dial
- Answer a call
- Record a call
- Transfer a call
- Transfer to Voicemail

User Status - The Call Director includes a User Status feature that integrates with the company phonebook, allowing coworkers to view user status. Status settings include In Office, Away on Business, Extended Absence, At Lunch, Meeting, On Vacation and Temporary Location.

Call Forwarding– The Call Director may be used to forward all incoming calls to another extension or an external number such as a cell phone. This setting also integrates with the PC Attendant Phonebook and allows others to view your forwarded status.

Directory – The Call Director has a directory feature that provides two views, the Company Phonebook which lists all ECS extensions, and personal contacts imported directly from Microsoft Outlook. The Company Phonebook is a shared resource with other RealIP Apps such as the PC Attendant Console and Virtual DSS. The Company Phonebook is user-organized by extension number, first name, last name or department. More importantly, Call Director users simply select the person the wish to call and click the dial button.

PC Attendant Console

The PC Attendant Console is a software application that works in unison with the Iwatsu station, and facilitates users placing, transferring, and holding calls through the PC. While anyone can use the application, the PC Attendant is primarily designed for attendant operators and department assistants.



PC Attendant Console

The PC Attendant Console features include:

- Call Transfer.
- Blind Transfer.
- Transfer to Voicemail.
- Attendant Call Park Orbit and Page.
- Direct Station Selection with Status Indication.
- Company Phonebook with One-Touch Dialing and Status Indication.
- Drag and Drop Call Transfer.
- ‘Notes’ column in phonebook allows attendants to add notes about specific extensions such as “Out to lunch,” “In Meeting,” or “On Vacation.”
- Color-coded departmental listings and sort by department feature.
- Call Log provides information about all calls that ring the extension.
- Four call coverage buttons, independent of the telephone.
- Recall information includes caller ID name and number and recalling extension ID.
- Status column in phonebook includes a ‘PARK’ indication when a call is parked at an extension.

TAPI Client

The TAPI Client works in conjunction with Iwatsu Enterprise Services to enable the following features on TAPI-compliant client applications:

- Incoming call screen pop of TAPI-compliant on a Client PC
- Make an outbound call via an Iwatsu telephone from a Windows application such as Microsoft Outlook.
- Place a call on hold / retrieve a call from hold
- Transfer a call (supervised transfer)
- Forward all calls

ICON Enterprise Services

ICON Enterprise Services 5 (ES5) is a middleware stack which runs on a Windows Operating System and acts as proxies for various data streams within the Iwatsu ECS and other PBX systems. Enterprise Services allows multiple client applications to receive CSTA events, ACD events and other data of interest. It also receives and transmits data requests sent to the ECS from various applications. ICON Enterprise Services is required for Real IP Apps.

ICON Enterprise Services Requirements for Real IP Apps

Iwatsu ECS System

- Iwatsu ECS Version 8.0 or higher
- Other license requirements will vary based on application

Enterprise Services Host Machine

- Microsoft Windows XP, or later with latest released service packs on all platforms. ICON Enterprise Services has not been tested in a virtual environment. 64-bit supported on Windows Server 2008 and Windows 7
- Internet Explorer 8 or higher, current version Google Chrome and Safari
- A minimum of 6 GB of disk space
- .NET Framework 4.0 (*Full Version - Not the 'Client Profile' version*)
- Must be installed and run from a SysAdmin privileged account
- Application Client Licenses for Call Director, Virtual DSS, PC Attendant Console, QueVue™, AccuCall-Web and TAPI Client.

Client PC

- The following are the computer system software and hardware requirements for running Iwatsu Call Director, Iwatsu Virtual DSS, Iwatsu PC Attendant Console, TAPI Client and Iwatsu QueVue™ clients:
- Microsoft Windows® XP with Service Pack 2, Windows® Vista (32-bit

only), or Windows® 7 (64-bit not supported with TAPI Client).
Minimum 512 MB of RAM.

Remote Programming/Diagnostics

A personal computer at a remote location may be used change the customer database through the internet, WAN connection or a modem. If a modem connection is used, the line used for remote programming may also be used as a regular outgoing line, and manually switched for modem use. If a WAN connection is used, VPN routers are required.



SMDR

Station Message Detail Recording (SMDR) allows you to connect an RS232C compatible serial printer to the Iwatsu Enterprise-CS. This printer will show all incoming and outgoing call activity. The following information will be shown:

- Date of the call
- Sequence number 001-999
- Extension number that made/received the call
- Start time of the call
- Duration of the call
- Trunk number used for the call
- Number dialed for the call
- Caller ID name and number for the incoming call

- Account code number for the call or DID/DNIS dialed digits (based on system programming)
- Note for the call

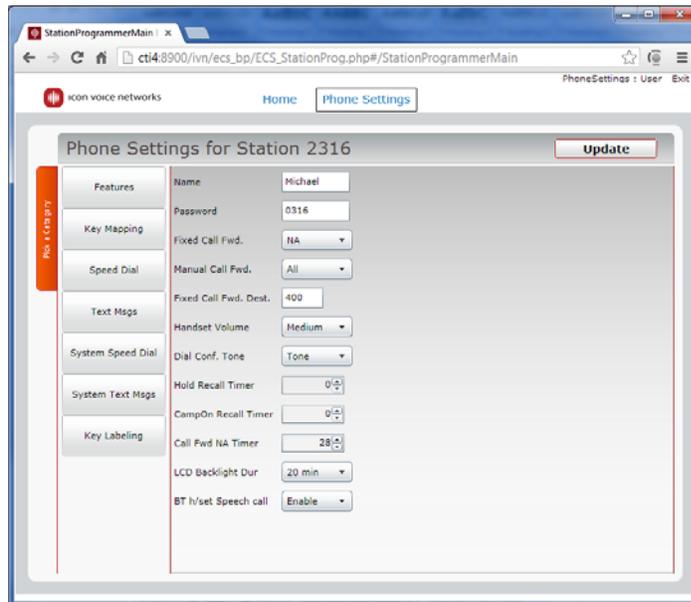
An SMDR Event Output License is required for serial or Ethernet port output via the IX-CCU/IX-CCSU.

Or,

An IX-HCIF, IX-SCIF or IX-EDVIF card may also be used for this feature.

Self-Labeling Keys

The Iwatsu ICON Series 5930, 5910, and 5810 phones are equipped with self-labeling keys that support system features. When a key, that resides on the display, is changed in the key pattern of your telephone, the label for that key will change. Changing the label of a Self-Labeling Key can be done through the ICON phone or from a web browser using the Station Configurator program. Changing the key label does not change the function of that key. If a key label is changed and that key is changed, the key label will not change to reflect the new key.



Browser Station Programmer

Simple Network Management Protocol (SNMP)

The Iwatsu Enterprise-CS supports SNMP that allows administrators to view system device information through the Iwatsu Enterprise-CS browser programmer or through a third-party SNMP console. SNMP output includes the following MIB information: IP address of device, MAC address, ARP table, Routes, UDP service ports, and Active TCP connections.

Speech Dialing

Speech Dialing enables a user to voice dial from personal or company contacts by accessing the optional Esnatech Officelinx Automatic Speech Recognition (ASR) software. To voice dial, the user simply presses the Speech key (or dials the automated attendant access code) and says the name of a party that is stored in their contact list. This feature can also be enabled for prime line access when used with an ICON Series 5930/5910/5810 telephone enabled with a Bluetooth headset.

SIP Trunk Support

Iwatsu ECS supports the direct connection of SIP trunks. Please consult with your Authorized ICON Voice Networks dealer for a list of service providers that Iwatsu ECS interoperates with.

Note: Available features will vary greatly depending upon the SIP trunk provider. Prior to deploying SIP trunks please consult with your ICON Voice Networks Dealer for a thorough analysis, supported SIP trunk providers, and for other conditions and limitations.

Note: Enterprise-CS does not support faxing over SIP trunks. Please consult with your ICON Voice Networks Dealer for other conditions and limitations.

Station Coaching

Station Coaching includes two actions: Monitoring and whisper paging (hereafter called 'whisper monitor'). An Iwatsu ICON phone can whisper monitor another ICON phone after invoking the Monitor feature. The Monitoring station can whisper monitor other stations while on an outside call or an intercom call and press the  key to speak to the monitored station without the calling station hearing.

Note: This feature is not transparent when an IP phone is being monitored or when the monitored station is networked using IP Campus.

Station Profile (Hot Desk)

The Station Profile (Hot Desk) feature allows an ECS user profile to be defined per person allowing them to login to an ICON 5810, 5910 or 5930 phone enabled for Station Profile. When logged in all call routing, call progress, phone status and phone programming changes to reflect the values programmed for that user profile.

System Alarm

Should there be a malfunction with your system, the Iwatsu Enterprise-CS will generate an alarm indication on the Attendant Console and the IX-PWSE Power Supply Alarm LED and Status Indicator in the Gateway Controller.

System Announcements

When the Iwatsu Enterprise-CS is equipped with an automated attendant, messages can be played to callers. Examples include

- ACD and UCD announcements - "All agents are busy"
- Night Mode announcements - "Our office is closed for the day"

System Clock

The Iwatsu Enterprise-CS is equipped with a real time clock that provides an indication of the current time and duration of both incoming and outgoing calls on the LCD display of Iwatsu telephones. The clock also has a perpetual calendar that eliminates the need to change the date for leap year or adjust the time for daylight savings.

System Speed Dial

Up to 900 frequently dialed numbers may be registered in the system database for abbreviated dialing. The numbers may or may not be restricted to certain extensions.

Text Messaging

The text-messaging feature allows station users to send a 16-character text message to another system extension. There are two types of text messages, system text messages and personal text messages. A text message may be sent as either a *busy bypass/no answer text message* or as a *stored text message*. Busy bypass/no answer text messages appear on the recipient's LCD immediately. Stored text messages do not appear on the display, but instead, light the recipient's [TXT MSG] key. Stored text messages are saved in memory until the recipient manually displays them.

A text message may also be sent during whisper page, eliminating the need to interrupt the call in progress.

Up to 90 system text messages and 10 personal text messages are available to each user. System text messages are accessible by all Iwatsu Enterprise-CS station users. Personal busy bypass text messages are programmed by the individual station user and may only be accessed at the specific station set.

Using the specially programmed Fixed Test Message key provides one-touch operation to send a pre-programmed text message to multiple stations. Up to 16 stations can be assigned to a text message group and up to 250 groups can be programmed in the ECS database. This feature is available on any Iwatsu key telephone that can be assign a Fixed Text Message key.

Text Web

Iwatsu Text Web allows you program a formatted URL and have that information display on your Iwatsu ICON Series IP Telephones. As an example, Iwatsu Text Web can be programmed to display customer account information or other important company data on the display of the Iwatsu ICON Series IP Telephone (5910/5930). The Text Web feature may also be used to associate a key on the ICON Series IP Telephone with an application on the desktop PC.

Iwatsu Text Web requires Enterprise Services and a Text Web key in the key pattern of your Iwatsu ICON Series IP phone.

Ticker Field Display

The Ticker Field Display provides the ability to scroll a text message up to 512 characters in length across one of two lines on the Iwatsu ICON Series phones. As an example, the ticker can be programmed to scroll important messages or company notification information. Five different Ticker sources (URLs) can be programmed in the ECS database.

The Iwatsu ICON Series 5930, 5910, 5810, and the 5800 Telephones support the Ticker Field Display (TFD). The user can activate and deactivate the TFD from the 5930, 5910, or 5810 Self-Labeling display, but the ticker must be activated and deactivated through the system administration console for the 5800 and 5900.

Toll Restriction

The Iwatsu Enterprise-CS provides flexible toll restriction of both area and office codes, as well as the subscriber number. There are eight levels of restriction.

Tone Pulse Dialing

Analog trunks may be programmed for either Touch Tone or Rotary dialing to accommodate your local phone company central office.

Transfer Off-Premise

Transfer Off-Premise allows any user to transfer a call to an outside party by using the TRAN key followed by an outside line access code + outside number.

Transfer to Guest Mailbox

Guest Mailboxes created in the voice mail system can be accessed from system extensions and via transfer. Guest Mailboxes have the same capabilities as system mailboxes; however, they are not associated with a specific station and require no Iwatsu Enterprise-CS hardware (i.e., a dedicated Iwatsu Enterprise-CS station port with a station terminal).

Transfer to Speed Dial

Iwatsu phones can transfer a call to a system or personal speed dial number programmed to a fixed speed dial key by pressing TRANSFER plus the fixed Speed Dial Key. Additionally, pressing TRANSFER + SPEED + bin number will achieve the same result. Both supervised and blind transfer are supported.

Trunk Interfaces

The following outside line types are supported by the Iwatsu Enterprise-CS:

- Loop Start trunks
- Ground Start trunks
- Caller ID trunks
- OPS trunks
- ANI trunks
- DNIS trunks
- DID trunks
- E&M Tie trunks (T1)
- ISDN PRI lines
- SIP Trunks

Uniform Call Distribution (UCD)

Allows telephone lines to be directed to a group of phones. If all phones are

busy, the caller may hear a recorded message when your system is equipped with an IX-MSGU card or automated attendant. Calls to the UCD group may search for an idle extension in either a Terminal or Distributed Hunting pattern. In Terminal Hunting the incoming calls always start hunting from the first telephone in the group. In Distributed Hunting the incoming calls start hunting from the telephone following the last called telephone. In both cases, calls will hunt to the next telephone if a telephone does not answer in a predefined period of time, is busy, or in the Call Forward or Do Not Disturb mode. The Iwatsu Enterprise-CS also has the ability to send unanswered calls to an overflow or secondary answering position after a predefined period of time. This second answering position may be another UCD group, hunt group, voice mailbox, extension, or attendant. Additionally, the ECS can be programmed to disconnect the call when the UCD overflow timer expires.

User Options (Station Programming)

The user programming options listed below are accessible from the 5930, 5910, and 5810 setup menu. Access to these options requires the entry of the station password programmed in the ECS database.

Station User ID – Change the station ID. Up to eight characters supported.

Station Password – Change the station password. Up to four digits.

Dial Confirmation Tone – Turn dial confirmation tone on or off.

Handset Volume Control – Program the default volume setting that the KT will always return to after use. Options are Use Last, Low, Medium, and High.

Hold Recall Timer – Change the value of the Hold Recall Timer between 0 (off) and 255 seconds.

Camp-On Recall Timer – Change the value of the Camp-On Recall Timer between 0 (off) and 255 seconds.

Station Ring Tone – Choose one of eight tones as the default station ring tone.

Key Assignment – Change the value of a Self-Labeling key or multi-purpose key.

Note: The User Key Assignment database setting must be set to Allow (default = Deny) to allow station users to change Key Assignments.

LCD Backlight Duration – Change the amount of time the LCD backlight will remain illuminated to a time between 30 seconds (default) and 120 minutes.

Caller ID on Hold – Enable or Disable Caller ID Display on Hold for CO Line, Float, Individual Park, and Group Park keys programmed on the self-labeling display.

Voice Mail/Automated Attendant Integration

The Iwatsu Enterprise-CS has been designed to provide full integration with voice mail and automated attendant machines. The Iwatsu Enterprise-CS will allow you to transfer, forward and record calls to a mailbox and provide you with a unique voice mail message waiting indication. The Iwatsu Enterprise-CS will also allow calls transferred from the automated attendant to be directed to messages other than the initial greeting if the desired party does not answer.

TOL-IVM Voice Messaging System

The TOL-IVM Voice Messaging system is an embedded voice mail/automated attendant call processing system for the Iwatsu Enterprise-CS IP-PBX platform. This system, running on the APPSRV-1 card, streamlines call processing and voice messaging for customers and employees. With TOL-IVM calls to your business are answered with greetings specific to the number dialed, person or department reached or caller ID of the outside caller. You employees can manage their voice messages from their phone or computer. Optional unified communications and mobility options are also available extending the reach of the TOL-IVM out to your cell phone.

The table below provides a high-level overview of the TOL-IVM system and supported features.

TOL-IVM Configuration Overview	
Platform	ECS APPSRV-1 Card
Integration	SIP Ports
Number of VM/AA Ports in Base Configuration	4 ports
Maximum Number of Ports Supported	16 ports
Number of Standard Mailboxes & AA Menus	50
Maximum Number of Mailboxes & AA Menus	400
Number of Standard UC Clients	0
Maximum Number of UC Clients	25
Number of Standard Fax Server Ports	1
Maximum Number of Fax Server Ports	2
Number of Companies	1
Number of Speech Recognition Channels	Optional Upgrade
Number of Text to Speech Channels	Not Supported on APPSRV-1

TOL-IVM Configuration Overview	
System Features	
Administrator	Standard
Automated Attendant	Standard
Backup and Restore	Optional external hard drive or storage required
Caller ID Routing	Standard
Company Dial-by-Name Directory	Standard
Company Profile	Standard
Custom System Prompts	Standard
Distribution List	Standard
DNIS Routing	Standard
Fax Detection	Standard
Fax Server	One Port Standard
Feature Groups	Standard
Flexible Mailbox Numbering	Standard
Flexible Greetings based on number dialed, department or person reached	Standard
Guest Mailbox	Standard
LDAP Synchronization	Standard
Login: Remote and Local.	Standard
Logs	Standard
Message Lamp	Standard
Multiple Languages (Optional)	Upgrade
Operator	Standard
Operator Schedule by Language	Upgrade
Reports	Standard
SMTP Relay (Forward Voice Message to Email)	Standard
Supervisor Menu	Standard
User Settings Management	Standard
Mailbox User Features	
Automatic Message Forwarding	Standard
Busy / Hold Option for Outside Callers	Standard
Call Queuing	Standard
Call Record	Standard
Call Screening	Standard
Certify Message	Standard
Change Location	Upgrade
Custom Telephone User Interface (TUI)	Standard

TOL-IVM Configuration Overview	
Custom Voice Menu	Standard
Customized Greeting	Standard
Distribution List	Standard
Fax (Inbound)	Standard
Fax (Outbound)	Upgrade
Forward a Message	Standard
Future Message Delivery	Standard
Greeting Management	Standard
Listen to Email Over the Phone	Upgrade
Listen To Messages from Web Browser	Standard
Mailbox Password	Standard
Mailbox Tutorial	Standard
Record Conversation Warning	Standard
Record Greeting Over Phone	Standard
Remote Mailbox Access	Standard
Reply to Message	Standard
Rerecord Message	Standard
Return Call	Standard
Save Message	Standard
Send a Message	Standard
Time and Date Stamp	Standard
Urgent Message	Standard
Voice Message Folders	Standard
Voice Message Management	Standard
Wake Up Call	Standard
Advanced Mobility (UC) Client Features	
Availability	Mobility Client Upgrade
Call History	Mobility Client Upgrade
Call Manager	Mobility Client Upgrade
Call Manager - Answer	Mobility Client Upgrade
Call Manager - Answer and Record	Mobility Client Upgrade
Call Manager - Dial	Mobility Client Upgrade
Call Manager - Hold	Mobility Client Upgrade
Presence	Mobility Client Upgrade
Call Manager - Retrieve a Call from VM	Mobility Client Upgrade
Call Manager - Take Message	Mobility Client Upgrade
Call Manager - Transfer	Mobility Client Upgrade
Caller ID Screen Pop	Mobility Client Upgrade

TOL-IVM Configuration Overview	
Change Location	Mobility Client Upgrade
Distribution List	Mobility Client Upgrade
Find Me / Follow Me	Mobility Client Upgrade
LanTalk	Mobility Client Upgrade
Location Management	Mobility Client Upgrade
Location Management - Location Greeting	Mobility Client Upgrade
Location Management - My Locations Calendar	Mobility Client Upgrade
Location Management - Set Current Location	Mobility Client Upgrade
Notification	Mobility Client Upgrade
Notification - Sound	Mobility Client Upgrade
Notification - Users	Mobility Client Upgrade
Outdial	Mobility Client Upgrade
Outlook Toolbar	Mobility Client Upgrade
Record All Calls	Mobility Client Upgrade
Review Current Availability and Location	Mobility Client Upgrade
Smart Tags	Mobility Client Upgrade
Send Fax Message	Mobility Client Upgrade
Synchronized Messaging	Mobility Client Upgrade
UC Mobile	Mobility Client Upgrade
UC Mobile - Access Workgroups	Mobility Client Upgrade
UC Mobile - Android, Blackberry, iPhone, Windows	Mobility Client Upgrade
UC Mobile - Call Log	Mobility Client Upgrade
UC Mobile - Dialer	Mobility Client Upgrade
UC Mobile - Directory	Mobility Client Upgrade
UC Mobile - LanTalk	Mobility Client Upgrade
UC Mobile - Set Location	Mobility Client Upgrade
UC Mobile - Workgroups	Mobility Client Upgrade

Esnatech Officelinx Unified Communications System

Esnatech Officelinx provides all-in-one voice mail, automated attendant and unified communications. It includes two different levels of features and capacities, and flexibly supports 4 to 144 ports. By integrating Esnatech Officelinx with an ECS, end users can be more productive with just some of the following advantages:

- Access to all emails, voice mails, and faxes from any client with a web, LAN, or WAN connection.
- Listen to emails over the phone.
- Listen to, move, delete and forward voice mails and view faxes from any email client or web connection.
- Send instant messages to any colleague logged into Esnatech Officelinx or even remote workers.
- View the present status of any colleague.
- Speech enabled automated attendant for easy access to corporate directories.
- Dial from email client or call log.

Important Note: Esnatech Officelinx requires an IX-MBU card to be installed in the ECS system and ECS system software version 8.0 or higher.

Esnatech Officelinx SBE and Elite are explained below.

Esnatech Officelinx SBE

Advanced unified messaging, voice mail and automated attendant system. Esnatech Officelinx SBE allows access to all voice, fax, and email messages from a single client. Esnatech Officelinx SBE grows to a maximum of 16 ports and can be upgraded to Esnatech Officelinx Elite.

- Esnatech Officelinx SBE software.
- One SIP soft fax port provides fax mail (inbound fax receipt) for all users. The soft fax port also supports outbound fax transmittal provided that the user has either a UC Client or fax client license.
- 25 Unified Communications (UC/VM) Client licenses with full synchronization of all message stores. Email over the phone. Expandable to 150 UC Clients.
- 75 Voice mailbox only licenses, expandable to a combined total of 1,000 voice mailbox licenses and UC/VM Client licenses.
- IMAP TSE for single message store feature for voice mails, faxes, and emails. Provides full integration of all messages between the email server and Officelinx server. All messages that are deleted or marked as read from one server are synchronized and deleted on the other.

- Groupware services for IMAP, POP3, and SMTP email server integration.
- Esnatech Officelinx CSTA License.
- Maximum port configuration of Esnatech Officelinx SBE is 20 ports³⁶.
- Optional 2-Ports Realspeak Text To Speech (TTS) for email over the phone.
- Optional 2-Port, 500 Name Speech-Linx license for name recognition automated attendant function.

Esnatech Officelinx Elite (Enterprise)

This advanced unified communications solution provides access from any supported client device with 100% synchronization between all message stores. Esnatech Officelinx Elite (Enterprise) grows to a maximum of 144 ports.

- Esnatech Officelinx Elite (Enterprise) software.
- 2-Port, 500 Name Speech-Linx license for name recognition automated attendant function.
- 2-Ports Realspeak Text-to-Speech (TTS) for email over the phone.
- One SIP soft fax port provides fax mail (inbound fax receipt) for all users. The soft fax port also supports outbound fax transmittal provided that the user has either a UC Client or fax client license.
- 50 Unified Communications (UC) Client licenses with full synchronization of all message stores. Email over the phone.
- IMAP TSE for single message store feature for voice mails, faxes, and emails. Provides full integration of all messages between the email server and Officelinx server. All messages that are deleted or marked as read from one server are synchronized and deleted on the other.
- Groupware services for IMAP, POP3, and SMTP email server integration.
- Esnatech Officelinx CSTA license.

³⁶ Maximum of 16 ports when installed on the IX-APPSRV-1 card.

**Section 3 –
Iwatsu Telephone
User Guide**

IWATSU ENTERPRISE-CS

IP Telephones

Iwatsu offers several IP Telephones for the Iwatsu Enterprise-CS. These telephones have a combination of Fixed Features keys and Programmable Multipurpose Keys. All models are equipped with a digital Display Menu and have keys that provide red and green LED indication.

Note: Remote Iwatsu IP phones will operate in both a VPN or non-VPN environment (Internet mode). Internet mode allows up to 64 IP stations to operate remotely without a VPN connection.

Iwatsu ICON Series 5930 IP Telephone

The 5930 IP telephone is equipped with a 15-line, 24-character backlit LCD display, 30 self-labeling keys that support up to 52 features, and a full-duplex speakerphone.

The 5930 has a directory feature that allows users to search and dial an internal directory and external speed dial numbers. From the directory users can see the status of other phones in the system. The enhanced call forward menu allows users to program multiple call forward destinations and easily activate call forwarding. A call log stores the last 10 incoming and 10 outgoing telephone calls

with caller ID, ANI, or DNIS information. This call log lets the user view the number, trunk, and date and time of the call as well as, dial the number or delete record. A setup menu allows the user to configure an optional Bluetooth headset, change the display contrast, and choose up to five different Ticker displays (If programmed in the system database). The 5930 also allows visual navigation of the IX-4EVMC Voice Mail card menus from the LCD.

The 5930 includes a three position integrated pedestal with a built-in wall-mount option that simplifies installation. A Bluetooth adapter (IX-59BTINF) is an optional unit available for the 5930. The 5930 supports power over Ethernet or local power when the optional IX-59AC (PN 505099) is installed.

The 5930 IP telephone provides two new features that simplify installation and reduce installation time. Iwatsu Auto-Discovery Mode is a propriety network protocol developed by Iwatsu that allows the ICON series 5930 IP telephone to automatically identify itself on the local network and connect to the ECS system. Manual Setup Quick Mode provides a simplified method for manually entering configuration information through the station LCD menu.



**Iwatsu ICON Series
5930 IP Telephone**

Iwatsu ICON Series 5910 IP Telephone

The 5910 is equipped with a seven-line, 24-character backlit LCD display, 16 multipurpose keys, 10 Self-Labeling keys, and a full-duplex speakerphone.

The 5910 has a Directory feature that allows users to search an Internal Directory and External Speed Dial numbers; also, search and program up to nine Personal Speed Dial Numbers. The enhanced Call Forwarding menu allows the user to program multiple Call Forward destinations to quickly and

easily activate call forwarding. A Call Log stores the last 10 incoming and 10 outgoing telephone calls with Caller ID, ANI, or DNIS information. This Call Log lets the user view the number, trunk, and date and time of the call as well as, dial the number or delete record. A Setup menu allows the user to configure an optional Bluetooth headset, change the display contrast, and choose up to five different Ticker displays (If programmed in the system database). The 5910 also allows visual navigation of the IX-4EVMC Voice Mail card menus from the LCD.

The 5910 includes a three position integrated pedestal with a built-in wall-mount option that simplifies installation. A Bluetooth adapter (IX-59BTINF) and a Line Key Expansion (IX-ELK8) are optional units available for the 5910. The 5910 supports power over Ethernet or local power when the optional IX-59AC (PN 505099) is installed.

The 5910 IP telephone provides two new features that simplify installation and reduce installation time. Iwatsu Auto-Discovery Mode is a propriety network protocol developed by Iwatsu that allows the ICON series 5910 IP telephone to automatically identify itself on the local network and connect to the ECS system. Manual Setup Quick Mode provides a simplified method for manually entering configuration information through the station LCD menu.



**Iwatsu ICON Series
5910 IP Telephone**

Iwatsu ICON Series 5900 IP Telephone

The Iwatsu ICON Series 5900 is equipped with a two-line, 16-character LCD display, and nine multipurpose keys. The 5900 has a large incoming call / MSG indication LED on the top of the telephone and standard full-duplex speakerphone.

Ringer, Handset, and Speaker volume for the 5900 are controlled by using the - and + keys and changes based on the state of the telephone. The 5900 includes a three-position integrated pedestal and a wall-mount option that simplifies installation. An IX-ELK9 Line Key Expansion is an optional unit for the 5900. Also, the Ticker Field Display (TFD) can be programmed in the ECS database to scroll across the 5900 display.



**Iwatsu ICON Series
5900 IP Telephone**

The 5900 IP telephone provides two new features that simplify installation and reduce installation time. Iwatsu Auto-Discovery Mode is a propriety network protocol developed by Iwatsu that allows the ICON series 5900 IP telephone to automatically identify itself on the local network and connect to the ECS system. Manual Setup Quick Mode provides a simplified method for manually entering configuration information through the station LCD menu.

The 5900 supports Power over Ethernet or local power when the optional IX-59AC (PN: 505099) is installed.

Note: The Iwatsu ICON Series 5900 does not support Direct Station Selection (DSS) units.

Iwatsu ICON Series IP Softphone

The Iwatsu ICON Series Softphone offers all the functionality of a fixed IP phone, from a Windows PC. The Iwatsu ICON Softphone has a fixed ICM key and two fixed line keys. Additionally, four frequently-used fixed keys are integrated on the Iwatsu ICON Softphone: Transfer, Feature, Mute, and Hold/DND. Four tabs provide extended access to Features, Contacts, Call Logs, and Settings.

For feature access and operation, refer to the Iwatsu ICON Softphone integrated help system that is included on each Softphone.

Note: Remote stations will operate in both a VPN or non-VPN environment (Internet mode). Internet mode allows up to 64 IP stations to operate remotely without a VPN connection.

Features Tab:

The Features tab provided access to 26 preprogrammed features. Since the IP Softphone functions as a regular IP phone with all the features available to a fixed line IP phone.

Contacts Tab:

The Contacts tab is used to organize the contact list. Contacts can either be entered manually or imported from Microsoft Outlook. Once the Contacts tab is populated, calls can be placed by simply double-clicking a contact.

Call Log Tab:

The Call Log tab lists all incoming and outgoing calls. Calls are organized in tabular format with information (such as call time, first name, last name, etc.) that displays in the Call Log tab and is configurable by the user. Additionally, calls can be placed directly from the Call Log.

Settings Tab:

The Settings tab provides user configurable items such as ring tones and music on hold melody.



Iwatsu ICON Series IP Softphone Softphone Navigation Overview



Digital Telephones

There is a wide assortment of digital telephones designed to work with Iwatsu Enterprise-CS. These telephones have a combination of Fixed Feature keys and / or Programmable Multipurpose Keys. Many of the models are equipped with a digital display and have keys that provide red and green LED indication.

Iwatsu ICON Series 5810 Digital Telephone

The 5810 is equipped with a seven-line, 24-character LCD display, 16 multipurpose keys, 10 Self-Labeling keys, and a full-duplex speakerphone. The 5810 has a Directory feature that allows users to search an Internal Directory and External Speed Dial numbers; also, search and program up to nine Personal Speed Dial Numbers. The enhanced Call Forwarding menu allows the user to program multiple Call Forward destinations to quickly and easily activate call forwarding. A Call Log stores the last 10 incoming and 10 outgoing telephone calls with Caller ID, ANI, or DNIS information. This Call Log lets the user view the number, trunk, and date and time of the call as well as, dial the number or delete record. A Setup menu allows the user to configure an optional Bluetooth headset, change the display contrast, and choose up to five different Ticker displays (If programmed in the system database). The LCD Backlight time can be adjusted in the ECS database and set to 30 seconds (default), 1, 3, 5, 10, 20, 30, 60 90, or 120 minutes. The 5810 also allows visual navigation of the IX-4EVMC Voice Mail card menus from the LCD.

The 5810 includes a three position integrated pedestal with a built-in wall-mount option that simplifies installation. A Bluetooth adapter (IX-58BTINF), Loop Limit Extender (IX-58EXTENDER), and a Line Key Expansion (IX-ELK8) are optional units available for the 5810.



Iwatsu ICON Series 5810 Digital Telephone

Iwatsu ICON Series 5800 Digital Telephone

The 5800 is equipped with a two-line, 16-character LCD display, and nine multipurpose keys. The 5800 has a large incoming call / MSG indication LED on the top of the telephone and standard full-duplex speakerphone.

Ringer, Handset, and Speaker volume for the 5800 are controlled by using the - and + keys and changes based on the state of the telephone. The 5800 includes a three-position integrated pedestal and a wall-mount option that simplifies installation. An optional IX-58EXTENDER Loop Limit Extender and an IX-ELK9 Line Key Expansion are optional units available for the 5800. Also, the Ticker Field Display (TFD) can be programmed in the ECS database to scroll across the 5800 display.

Note: The Iwatsu ICON Series 5800 does not support Direct Station Selection (DSS) units.



Iwatsu ICON Series 5800 Digital Telephone

Iwatsu ICON Series Telephone Features



Iwatsu ICON Series 5910 IP Key Telephone

Self-Labeling Keys - The Iwatsu ICON Series (5930/5910) IP Telephones are equipped with self-labeling keys that support system features on two menu pages.

Multipurpose Keys - Can be programmed for a specific function, such as outside lines, individual extensions, or one-touch feature operation.

Key Lamps - Light up or flash when someone is using a line or a feature corresponding to that key.

Green Lamp - Means that you are using that line.

Red Lamp - Means that someone else is using that line.

SPEAKER - Without lifting the receiver, the Speaker key allows you to dial and receive outside or internal calls, as well as converse, for "hands-free operation."

MUTE - When you are using the Speakerphone, Hands-Free Answerback or the handset/headset, the Mute key prevents any voice or sounds to be heard by the person on the other end of your call. When you press the Mute key to turn off the microphone, the Mute key will stay lit. Pressing the Mute key again permits the other person to hear your voice again.

Voice Mail- This key is used for one-touch access to your voice Mailbox.

FEATURE - The Feature key is used to help operate certain special and advanced features available through Iwatsu Enterprise-CS.

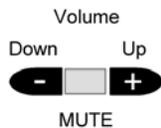
TRANSFER - Allows you to transfer a call from your telephone to another extension.

HOLD/DND (Hold/Do Not Disturb) - This key is used to put a call on Hold, to set the Do Not Disturb function to prevent any calls from getting through or ringing at your extension or to transfer the call to the number set in your Fixed Call Forward Destination.

Note: Hold/Quick Forward is the default setting for the Hold/DND key in the Iwatsu ICON Series Telephones.

Volume Control:

The - and + volume control keys are used adjust the Handset, Speaker, and Ringer volume based on the state of the telephone.



Receiver (Handset) Volume - When using the Handset, the volume control key allows you to adjust the handset volume to one of five levels.

Speaker Volume - When using the Speaker, the volume control allows you to adjust the speaker volume to one of eleven levels.

Ringer Volume - Pressing the ringer volume control key allows you to adjust the ringer volume to one of four levels.

LCD Backlight Duration - The LCD backlight duration can be adjusted for each 5930 and 5910 through the ECS telephone system. The LCD backlight duration can be set to 30 seconds (default), 1, 3, 5, 10, 20, 30, 60, 90, or 120 minutes.

Many Iwatsu Enterprise-CS features can be operated by using the Self-Labeling keys, dialing a feature operation code or using a one-touch multipurpose key, if your telephone has one assigned for that specific feature. The feature code numbers listed in this manual are preset in the Iwatsu Enterprise-CS. Your system installer may assign a different code number for any feature based on individual system requirements.

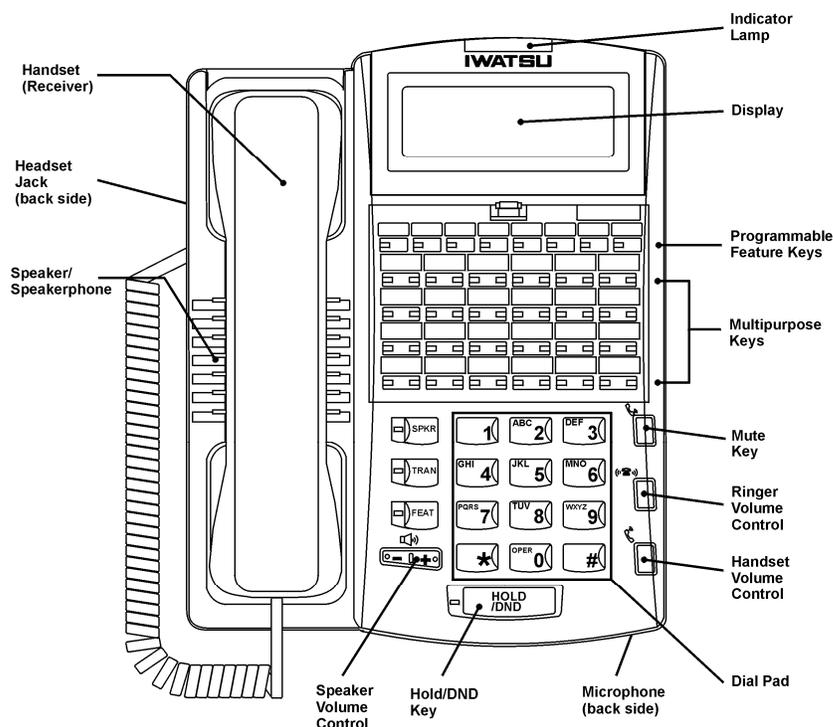
IX-12KTD-3 Executive Digital Telephone

The IX-12KTD-3 Digital key Telephone has 4 Fixed Feature Keys with a red LED, 8 Programmable Multi-Purpose Keys with a red LED, 12 Programmable Multipurpose Keys each with a red LED and a green LED, a mute key, a ringer volume control key, a handset volume control key, a speaker volume control and a full-duplex speakerphone. This phone also has a 2-line, 16 characters per line liquid crystal display. This display is very helpful for using advanced features and for providing status information. The oversized indicator lamp flashes red for incoming calls and green for a programmable feature such as message waiting. This model is available in black.



IX-12KTD-3 with IX-12ELK-3

IX-12KTD-3 Executive Digital Telephone Feature Locator



IX-12KTD-3 Feature Layout

Multipurpose Keys³⁷ - Can be programmed for a specific function, such as outside lines, individual extensions, or one-touch feature operation.

Key Lamps - Light up or flash when someone is using a line or a feature corresponding to that key.

Green Lamp - Means that you are using that line.

Red Lamp - Means that someone else is using that line.

SPKR (Speaker) - Without lifting the receiver, the Speaker key allows you to dial and receive outside or internal calls, as well as converse, for "hands-free operation."

³⁷ As shown includes optional IX-12ELK 12-key expansion module.

TRAN (Transfer) - Allows you to transfer a call from your telephone to another extension.

FEAT (Feature) - The feature key is used to help operate certain special and advanced Enterprise-CS features.

Speaker Volume Control - The Speaker Volume Control is a rocker switch with sixteen settings. To increase the speaker volume, press the + side of the key; to decrease the volume of the speaker, press the - side of the key. The Speaker Volume Control now controls only the speaker volume, you can select the desired volume through this variable control.

HOLD/DND (Hold/Do Not Disturb) - This key is used to put a call on Hold, to set the Do Not Disturb function to prevent any calls from getting through or ringing at your extension or to transfer the call to the number set in your Fixed Call Forward Destination.

Mute - When you are using the Speakerphone, Hands-Free Answerback or the handset/headset, the Mute key prevents any voice or sounds to be heard by the person on the other end of your call. When you press the Mute key to turn off the microphone, the Mute key will stay lit. Pressing the Mute key again permits the other person to hear your voice again.

Ringer Volume Control - There are 4 volume levels to chose from. When a new volume level is chosen, a tone sounds at the selected volume level: one beep sounds for the lowest volume setting, four beeps sound at the highest. This key also controls the volume of the BGM (Background Music) played on the telephone.

Handset Volume Control - The handset volume control keys allow you to adjust the handset volume and headset volume to one of three levels.

Many Enterprise-CS features can be operated either by dialing a feature operation code or using a one-touch feature key, if your telephone has one assigned for that specific feature. The feature code numbers listed in this manual are preset in the Enterprise-CS system. Your system installer may assign a different code number for any feature based on individual system requirements.

Basic Feature Operation

This section explains how to access features from your Iwatsu ICON 5930, 5910, 5900, 5810, 5800 or IX-12KTD-3 phone

911 Call

- ☞ From an outside or inside line:
- ☞ Go off-hook.
- ☞ Dial 911.
- ☞ You will be connected to your local Public Safety Answering Point (PSAP).

Calling – Intercom

Making an Intercom Call

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the desired extension number, or, press the key representing the desired extension if assigned as a Multipurpose key.
- ☞ Make an announcement after the tone or wait for an answer to the ring.
- ☞ The lamp on the intercom key ICM will flash red. If the extension you called is busy, you will hear a repeated intercom busy tone.

Answering an Intercom Call

- ☞ Lift the receiver when you hear your phone ring or the caller's voice through the speaker, or, reply through the phone's microphone without lifting the receiver.
- ☞ The lamp on the Intercom key ICM will flash red.

Making an Intercom Group Call

- ☞ Dial the Intercom Group access number at the Intercom dial tone.

Making an E-Response Help Call

- ☞ Lift the receiver or press SPKR and remain off hook on ICM for a duration that exceeds the amount of time programmed in the system, or,
- ☞ Lift the receiver to make an intercom call. Begin dialing. Between digits stop dialing for more than 10 seconds, or, dial the E-Response Group access number at Intercom dial tone.

Calling – Outside Lines

Answering an Outside Line Call

When your phone rings and an outside line lamp flashes:

- ☞ Lift the receiver, or, press **SPEAKER**.
- ☞ Press the outside line key with the flashing light.
- ☞ You will be connected to the call and the outside line key will flash green.

Making an Outside Line Call

- ☞ Lift the receiver.
- ☞ Press the key for an outside line and the outside line key will flash green.
- ☞ Wait for the dial tone.
- ☞ Dial the telephone number.
- ☞ If you make a dialing mistake, Press the Flash key **FLASH** and start over.

Handling a Second Call

When a second call rings at your phone and you do not want to hang up on the first call:

- ☞ Press **HOLD/DND** to place the call on Hold, or,
- ☞ Press the Call Park key **PARK** to place the call on Call Park.
- ☞ Press the key representing the second call.
- ☞ Answer the second call.

To return to the first call:

- ☞ Repeat the same procedure.

Hold

The **HOLD/QUICK FORWARD**³⁸ key is used as an option to the **Hold/DND** key. This key provides the same feature as the **Hold/DND** key except callers are sent to the Fixed Call For-ward destination (such as voicemail) instead of hearing a DND tone.

³⁸ Hold/Quick Forward is the default setting for the Hold/DND key in the Iwatsu ICON Series telephones.

When speaking on an outside line:

- ☞ Press the Hold key (labeled **HOLD/DND**).

To use the **HOLD/QUICK FORWARD** key to forward a call:

- ☞ From an idle condition, press the **HOLD/QUICK FORWARD** key. This key toggles ON and OFF.
- ☞ A green lamp flashes intermittently on your phone and a red lamp flashes on other phones for that outside line. If the call is on Hold too long, your phone will ring again.

Hold Pick-Up

- ☞ Lift the receiver.
- ☞ Press the green intermittently flashing key on your phone or the red flashing key on another phone representing the desired outside line.
- ☞ The lamp on the outside line key will flash green.

Transfer

Transferring a Call to Another Extension

When speaking on an outside line:

- ☞ Press the Transfer key **TRAN** and the lamp will flash red.
- ☞ Wait for the dial tone.
- ☞ Dial the desired extension number, or, press the key representing the desired extension if assigned as a Multipurpose key.
- ☞ Hang up or announce the call then hang up.
- ☞ If the call is not answered it will return to your phone.

Transferring a Call to Call Park

When speaking on an outside line:

- ☞ Press the Transfer key **TRAN** and the lamp will flash red.
- ☞ Press the **PARK** key and the lamp will flash red.
- ☞ Dial the desired extension number or press the key representing the desired extension if assigned as a Multipurpose key.
- ☞ Wait for the confirmation tone.
- ☞ If the call is not answered it will return to your phone.

Advanced Feature Operation

This section explains how to access advanced features from your Iwatsu ICON 5930, 5910, 5900, 5810, 5800 or IX-12KTD-3 phone

Account Code

Allows you to enter a one- to 12-digit code to either identify the caller or identify the party the call was made for. These codes are printed out with the SMDR information. Account code entry may be done before the party answers, during a call, or after the other party hangs up.

- ☞ Lift the receiver
- ☞ Press an outside line key
- ☞ Wait for the dial tone
- ☞ Press the Feature key FEAT then dial 25 , or, press the Account Code key **ACCT** if assigned as a Multipurpose key
- ☞ Dial the code then dial *
- ☞ You will hear a confirmation tone.

All Attendants Call

Allows you to call all attendants.

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the assigned access code 0

Alphanumeric Display

The top two lines of Iwatsu phones provide the following information³⁹:

Absence Messages	MBU Channel Busy Indication
Account Code Input	Message Waiting Identification
Bluetooth	Real Time Clock
Call Duration Timer	Recall CO/ICM
Callback CO/ICM	Reminder
Call Log	Ringing Outside Line Identification
Called Party Identification	Self-Labeling Keys
Called Party Status - BUSY/DND	Setup Menu
Calling Party Identification	Speed Dial
Caller ID / ANI / DNIS	Text Messages
Camp-On	Ticker Field Display
Directory:	Iwatsu Text Web (ICON IP only)
Internal/External/Personal/ Direct Bin Access	User Options (Station Programming & Profile)
Extension Name/Number	Voice Mail Message Count and Menu Prompt Display (w/IX-4EVMC card)
Forwarding Extension Numbers	
LCD Contrast	
License Expiration Warning	

To scroll or change the information on the display during a call:

- ☞ Press the Feature key **FEAT** then dial **63**, or, press the Display key **DISPLAY** if assigned as a Multi-purpose key

Alphanumeric Speed Dial by Name

The Alphanumeric Speed Dial By Name feature allows you to access the speed dial list alphabetically. When you want to place a CO outgoing call with the Speed Dial feature, the desired Speed Dial destination can be searched by name alphanumerically.

To Access the Alphanumeric Speed Dial By Name feature:

- ☞ Press **SPEED**
- ☞ Press **SPEED**
- ☞ To search for a registered name, press the dial pad until the desired characters are displayed. To focus your search, enter a character, press **HOLD/DND**, and then enter another character.
- ☞ To scroll through the registered names, press FORWARD **2** or BACKWARD **3**
- ☞ When the desired name is found, press **SPEED** to dial the number.

³⁹ Feature availability varies by Iwatsu phone model. Refer to the individual phone specifications for more details.

Alternate Tone/Pulse Dialing

Allows you to change the dial signaling from Dial Pulse (Rotary) to DTMF (Touch Tone) after an outside call has been answered. This will allow you to use enhanced communications devices like Voice Mail and Automated Attendant.

- ☞ After the call is answered:
- ☞ Press the Feature key **FEAT** then dial **13**, or, press the Alternate key **ALTER** and the lamp will be solid red

Automatic Outside Line Answer / Hold

This programming option allows you to receive a second call automatically by simply pressing the Hold, Call Park.

While on a call:

- ☞ Press the Hold **HOLD/DND**, Call Park **PARK**, or existing outside line key.

Automatic Repeat Dialing

Allows you to instruct the ECS to dial an outside party until they answer. This is accomplished by having the ECS periodically activate the speaker and dial the outside party's number. Should they answer, you will hear their voice through the speaker. In order to establish a call, you must pick up their receiver. Should you be away from your phone when the called party answers, they will hear silence and the ECS will try to call later.

If the called party does not answer or is busy:

- ☞ Do not hang up
- ☞ Press the Automatic Repeat key **REPEAT** and the lamp will be solid red.
- ☞ Hang up

To Cancel:

- ☞ Press the Speaker key **SPKR**
- ☞ Press the Automatic Repeat key **REPEAT**
- ☞ Dial ***** and the lamp will be off
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker key **SPKR**, or, lift the receiver while the ECS is dialing the outside party

Background Music⁴⁰

An external music source such as a FM tuner may be connected to the system to provide background music either through the speaker in the phone or an external paging system. The music is automatically turned off if the phone or external paging system is in use. When Background Music (BGM) is active, the BGM will play through the telephone speaker as well as the Bluetooth Headset on your Iwatsu ICON Series telephone.

To turn on Background Music through your phone:

- ☞ Press the Feature key **FEAT** then dial **62**, or, press the Background Music key **BGM** if assigned as a Multipurpose key and the lamp will be solid red

To turn off Background Music through your phone:

- ☞ Press the Feature key **FEAT** then dial **062**, or, press the Background Music key **BGM** if assigned as a Multipurpose key and the lamp will turn off.

Barge-In

Allows you to enter an existing call. A warning tone is sent to inform the parties that a three-way conference has been established.

- ☞ Dial the desired extension number, or, press the desired outside line key
- ☞ Press the Add key **ADD**

⁴⁰ Background music is not supported on IP telephones including the ICON 5930, 5910 and 5900.

Bluetooth

The optional IX-58BTINF Bluetooth Interface module is available for the 5810 digital telephone and the optional IX-59BTINF Bluetooth Interface module is available for the 5910 and 5930 IP telephones allowing for connection of a Bluetooth headset. This is a Class 2 version 2.0 + EDR Bluetooth module that attaches to the ICON phone circuit board and can be installed by your authorized installer.

Disclaimer:

THE COMPATIBILITY AND PERFORMANCE OF ANY BLUETOOTH HEADSET NOT MANUFACTURED BY IWATSU IS "AS IS" AND IS NOT SUPPORTED, WARRANTED OR GUARANTEED BY IWATSU IN ANY MANNER, AND IWATSU HEREBY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.. Changes, modifications, and availability of third party equipment is beyond the control of Iwatsu and therefore compatibility and performance for said handsets is subject to change without notice. Contact your ICON Voice Networks Dealer regarding Bluetooth headset interoperability.

(Bluetooth QD ID: B012826)

Bluetooth Operating Conditions

If **Bluetooth** does not appear on your LCD when you press the **Setup** key, your telephone is not equipped with a Bluetooth module.

Only one Bluetooth headset can be paired to a telephone at a time. A second device will overwrite any previously paired Bluetooth headset.

For convenience and visibility, Iwatsu recommends adding a **Headset Control Key** to your key pattern.

If **Unknown** appears on the display during the Bluetooth Discovery process, it is possible that the Bluetooth Name Check Response Timer has timed out before the headset name was received. In most cases, the Bluetooth device will pair successfully. You can choose to re-discover the Bluetooth device if the name does not appear on your display.

Bluetooth Environmental Conditions

The following environmental conditions will have an effect on the operation of Bluetooth headsets and must be taken into consideration:

- ☞ Number of Bluetooth devices within a 10 meter radius of the Bluetooth enabled Iwatsu ICON Series telephone.
- ☞ Number of WiFi devices within a 10 meter radius of the Bluetooth enabled Iwatsu ICON Series telephone.

- ☞ Distance of the Bluetooth headset from the Bluetooth enabled Iwatsu ICON Series telephone.

The following conditions and limitations affect Bluetooth headset operation:

- ☞ When the Motorola H550 headset is taken out of range and then returned within range of the paired key telephone, the H550 headset LED will flash red and you will hear a beep approximately every 30 seconds. To clear this state, power the headset off and then on and wait for the headset to reconnect.
- ☞ Follow the Bluetooth manufacturer's instructions to prepare your Bluetooth device for pairing. Your Bluetooth device must be in the pairing mode before beginning this procedure
- ☞ Only one Bluetooth device can be paired to the telephone. If another Bluetooth device is paired to the same telephone, the previous pairing information is overwritten.

To Discover (pair), connect, and disconnect a Bluetooth headset:

- ☞ Press the **Setup** Menu key on the 5810 Key telephone



- ☞ Press Bluetooth
- ☞ If Bluetooth does not appear on your LCD, you do not have the optional IX-58BTINF Bluetooth module installed in you telephone
- ☞ Press Discover
- ☞ During the discovery process, Searching will flash on your display
- ☞ When the discovery process is complete, available Bluetooth devices will appear on the display
- ☞ Select the key that corresponds to the name of the Bluetooth device your are pairing
- ☞ If **Unkown** appears on the display, it is possible that the Bluetooth Name Check Response Timer timed out before the name was received. In most cases the Bluetooth device will pair successfully. You can choose to rediscover the Bluetooth device if the name does not appear on your display
- ☞ Input the Bluetooth device's **Password** / passkey. (Example: 0000) and press **Enter**
- ☞ If you have entered the correct password, **Connected** will appear on the display

- ☞ Press **Exit** to return to the main screen. You will now see the Bluetooth ICON on your display when your Bluetooth device is paired and connected

To Disconnect or Connect your Paired Bluetooth Device

- ☞ Press the **Setup** Menu key
- ☞ Press Bluetooth
- ☞ Select Disconnect or Connect
- ☞ Press **Exit**

Browser Programming

Using a web browser you can change phone settings, speed dial numbers and key programming on your ICON phone.

Built-In Speakerphone

Many Iwatsu Enterprise-CS Telephones come equipped with a standard Built-in Speakerphone. An internal speakerphone is also optional on some units. Use of the Speakerphone allows for complete hands-free operation on external calls.

To make a call:

- ☞ Press the Speaker key **SPKR** and the lamp will flash red
- ☞ Wait for the dial tone
- ☞ Dial the desired telephone number

To answer a call:

- ☞ Press the Speaker key **SPKR** and the lamp will flash red

To end a call:

- ☞ Press the Speaker key **SPKR** and the lamp will be off

Busy Bypass Tone Calling

Allows you to be informed that there is a second call waiting for you to answer. This is accomplished by providing a muted tone through the speaker in the busy telephone. External and internal calls may be differentiated by frequency. This feature is a system programming option and may not be present in all systems.

To answer the waiting call:

- ☞ Hang up on the first call and press the key representing the waiting call

- ☞ Or
- ☞ Press the Call Park key **PARK** and press the key representing the waiting call

To alternate between calls:

- ☞ Press the Call Park key **PARK**

To answer the waiting call:

- ☞ Hang up on the first call and press the key representing the waiting call, or, press the Call Park key **PARK** and press the key representing the waiting call

To alternate between calls:

- ☞ Press the Call Park key **PARK**

Busy Intercom Callback

Allows you to instruct the ECS to inform you when a busy extension that you called becomes idle. When the extension becomes idle, the ECS will call you back. After you answer, the desired extension will automatically be dialed. If your phone has a display, the display will inform you that the call is a Callback and identify the extension. You may leave one Callback message.

When you make an intercom call and the extension is busy:

- ☞ Do not hang up
- ☞ Press the Feature key **FEAT** then dial **43**, or, press Busy Intercom Callback key **ICM CB** key if assigned as a Multipurpose Key and the lamp will be solid red
- ☞ Wait for a confirmation tone
- ☞ Hang up

To Cancel all Intercom Callbacks

- ☞ Press the Speaker key **SPKR**
- ☞ Press the Feature key **FEAT** then dial **043**, or, press the Busy Intercom Callback key **ICM CB** if assigned as a Multipurpose key then dial ***** and the lamp will turn off.
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker key **SPKR**

Busy Number Callback

Allows you to instruct the ECS to periodically call you to try calling a previously dialed outside number again. To have the ECS dial the number simply pick up the receiver.

When you dial an outside number and there is no answer or a busy signal:

- ☞ Do not hang up.
- ☞ Press the Feature key **FEAT** then dial **24**, or, press the Busy Number Callback key **TRNK C/B** if assigned as a Multipurpose Key and the lamp will be solid red.
- ☞ Wait for a confirmation tone.
- ☞ Hang up.

To change the Callback time interval:

- ☞ Dial the desired interval time in minutes **19** before you hang up.

To Cancel:

- ☞ Press the Speaker key **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature key **FEAT** then dial **024**, or, press the Busy Number Callback key **TRNK C/B** if assigned as a Multipurpose key then dial ***** and the lamp will be off.
- ☞ Wait for a confirmation tone.
- ☞ Press the Speaker key **SPKR**.

Busy Outside Line Queuing

Allows you to instruct the ECS that you wish to be notified when the outside lines are no longer busy. When an outside line becomes available, your phone will ring. Picking up the receiver will give you outside dial tone. If you previously dialed the outside number, that number will automatically be dialed when the receiver is picked up.

When attempting to make an outside call and all lines are busy:

- ☞ Do not hang up.
- ☞ Press the Feature key **FEAT** then dial **23** and you will hear tones.
- ☞ Dial the phone number, or, press the Busy Outside Line Queue key **TRNK QU** if assigned as a Multipurpose key, you will hear tones and the lamp will be solid red.
- ☞ Dial the phone number.

☞ Hang up.

To Cancel:

☞ Press the Speaker key **SPKR**.

☞ Wait for the dial tone.

☞ Press the Feature key **FEAT** then dial **023**, or, press the Busy Outside Line Queue key **TRNK QU** if assigned as a Multipurpose key, then dial ***** and the lamp will be off.

☞ Wait for confirmation tone.

☞ Press the Speaker key **SPKR**.

Busy Override

Allows you to alert a busy extension user that you are waiting to speak with them. The busy extension user will hear periodic tone bursts through the speaker. If they have a display the display will identify the calling party.

When you dial a busy extension:

☞ Do not hang up.

☞ Press the Busy Override key **OVER** and you will hear a ringing signal.

☞ Wait to be answered.

To answer a Busy Override:

☞ Hang up on the first call, or, press the Call Park key **PARK**.

☞ Press the Intercom key **ICM**.

To alternate between calls:

☞ Press the Call Park key **PARK**

Call Coverage

The Multipurpose keys on the Digital Telephones may be programmed to allow both audible and visual indication of a call ringing at another extension. Calls made to an extension that is represented as a Call Coverage key on another phone may be answered by that phone by pressing the Call Coverage key. The visual indication is immediate and the audible indication may have one of the three modes: Immediate, delayed, or no ring. When the extension monitored by a Call Coverage key is not in the ringing state, the Call Coverage key will function as a Direct Station Selection/Busy Lamp Field key. The Call Coverage feature will support Intercom Tone (ringing) and Outside Line calls. Intercom calls are indicated by a slow flashing green lamp and Outside Line calls are indicated by a fast flashing green lamp. A good application for this feature would be a secretary that needs to answer calls for others in the office

if they are away from their phones.

To answer a call ringing at another extension:

When you hear the special Call Coverage tone or see either a slow or fast green flashing lamp on a Call Coverage key:

- ☞ Lift the receiver
- ☞ Press the desired Call Coverage key

You will be connected to the calling party. Intercom calls will appear on your phone's Intercom key **ICM** and Outside Line calls will appear on your phone's Outside Line key.

To change the audible indication mode:

- ☞ Do not lift the receiver
- ☞ Press the Feature key **FEAT**
- ☞ Press the desired Call Coverage key and the present mode will be represented by the lamp on the key and the display.

Mode	Display	LED Indication
immediate:	Immed.	fast green flash
delayed:	Delayed	slow green flash
no ring:	No ring	solid green

- ☞ Dial **1** for immediate ring mode, dial **2** for delayed ring mode, dial **3** for no ring mode.

Call Divert

A station user can divert an incoming ringing call by pressing the **MBOX** key to activate the **Call Forward No Answer** process. The Fixed Call Forwarding Destination **must** be programmed in the ECS database by your system installer. It can also be accessed through the Iwatsu phone browser programmer.

Call Forward (5930, 5910 and 5810 Only)

Program a Forward Destination

You can set your phone to forward calls to another extension, to an external telephone number, or a number stored in your Personal Speed Dial Bin.

You can also separate Call Forward destinations for ICM calls and CO incoming calls. For example, you could forward all ICM calls to external number or a number programmed in your Personal Speed Dial Bin and all CO calls to another extension.

From the Self-Labeling Display Menu:

- ☞ Press the **Call FWD** menu key on your display.
- ☞ Press **Program**.
- ☞ Select an item to program. You can select an <EMPTY> entry or overwrite an existing entry.
- ☞ From the Mode Selection screen, select Set/Select Mode. You can choose to Delete CO or ICM Data or Clear a Profile from this screen.
- ☞ Enter the **Call Type** you wish to forward. Select CO & ICM to forward both Outside/Intercom calls, select CO Only to forward outside calls only, select Intercom to forward internal calls only. CO and ICM calls can be forwarded to different numbers. Just repeat the steps above for each call type.
- ☞ Enter the Forward Mode: Immediate, Busy/No Answer, No Answer, or, if you want to send callers to an outside phone number select, External/PSD (Personal Speed Dial)
- ☞ Press **Enter**.

For Immediate, Busy/No Answer, No Answer:

- ☞ Enter the **Extension** number where you want your calls forwarded and press the key that corresponds to the number you just entered.
- ☞ Using the dial pad, enter the **Label** (name) you want to associate with this entry and press **Enter** to continue.

For External/PSD:

- ☞ Select the External Destination Type - Personal Speed Dial Bin or External Number:
- ☞ **External Number**⁴¹ - Enter external number where you want your calls forwarded and press **Enter**.
- ☞ **Personal Speed Dial Bin** - If you have personal speed dial numbers programmed, you can select one of those entries.
- ☞ Enter a label for the number you just entered and press **Enter** to continue.
- ☞ After programming Call Forwarding, you must activate a forward destination.

Activate a Forward Destination

From the Self-Labeling Display Menu:

- ☞ Press the **Call FWD** menu key on your display.

⁴¹ The external number is stored in Personal Speed Dial Bin 99.

- ☞ Select the key that corresponds to a pre-programmed forwarding destination.
- ☞ The selected forward destination will flash when activated and a red LED will appear on the **Call FWD** key.
- ☞ Press **Exit** to return to the main menu.

Forward Status / Inactivate

To check the Forward status of your phone or to cancel station forwarding:

- ☞ Press the **Call FWD** menu key. The active selection will be flashing and your status will appear on the top two lines of the display.
- ☞ Press the corresponding key to inactivate call forwarding.
- ☞ Press the **Exit** to end the operation.

Call Forward—Follow-Me

To set Follow Me forward, from the destination extension:

- ☞ Press the **Call FWD** menu key.
- ☞ Select the **Follow-Me** key.
- ☞ Enter the number for the extension you are forwarding from.
- ☞ Press **Enter**.
- ☞ Press **Exit** to end the operation.

To cancel Follow Me forward, from the forwarded station:

- ☞ Press Call FWD.
- ☞ Select the flashing (active) entry.
- ☞ Press **Exit** to end the operation.

Call Forward (All Phones Except 5930, 5910 and 5810)

Follow these instructions for the Iwatsu ICON 5900, 5800 and IX-12KTD-3 telephones or any other legacy Iwatsu telephone except for the Iwatsu ICON 5930, 5910 or 5810 telephones with self-labeling keys.

Allows you to send your calls to an internal destination or external line (using Personal Speed Dial numbers 90-99). You can also separate call forward destinations for ICM incoming and CO incoming calls. For instance, you could set all intercom calls to go to your cell phone, and all CO calls to be forwarded to your voice mail.

Set Forward Destination

- ☞ Lift the receiver (handset) or press **SPKR**

- ☞ Press **FWD**
- ☞ Enter the Call Type you wish to forward
 - 1 = All calls (CO/Intercom)
 - 2 = CO calls only
 - 3 = Intercom calls only
- ☞ Enter the Flexible Call Forward Mode
 - 1 = All calls to another extension or hunt group
 - 2 = Busy/No Answer calls to another extension or hunt group
 - 3 = No Answer calls to another extension or hunt group
 - 4 = All Calls forward to an external number (using Personal Speed Dial Codes 90-99)
- ☞ Do one of the following:
 - If you chose Mode 1,2, or 3, enter the extension or hunt group number
 - If you chose Mode 4, enter the Personal Speed Dial Code (90-99)
- ☞ Wait for a confirmation tone
- ☞ Hang up

Forward Cancel

You may cancel the forwarding of All calls, CO calls only, or Intercom calls only.

- ☞ Lift the receiver (handset) or press **SPKR**
- ☞ Press **FWD**
- ☞ Press *****
- ☞ Enter the Call Type number you wish to cancel
 - 1 = All calls (CO/Intercom)
 - 2 = CO calls only
 - 3 = Intercom calls only
- ☞ Wait for a confirmation tone
- ☞ Hang up

Set Active/Inactive

You may make active/inactive the most recent call forward setting.

- ☞ Press **FWD**
- ☞ Enter the Call Type you wish to forward
 - 1 = All calls (CO/Intercom)
 - 2 = CO calls only
 - 3 = Intercom calls only
- ☞ Wait for a confirmation tone
- ☞ Hang up

Follow Me

When you move to a different extension, you may change the forwarding destination from the extension you originally set to the extension which you are now using.

- ☞ Lift the receiver (handset) or press **SPKR**
- ☞ Press **FWD + FWD**
- ☞ Enter the Call Type you wish to forward
 - 1 = All calls (CO/Intercom)
 - 2 = CO calls only
 - 3 = Intercom calls only
- ☞ Enter the extension number of the originating forwarding station
- ☞ Wait for a confirmation tone
- ☞ Hang up

To Set Forward Via Direct Inward System Access (DISA)⁴²

- ☞ Wait for the intercom dial tone
- ☞ Enter the Call Forward Code
- ☞ Enter the Call Type you wish to forward
 - 1 = All calls (CO/Intercom)
 - 2 = CO calls only
 - 3 = Intercom calls only
- ☞ Enter the Flexible Call Forward Mode
 - 1 = All calls to another extension or hunt group
 - 2 = Busy/No Answer calls to another extension or hunt group
 - 3 = No Answer calls to another extension or hunt group
 - 4 = All Calls forward to an external number (using Personal Speed Dial Codes 90-99)
- ☞ Do one of the following:
 - If you chose Mode 1,2, or 3, enter the extension or hunt group number
 - If you chose Mode 4, enter the Personal Speed Dial Code (90-99)
- ☞ Dial
- ☞ Wait for a confirmation tone
- ☞ Hang up

⁴² Optional DISA hardware required in the system to support this feature.

To Cancel Via DISA⁴³

- ☞ Refer to section seven for use of the DISA feature
- ☞ Wait for the intercom dial tone
- ☞ Press **501**
- ☞ Enter the Call Forward Code **522**
- ☞ Enter the Call Type number you wish to cancel
 - 1 = All calls (CO/Intercom)
 - 2 = CO calls only
 - 3 = Intercom calls only
- ☞ Wait for a confirmation tone
- ☞ Hang up

Call Hand-Off With Mobility Key

The Call Hand-Off feature allows the seamless transfer of an active call from an Iwatsu ICON Series 5930, 5910, or 5810 to another phone (e.g., cell phone or another ECS extension) using the Mobility key. The Mobility key will display up to eight selectable internal or external destinations based on location settings defined in the Esnatech Officelinx client application.

While on a call (internal or external):

- ☞ While the **Mobility** key is **flashing** (red or green), **press the Mobility key** to display a list of available destinations.
- ☞ Non-Officelinx transferred calls (i.e., Intercom, DID calls) will light the Mobility key red LED (flashing). All calls that were trombone transferred via Esnatech Officelinx will light the Mobility key green LED (flashing).
- ☞ A maximum of eight destination names (up to eleven characters) can be displayed. The source of the destination list selections listed in the ICON menu is based on the Esnatech Officelinx client locations programming.
- ☞ When a mobility destinations is selected, the number will appear on the display and the menu will change to **Now Transferring To**.
- ☞ When the transfer is complete, Transfer Successful will appear on the display.
- ☞ The menu will remain on display until the user presses the Exit key, the menu inactive timer expires, or the Esnatech Officelinx turns off the lamp.

⁴³ *Ibid.*

Operating Conditions

- ☞ Hand-off destinations are based on the location settings defined in the Esnatech Officelinx client application. No limit to the number of destinations.
- ☞ Locations with an active call are not displayed.
- ☞ The Mobility key Call Hand-Off feature is only available from Iwatsu ICON Series 5810, 5910, and 5930 telephones that have a Mobility key programmed.

Call Log

Your 5930, 5910 or 5810 is programmed to capture, store, and display telephone numbers and Caller ID information for the last 10 incoming and 10 outgoing calls with Caller ID, ANI, or DNIS information.⁴⁴

View the Call Log:

- ☞ Press the **Call Log** key on your display.
- ☞ Select an entry from the **Call Log** to view the number, trunk, and date and time stamp.

Make a call from the Call Log:

- ☞ Press the **Call Log** key on your display.
- ☞ Select an entry from the Call Log to view the number, trunk, and date and time stamp.
- ☞ Press **Dial** to call the entry that you selected.
- ☞ You can also delete the **Call Log** record by selecting **Delete**.

Store a Call Log Entry to Personal Speed Dial:

- ☞ This feature is used to store a Call Log entry to a Personal Speed Dial Bin.
- ☞ Press the **Call Log** key on your display.
- ☞ Select the entry from the **Call Log**.
- ☞ Press **Save**.
- ☞ Select a location to store the number. This can be an unused <EMPTY> entry or you can select an existing entry to overwrite.
- ☞ Select **Exit** to return to the main menu.

⁴⁴ ACD and voice announce calls are not stored in the call log.

- ☞ If the Call Log entry you just saved does not have a name associated with the telephone number, refer to the Directory section of this guide to Add a Name to a Personal Directory entry.

Add Digits to a Call Log Entry

This feature is used to add digit(s) to a Call Log entry before making a call⁴⁵.

- ☞ Press the **Call Log** key on your display.
- ☞ Select the entry from the **Call Log**.
- ☞ Enter the digit(s) to be added to the entry (for example you may need to add a **1** to dial a long-distance number).
- ☞ Press **Dial** to call the entry that you selected.

Call Monitoring

Allows you to silently monitor a call on another extension or line. In order for this feature to operate on intercom off-hook signaling must be disabled.

To monitor a call on an outside line:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Monitor key **MONITOR**
- ☞ Press the outside line key

To monitor a busy extension's call:

- ☞ Lift the receiver
- ☞ Press the Monitor key **MONITOR**
- ☞ Dial an extension number

Note: This feature is not transparent when an IP phone is being monitored or when the monitored station is networked using IP Campus.

Call Park/Swap

Park a call so that it can be answered from another extension.

Parking a Call

When speaking on an outside line:

- ☞ Select the **Park** key.

⁴⁵ This feature requires a Float or CO line key in the key pattern.

- ☞ You will hear dial tone and Park menu text will flash with the caller ID information (if the key is programmed on the display).
- ☞ Hang up the phone.
- ☞ If the call is not picked up, the call will return to your phone.
- ☞ If you have an active call and a parked call on your phone you can alternate between calls by pressing the Call Park key.

Picking up a Parked Call

From the extension that parked the call:

- ☞ Lift receiver or press the **SPEAKER** key.
- ☞ Press the **Park** menu key.

From another extension:

- ☞ Lift receiver or press the **SPEAKER** key.
- ☞ Press the **Park** menu key.
- ☞ Dial the extension number where the call is parked to pick-up the call.

Transfer to Park

You can transfer a call to another user's individual park on their telephone. The call can then be picked up remotely from another telephone. The call can also be picked up from the telephone where it is parked.

Transferring a call to another user's individual park

When speaking on an outside line:

- ☞ Press **TRANSFER** + the **Park** menu key.
- ☞ Dial the number of the extension where the call is to be parked, or press the extension key (if assigned).
- ☞ When you hear confirmation tone, hang up.
- ☞ If desired, use the paging system to inform the user of the call parked on their telephone.

Picking up a call parked on your individual park from your telephone

- ☞ Lift the receiver or press the **SPEAKER** key.
- ☞ Press the **Park** menu key.

Picking up a call parked at another telephone

- ☞ Lift the receiver or press the **SPEAKER** key.

- ☞ Press the **Park** menu key.
- ☞ Dial the number of the extension where the call is parked, or press the extension key (if assigned).

Call Pick-Up

Allows you to answer a call ringing at someone else's phone. There are three types of Call Pick-Up: Direct Call Pick-Up, Internal Group Call Pick-Up, and External Group Call Pick-Up.

Direct Call Pick-Up

Allows you to answer a call ringing at any extension in the office.

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Press the Feature key **FEAT** then dial **33**.
- ☞ Dial the ringing extension number, or, press the Direct Call Pick-Up key **DIRCT P/U** if assigned as a Multipurpose key.
- ☞ Dial the ringing extension number.

Internal Group Call Pick-Up

Allows extensions to be grouped together. This grouping eliminates the need to dial the ringing extension number in order to answer the call.

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Press the Feature key **FEAT** then dial **31**, or, press the Group Call Pick-Up key **GRP P/U** if assigned as a Multipurpose key.

External Group Call Pick-Up

Allows you to answer a call ringing in a Group Call Pick-Up group that they are not part of.

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Press the Feature key **FEAT** then dial **32**.
- ☞ Dial the ringing external group number (Range=001-250), or, press the External Group Pick-Up key **EXT P/U** if assigned as a Multipurpose key.
- ☞ Dial the ringing external group number (Range=001-250).

Call Recording

The Call Recording feature⁴⁶ allows an Iwatsu Enterprise-CS station user to record a station-to-station, outside line, or conference call to voice mail. This feature is available at any station that has been assigned a Call Recording **REC** key.

IMPORTANT NOTICE REGARDING THE CALL RECORDING FEATURE

In certain states it is illegal to intercept and/or record telephone calls.

In certain states and under certain circumstances it is illegal to intercept for the purposes of listening in and/or recording telephone calls. Because such activity is not illegal in all jurisdictions and may be permitted in training and/or monitoring of personnel, this telephone system can be programmed to permit interception and/or recording with or without warning to those on the line. Before utilizing the system for such purposes, you are advised to consult with an attorney familiar with laws of the jurisdiction in which you utilize such feature.

ICON VOICE NETWORKS, its dealers, and the manufacturers responsible for this feature make no representations with respect to the legality of its use and disclaim any liability for claims and/or damages arising from the use or misuse of this feature.

While on a call:

- ☞ Press **REC** To start voice recording:
- ☞ While recording press **REC** a second time or hang up to stop recording.

To playback a recorded call:

- ☞ The call is saved as a voice mail message. For playback instructions consult your voice mail program documentation.

Caller ID, ANI Storage

Allows you to store and display the telephone number for a call on a caller ID, ANI or DNIS line. The system may be programmed to save information for all calls, or abandoned calls only.

To view stored call information:

- ☞ **For station:** At ICM dial tone press the illuminated **USAS** key once to display information about the first call to your station. Press **▶** to scroll forward and **◀** to scroll backward in sequence.
- ☞ **For trunk group:** At ICM dial tone press the illuminated **USAT** key once or the **USAT** key + *trunk group number* to display information about the first call on a specific trunk group. Press **▶** to scroll forward and **◀** to scroll backward in sequence.

⁴⁶ The voice mail system must support call recording in order for this feature to function.

To make a call by automatically dialing the stored Caller ID or ANI number:

- ☞ With a call record displayed, Do one of the following:
- ☞ For station: Press the **USAS** key a second time, or press **FLT**, **OPT**, or **COL**
- ☞ For trunk group: Press the **USAT** + *trunk group number* or **USAT** key a second time, or press **FLT**, **OPT**, or **COL**

To add digits to the displayed number before calling out:

- ☞ With a call record displayed,
- ☞ Dial the additional digits to be added to the outgoing number (the added digits do not appear on the display when entered), then
- ☞ Do one of the following:
- ☞ For station: Press the **USAS** key a second time, or press **FLT** or **COL**
- ☞ For trunk group: Press the **USAT** + *trunk group number* or **USAT** key a second time, or press **FLT** or **COL**
- ☞ Press **USAT**, **USAT**

To delete saved call information from system memory:

- ☞ With a call record displayed, press the **UST** key

Caller ID Display Change

The information displayed on the station LCD during incoming ringing, call in progress, incoming forwarded call ringing, and camped-on/transferred call ringing may be changed by pressing a **CID DISPLAY CHANGE** key. This feature may be used only incoming calls on Caller ID/ANI or DNIS lines. Ten different display modes are available. The display mode is determined by the type of call and status of call.

During call in progress:

- ☞ Press the **CID DISPLAY CHANGE** key

Caller ID on Hold

Caller ID on Hold can be enabled / disabled for the self-labeling keys on 5930, 5910 and 5810 phone. When enabled, the caller ID of the held call will appear as the key name of the self-labeling key corresponding to the held call. To enable:

- ☞ Press the **Setup Menu** key.
- ☞ Press User Options.
- ☞ Enter your **Station Password** and press **Enter**.
- ☞ Press the right navigation key to scroll to the Caller ID on Hold menu page.
- ☞ Select Caller ID on Hold and select Enabled or Disabled.
- ☞ Default = Enabled. The active setting is displayed in reverse video.
- ☞ Press **Exit** to save your data and return to the main screen.

Camp-On

Allows you to alert a busy extension user that an outside call is waiting for them to answer. The busy extension user will hear periodic tone bursts through the speaker. If they have a display, the display will first indicate the extension that sent the call followed by CAMP-ON. If the busy extension does not respond within a specified period of time, the call will return back to you.

To Initiate Camp-On:

- ☞ Press the Transfer key **TRAN**
- ☞ Wait for the dial tone
- ☞ Dial the desired extension number
- ☞ Hang up

To answer a Camp-On:

- ☞ Hang up on the first call, or, press the Hold key **HOLD/DND** to place the first call on Hold. Or, press the Call Park key **PARK** to place the first call on Call Park.
- ☞ Answer the second call.

Clear Call

Allows you to initiate a new intercom call without having to hang up if the called extension does not answer or if there was a dialing mistake.

When you make an intercom call, but the called extension cannot be reached, and you wish to call another extension:

- ☞ Do not hang up
- ☞ Dial the second extension number

Conference

The Iwatsu Enterprise-CS allows you to converse with three other people in one call. There may be any combination of inside extensions or outside lines.

To Make a Conference Call:

- ☞ While speaking on an outside or internal call:
- ☞ Press the **Conference** key (or ADD key based on programming and type of phone) on your Iwatsu phone. If Conference, the key will flash.
- ☞ Make your next call (internal or outside call).
- ☞ When the party you are calling answers, press the **Conference** key again.

To Make a Conference Call using the Park feature:

- ☞ Press **Park** to park the call.
- ☞ Make your next call.
- ☞ Press Conference and then Park to complete the conference.
- ☞ After you hear a tone burst, all parties are connected.
- ☞ To add another extension or outside line, repeat the same procedure.

Consultation Hold

Places an outside call on temporary hold before a transfer or conference is completed. The call will automatically return to you if the desired transfer extension does not answer or if you dialed incorrectly. If you have a display on your phone, the display will show Camp On RCL and the name of the person that the call was sent to.

While on an outside call:

- ☞ Press the Transfer key **TRAN** and you will hear the dial tone

Delayed Ringing

When an incoming outside line call is not answered within a pre-set time, a second group of stations start ringing and the ringing signal changes to an incoming alarm. A delayed ringing assignment can be programmed for each line. This assignment is the same for both Day and Night modes. If the line is programmed for attendant outside line intercept, the primary and delayed ringing stations will stop ringing when attendant intercept occurs.

DID Number External Call Forward

A station programmed for direct termination of a DID, Caller ID, ANI, or DNIS call can be set to automatically forward the call to an external (remote) telephone number. The remote telephone number is programmed in personal speed dial bin 98. This feature will not operate if there is no number programmed in person speed dial bin 98.

To set/cancel external call forward of DID, Caller ID, ANI and DNIS calls:

- ☞ Press **ICM**
- ☞ Press **PTRAN**
- ☞ Wait for confirmation tone
- ☞ The **PTRAN** key red LED is lit, remote call forward is set
- ☞ The **PTRAN** key is not lit, remote call forward is canceled

To program the remote number:

- ☞ Press the Feature key **FEAT**
- ☞ Press the Speed Dial key **SPEED**
- ☞ Dial Personal Speed Dial Code **98**
- ☞ Dial the remote phone number
- ☞ Press the Feature key **FEAT** to end the operation

Direct Outside Line Appearance

IP and Digital Telephones may have Multipurpose keys programmed as an outside line for incoming and outgoing calls.

- ☞ Lift the receiver
- ☞ Press the outside line key and you will hear the dial tone

Direct Station Selection/Busy Lamp Field

The Multipurpose keys on the IP and Digital Telephones may be programmed to allow one-touch intercom calling to pre assigned extensions. These keys will provide an indication if the extension programmed to that key is busy or not. If the extension is busy the light will be lit.

To place an extension call with one touch:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Direct Station Selection key **DSS** for the desired extension

Directory

Your 5930/5910/5810 is equipped with a Directory for access to system Internal, system External, Personal Speed Dial, and Direct Bin Access.

Internal (Internal Station Directory)

From the Self-Labeling Display Menu:

- ☞ Press the Directory menu key on your display.
- ☞ Press Internal.
- ☞ Select an entry:
- ☞ Select an entry on the screen, or, select Search and use the dial pad to enter a search string, or, select Navigate and use the left and right arrows to page through the Internal Directory or use the up and down arrows to scroll one entry at a time.
- ☞ To make a call, select the key that corresponds to the entry you want to call. Based on the extension's LED status, solid = Busy, flashing = DND, and no LED = extension idle.

External (System Speed Dial Directory)

From the Self-Labeling Display Menu:

- ☞ Press the **Directory** menu key on your display.
- ☞ Press External.
- ☞ Select an entry:
- ☞ Select an entry on the screen, or, select **Search** and use the dial pad to enter a search string, or, select **Navigate** and use the left and right arrows to page through the Internal **Directory** or use the up and down arrows to scroll line by line.

- ☞ To make a call, select the key that corresponds to the entry you have selected.

Personal (Personal Speed Directory)

From the Self-Labeling Display Menu:

- ☞ Press the **Directory** menu key on your display.
- ☞ Press **Personal**.
- ☞ Select a programmed entry on the screen and the number is dialed, or, select **Program** to program a new entry.
- ☞ Select an **<Empty>** entry or select an entry to overwrite.
- ☞ Using the dial pad, enter a **Name** for the new entry. Press **Save**.
- ☞ Using the dial pad, enter a Number for the new entry. Press **Save**.
- ☞ Enter the **Trunk Group** number (Range = 000-250). **0 = Optimized**. Press **Save**.
- ☞ You are returned to the main menu.
- ☞ You can press **Exit** to cancel the operation at any time.

Direct Bin Access (Personal Speed Dial Bin)

From the Self-Labeling Display Menu:

- ☞ Press the **Directory** menu key on your display.
- ☞ Press **Direct Bin Access**.
- ☞ Enter the Personal Speed Dial Bin 90-98⁴⁷ or System Speed Dial Bin 000-899.
- ☞ The Personal Speed Dial Bin number is displayed when you make a call using Personal Speed Dial.

Add a Name to a Personal Directory Entry

This feature is used to add a name to a stored Personal Speed Dial Directory entry.

- ☞ Press the **Directory** menu key on your display.
- ☞ Press **Personal**.
- ☞ Select **Program** and then select the key associated with the Personal Speed Directory entry you need to edit.
- ☞ From the **Enter a Name** menu:

⁴⁷ Personal Speed Dial Bin 99 is used to store the External Call Forward Destination.

- ☞ Use the **Delete** key to clear Name field (the caller ID number will display in this field when there is no name associated with the entry).
- ☞ Use the dial pad to enter a new **Name** for your entry.
- ☞ Select **Save** to save the change to the entries profile name. You will also need to select **Save** for the entry's Phone Number and Trunk Group Number. If needed, you can make changes to each of those fields during this process.

Distinctive Ringing - Outside Line Calls

Each outside line can be assigned one of four available ringing tones. This feature applies only to Iwatsu Key Telephones.

Distinctive Ringing - ICM/Outside Line

Intercom and outside line calls provide different ringing tones.

Do Not Disturb (DND)

Allows you to make your phone busy so you will not be interrupted by phone calls. However, the following type of calls may override Do Not Disturb: DSS Calls, Operator Calls, Secretarial Calls and Executive Override Calls.

To activate:

- ☞ Press the Hold key **HOLD/DND** and the lamp will be solid red

To cancel:

- ☞ Press the Hold key **HOLD/DND** and the lamp will be off

Exclusive Hold

Allows you to place an outside call on Hold that cannot be picked up by another extension.

To place a call on Exclusive Hold:

- ☞ Press the key representing the outside line which you were speaking on and the lamp will intermittently flash green

To retrieve a call from Exclusive Hold:

- ☞ Press the outside line key once again for that call and the lamp will flash green.

The call may only be retrieved by the phone that placed it on Exclusive Hold.

Executive Override

Is the same as a Busy Override with the additional ability to override an extension in Do Not Disturb. This override may be either a voice announcement or tone signal.

When dialing an extension that is busy or in Do Not Disturb

- ☞ Do not hang up.
- ☞ Press the Override key **OVER** .
- ☞ Make a voice announcement or wait for a response to the tone signaling, your choice is dependent on system programming.

Extension Number Display

Allows you to display your extension number on the display of an Iwatsu IP or digital telephone equipped with an LCD.

To display an extension:

- ☞ Press the Feature key **FEAT** then dial

Feature Key Display

Allows you to display the function of your telephone's feature keys.

To display a feature key:

- ☞ Press the Feature key **FEAT** then dial
- ☞ Press the desired feature key.

Flash

Allows you to receive dial tone on the same outside line without having to hang up. Flash may also be used to receive intercom dial tone to place another intercom call. Two different Flash settings may be programmed to allow for the use of Centrex or PBX features.

After you complete your call or if you make a dialing mistake:

- ☞ Press the Flash key **FLASH**
- ☞ Dial the new number

If you wish to use Centrex or PBX features:

- ☞ Press the Short Flash key **S FLASH**
- ☞ Dial new number or feature code

If your phone does not have keys assigned for Flash or Short Flash:

- ☞ Press the Feature key **FEAT** then dial **11** for Flash
- ☞ Press the Feature key **FEAT** then dial **12** for Short Flash

Floating Outside Line Group Access

Allows for a number of outside lines to be assigned to one of 250 groups. These groups may be used for incoming calls, outgoing calls or both incoming and outgoing calls.

To access an outside line group:

- ☞ Lift the receiver.
- ☞ Press the Float key **FLT** then dial the outside line group number **1**-**250** or **00** for the desired group, or, press the Float key **FLT** for the desired group if that group is assigned as a Float key on a Multipurpose key.
- ☞ Multiple Float keys may be assigned to one group.

Forced/Verified Account Code

Requires you to enter a 1-12 digit code to make outside calls. These codes may be either fixed or variable in length and each telephone may be programmed for one of the four following account code entry options.

FORCED-TOLL: code entry required only for toll calls

FORCED-ALL: code entry required for all calls

VERIFIED-TOLL: code entry required only for toll calls

VERIFIED-ALL: valid code entry required for all calls

A table of 10 phone numbers may be programmed to allow calling without account code entry. This option is very helpful because it allows important emergency numbers to be dialed by anyone. The verification table, for verified account code entry, shares memory with System Speed Dial and may contain 2000 account codes. The Forced/Verified Account Code programming allows the option of having or not having the account displayed on the LCD of the phone and the SMDR printout.

- ☞ Lift the receiver
- ☞ Press an outside line key
- ☞ Wait for the dial tone
- ☞ Dial the desired phone number
- ☞ Dial *****

- ☞ Wait for the account code entry tone
- ☞ Dial a code
- ☞ Dial only if your code entry is variable in length

Full/Half-Duplex Speakerphone Mode Switching

The Iwatsu ICON Series, Platinum Series, and IX-12KTD/S-3 Digital Key Telephones can be changed from full-duplex to half-duplex through the operation of the **Speaker Duplex** key. The IX-12IPKTD/-E use an internal DSP to automatically switch from full/half-duplex.

To switch from the Full Duplex Mode to the Half Duplex Mode:

- ☞ Press **Speaker Duplex** or press **FEAT** + +

To switch from the Half Duplex Mode to the Full Duplex Mode:

- ☞ Press **Speaker Duplex** or press **FEAT** +

Group Monitoring

Allows you to let others listen to your call through the speaker of the phone while you converse with the receiver.

To use this feature, Group Monitoring must be enabled.

While speaking to your party with the receiver:

- ☞ Press the Speaker key **SPKR**

Group Park

By placing a call on Group Park all extensions with the appearance of that Group Park key will have a flashing indication and be able to pick up that call.

Operation

To place a call in Group Park:

- ☞ Press the Group Park key **G PARK** and the lamp will intermittently flash green on your phone and flash red on other phones

To retrieve a call in Group Park:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Group Park key **G PARK** and an outside line key will flash green

To retrieve a call from a phone that does not have your Group Park key:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial your Group Park code

Hands-Free Answerback on Intercom

Allows you to answer an intercom call without lifting the receiver. The microphone may be turned off if desired.

To turn on Hands-Free Answerback:

- ☞ Press the Feature key **FEAT** then dial **61**, or, press the MIC OFF key **MIC OFF** if assigned as a key and the lamp will be off.

To turn off Hands-Free Answerback:

- ☞ Press the Feature key **FEAT** then dial **061**, or, press the Mic Off key **MIC OFF** if assigned as a key and the lamp will be solid red

Headset Control Key

The **Headset Control** key for use with the Iwatsu ICON Series, Platinum Series, IX-12KTD/S-3 Digital Key Telephones and the IX-12IPKTD/-E IP Telephones allows you to control a headset without using the **Connect** or **Release** key. This key is also supported on the IX-12KTD-2, but requires a headset adaptor box to switch the audio between handset and headset. This key is a replacement for the **Headset** key.

Iwatsu recommends placing a Headset Control key in the key pattern of your Iwatsu ICON Series telephone when a Bluetooth headset is used.

To begin a call:

- ☞ Press the **Headset Control** key while the phone is idle.

To answer a call:

- ☞ Press the **Headset Control** key when receiving a ringing or incoming call.

To end a call:

- ☞ Press the **Headset Control** key to disconnect when finished with the call.

To transfer a call using Screened Transfer:

- ☞ Press the **TRAN** key.
- ☞ Dial the telephone number.
- ☞ When the party answers, press the **Headset Control** key.

- ☞ To transfer a call using Unscreened Transfer:
- ☞ Press the **TRAN** key.
- ☞ Dial the telephone number.
- ☞ While waiting for the called party to answer, press the **Headset Control** key.

To place a call on hold:

- ☞ Press the **HOLD/DND** key. An ICM dial tone is heard.
- ☞ Dial another number or press the **Headset Control** key.

To retrieve a call from hold with **Headset Control** key idle:

- ☞ Press the **Headset Control** key, and then press the line key on which the party is holding.

To receive a call from hold with **Headset Control** key active:

- ☞ Press the line key where the party is holding.

To retrieve a message:

- ☞ Press the **MBOX** key, then the **Headset Control** key.

To change from headset use to speakerphone use:

- ☞ Press the **SPKR** key, then press the **Headset Control** key.

To answer an ACD call:

- ☞ Press the **Headset Control** key. ACD calls do not produce an audible ring in the headset.

Headset Key

Allows you to alternate between using the handset (receiver) and the headset.

For headset operation:

- ☞ Press the Headset key and the lamp will be solid red

For handset operation:

- ☞ Press the Headset key and the lamp will be off

Headset Connection

ECS telephones may operate with a headset instead of the handset (receiver). Most Iwatsu telephones⁴⁸ have an integrated headset jack on the back of the phones. Phones without an integrated headset jack requires the handset to remain in the cradle of the telephone and the headset control key to be switched to the ON position.

Note: Refer to the Bluetooth section in this chapter for information regarding Bluetooth headsets.

To make a call:

- ☞ Press the key representing the type of call you wish to place
- ☞ Wait for the dial tone
- ☞ Dial the desired number

To answer a call:

- ☞ Press the key representing the incoming call

To hang-up:

- ☞ Press the Release key **RLS**

To transfer a call:

- ☞ Press the Transfer key **TRAN**
- ☞ Dial the desired extension number, or, press the key representing the desired extension if assigned as a Multipurpose key
- ☞ Press the Connect key **CNCT**

Hot Line

If your phone is programmed to have this feature every time you lift the receiver or press the Speaker key **SPKR** a call will be placed to a predetermined extension.

- ☞ Lift the receiver, or, press the Speaker key **SPKR**

Hotel/Motel Features

The ECS software includes features specific to the Hotel/Motel industry. These features include Intercom Call Restriction, Message Waiting Notification, Room Status indication and Wake-Up Call. Each feature is described below.

⁴⁸ Check the specification of the Iwatsu telephone model you are using to determine if it supports a headset jack.

Intercom Call Restriction

ECS may be programmed to restrict guest rooms from calling each other to eliminate prank calls. Guests may still make intercom calls to the Hotel/Motel's administrative extensions.

Message Waiting Control

Message Waiting Control allows you to inform a guest that there is a message waiting for them by lighting the Message Waiting Lamp on the telephone in their room. This operation allows you to send a message without having the telephone ring.

Room Status

The keys on a Direct Station Selection Unit (DSS) may be programmed to inform you of the status of your guest rooms. There are nine status indications:

Room Status	Key Lamp	Outside Calls
Vacant-Ready	off	no
Vacant-To Be Cleaned	red-fast flash	no
Vacant-Cleaned	red-slow flash	no
Occupied (In Room)-Ready	green	yes
Occupied (In Room)-To Be Cleaned	green & red-fast flash	yes
Occupied (In Room)-Cleaned	green & red-slow flash	yes
Occupied (Out of Room)-Ready	green-slow flash	no
Occupied (Out of Room)-To Be Cleaned	green-slow flash & red-fast flash	no
Occupied (Out of Room)-Cleaned	green-slow flash & red-slow flash	no

When the status of a guest room is changed from the OCCUPIED (IN ROOM) status category to another category, the guest room telephone will be restricted.

The maid may change the status of the guest room from TO BE CLEANED to CLEANED by dialing a code from the guest room telephone. The supervisor, after inspection of the cleaning, may change the status of the guest room from CLEANED to READY (CLEANING CONFIRMED) by dialing a code from the guest room telephone.

Wake-Up Call

Wake-Up Call allows you or a guest to enter a wake-up time. Guests are notified by having their telephone ring five minutes prior to the time that was set. If there is no answer to the first attempt, ECS will call the guest room at

the time set.

The guest room telephone will ring five times. When the receiver is lifted the guest has the option of hearing Music On Hold or either a prerecorded or customized message if the system is equipped with the Message Card and associated hardware.

Wake-Up Call Report

If a serial printer is connected to your Iwatsu ECS system you can have the status of Wake-up Call attempts printed as they occur.

An example of the print out is below.

DATE	TIME	TEL	ANSWER
07/29	08:20	230	O

The result of the call attempt is shown under the ANSWER column.

O = call was answered, X = call was not answered

Howler Tone

If your receiver remains off the receiver key too long after no action is taken, the ECS will provide a tone to alert you of this condition.

- ☞ Replace the receiver on the receiver key

Last Number Redial

Allows you to automatically dial the last outside number called.

Operation

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Speed Dial key **SPEED**
- ☞ Dial **#**, or, press **Redial**

LCD Backlight Duration

The LCD backlight timer can be adjusted for each 5930, 5910 and 5810 phone.

- ☞ Press the **Setup Menu** key.
- ☞ Press User Options.

- ☞ Enter your **Station Password** and press **Enter**.
- ☞ Press the right navigation key to scroll to the LCD Backlight Duration menu page.
- ☞ Select LCD Backlight Duration.
- ☞ Use the left or right navigation keys to scroll through and select a backlight duration time of 30 seconds (default), 1, 3, 5, 10, 20, 30, 60, 90, or 120 minutes.
- ☞ Press **Save** and **Exit** to save your data and return to the main screen.

LCD Contrast

- ☞ Change the LCD contrast
- ☞ Press the **Setup** Menu key.
- ☞ Press LCD Contrast.
- ☞ Use the **Left** and **Right** arrow keys to decrease or increase the display contrast.

Master Hunt Groups

The Iwatsu Enterprise-CS allows extensions to be programmed into Hunt Groups. Each Hunt Group is assigned an access code and when dialed the system searches for the first idle extension.

To call a Hunt Group:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial Hunt Group access code, or, press the Hunt Group key **HUNT** if assigned as a Multipurpose key

Memo Dial

Allows you to save a telephone number in memory while you are speaking on an outside line. The memory is shared with Save Number Redial.

While on a call:

- ☞ Press the Feature key **FEAT** then dial 22
- ☞ Dial the phone number
- ☞ Press the Feature key **FEAT**, or, press the Memo key **MEMO** if assigned as a Multipurpose key
- ☞ Dial the phone number
- ☞ Press the Memo key

☞ You will hear a confirmation tone.

To make a Memo Dial call:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press an Outside Line key
- ☞ Press the Feature key **FEAT** then dial **22**, or, press the Memo key **MEMO** if assigned as a Multipurpose key

Message Waiting – Absence Message

The Absence Message feature⁴⁹ allows you to light a lamp at another extension to inform them that you wish to speak with them.

To leave a message:

When the extension you are calling is busy or does not answer:

- ☞ Do not hang up
- ☞ Press the Message key **MSG**
- ☞ Dial **#**
- ☞ Wait for a confirmation tone
- ☞ Hang up

The Message key **MSG** lamp will be solid red at the called extension.

To answer messages:

When the Message key **MSG** lamp is lit at your extension:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Message key **MSG**
- ☞ Dial **#**

The system will automatically call the extension which left the message. If you have a display phone the display will indicate the number of messages left. To view all messages before returning a call, press the Message key **MSG** until the desired extension number is displayed. Then dial **#** to return the call. Messages left by another extension will be indicated by a solid red lamp on the Message key. Messages left by a voice mail machine will be indicated by a flashing red lamp on the Message key.

⁴⁹ By default, this feature is not supported and must be enabled by your authorized dealer. Please note that enabling this feature restricts voice mail access. Consult with your authorized dealer for details.

To display messages at your extension:

- ☞ Press the Message key **MSG**

The display shows the extension number(s) which left you a message and the number of messages left. If you have more than 1 message, press the Message key **MSG** again for the next message to be displayed.

To cancel message waiting:

If you want to cancel a message you left at an extension:

- ☞ Press the Speaker key **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Message key **MSG** then dial
- ☞ Dial the extension number of the message you wish to cancel
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker key **SPKR**

If you want to cancel all messages left at your extension:

- ☞ Press Speaker key **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Message key
- ☞ Dial and the lamp will be off
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker key **SPKR**

Microphone Cut-Off

Allows you to disable the microphone in your phone for privacy.

Operation

To turn the microphone on:

- ☞ Press the Feature key **FEAT** then dial , or, press the **MIC OFF** key if assigned as a key and the lamp will be off

To turn the microphone off:

- ☞ Press the Feature key **FEAT** then dial , or, press the **MIC OFF** key if assigned as a key and the lamp will be solid red

Off-Hook Outgoing Call

This programming option allows you to automatically dial an outside party by simply picking up the receiver. This feature makes use of the System Speed Dial feature.

- ☞ Lift the receiver, or, press the Speaker key **SPKR** if your phone is equipped with a Speakerphone

Off-Hook Outside Line Answering

Allows you to answer an outside call without having to press the key representing the ringing line.

To answer a call:

- ☞ Lift the receiver, or, press the Speaker key **SPKR** if your phone is equipped with a speakerphone.

Off-Hook Outside Line Queuing

Allows you to instruct the ECS that you wish to wait for an outside line when all outside lines are busy.

This feature is used only when outside lines are grouped to appear under one or several outside line keys.

When you press an outside line key and do not hear the dial tone:

- ☞ Do not hang up
- ☞ Stay on the line until you hear the dial tone

On-Hook Dialing

Allows you to dial an extension or outside line without having to lift the receiver. The receiver must be picked up to converse if your phone is not equipped with a Speakerphone.

- ☞ Press the Speaker key **SPKR**
- ☞ Press the desired line key
- ☞ Wait for the dial tone
- ☞ Dial the number

Outside Line Call Restriction

The system can be programmed to restrict any phone from making outside line calls on specified outside line groups.

Outside Line Pick-Up Restriction

The system can be programmed to restrict stations from accessing incoming calls on specific outside lines. Three different levels of restriction are available. This does not affect the restricted stations ability to make outgoing calls on these lines.

Paging

The Iwatsu Enterprise-CS provides three types of paging:

- All Call
- Group Call
- Zone Page

All Call

Allows you to make an announcement either through the speakers in the Digital Telephones and/or an External Paging System.

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Page key **PAGE** and hold the key down and the lamp will flash red
- ☞ Wait for the Page tone
- ☞ Make an announcement
- ☞ Release the Page key **PAGE**
- ☞ Hang up

Group Call (Internal)

Allows you to page through the speaker in a group of phones. There may be 125 groups with a maximum of 64 extensions per group.

To page through a group of phones:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial Group Call access code, or, press the Group Call key **GROUP** if assigned as a Multipurpose key
- ☞ Wait for the Page tone
- ☞ Make an announcement
- ☞ Hang up

Zone (External)

Allows you to access individual groups of external paging speakers.

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial Zone Page access code, or, press the Zone Page key **ZONE** if assigned as a Multipurpose key
- ☞ Wait for the Page tone
- ☞ Make an announcement
- ☞ Hang up

Meet-Me Page Answer

Allows you to answer a page from any phone that is in the same Meet-Me Page Answer group.

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Feature key **FEAT** then dial **35**, or, press the Meet-Me Page Answer key **MEET-ME** if assigned as a Multipurpose key

Personal Ring Tones

You may choose one of eight personal ring tones to distinguish ringing at your station from others.

To play a ring tone for your system extension:

- ☞ With your station idle press **FEAT** + **#** + ***** + **1-8**

To select a ring tone for your system extension:

- ☞ With your station idle press **FEAT** + **#** + ***** + **1-8** + **#**

To restore default ring tone at your system extension:

- ☞ With your station idle press **FEAT** + **#** + ***** + **0** + **#**

Preset Dial/Backspace Dialing

This programming option allows you to dial an intercom or an outside phone number and have the number appear on the display of your Digital Multiline Display Telephone before the call is placed. This procedure ensures that the correct number will be dialed.

To enter and display a number:

- ☞ Dial the desired number to be called and it will appear on the display
- ☞ Press **FEAT** to erase the digits entered one at a time starting from the right side of the display.

To make an intercom call:

- ☞ Lift the receiver and the call will be placed

To make an outside call:

- ☞ Press an outside line key
- ☞ Lift the receiver and the call will be placed

Prime Line Access

This programming option allows a system extension to immediately access a specific system extension, outside line, outside line group, hunt group, paging zone, or optimized routing upon going off hook.

- ☞ Lift the receiver, or, press the Speaker key **SPKR** if your station is equipped with a Speakerphone

Privacy/Privacy Release

All calls are private and no one may enter a call unless you release the privacy for that call.

To release Privacy:

- ☞ Press the Feature key **FEAT** then dial **14**, or, press the Privacy Release key **PRV RLS** if assigned as a Multipurpose key and the lamp will be solid red
- ☞ You will hear a confirmation tone. To get back to a private call, repeat the procedure and the lamp will be off.

Private Line

This programming option allows a phone to have a dedicated outside line appear on one of its Multipurpose keys. There is no specific operation to enable/or disable private line once it is programmed. Private lines have the following characteristics:

- It will ring if the station is in Do Not Disturb
- It will not be Call Forwarded
- It cannot be accessed by other extensions

Protected Station

This programming option provides you the ability to prevent any calls from overriding your active call. No operation is required to enable /disable protected station once it is programmed.

Quick Forwarding Using the Hold/Quick Forward Key

Allows you to forward your phone to your currently programmed call forward setting by simply pressing the Hold/Quick Forward key.

- ☞ To activate press the Hold/Quick Forward key. The key lamp will light.
- ☞ To deactivate press the Hold/Quick Forward key. The key lamp will light.

Hold/Quick Forward is the default setting for Iwatsu ICON Series telephones.

Quick Mode Operation

This programming option enables you to access an outside line or your intercom extension by simply pressing the desired key. This activates the speaker and allows for immediate On-Hook Dialing. If your extension has a Speed Dial number assigned to a Multipurpose key, the ECS will automatically select a line and dial the number.

Operation

- ☞ Press the desired key for making a call

Redial

To automatically redial the last (CO call) outside number you called:

- ☞ Press the **Redial** menu key.

Remote Relay Control

Allows you to activate/control a remote device. For example, a door opener or a monitor camera.

- ☞ Press the Remote Relay Control key **REMOTE**
- ☞ Enter the relay number 1 to 8.

Ring Muting

Allows you to turn the ringer, microphone, and speaker off at your phone. Ring Muting is recommended instead of Do Not Disturb when the Call Coverage feature is installed.

To turn the ringer off:

- ☞ Press the Silent key **SILENT** and the lamp for that key will be solid red

To turn the ringer on:

- ☞ Press the Silent key **SILENT** and the lamp for that key will be off

Save Number Redial

Allows you to save a number that you dialed when you receive either a busy signal or no answer. The memory for this feature is shared with Memo Dial.

While making a call:

- ☞ Press the Feature key **FEAT** then dial **21**, or, press the Save Number Redial key **SAVE** if assigned as a Multipurpose key

You will hear a confirmation tone.

To make a Save Number Redial call:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Feature key **FEAT** then dial **21**, or, press the Save Number Redial key **SAVE** if assigned as a Multipurpose key

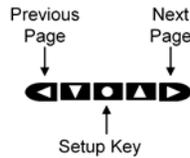
Self-Labeling Display (Iwatsu ICON 5930/5910/5810 Phones Only)

The Iwatsu ICON Series 5930, 5910, and 5810 Telephones are equipped with Self-Labeling keys that support up system features. When a key, that resides on the LCD, is changed on the key pattern of your telephone, the label for that key will change. Changing the label of a Self-Labeling Key can be performed through the telephone or through the Iwatsu Programmer. The key telephone

procedure is detailed here.

To navigate the Self-Labeling display:

- ☞ Use the **Next** page and **Previous** page keys to access **Page 1** and **Page 2** on the display
- ☞ The **Setup** key is used to access the LCD Contrast, Bluetooth setup, and the TFD (Ticker Field Display)

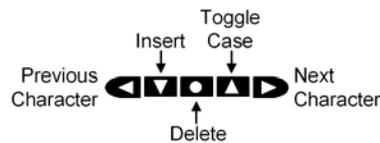


Self-Labeling Key Name Change:

You can also manually change the name of a key on the display. This does not change the function of the key, only how it appears on your display. If you change the label on a key and that key is changed, the custom label that you assigned to that key will not change.

- ☞ **Press and hold** (for five seconds) the key that corresponds to the label you want to change.
- ☞ When the **Label Name Change** screen appears, use the dial pad and the navigation keys to enter the new name for that key.
- ☞ Press **Save** to save your changes or **Cancel** to exit the name change without saving.
- ☞ Characters advance automatically when changing keys. Advance manually for the same key.

1 [space], @, 1	2 ABC a, b, c, 2	3 DEF d, e, f, 3
4 GHI g, h, i, 4	5 JKL j, k, l, 5	6 MNO m, n, o, 6
7 PQRS p, q, r, s, 7	8 TUV t, u, v, 8	9 WXYZ w, x, y, z, 9
* [., _ , ! , *	0 -, . , & , / , 0	# (,) , ? , , , #



Return a Self-Labeling Key to its Default Name:

If you have changed the name of the key and wish to return the key name to its default setting.

- ☞ **Press and hold** (five seconds) the desired key that corresponds to the label you want to return to the default name
- ☞ **Delete** the entry, press **Save** without entering a new name
- ☞ The default key label is now displayed

Change a Key Assignment on your Iwatsu ICON 5810, 5910, 5930 phone⁵⁰

- ☞ Press the **Setup Menu** key.
- ☞ Press User Options.
- ☞ Enter your **Station Password** and press **Enter**.
- ☞ Press the right navigation key to move to the next menu page.
- ☞ Select Key Assignment.
- ☞ Use the left or right navigation keys to scroll through and select one of the Key Assignment Categories.
- ☞ Select the **Key Type** you want to add to your key pattern.
- ☞ Select the key you wish to change on your station. The new Key Type that you selected will display in the key location you have selected.
- ☞ Press **Exit** to return to the main screen.

Setup Menu (Iwatsu ICON 5930/5910/5810 Phones Only)

From the Setup Menu you can pair a **Bluetooth** headset, change the **LCD Contrast**, and activate a **TFD** (Ticker Field Display). The Setup menu can only be accessed while the phone is in the idle mode.



↑
Setup Key

⁵⁰ If Key Assignment does not appear on your display, you do not have access to this programming item. Phones that share a common key pattern cannot change Key Assignments and you cannot change a key while the LED for that key is lit (red or green/solid or flashing).

Shift Call

Allows you to initiate a new intercom call without having to hang up if the called extension does not answer or if there was a dialing mistake. This differs from Clear Call by allowing you to dial the last digit of an extension number to reach the next extension.

When you make an intercom call, but the called extension cannot be reached, and you wish to reach the next extension number:

- ☞ Do not hang up
- ☞ Dial the last digit of the next desired extension number

Speaker Boost (5810 Phone Only)

To toggle the speakerphone between full and half-duplex:

- ☞ Lift the receiver.
- ☞ Press [SPKR Boost], or, press **FEATURE** and dial **[6]+[6]** (full-duplex).
- ☞ Press **FEATURE** and dial **[0]+[6]+[6]** (half-duplex).
- ☞ In the half-duplex mode the **SPKR Boost** key will flash red. No LED in full-duplex mode.

Speech Dialing

The Speech Dialing feature enables the user to voice dial from their personal or company contacts by accessing the Esnatech Officelinx Automatic Speech Recognition (ASR) software. To voice dial using the Speech Dialing feature simply press the Speech key and say the name of the party that is stored in your contact list. This feature can also be enabled for prime line access when used with an ICON Series 5930/5910/5810 telephone enabled with a Bluetooth headset.

Make a Speech Call

- ☞ Press the **Speech** key.
- ☞ After the prompt⁵¹, say the name of a contact that is stored in Esnatech Officelinx mailbox directory.
- ☞ When prompted, confirm the contact name and the contact is called.

Make a Speech Call Using a Bluetooth Headset

- ☞ Press the **Bluetooth** Headset Off-hook button.

⁵¹ If you are not prompted to say a name when you press the Speech key, your system is not configured for this feature. Consult your system administrator before programming this key.

- ☞ After the prompt, say the name of a contact that is stored in the Esnatech Officelinx mailbox directory.
- ☞ When prompted, confirm the contact name and the contact is called.

Transfer a Call Using the Speech Dialing Key

- ☞ While on a call, press the **Conference** key and then press the **Speech** key.
- ☞ Say the name of the party where you want to transfer the call.
- ☞ When prompted, confirm the contact name and the contact is called.
- ☞ When the party answers, announce the call and press the **Conference** key again.
- ☞ Disconnect.

Speed Dial

Allows you to have abbreviated outside number dialing.

System Speed Dial

Allows you to have access to frequently dialed outside numbers that are common to everyone in the office. The numbers may be 32 digits in length and may include the insertion of a pause. There may be 900 System Speed Dial Numbers.

Personal Speed Dial

Allows you to program up to 10 frequently dialed outside numbers for either one-touch or abbreviated dialing. The numbers may be 32 digits in length and may include the insertion of a pause.

Personal Speed Dial Registration⁵²

To register Personal Speed Dial numbers:

- ☞ Press the Feature key **FEAT**
- ☞ Press the Speed Dial key **SPEED**
- ☞ Dial the desired Personal Speed Dial Code -
- ☞ Dial the phone number
- ☞ Press the Feature key **FEAT** to end the operation

To register several Speed Dial numbers:

⁵² Excludes ICON 5930, 5910, 5900 Phones. For programming speed dial on these phones see Directory on beginning on page 137.

After entering a phone number:

- ☞ Press the Speed key **SPEED**
- ☞ Dial the next Speed Dial Code **90-99**
- ☞ Repeat the same procedure

To register a pause time:

When registering the telephone number, at the place where you want to insert a pause:

- ☞ Press the Hold key **HOLD/DND**
- ☞ Dial **1-9** for desired pause time in seconds

Note: Pause may not be used on ISDN PRI or ISDN BRI lines.

To register a Short Flash:

When registering the telephone number, at the place where you want to insert a Short Flash:

- ☞ Press the Flash key **FLASH**

Note: Short Flash may not be used on ISDN PRI or ISDN BRI lines.

To register an outside line group to be selected for Speed Dialing:

- ☞ Press the Feature key **FEAT**
- ☞ Press the Speed key **SPEED**
- ☞ Dial **#**
- ☞ Dial the desired Personal Speed Dial Code **90-99**
- ☞ Dial the desired outside line group number **01-60** or **00**
- ☞ Press the Feature key **FEAT** to end the operation

To register several outside line groups:

After entering an outside line group:

- ☞ Press the Speed key **SPEED**
- ☞ Dial **#**
- ☞ Dial the next Speed Dial Code number **90-99**
- ☞ Repeat the same procedure

To register a directory name for a Speed Dial Number:

- ☞ Press the Feature key **FEAT**

- ☞ Press the Speed key **SPEED**
- ☞ Dial *****
- ☞ Dial the desired Personal Speed Dial Code **9 0 - 9 9**
- ☞ Register the letters of the name using the dial pad
- ☞ Press the key until the desired letter is displayed
- ☞ Press the HOLD/DND key to enter that letter or number

The name may be 10 characters.

If you make a mistake, press the HOLD/DND key to back space to the desired position.

The numbers on the dial pad represent the following for name registration:

1 ...[space],1	2 A,B,C,2	3 D,E,F,3
4 G,H,I,4	5 J,K,L,5	6 M,N,O,6
7 P,Q,R,S,7	8 T,U,V,8	9 W,X,Y,Z,9
* Alphanumeric	0 &,0	# Upper/lower case
[FEAT] All delete	[HOLD] Enter/1 character delete	

- ☞ Press the Feature key **FEAT** to end the operation

To register several directory names:

After entering a name:

- ☞ Press the Speed key **SPEED**
- ☞ Dial *****
- ☞ Dial the next Speed Dial Code number **9 0 - 9 9**
- ☞ Repeat the same procedure

To Speed Dial a Number⁵³

To Speed Dial a registered number, perform one of the following operations:

Outside Line Pre-Select (you select the outside line):

- ☞ Lift the receiver
- ☞ Press the key for an outside line
- ☞ Wait for the dial tone
- ☞ Press the Speed key **SPEED**

⁵³ Ibid.

- ☞ Dial Speed Dial Code
- ☞ The system will automatically dial the registered number.

Quick Dial (the system selects the outside line):

- ☞ Lift the receiver
- ☞ Press the Speed key **SPEED**
- ☞ Dial Speed Dial Code
- ☞ The system will automatically dial the registered number.
- ☞ This operation will not work unless you register the outside line group number.

Speed Dial Display Scrolling:

If your phone is equipped with a display you may display the Speed Dial Numbers that are registered in both Personal and System Speed Dial. If a name is associated with this number it will also appear.

To display a number:

- ☞ Press the Speed Dial key **SPEED**
- ☞ Dial 
- ☞ Dial a Speed Dial code

To scroll up:

- ☞ Dial 

To scroll down:

- ☞ Dial 

To dial displayed number:

- ☞ Press the Speed Dial key **SPEED**

Station Coaching and Station Monitor

Station Coaching includes two actions: Monitoring and whisper paging (hereafter called ‘whisper monitor’). A digital key telephone is able to whisper monitor a digital key telephone after invoking the Monitor feature. The Monitoring station can whisper monitor other stations while on an outside call or an intercom call and press the  key to speak to the monitored station without the calling station hearing.

Note: This feature is not transparent when an IP phone is being monitored or when the monitored station is networked using IP Campus.

To use the Station Coaching feature while monitoring an outside call or an intercom call:

- ☞ Press the  key. The monitoring station is now able to speak with the monitored station without the calling station hearing.

To return to call monitoring while using the Station Coaching feature:

- ☞ Press the  key. The monitoring station returns to a monitoring state and cannot speak to the monitored call.

To barge-in while monitoring a station on an outside call or an intercom call:

- ☞ Press the **ADD** key. The monitoring station is now part of the call.

To barge-in while whisper monitoring a station on an outside call or an intercom call:

- ☞ Press the  key
- ☞ Press the **ADD** key. The monitoring station is now part of the call.

Station External Ringer Connection⁵⁴

Allows for the connection of an external ringer through an IX-LRSP to provide loud ringing on incoming calls. Once configured, no operation is required to turn on / off.

Station Lockout

You may enter a personalized password to prevent anyone from using your phone when you are not present. The password must be programmed through system programming and may be six digits in length.

To restrict your phone:

⁵⁴ Loud ringer connection is not supported on ICON series phones.

- ☞ Press the Speaker key **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature key **FEAT** then dial **44** or press the Lock key **LOCK**
- ☞ Dial the password
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker key **SPKR**

To cancel restriction at your phone:

- ☞ Press the Speaker key **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature key **FEAT** then dial **044** or press the Lock key **LOCK**
- ☞ Dial the password
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker key **SPKR**

System Announcement Message

Allows you to listen to a prerecorded message left on the Message Card.

To play the System Announcement Message:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the feature key **FEAT** then dial **45**, or, press the System Announcement Message key **VSSP** if assigned as a Multipurpose key

Text Messaging

Allows you to send text messages to the display of another system extension.

System Text Messages

Allows you to have access to frequently used messages that are common to everyone in the office. The messages may be 16 characters in length. A maximum of 90 may be stored in system memory.

Station Text Messages

Allows you to program up to 10 frequently used messages for either one-touch or abbreviated access. The messages may be 16 characters in length.

One-Touch Group Text Messages

Using the specially programmed Fixed Text Message key provides one-touch operation to send a pre-programmed text message to multiple stations. Up to 16 stations can be assigned to a text message group and up to 250 groups can be programmed in the ECS database. This feature is available on any Iwatsu key telephone that can be assign a Fixed Text Message key.

Station Text Message Registration

To register Station Text Messages:

- ☞ Press the Feature key **FEAT**
- ☞ Press the Text Message multipurpose key **TXT MSG**
- ☞ Dial the desired Personal Text Message Code **90-99**
- ☞ Enter the desired message contents up to 16 characters in length. Use the following keys on your telephone for text message data entry:

Press	1	2	3	4	5	6	7	8	9	0	HOLD	#
1X	-	A	D	G	J	M	P	T	W	&	write character	lower case
2X	.	B	E	H	K	N	Q	U	X	0	cancel character	upper case
3X	sp	C	F	I	L	O	R	V	Y			
4X	1	2	3	4	5	6	S	8	Z			
5X							7		9			

- ☞ Press the Feature key **FEAT** to end the operation

To register several Text Messages:

After entering a text message:

- ☞ Press the Text Message multipurpose key **TXT MSG**
- ☞ Dial the next Personal Text Message Code **90-99**
- ☞ Repeat the same procedure as above

To Send a Text Message

To send a registered text message, perform one of the following operations:

Busy Bypass Text Message Operation

To select and send a busy bypass text message to another system extension:

- ☞ While calling a busy or idle extension
- ☞ Press **TXT MSG**
- ☞ Enter the desired text message number **00-99**, or press **TXT MSG**.

To respond to a busy bypass text message while on a call:

- ☞ While on a call with a busy bypass text message on your display

- ☞ Press **TXT MSG** + *****
- ☞ Enter the desired text message number **00-99**, or press **TXT MSG**.
- ☞ Press **TXT MSG**

To delete a busy bypass text message from your display:

- ☞ While a text message is on your display
- ☞ Press **TXT MSG** + **#** + *****

Manual Signaling Text Message Operation

To select and send a manual signaling text message to another system extension:

- ☞ Lift the receiver
- ☞ Press **TXT MSG**
- ☞ Enter the desired text message number **00-99**, or press **TXT MSG**.
- ☞ Enter the desired extension number, or press **DSS** or **CCV**.

Group Text Message Operation

To select and send a text message to a text message group:

- ☞ Lift the receiver
- ☞ Press **TXT MSG**
- ☞ Enter the desired text message number **00-99**, or press **TXT MSG**.
- ☞ Press the **MSGGPn** Text Message Group key.

Stored Text Message Operation

To select and send a stored text message to another system extension:

- ☞ While calling a busy or idle extension
- ☞ Press **TXT MSG**
- ☞ Enter the desired text message number **00-99**, or press **TXT MSGn**.
- ☞ Press **#**

To display a stored text message:

- ☞ With your red **TXT MSG** key LED lit
- ☞ Press **TXT MSG** + **#** to display a stored text message

To respond to a stored text message by calling the originating extension:

- ☞ With you **TXT MSG** key red LED lit
- ☞ Press **TXT MSG** + **#** to display a stored text message

- ☞ Press **#** a second time to call the station that sent the text message.

Scrolling and Selecting Text Messages

To scroll through the available system text messages:

- ☞ Lift the receiver.
- ☞ Press [TXT MSG] + [*]
- ☞ Select a text message number **00-99**
- ☞ With a message displayed press **#** to scroll forward and ***** to scroll backward.

Text Web (5930 and 5910 Only)

Text Web must be programmed in the system database to use this feature and you must have a Text Web key assigned to the key pattern on your station to access this feature.. Your programmed Text Web categories will vary based on database programming.

- ☞ Press the **Text Web** key.
- ☞ If available, make a selection from the Text Web menu and follow the menu guidance.
- ☞ If Weather or Current Conditions is an option, you may be asked to enter a Zip Code.

Note: You cannot make a call while Text Web is active. You must exit Text Web to make a call. Text Web will remain active when you receive a call and you can activate Text Web while on a call.

Ticker Field Display (TFD)

The Ticker Field Display allows you program a ticker formatted URL and have that information scroll across one of two lines on the Iwatsu ICON Series Key Telephones. As an example, the ticker can be programmed to scroll weather, news, or quote of the day across the display of the key telephone.

To program the Ticker Field Display, you must have a DNS Proxy server running to resolve URL Domain Names for the ECS.

The 5930, 5910, 5810, and the 5800 Key Telephones support the Ticker Field Display (TFD). The user can activate and deactivate the TFD from the 5930, 5910, or 5810 Self-Labeling display, but the ticker must be activated and deactivated through the Iwatsu Programmer for the 5800.

To activate the TFD from the 5930, 5910, or 5810 Key Telephone:

- ☞ Press the Setup key.



- ☞ Select TFD.
- ☞ Select TFD number 1-5.
- ☞ Select the scroll speed: Slow, Medium, or Fast.
- ☞ Select the display line: First or Second.
- ☞ When activated, the active TFD is highlighted and the display will show ACTIVATED. Press Exit to return to the main screen.

To deactivate/cancel the active TFD:

- ☞ Select the TFD that is currently active and it will be deactivated.

Time Reminder

Allows you to be reminded that it is a certain time. You are reminded by hearing tones that are generated from the phone's speaker. If your phone has a display the word Reminder will also appear. The time must be entered in military time.

To set the time:

- ☞ Press the Speaker key **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature key **FEAT** then dial **41**, or, press the Time Reminder key **TM REMD**
- ☞ Dial the time in military time **H H : M M**

- ☞ Wait for a confirmation tone
- ☞ Press the Speaker key **SPKR**

To cancel:

- ☞ Press the Speaker key **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature key **FEAT** then dial **041**, or, press the Time Reminder key **TM REMD** then dial *****
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker key **SPKR**

Tone/Voice Calling

The calling mode for intercom calls may be switched between voice and tone signaling. The ECS may be programmed to allow either the calling party or the called party to have control of the signaling mode.

Calling party control:

- ☞ Dial intercom extension number
- ☞ Dial **#**

Called party control:

- ☞ Press the Feature key **FEAT** then dial **65**, or, press the Tone key **V/T** if assigned as a Multipurpose key and the lamp will be solid red

Transfer to Guest Mailbox

Transfer to Guest Mailbox allows access to mailboxes that are not associated with specific ECS extensions.

To access a Guest Mailbox from an Iwatsu Enterprise-CS or SLT:

- ☞ Press **ICM** + either the **VOICE MAILBOX ACCESS** key or *mailbox access code*.
- ☞ Enter the mailbox number.
- ☞ Press **CONNECT** or go on-hook to connect

Transfer Off-Premise

Transfer Off-Premise allows any user to transfer a call to an outside party by using the **TRAN** key followed by a trunk group access code.

While speaking on an outside line call:

- ☞ Press **TRAN** and wait for transfer tone

- ☞ Press **FLT, CO** or dial a CO group access code
- ☞ Dial the external phone number.
- ☞ Wait for the external party to answer
- ☞ Hang up or press **CONNECT** to complete the transfer.
- ☞ If the external party does not answer press **TRAN** to retrieve the original call from hold

Unanswered Incoming Outside Line Warning Tone

After a programmable time, incoming calls will ring with a different tone to warn you that your call is now in the delayed ringing mode at another extension. No operation is required at the station to access this feature.

Universal Night Answer

Allows you to answer calls that have been switched to ring at the Night Mode location.

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Feature key **FEAT** then dial **36**, or, press the Universal Night Answer key **UNA** if assigned as a Multipurpose key

User Options (Station Programming)

The User Options menu described in this section is available on the Iwatsu ICON 5810, 5910 and 5930 phones only. If your phone does not have an assigned Station Password, you will not have access to this feature.

From the **User Options** menu, you can access and change your Station User ID, Station Password, Dial Confirmation Tone, Handset Volume Control, Hold Recall Timer, Camp-On Recall Timer, Station Ring Tone, Key Assignments⁵⁵, and LCD Backlight Duration.

Change your Station User ID

- ☞ Press the **Setup Menu** key.
- ☞ Press User Options.
- ☞ Enter your **Station Password** and press **Enter**.
- ☞ Select Station User ID.

⁵⁵ If Key Assignments does not appear on your display, you do not have access to this programming item. Stations that share a common key pattern cannot change Key Assignments and you cannot change a key while the LED for that key is lit (red or green/solid or flashing).

- ☞ Use the dial pad and navigation keys to enter a new Station ID.
- ☞ Press **Save** and **Exit** to save your data and return to the main screen.

Change your Station Password

- ☞ Press the **Setup Menu** key.
- ☞ Press User Options.
- ☞ Enter your four digit **Station Password** and press **Enter**.
- ☞ Select Station Password.
- ☞ Use the dial pad and navigation keys to enter a new four-digit Station Password.
- ☞ Press **Save** and **Exit** to save your data and return to the main screen.

Change your Dial Confirmation Tone

- ☞ Press the **Setup Menu** key.
- ☞ Press User Options.
- ☞ Enter your **Station Password** and press **Enter**.
- ☞ Select Dial Confirmation Tone.
- ☞ Use the left or right navigation keys to toggle the Dial Confirmation Tone **ON** or **OFF**.
- ☞ Press **Save** and **Exit** to save your data and return to the main screen.

Change your Default Handset Volume

- ☞ Press the **Setup Menu** key.
- ☞ Press User Options.
- ☞ Enter your **Station Password** and press **Enter**.
- ☞ Select Handset Volume Control.
- ☞ Use the left or right navigation keys to scroll to set your Handset Volume to one of four options:
- ☞ Minimum, Medium, Maximum, or Use Last (retain the last setting).
- ☞ Press **Save** and **Exit** to save your data and return to the main screen.

Change your Hold Recall Timer

- ☞ Press the **Setup Menu** key.
- ☞ Press User Options.
- ☞ Enter your **Station Password** and press **Enter**.
- ☞ Press the right navigation key to move to the next menu page.
- ☞ Select Hold Recall Timer.
- ☞ Use the dial pad to enter a new Hold Recall Time:

- ☞ Range = 0-255, Default = 0 (System default Hold Recall Time is used).
- ☞ Press **Save** and **Exit** to save your data and return to the main screen.

Change your Camp-On Recall Timer

- ☞ Press the **Setup Menu** key.
- ☞ Press User Options.
- ☞ Enter your **Station Password** and press **Enter**.
- ☞ Press the right navigation key to move to the next menu page.
- ☞ Select Camp-On Recall Timer.
- ☞ Use the dial pad to enter a new Camp-On Recall Time:
- ☞ Range = 0-255, Default = 0 (System default Camp-On Recall Time is used).
- ☞ Press **Save** and **Exit** to save your data and return to the main screen.

Change your Station Ring Tone

- ☞ Press the **Setup Menu** key.
- ☞ Press User Options.
- ☞ Enter your **Station Password** and press **Enter**.
- ☞ Press the right navigation key to move to the next menu page.
- ☞ Select Station Ring Tone.
- ☞ Use the left or right navigation keys to scroll through and select one of nine ring tones: System Tone or Station Ring Tones 1-8.
- ☞ Press **Save** and **Exit** to save your data and return to the main screen.

Voice Mail Message

The Iwatsu Enterprise-CS easily integrates with many manufacturers' voice mail machines. As an Iwatsu Enterprise-CS user you will be able to transfer and forward both internal and external calls directly to a mailbox and be notified by a special voice mail message waiting indication (a red flashing lamp on the **MSG** key and **MBOX** key) when there are messages present in your mailbox.

On the 5930/5910/5810 telephone you will have a preprogrammed Voice Mail Key. On all other Iwatsu phones, based on system programming, one of the following three options are used to access your voicemail box. To determine the message key programming on your phone, do the following.

While your station is idle:

- ☞ Press the **FEAT** key
- ☞ Press the **#** key. The following will display based on key programming:

Key Type	Top Line of the Display
MBOX key ⁵⁶	MBOX
MSG key	MSG
VMHUNT key	VML Hunting

To retrieve a message from your mailbox using the Voice Mail key or MBOX key:

While the **MBOX** key lamp is flashing red:

- ☞ Select the Voice Mail menu key.
- ☞ If this is the first time that you have connected to your voice mail box, follow the directions for setting up your voice mail.
- ☞ When prompted, enter your password and follow the voice directions.

To retrieve a message from your mailbox using the MSG key:

When the Message key **MSG** lamp is flashing red:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the **MSG** key
- ☞ Dial **#**

The system will automatically call your voice mail mailbox.

To access your mailbox from your extension (no message waiting):

- ☞ Press the voice mail access key or dial your voice mail access code.
- ☞ When the voice mail system answers press the **#** key.
- ☞ Enter your mailbox when prompted.

To transfer a call to a mailbox:

- ☞ Press the Transfer key **TRAN**
- ☞ Wait for the dial tone
- ☞ Press the **Voice Mail** key (of the mailbox you wish to transfer) if assigned as a Multipurpose key

To transfer a call to a mailbox:

- ☞ Press the Transfer key **TRAN**

⁵⁶ Default key type.

- ☞ Wait for the dial tone
- ☞ Dial the Mailbox access code
- ☞ Dial the desired extension number or press the key representing the desired extension if assigned as a Multipurpose key, or, press the Mailbox key **MAILBOX** if assigned as a Multipurpose key
- ☞ Dial the desired extension number or press the key representing the desired extension if assigned as a Multipurpose key

IX-4EVMC Voice Mail Card

If you have an IX-4EVMC voice mail card installed in your system:

- ☞ Your 5930/5910/5810 telephone can display voice mail menu guidance to help you navigate the voice mail menu options.
- ☞ Your Voice Mail display menu may appear with a message count (i.e., 2 Messages).
- ☞ If you have changed the label for this key, the message count will not display.
- ☞ Toggle the voice mail menu guidance On and Off by selecting the Setup menu key.



Voice Mail Monitor (Answering Machine Emulation)

Station users may monitor voice mail messages as they are recorded. During recording monitor, the station user may select to initiate a call with the caller. You may also activate or deactivate this feature from your extension.

To initiate Voice Mail Monitoring:

- ☞ After the call is answered by voice mail at an idle station:
- ☞ You will hear a Monitor Tone
- ☞ Press the Voice Mail Monitor key **VMMNT**
- ☞ The Voice Mail Monitor key **VMMNT** red LED will begin to flash
- ☞ When the Voice Mail Monitor key **VMMNT** green LED lights, you will hear the caller's message as it is recorded.

To cancel Voice Mail Monitoring:

- ☞ Hang up or press **SPKR**
- ☞ The Voice Mail Monitor key **VMMNT** red LED will begin to flash
- ☞ The voice mail message will be saved.

To begin a call with the caller during monitor (additional programming required):

- ☞ While listening to the caller record a message
- ☞ Press the Voice Mail Monitor key **VMMNT**
- ☞ The Voice Mail Monitor key **VMMNT** green LED will turn off
- ☞ Begin speaking with the caller.
- ☞ The voice mail message will be deleted.

To Activate /Deactivate or change the voice mail monitor mode:

- ☞ While your station is idle press **SPKR**
- ☞ Press **FEAT** and the Voice Mail Monitor key **VMMNT**
- ☞ Press **1** to deactivate/activate Voice Mail Monitoring
- ☞ Press **2** to set the mode as Manual
- ☞ Press **3** to set the mode as Automatic.

Whisper Page

The Whisper Page feature allows ECS station users to communicate with busy extensions without requiring the IX-BPAD Busy Bypass Unit. This feature is available from any ECS digital key telephone, SLT, or Attendant station. When a busy station is called using the Whisper Page feature, the busy station will hear the voice announcement via the handset receiver. Neither the whisper page, nor the busy station's response is audible to the outside calling party.

You may also use the Text Message feature to respond to a Whisper Page.

To Whisper Page a busy station:

- ☞ After calling a busy station and receiving busy tone
- ☞ Press *****

To communicate with a station that whisper paged your extension:

- ☞ After receiving a whisper page
- ☞ Press *****
- ☞ You may now communicate with the station that sent you the whisper page. The other calling party cannot hear your call
- ☞ To resume speaking with the original caller, press ***** a second time.

To send a Whisper Page during consultation hold

- ☞ During consultation hold press ***** and announce the call
- ☞ If the busy station wishes to take the call, hang up to camp-on the call

To select and send a text message to the originating Whisper Page station:

- ☞ After you receive a whisper page, press the Text Message key **TEXT MSG** + *text message number (00 – 99)*, or the Preprogrammed Text Message key **TEXT MSGn**

For more information on Text Messaging, see *Text Messaging* in this section.

Whisper Monitor

Station Coaching consists of two parts: Call Monitoring and Whisper Monitor. See STATION COACHING for additional information on Call Monitoring, Whisper Monitoring or Station Coaching.

IWATSU ENTERPRISE-CS

Section 4 – Attendant Position User Guide

IWATSU ENTERPRISE-CS

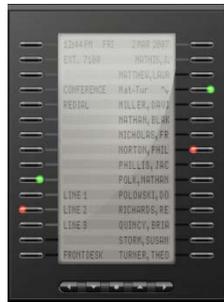
Attendant Position

Up to 32 ECS extensions may be designated as attendant positions. An attendant position typically consists of an ICON 5930, 5910 or 5810 phone with one or more ICON 59DS units or PC Attendant or Virtual DSS console. In addition to system features ECS provides the Attendant position features listed in this section.

Iwatsu ICON Series 59DS

The Iwatsu ICON Series DSS Unit (59DS) was designed for use with the Iwatsu ICON Series IP and Digital telephones (5930, 5910, and 5810 only). The 59DS is equipped with a 15-line, 24-character backlit LCD display, and 30 Self-Labeling keys that support up to 60 features. One 5930, 5910, or 5810 supports a maximum of two 59DS units.

The 59DS includes a three position integrated pedestal with a built-in wall-mount option that simplifies installation. The wall mount option requires the IX-59WMS-1 Wall Spacer. The 59DS supports Power over Ethernet or local power when the optional IX-59AC (PN 505099) is installed.



Iwatsu ICON Series 59DS

Note: Only the Iwatsu ICON Series 5930, 5910, and 5810 telephones are compatible with the Iwatsu ICON Series 59DS unit.

Basic Features

Making a 911 Support Call

From an outside or inside line:

- ☞ Go off-hook
- ☞ Dial 911

You will be connected to your local Public Safety Answering Point (PSAP).

Receiving an Incoming Call

There are two ways you may answer incoming calls; either with the receiver in the cradle or with the receiver not in the cradle.

To answer calls with the receiver in the cradle:

When your phone rings and the outside line key(s) flash red:

- ☞ Lift the receiver and you will be connected to the outside caller

To answer calls with the receiver not in the cradle:

When your phone rings and the outside line key(s) flash:

- ☞ Lift the receiver
- ☞ Press the Answer key **ANS** and you will be connected to the outside caller

The outside line key will flash green.

Transferring a Call to Another Extension

There are two ways you may transfer calls; either using the Transfer key or using the Direct Station Selection Unit.

Using the Transfer key:

- ☞ Press the Transfer key **TRAN** and the lamp will flash red
- ☞ Wait for the dial tone
- ☞ Dial the desired extension number
- ☞ Announce the call
- ☞ Hang up, or, press the Connect key **CNCT**

Using the Direct Station Selection Unit:

- ☞ Press the key on the Direct Station Selection Unit representing the desired extension
- ☞ Announce the call
- ☞ Hang up, or, press the Connect key **CNCT**

Informing a Busy Extension User that the Attendant has a Second Call Waiting for them

When transferring a call to a busy extension:

- ☞ Hang up, or, press the Connect key **CNCT**

The extension user will hear a beep (camp-on) tone to inform them of the second call. If the extension user does not respond to the beep tone the call will return to the Attendant Position.

Disconnecting or Releasing a Call

- ☞ Hang up, or, press the Release key **RLS**

When transferring an outside call to an extension, pressing the Release key **RLS** returns you to the outside caller.

Making an Intercom Group Call

- ☞ Dial the Intercom Group access number.

Making an E-Response Help Call

- ☞ Lift the receiver or press [SPKR] and remain off hook for a duration that exceeds the amount of time programmed in the system, or
- ☞ Lift the receiver and begin dialing. Between digits stop dialing for more than 10 seconds, or
- ☞ Dial the E-Response Group access number at Intercom dial tone.

Receiving an Intercom Call

Internal or intercom calls will flash the lamp on the Operator key **OPER** at the Attendant Position.

To answer intercom calls with the receiver in the cradle:

- ☞ Lift the receiver

To answer intercom calls with the receiver not in the cradle:

- ☞ Lift the receiver
- ☞ Press the red flashing Operator key **OPER**

Putting a Call on Hold

To put a call on Hold:

- ☞ Press the Hold key **HOLD/DND** and the lamp will intermittently flash green on the outside line key

Picking Up a Held Call

To retrieve a held call:

- ☞ Press the green intermittently flashing key representing the call that you wish to speak with

Parking a Call

When you cannot locate an extension user you may page the desired individual. This feature allows the outside call to be automatically placed on Call Park when the Page key is depressed. The display on the DSS will show which park number the call has been placed on to allow the attendant to announce where the call is parked.

When speaking to an outside party:

- ☞ Press and hold the Page key **PAGE** and the lamp will flash red
- ☞ Make an announcement stating which park number the call is on
- ☞ Release the page key **PAGE** to disconnect the paging circuit

Answering a Call That Returns to the Attendant Position

Calls that were transferred and not answered, on Hold or Call Park too long, will ring and light the lamp on the Recall key **RECALL** at the Attendant Position.

To answer a call that returns to the Attendant Position:

- ☞ Lift the receiver
- ☞ Press the red flashing Recall key **RECALL**

Making an Outgoing Call

- ☞ Lift the receiver
- ☞ Press the desired outside line and the lamp will flash green
- ☞ Wait for the dial tone
- ☞ Dial the desired phone number

Making an Intercom Call

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the desired extension number, or,
- ☞ Press the designated key for the desired extension number on the Direct Station Selection Unit

Making a Page Announcement

- ☞ Lift the receiver
- ☞ Press and hold the Page key **PAGE** and the lamp will flash red
- ☞ Wait for the Page tone
- ☞ Make an announcement
- ☞ Release the Page key **PAGE** to disconnect the paging circuit

Advanced Features

911 Call Indication

Up to 32 ECS extensions may be designated as attendant positions. An attendant position typically consists of an ICON 5930, 5910 or 5810 phone with one or more ICON 59DS units or PC Attendant or Virtual DSS console. In addition to system features ECS provides the Attendant Position features listed below:

When a system extension dials 911, the extension number of the station calling 911 will be displayed on the LCD of the attendant station. If E911 Routing is not successful, a “FAIL” indication will be displayed on the LCD. The alarm tone will sound at the attendant position when LCD indication is made. In order to clear the display, the Attendant must press a 911 Display Clear Key programmed on the extension.

To clear the display of the Enhanced 911 LCD Indication.

- ☞ Press [E911 Display Clear] key.

Alarm Clear

Allows you to clear alarm indication(s).

- ☞ Press the Speaker key **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature key **FEAT**
- ☞ Dial **#7**
- ☞ Press the Speaker key **SPKR**

Attendant Automatic Hold

Allows you to place your current call on Hold automatically by pressing a key representing a new call to be answered.

To place a call on Hold without using the Hold key **HOLD/DND**:

- ☞ Press the key representing the new call

Attendant Override

Allows you to notify an extension user that is in Do Not Disturb that you wish to speak with them. The extension user is notified by tones through the speaker of a Digital Telephone and the ringing of a Single Line Telephone.

When calling an extension that is in Do Not Disturb:

- ☞ Do not hang up
- ☞ Press the Override key **OVER**
- ☞ Wait for a reply

Automatic Answer Mode

Allows you to direct outside calls to be answered by a prerecorded message. There are two answering modes for this feature. For example, this feature can be used to inform outside callers that the office is closed for the day. This feature requires the use of the Message Card. A programming option may be enabled to allow the ECS to automatically switch to the Automatic Answer Mode at a certain time. You must manually switch the system to the normal mode.

To turn Automatic Answer Mode on:

- ☞ Press the Automatic Answer Mode key **AUTO** and the lamp for that key will be flashing red for Mode 1 (Day Mode)
- ☞ Press the Automatic Answer Mode key **AUTO** a second time and the lamp for that key will be solid red for Mode 2 (Night Mode)

To turn Automatic Answer Mode off:

- ☞ Press the Automatic Answer Mode key **AUTO** until the lamp for that key is off

Abandoned / All Call

Allows you to delete all stored call records from system memory.

- ☞ Press the Speaker key **SPKR**
- ☞ Press the Call Storage Delete key **UAD**
- ☞ Enter your station password

- ☞ Wait for confirmation tone
- ☞ Press the Speaker key **SPKR**

Call Intercept

The Attendant Intercept feature allows an outside call to be directed to ring at an attendant position if the call goes unanswered, if transferred to a non-existent extension, or if a call reaches an extension in the DND (Do Not Disturb) mode. If a call is transferred to a non-existent extension the **Recall** key LED will light on the attendant station. ECS software version 8.0 and higher extends the Attendant Intercept operation to incoming PRI/BRI calls as well as, incoming T1 ANI/DNIS calls.

Call Swap

Allows you to alternate between the outside calling party (the source) and the requested extension user (the destination) during the process of transferring a call without having to use the Hold key **HOLD/DND**.

To alternate between the Source and the Destination:

- ☞ Press the Swap key **SWAP** or **SPLIT** if assigned and the key will flash red, or,
- ☞ Press the red flashing Source key **SOURCE** to speak with the outside call or press the red flashing Destination key **DEST** to speak with the extension if assigned as keys

The Attendant Position may be programmed to have either a Swap key or Source and Destination keys, but not both.

CCSU Serial Number / ECS Software Version Display

The IX-CCSU Serial Number and ECS Software Version Display feature allows a technician or user to display the last six digits of the IX-CCSU Serial Number and the ECS Software Version from any attendant position.

To view the IX-CCSU Serial Number and ECS Software Version:

- ☞ Dial FEATURE + 93.

Only Iwatsu attendant stations with a two-line display can display this information. Iwatsu Platinum Series 12i/d telephones can only display the IX-CCSU serial number (top system line) and not the ECS software version on the second line of the display.

Clock Set/Adjustment

Allows you to change the time for the system clock.

To change the time:

- ☞ Press the Speaker key **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature key **FEAT** then dial **64**, or, press the Clock key **CLOCK** if assigned as a key
- ☞ Dial the time in military time **H H : M M**
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker key **SPKR**

To adjust seconds to zero:

- ☞ Press the Speaker key **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature key **FEAT** then dial **64**
- ☞ Or
- ☞ Press the Clock key **CLOCK** if assigned as a key
- ☞ Dial ***** to adjust seconds to zero
- ☞ Dial ***** again to start the clock with zero seconds
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker key **SPKR**

If the seconds shown on the DSS are less than 30, the minutes digit will remain the same. If the seconds shown on the DSS are greater than 30, the minutes digit will advance one digit.

Direct Station Selection

Direct Station Selection allows you to have one-touch access to call extensions

When you wish to call an extension:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Direct Station Selection key for the desired extension

DSS Screen Control

The 59DS has two screens. Use the page navigation arrows at the bottom of the display to navigate between screens 1 and 2. On older model DSS units press the **SCRN 1** or **SCRN 2** to alternate between screens.



59DS Navigation Keys

Flexible Night Answer

Allows you to program individual outside lines or line groups to ring at the Night Mode or Day Mode location independently of the mode the system is currently in.

- ☞ Press the Speaker key **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Flexible Night Answer key **G.NIGHT**
- ☞ Dial the outside line group or line number
- ☞ Dial **1** for Day Mode, or, dial **2** for Night Mode
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker key **SPKR**

Incoming Call Termination

Outside lines may be programmed to appear individually on Multi-purpose keys or they may be grouped together to appear on one or several Multi-purpose keys.

Message Waiting Control

Allows you to inform an extension user that there is a message waiting for them by lighting a Message Waiting Lamp on their phone. This operation allows you to send a message without having the desired extension ring.

To turn Message Waiting on:

- ☞ Press the Speaker key **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Message Waiting Control key **MSG CTRL**
- ☞ Dial the desired extension number
- ☞ Press the Connect key **CNCT** to leave a message
- ☞ Wait for a confirmation tone

- ☞ Press the Speaker key **SPKR**

To cancel Message Waiting:

- ☞ Press the Speaker key **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Message Waiting Control key **MSG CTRL**
- ☞ Dial the desired extension number
- ☞ Press the Release key **RLS** to cancel a message
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker key **SPKR**

Multiple Ringing Mode

The Multiple Ringing mode feature expands the current Day and Night Ringing modes by adding a Day-2 and Day-3 mode. This feature also adds the option to choose between System Ringing and Group Ringing based on incoming trunk groups or DNIS/DID number. Activation and control of the Multiple Ringing mode is available from Iwatsu ICON Series 5930, 5910, and 5810 telephones.

System Ringing Mode (Default) Operation

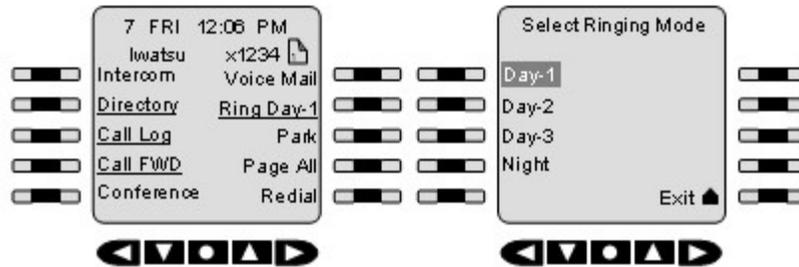
When the ECS system is in the System Ringing Mode (default), pressing the Night Mode key from an Iwatsu ICON Series telephone attendant position (5810, 5910 and 5930) will take you to the Ringing Mode > Select Mode screen.

When the Night Mode key is assigned to a self-labeling key position, the current ringing mode will display as shown below:

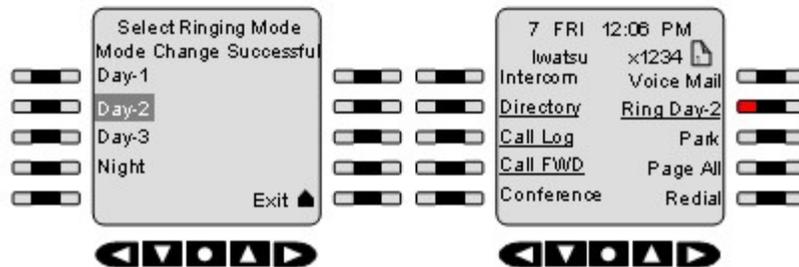


To change the Ringing Mode from an ICON Series Attendant Position:

- ☞ Press the **Night Mode** key. The current ringing mode is displayed in reverse video.



- ☞ Press the **Day-1**, **Day-2**, **Day-3**, or **Night** key to change the ringing mode. The new selection will display in reverse video and Mode Change Successful will appear on the second line of the display
- ☞ Press **Exit** to return to the main display. The new ringing mode selection will appear on the display



Menu Operations in System Ringing Mode (Forced Night)

When a system is in System Ringing Mode, pressing existing Group Night Mode key from an Iwatsu ICON Series (5810, 5910, and 5930) attendant position will take you to the Select Ringing Mode screen with limited selections. The menu will prompt the attendant to select either In Forced Night (Group Night) or In System Mode.

This operation has a Group Night override for system ringing. Incoming calls through a specified trunk group will generate ringing based on the Night ringing table



Key Lamp Indication for Day-1, Day-2, Day-3, and Night Mode

The System Night Mode key will change the LED lamp status based on the System Ringing mode. The LED lamp indication is reflected for the ringing mode on all Iwatsu telephones (legacy and ICON Series) with a Night Mode key.

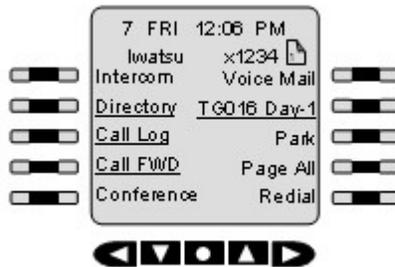
- ☞ Day-1 Ringing Mode = No lamp indication.
- ☞ Day-2 Ringing Mode = Slow red flash.
- ☞ Day-3 Ringing Mode = Fast red flash.
- ☞ Night Ringing Mode = Solid red flash.

Note: Iwatsu ICON Series Self-Labeling Key name change is not supported with the Multiple Ringing Mode.

Group Ringing Mode (Group Night) Operation

When the ECS system is in the Group Ringing Mode (default = System Ringing Mode), pressing the existing Group Night Mode key (Trunk Groups 001-250) from an Iwatsu ICON Series telephone (5810, 5910 and 5930) attendant position will take you to the **Select Ringing Mode** screen

- ☞ The key operation for the Group Night Mode key with the Group parameter can only toggle between Day / Night Modes if assigned on any legacy telephone, the Attendant Console, or ICON Series 5800 / 5900
- ☞ Group Night Mode key assigned to the self labeling key will indicate current ringing mode as shown below:



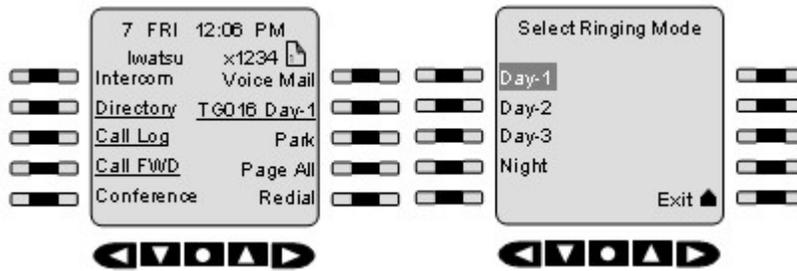
To change the ringing mode from an ICON Series Attendant Position

TGNNN Day-1 indicates Day-1 mode, TGNNN Ring-Day2 indicates Day-2 mode, TGNNN Ring-Day3 indicates Day-3 mode and TGNNN Night indicates Night mode. *NNN is Trunk Group Number 1-250.

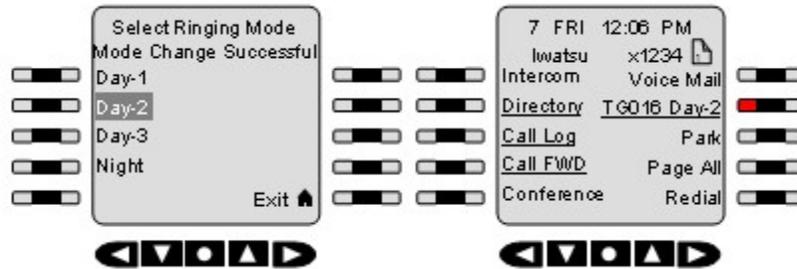
If database programming in Trunks > IPNET/PRI Trunk Group Data >NSF Ringing-ISDN > Group Name (Class 29.02) has a name assigned, the key will indicate first 11 characters of the name instead.

Group Night Mode key without the group parameter maintains the legacy key operation regardless of the type of telephone. The key can only toggle between Day (Day-1) and Night

- ☞ Press the **Group Mode** key. The current ringing mode is displayed in reverse video



- ☞ Press the **Day-1**, **Day-2**, **Day-3**, or **Night** key to change the ringing mode. The new selection will display in reverse video and Mode Change Successful will appear on the second line of the display
- ☞ Press Exit to return to the main display. The new ringing mode selection will appear on the display



Menu Operations in Group Ringing Mode (Forced Night)

When an ECS system is in the Group Ringing Mode, pressing the existing Night Mode key from an Iwatsu ICON Series attendant position (5810, 5910 and 5930) will take you to the Select Ringing Mode screen with limited selections. The menu will prompt the attendant to select either In Forced Night (System Night Mode) or In Group Mode. If In Forced Night mode is selected, all trunks are forced into the system night mode. When In Group Mode is selected, the trunks return to the mode selected by the Trunk Group key.

This operation has a System Night override for each ringing group. For example: All trunks will generate ringing based on the Night ringing table.



Key Lamp Indication for Day-1, Day-2, Day-3, and Night Mode

The Group Night Mode key will change the LED lamp status based on the Group Ringing mode. The LED lamp indication is reflected for the ringing mode on all Iwatsu telephones (legacy and ICON Series) with a Night Mode key.

- ☞ Day-1 Ringing Mode = No lamp indication.
- ☞ Day-2 Ringing Mode = Slow red flash.
- ☞ Day-3 Ringing Mode = Fast red flash.
- ☞ Night Ringing Mode = Solid red flash.

Note: Iwatsu ICON Series Self-Labeling Key name change is not supported with the Multiple Ringing Mode.

Multiple Ringing Mode Conditions

- ☞ Legacy Telephones: Legacy telephones, Attendant Consoles, and ICON Series 5800/5900 telephones, assigned as attendant positions cannot access the Day-2 and Day-3 modes. These telephones can only switch between Day (Day-1) and Night modes. The legacy Day / Night mode operation remains the same as in previous software versions.
- ☞ ACD Night: This enhancement will not affect ACD functionality, ACD Night maintains the existing toggle operation (Day or Night).
- ☞ Universal Night Answer (UNA): Universal Night Answer will operate only if a system is in the Night Mode.
- ☞ Attendant Intercept (UCD): Attendant Intercept will operate if a system is in the Day-1, Day-2 or Day-3 mode (Night Mode not supported).
- ☞ Iwatsu ICON Series Self-labeling key name change is not supported with the Multiple Ringing Mode.

Night Mode

Allows you to change the ringing termination point for outside lines. This alternate point might be a loud bell, a phone or a group of phones. A programming option may be enabled to allow the ECS to automatically switch to the Night Mode at a certain time; however, you must manually switch the system back to the normal mode.

To place the system in Night Mode operation:

- ☞ Press the Speaker key **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Night Mode key **NIGHT** and the lamp for that key will be solid red
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker key **SPKR**

To disable Night Mode operation:

- ☞ Press the Speaker key **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Night Mode key **NIGHT** and the lamp for that key will be off
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker key **SPKR**

Operator Priority

The system operator has the ability to override any ringing or voice announce intercom call or paging call. This occurs when calls are made simultaneously, or another party other than the operator makes the call first.

Overflow Transfer

Allows you to limit the number of calls waiting to be answered at the Attendant Position. Once the maximum number of calls is reached, all additional calls will automatically forward to another location.

To register the Overflow Transfer position:

- ☞ Press the Speaker key **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature key **FEAT**
- ☞ Press the Override key **OVER**
- ☞ Dial the extension number
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker key **SPKR**

To set the maximum number of calls:

- ☞ Press the Speaker key **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature key **FEAT**
- ☞ Press the Override key **OVER**
- ☞ Dial **#**
- ☞ Dial the number of calls you wish to have waiting with two digits
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker key **SPKR**

Ring Muting

Allows you to turn the ringer off at the Attendant Position.

To turn the ringer off:

- ☞ Press the Silent key **SILENT** and the lamp for that key will be solid red

To turn the ringer on:

- ☞ Press the Silent key **SILENT** and the lamp for that key will be off

Serial Call

Allows you to have outside calls return to you after the extension the call was transferred to hangs up. This is very useful when an outside party wants to talk to more than one internal party.

When someone calls and desires to speak with more than one person:

- ☞ Press the Transfer key **TRAN**
- ☞ Wait for the dial tone
- ☞ Dial the desired extension number
- ☞ Press the Serial Call key **SERIAL** instead of the Connect key **CNCT**

The outside call will return to the attendant position and flash on the Recall key **RECALL** after the extension the call was transferred to hangs up.

Station Call Forward/Do Not Disturb Release

Allows you to cancel Call Forward and Do Not Disturb settings on other extensions in the system.

To release Station Call Forwarding and Do Not Disturb:

- ☞ Press the Speaker key **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Forced Release key **FRLS**
- ☞ Dial **3**
- ☞ Dial the desired extension number
- ☞ Press the Release key **RLS**
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker key **SPKR**

Station Class Restriction Change

The Iwatsu Enterprise-CS may be programmed to allow different outside calling restrictions to be set based on Day and Night Mode system operation. Station Class Restriction Change allows you to instruct the ECS that an extension or group of extensions are to always operate in either the Day or Night Mode restriction pattern during Day Mode operation.

To change an extension:

- ☞ Press the Speaker key **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Station Class Restriction Change key **CLASS**
- ☞ Dial the desired extension number
- ☞ Dial **1** for the Day Mode, or,
- ☞ Dial **2** for the Night Mode
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker key **SPKR**

To change a group of extensions:

- ☞ Press the Speaker key **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Station Class Restriction Change key **CLASS**
- ☞ Dial *****
- ☞ Dial the desired extension group number **01-60**
- ☞ Dial **1** for the Day Mode, or,
- ☞ Dial **2** for the Night Mode
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker key **SPKR**

Station Forced Release

Allows you to remove an extension from service.

To remove an extension from service:

- ☞ Press the Speaker key **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Forced Release key **FRLS**
- ☞ Dial **1**
- ☞ Dial the desired extension number
- ☞ Press the Release key **RLS**
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker key **SPKR**

To put an extension back in service:

- ☞ Press the Speaker key **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Forced Release key **FRLS**
- ☞ Dial **1**
- ☞ Dial the desired extension number
- ☞ Press the Connect key **CNCT**
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker key **SPKR**

Station Lock

Allows you to prevent an extension from having access to outside lines.

To prevent an extension from making outside calls:

- ☞ Press the Speaker key **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature key **FEAT** then dial **44**, or,
- ☞ Press the Station Lock key **LOCK** if assigned as a key
- ☞ Dial **#**
- ☞ Dial the extension number
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker key **SPKR**

To cancel Station Lock:

- ☞ Press the Speaker key **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature key **FEAT** then dial **044**, or, press the Station Lock key **LOCK** if assigned as a key
- ☞ Dial **#**
- ☞ Dial the extension number
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker key **SPKR**

System Announcement Recording

If your Iwatsu Enterprise-CS is equipped with an IX-CMSG-1 card you may make customized recordings to be played to outside callers. The total recording time is 330 seconds with the IX-CMSG-1 card. Message number 01 is reserved for the System Announcement recording.

To record a customized message:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the System Announcement Recording key **VSSR**
- ☞ Dial the message number **01-60** for your new message
- ☞ Make your announcement through the receiver
- ☞ Dial **#** to end the recording
- ☞ Hang up

To erase a customized message:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the System Announcement Recording key **VSSR**
- ☞ Dial *****
- ☞ Dial the message number **01-60** for the message to be erased
- ☞ Hang up

To listen to a customized message:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the System Announcement Recording key **VSSR**
- ☞ Dial **#**
- ☞ Dial the message number **01-60** for the message to be played

To listen to all customized messages:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the System Announcement Recording key **VSSR**
- ☞ Dial **# #**

To listen to all prerecorded messages:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the System Announcement Recording key **VSSR**
- ☞ Dial **#***

System Speed Dial Registration

You have the ability to register (program) the 900 System Speed Dial numbers. The numbers may be 32 digits in length and may include the insertion of a pause.

Operation

Follow the same procedure as Station Speed Dial for the Digital Multi-line Telephone. To register the system numbers dial the System Speed Dial codes ranging from **00-89** or **000-899** to represent the outside phone numbers.

System Text Message Registration

If your telephone or DSS is programmed with a Text Message key, you have the ability to register (program) the 90 System Text Messages. The messages may be 16 characters in length.

- ☞ Press the Feature key **FEAT**
- ☞ Press the Text Message key **TXT MSG**
- ☞ Dial the desired System Text Message Code **00-89**
- ☞ Enter the desired message contents up to 16 characters in length. Use the following keys on your telephone for text message data entry:

Press	1	2	3	4	5	6	7	8	9	0	HOLD	#
1X	-	A	D	G	J	M	P	T	W	&	write character	lower case
2X	.	B	E	H	K	N	Q	U	X	0	cancel character	upper case
3X	sp	C	F	I	L	O	R	V	Y			
4X	1	2	3	4	5	6	S	8	Z			
5X							7		9			

- ☞ Press the Feature key **FEAT** to end the operation

To register several Text Messages:

After entering a text message:

- ☞ Press the Text Message key **TXT MSG**
- ☞ Dial the next System Text Message Code **00-89**
- ☞ Repeat the same procedure as above

Through Dialing

Allows you to make an outside call for an extension that is toll restricted.

When an extension user asks to make an outside call, while you are speaking to the extension:

- ☞ Press the Hold key **HOLD/DND**
- ☞ Press an outside line key
- ☞ Wait for the dial tone
- ☞ Dial the desired phone number
- ☞ Press the Connect key **CNCT**

Trunk Access Control

Allows you to change the outside lines or line groups that extensions can access.

To restrict outside line access:

- ☞ Press the Speaker key **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Trunk Access Control key **TAC**
- ☞ Dial *****
- ☞ Dial the outside line group number, or,
- ☞ Dial the outside line number
- ☞ Press the Release key **RLS**
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker key **SPKR**

To allow outside line access:

- ☞ Press the Speaker key **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Trunk Access Control key **TAC**
- ☞ Dial *****

- ☞ Dial the outside line group number, or,
- ☞ Dial the outside line number
- ☞ Press the Connect key **CNCT**
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker key **SPKR**

Trunk Forced Release

Allows you to remove an outside line or outside line group from service.

To remove an outside line from service:

- ☞ Press the Speaker key **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Forced Release key **FRLS**
- ☞ Dial **[2][*]**
- ☞ Dial the outside line group number, or, dial **[2]**
- ☞ Dial the outside line number
- ☞ Press the Release key **RLS**
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker key **SPKR**

To place an outside line in service:

- ☞ Press the Speaker key **SPKR**
- ☞ Press the Forced Release key **FRLS**
- ☞ Dial **[2][*]**
- ☞ Dial the outside line group number, or,
- ☞ Dial **[2]**
- ☞ Dial the outside line number
- ☞ Press the Connect key **CNCT**
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker key **SPKR**

**Section 5 –
SIP & Single Line
Telephone
User Guide**

IWATSU ENTERPRISE-CS

SIP and Single Line Telephones

This section lists the operations for the Iwatsu Enterprise-CS features which may be accessed by SIP and Single Line Telephones.

The feature operation codes listed in this guide are the preset codes that are automatically present when the Iwatsu Enterprise-CS is turned on. Your system installer may assign different codes based on individual system requirements.

Single Line Telephones (SLT)

Both Touch-Tone and Rotary Dial Single Line Telephones may be used with the Iwatsu Enterprise-CS. Single Line Telephones may use many ECS features by pressing and releasing the receiver button, quickly followed by the dialing of a feature operation code.



Single Line Telephone (SLT)

Session Initiation Protocol (SIP) Telephones⁵⁷

SIP telephones have access to many of the ECS system features accessible from single line telephones using SLT access codes. Each feature is noted where SIP and SLT features differentiate.



Polycom IP SoundPoint 601 SIP Station

⁵⁷ Due to the many different SIP phone manufacturers, features and functionality of your SIP station may vary. The features listed in this section have been tested and function using the Polycom IP SoundPoint 601. ICON Voice Networks does not guarantee operation of the third party device beyond publishing what we have tested including the software level of the device.

Basic Features

MAKING A 911 CALL

From an outside or inside line:

- ☞ Go off-hook.
- ☞ Dial 911.

You will be connected to your local Public Safety Answering Point (PSAP).

Making an Outgoing Call

- ☞ Lift the receiver.
- ☞ Dial the access code for an outside line (assigned by the system installer).
- ☞ Wait for the dial tone.
- ☞ Dial the desired phone number.

If you make a dialing mistake, hang up and try again.

Receiving an Incoming Call

When your phone rings:

- ☞ Lift the receiver and you will be connected to the call.

Making an Intercom Call

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the desired extension number.

Receiving an Intercom Call

When your phone rings:

- ☞ Lift the receiver and you will be connected to the call.

Making an Intercom Group Call

- ☞ Dial the Intercom Group access number at the Intercom dial tone.

Making an E-Response Help Call

- ☞ SIP – Not Supported.
- ☞ Lift the receiver or press [SPKR] and remain off hook on ICM for a duration that exceeds the amount of time programmed in the system, or,
- ☞ Lift the receiver to make an intercom call. Begin dialing. Between digits stop dialing for more than 10 seconds, or,
- ☞ Dial the E-Response Group access number at Intercom dial tone.

Transferring a Call to Another Extension

When speaking on an outside line:

- ☞ Press and release the receiver button quickly or press the Flash key.
- ☞ Wait for the dial tone.
- ☞ Dial the desired extension number.
- ☞ Hang up or announce the call, then hang up.

(Polycom SIP Station)

- ☞ Press the Transfer soft key.
- ☞ Dial the desired extension number.
- ☞ For blind transfer: Press the Blind soft key and then hang up.
- ☞ For screened transfer: Press the Dial soft key, dial the extension, announce the call and then hang up.

If the call is not answered it will return to your phone.

Putting a Call on Hold

When speaking on an outside line:

- ☞ Press the Hold key on the telephone, or, press and release the receiver button quickly or press the Flash key.
- ☞ Dial the Exclusive Hold code **508**
- ☞ Hang up.

A call placed on Hold may only be picked up by the extension that placed the call on Hold.

Picking Up a Call on Hold

- ☞ Lift the receiver.
- ☞ Press the Hold key to be connected to the call, or,
- ☞ Dial the Exclusive Hold code **508** and you will be connected to the call.

Parking a Call

Call Park is similar to Hold but allows others to retrieve a call from another extension.

When speaking on an outside line:

- ☞ Press and release the receiver button quickly or press the Flash key. (or for Polycom press Hold).
- ☞ Wait for the dial tone.
- ☞ Dial the Call Park code **512**.
- ☞ Wait for a confirmation tone.
- ☞ Hang up.

To pick up a call on Call Park at your extension:

- ☞ Lift the receiver.
- ☞ Dial the Call Park code **512** and you will be connected to the call.

To pick up a call on Call Park from another extension:

- ☞ Lift the receiver.
- ☞ Dial the Call Park Pick-Up code **513**.
- ☞ Dial the extension number of the extension that placed the call on Call Park.

To pick up a call on Call Park at the attendant position:

- ☞ Lift the receiver.
- ☞ Dial the number announced by the attendant.

Handling a Second Call

Analog SLT only. Not supported on SIP phones.

While on an outside or intercom call, if you receive a second call and do not want to hang up on the first call:

- ☞ Place the first call on Hold or Call Park.
- ☞ Hang up or press the receiver button.
- ☞ Answer the second call.

To return to the first call:

- ☞ Dial the Hold or Call Park code.

SIP Station Name Display for Intercom Calls

SIP stations can display name of the calling party for intercom calls. The station will display the name programmed in the ECS.

- ☞ Wake-up calls to SIP stations will display “Wakeup Call” for the display name.

Advanced Features

Account Code

When speaking on an outside line:

- ☞ Press and release the receiver button quickly or press the Flash key.
- ☞ Dial the Account code .
- ☞ Dial the desired account code.
- ☞ Dial .
- ☞ Press and release the receiver button quickly or press the Flash key.

All Attendants Call

Allows you to call all attendants.

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the assigned access code.

Busy Intercom Callback

Analog SLT only. Not supported on SIP phones.

When you make an intercom call and the extension is busy:

- ☞ Do not hang up.
- ☞ Press and release the receiver button quickly.
- ☞ Wait for the dial tone.
- ☞ Dial the Busy Intercom Callback code **518**.
- ☞ Wait for a confirmation tone.
- ☞ Hang up.

To cancel:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Cancel code **501**.
- ☞ Dial the Busy Intercom Callback code **518**.
- ☞ Wait for a confirmation tone.
- ☞ Hang up.

Busy Number Callback

Analog SLT only. Not supported on SIP phones.

When you dial an outside number and there is no answer or a busy signal:

- ☞ Do not hang up.
- ☞ Press and release the receiver button quickly.
- ☞ Wait for the dial tone.
- ☞ Dial the Busy Number Callback code **507**.
- ☞ Wait for a confirmation tone.
- ☞ Hang up and the ECS will call you back periodically to try calling again.

To change the callback interval:

- ☞ Dial the desired interval time in minutes **0-9** before you hang up.

When your phone rings:

- ☞ Lift the receiver.

The number will automatically be dialed.

To cancel:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Cancel code **501**.
- ☞ Wait for a confirmation tone.
- ☞ Hang up.

Busy Outside Line Queuing

Analog SLT only. Not supported on SIP phones.

When attempting to make an outside call and all lines are busy:

- ☞ Do not hang up.
- ☞ Dial the Busy Outside Line Queue code **506**.
- ☞ Wait for a confirmation tone.
- ☞ Hang up.

The ECS will call you back when an outside line becomes free. If you previously dialed the outside number, that number will automatically be dialed when the receiver is picked up.

To cancel:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Cancel code **501**.
- ☞ Dial the Busy Outside Line code **506**.
- ☞ Wait for a confirmation tone.
- ☞ Hang up.

Call Park / Swap

When you have a call on Call Park and are involved in a second call and wish to alternate between calls:

- ☞ Press and release the receiver button quickly or press the Flash key. (or for Polycom press Hold).
- ☞ Dial the Call Park code **512** and you will be connected to the call that was on Call Park and the second call will be placed on Call Park.

You may continue to alternate between calls by repeating the above procedure.

Call Pick-Up

There are three types of Call Pick-Up:

Direct Call Pick-Up, Internal Group Call Pick-Up, and External Group Call Pick-Up.

Direct Call Pick-Up

Allows you to answer a call ringing at any extension in the office.

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Direct Call Pick-Up code **511**.
- ☞ Dial the extension number of the ringing phone.

Internal Group Call Pick-Up

Allows extensions to be grouped together. This eliminates the need to dial the ringing extension number to answer the call.

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Internal Group Call Pick-Up code **509**.

External Group Call Pick-Up

Answer a ringing Group Call Pick-Up group call when you do not belong to that group.

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the External Group Call Pick-Up code **510**.
- ☞ Dial the External Group external group number (Range=001-250).

Camp-On

When you want to transfer a call to an extension that is busy:

- ☞ Do not hang up.
- ☞ Press and release the receiver button quickly or press the Flash key.
- ☞ Wait for the dial tone.
- ☞ Dial the desired extension number.
- ☞ Hang up.

(Polycom):

While on an outside call:

- ☞ Press the transfer soft key.
- ☞ Dial the extension.
- ☞ When you hear busy ring back tone.
- ☞ Press the transfer soft key.

To answer a Camp-On call:

Analog SLT only. Not supported on SIP phones.

- ☞ Hang up on the first call.
- ☞ Answer the second call, or
- ☞ Place the first call on Hold or Call Park.
- ☞ Hang up or press the receiver button.
- ☞ Answer the second call.

Clear Call

Analog SLT only. Not supported on SIP phones.

When you make an intercom call, but the called extension cannot be reached, and you wish to call another extension:

- ☞ Do not hang up.
- ☞ Dial the second extension number.

Conference

Add-On

(up to 1 outside & 3 inside parties or 4 inside parties)

While speaking on an outside or intercom call:

- ☞ Press and release the receiver button quickly or press the Flash key.
- ☞ Dial the extension number of the party you wish to add.
- ☞ When the party answers, press and release the receiver button quickly or press the Flash key.

After you hear a tone, all parties will be connected.

To add another extension, repeat the same procedure.

Polycom SIP station – Not supported.

Multi-Line

(Up to 3 outside & 1 inside parties)

While speaking on an outside call:

- ☞ Press and release the receiver button quickly or press the Flash key.
- ☞ Dial the Exclusive Hold code **508**.
- ☞ Press and release the receiver button quickly or press the Flash key.
- ☞ Dial the second outside party.
- ☞ Wait for the second party to answer.
- ☞ Press and release the receiver button.
- ☞ Dial the Conference Code **516** and all parties will be connected.

To add the 3rd outside line, repeat the same procedure.

(Polycom SIP Station)

- ☞ Press the Hold soft key.
- ☞ Dial the Exclusive Hold code **508**.
- ☞ Hang up.
- ☞ Dial the second outside party.
- ☞ Press the Hold soft key.
- ☞ Dial the Conference Code **516** and all parties will be connected.

Trunk-to-Trunk

(Up to 2 outside parties)

When you are speaking with two outside parties in a Multi-line Conference call and wish to leave the call:

- ☞ Press and release the receiver button quickly or press the Flash key.
- ☞ Dial the Conference code **508**.
- ☞ Hang up.

(Polycom SIP Station):

- ☞ Press the Hold soft key.
- ☞ Dial the Conference code **508**.
- ☞ Hang up.

To get back in the Multi-line Conference:

- ☞ Lift the receiver.

- ☞ Wait for the dial tone.
- ☞ Dial the Exclusive Hold code **508** and you will be connected to the original conference call.

Consultation Hold

- ☞ Press the Hold key, or,
- ☞ While on an outside call, press and release the receiver button quickly or press the Flash key.

Do Not Disturb

To turn on:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Do Not Disturb code **523**.
- ☞ Wait for a confirmation tone.
- ☞ Hang up.

To turn off:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Cancel code **501**.
- ☞ Dial the Do Not Disturb code **523**.
- ☞ Wait for a confirmation tone.
- ☞ Hang up.

Flash

For Long Flash:

- ☞ Press and release the receiver button quickly or press the Flash key.
- ☞ Dial the Long Flash code **514**.
- ☞ Dial new number.

For Short Flash (Centrex or PBX use):

- ☞ Press and release the receiver button quickly or press the Flash key.
- ☞ Dial the Short Flash code **515**.
- ☞ Dial new number or feature code.

The Flash key can only be used when the call is connected.

Call Forwarding

Set Forward Destination

- ☞ Lift the receiver (handset).
- ☞ Enter the Call Forward Code **522**.
- ☞ Enter the Call Type you wish to forward:
 - 1 = All calls (CO/Intercom).
 - 2 = CO calls only.
 - 3 = Intercom calls only.
- ☞ Enter the Flexible Call Forward Mode:
 - 1 = All calls to another extension or hunt group.
 - 2 = Busy/No Answer calls to another extension or hunt group.
 - 3 = No Answer calls to another extension or hunt group.
 - 4 = All Calls forward to an external number (using Personal Speed Dial Codes 90-99).
- ☞ Do one of the following:
 - ☞ If you chose Mode 1,2, or 3, enter the extension or hunt group number.
 - ☞ If you chose Mode 4, enter the Personal Speed Dial Code (90-99). If the setting is valid, you will hear a confirmation tone. If the setting is invalid, you will hear a warning tone.
- ☞ Hang up.

Forward Cancel

You may cancel the forwarding of All calls, CO calls only, or Intercom calls only.

- ☞ Lift the receiver (handset).
- ☞ Enter the Cancel Code **501**.
- ☞ Enter the Call Forward Code **522**.
- ☞ Enter the Call Type number you wish to cancel:
 - 1 = All calls (CO/Intercom).

- 2 = CO calls only.
- 3 = Intercom calls only.

- ☞ If the setting is valid, you will hear a confirmation tone. If the setting is invalid, you will hear a warning tone.

Follow Me

When you move to a different extension, you may change the forwarding destination from the extension you originally set to the extension which you are now using.

- ☞ Lift the receiver (handset) or press **SPKR**.
- ☞ Enter the Call Forward Follow Me Code **522**.
- ☞ Enter the Call Type you wish to forward:
 - 1 = All calls (CO/Intercom).
 - 2 = CO calls only.
 - 3 = Intercom calls only.
- ☞ Enter the extension number of the originating forwarding station.
- ☞ If the setting is valid, you will hear a confirmation tone. If the setting is invalid, you will hear a warning tone.

Floating Outside Line Group Access

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the outside line group number **01-60** or **00** for the desired group.

Forced/Verified Account Code

- ☞ Lift the receiver.
- ☞ Dial the access code for an outside line (assigned by the system installer).
- ☞ Wait for the dial tone.
- ☞ Dial the desired phone number.
- ☞ Dial *****.
- ☞ Wait for the account code entry tone.
- ☞ Dial a code.
- ☞ Dial ***** only if your code entry is variable in length.

Group Park

To retrieve a call in Group Park:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Group Park code.

Hot Line

Analog SLT only. Not supported on SIP phones.

If your telephone is programmed for use as a Hot Line:

- ☞ Lift the receiver, and you will automatically call the preprogrammed extension.

Howler Tone

Analog SLT only. Not supported on SIP phones.

- ☞ Replace the receiver on the receiver button.

Last Number Redial

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Press the Redial key on the telephone, or,
- ☞ Dial the Last Number Redial code **505** if you have a Rotary Dial Telephone.

Master Hunt Groups

To call a Hunt Group:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Hunt Group access code.

Off-Hook Outgoing Call

Analog SLT only. Not supported on SIP phones.

- ☞ Lift the receiver and the ECS will automatically dial the outside number.

Off-Hook Outside Line Queuing

Analog SLT only. Not supported on SIP phones.

To wait for an outside line:

- ☞ Stay on the line until you hear the dial tone.

Paging

All Call

Allows you to make an announcement either through the speakers in the Digital Telephones or an External Paging System.

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the All Call code (assigned by the system installer).
- ☞ Wait for the Page tone.
- ☞ Make an announcement.
- ☞ Hang up.

Group Call (Internal)

Allows you to page through the speaker in a group of phones.

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Group Call code (assigned by the system installer).
- ☞ Wait for the Page tone.
- ☞ Make an announcement.
- ☞ Hang up.

Zone Page (External)

Allows you to access individual groups of external speakers.

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Zone Page code (assigned by the system installer).
- ☞ Wait for the Page tone.
- ☞ Make an announcement.
- ☞ Hang up.

Meet-Me Page Answer

Allows you to answer a page from any phone that is in the same Meet-Me Page Answer group.

- ☞ Lift the receiver.

- ☞ Wait for the dial tone.
- ☞ Dial the Meet-Me Page Answer code **524** and you will be connected to the extension that made the page.

Pre-Ringing

This programming option allows calls to Single Line Telephones to receive a short ring before the normal ring signaling begins.

This feature helps reduce the noise level in the office environment.

Private Line

This feature can be enabled by your installer.

Protected Extension

This feature can be enabled by your installer to prevent monitor and barge-in at the station.

Shift Call

Analog SLT only. Not supported on SIP phones.

When you make an intercom call, but the called extension cannot be reached, and you wish to call another extension:

- ☞ Do not hang up.
- ☞ Dial the last digit of the next desired extension number.

Speed Dial

Personal Speed Dial Registration

To register Personal Speed Dial Numbers (with an outside line group):

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Speed Dial Registration code **504**.
- ☞ Dial the Personal Speed Dial code **90-99**.
- ☞ Wait for the tone.
- ☞ Dial the access code for the outside line group.
- ☞ Wait for the dial tone.
- ☞ Dial the phone number.
- ☞ Hang up.

Repeat the procedure to enter additional numbers.

To register Personal Speed Dial Numbers (without an outside line group):

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Speed Dial Registration code **503**.
- ☞ Dial the Personal Speed Dial code **90-99**.
- ☞ Wait for the dial tone.
- ☞ Dial the phone number.
- ☞ Hang up.

Repeat the procedure to enter additional numbers.

To register a pause⁵⁸:

When registering the telephone number, at the place where you want to insert a pause:

- ☞ Dial *****.
- ☞ Dial **1-9** for the desired pause time in seconds.

To register the ***** symbol in a number⁵⁹:

When registering the telephone number, at the place where you want to insert a *****:

- ☞ Dial ******.

To Speed Dial a Number

If you have a Touch-tone Phone:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial *****.
- ☞ Dial the Speed Dial code.

The system will automatically dial the registered number.

If you have a Rotary Dial Phone:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Speed Dial Access code **502**.

⁵⁸ This feature may not be used on ISDN PRI or ISDN BRI lines.

⁵⁹ *Ibid.*

- ☞ Dial the Speed Dial code.

The system will automatically dial the registered number.

Station Restriction Password

To restrict your phone:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Station Restriction Password code **527**.
- ☞ Dial your password.
- ☞ Hang up.

To cancel restriction at your phone:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Cancel code **501**.
- ☞ Dial the Station Restriction Password code **527**.
- ☞ Dial your password.
- ☞ Hang up.

Single Line Message Waiting Stutter Dial Tone

SIP – Not Supported from the system. The SIP telephone controls its own dial tone. Your specific telephone may have this feature.

When a Single Line Telephone that has a message goes off-hook, the Iwatsu Enterprise-CS automatically sends an intermittent tone for 2 seconds before normal dial tone is heard. This feature alerts you of messages.

To determine if you have a message on a Single Line Telephone:

- ☞ From the telephone's idle state, go off hook.
- ☞ If a message exists, you will hear a stutter dial tone.

System Announcement Message

To play the System Announcement Message:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the System Announcement Message code **525**.

Tone/Voice Calling

To switch the calling mode to a Digital Telephone:

- ☞ Dial the extension number.
- ☞ Dial **#**.

Transfer To Park

You may transfer a call to the call park orbit of another extension:

- ☞ Press and release the receiver button quickly or press the Flash key.
- ☞ Dial the Transfer to Call Park code **553**.
- ☞ Dial the Extension Number.
- ☞ Hang up.

(Polycom SIP Station)

- ☞ Press the Hold soft key.
- ☞ Dial the Transfer to Call Park code **553**.
- ☞ Dial the Extension Number.
- ☞ Hang up.

Universal Night Answer

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Universal Night Answer code **546** and you will be connected to the incoming call.

Voice Mail Message

To access your mailbox:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Mailbox access code.
- ☞ Dial **#**.
- ☞ Follow the voice mail prompts.

Wake-Up Call

Wake-up call available on SIP stations with ECS software version 8.0 or higher.

To set a wake-up call:

- ☞ Go off-hook and wait for intercom dial tone.
- ☞ Dial the Wake-Up Call feature access code.
- ☞ Wait for a confirmation tone and dial the wake-up time (24-hour clock) **HH:MM**. For example, 15:15 = 3:15 pm / 08:00 = 8:00 am.
- ☞ Wait for a confirmation tone.
- ☞ Press the Speaker key or hang-up.

To cancel a wake-up call:

- ☞ Go off-hook and wait for intercom dial tone.
- ☞ Dial the **Cancel + Wake-Up Call** feature access codes programmed in the ECS database. For example: 501+526.
- ☞ Wait for a confirmation tone.
- ☞ Press the Speaker key or hang-up.

Section 6 – Digital Door Phone User Guide

IWATSU ENTERPRISE-CS

Digital Door Phone

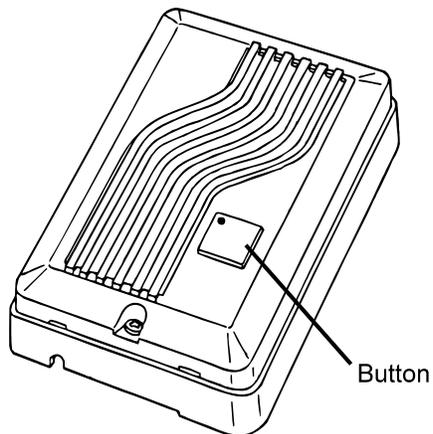
Digital door phones provide an economical and simple method to allow visitors to make an intercom call to gain entrance to your building.

To place a call from a digital door phone:

- ☞ Press and release the button on the digital door phone, you will hear a ringing tone and the lamp on the button will change from red to green
- ☞ Wait for an answer
- ☞ Announce yourself

To call a digital door phone:

- ☞ Lift the receiver
- ☞ Dial the assigned extension number, or, press the DSS key assigned for the desired digital door phone.
- ☞ Make an announcement



DIGITAL DOOR PHONE

IWATSU ENTERPRISE-CS

Section 7 – ECS ACD Automatic Call Distribution User Guide

IWATSU ENTERPRISE-CS

Automatic Call Distribution (ACD)

Overview

ECS ACD is a combination of specially designed hardware and software that is compatible with any ECS telephone system to provide Automatic Call Distribution capability. ACD can be of benefit to any organization because it distributes calls equally among employees and ensures that callers are handled in the most efficient manner.

ECS ACD is designed to provide the most flexible, integrated ACD product offering. Unique to ECS ACD is extension priority assignment. This priority enhancement allows calls transferred to an ACD Group from an ECS extension or an automated attendant/voice mail machine to be answered prior to other calls presented to the ACD Group.

TASKE[®] Contact, a call center management and reporting software solution, may be added to the ECS ACD package. TASKE[®] Contact allows ACD Supervisors to view contact center activity in real time. In addition, TASKE[®] Contact offers the ability to generate over 150 detailed reports on call details, abandoned calls, extensions, queue groups and much more. ECS ACD Supervisors have access to this information from their network PC or remotely via the Internet.

ACD Calls

The following type of calls may be directed to an ACD Group:

- ☞ CO line calls programmed to a specified ACD Group.
- ☞ E&M Tie Line calls when the calling party dials an ACD Group Access Number.
- ☞ DID calls when the DID conversion number is programmed to be an ACD Group Access Number.
- ☞ DISA calls when the calling party dials an ACD Group Access Number.
- ☞ Unscreened transfer calls from an ECS system extension or another ACD Agent in the system when the transferring party dials an ACD Group Access Number.
- ☞ Extension calls that dial an ACD Group Access Number.
- ☞ T1 span calls programmed as CO, E&M or DID lines.
- ☞ IP Networking calls configured as CO, E&M or DID lines.

ACD Calls are subject to the following conditions:

- ☞ ACD calls are not subject to Hold Recall.

- ☞ When an ACD Call is transferred from an Agent in an ACD Group to an ECS system extension or another Agent, the call is no longer treated as an ACD Call. When an ACD Call is transferred from an Agent in an ACD Group to another ACD Group, the call is treated as a new ACD Call for the second ACD Group.
- ☞ Calls may not Call Forward to an ACD Group.
- ☞ When an Agent performs a Trunk-to-Trunk Conference call, the ACD Call is canceled.
- ☞ Up to sixty Trunk Groups may be programmed for ACD Calls.

The order in which an ACD Agent's telephone rings is as follows:

- 1st..... ACD Supervisor call
- 2nd Incoming ACD Call
- 3rd ECS system extension Hold Recall
- 4th Incoming ECS system extension call

ACD Call Routing

Calls to an ACD Group are distributed on the longest idle agent basis. The longest idle agent method of call distribution sends the next ACD Call to the ACD Agent that has not handled an ACD Call for the longest period of time and has the highest Agent Answering Priority among the ACD Agents currently logged-in the ACD Group. When a new ACD Agent logs into an ACD group, the Agent becomes the ACD Agent with the least idle ACD Call handling time. When all ACD Agents in the ACD Group are busy, ACD Calls are placed in queue and follow the programmed Call Sequence Table for the ACD Group. When an ACD Agent becomes free, the call routes to the first available Agent.

An ACD Call will not be presented to an ACD Agent under the following conditions:

- ☞ When the Agent is handling another ACD Call
- ☞ When the Agent is handling an ECS system call
- ☞ When the Agent is in the Wrap-Up state
- ☞ When the Agent is in the Not Available state.

ACD Group

An ACD Group is the destination for ACD Calls to be answered and is comprised of ACD Agents (up to 1024 with 512 active at any given time), ACD Supervisors, Call Sequence Table(s), Priority Change Timer and ACD Group Expansion Timer. The ECS ACD will allow a maximum of 250 ACD

Groups and each ACD Group may be assigned an eight character alphanumeric name. In addition, each ACD Group may be assigned one of the four ECS system ring patterns.

ACD Group Expansion

ACD Group Expansion provides an ACD Call in Queue a greater chance of being answered after a specified period of time, 0-999 seconds. This is accomplished by adding a second ACD Group to assist in answering calls. When ACD Group Expansion occurs, calls in queue that exceeded the specified period of time will search for an idle Agent in both groups. Further expansion is possible and is based on the ACD Group Expansion Timer of the additional group(s). After expansion, the ACD Call still follows the Call Sequence Table of the original ACD Group.

Call Sequence Table

The Call Sequence Table sets the parameters that an ACD Call follows. Each ACD Group may have three types of Call Sequence Tables associated with it: one table for normal business hour operation, one table for after hour operation and one table for calls transferred to the ACD Group. The Day and Night Mode operation may be programmed to occur either automatically or manually. ACD calls in queue remain in the current Call Sequence Table when a mode change takes place.

ACD groups can be programmed to use specific call sequence tables if no agents are logged into the group or if the number of calls in queue exceed a programmable threshold.

The ECS ACD offers sixty Call Sequence Tables. Each Call Sequence Table consists of eleven boxes for call delaying and processing instructions. The boxes may be programmed as any of the following:

Play MSG Play a recorded message
 Auto Attendant Queue Ability to play a message from a source such as a voice mail system
 MOH Play Music On Hold
 Forward to Station Overflow Forward to an extension and exit the ACD Group
 Forward to Hunt Group Overflow Forward to a Hunt Group and exit the ACD Group
 Forward to ACD Group Overflow Forward to another ACD Group and exit the original ACD Group
 Go to Other Box Go to another box in the same or different Call Sequence Table
 Forward with SPD Dial Overflow Forward to a System Speed Dial number (IX-4ETLAN card required)
 Disconnect Disconnect the call
 Delay/Answer Delay for ring tone - call not answered by system
 No Operation (Skip) No operation
 When a recorded message, delay or MOH is assigned to the first box in a Call Sequence Table, the ACD caller hears the entire recorded message, ring tone or MOH for the programmed length of time, and the call will not be distributed.

The following table illustrates the conditions that each box option is valid.

Box Option	Initial (New call for ACD Group)	Queued (Waiting for Idle Agent)	Distributed (Call Sent to Idle Agent)
Play MSG	Yes	Yes	Yes
Auto Attendant Queue	Yes	Yes	Yes
MOH	Yes	Yes	Yes
Forward to Station	Yes	Yes	No
Forward to Hunt Group	Yes	Yes	No
Forward to ACD Group	Yes	Yes	No
Go to Other Box	Yes	Yes	Yes
Forward with SPD Dial ⁶⁰	Yes	Yes	No
Disconnect	Yes	Yes	No
Delay/Answer	Yes	Yes	Yes/No
No Operation (Skip)	Yes	Yes	No

⁶⁰ When analog trunks are used exclusively for this operation an IX-4ETRAN card may be required.

Priority

Priority enables all types of ACD Calls to be ranked in the order that they are to be answered, regardless of time in queue. ACD Trunk Groups, ECS system extensions, Agent ID Codes (for transferring to another ACD Group) and ACD Groups (for Overflow Forwarding to another ACD Group) may be assigned one of eight possible priority levels. The call waiting in queue with the highest priority and the longest waiting time is the call answered first.

Each ACD Group has the option of enabling a Priority Change Timer. This timer allows the priority of an ACD Call to change after a specified period of time, 0-999 seconds. After the priority is changed, the call is then placed in queue relative to its new priority.

Queue

When all ECS ACD Agents are busy or unavailable, calls ringing into the ACD group are placed in queue. An ACD call remains in queue until an ACD Agent becomes free or a command in the Call Sequence Table forwards or disconnects the call. ACD Calls wait in queue in the order of assigned priority and time in queue. If there are calls in queue with different Priorities, the calls with the highest priority are answered first. When a call is placed in Queue, the ACD Group Expansion and ACD Call Priority Change Timers are activated.

Super Queue

When a call rings an available ACD agent and that agent does not answer the call, the ACD call will return to the call queue once the Unavailable Transition Timer is triggered. When this timer is triggered, the status of the agent that did not answer the call is automatically changed from Available to Not Available and the call is returned to the call queue as a Super Queue (highest priority) call. The Super Queued call will follow each step programmed in the Call Sequence Table for that group. All visual indication is provided for the super queue call.

ACD Agent Features and Operations

The ECS ACD will allow 1024 ACD Agents to be programmed with a maximum of 512 active at any given time.

ACD Agent Keys

The ECS ACD offers special station feature keys for ACD operation. Certain features are only active when an Agent logs-in. Other feature keys operate regardless of login status.

FEATURE NAME	FUNCTION
ACD nnn / ACD All	ACD Call status (n=1-250/255)*
Queue nnn	Queue status for group (n=1-250). Also used to transfer call to ACD group.
Qualify nnn	Qualify Code - Preset Entry (n=000-999)
Qualify	Qualify Code - Manual Entry
Agent Login	Log-in/Log-out status
Unavailable	Not Available status
Wrap-Up	Wrap-Up status
Help	Call Supervisor for help
Emergency	Call Supervisor for help / record conversation
ACD Answer	Answer ACD and non-ACD calls
ACD Transfer	One touch transfer of a call to an ACD group

* nnn=1-250 for individual ACD Groups and 255 for all ACD Groups. ICON 5810, 5910 and 5930 phones will display the group name.

ECS system extensions have the following feature restrictions when an Agent is logged-in or is presented with an ACD Call.

FEATURE NAME	RESTRICTION
Absence Message	ACD Calls will ring
Direct Call Pick-up	not valid for ACD Calls
Remote Call Forward	not valid for ACD Calls
Call Coverage	not valid for ACD Calls
Call Forward	not valid for ACD Calls
Call Park Pick-up at remote extension	not valid for ACD Calls
Call Pick-up - Direct, External, Internal	not valid for ACD Calls
Voice/Tone Call	Tone valid for ACD Calls
Hold/Do Not Disturb	DND not valid for ACD Calls Exclusive Hold for ACD Calls

When an ACD Agent is logged-in, all calls to the Agent's telephone will ring; Off-Hook Call Announce and Hands-Free Answer Back are disabled.

Agents may not use a Busy Bypass Module (IX-BPCU), and Off-Hook Signaling (CLASS 10 - ITEM 43) must be programmed for denied.

ACD Agent Log-In / Log-Out

To begin receiving ACD calls, ECS ACD Agents must login to the ECS ACD group. There are two methods for logging into an ECS ACD group: Multi-Group Login and Dual Group Login. Any ECS IP Telephone or Digital Key Telephone equipped with a Agent Login key can use either method to login to an ECS ACD group.

ECS ACD Agents can use Multi-Group Login to log into one or multiple ACD Groups. The login procedure is done on a group-by-group basis.

With Dual-Group login, two ECS ACD Groups are preprogrammed and the ECS ACD Agent logs into both groups simultaneously.

To Log-in to an ACD Group Using the Dual Group

- ☞ Press the Speaker key.
- ☞ Press the Log key [**LOG**].
- ☞ The Log key [**LOG**] flashes red. The display reads **Enter ID#**.
- ☞ Dial your Agent ID Code [][][][].
- ☞ The Log key [**LOG**] lamp is solid red. Immediately after Log-in the phone is in the Not Available mode.

To Log-in to Multiple ACD Groups

- ☞ • Press the Speaker key.
- ☞ • Press the Log key [**LOG**].
- ☞ The Log key [**LOG**] will flash red. The display will read **Enter ID#**.
- ☞ • Dial your Agent ID Code [][][][].
- ☞ • Enter the ACD Group you wish to log-in to.
- ☞ • Enter your ACD Agent Priority (numbers 1-3, based on the priority you wish to take calls).

To Start Answering ACD Calls After Log-In

- ☞ Press the Not Available key [**N/A**].
- ☞ The Not Available key lamp LED turns off.

To Log-Out of an Individual ACD Group

- ☞ Press the Feature key [**FEAT**].
- ☞ Press the Log key [**LOG**].

- ☞ Enter the ACD Group number.
- ☞ The LOG key lamp is off.

To Log-Out of All ACD Groups

- ☞ Press the Feature key [**FEAT**].
- ☞ Press the Log key [**LOG**].
- ☞ Press .
- ☞ The LOG key lamp is off.

ACD Agent Log-In Status

You can see your login status for up to two groups from the station LCD. When logged into multiple groups you will only see the status of the two groups with the lowest group numbers.

To Display the Log-In Status of the Two Lowest Groups

- ☞ While logged-in to an ACD Group:
- ☞ Press [**FEAT**].
- ☞ Press + to display the log-in status.
- ☞ The LOG key lamp is off.

ACD Call Answering

To answer calls an ACD Agent may use either a handset or a headset. Incoming ACD Calls are indicated on either the ACDn key(s) (Group Name) or the ACD All key on the Agent's telephone.

To Answer an Incoming ACD Call Using a Headset

- ☞ Press the [**Headset Control**] key.

To Hang Up ACD Call Using a Headset

- ☞ Press the [**Headset Control**] key.

ACD Call Record

- ☞ Press the [**RECORD**] key to start and stop recording.

ACD Transfer to Call Park

This feature enables an active ACD agent to place an ACD call in Individual Call Park or transfer the call to another extension's Individual Call Park.

Call Park / Swap

Agents can alternate between an ACD call and an ECS system call by pressing the PARK key.

To alternate between an ACD Call and an ECS call when speaking on an ACD Call:

- ☞ Press the Call Park key [**PARK**] and It will flash green.
- ☞ Initiate either an intercom or outside call.
- ☞ Press the Call Park key [**PARK**] to return to the ACD call and place the new call on Call Park.

Emergency Help Calls with Recording

During difficult call situations an Agent may record the conversation and notify the ACD Supervisor by pressing the Emergency Recording key. When the Emergency Recording key is pressed the dedicated paging port is activated, the ACD Supervisor is notified, and the Agent's Emergency Recording key flashes red. When the ACD Supervisor responds to the Emergency Recording request, the Agent's Emergency Recording key becomes solid red and the ACD Supervisor is in the Call Monitoring state.

An IX-MISC card and a paging port are required for this feature. This feature operates when the dedicated ACD Group paging port is idle.

To start an Emergency Help Call

- ☞ Press the Emergency Recording key [**EMG REC**]. The Emergency Recording key will flash red indicating that the paging port is available and the Supervisor will be notified that assistance is required.
- ☞ If a paging port is not available this feature will not operate and there will be no lamp indication.
- ☞ **Important:** Use of this feature may be prohibited by state law.

Group Park

The ACD Group Park feature allows an active ACD agent to place an ACD call in Group Park. The ACD call status changes to a PBX call when an ACD call is placed in Group Park and the ACD Agent becomes available to take the next call.

While on an ACD Call:

- ☞ Press the [**GROUP PARKn**] key.

Help

During difficult call situations, an Agent may request the help of an ACD Supervisor by pressing the Help key. When the Help key is pressed the ACD Supervisor is notified, and the Agent's Help key flashes red. When the ACD Supervisor responds to the Help request, the Agent's Help key becomes solid red and the ACD Supervisor is in the Call Monitoring state.

To start a Help Call

- ☞ Press the Help key.
- ☞ The Help key will flash red. When the Supervisor responds, the key will be red and the Supervisor will be in the Call Monitoring state. If the Supervisor does not respond, the lamp will go off after a specified period of time.

Not Available

When the Not Available feature key is pressed, an Agent is excluded from receiving ACD Calls for an undefined period of time. There are two ways to activate the Not Available state: Reserved and Immediate. When the Reserved method is selected, the ACD Agent will be in the Not Available state upon pressing the Not Available key, and the ACD Call is disconnected. When the Immediate method is selected (the ACD Call becomes disconnected), and the Agent will be placed in the Not Available state when the Agent presses the Not Available key.

If an Agent should leave their workstation and forget to place their phone in the Not Available state, the ECS ACD will automatically place the Agent's phone in the Not Available state after a specified period of ACD Call ring time, 0-255 seconds.

Reserved Method - Makes Agent Not Available when the Call is terminated

- ☞ During a conversation:
- ☞ Press the Not Available key.
- ☞ The Not Available key will flash red.
- ☞ Hang up to terminate the call and place the station in Not Available mode.

Immediate Method - Terminates the Call and Makes Agent Not Available

- ☞ During a conversation:
- ☞ Press the Not Available key to immediately terminate the conversation and place the station in Not Available mode. The Not Available key will flash red.

To Make the Phone Available

- ☞ Press the red-flashing Not Available key.
- ☞ The lamp will turn off.

Qualification

During wrap-up, ACD agents may enter a three-digit code to identify the source, type or result of the call received. Four three-digit codes may be chained together for a total of twelve digits. Each three-digit code may represent a different source, type or result. Qualifier codes may be entered two ways: Manual or Preset. The Preset method allows codes to be programmed to a feature key for quick and accurate entry. Manual method, however, requires the Agent to dial the codes.

A programming option may be enabled to force an Agent to enter a qualification code. When Forced Qualify is enabled, the Agent will remain in wrap-up until the code is entered.

Entering Qualifier Codes Manually

- ☞ Press the Qualify key.
- ☞ The Qualify key will flash red and the display will read **Enter Code**.
- ☞ Enter a three-digit code [] [] [].
- ☞ Dial **#** to confirm.
- ☞ Dial ***** to cancel.
- ☞ The lamp will turn off.
- ☞ To enter multiple codes repeat the procedure.

Entering a Preset Qualifier Codes

- ☞ Press the desired Qualify key programmed for a specific code.
- ☞ To enter multiple codes repeat the procedure.

Forced Qualify

- ☞ This feature is available when automatic wrap-up is programmed. A code may not be entered during the five-second wrap-up time extension period. When this option is programmed, the Qualify key will flash red and a qualifier code must be entered.
- ☞ Press the **[QUALIFY]** key and enter a code as described above.

Queue Indication

Each ACD Group may be assigned a Queue Indication key. This key provides the Agent or Supervisor with useful information about the number of calls waiting to be answered by their group. ECS ACD Queue Indication is provided in two ways.

- ☞ Lamp status of the QUEUEn key. Based on programming the red and green QUEUEn key LEDs will change status
- ☞ LCD text message will display the current queues status when the QUEUEn key is pressed.

The following table indicates the possible queue indications.

LAMP INDICATION	NUMBER OF CALLS WAITING ⁶¹
OFF	0
RED	LEVEL 1
FLASHING RED	LEVEL 2
FAST FLASHING RED	LEVEL 3
GREEN + TYPE OF RED	ACD GROUP EXPANSION

Pressing the Queue Indication key provides the ability to view the actual number of calls in the ACD Queue. When pressing the [QUEUEn] key (where n is the ACD group number) the number of ACD calls currently waiting in queue display on the ACD Agent's LCD. The maximum number of ACD calls in queue that display on the LCD is 255.

All three Queue Indication Levels as well as ACD Group Expansion can be associated with an external relay to activate a light or bell. An IX-EDVIF card is required for this operation.

To display the number of calls in an ACD queue:

- ☞ Press the [QUEUEn] key.
- ☞ The number of ACD calls in the queue will display.

⁶¹ Number of calls for each threshold level is programmable is programmable from 1 to 255 calls.

Transfer

Agents and supervisors can transfer ACD calls. When calls are transferred to extensions that are not logged in as ACD agents, the call is no longer tracked as an ACD call.

Transferring a Call Using the Headset Control Key

- ☞ Press the Transfer key.
- ☞ After you hear dial tone:
- ☞ Dial an extension number.
- ☞ Press the [**Headset Control**] key.

Transfer to Call Park

This feature enables an active ACD Agent to place an ACD call in Individual Call Park or transfer the call to another extension's Individual Call Park.

- ☞ While on an ACD Call:
- ☞ Press the [**Transfer**]+[**PARK**] + **ext #** or assigned **DSS** key.

Transfer to ACD Group

The ACD Transfer key offers one-touch operation to transfer a call to an ACD group queue. First, the ACD Transfer key is programmed for a specific ACD group. When on a call, press the ACD Transfer key to transfer the call to the ACD group. When not on a call, press the ACD Transfer key to call the group. The ACD Queue key can also be used for transferring a call to an ACD group. While on a call, press Transfer plus the ACD Queue key to transfer a call to the ACD group.

Transferred / Forwarded Calls to ACD Group

Transferred/Forwarded calls to an ACD Group follow the ACD Group Day/Night setting programmed in your system. Calls can be programmed to transfer to the group during the day and forward to voicemail or another destination at night.

Wrap-Up

The wrap-up function temporarily takes agents out of queue and provides them with the ability to have a programmed period of time, 0-255 seconds, to complete paperwork after a call. Two call types are selectable for wrap-up, *ACD calls only* and *ACD calls and outside line calls*.

There are two methods to activate wrap-up: automatic wrap-up and manual wrap-up. When automatic wrap-up is selected, wrap-up starts when the ACD

call is disconnected. The agent remains in wrap-up for a programmable period of time. When manual wrap-up is selected, pressing the wrap-up key disconnects the call and starts the wrap-up.

If an agent finishes their after-call work before the programmed wrap-up time has elapsed, the agent may press the wrap-up key to start receiving calls again.

When an agent is programmed for automatic wrap-up, the agent will be notified by a warning tone five seconds prior to the end of wrap-up. When this tone is heard the agent may repeat the length of wrap-up time by pressing the wrap-up key again.

Automatic Method

- ☞ After the completion of a call the agent is automatically placed in wrap-up mode.
- ☞ During wrap-up the **[WRAP]** key flashes red and the display reads **Wrap-up**.

Extending Wrap-Up Time:

- ☞ The automatic wrap-up time is programmed in the ECS database.
- ☞ Five seconds before the end of wrap-up a tone is audible.
- ☞ To extend wrap-up for the programmed length of time press the **[WRAP]** key after the tone.

Manual Method

- ☞ During a conversation the agent must press the **[WRAP]** key to end the conversation and place the station in wrap-up mode.
- ☞ During wrap-up the **[WRAP]** key flashes red and the display reads **Wrap-up**.
- ☞ To end wrap-up press the red-flashing **[WRAP]** key.
- ☞ The key LED will turn off.

ACD Supervisor Features

ACD Supervisor Keys

ECS ACD offers special station feature keys for ACD operation. These features are only active when programmed on a supervisor's telephone. The list below highlights these additional features.

FEATURE NAME	FUNCTION
ACD nnn / ACD All	ACD Call status (n=1-250/255)*
Queue nnn	Queue status for group (n=1-250)
Night n	ACD Group Night status (n=1-250)
Super Login	Supervisor Log-in/Log-out status
Agent Login	Supervisor as Agent Log-in/Log-out status
Sequence nnn / Sequence Chg	Call Sequence Table Change (n=1-250) / 255
A.DATA	ACD Supervisor Data Programming
ACD Msg Record	ACD Message Recording
Monitor n	Agent Call Monitoring by Agent ID (n=Agent number)

* n=1-250 for individual ACD Groups and 255 for all ACD Groups

ACD Supervisor Log-In

ECS ACD supervisor log-in allows ACD supervisors to login to an ECS ACD group with supervisor status. ECS ACD supervisors can login to an ACD group using the single group login feature. Additionally, ECS ACD supervisors can login to all ACD groups using the All Group Login feature. When logged in supervisors will receive help calls and emergency help calls from agents.

To login as a supervisor to a group

- ☞ Press the Speaker key.
- ☞ Press the Supervisor Log [**S. LOG**] key.
- ☞ The [**S. LOG**] key will flash red and display will read **Enter ID#**.
- ☞ Dial Supervisor ID Code [][].
- ☞ [**S. LOG**] key lamp is solid red.

Supervisor All Group Log-In

- ☞ Press the Speaker key.
- ☞ Press the Supervisor Log [**S. LOG**] key.

- ☞ The Supervisor Log key [**S. LOG**] will flash red and display will read **Enter ID#**.
- ☞ Press **[*]**.
- ☞ Dial Supervisor ID Code [][].
- ☞ Supervisor Log key [**S. LOG**] lamp is solid red.

Simultaneous Supervisor / Agent Log-In

- ☞ While logged in as an agent follow the supervisor log-in instructions above, or,
- ☞ While logged in as a supervisor follow the agent log-in instructions on page 234.

Supervisor Log-Out:

- ☞ Press the Speaker key.
- ☞ Press the Supervisor Log key [**S. LOG**].
- ☞ The lamp will turn off.
- ☞ Press the Speaker key.

ACD Call Record While Monitoring

This feature enables an ACD agent or ACD supervisor to record an ACD call that he/she is monitoring using the [**Monitor n**] or [**Monitor**] key. The call is recorded to voice mail using the [**Record**] key.

- ☞ Press the [**AGENTn**] or [**MONITOR**] key to begin monitor.
- ☞ Press the [**RECORD**] key to start and stop recording.

ACD Group Night

The supervisor has the ability to switch the call sequence Table between the day and night mode for each group that they are responsible for. The mode change can be programmed to take place automatically, at a defined time of day or can be manually activated by the supervisor.

ACD Supervisor Programming

The ACD supervisor has the ability to program the ACD parameters in the ECS system. This procedure requires the supervisor to press the feature key programmed as A.DATA and dial a five-digit security code. ECS ACD allows eight telephones to be assigned an A.DATA key. When the supervisor's telephone is in the programming mode only ACD data setting operations may be performed. The supervisor may program the data settings for the following items:

ACD GROUP: ACD Group Name, ACD Group Overflow Priority, Call

Sequence Table Number and Change Time, Priority Change Timer and Level, ACD Group Expansion Timer and Destination, Queue Indication Number of Calls.

AGENT: Agent Name, Agent ACD Group Number, Agent Answering Priority, Agent Transfer Priority, ACD Call Automatic Connection - Method and Time, Wrap-Up Enable - Method and Time, Not Available - Method and Transition Time, Qualify Enable.

Barge-In

The barge-in feature allows the supervisor to enter an agent's conversation. Barge-in may be programmed to allow silent entry or provide interrupt tones.

To Barge-In

- ☞ While monitoring an outside, ICM or ACD call:
- ☞ Press the [ADD] key.
- ☞ You are now part of the conversation. Both the monitored station and the caller can hear and speak with you.

To Barge-In While Whisper Monitoring

- ☞ While whisper monitoring an outside, ICM or ACD call:
- ☞ Press *.
- ☞ Press the [ADD] key.
- ☞ You are now part of the conversation. Both the monitored station and the caller can hear and speak with you.

While Monitoring a Conversation

- ☞ Press the [ADD] key.
- ☞ The display indicate monitor is active and the group and agent ID.

When Not Monitoring a Conversation

- ☞ Lift the receiver.
- ☞ Dial the agent's extension number.
- ☞ Wait for the busy signal, then press the [ADD] key.
- ☞ The display indicate monitor is active and the group and agent ID.

Call Monitoring

The call monitoring feature allows the supervisor to silently listen to an agent's conversation. There are two methods to monitor an agent's conversation. The Monitor key will monitor an agent based on the extension number they are

using. When the monitor key is used, off-hook signaling must be denied. The [Monitor n] key allows the ACD supervisor to monitor agents based on agent ID code instead of extension number.

To monitor an agent:

- ☞ Lift the receiver.
- ☞ Dial the agent's extension number.
- ☞ When you hear the busy signal:
- ☞ Press the Monitor key, or , press the Agent key [AGTnnnn].
- ☞ The display will indicate monitor is active the group and agent ID.

Answering a Help Call

- ☞ When an agent requests assistance, the ACD line button will flash red and the display will show the agent's extension number, name, and Help.

Call Sequence Table Number Change

The supervisor can select any of the preprogrammed call sequence tables without entering ACD supervisor programming.

Call Sequence Change Manual Selection

- ☞ Press the Call Sequence Table Number Change key.
- ☞ Dial the ACD group number [1-250].
- ☞ Dial the Call Sequence Table Mode [1-3], 1=day, 2=night, 3=transfer.
- ☞ Dial the Call Sequence Table Number [1-250].
- ☞ Press the Call Sequence Table Number Change key.

Call Sequence Change Preset Selection

- ☞ ACD Group, Call Sequence Table Mode, and Call Sequence Table Number are programmed to a key.
- ☞ Press the Call Sequence Table Number Change key.

Help Call

To Answer a Help Call or Emergency Help Call

- ☞ Press an ACD line button.

To Enter the Conversation

- ☞ Press the ADD key.

Message Recording

The ECS ACD can be programmed to play messages to callers waiting in queue. These messages are mailbox greetings for specific mailboxes stored in the Omega-Voice VMI or Esnatech Officelinx voice mail system. In order to update the messages the supervisor must know which mailbox greeting is being used for their ACD queue.

To record or update an in queue message:

- ☞ Log into your Omega-Voice VMI or Esnatech Officelinx voice mail system.
- ☞ Enter the mailbox number for the ACD group in queue message
- ☞ Enter the mailbox password
- ☞ Omega-Voice VMI choose User Options then Greeting Management
- ☞ Esnatech Officelinx choose Mailbox Options then Record Greetings then Record Personal Greeting.
- ☞ Follow the voice mail prompts.

Station Coaching

Station coaching provides the ability to whisper page a digital key telephone after invoking the monitor feature (hereafter called 'Whisper Monitor') without the caller hearing. monitoring stations (i.e., ACD supervisors) can whisper monitor other stations while on an outside call, an intercom call or an ACD call. While whisper monitoring a station (pressing the [*] key), barge-in is not allowed. However, barge-in is allowed while monitoring a station. This feature is useful because an ACD agent can receive assistance by an ACD supervisor while on a call, but without the caller hearing the ACD supervisor.

To Station Coach

- ☞ While monitoring an outside, ICM or ACD call
- ☞ Press .
- ☞ You can now speak without the caller hearing.

To Return to Monitoring

- ☞ While station coaching an outside, ICM or ACD call
- ☞ Press .
- ☞ You are now monitoring the conversation but can no longer speak with the monitored station.

Section 8 – Hospitality Features User Guide

IWATSU ENTERPRISE-CS

Hospitality Features

The Iwatsu Enterprise-CS software has been designed to include features that are specific to the hotel/motel industry. These features include Intercom Call Restriction, Message Waiting notification, Room Status indication and Wake-Up Call. Each feature is described below with the procedure for its operation.

911 Support

At default, the ECS is programmed to automatically contact your local Public Safety Answering Point (PSAP) when 911 is dialed. In addition, Iwatsu Enterprise-CS is one of the only systems that support enhanced 911 service. Enhanced 911 service ensures that when 911 is dialed from a system extension, information that allows the PSAP to identify the caller's location in a building is sent to the PSAP along with the call. Check with your system installer or ICON Voice Networks Dealer to make sure your system is programmed for enhanced 911 service.

From an outside or inside line:

- ☞ Go off-hook
- ☞ Dial 911
- ☞ You will be connected to your local Public Safety Answering Point (PSAP).

Intercom Call Restriction

The Iwatsu Enterprise-CS may be programmed to restrict guest rooms from calling each other to eliminate prank calls. Guests may still make intercom calls to the Hotel/Motel's administrative extensions.

Message Waiting Control

Allows you to inform a guest that there is a message waiting for them by lighting a Message Waiting Lamp on the phone in their room. This operation allows you to send a message without having the phone ring.

To turn Message Waiting on:

- ☞ Press the Speaker key **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Message Waiting Control key **MSG CTRL**
- ☞ Dial the guest room extension number
- ☞ Press the Connect key **CNCT** to leave a message
- ☞ Wait for a confirmation tone

- ☞ Press the Speaker key **SPKR**

To cancel Message Waiting:

- ☞ Press the Speaker key **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Message Waiting Control key **MSG CTRL**
- ☞ Dial the guest room extension number
- ☞ Press the Release key **RLS** to cancel a message
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker key **SPKR**

To reply to a message from a guest room:

- ☞ Lift the receiver
- ☞ Wait for dial tone
- ☞ Dial the extension number for the operator or message center

Room Status

The keys on a Direct Station Selection Unit (DSS) may be programmed to inform you of the status of your guest rooms. There are nine status indications:

VACANT-READY (CLEANING CONFIRMED)

VACANT-TO BE CLEANED

VACANT-CLEANED

OCCUPIED (IN ROOM)-READY (CLEANING CONFIRMED)

OCCUPIED (IN ROOM)-TO BE CLEANED

OCCUPIED (IN ROOM)-CLEANED

OCCUPIED (OUT OF ROOM)-READY (CLEANING CONFIRMED)

OCCUPIED (OUT OF ROOM)-TO BE CLEANED

OCCUPIED (OUT OF ROOM)-CLEANED

When the status of a guest room is changed from the OCCUPIED (IN ROOM) status category to another category the guest room phone will be restricted.

The maid may change the status of the guest room from TO BE CLEANED to CLEANED by dialing a code from the guest room phone. The supervisor, after inspection of the cleaning, may change the status of the guest room from CLEANED to READY (CLEANING CONFIRMED) by dialing a code from the guest room phone.

To change the status of a guest room from the DSS:

- ☞ Press the key on the DSS representing the guest room to have its status changed
- ☞ Press the key representing the desired Room Status and the lamp on that key will change to represent the new status

Room Status	Key Lamp	Call Externally
Vacant-Ready	off	no
Vacant-To Be Cleaned	red-fast flash	no
Vacant-Cleaned	red-slow flash	no
Occupied (In Room)-Ready	green	yes
Occupied (In Room)-To Be Cleaned	green & red-fast flash	yes
Occupied (In Room)-Cleaned	green & red-slow flash	yes
Occupied (Out of Room)-Ready	green-slow flash	no
Occupied (Out of Room)-To Be Cleaned	green-slow flash & red-fast flash	no
Occupied (Out of Room)-Cleaned	green-slow flash & red-slow flash	no

To change the status of a guest room from the guest room:

From to be cleaned to cleaned:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial **5 3 6**
- ☞ Wait for the confirmation tone
- ☞ Hang up

From to be cleaned or cleaned to ready

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial **5 3 7**
- ☞ Wait for the confirmation tone
- ☞ Hang up

Wake-Up Call

Allows you or a guest to enter the time that they wish to be notified that it is time to wake-up. Guests are notified by having their phone ring five minutes prior to the time that was set. If there is not an answer to the first attempt, the ECS will call the guest room at the time set.

The guest room phone will ring five times. When the receiver is lifted the guest has the option of hearing Music On Hold or either a prerecorded or customized message if the system is equipped with the Message Card and associated hardware.

To set a wake-up time from the attendant position:

- ☞ Press the Speaker key.
- ☞ Wait for the dial tone.
- ☞ Press the Wake-Up Call key.
- ☞ Dial the guest room's extension number.
- ☞ Wait for a confirmation tone.
- ☞ Dial the wake-up time in military time **H H : M M**.
- ☞ Wait for a confirmation tone.
- ☞ Press the Speaker key .

To cancel a wake-up time from the attendant position:

- ☞ Press the Speaker key.
- ☞ Wait for the dial tone.
- ☞ Press the Wake-Up Call key then dial .
- ☞ Wait for a confirmation tone.
- ☞ Dial the guest room extension number.
- ☞ Press the Speaker key.

To display a wake-up time from the attendant position:

- ☞ Press the Speaker key.
- ☞ Wait for the dial tone
- ☞ Press the Wake-Up Call key.
- ☞ Dial the guest room extension number.
- ☞ Wait for a confirmation tone and the time will be displayed.
- ☞ Press the Speaker key.

To set a wake-up call from a guest room:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Wake-Up Call code **5 2 6**.
- ☞ Wait for a confirmation tone.
- ☞ Dial the wake-up time in military time **H H : M M**.
- ☞ Wait for a confirmation tone.
- ☞ Hang up.

To cancel a wake-up call from a guest room:

- ☞ Lift the receiver.
- ☞ Wait for the dial tone.
- ☞ Dial the Cancel code **5 0 1**.
- ☞ Dial the Wake-Up Call code **5 2 6**.
- ☞ Wait for a confirmation tone.
- ☞ Hang up.

Wake-Up Call Report

If your system is equipped with a printer you may have the status of Wake-Up Call attempts printed as they occur.

An example of the print out is below.

DATE	TIME	TEL	ANSWER
07/29	08:20	230	O

The result of the call attempt is shown under the ANSWER column.

O = call was answered, X = call was not answered.

IWATSU ENTERPRISE-CS



icon voice networks

8001 Jetstar Drive
Irving, TX 75063

Part Number 108625

www.iconvn.com

#iconvn