

Feature	Definition	Note
<b>Access Codes</b>	The <b>Access Code</b> feature allows you to store a four-digit code so you can dial it by pressing only one button. To operate, the <b>Access Code</b> must be stored on a Feature/DSS Button. This feature is typically used to store a password for the voice mail mailbox.	<ul style="list-style-type: none"> <li>• The Access Code feature can only be used when stored on a Feature/DSS Button.</li> </ul>
<b>Account Code</b>	If you would like a call to be associated with a specific account number in the Emerald ICE Station Message Detail Reporting (SMDR), you must enter an account code before making the call. The account code length is predetermined and programmed to be between 2 and 8 digits.	<ul style="list-style-type: none"> <li>• If you dial an invalid account code, you will hear an error tone.</li> <li>• When you dial a valid account code, the call is monitored for toll restriction against the Class of Service associated with the entered Account Code.</li> </ul>
<b>Answering Machine Emulation</b>	The <b>Answering Machine Emulation</b> feature requires the optional Emerald ICE Voice Mail System. Whenever your voice mailbox answers a call, the Emerald ICE allows you to screen the caller leaving the message. This option is available for only a few seconds after your voice mailbox has answered the call.	<ul style="list-style-type: none"> <li>• To Monitor or Answer a call, action must be taken before the "Monitor Time" expires. Monitor Time starts at the time the caller is connected to the user's voice mail box.</li> </ul>
<b>Audio Help User Guide</b>	The Coral <b>Audio Help User Guide</b> help feature is available to assist you with operating instructions for all Emerald ICE features. A Voicemail module must be installed and operating for this feature to operate.	<ul style="list-style-type: none"> <li>• An Emerald ICE Voicemail module must be installed on the KSU and operating for the Coral Help to operate.</li> <li>• If a CO line button is pressed or an extension button is pressed, the Coral Help will recite the line or extension number that was pressed.</li> </ul>

## Auto Redial

You can use Auto Redial (AR) to dial the last number that you dialed. The system waits for a predetermined time for the call to be answered. If the call is not answered during this time, the system hangs up and tires the call again. The number of attempts the phone will make is designated in the system programming. Default is 2 attempts

- The Feature Code PGM 78 can be programmed under a Feature/DSS Button on the Deluxe Telephone to be used with the Auto Redial feature.
- The system will continue redial attempts until:
  - The Call rings through and the caller picks up.
  - The maximum number of attempts is reached. (2-15)
  - Any other feature is used on the telephone.
- The number of redial attempts and the timed interval between attempts are set in system programming and are not changeable at the individual extensions.

## Background Music (BGM)

**Background Music** can be activated on either of the two music channels to monitor music at the extension. An External music source is required.

- Background Music automatically turns off when you receive or make a call.
- Background Music turns on again when the telephone return to idle status.

## Busy Ring (Allow/Deny)

Your phone will ring at the lowest volume setting whenever it is busy. You can eliminate this low **(busy) ring** entirely if you prefer.

- This feature can be programmed PGM #2 for a Feature/DSS Button. No LED's will be in use and the button can be depressed and toggled to allow/deny this feature.

## Call Back (CO Line)

The **Call Back** feature allows you to queue a busy outside line for use when it becomes available.

- During call back alert tones, lifting the handset will directly connect the extension user to the selected CO Line calling back.
- Every extension may Call Back only one busy CO line at the same time.
- The Call Back Alerting Ring Time is 10 seconds. If the call back goes unanswered during the 10 seconds ring time the call back is canceled.
- CO lines that have Call Back requests will recall the Call Back initiator. The Call Back CO line will become available to other extensions if the call back extension doesn't answer within 10 seconds.
- During the time that the Call Back is recalling the initiator, a new incoming call will take precedence over Call Back and will be answered when the extension goes off hook.

## Call Back (Extension)

When you call an extension that is busy, in Do Not Disturb, or idle, you can use the **Call Back-Extension** feature to queue your call so that it will be placed as soon as the extension is available.

- If you press [del] during the Call Back Alert ringing, the Call Back will be cancelled and the display will show:CBCK DELETE XXX
- To activate a Call Back at an extension that is in the Voice Announce mode, you must first Force Tone Ring.
- If the call back is not answered during the reply alert ringing, the response message will be displayed until you press either [reply ], or [del].
- The call back process begins when both your extension and the called party's extension are in idle.

## Call Forward

There are several choices for **forwarding** your calls:

- **Direct** – Forward all of your calls
- **Busy** – Forward your calls when your telephone is busy.
- **Follow Me** – Forward calls at your extension to the extension where you are currently working (conference room, associate's office, etc.)
- **Follow Preset** – Invoke call forward at your extension so that it can be changed from another extension.
- **No Answer** – Forward your calls for no answer conditions.
- **External** – Forward calls transferred to your extension to a different telephone number.

This feature must be enabled for your extension in database administration

- Regardless of whether the extension where calls are being forwarded is a Deluxe Telephone or single line telephone, the user at the forwarded extension will hear special Intercom Reminder tone signifying that Call Forward is activated.
- The Status Bar light will not light green in call forward mode if that function.
- External Call Forward will forward only transferred CO Line calls.

## Call Park/Call Park Answer

The **Call Park/Call Park Answer** feature allows you to “park” a call at any extension. It is also used to retrieve a parked call from any extension. You can park and retrieve calls by dialing the Call Park code (PGM 73) followed by the extension number where the call is to be/has been parked.

- Each telephone/extension has one personal extension number used to park one CO line call.
- From your telephone you can park a call at any active extension number.
- The Call Park feature code may be programmed on any programmable Feature/DSS Button.
- Calls can be retrieved from any extension.
- Calls that are parked follow the Transfer Recall Timer and will ring the initiating extension when that timer has elapsed.

## Call Pick Up (Group)

The **Call Pick Up (Group)** feature is used to answer calls ringing at another extension. When you hear another extension in your pickup group ringing, press \*. Or... When you hear an extension in a different pickup group ringing, dial that Call Pick Up Group number (260-267).

- If the call at the dialed extension has stopped ringing, you will hear an error tone and the display on a Deluxe Telephone will show “PICK UP FAILURE.”
- The Call Pick Up Group feature code can be programmed on any Feature/DSS Button.
- If several calls of the same priority are ringing at the extension, the calls are answered in the order they are received.

## Caller ID

The **Caller ID** feature requires a **Caller ID** (CID) service subscription from the telephone company. The Emerald ICE system will receive Type 1 **Caller ID** data from the telephone company on all outside lines and will display this data on the LCD.

- The center Soft Interactive Button can be used while active on a CO line call to momentarily view the idle extension display information (time and date, etc.)
- CID data will only be displayed when it is received from the telephone company as part of the service subscription.

## Caller ID Log

**Caller ID data** for one hundred calls is stored in a Caller ID (CID) Table. You can review all call data, dial a stored number, or delete call data.

- You can at any time exit the Caller ID Log mode.
- Proper programming of local area code(s) and long distance prefix are required to assure accurate redial of CID numbers from the Caller ID Table.
- If no name is delivered from the telephone company, the number only will be displayed.
- Any Deluxe Telephone user can review the Caller ID Table if the Attendant Password is known (default password = 9999), but the table can be reviewed by only one telephone at a time.

## Camp On (Extension)

The **Camp On** feature alerts the user of a busy extension that another extension is attempting a call. When you initiate a **Camp On**, the user at the busy extension hears a **Camp On** alert tone.

- Each extension can have only one Camp On at the same time.
- While waiting for a busy extension the caller hears music.

## Conference Supervised/Unsupervised

The Emerald ICE system can accommodate eight, 4-party conferences simultaneously. Conferences can include a maximum of 3 outside lines or up to 4 extensions. One telephone station acts as the conference manager and counts as one conference member.

A **Supervised Conference** is a conference whereby at least one member is an extension of the Emerald ICE system. The Emerald ICE extension that establishes a conference becomes the conference manager and can add and/or delete members of the conference at any time. The conference manager also is authorized to establish an **Unsupervised Conference**. An **Unsupervised Conference** is a conference where all members are on outside lines. (1 Extension & 2 Outside maximum)

- The conference manager is the extension that establishes a conference.
- Only the manager can add new parties.
- Only the conference manager is allowed to release any attending party.
- When adding new parties to a conference and while speaking privately to a particular conference member other members of the conference will be connected to Music On Hold.
- When the conference manager exits a conference, the most recently invited internal party will be designated as the new conference manager.
- When a conference is established, each party will hear a conference tone when the Conference Tone is enabled.
- Conferences can only be established using a Deluxe Telephone.

## Default Extension

The **Default Set** feature can be used to clear all active settings at your extension (Call Forward, DND, etc.)

The following extension parameters are reset to the value shown: **LNR** = empty, **SNR** = No Saved Number, **Memo** = No Saved Number, **Telephone Lock** = No, **Auto Hold** = No, **Page Receive** = Yes, **Busy Ring** = Yes, **Hotline** = NULL (none)

## Direct Inward System Access (DISA)

The Direct Inward System Access or DISA feature allows you to remotely access system resources such as System Speed Dial, outside line Access, and Intercom dialing. DISA can be accessed via the Auto Attendant as well as by dedicated DISA lines.

- Up to 4 DISA CO lines may be used simultaneously.
- The activation time for a DISA CO line is programmable for “Never,” “Day,” “Night” or “Always.”
- If you dial an invalid number your call will be directly transferred to the attendant.
- The DISA Talk Time is programmable for 1, 2, 3, 5, 10, and 15 minutes. By default the DISA Talk Time is set to 1 minute. A warning tone is heard 10 seconds prior to the disconnect operation.
- DISA Talk Time can be extended while connected in a DISA call. To extend the Talk Time: dial 0\*. (This restarts the DISA Talk Timer.)
- To disconnect a call originated via DISA before the Talk Time expires, dial 0#.

## Directory/Feature/Suffix Code Lookup

The Directory/Suffix Code Lookup feature to find the directory number, Feature Codes, and Suffix Codes required to operate system features. To use this feature press

N/A

## Do Not Disturb (One Time)

The One-Time **Do Not Disturb** feature allows you to block outside line ringing while engaged in a call. The feature will automatically be disabled at the end of the current call.

- The Do Not Disturb (One Time) feature code may be programmed on a Feature/DSS Button.
- A Feature/DSS Button programmed for the Do Not Disturb code will flash at a fast rate while Do Not Disturb (One Time) is active.

## Do Not Disturb (Override)

The **Do Not Disturb – Override** feature allows you to override the Do Not Disturb condition at another extension. **Do Not Disturb-Override** is available only if Intrusion is active on the calling extension.

- An extension in Do Not Disturb that has been override may invoked Forced Intercom Call Forward.(Refer to Section 4.10)
- The Do Not Disturb feature code may be programmed on a programmable Feature/DSS Button.

## Extension Feature Status

To find out the current condition of features on your telephone, press PGM #8

- The telephone must be idle.

## Extension Password

All extensions of the Emerald ICE system have an associated User **Password**. Passwords are used to activate Phone Lock, Call Forward Remote and Attendant features. **Password** length is from four to eight characters, depending on system programming.

N/A

## Feature/DSS Button Programming

Emerald ICE Deluxe Telephones have 28 dual-colored **programmable Feature/DSS Buttons**. You can program any system feature code on any Feature/DSS Button for one-button operation. Certain programmed Feature/DSS Buttons will light when activated (Do Not Disturb, Call Forward, DSS/BLF, etc.), while others such as Call Pick-Up, Background Music, Last Number Redial, do not.

- If you dial an invalid code you will hear error tone and the Deluxe Telephone display will show "CODE UNAVAILABLE."
- In some cases a user can program a Feature/DSS Button for a specific CO line although access is restricted to that line via database programming. In this situation, the telephone is still governed by database programming and would still be unable to access the CO line if restricted.
- Valid feature codes must be in the form of either "Pn" or "Pnn" where "P" is the Feature/DSS Button and "n" is either a single-digit or two-digit code, including asterisk (\*) and pound (#) dialed from the dial pad.
- Any Feature/DSS Button programmed with a code previously assigned to a different Feature/DSS Button will cause the previously programmed Feature/DSS Button to become unassigned.
- Feature/DSS Buttons can be cleared of any feature code/directory number by pressing [save ] before entering a code/number.

## Feature/DSS Button Reset

This feature is used to reset all Feature/DSS Buttons to factory settings.

N/A

## Flash (CO Line)

The **Flash – CO Line** feature is used with a call waiting feature from your telephone company. **Flash – CO Line** is used to generate a hook switch signal to the telephone company to answer the waiting call. While connected to an outside line with a waiting call, press PGM 3.

- At a Deluxe Telephone, when the flash code is dialed “CO Flash” will be displayed temporarily.

## Forced Intercom (Call Forward)

Using the **Forced Intercom-Call Forward** feature, you can immediately forward tone ringing intercom calls to the attendant by pressing the Do Not Disturb button.

- When Forced Intercom Call Forward is activated, the calling party connection is an intercom call to the attendant extension.
- You cannot activate Forced Intercom Call Forward if another Call Forward mode is already enabled.

## Forced Intercom Tone Ring

You can use the **Forced Intercom Tone Ring** feature to cause the called telephone to ring when you initiate an intercom call. After a Voice Announce connection has been established to an extension, you may change the alert signal at that extension from Voice Announce to Tone Ring.

- It is not possible to force an extension from Tone Ring mode to Voice Announce mode if Tone Ring was selected in the destination.
- To leave a Callback request at a called extension that doesn't answer, the alert signal must be set for Tone Ring.

## Headset Mode

The Deluxe Telephone has a standard 2.5 millimeter headset jack. When **Headset Mode** is selected the *Speaker* button is used to activate/deactivate the headset.

- You can assign a Feature/DSS Button with the Headset feature code and use the button to turn the headset on and off. When the headset is enabled that button will light.
- While using the headset, you can pick up Intercom Voice calls by pressing the *Speaker* button.
- Incoming CO line calls can be answered by pressing the *Speaker* button or by pressing the specific CO line button.
- Features like background music and muted ring continue to operate in the same manner while you are on-hook.
- Non-amplified headsets can be powered directly from the key telephone. In most cases this interface permits the key telephone to control the *volume* and Mute features. Some headsets can require the use of the headset adapter keys to adjust the volume, mute and other headset functions.
- Pressing the *Speaker* button will disconnect calls when Headset Mode is active.

## Hold

You can place any outside line on **Hold** by pressing the *hold* button. When a line is placed on **Hold**, the green LED indicates that this is your holding line and flashes at double wink rate. The same system hold line will flash the red LED at all other extensions.

- Any party who is placed on Hold will hear music if available.

## Auto Hold

The **Auto Hold** feature will automatically place the current call on hold if you are on a call and you press an outside line button. For example, if you are currently on a call on the first line and you press a second line, the call on the first line will be placed on Exclusive Hold automatically. Similarly, if you are currently on an intercom call with another Emerald ICE extension and you press an outside line button, the intercom call will be placed on Exclusive Hold. You do not need to press Hold unless you want to place a call on System Hold.

- The Feature Code PGM 94 can be programmed under a flexible button on a Deluxe Telephone. To enable/disable the feature, toggle the Feature/DSS Button.
- If you access an idle line and skip to another line before dialing, the first line will not be automatically placed on Hold. (A line must be connected with an active call; either you dialed a number or answered a ringing line.)
- Auto Hold places a call on Exclusive Hold.
- If you have the Auto Hold feature programmed on a Feature/DSS Button, the Feature/DSS Button LED will light when the feature is enabled.

## Exclusive Hold

When using the PGM button and *Hold* button together, you can place an outside call on **Exclusive Hold**.

- When you place a CO line call on Exclusive Hold, the green LED for that line at your telephone will flash fast and the red LED will light steady at other extensions for that CO line.
- A CO line call will be placed on System Hold (Refer to Section 4.12) after the Exclusive Hold time expires. You will hear a tone alerting you that the timer has expired and the hold condition for that CO line changes to System Hold. The green LED at your telephone will flash slowly and the red LED at other extensions will begin to flash slowly.
- Exclusive Hold is used only for CO line calls.

## Hold Reminder

The Emerald ICE system provides a programmable timer to remind you that a call has been left on System Hold or Exclusive Hold. When **Hold Reminder** is enabled, you will hear one ring tone repeated each time the selected time expires.

- Hold Reminder applies to both intercom and CO line calls.
- Hold Reminder applies to CO line calls that are on System Hold or Exclusive Hold

## Holding Call Answer

The **Holding Call Answer** feature allows you to place a call on hold and retrieve calls from hold by pressing the *Hold* button. When multiple calls are holding at an extension, **Holding Call Answer** will access the outside line that has been holding the longest while placing the current call on hold.

- Holding Call Answer will also operate for intercom calls placed on hold.
- If the person on hold hangs up, the system will automatically release the held CO line.

## Hot Key Enable/Disable

**Hot Key** enables you to dial directly using the keypad without pressing the *speaker* button first.

N/A

## Hot Line

The **Hot Line** feature allows the user to access an extension or Speed Dial Directory number simply by going off hook. This feature is useful for elevator phones and some other applications.

- If delay mode is selected other calls can be placed during the delay period.
- The Hotline feature code PGM 9\* can be programmed on an available Feature/DSS Button.

## Intrusion

The **Intrusion** feature allows the initiator to enter into an existing conversation when the initiator has been given the privilege to do so via Extension programming ("Intrusion Active" = Y). **Intrusion** can be invoked both on a busy outside line and to a busy extension.

- An Intrusion Tone will be presented to all parties when Intrusion is invoked (extensions and CO Lines).

## Last Number Redial

The **Last Number Redial** feature, or LNR, automatically dials the last number dialed from your telephone. The **LNR** retains up to sixteen (16) digits. You may either choose a specific outside line by first pressing that outside line button or you can allow the line to be selected automatically by the **LNR** feature.

- Last Number Redial doesn't operate with intercom calls.
- The LNR feature code can be programmed on a Feature/DSS Button.
- LNR will dial the speed dial number and any subsequent manually dialed digits.
- In the event that all CO lines are busy you will hear busy tone and your telephone will display: ALL CO LNS BUSY
- If the Last Number Redial memory is empty you will hear error tone and the telephone will display: LNR EMPTY

## Meet Me Conference

The Meet-Me Conference feature is used to join multiple parties in one conversation. The system provides eight separate conference bridges. (4 parties maximum each.) Callers can be easily transferred to these bridges. Users may simply dial the location number. Outside parties can join the conference using the automated attendant by dialing the bridge number at the Auto Attendant greeting.

- Up to 4 simultaneous connections may join any one conference.
- Up to 8 simultaneous conferences may be established at any one time.

## Meet Me Page

Any internal or external page announcement can be answered using a **Meet Me Page** code. After hearing a page announcement, you can dial the **Meet Me Page** code from any telephone and be connected to the person paging you.

- A page may be answered at any telephone using the Meet Me Page code, even if the page announcement is not heard over the telephone speaker.
- The page may be any zone page or all page.
- The Meet Me Page code may be programmed on any Feature/DSS Button.

## Messaging-Call Me (Text or Voice)

A busy or unattended Deluxe Telephone can be notified of a call attempt via the Emerald ICE Messaging feature.

A message may be sent and received in several forms:

- A Call Me Message
- A customized text message
- A pre programmed text message (can messages)
- A Voice Mail Message

- Dial Pad Key 1 is used to select special characters.
- Dial \* before any dial pad key to insert the numeral on the dial pad key instead of a letter in this character position.
- When \* is pressed after a letter has been selected for this character it is forced to lower case.
- Use # to insert a space.
- Use # to advance to the next character position.
- Custom Text Messages can be 16 letters/symbols maximum.
- When a custom message has been entered, that message is stored for future use.
- The system will allow a total of forty-eight (48) message waiting indications in the system at any one time.
- At Deluxe Telephones, the message waiting indication will not be removed until [reply] or [delete ] is pressed.
- When a message wait indication has been left at an extension, the Status Bar Lamp at that extension will slow-flash green.
- Each extension may receive more than one message waiting from various extensions.
- Multiple messages are retrieved in the order that they were left.
- Each extension can leave only one

## Messaging-Status Text

You can invoke a display message to inform other users of the current status of your extension. There are six programmed messages and one custom message that you can use. Whenever another Deluxe Telephone user calls an extension with an active Status message, the message is displayed at the calling extension.

- Dial Pad Key 1 is used to select special characters.
- Dial \* before any dial pad key to insert the numeral on the dial pad key instead of a letter in this character position.
- When \* is pressed after a letter has been selected for this character is forced to lower case.
- Use # to insert a space.
- Use # to advance to the next character position.
- Messages can be 16 letters/symbols maximum.
- The Message – Status feature code can be stored on an available Feature/DSS Button.
- When the Message – Status feature code is stored on a Feature/DSS Button, that button is used to activate and deactivate the status message.

## Monitor (Extension/Outside Line)

The Emerald ICE system allows users to **monitor** conversations at other extensions. **Monitoring** of busy extensions and outside lines is possible only at extensions with an authorized Monitor Class of Service.

- The highest level of priority in Monitor Class is 0. 9 is the least priority level.
- Monitor will not be allowed if the called extension's Monitor COS matches the calling extension Monitor COS.

## Mute

Press the **Mute** button during a conversation to disconnect the microphone whenever it is necessary. **Mute** can be invoked to prohibit the telephone-connected party from listening in.

- When Mute is active the red status bar flashes slowly.

## Note Pad

The **Note Pad** feature enables you to enter a telephone number while on a call and dial it later on.

- The feature code PGM 5\* can be programmed in a Feature/DSS Button.
- Only 1 number can be stored using the Note Pad feature.

## Off-Hook Voice Announcements

**Off-Hook Voice Announce**, or **OHVA**, allows you to make an off-hook voice announcement over the speaker of a busy extension. To receive an **OHVA** call, the call must be from the handset. An **OHVA** call can be rejected.

- When placing an OHVA call to an extension that is busy using the speakerphone, the display options will not include the [voic] option.
- If you are on a line and have the *Mute* feature activated, the line will remain muted until the *Voice Over Busy* is complete.

## Paging

You can make a public announcement to all extensions or to a group of extensions. The Emerald ICE system provides both all-call (heard by all users) and page zone (heard by a specific group of users). **Page** announcements are heard over the extension speakers.

- The Page Allow/Deny feature code may be programmed on a Feature/DSS button.

## Preference

The **Preference** feature allows you to access specific outside lines or intercom automatically when you lift the handset or press the *Speaker* button.

- The system will not allow invalid directory numbers to be programmed during setup.
- When a CO Line or CO Line Group is programmed as your Preference that CO line or group must be programmed as available for access by the extension in the system programming.
- The feature code PGMp95 can be programmed on a Feature/DSS button on a Deluxe Telephone.

## Pulse to DTMF Conversion

When the system is connected to **Dial Pulse** (Rotary) outside lines, you may manually force the system to send DTMF tones to access DTMF driven services.

- The dialing conversion can only be from pulse mode to DTMF mode.

## Release Key

The **Release** Key feature can be used to cancel or complete any current action without hanging up the handset.

- Release Key must be programmed on a Feature/DSS Button to operate.
- Release Key will disconnect calls in progress.

## Reminder (Extension)

The Emerald ICE allows you to activate your own private alarm on your telephone to remind you of special appointments, events, etc. When the alarm activates, you will hear tone ringing. After the alarm rings, it is automatically canceled. You can program the alarm to operate one time or repeatedly. When programmed for repeated calls, the alarm will sound at the same time everyday.

- The Reminder-Extension feature code PGM 92 can be programmed under any programmable Feature/DSS Button.
- Reminder-Extension will be automatically canceled after the programmed Alarm Play Time is reached.
- The display will be unchanged until [ack] is pressed or when the telephone

## Saved Number Redial

The **Saved Number Redial**, or **SNR** feature is normally used whenever you want to store a telephone number that you would like to dial later. The same feature code is used to Save a Dialed Number (SDN) and to dial the saved number – **Saved Number Redial (SNR)**.

- SDN can store up to sixteen (16) digits.
- When SNR is attempted and the SDN buffer is empty, the display will show: "NO SAVED NUMBER."
- If all CO lines are busy when the redial is attempted the display will show: "ALL CO LINES BUSY."
- The Save Dialed Number/Saved Number Redial feature code can be programmed on any Feature/DSS Button.

## Silent Record

The **Silent Record** feature, when invoked, will record a conversation. An Emerald ICE Voicemail module must be installed and operating for the **Silent Record** feature to operate.

- The extension must be programmed in the database by the Administrator to allow Silent Record.
- An Emerald ICE Voicemail system must be installed and active for Silent Record to operate.

## Speed Dial

The **Speed Dial** feature allows you to store frequently dialed numbers. There are 20 speed bins per extension and 100 system speed bins that can be shared by all extensions.

- Only a Deluxe Telephone can program System Speed Dial bins using Attendant Administration.
- Speed bins may be chained.
- Pauses and Flashes may be stored in Speed Dial.
- If you access an empty bin the display will show "SPEED NO. EMPTY."

## Transfer

The **Transfer** feature is used to change calls from your extension to another extension.

- Transferred CO Lines that recall are placed on system hold at the time the recall occurs.
- When a transferred CO line recalls, the line number and extension number where the call was transferred will be displayed.
- The transferred connection party will hear ring-back tone while the call is transfer ringing.
- CO Line calls and intercom calls may be transferred.
- In screened transfer, if the destination extension answers your intercom call in Voice Announce mode and does not go off hook, the transferred connection will transfer ring at that extension.
- In screened transfer, if the destination extension answers your intercom call by lifting the handset, the transferred connection is connected to the destination extension immediately when the transfer operation is complete.

## Transfer and Answer

The **Transfer and Answer** feature is a feature that speeds the process of completing a transfer and answering a ringing call by pressing one button.

- Ringing calls must be ringing at your extension for feature to operate.

## Voice Announce

A Deluxe Telephone has the benefit of receiving intercom calls in three ways:

- Voice Announce Hands-free reply mode
- Voice Announce Privacy Mode
- Tone Ringing Mode

- During Tone Ring, the red LED associated with the *speaker* button will flash.

If a Feature/DSS Button has been programmed with the Intercom Mode Selection Code (PGM 98) the LED associated to that button will indicate the current mode selection as follows:

- Voice Announce – Hands-free, LED will light steady green.
- Voice Announce – Privacy, LED will light steady red.
- Tone Ring Mode - LED will not light