ARIA SOHO

Feature Description and Operation Manual

Copyright Information

Revision History

ISSUE	DATE	CONTENTS OF CHANGES	REMARK
ISSUE 0.2	2006.06	DRAFT Update	

Table of Contents

INTRODUCTION

Thjs programming manual is designed to provide general system features and Admin Programming using a DKTU and PC for the ARIA SOHO System. This manual contains the fol

lowing sections.

1.1 Manual Usage

Section 2 Feature Description

This section is a functional listing of features with the description and operation of each. The structure is divided into 5 parts as listed:

- **Description:** explains the nature of the feature.
- **Operation:** describes how to use the feature.
- **Condition:** explains any requirements or constraints of the feature related to its configuration.
- **Reference:** lists related topic information to aid in understanding the feature.
- **Admin Programming:** to operate this feature, the list of admin programming must be set.

SYSTEM FEATURE

2.1 Incoming Call Pickup

2.1.1 Ring Assignment

Description

A pre-assigned destination receives incoming calls through the CO line. The destination (refer to Figure 2.1.1) can be a Station (Ex. 1), Hunt Group (ex. 2), or VMIB Announcement (Ex. 3). If a destination station is busy, the incoming call returns a muted ring signal, so the Station user can pick up the incoming CO call as needed.

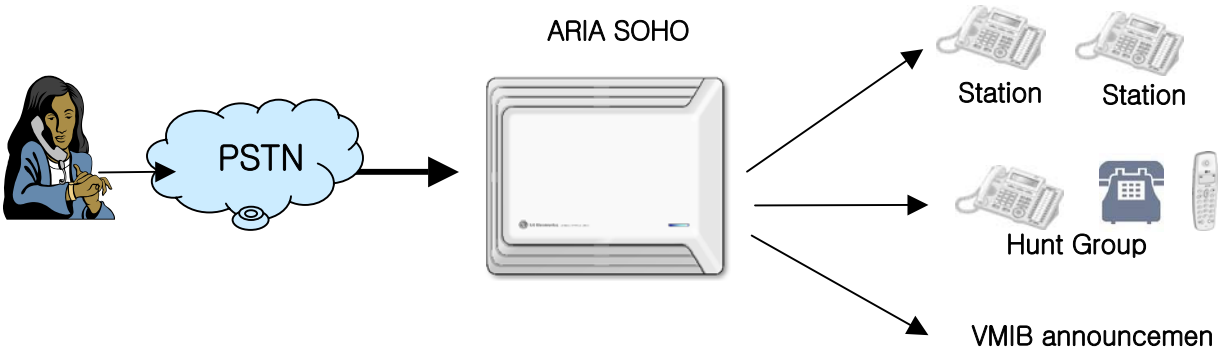


FIGURE 2.1.1 RING ASSIGNMENT DESTINATION

Operation

Ex. 1 When there's an incoming CO call through CO lines 1-8 during Day mode, the Stations 100-105 (as available) will ring instantly. If one of the Stations answers the call, other Stations stop ringing. After 9 seconds, if the call is still not answered, Station 110 (Attendant) will ring.

1. Set CO Service Type as Normal at the Admin 140 menu item.
2. At Admin 144, select CO Line Range 01-08 and press **FLEX1** for Day Mode.
3. Dial **1** for the Station, and enter the Station Range **100105**.
4. Press **0** to make the Station ring instantly when there is an incoming call.
5. To save changes, press the **[HOLD/SAVE]** button.
6. Press **FLEX1** for Day Mode again without exiting Admin 144, and press **1** for the Station again.
7. Enter the Station Range as **110110**, and dial **3** as the delay value. Press **[HOLD/SAVE]** again.

Ex. 2 When there's an incoming CO call through CO lines 1-8 during Night mode, the Hunt Group starts to ring. The ringing Station is decided by the Hunt Group type (refer to Ref. A).

1. Verify the CO Service Type is set to Normal at Admin 140.
2. Check if Hunt Group 620 is assigned properly at Admin 190.
3. At Admin 144, select CO Range 01-08 and press **FLEX2** (Night Mode).
4. Dial **2** for the Hunt Group Number 620.
5. To save changes, press the **[HOLD/SAVE]** button.

Ex. 3 When there's an incoming CO call through CO lines 1-8 during Weekend mode, the VMIB announcement played. If the # key is pressed, the line will be released.

1. Check if CO Service Type is set to Normal at Admin 140.
2. Check if VMIB Announcement is 01 is recorded properly at the System Attendant Station (refer to Ref. B).
3. At Admin 144, select CO Line Range 01-08 and press **FLEX3** for Weekend mode.
4. Dial **3** for VMIB, and enter the VMIB announcement number **01**.
5. To make the CO Line release after VMIB announcement, press the # key.
6. Save the changed setting my pressing the **[HOLD/SAVE]** button.

Condition

Any CO Line Ring Assignment can be programmed for multiple Stations. And each ring to Station can be delayed by Admin programming. The ring assignment is individually applied to ring modes Day, Night, Weekend or On-Demand (refer to Ref. C). Every CO Line must be assigned to an Attendant Station by default (Ref. D).

To receive incoming CO Line calls, the DKTU should have a {CO} or {LOOP} button.

Reference

- **A.** Hunt Group: 2.6
- **B.** VMIB Announcement: 2.11.5
- **C.** Ring Mode: 2.13.8
- **D.** System Attendant: 2.13

Admin Programming

CO Service Type (PGM 140)

CO Ring Assignment (PGM 144)

Weekly Time Table (PGM 233)

Hunt Group (PGM 190)

2.1.2 Preferred Line Answer (PLA)

Description

If PLA service is enabled and there are several incoming CO calls (transferred, recalled, queued, or Normal Incoming call) at the same time, the first answered call can be chosen by setting the PLA priority.

NOTE—The default setting for answer order is:

Transferred call > Recalled call > Normal Incoming call > CO Line Queued call

Operation

If there's multiple CO calls ringing at a station and the call is answered at one of the Stations, the call with the highest priority automatically will be answered first.

Condition

- Automatic Speaker Select feature should be enabled.
- The Priority of CO Line for PLA can be changed by Admin Programming.

Admin Programming

Preferred Line Answer (PGM 112 – FLEX7)

Automatic Speaker Selection (PGM111 – FLEX1)

PLA Priority Setting (PGM 173)

2.1.3 Direct Inward System Access (DISA)

The DISA feature allows incoming CO calls to access a specific destination, bypassing the Attendant Station.

On accessing an incoming CO Line, the system will give the pre-recorded VMIB announcement (refer to Ref. B) or dial tone. The caller then is able to dial additional digits to access the desired destination on the System.

Operation

To use DISA Line Assignment, perform the following Steps:

1. Select the DISA Line you wish to use.
2. When the tone or announcement is heard, dial the desired Station/Hunt Group number.
3. After a connection is made, dial the CO Access Code (ex., 8801) to call again outside of the System by securing another CO line.

Condition

- Assign the VMIB announcement instead of the intercom dial tone on a DISA line.
- If the DISA Authorization Code is enabled for a DISA line, a DND warning tone or VMIB announcement is heard, guiding the user to enter the DISA Authorization Code (refer to Ref. C) the dial tone then should be heard.
- Each DISA line may be assigned as full-time DISA or Night Mode Only.
- Night mode DISA operates as a normal CO Line during Day mode.
- If the VMIB Announcement number is stored with #, the CO Line will be dropped after the VMIB Announcement is played.
- If the DISA Authorization Code is disabled or matched with the System Authorization Code, permissions will be determined by CO to CO COS and CO COS (refer to Ref. D).

- If the DISA Authorization Code is enabled, the Authorization Code should be entered to access outgoing CO Lines.
- If the Authorization Code is matched with the Authorization code of the Station, the User may access the CO Line depending on STA COS and CO COS.

Reference

A. VMIB Announcement: 2.11.1

B. Authorization Code: 2.5.2

C. Class of Service (COS): 2.5.4

Admin Programming

DISA Line Assignment (PGM 140 – FLEX1)

DISA Account Code (PGM 141 – FLEX3)

DISA Retry Counter (PGM 160 – FLEX4)

CO to CO COS Assignment (PGM 166)

Weekly Time Table (PGM 233)

2.1.4 Customer Call Routing (CCR) with VMIB

Description

CCR is the incoming CO call type of DISA (refer to Ref. B), the User can route the destination by pressing only one digit. If User presses a certain digit, the corresponding VMIB announcement is played. When the User presses the desired digit again, call routing is established.

A User also may access the desired destination by dialing the Station or Hunt Group number, or VMIB announcement (refer to Ref. C).

Operation

When a call is answered by a System programmed with CCR, a VMIB announcement should be heard by the caller. VMIB announcement gives a choice of destination; the caller may select a destination based on the information presented in the VMIB announcement.

To use DISA CCR, perform the following Steps:

1. Verify the CO Service Type is set to normal at Admin 140.
2. Press FLEX1
3. Verify the DISA Service is set to ON at Admin 140.
4. Press FLEX2 (refer to Ref. C).
5. Set VMIB Message number to 01 Admin 140 and press FLEX2.

Condition

- The CCR feature is only supported for DISA.
- If a caller dials a full destination number, the call will be directly routed to the desired destination by the System Numbering Plan.
- If a caller dials one digit then pauses, the ARIA SOHO System will compare the digit with the CCR table. If a matching digit is found on the CCR Table, and the bin number is the same as the VMIB Announcement, the call will be routed to the programmed destination.
- If the dialed digit is invalid, the caller can attempt to redial up to 3 times (the DISA Retry Counter is also programmable). When the DISA Retry Counter is exceeded, the call will be routed to the recall destination or disconnected following an error tone.
- VMIB announcement 01-70 may be used for CCR.
- Call routing will be operated with the previously programmed VMIB Announcement.
- The maximum CCR depth is 10.
- The external User can dial alternate digits while the VMIB Announcement is being played or the digits should be entered within the Inter-Digit Time (5sec.) after the announcement is ended.
- If the caller does not dial any digits within the Inter-Digit Time (5sec.) the call will be routed to the Assigned Ring Station or disconnected following an error tone.
- If a User presses the * button while CCR is in operation, CCR will return to the previous Step.
- The call will be dropped directly after the VMIB announcement if VMIB Drop is selected a the CCR Table.
- If a call is routed to the System Speed Dial, the call will be routed to the applicable Speed Dial destination. If the CO call is assigned to System Speed Dial, the routing will be the same as Incoming CO Off-Net Forward.

Reference

A. Direct Inward System Access (DISA): 2.1.3

B. VMIB Announcement: 2.11.5

C. DISA Authorization Code: 2.5.2

D. System Speed Dial: 2.2.8.5

Admin Programming

DISA Retry Counter (PGM 160 – FLEX4)

CCR Inter-Digit Timer (PGM 180 – FLEX15)

Inter-Digit Timer (PGM 181 – FLEX8)

DID/DISA Destination (PGM 167)

Custom Call Routing (PGM 228)

2.1.5 CO Line Name

Description

This feature allows the capability to name each CO Line. Stations with an LCD interface screen, including the Attendant Station will display the programmed CO Line Name in place of the default **LINE XXX** display.

Condition

This applies to all conditions where the **LINE XX** message is displayed. However, SMDR will display the Line number in place of the programmed name (refer to Ref. A).

- A CO Line Name can be assigned to each CO Line.
- Each CO Line Name can contain up to 12 characters.
- If the CO Line Name display is set to OFF at Admin 142 with **FLEX1** selected, the CO Line Name is not displayed even if the name is programmed.

Reference

A. Station Message Detail Recording (SMDR): 2.12

Admin Programming

CO Line Name Display (PGM 142 – FLEX1)

CO Line Name Assignment (PGM 142 – FLEX2)

2.1.6 Universal Night Answer (UNA)

If the CO Line is programmed for UNA, any User can pick up incoming CO calls during Night mode by dialing the Night Answer code 569 (refer to Ref. A), regardless of the pick-up group.

If there's incoming CO calls during Night mode (refer to Ref. B), Station B can pick up the call even though Station A and B do not belong to a pick up group.

Operation

To pick up a call in Night mode, perform the following Steps:

1. Lift the handset or press the [MON] button.
2. The intercom dial tone should be heard.
3. Dial 569 or the Universal Night Answer code.
4. The call is connected.

Condition

- UNA feature is activated when the Ring mode is Night (If Nation is set to Korea, UNA code is applied in Day mode).
- If there isn't an incoming CO call when the Night Answer code is dialed from a Station, an error tone will be heard.
- The connected CO Line may be transferred or disconnected similar to Day mode call handling.
- If External Night Ringing is set to ON, the call is routed to External Page (refer to Ref. C) by LBC1 (refer to Ref. D).

Reference

A. Night Answer Code: 2.1.6

B. Ring Mode: 2.13.8

C. Internal ,External ,All-Call, and Meet-Me Page: 2.8.1

D. Loud Bell (LBC): 2.10.3

Admin Programming

Universal Night Answer (PGM 141 – FLEX8)

External Night Ring (PGM 160 – FLEX7)

2.2 Outgoing Call Access

2.2.1 Basic Access

Description

Each Station is allowed or denied access on particular CO Lines or CO Groups. Station Users may use Flexible buttons which are assigned as a {CO} or {CO Group} button, including the {POOL} and {LOOP} buttons. According to the Numbering Plan, Station Users can access individual CO Lines by dialing CO Access codes.

FEATURE	DESCRIPTION	OPERATION METHOD	ACCESS
Idle Line Access (88 + CO Line Number)	Automatically selects an idle CO Line from the assigned CO Groups.	Dial the idle Line Access Number (9), or press a CO Line button.	8801-8816
CO Group Access (8 + CO Group Number)	Selects an idle CO Line from the corresponding CO Group.	Dial the CO Group Access number and a CO Group number, or press a CO Group button.	801-808

- A User can dial 9 (refer to Ref. A) to access the first idle line in the CO Group (refer to Ref. D).
- A User can dial 8801 (refer to Ref. B) to access CO Line 01 if it is idle.
- A User can dial 801 (refer to Ref. C) to access the first idle CO Line in CO Group 1.

Operation

To access a CO Line from a DKTU, perform the following Steps:

1. Lift the handset or press the [MON] button.
2. Press the desired CO Line, {POOL} or {LOOP} button.
   OR
3. Dial the individual CO Line Access code, CO Group Access code, or the first CO Line Access code from the accessible group.

To access a CO Line from a SLT, perform the following Steps:

1. Lift the handset.
2. Dial the individual CO Line, Group Access code, or the first CO Line Access code from the accessible group.

To access a CO Line Group, perform the following Steps:

1. Lift the handset.
2. Press 8 or the CO Group.
3. Dial the CO Group number (refer to Ref. A).

To assign the {LOOP} button, perform the following Steps:

1. Press the [TRANS/PGM] button
2. Press the [FLEX] button.
3. Press the [TRANS/PGM] button
4. Dial 84
5. Press the [HOLD/SAVE] button to accept changes.

Condition

- A DKTU should have an idle appearance (CO Line/Pool button/Loop button) to access an incoming/outgoing CO Line.
- When the Override 1st CO Line Group is enabled, the System will search for the next accessible CO Group until a CO Line is available if there is no available CO Line by dialing the CO Line Group Access code (9 or 0).
- An error tone should be able to receive a transferred CO Line call as applicable.
- The CO Line choice (Round-Robin or Last Choice) is determined by Admin Programming (Admin 160 – FLEX3).
- Unused CO Lines should be assigned to unused CO Group 9 to prevent being accessed by a Station.
- The first CO Line Group (00) is the directed Line Group and can be used with the {CO LINE} button (Private Line).

Reference

A. Refer to **ARIA SOHO Hardware Description and Installation Manual**, Access CO in 1st CO Group Code (PGM 107 – FLEX12).

B. Refer to **ARIA SOHO Hardware Description and Installation Manual**, Access CO Individual CO Code (PGM 107 – FLEX8).

C. Refer to ARIA SOHO Hardware Description and Installation Manual, Access CO Group Code (PGM 107 – FLEX7).

Admin Programming

CO Line Choice (PGM 160 – FLEX3)

Inter-digit Timer (PGM 181 – FLEX8)

CO Line Group Access (PGM 117)

CO Line Group (PGM 141 – FLEX1)

Override 1st CO Line Group (PGM 161 – FLEX3)

2.2.2 Call Time Restriction

Description

The Call Time Restriction feature is used to restrict outgoing CO call time. In Station programming, the User can set the Call Cut-Off Timer, whereas the call will be disconnected automatically when the timer expires. The called and called parties will hear a warning tone 15 seconds before the call is disconnected.

Condition

- This feature can be assigned on a station-by-station basis, and is applied to just outgoing CO calls.

Call Cut-Off Timer

- If the Call Cut-Off Timer is enabled on a Station, the timer is still applicable when a call is transferred to another Station.
- On the add-on conference, the Call Cut-Off Timer enabled Station will be restricted to the outgoing CO call time.
- The Call Cut-Off Timer is not released when the call is placed on hold, or is transferred.

Admin Programming

CO Call Time Restriction (PGM 112 – FLEX3)

Call Cut-Off Timer (PGM 113 – FLEX12)

2.2.3 CO Line Queuing

Description

When a Station User receives a busy tone during an attempt to access a CO Line, the User may request a call back (queue call). The Station will receive a call back when the busy CO Line becomes available.

Operation

To activate CO Line Queuing while receiving a busy tone, perform the following Steps:

1. Press and release the hook-switch if the Station is a SLT.
2. Dial 556 (refer to Ref. A) or press the [CALLBK] button.
3. When the confirmation tone is heard, replace the handset.
4. Once the CO Line becomes idle, the call back ring will be received at the Station.
5. Lift the handset, the CO dial tone should be heard to make a call.

Condition

- A CO Line may have any number of queries at one time.
- When the queued CO Line becomes idle or a CO Line becomes available in the group, the oldest queued Station will receive the call back.
- A Station can make only one CO Line queuing request at a time. If the Station tries to make another CO Line queuing, the previous one is canceled and the newer one is activated.
- If the waiting Station is busy, and the queued CO Line is available, the available CO Line will be directed to the next queued idle Station.
- If the waiting Station is idle, the queued CO Line will give a call back signal to the Station for 15 seconds. If the signal is not received at the Station, the queue is canceled and the next Station in the queue will receive the signal.

Reference

D. Message Wait Enable: 2.4.15

Admin Programming

CO Line Queuing (PGM 112 – FLEX5)

2.2.4 CO Step Call – Analog Only

Description

When an analog Station receives a busy tone after accessing a CO Line, the User can dial a CO Line number which has the same first digits as the called busy CO Line without dialing the full number.

Operation

To use CO Step Call when receiving a busy tone, perform the following Steps:

1. Press the [SPEED] button and dial the last digit of the previously called number.
2. The previous call is terminated and a new call is established.

2.2.5 Emergency Call Service

Description

The User can dial the Emergency Service Code regardless lower Station COS.

Condition

- An emergency call can be dialed by pressing an available CO Line at the Station that is assigned to COS 7.
- If the dialed number for the Emergency Service Code is the same as a Station number on the System, or LCR number, the call is operated as an Emergency Call. The preference of the programmed dial number that is sent to external CO Line is:

Emergency Call Code > LCR Table > Station Number

Admin Programming

Emergency Service Call (PGM 226)

2.2.6 Hot Line & Warm Line

Description

A Station User can instantly make an outgoing call by lifting the handset or pressing the [ICM] button, if the User has previously stored the destination.

The destination can be a CO Line or CO Line Group; the function can be setup on a Flexible button, or at another Station.

Hot Line can be activated immediately when the Station is in the off-hook state; Warm Line can be activated after the Warm Line Timer has expired. If the User dials another number prior to the Warm Line Timer expiration, the call will activate as a Normal call, not as a Warm Line call.

Operation

To activate a Hot Line, perform the following Steps:

1. Lift the handset at a Station where Hot Line is assigned.
2. The assigned Hot Line feature is immediately activated.

To activate Warm Line, perform the following Steps:

1. Lift the handset at a Station where Warm Line is assigned.
2. The assigned Warm Line feature is activated if no dialing has been done while the Warm Line Timer is running.

Condition

- A Station can be assigned Hot or Warm Line with Admin Programming (Admin 113 – FLEX7).
- If there is no Flexible button at the Station, the number is operated as a Speed Dial number.
- The set value of the Warm Line Timer should be less than that of the Dial Tone Timer.
- When lifting the handset or pressing the [MON] button, the system will be activated as a predefined button is pressed.
- It is possible to activate Hot/Warm Line at a SLT Station.

Admin Programming

Warm Line Timer (PGM 182 – FLEX8)

Warm Line (PGM 113 – FLEX7)

Idle Line Selection (PGM 122)

2.2.7 Least Call Routing

Description

LCR is a System programmable feature that automatically selects the least expensive available route when an outgoing CO call is made. This programming eliminates the necessity for the User to dial the access code of the least expensive carrier. There are three ways to activate LCR:

- **Internal LCR –** If dialed digits are matched with an internal LCR code, the System will secure a CO Line from the programmed CO Group and send the modified digits according to LCR programming.
- **Loop LCR –** When dialing the first accessible CO Group Code (9 or 0), or pressing the [LOOP] button, if the digits match with a COL LCR code, the System will secure a CO Line from the programmed CO Group and send the modified digits according to LCR programming.
- **Direct CO LCR –** After dialing a CO Line or CO Group code (9 or 0 depending on the nation you are calling from), or pressing a CO Line or CO Group button, LCR can be activated. If the dialed digits are matched with a COL LCR code, the System will secure a CO Line from the programmed CO Group and send the modified digits according to LCR programming.

When a User selects a CO Line and dials a destination number, the System checks the LCR programming and sends the all according to the least cost route according to the Admin program (Figure 2.2.7).

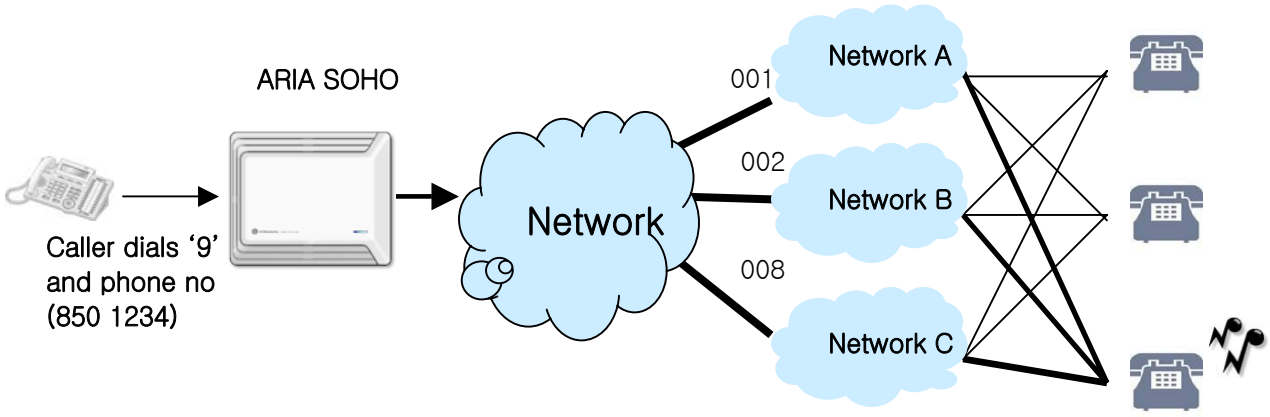


FIGURE 2.2.7 LCR ROUTING

Assuming the LCR code is 9, the Network A (001) is least cost during the daytime, and Network B (002) is least cost during the night. The caller dials the same number and the System automatically routes it through the least cost network.

Operation

To activate internal LCR, perform the following Steps:

1. Lift the handset.
2. Dial the internal LCR code, or press the [MON] button (on-hook dialing can also activate LCR).
3. It is an internal LCR code if the code is programmed with INTERNAL or BOTH in the Leading Digit Table.

To activate Loop LCR, perform the following:

1. Dial the COL LCR code after dialing the first accessible CO Line or CO Group Access code (0 or 9), or press the [LOOP] button.
2. It is a COL LCR code if the code is programmed with COL or BOTH in the Leading digit Table.

To activate Direct CO LCR, perform the following:

1. Dial the COL LCR code after dialing a CO or CO Group Access code, or press a CO or CO Group button.
2. It is a COL LCR code if the code if the code is programmed with COL or BOTH in the Leading Digit Table.

Ex. 1 *Add Prefix Digit—The long distance call access code starts with 0 (i.e., 01, 031, 051). If a cheaper carrier exists, the User can access it with the carrier access code 082 and the long distance access code without 0.*

ARIA SOHO System Administrator wants to use this cheaper carrier for all long distance calls (i.e., dial 0314502628, 082314504628).

ADMIN 220	ADMIN 221 (LDT)	ADMIN 222 (DMT)
LCR Mode M01, M02, M11, M12, (Loop LCR enabled)	Bin 000 LCR Type: COL LCR Code: 0 DMT: 00 00 00	Bin 00 Remove Position: 01 Remove Number: 01 Add Position: 01 Add Digit: 082

Ex. 2 *Select CO Group—The ARIA SOHO System is connected with two carriers (one carrier is carrier A, the other carrier is carrier B). Carrier B is used for International calls and Carrier A is used for all other calls. The International call access code is 001.*

The ARIA SOHO System Administrator wants to program Carrier B to be used for only International calls.

ADMIN 141	ADMIN 117	ADMIN 161-3
Set CO Lines from the Carrier A to Co Group 1 Set CO Lines from the Carrier B to CO Group 2	Enable access CO Group 01, 02	Override 1st CO Group: OFF

ADMIN 220	ADMIN 221 (LDT)	ADMIN 222 (DMT)
LCR Mode M01, M02, M11, M12 (Loop LCR enabled)	Bin 000 LCR Type: COL LCR Code: 001 DMT: 00 00 00	Bin 00 CO Group: 02

Ex. 3 *Password for specific dial number—The International access code is 001, System Administrator allows International calls by only those Users who know the System password.*

ADMIN 220	ADMIN 221 (LDT)	ADMIN 222 (DMT)
LCR Mode M12, M13 (Loop LCR enabled)	Bin 000 LCR Type: COL LCR Code: 001 DMT: 00 00 00 Check Password: ON	Bin 00 CO Group: 01

Condition

- There are 6 LCR modes. The mode is determined by Admin 220 – FLEX1:

  - LCR Access Mode 00 (M00) – LCR call is disabled.

  - LCR Access Mode 01 (M01) – Only Loop LCR is activated.

  - LCR Access Mode 02 (M02) – Internal LCR and Loop LCR are activated.

  - LCR Access Mode 11 (M11) – Loop LCR and CO LCR are activated.

  - LCR Access Mode 12 (M12) – All types of LCR are activated; when dialing 9 or pressing the Loop key, the System will wait for the next digits to compare to the LCR Table before securing a CO Line.

  - LCR Access Mode 13 (M13) – All types of LCR are activated when dialing 9 0r pressing the Loop key, the System will secure the first available CO Line and wait for the next digits to compare to the LCR Table.

- The leading digits can be duplicated. FLEX2 and the DMT index make each entry unique.
- The Leading Digit Table is sorted by leading digits, FLEX2 in LDT (INT, COL, BOTH) and DMT index.
- Internal LCR is applied if the dialed digits are matched with one of the leading digits and FLEX2 is INT or BOTH.
- Loop LCR is applied if the dialed digits are matched with one of the leading digits and FLEX2 is COL or BOTH.
- Direct CO LCR is applied if the dialed digits are matched with one of the leading digits, FLEX2 is COL or BOTH, and the secured CO Line belongs to the programmed CO Group in DMT.
- To work Loop LCR and Direct CO LCR differently with the same leading digits, there should be a leading digit entry for loop LCR prior to the leading digits for direct CO LCR. It is possible if the DMT index for loop LCR is smaller than the DMT index for direct CO LCR.
- While Direct CO LCR is applied to ISDN CO, an ISDN information message with called party IE, which includes only the numbering plan and numbering type, is sent to the Network when a User dials a digit. It is for the network not to disconnect the line.
- For Direct CO LCR, leading digits should be programmed in consideration with the dial tone item provided by the Network.
- Direct CO LCR does not use an alternative DMT index if a CO Line is already accessed.
- LCR always has the higher precedence than the Flexible Numbering Plan Table.
- LCR can be applied in the following instances:

  - Dialing after accessing a CO Line by dialing a CO Line access code (9 or 0) only.

  - Dialing after accessing a CO Line by pressing he {LOOP} button.

  - Dialing without accessing a CO Line.

  - Speed Dial

  - Off-Net Call Forward

  - Redial (if the previous call is LCR applied)

- ACNR (if the call is LCR applied when activating ACNR)

- Any leading digit string at the LDT Table can be a sub-string of another leading digit string such as 012 and 0123.

- Capacity for LCR Table:

-3 Day Zones

- 3 Time Zones

- Number of Dialed Code Bins: 250 bins
- Number of Modification Code Bins: 100 bins
- Maximum number of Dialed Digits: 12 digits
- Maximum number of Added Digits: 25 digits
- Alternative DMT index: 1EA

Admin Programming

LCR Attributes (PGM 220)

Leading Digit Table (PGM 221)

Digit Modification Table (PGM 222)

LCR Table Initialization (PGM 223)

2.2.8 Memory Dialing

2.2.8.1 Auto Call Number Redial (ACNR)

Description

If call designation is busy or no answer, redialing is operated within the ACNR Retry Counter. The System will retry the number of times based on programming with appropriate pauses in dialing (default = 3 times).

Operation

To use ACNR while receiving a busy/no answer indication on a CO Line, perform the following Steps:

1. Press the [REDIAL] button.
2. Replace the handset or go on-hook.
3. The System will automatically retry the call at programmed intervals.
4. When the called party answers, lift handset.
   OR
5. Press the [MUTE] button to make a call.

To cancel ACNR, perform the following:

1. Press the flashing [REDIAL] button
   OR
2. Lift the handset
   OR
3. Press the [MUTE] button while a CO Line is accessed to cancel ACNR.

Condition

- A DKTU that doesn't have a [REDIAL] button should be programmed with a [REDIAL] flexible button to use ACNR.
- When a predefined CO Line is busy in ACNR mode, an available CO Line in the same group will be secured.

Admin Programming

ACNR Pause Timer (PGM 180 – FLEX10)

ACNR Delay Timer (PGM 180 – FLEX8)

ACNR Tone Detect Timer (PGM180 – FLEX13) Analog CO Line only

ACNR No Answer Timer (PGM 180 – FLEX9)

ACNR Retry Counter (PGM 180 – FLEX11)

ACNR Tone Cadence (PGM 423)

2.2.8.2 Last Number Redialing

Description

The last dialed number on a CO Line can be stored (up to 32 digits) in the Station's Last Number Redial buffer. The User may select to redial the last number dialed on the System. On the System, each DKTU with an LCD panel has 10 individual last dialed number directory locations.

Operation

To use Last Number Redial on a DKTU, perform the following Steps:

1. Lift the handset or press the [MON] button.
2. Press the [REDIAL] button
   OR
3. Press the [SPEED] button and press the * key.
4. Press the [HOLD/SAVE] button to accept.

To use one of the recently dialed numbers in the Last Number Directory by scrolling at a DKTU with an LCD panel, perform the following Steps:

1. When the last dialed number is displayed, press the [UP] or [DOWN] button to find the desired phone number (up to 10 last dialed numbers can be stored in the directory).
2. To make a call, press the [HOLD/SAVE] button when the appropriate phone number is displayed.

To use Last Number Redial at a SLT, perform the following:

1. Lift the handset.
2. Dial 552 (refer to Ref. A)
   OR
3. Press the [REDIAL] button.

Condition

- When the used CO Line is busy, an idle CO Line in the group is accessed and the last dialed number is dialed.
- The last dialed number directory allows duplicate phone numbers to be stored.
- If the Last Number Redial is used while the Auto-redial is activated, Auto-redial is cancelled.

Reference

E. Refer to ARIA SOHO Hardware Description and Installation Manual, SLT Last Speed dial Code (PGM 106 – FLEX12)

2.2.8.3 Save Number Redialing

Description

Any dialed number can be saved temporarily and used at any time. This number is saved until a new number is stored.

Operation

To save a number in the Save Number buffer from a DKTU, perform the following Steps:

1. Press the [SPEED] button twice, while on a conversation with an external party.
2. Replace the handset or go on-hook.

To dial a number from the Save Number Redial buffer from a DKTU, perform the following:

1. Lift the handset or press the [MON] button.
2. Press the [SPEED] button.
3. Press the # button.

To delete a saved number, perform the following:

1. Press the [SPEED] button twice after accessing the CO Line and dialing.
2. Pause; the save number redial bin will be erased.

Condition

- When the used CO Line is busy, an idle CO Line in the group is accessed and the saved number is dialed.
- The stored number is not deleted when the System power is OFF.

2.2.8.4 Station Speed Dialing

Description

A DKTU User can store up to 100 frequently used Station numbers to Station Speed Bin (000-099). Station numbers consisting of up to 24 digits including pauses, Flash commands, pulse-to-tone switchover, and no-display characters (pause is automatically inserted after a flash).

Operation

To make a call using Station Speed Dial from a DKTU, perform the following Steps:

1. Lift the handset or press the [MON] button.
2. Press the [SPEED] button.
3. Dial the Station Speed Dial bin (000-099).

To store Station Speed Dial numbers from a DKTU, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Press the [SPEED] button.
3. Dial the Station Speed Dial bin (000-099).
4. If desired, press the CO Line or Group button.
5. Dial the desired telephone number, including these special codes:
   - **[CALLBK] –** Insert Pause
   - *** key –** If stored as the first digit, its function is Display Security. Otherwise, its function is Pulse to DTMF switchover.
   - **[DND/FOR] –** If CO Dial Tone Detect (refer to Ref. A) is ON and it is stored as the first or second digit, and the accessed CO Line is behind the PBX mode, its function is Dial Tone Detect. Otherwise, its function is Pause.
   - **[FLASH] –** Inserts a Flash into the speed number. If the accessed CO Line is analog, its function is Flash to PX (or PBX); if the accessed CO Line is ISDN (refer to Ref. B) and it is stored as the first digit, it makes the remaining digits sent with envelope information not in the Calling Party number IE but in the keypad facility IE.
6. Press the [HOLD/SAVE] button.
7. If desired, enter the name (max. 12 characters) using the 2-digit code for each character.
8. To store continuously, repeat this procedure from Step 3.

To delete a Station Speed Dial bin, perform the following:

1. Press the [TRANS/PGM] button.
2. Press the [SPEED] button.
3. Dial the Speed Dial bin number to be erased.
4. Press the [HOLD/SAVE] button.
5. The stored Speed Dial number should be erased from the speed bin.

To display and enter a Speed Dial bin by scrolling, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Press the [SPEED] button.
3. Dial the Speed Dial bin number.
4. Press the [UP] or [DOWN] keys to display the next/previous Speed dial number.

To store Station Speed Dial numbers from a SLT, perform the following:

1. Lift the handset.
2. Dial the Speed dial program code 555 (refer to Ref. C).
3. Dial the Speed Dial bin number (000-099).
4. Dial the desired phone number (up to 24 digits).
5. Press and release the hook-switch.

To make a call using Station speed Dial from a SLT:

1. Lift the handset.
2. Dial the Speed dial access code 558 (refer to Ref. D).
3. Dial the Station Speed Dial bin (000-099).

To delete a Station speed dial from a SLT:

1. Lift the handset.
2. Dial the Speed Dial access code 555 (refer to Ref. C).
3. Dial the appropriate Station Speed Dial bin (000-099).
4. Press and release the hook-switch.

Condition

- The Station Speed dial is secured in data protect mode when the power is OFF.
- There can be a maximum of 24 digits in a Station Speed dial number including special digits and function codes.
- An error tone will be heard when an empty Station Speed Dial bin is dialed.
- If a CO Line is selected prior to entering a Speed Dial bin number, the chosen CO Line will still be used regardless of the programmed CO Line in the bin number.
- A Station name can be programmed (max. 12 characters) in the DKTU to be presented instead of a Station number. The name will be programmed in the Speed Dial bin 000; when a Station name is programmed, the Speed bin is not used as a Station Speed Dial bin.

Reference

A. Co Dial Tone Detect (Admin 160 – FLEX6)

B. Refer to ARIA SOHO Hardware Description and Installation Manual, Speed Dial Program Code (Admin 106 – FLEX15)

C. Refer to ARIA SOHO Hardware Description and Installation Manual, Speed Dial Access Code (Admin 106 – FLEX18)

Admin Programming

Speed Dial Access (PGM 112 – FLEX9)

CO Dial Tone Detect (PGM 160 – FLEX6)

2.2.8.5 System Speed Dialing

Description

System Speed dial bins are programmed by the System Attendant (Figure 2.2.8.5). These numbers are available for easy access by all Stations allowed in the System. The maximum System Speed Dial capacity is 500 in the ARIA SOHO.

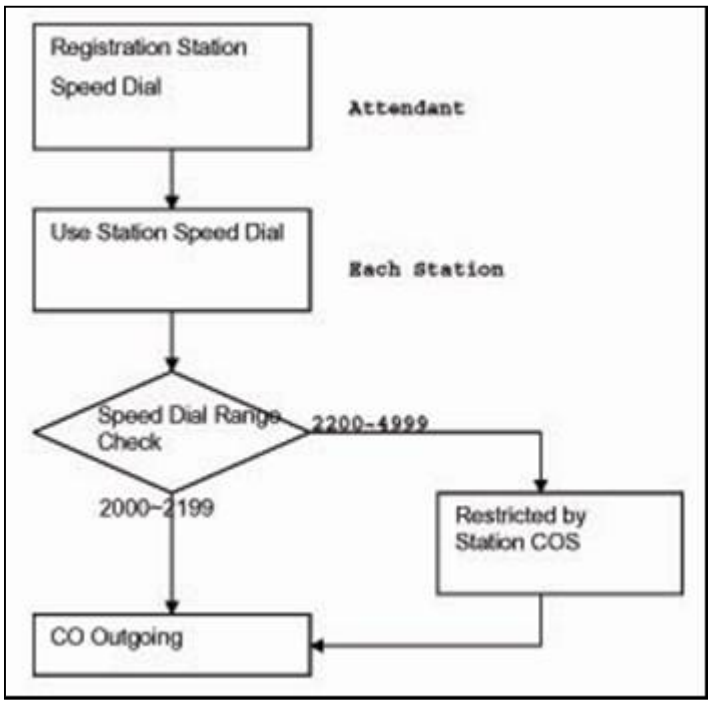


FIGURE 2.2.8.5 SYSTEM SPEED DIAL

SYSTEM SPEED DIAL

SPEED DIAL RANGE	DESCRIPTION
2000-2199	Unrestricted
2200-2499	Restricted by Station COS

SYSTEM COS

COS 1	NO RESTRICTION TO DIAL.
COS 2	Monitored by Exception Table A
COS 3	Monitored by Exception Table B
COS 4	Monitored by Exception Table A & B
COS 5	Long distance calls not allowed: more than 7 digits can be dialed
COS 6	Long distance calls not allowed: max. 7 digits can be dialed.
COS 7	Only intercom, paging and emergency calls are allowed: no dialing allowed on CO Lines.

Operation

To store a number in a System Speed Dial from the System Attendant:

1. Press the [TRANS/PGM] button.
2. Press the [SPEED] button.
3. Dial the system Speed dial bin.
4. If desired, press the CO Line or Group button.
5. Dial the desired phone number and include these special codes (up to 24 digits).
   - **[CALLBK] –** Insert Pause.
   - *** key –** If stored as the first digit, its function is Display Security. Otherwise, its function is Pulse to DTMF switchover.
   - **[DND/FOR] –** If CO Dial Tone Detect (refer to Ref. A) is ON and it is stored as the first or second digit, and the accessed CO Line is behind the PBX mode, its function is Dial Tone Detect. Otherwise, its function is Pause.
   - **[FLASH] –** Inserts a Flash into the speed number. If the accessed CO Line is analog, its function is Flash to PX (or PBX); if the accessed CO Line is ISDN (refer to Ref. B) and it is stored as the first digit, it makes the remaining digits sent with envelope information not in the Calling Party number IE but in the keypad facility IE.
6. Press the [HOLD/SAVE] button.
7. If desired, enter the name (up to 12 characters) by dialing 2-digits for each character (refer to Button Map).
8. Press the [HOLD/SAVE] button.
9. To store continuously, repeat this procedure from Step 3.

To make a call using the System Speed Dial from a DKTU, perform the following Steps:

1. Lift the handset or press the [MON] button.
2. Press the [SPEED] button.
3. Dial the System Speed Dial bin.

To make a call using system Speed dial from a SLT, perform the following:

1. Lift the handset.
2. Dial the Speed Dial access code 558 (refer to Ref. C).
3. Dial the System Speed Dial bin.

Condition

- System Speed Dial is restricted by Station COS.
- A max. of 24 digits are allowed in a System Speed Dial number including other applicable digits and special function codes.
- An error tone will be heard when an empty Speed Dial bin is dialed.
- If a CO Line is selected prior to entering a Speed Dial bin number, the chosen CO Line will still be used regardless of the programmed CO Line in the bin number.
- If all lines in the Group are busy, a busy tone indication should be heard when attempting to access a System Speed dial number.
- System Speed Dial numbers are protected when the System is powered OFF.

Reference

A. CO Dial Tone Detect (Admin 160 – FLEX6)

B. Refer to ARIA SOHO Hardware Description and Installation Manual, Speed Dial Access Code (Admin 106 – FLEX18)

Admin Programming

Speed Dial Access (PGM 112 – FLEX9)

System Speed Zone (PGM 232)

CO Dial Tone Detect (PGM 160 – FLEX6)

2.2.9 Private Line

Description

CO Lines in the System can be assigned for exclusive use by one or more DKTU Users. Private lines are assigned to CO Line Group 00 and an appearance (Flexible CO button) is required at the DKTU (LOOP or POOL buttons cannot be used).

Operation

A private line will operate as a normal CO Line except access is limited to assigned Stations.

Condition

- Private Line cannot be picked up.

Admn Programming

CO Line Group (PGM 141 – FLEX1)

2.3 Rerouting

2.3.1 Call Forward

Description

A Station User can forward calls to any Station, Station Group, or VMIB in the system by activating feature codes. There are several types of Call Forwarding: Unconditional, Busy, No answer, Busy/No Answer, Unconditional Station Off-Net Call Forward with Telephone Number, No Answer Station Off-Net Call Forward with Telephone Number, Incoming CO Off-Net Call Forward, and Follow Me Call Forward.

Operation

To activate Call Forward, follow Operation directions in each sub-heading for this section.

To program Call Forward to a Flexible Button, perform the following:

1. Press the [TRANS/FOR] button.
2. Press the flexible button to be assigned.
3. Press the [TRANS/FOR] button.
4. Assign the Call Forward type:
   - 1 = Call Forward, Unconditional
   - 2 = Call Forward, Busy
   - 3 = Call Forward, No Answer
   - 4 = Call Forward, Busy/No Answer
   - 5 = Unconditional Station Off-Net Call Forward
   - 6 = No Answer Station Off-Net Call Forward
   - 7 = Incoming CO Off-Net Call Forward
   - 8 = Unconditional Station Off-Net Call Forward with Telephone Number
   - 9 = No Answer Station Off-Net Call Forward with Telephone Number
   - 0 = Follow Me Call forward
5. Dial the destination that will receive the call.
6. Press the [HOLD/SAVE] button.

To deactivate Call Forward, perform the following Steps:

1. Lift the handset or press the [MON] button.
2. Press the [DND/FOR] button.
3. Press the # key (Call Forward cancel code).

Condition

- To use Call Forward, a Station should be activated in Admin Programming.

Admin Programming

Allow Off-Net Call Forward (PGM 111 – FLEX18)

Authorization Code Table (PGM 227)

2.3.1.1 Call Forward, Unconditional

Description
All incoming calls to a User Station will be immediately forwarded to another Station, Hunt Group or VMIB.

Operation
To activate Unconditional Call Forward, perform the following Steps:

1. Lift the handset or press the [MON] button.
2. Press the [DND/FOR] button.
3. Dial the Call Forward code 1.
4. Dial Station or Group pilot number to receive the calls.
5. Go on-hook by replacing the handset.

2.3.1.2 Call Forward, Busy

Description
When the User Station is busy, calls are forwarded to another designated location.

Operation
To activate Call Forward for when the line is busy, perform the following Steps:

1. Lift the handset or press the [MON] button.
2. Press the [DND/FOR] button.
3. Dial the Call Forward code 2.
4. Dial Station, Group, or VMIB number that will receive the call.

To use Call Forward, busy on a pre-assigned flexible button:

1. Press the assigned flexible button.
2. The LED of [DND/FOR] button will flash and the function assigned to the flexible button will be activated.

To activate Call Forward to VMIB, perform the following:

1. Lift the handset or press the [MON] button.
2. Press the [DND/FOR] button.
3. Dial the Call Forward code 1-4.
4. Dial the VMIB selection code number to receive the calls.
5. Go on-hook by replacing the handset.

2.3.1.3 Call Forward, No Answer

Description
When the Station User does not answer within a predetermined amount of time, the call can be forwarded to an alternate location.

Operation

To activate Call Forward when there is no answer, perform the following Steps:

1. Lift the handset or press the [MON] button.
2. Press the [DND/FOR] button.
3. Dial the Call Forward code 3.
4. Dial Station or Group, or VMIB number to receive the call.

To use Call Forward, no answer on a pre-assigned flexible button:

1. Press the assigned flexible button.
2. The LED of [DND/FOR] button will flash and the function assigned to the flexible button will be activated.

Admin Programming

Call Forward Answer Timer (PGM 181 – FLEX1)

2.3.1.4 Call Forward, Busy/No Answer

Description

A User can direct the System to re-route calls to another Station, Group, or VMIB when the Station is busy and/or does not answer in a predefined 'No Answer' time. Incoming CO Lines, transferred CO Lines, and ringing intercom calls are forwarded.

Operation

To activate Call Forward when the line is busy or there is no answer, perform the following Steps:

1. Lift the handset or press the [MON] button.
2. Press the [DND/FOR] button.
3. Dial the Call Forward code 4.
4. Dial Station or Group, or VMIB number to receive the call.

To use Call Forward, no answer on a pre-assigned flexible button:

1. Press the assigned flexible button.
2. The LED of [DND/FOR] button will flash and the function assigned to the flexible button will be activated.

2.3.1.5 Call Forward, Station Off-Net (Unconditional, No Answer)

Description

Stations allowed to forward calls can forward intercom and transferred CO Line calls to a directory number (telephone number) outside of the System. When a call is received, the System will access an outgoing CO Line and dial the telephone number entered by the User.

If a Station assigned Off-Net Call Forward receives a call from an internal and/or external caller, the call will be forwarded to Off-Net unconditionally (code 5) or after No Answer Ring timer expires (code 6).

Operation

To activate unconditional Off-Net Call Forward, perform the following Steps:

1. Lift the handset or press the [MON] button.
2. Press the [DND/FOR] button.
3. Dial the Call Forward code 5.
4. Secure a CO Line, if required.
5. Dial the Speed dial bin number with the desired phone number
6. Go on-hook by replacing the handset.

To activate no answer Off-Net Call Forward, perform the following Steps:

1. Lift the handset or press the [MON] button.
2. Press the [DND/FOR] button.
3. Dial the Call Forward code 6.
4. Secure a CO Line, if required.
5. Dial the Speed dial bin number with the desired phone number
6. Go on-hook by replacing the handset.

To use Call Forward, no answer on a pre-assigned flexible button:

1. Press the assigned flexible button.
2. The LED of [DND/FOR] button will flash and the function assigned to the flexible button will be activated.

2.3.1.6 Call Forward, Station Off-Net with Telephone Number (Unconditional, No Answer)

Description

Stations allowed to forward calls can forward intercom and transferred CO Line calls to a directory number (telephone number) outside of the System. When a call is received, the System will access an outgoing CO Line and dial the telephone number entered by the User.

If a Station assigned Off-Net Call Forward receives a call from an internal and/or external caller, the call will be forwarded to Off-Net unconditionally (code 8) or after No Answer Ring timer expires (code 9).

Operation

To activate unconditional Off-Net Call Forward, perform the following Steps:

1. Lift the handset or press the [MON] button.
2. Press the [DND/FOR] button.
3. Dial the Call Forward code 8.
4. Secure a CO Line, if required.
5. Dial the desired phone number and then press the [HOLD/SAVE] button.
6. Go on-hook by replacing the handset.

To activate no answer Off-Net Call Forward, perform the following Steps:

1. Lift the handset or press the [MON] button.
2. Press the [DND/FOR] button.
3. Dial the Call Forward code 9.
4. Secure a CO Line, if required.
5. Dial the desired phone number, and press the [HOLD/SAVE] button.
6. Go on-hook by replacing the handset.

2.3.1.7 Call Forward, Incoming CO Off-Net (Attendant Only)

Description

The System Attendant can direct the System to re-route (forward) incoming CO Line calls to a directory number (telephone number) outside the System. When a call is received, the System will access an outgoing CO Line and dial the number assigned by the Attendant.

NOTE—the System will automatically disconnect the call after the Unsupervised Conference timer has expired.

FIELD	ACCESS CODE
CO Group Access	801-808
Individual CO Access	88XX
Retrieve Held CO Line	8*

Operation

To activate incoming CO Line Off-Net Call Forward at the Attendant Station, perform the following Steps:

1. Lift the handset or press the [MON] button.
2. Press the [DND/FOR] button.
3. Dial the Call Forward code 7.
4. Dial the CO Line/Group access code (9, 801-8XX, 8801-88XX, or 8* for all CO Lines) or press {CO Line} button.
5. Dial the Speed Dial Bin number with the desired phone number
6. Go on-hook by replacing the handset.

Condition

- If there is no idle CO Line, Off-Net Call Forward is not activated.
- It is unconditional and forwarded immediately when the CO Line rings in the System.
- If a speed bin is programmed on a flexible button, you may press the Flexible button instead of dialing the Speed Bin number.
- Toll restriction will be based on the COS of the outgoing CO Line.

2.3.1.8 Call Forward, Follow-Me

Description

Follow-Me Call Forward can be activated at the Station or from any Station in the System with Call Forward access. It must be programmed from the Station that you will be forwarded to and a user password must be entered at the User Station first.

Operation

To activate Follow-Me Call Forward from any Station, perform the following Steps:

1. Lift the handset or press the [MON] button.
2. Press the [DND/FOR] button.
3. Dial the Call Forward code 0.
4. Dial the Station number to which calls will be forwarded.
5. Dial the forwarding Station authorization code.
6. Go on-hook by replacing the handset.

To use register the authorization code at a Station:

1. Press the [TRANS/PGM] button.
2. Dial 31.
3. Enter the desired authorization code.
4. Press the [HOLD/SAVE] button to accept changes.

Condition

- Authorization should be registered to use Follow-Me Call Forward.

Admin Programming

Allow Off-Net Call Forward (PGM 111 – FLEX18)

Authorization Code Table (PGM 227)

Call Forward (PGM 111 – FLEX2)

Call Forward No Answer Timer (PGM 181 – FLEX1)

Off-Net Call Mode (PGM 112 – FLEX12)

Unsupervised Conference Timer (PGM 182 – FLEX6)

2.3.1.9 SLT Call Forward

Description

A SLT User can forward calls to other Stations, CC Lines, or System VMIB.

Operation

To activate Call Forward from a SLT, perform the following Steps:

1. Lift the handset
2. Dial the Call Forward code 554 (refer to Ref. A).
3. Dial the call forward type.
4. Dial the Station, or Group Speed number that will receive the call.
   OR
5. Press the # key to forward to System VMIB.
6. Go on-hook by replacing the handset.

To deactivate Call Forward from a SLT, perform the following:

1. Lift the handset.
2. Dial the Call Forward code 554 and number.
   OR
3. Dial 559 (refer to Ref. B).
4. Confirmation tone should be heard, then replace the handset.

Condition

- Call Forward is maintained until it is deactivated.
- A call cannot be forwarded to a Station in DND mode; when trying to forward to the Station, an error tone will be heard.
- A call forwarding Station cannot leave a VMIB message.
- The Call Forward feature may be canceled by code 559; the unified cancel code for DND/Call Forward/Message for SLT.
- Dial pulse SLT cannot be forwarded to VMIB.

Reference

A. Refer to ARIA SOHO Hardware Description and Installation Manual, Call forward Code (Admin 106 – FLEX14)

B. Refer to ARIA SOHO Hardware Description and Installation Manual, DND/FWD Cancel Code (Admin 106 – FLEX19)

2.3.1.10 Preset Call Forward

Description

When a Station receives incoming CO Calls and the Station is programmed to Preset Call Forward, the call is routed to the Preset Call Forward destination if the Station does not answer within the Preset Call Forward Timer.

The destination can be another Station or Hunt Group.

Condition

- In Preset Call Forward, a busy Station will not receive a CO Line ring and the next assigned Station will receive the CO Line ring. If the Station is not forwarded to another destination, then the call will not be forwarded and will continue to ring at the Station until answered.
- The Preset Call Forward loop feature is not available (A>B>C>A).
- When a CO Line is forwarded with Preset Call Forward, the original Station will stop ringing (the LED of {CO} button will flash continuously).
- If there is no direct {CO} button or {LOOP} button at the destination Station, the Station will be bypassed.

Admin Programming

Preset Call forward (PGM 121)

Preset Call forward Timer (PGM 181 – FLEX12)

2.3.2 Call Transfer

Description

An intercom call or CO Call can be transferred to another Station or CO Line during a conversation. There are 2 kinds of call transfer: Screened, and Unscreened Transfer, as detailed in the following Table:

FEATURE	METHOD
Screened Transfer	Transfer is completed after announcing the calling party.
Unscreened Transfer	Transfer is completed without an announcement; after dialing the destination Station and hearing the ringing tone, the transferring party replaces the handset to connect the calling party to the destination Station.

2.3.2.1 Call Transfer to CO Line

Description

A Station User may transfer a connected call to a new CO call. If an external ISDN party does not answer the transferred call within the designated Transfer Hold Recall timer, the transferring Station will receive a recall ring. If the call remains unanswered, the Attendant will receive a recall ring for the duration of the Attendant Recall timer. After that, the CO Line will be disconnected and returned to an idle state.

Operation

To conduct an Unscreened CO Line transfer, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. The intercom dial tone should be heard and the call will be placed on hold.
3. Secure a CO Line and dial the number of the external party that will receive the call.
4. When ringing is heard at the called party, replace the handset and go on hook.

To conduct a Screened CO Line transfer, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. The intercom dial tone should be heard and the call will be placed on hold.
3. Secure a CO Line and dial the number of the external party that will receive the call.
4. When the called party answers, announce the call, then replace the handset and go on hook.

Condition

- For this feature, CO Lines (transferred CO Line and transferring CO Line) must be able to detect loop lost or disconnection condition.
- If the transferred CO Line doesn't have answer information (analog CO), recalling will not be presented when the call is not answered; the call will be disconnected after the Unsupervised Conference timer expires.
- Pressing the original CO line button while making a transfer to an external number (screened transfer), will disconnect the outgoing call and connects the original incoming call.
- If a transfer is made while dialing on a CO Line, the dialing will not be transmitted.

Admin Programming

Transfer Recall Timer (PGM 180 – FLEX7)

I-Hold Recall Timer (PGM 180 – FLEX5)

Attendant Recall Timer (PGM 180 – FLEX1)

Open Loop Detect Timer (PGM 142 – FLEX13)

Unsupervised Conference Timer (PGM 182 – FLEX6)

2.3.2.2 Call Transfer to Station

A call can be transferred to another Station within the System. The transfer can be screened (announced) or unscreened to an idle/busy Station or Hunt Group. The transferred call will ring and provides and Exclusive Hold flashing indication to the receiving party's DKTU.

If the receiving Station does not answer the call in the Transfer Recall time, the transferring Station and the transferred station will receive the recall. If the call still remains unanswered, the Attendant will also receive a recall for the duration of the Attendant Recall timer. After that, the transferred call will be disconnected.

Operation

To transfer to an idle Station (unscreened), perform the following Steps:

1. Press the [TRANS/PGM] button.
2. The intercom dial tone should be heard and the active call will be placed on exclusive hold.
3. Dial the Station number that will receive the transferring call.
4. Go on-hook by replacing the handset.

To transfer to an idle Station (screened), perform the following Steps:

1. Press the [TRANS/PGM] button.
2. The intercom dial tone should be heard and the active call will be placed on exclusive hold.
3. Dial the Station number that will receive the transferring call.
4. When the called Station answers, announce the call being transferred and then connect the call by going on-hook and replacing the handset.

To transfer to a busy Station, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. The intercom dial tone should be heard and the active call will be placed on exclusive hold.
3. Dial the Station number that will receive the transferring call, and go on-hook by replacing the handset.
4. If the call is unanswered during the Transfer Recall timer, the call will be recalled to the transferring Station and the Attendant will receive a recall ring if the call remains unanswered.

To make an unscreened transfer from a SLT, perform the following Steps:

1. Press and release the hook-switch, the intercom dial tone should be heard.
2. The CO Line should be placed on exclusive hold, and the Transfer Recall timer will be activated.
3. Dial the Station number the call will be transferred to and go on-hook by replacing the handset.

To make a screened transfer from a SLT, perform the following Steps:

1. Press and release the hook-switch, the intercom dial tone should be heard.
2. The CO Line should be placed on exclusive hold, and the Transfer Recall timer will be activated.
3. Dial the Station number the call will be transferred to.
4. When the dialed Station answers, announce the call and go on-hook by replacing the handset.

Condition

- When the Attendant is enables with DSS and a Station programmed in DSS receives transferred call, the LED DSS button at the Attendant Station will flash.
- A SLT User in the screened transfer mode can activate broker call with the hook-flash and then converse with both the transferred Station and the CO Line call.
- A call cannot be transferred to another busy SLT from a SLT; when receiving a busy tone, a SLT user can be connected to the CO Line with a hook-flash.
- If a transfer is made while dialing on a CO Line exists, the dialing will not be transmitted.

Admin Programming

Transfer Recall timer (PGM 180 – FLEX7)

I-Hold Recall Timer (PGM 180 – FLEX5)

Attendant Recall Timer (PGM 180 – FLEX1)

No Touch Answer (PGM 111 – FLEX7)

2.3.3 Holding and Parking

2.3.3.1 Hold

Description

A Station User can place a call on hold. The following two types of hold are available depending on the desired result (and Admin Programming):

- System Hold – Any Station can retrieve this type of held call; another Station in the Group can seize the CO Line to answer.
- Exclusive Hold – Only the Station that placed the call on hold can retrieve it; another Station in the Group cannot seize the CO Line while the call is being held at the originating Station.

Operation

To place a CO Line on Exclusive/System Hold from a DKTU, perform the following Steps:

1. While on a call, press the [HOLD/SAVE] button once (System Hold) or twice (Exclusive Hold), depending on Hold Preference setup (refer to Ref. A).

To place a CO Line on Exclusive/System Hold from a SLT (depending on Hold Preference), perform the following Steps:

1. While on a call, hook-flash and dial 560 (refer to Ref. B).

To access a CO Line on Exclusive/System Hold from the DKTU where the call was placed on hold, perform the following Steps:

1. Lift the handset.
2. Press the {CO} button
   OR
3. Dial 8# and the CO Line number (refer to Ref. C).

To access a CO Line on Exclusive/System Hold from the SLT where the call was placed on hold, perform the following Steps:

1. Lift the handset.
2. Dial 8* (refer to Ref. D).

Condition

- The CO Line placed on Exclusive Hold will flash at the Station and the LED of CO Line will light at other Stations.
- The CO Line placed on System Hold will flash at all Stations.
- When Exclusive Hold is set at a Station, the Exclusive Hold Recall timer will be initiated; after the timer expires, the original Station will receive a recall ring for the duration for the I-Hold Recall timer.
- When a System Hold is set at a Station, the System Hold Recall timer will be initiated; after the timer expires, the original Station will receive a recall for the duration of the I-Hold Recall timer.
- When the I-Hold Recall timer expires the Attendant will receive a recall ring for the duration of the Attendant Recall timer; if the call remains unanswered, the call will be disconnected.
- If a call is placed on I-Hold while dialing on a CO Line exists, the dialing will not be transmitted.

Reference

A. Hold Preference: 2.3.3.2

B. Refer to ARIA SOHO Hardware Description and Installation Manual, System Hold Code (PGM 106 – FLEX20).

C. Refer to **ARIA SOHO Hardware Description and Installation Manual**, Held Individual CO Line Code (PGM 107 – FLEX11).

D. Refer to **ARIA SOHO Hardware Description and Installation Manual**, Access Held CO Group Code (PGM 107 – FLEX10).

Admin Programming

Hold Preference (PGM 160 – FLEX8)

Attendant Recall Timer (PGM 180 – FLEX1)

Exclusive Hold Recall Timer (PGM 180 – FLEX4)

System Hold Recall Timer (PGM 180 – FLEX6)

Transfer Recall Timer (PGM 180 – FLEX7)

2.3.3.2 Hold Preference

Description

Preferred Hold type is set by Admin Programming. When a User presses the [HOLD] button, the preferred type of hold is activated. If the User presses the [HOLD] button twice, the other type is activated (toggle).

Operation

If System Hold is set as preferred Hold, and the User presses the [HOLD] button once while on a call, the call is placed on System Hold. (refer to Ref. A).

If System is set as preferred Hold, and the User presses the [HOLD] button twice while on a call, the call is placed on Exclusive Hold (refer to Ref. A).

When Exclusive Hold is activated, the call cannot be accessed by another Station in the Group.

When System Hold is activated, calls can be accessed by other Stations in the Group.

Reference

A. System/Exclusive Hold: 2.3.3

Admin Programming

Hold Preference (PGM 160 – FLEX8)

2.3.3.3 Automatic Hold

Description

When a Station is connected to a CO call, the Station User can make another intercom call just by pressing the DSS button. In this case, the previous CO call is automatically held.

Operation

To use Automatic Hold while on a CO Line call, perform the following Steps:

1. Press the {CO} button.
2. When the new CO Line is connected, the previous CO call is placed in the Admin Programmed preferred Hold state.

Admin Programming

Automatic Hold (PGM 112 - FLEX2)

2.3.3.4 Park

Description

A User can Park a call in a virtual location, and then make a Page announcement for the desired User to pick-up the Parked call. The Paged User can retrieve the call by dialing the designated location number.

NOTE—A Station must have a {CO} or {LOOP} button to retrieve a parked call.

Operation

To Park a call, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Dial the parking location 601-608 (refer to Ref. A).
3. Replace the handset or go on-hook.
4. Page the desired User to retrieve the call.

To retrieve the Parked call from a DKTU, perform the following:

1. Lift the handset or press the [MON] button.
2. Dial the parked location to retrieve the parked call.

Condition

- To pick-up Parked calls, a Station should have a {CO} or {LOOP} button.
- If a parked call remains unanswered for the duration of the Call Park Recall time, the original Station that parked the call will receive a recall ring. If the call remains unanswered, then the Attendant will receive a recall ring. If the Attendant does not answer in the Attendant Recall timer duration, the CO Line call will be disconnected and the line will be returned to an idle state.

Reference

A. Refer to ARIA SOHO Hardware Description and Installation Manual, Call Park Location (PGM 107 – FLEX5).

Admin Programming

Call Park Recall Timer ((PGM 180 – FLEX2)

2.3.4 Pick-up

Description

A Station User can pick-up a call received at another Station. The following pick-up types are available:

- Directed Call Pick-up—Allows a User to pick-up a call ringing at another Station within the available Intercom Tenancy Group (refer to Ref. A).
- Group Call Pick-up—Allows a User to pick-up a call ringing at another Station in the same pick-up Group.

Reference

B. Intercom Tenancy Group: 2.4.14 (PGM 120)

2.3.4.1 Directed Call Pick-up

Description

A Station can pickup a call ringing other Station by dialing the Direct Call Pick-up code (refer to Ref. A), plus the ringing Station number.

Operation

To answer a call ringing at another Station, perform the following:

1. Lift the handset or press the [MON] button.
2. Dial the Direct Call Pick-up code 7 (refer to Ref. A)
   OR
3. Press the programmed {DIRECT CALL PICK-UP} button.
4. Dial the Intercom number of the ringing Station.

To assign a {DIRECT CALL PICK-UP} flexible button, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Press the Flexible button to be assigned.
3. Dial 7 (Direct Call Pick-up code)
4. Press the [HOLD/SAVE] button to accept changes.

Condition

- A {CO}, {LOOP}, or {POOL} button is required to pick-up a CO Line call.
- When several calls are queued at a Station or Hunt Group, the pick-up depends on the Pick-up Priority (PGM 173).
- Queued callback and private line cannot be picked up.
- An intercom call cannot be picked-up at a Station in Hold or Park mode.
- When the same types of CO Lines are queued, the first queued CO Line is picked-up.
- Direct Call Pick-up is allowed within the Intercom Tenancy Group; a Station cannot pick-up any call to the Station which does not belong to the same Intercom Tenancy Group (PGM 120).
- A Station can answer an intercom call placed to an ICM box using Directed Call Pick-up.

Reference

A. Intercom Tenancy Group (PGM 120)

Admin Programming

Refer to ARIA SOHO Hardware Description and Installation Manual, Direct Call Pick-up Code (PGM 107 – FLEX6).

PLA Priority Setting – Pick-up Priority (PGM 173)

2.3.4.2 Group Call Pick-up

Description

A Station can pick-up a call ringing at another Station in the same pick-up group. Ringing intercom calls, incoming CO Lines, recalling CO Lines, and transferred CO Lines can be answered by a Station instead of the ringing Station if the Stations belong to the same pick-up Group (refer to Ref. A).

Operation

To answer a call ringing at a Station in the same Pick-up Group, perform the following Steps:

1. Lift the handset or press the [MON] button.
2. Dial the Group Pick-up code 566 (refer to Ref. B).

To assign a {GROUP CALL PICK-UP} button at a flexible button, perform the following:

1. Press the [TRANS/PGM] button.
2. Press the flexible button to be assigned.
3. Type 566 (refer to Ref. B).
4. Press the [HOLD/SAVE] button.

Condition

- An intercom call cannot be picked-up at a Station in Hold or Park mode.
- A {CO}, {LOOP}, or {POOL} button is required to pick-up a CO Line call.
- Queued callback and private line cannot be picked up.
- A Station can answer an Intercom call placed to an ICM box using Group Call Pick-up.
- When several calls are queued at a Station or Hunt Group, the pick-up order depends on Pick-up Priority (PGM 173).
- When the same type of CO Lines are queued , the first queued CO Line is picked-up.
- Group call pick-up is allowed within the Intercom Tenancy Group; a Station cannot pickup a call that does not belong to the same Intercom tenancy Group (refer to Ref. C).
-

Reference

A. Pick-up Attribute: 2.3.4

B. Refer to ARIA SOHO Hardware Description and Installation Manual, Group Call Pick-up Code (PGM 107 – FLEX2).

C. Intercom Tenancy Group: 2.4.14

Admin Programming

Pick-up Attribute (PGM 190 – FLEX2)

Pick-up Group Attributes (PGM 191)

PLA Priority Setting – Pick-up Priority (PGM 173)

2.4 Call Handling

2.4.1 Absent Text Message

2.4.1.1 Custom Message

Description

Each Station can select from ten (11-20) available custom messages to display on the DKTU LCD. These messages are programmed by the System Attendant (refer to Ref. A) for System-wide use. Individual Users may program message 00 as their own custom message.

When set, the selected message is displayed on the User Station LCD panel.

Operation

To program Custom Message 00 from a Station, perform the following:

1. Press the [TRANS/PGM] button.
2. Dial 52 (Ref. B).
3. Enter the message (refer to Figure 2.4.1.1), up to 24 characters.

Q – 11 Z – 12 . – 13 1 – 10	A - 21 B - 22 C - 23 2 - 20	D - 31 E - 32 F - 33 3 - 30
G – 41 H - 42 I - 43 4 – 40	J - 51 K - 52 L - 53 5 - 50	M - 61 N - 62 O - 63 6 - 60
P – 71 Q - 72 R - 73 S - 74 7 – 70	T - 81 U - 82 V - 83 8 - 80	W - 91 X - 92 Y - 93 Z - 9# 9 - 90
*1 - Blank *2 - : *3 - ,	0-00	#

FIGURE 2.4.1.1 KEYSET MAP

4. Press the [HOLD/SAVE] button; the confirmation tone should be heard.

To program Custom Messages 11-20 from the System Attendant, or Station, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Dial 053 and the message number desired (11-20).
3. Enter the message (refer to Figure 2.4.1.1), up to 24 characters.
4. Press the [HOLD/SAVE] button; the confirmation tone should be heard.

To activate LCD Messages (custom/pre-selected) from a Station or from the System Attendant, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Dial 51.
3. Dial the desired message number (00 or 11-20).
4. Press the [HOLD/SAVE] button; the confirmation tone should be heard.

To cancel LCD Messages (custom/pre-selected) from a Station, perform the following:

1. Press the flashing DND/FOR button,
   OR
2. Press the [TRANS/PGM] button.
3. Dial 51 and the desired message number (11-20).
4. Press the [HOLD/SAVE] button.

To cancel LCD Messages (custom/pre-selected) from the System Attendant, perform the following:

1. Press the [TRANS/PGM] button.
2. Dial 052.
3. Press the [HOLD/SAVE] button.

Reference

D. Attendant Service: 2.13

Admin Programming

Refer to **ARIA SOHO Hardware Description and Installation Manual**, Numbering Plan (PGM 106)

2.4.1.2 Pre-Selected Message

Description

A User can choose from pre-selected messages (1-10) to be shown on the calling party LCD. Detailed information is entered by each User (ex., time, date or station number).

The pre-selected messages include:

- Message 01: LUNCH/RETURN AT TIME HH:MM
- Message 02: ON VACATION/RETURN AT DATE MM:DD
- Message 03: OUT OF OFFICE/RETURN AT TIME HH:MM
- Message 04: OUT OF OFFICE/RETURN AT DATE MM:DD
- Message 05: OUT OF OFFICE/RETURN UNKNOWN
- Message 06: CALL: (Telephone Number, up to 17 digits)
- Message 07: IN OFFICE: STATION XXX
- Message 08: IN A MEETING/ RETURN TIME HH:MM
- Message 09: AT HOME
- Message 10: AT BRANCH OFFICE

Operation

To activate LCD messages (Custom/Pre-Selected) from a Station or from the System Attendant, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Dial 51.
3. Dial the 2-digit message code 00 or 01-10.
4. Press the [HOLD/SAVE] button.

To cancel LCD messages (Custom/Pre-Selected) from a Station, perform the following Steps:

1. Press the [DND/FOR] button.
   OR
2. Press the {TRANS/PGM} button.
3. Dial 51.
4. Press the [HOLD/SAVE] button.

Condition

- If a Station assigns call forward while a Pre-Selected Message is active, the Pre-Selected message is automatically cancelled (refer to Ref. A).
- Users can leave a message at a DKTU or SLT; when leaving a message at the SLT, a DND warning tone will be heard when the handset is lifted as a reminder for the message waiting.
- When a Pre-Selected message is selected in a DKTU, the [DND/FOR] button will flash as applicable.

Reference

A. Call Forward: 2.3.1

Admin Programming

Refer to **ARIA SOHO Hardware Description and Installation Manual**, Numbering Plan (PGM 106).

2.4.2 Alarm

Description

The system can be programmed to recognize the status of an external contact from a relay (open or closed). When activated, the System will signal programmed Stations with a single tone repeated per 1-min. interval or a continuous tone. This capability is commonly employed to provide remote alarm signals. When used as an alarm, the assigned Stations receive the programmed signal. To stop the signal, the alarm should be deactivated (reset) from a Station assigned to receive the alarm signal.

Operation

When detecting the alarm signal while the line is in an idle state, perform the following:

1. Dial 565; a confirmation tone should be heard.
2. The alarm signal will be terminated at all assigned Stations.

Condition

- An external contact should be connected to the alarm input.
- The alarm contacts should be dry (no voltage/current source connected).
- SLT phones cannot receive alarm signals.
- Alarm reset can be programmed on a flexible button.

Admin Programming

Alarm Enable (PGM 163 – FLEX1)

Alarm Contact Type (PGM 163 – FLEX2)

Alarm Mode (PGM 163 – FLEX3)

Alarm Signal Mode (PGM 163 – FLEX4)

Station Alarm Attribute (PGM 113 – FLEX10)

2.4.3 Automatic Privacy

Description

Automatic Privacy allows a Station User to suspend automatic privacy for an existing CO Line conversation without invitation. By default, all conversations that take place on CO Lines, the Intercom, and Conferences are protected by Automatic Privacy.

NOTE—Admin Programming (PGM 161 – FLEX5) is required to enable or disable this feature.

Operation

If Automatic Privacy is enabled, when pressing a busy CO Line button, a busy tone will be heard.

If Automatic Privacy is disabled, when pressing a buy CO Line button, the Station is connected to the conversation in progress.

Condition

- When Automatic Privacy is disabled, privacy is still activated for Intercom and Conference calls.
- A Station can only override a privacy-disabled Station.
- The Station will present an intrusion tone when another Station accesses the line.

Admin Programming

Auto Privacy (PGM 161 – FLEX5)

Privacy Warning Tone (PGM 161 – FLEX6)

Override Privilege (PGM 113 – FLEX4)

2.4.4 Background Music (BGM)

Description

A User can listen to Background Music (BGM) through the speaker while the handset while the handset is on-hook and the line is in an idle state. Music from the source is heard over the Station Speaker and will be automatically shut-off when a call or paging announcement is received, or when the Station is off-hook.

Operation

To assign BGM to a Station, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Dial 73; the available music should be heard.

To transmit BGM on an external page port from the Attendant Station, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Dial 076 (External Port).
3. Dial the BGM channel number; the selected background music should be heard.
4. Press the [HOLD/SAVE] button.
5. After hearing the confirmation tone, the Station should go to an idle state, and the selected background music will be transmitted to an External Port.

To transmit BGM through the intercom box from an Attendant Station, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Dial 075.
3. Dial the BGM channel number and the selected background music should be heard.
4. Press the [HOLD/SAVE] button.
5. After hearing the confirmation tone, the Station should go to an idle state, and the selected background music will be transmitted over the intercom box.

Condition

- When lifting the handset or pressing the [MON] button at a Station, the music is automatically shut-off.
- When external music is assigned, the music source should be connected to the MBU.
- The same music source can be used with MOH.
- Press the [VOLUME] button to adjust volume while the background music is heard.
- The BGM may be blocked in an intercom box by pressing the [DND/FOR] button.

Reference

B. MOH: 2.4.16

Admin Programming

Background Music Type (PGM 171 – FLEX1)

2.4.5 Camp-On

Description

A User attempting to call a busy Station can give a signal to the busy Station (Camp-On) that a call is waiting. The busy Station is notified of the call waiting by a Camp-On tone and the [HOLD/SAVE] button LED will flash. An SLT User can notify a busy Station of an outside CO call or internal call waiting (Camp-On).

Operation

To activate Camp-On while receiving an Intercom busy tone, perform the following Steps:

1. Press the * key or the last digit of the busy Station
   OR
2. Press the busy DSS flexible button, or the assigned {CAMP-ON} button.

To answer a Camp-On call while receiving the Intercom busy tone, perform the following Steps:

1. Press the [HOLD/SAVE] button; the active CO Line is placed on exclusive hold and the call waiting is connected.
2. Press the [HOLD/SAVE] button to alternatively talk with both parties (brokered call).

To activate Call Waiting on an SLT while receiving the Intercom busy tone, perform the following Steps:

1. Go off-hook, then press the * key or the last digit of the dialed Station number.
2. When answered, the call should be announced
   OR
3. Go on-hook by replacing the handset.

To answer Call Waiting/Camp-On at a SLT, perform the following Steps:

1. When the SLT Station is busy, the Camp-On tone should be heard indicating a Camp-On has been activated.
2. Press the hook-flash and dial 560 (refer to Ref. A).
3. The SLT Station should be connected to the Camp-On call.
4. Press hook-flash again and dial 560 to connect the original call.

To assign {CAMP-ON} to a flexible button, perform the following:

1. Press the [TRANS/PGM] button.
2. Press the flexible button to be assigned.
3. Press the [TRANS/PGM] button.
4. Type 85.
5. Press the HOLD/SAVE] button to save changes.

Condition

- During a conference or paging, Call Waiting is not activated (refer to Ref. B, Ref. C).
- Camp-On is not applied to a Station which is in DND mode (refer to Ref. D).
- The Attendant can override a Station using the Camp-On feature (refer to Ref. E).
- If the Stop Camp-On tone (PGM 112 – FLEX15) is set to Enable, the Camp-On tone will not be heard.

Reference

A. Refer to the **ARIA SOHO Hardware Description and Installation Manual**, System Hold Code (PGM 106 – FLEX20)

B. Conference: 2.7

C. Paging: 2.8

D. DND: 2.4.8

E. Attendant Override: 2.13.5

Admin Programming

Stop Camp-On Tone (PGM 112 – FLEX 15)

Voice Over (PGM 113 – FLEX6); voice over also applies to SLT

2.4.6 Change Ring Type

Description

The ring tone used to notify Stations of an incoming call can be changed using Admin Programming to provide distinctive ringing on a per CO Line basis. A distinctive ring tone can be programmed for each CO Line that is used to ring each Station.

BUTTON CONFIGURATION FOR DISTINCT RING FREQUENCY (PGM 422)

FLEX	ITEM	RANGE	DEFAULT	REMARK
1	Ring 1	0000-9999	T1: - T2: -	Nation Specific
2	Ring 2	0000-9999	T1: - T2: -	Nation Specific
3	Ring 3	0000-9999	T1: - T2: -	Nation Specific
4	Ring 4	0000-9999	T1: - T2: -	Nation Specific

Admin Programming

CO Distinct Ring (PGM142 – FLEX5)

Ring Frequency (PGM 422)

2.4.7 Dialing Security

Description

The dialed phone number may not be displayed on the LCD of the called Station when calling with a speed dial number (refer to Ref. A).

Operation

To activate Dialing Security for calling with a speed dial number, perform the following Steps:

NOTE—If the * button is pressed in front of the first digit of the speed dial number, dialing security is activated.

1. Lift the Handset or press the [TRANS/PGM] button.
2. Press [SPEED] button.
3. Dial speed bin number.
4. Press '*' button.
5. Dial telephone number.
6. Press [HOLD] button.

To activate speed dial with dialing security

[SPEED] button + Speed dial bin number which was programmed with dialing security

Condition

- Dialed phone numbers with Dialing Security are included in SMDR information (refer to Ref. B).
- This feature applied to transferred or recalled CO calls.
- This feature applies to redial calls (refer to Ref. C).

Reference

A. Speed Dialing: 2.2.8

B. SMDR: 2.12

C. Redial: 2.2.8

2.4.8 Do Not Disturb (DND)

Description

Placing a Station in Do Not Disturb (DND) mode blocks incoming outside line ringing, intercom calls, transfers and paging announcements; while in DND, the Station will not receive calls on CO lines. The Attendant can override a Station in DND (refer to Ref. A). Stations in DND can continue to make normal outgoing calls. Station Users can individually place their Station in DND (PGM 114). By default, DND is available at all Stations.

Operation

To activate DND from a DKTU, perform the following:

1. Press the [DND/FOR] button.

To cancel DND from a DKTU, perform the following:

1. Press the DND/FOR] button.

Condition

- Pressing the [DND/FOR] button during call forward or a pre-selected message, will not activate DND; call forward or the pre-selected message will be released.

- When a Station assigned to preset call forward is in DND mode, incoming calls will be received at the next station by ring assignment (refer to Ref. B).
- The Attendant can override a Station in DND mode by Camp-On or Intrusion (refer to Ref. A).
- The Attendant may cancel DND for one or all Stations.

Reference

A. Attendant Intrusion, Override: 2.13.4, 2.13.5

B. Ring Assignment: 2.1.1

2.4.9 One-Time Do Not Disturb (DND)

Description

One-Time DND allows a Station User to turn off muted ringing that occurs when off-hook (handset or [MON]) while on another call. The Station User, while off-hook, can depress the DND button and block muted ringing. When the Station returns to an idle state, the DND button will be extinguished and DND is cancelled.

Operation

To activate One-Time DND from a DKTU, perform the following Steps:

1. While in an off-hook state, or connecting a CO Line or intercom call, press the [DND/FOR] button.
2. The Station will be in DND mode; the [DND/FOR] button LED should be illuminated.
3. When the Station returns to an idle state, DND will be released at the Station; the [DND/FOR] button will be extinguished.

Admin Programming

Do-Not-Disturb (DND) (PGM 111 – FLEX3)

2.4.10 Flash

Description

The Flash type and duration of each CO Line is assigned by the System. There are two types of Flash:

- CO Flash – Provides Station Users with the ability to terminate an outside call or transfer a call without hanging up. A [FLASH] button is located on each DKTU.
- Flash on ICM Call – This feature enables Station Users to utilize the [FLASH] button for terminating pages and intercom calls. While paging or on an intercom call, press the [FLASH] button to terminate the call and return to the intercom dial tone.

Operation

To perform a Flash while on a CO Line call, perform the following Steps:

1. Press the [FLASH] button

To generate a flash from a SLT while on a CO Line call, perform the following:

1. Press the hook-switch slightly.
2. Dial 551 (refer to Ref. A).

Condition

- The Flash command is not activated on ISDN CO Lines.
- A Station that isn't permitted to access CO Lines cannot initiate a Flash.
- During a Flash, the LED of the applicable CO Line will flash.

Admin Programming

Refer to ARIA SOHO Hardware Description and installation Manual, flash Command to CO Line Code (PGM 106 – FLEX11)

Flash Type (PGM 141 – FLEX7)

CO Flash timer (PGM 142 – FLEX12)

SLT Hook-Switch Bounce timer (PGM 182 – FLEX1)

SLT Maximum Hook-Switch Flash timer (PGM 182 – FLEX2)

SLT minimum Hook-Switch Flash timer (PGM182 – FLEX3)

2.4.11 Flexible Buttons

Description

Flexible buttons are customized by Admin or Station Programming. Buttons could be programmed with the following features:

- CO Line—Automatically accesses the assigned line (User Programmable).
- DSS/BLF—Automatically indicates the assigned Station and provides BLF for off-hook and DND (User Programmable).
- Flexible Numbering Code—Any feature with a dialing code (Paging, Account Code, Call Park, etc.) can be assigned to a flexible button (User Programmable).
- Speed Dial—Automatically dials Speed number (System, Station, Saved Number Redial, Last number Redial) (User Programmable).
- Group Access—Hunt Group Pilot number (User Programmable).
- Pool Group Access—Some or all outside lines can be grouped; pressing this button accesses the highest numbered unused CO Line in that group (User Programmable).
- Loop—Used to answer a transferred call on a line for which the Station does not have a button assigned (User Programmable).
- Station Assignment—Allows assignment of Stations and complete flexibility within the System numbering plan. A Station can be assigned a number (100-399).
- 4/8 Button—Feature code assign (refer to Table).

FEATURE BUTTON	FEATURE CODE
Conference	91
Call Back	92
DND/Forward	93
Flash	94
Mute	95
MON	96
Redial	97

- Telephone Number—Automatically dials an outside Telephone Number (ex., LDP-7224 3-soft key).

Operation

The Flexible Buttons are programmable individually at each key set , and are used by pressing the applicable FLEX button.

To assign a Flexible Button, perform the following:

1. Press the [TRANS/PGM] button.
2. Press the Flexible Button to be assigned.
3. Press the [TRANS/PGM] button.
4. Type the Feature Code (refer to flexible button Programming codes in the Admin Programming Manual).
5. Press the [HOLD/SAVE] button to save changes.

To assign a direct button (i.e., CO or DSS button), perform the following:

1. Press the [TRANS/PGM] button.
2. Press the flexible button to be assigned.
3. Type the desired code.
4. Press the [HOLD/SAVE] button.

To assign Telephone Number (LDP-7224), perform the following:

1. Press the [TRANS/PGM] button.
2. Press the flexible button to be assigned.
3. Press the [TEL NUM] soft button.
4. Enter the desired telephone number.
5. Press the [HOLD/SAVE] button.

Condition

- A flexible button that is not assigned as {CO LINE} button is considered a Feature button and is programmable at each Station.
- When CO Line Programming (PGM 112 – FLEX6) is enabled, the flexible button that is assigned as {CO LINE} button can be programmed.
- The Program code can be changed by setting PGM 104-107, 109 depending on the User's needs; in this case, the code can be programmed on a flexible button or CO Line button.

Admin Programming

Flexible Button Assignment (PGM 115)

CO Line Programming (PGM 112 – FLEX6)

2.4.12 Headset

Description

An industry standard Headset can be connected to a Station instead of a Handset. The Station can be programmed for Headset operation in place of the Speakerphone mode of operation.

Operation

To change the Station mode between Speakerphone or Headset, perform the following Steps:

1. Press the [TRANS/PGM button.
2. Dial code 75.
3. The Station Answer mode should be displayed on the LCD screen of the phone.
4. Dial code 1 (Speaker mode) or 0 (Headset mode).

To change the Headset Ring mode, perform the following:

1. Press the [TRANS/PGM] button.
2. Dial code 76
3. The Station Answer mode should be displayed on the LCD screen of the phone.
4. Dial the applicable code

- **1 =** Speaker Ring Only
- **2 =** Headset Only
- **3 =** Both

Condition

- The intercom signaling mode (HF/TN/PV – [TRANS/PGM] + 1 + 2) can be set in the Headset and Speakerphone mode.
- In Headset mode, the User can select an incoming ring mode to hear ringing with the Speaker, Headset, or Both by Admin Programming.
- The Station will receive paging with the Station Speaker.
- To Answer an intercom call in Tone mode, the User should press the [MON] button.
- When an intercom call is received in Privacy mode, the Station will be muted automatically; the User should press the [MUTE] button to answer the intercom call.

Admin Programming

Headset Ring Mode (PGM 111 – FLEX10)

Speakerphone/Headset (PGM 111 – FLEX11)

2.4.13 Intercom Signal Mode

Description

Users can control the method by which they receive intercom calls and signals. Stations equipped with a Speakerphone can select one of the available 3 signaling modes:

- HF—Hands Free. The Station User, upon hearing a tone burst and voice announcement over the speaker, can reply hands-free.
- TN—Tone. A Standard ring tone notifies the party of an incoming intercom call. The called party answers by lifting the handset or pressing the [MON] button.
- PV—Privacy. The Station User receives a tone burst and a voice announcement over the speaker. The microphone is deactivated for privacy. The called party must lift the handset or press the [MUTE button to answer the call.

Operation

To assign the Intercom signal mode, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Dial 12; the confirmation tone should be heard.
3. Dial the Signal Mode type (1=HF, 2=TN, 3=PV).
4. Press the [HOLD/SAVE] button and confirmation tone is heard.

Condition

- In Message Wait/ICM Queuing/Call Transfer/Attendant Override, the ring is received with TN mode regardless of the assigned Intercom Signal mode (refer to Ref. A, Ref. B, Ref. C).
- Intercom Signal mode will not affect the voice announcements from internal/all call paging (refer to Ref. D).

Reference

A. Message Wait: 2.4.15

B. Call Transfer: 2.3.2

C. Attendant Override: 2.13.5

D. Paging Feature: 2.8

2.4.14 Intercom Tenancy Group

Description

A Station can be assigned to one of the Intercom Tenancy Groups. Each Intercom Tenancy Group can be operated independently and Stations in the Group can be assigned an individual CO Group to use. A maximum of 5 Intercom Tenancy Groups can be assigned.

Each Group can be assigned by the Attendant and can be programmed to allow or deny calls to other Groups. Stations in a Group are allowed access to other Stations based on the allow access of the calling Group.

FLEX	DEFAULT	RANGE	REMARK
1	-	Station Number	Attendant Station of assigned Intercom Tenancy Group
2	Group 01	FLEX1-5	Intercom Tenancy Groups allow access for the assigned Groups

When a call to another Intercom Tenancy Group is allowed, CO Line or Station calls, Pick-Up and Transfer features are activated.

Condition

- When a call to another Intercom Tenancy Group is denied, Call Pick-Up cannot be activated.
- It is not allowed for Stations to have the same Station numbers regardless of if they belong to different Intercom Tenancy Groups.
- The Attendant of an Intercom Tenancy Group can be any Station in the System, and it is not affected by Intercom Tenancy Group access.
- When the Attendant of an Intercom Tenancy Group sets the Day/Night/Weekend mode, it will affect only their assigned Intercom tenancy Group.

Reference

A. Pick-Up: 2.3.4

Admin Programming

Intercom Group Number (PGM 111 – FLEX13)

Intercom Tenancy Group (PGM 120)

2.4.15 Message Wait/Call Back

Description

Message Wait and Call Back are described as:

- Message Wait—A Station User can notify another Station User that he wishes to talk to the User; the notified User can return the call or a message left at the Station. When responding to the Station, the User can answer messages left at the Station in sequential order (up to 5 messages).
- Call Back—A Station can initiate a Call Back request when calling a busy Station; once that Station becomes idle, the Station that left the Call Back request will be notified.

A Station with a Message Waiting can receive periodic audible reminders; the tone is sent to Stations only while idle and is presented over the Speaker.

Operation

To leave a message wait at an idle Station that does not answer or is in DND mode, perform the following Steps:

1. Press the [CALLBK] button; a confirmation tone should be heard.
2. The [CALLBK] button LED at the receiving Station will flash.

To answer a Message Wait, perform the following Steps:

1. Press the flashing [CALLBK] button.
2. The Station that left the message will receive an Intercom Ring.

To leave a Call Back at a busy Station, perform the following Steps:

1. Press the [CALLBK] button when calling a busy Station; a confirmation tone should be heard.
2. Replace the handset.
3. When the receiving Station returns to an idle state, the Station leaving the message will receive an intercom ring.
4. When the intercom call is answered, the Call Back request will be removed.

To leave a Message Wait at a SLT, perform the following Steps:

1. Hook-flash.
2. Dial 556 (refer to Ref. A); a confirmation tone should be heard.
3. Replace the handset.

To answer the Message Wait, perform the following Steps:

1. Lift the handset; an indication tone should be heard.
2. Dial 557 (refer to Ref. B).
3. The Station leaving the message will receive an Intercom ring.

NOTE—If a voice message is recorded on a SLT, the recorded message will be played by dialing the Message Wait Retrieval code (557). The played message will be deleted automatically after being played. When more than one message is recorded, after the first message, a warning tone will be heard to indicate remaining messages. To retrieve another message, dial 557 again. The Call Back will ring according to the Tone mode regardless of Intercom Signaling mode (refer to Ref. C).

To queue a Call Back on a busy SLT, perform the following:

1. Hook-flash
2. Dial 556 while the busy tone is being heard.
3. Confirmation tone should be heard; replace the handset.
4. When the SLT returns to an idle state, the Intercom ring is received.

Condition

- A Station can leave only one Call Back or message; a new request will override the previous one.
- Message wait data will be protected in the event of a power failure.
- When dialing a Station number, instead of pressing the [CALLBK] button to answer a message wait, the message wait will be cancelled at the calling Station.
- The Message Wait Reminder tone is programmable from 00 to 60 min.; if a tone is not wanted the timer may be set to 00.
- The Message Wait Reminder tone is not heard at a busy Station.
- The Message Wait Reminder tone will continue until all the messages are retrieved.
- When a Station attempts to leave a message at a Station, an error tone will be heard; when VMIB access is allowed at the Station, after recording a VMIB message, it turns into a normal message at the Station. In this case, the error tone will not be provided at the attempting Station.

Reference

A. Refer to ARIA SOHO Hardware Description and Installation Manual, Message Wait/Call Back Enable code (PGM 106 – FLEX13, FLEX14)

B. Intercom Signal Mode: 2.4.13

C. DND: 2.4.8

2.4.16 Music On Hold (MOH)

Description

When a CO call is placed on Hold (refer to Ref. A), the external party will hear Music On Hold (MOH). MOH is supplied through various music sources. Music can be played to any party on Hold. The following music sources may be available:

- Internal Music
- External Music
- SLT MOH
-

Operation

The following values are associated with MOH:

- **0 =** Not assigned
- **1 =** Internal Music
- **2 =** External Music
- 3 = Reserved
- **4-8 =** SLT MOH
- **9 =** Hold Tone

Condition

- Only 1 MOH channel is supported.
- SLT ports connected with MOHU can provide MOH channels.

Reference

A. Hold: 2.3.3.1

Admin Programming

CO Line MOH (PGM 142 – FLEX6)

MOH Type 2 (PGM 171 – FLEX2)

2.4.16.1 SLT MOH

Description

When a CO Line is placed in the Hold State (refer to Ref. A), the external party will hear music.

Operation

To assign SLT MOH type, perform the following:

1. Press the [TRANS/PGM] button.
2. Enter 171
3. Press [FLEX4], and enter the Station number
4. Press the [HOLD/SAVE] button.
5. Press the [TRANS/PGM] button.
6. Press [FLEX2], and enter the SLT MOH type (0-9, refer to values listed)
   - **0 =** Not assigned
   - **4-8 =** SLT MOH
   - **9 =** Hold Tone
7. Press the [HOLD/SAVE] button to accept changes.

Condition

- SLT ports connected with MOHU can provide MOH channels.
- Up to 5 SLT ports can be used as MOH channels.
- To use a SLT port as a MOH channel, assign the desired SLT port with the MOH channel, and connect the MOHU to the SLT port.

Reference

A. Hold: 2.3.3.1

Admin Programming

CO Line MOH (PGM 142 – FLEX6)

MOH Type (PGM 171 – FLEX2)

Assign SLT MOH (PGM 171 – FLEX4)

2.4.17 Mute

Description

During a conversation, pressing the [MUTE] button will disable the Handset Microphone or the Speakerphone for privacy while continuing to listen to the other party on the phone through the Handset or Speaker. Pressing the [MUTE] button again will reactivate the Microphone.

Operation

To Mute the transmitting audio while on a call, perform the following Steps:

1. Press the [MUTE] button; the button LED should illuminate (the connected party will not be able to hear the voice on the muted Station.

To restore transmission of the audio, perform the following:

1. Press the illuminated [MUTE] button; the LED should extinguish and transmission will be restored.

Condition

- When changing from the Speakerphone to the Handset, mute is released.
- When pressing another DSS button, the mute state will not be changed.

2.4.18 Message Wait Indication (MWI) – SLT Feature

Description

If the SLT Station receives a message from another User, then the SLT LED will flash indicating a message is waiting.

Condition

- When lifting the Handset, User will hear a DND warning tone indicating a message waiting.
- When a MWI prompt is recorded in the System greeting 097, a voice announcement will be heard instead of the DND warning tone.

Admin Programming

Station ID Assignment (PGM 110 – FLEX1)

2.4.19 On-Hook Dialing

Description

A Station can make a call without lifting the Handset by using the Speakerphone or Monitor mode. If this feature does not operate, verify if the Speakerphone is enabled or disabled. On-hook dialing is not available on all keysets.

Operation

To use on-hook dialing, perform the following Steps:

1. Verify the Auto Speaker Selection is ON.
2. Assign CO Line/Intercom/Speed Dial to a flexible button.
3. Press the flexible button.
4. Then it is operated immediately
   OR
1. Verify the Auto Speaker Selection is OFF.
2. Assign CO Line/Intercom/Speed Dial to a flexible button.
3. Press the flexible button.
4. LIFT HANDSET should be displayed on the LCD; lift Handset, or press the [MON] button to operate.

Admin Programming

Auto Speaker Selection (PGM 111 – FLEX1)

2.4.20 Station Name

Description

Each Station may be assigned with a name up to 12 characters, and a System and Station Speed number up to 16 characters.

The System will allow Station Users to dial Station numbers by entering a name that has been programmed for the Station (via intercom). When the names are programmed in the digital display key set, the User may select a Station or Speed Dial number by the name.

Operation

To register a Station Name, perform the following:

1. Press the [TRANS/PGM] button.
2. Type 74 (Station Name code)
3. Enter the name to be used (up to 12 characters, refer to Button Map).

Q – 11 Z – 12 . – 13 1 – 10	A - 21 B - 22 C - 23 2 - 20	D - 31 E - 32 F - 33 3 - 30
G – 41 H - 42 I - 43 4 – 40	J - 51 K - 52 L - 53 5 - 50	M - 61 N - 62 O - 63 6 - 60
P – 71 Q - 72 R - 73 S - 74 7 – 70	T - 81 U - 82 V - 83 8 - 80	W - 91 X - 92 Y - 93 Z - 9# 9 - 90
*1 - Blank *2 - : *3 - ,	0-00	#

BUTTON MAP

4. Press [HOLD/SAVE] to accept changes.

To access dial by name, perform the following Steps:

1. Press the [SPEED] button twice.
2. Dial the desired directory (1-3, refer to values)
   - 1 = Intercom
   - 2 = Station Speed Dial
   - 3 = System Speed Dial
3. A confirmation tone should be heard.
4. The stored names in the Speed bin are displayed in alphabetical order.

NOTE—the up and down arrows can be used to locate the desired name.

To search a name by entering a character, perform the following Steps:

1. While 2 names are displayed on the LCD, enter the alpha-numeric data (refer to the Button Map).
2. The LCD displays 2 names which start with the entered character (the cursor will point to the first name in the LCD).
3. When entering more alpha-numeric data, then the LCD will display names that start with the updated input.

NOTE—to delete the last letter of input, press the [CALLBK] button. The up and down arrows also can be used to locate the desired name.

1. When the appropriate name is displayed, move the cursor to point at the name.
2. Press the [HOLD/SAVE] button to make a call.

To search by name using scrolling, perform the following Steps:

1. While 2 names are displayed in the LCD window, use the up and down arrow keys to locate the desired name.
2. When the appropriate name is displayed, move the cursor so it points directly at the name.
3. Press the [HOLD/SAVE] button to make a call.

To register the name on a SLT phone, perform the following Steps:

1. Lift the Handset.
2. Dial 563 (refer to Ref. A); a confirmation tone should be heard.
3. Dial 74 (name register code).
4. Enter the name (up to 7 letters; refer to Button Map).
5. Hook-flash to save.

Condition

- Dial by name is only available on a DKTU with LCD.
- The name must be registered to use Dial by Name.
- If an invalid Group is dialed, an error tone will be heard.
- On an SLT or DKTU where there is no LCD screen, only the Station Name can be entered.
- The Speed Dial without name will not be listed in Dial By Name.

Reference

A. Refer to **ARIA SOHO Hardware Description and Installation Manual**, Programming mode Enter Code (PGM 106 – FLEX20)

2.4.21 Station Programming

Description

The System supports multiple hierarchical menus based on Station programming. Users can program Stations by selecting the desired menu (refer to Table). The Attendant also can program a Station and the Attendant Station the same way (refer to Ref. A).

STATION PROGRAMMING MENU

MAIN MENU	SUB MENU	OPTIONS	REMARK
[1] Ring	[1] Type	1,2,3,4	DKTU
	[2] Answer Mode	H(1)/T(2)/P(3)	
	[3] SMS MSG Display		
	[4] En block Mode	1:ON/OFF	
[2] COS	[1] COS Down	ICM/COS7	
	[2] COS Restore	Enter Authorization Code	
	[3] Walking COS	Enter Authorization Code	
	[4] COS Change		India Only
[3] Authorize/ Mobile – Ext.	[1] Authorization Register		
	[2] Authorization Change		
	[3] Register Mobile Ext.		Not Supported

MAIN MENU	SUB MENU	OPTIONS	REMARK
	[4] Active Mobile – Ext.		Not Supported
[4] Time	[1] Set Wake-up Time	Once/Permanent	
	[2] Wake-up Time		
[5] Message	[1] Set Pre-selected Message	00-10	
	[2] Set Custom Message	None	
[6] Announce	[1] Record User Greeting		
	[2] Listen Time/Date		
	[3] Listen Station Number		
	[4] Listen Station Status		
	[5] Record Page Message		
	[6] Erase User Greeting		
	[7] Erase Page Message		
[7] supplementary	[1] LCD Display Language	Domestic/English	DKTU
	[2] MBU Version Display		
	[3] BGM		
	[4] Register Station Name		2/8 FLEX/SLT
	[5] Speaker/Headset	Speaker/Headset	
	[6] Headset Ring Mode	Speaker/Headset/Both	
	[7] WTU Station Number		
	[8] Serial Number		
	[9] PC-Phone Lock Key		
[0] Attendant			Attendant Only
[*] System	[#] Enter Admin		Admin Only

Operation

To enter Programming mode, perform the following:

1. Press the [TRANS/PGM] button; the Main Menu should display.
2. Use the up and down arrow keys to view other choices in the Main Menu, Sub-Menu and the corresponding options.

To select a menu, perform the following Steps:

1. Dial the number of the desired menu item if the selected menu is a programming item.
2. If there is an available Sub-Menu, the appropriate menu is displayed on the LCD.

NOTE—Press the [TRANS/PGM] button to move the top menu. Press the [REDIAL] button to move the previous menu.

Condition

- After a menu is programmed, the previous menu list is displayed on the LCD.
- Press a button in the Main Menu mode to activate the flexible button programming mode.

Admin Programming

B. Refer to ARIA SOHO Hardware Description and Installation Manual, Station Programming (Section 4 – Quick Reference Admin Programming Tables)

C. Refer to ARIA SOHO Hardware Description and Installation Manual, Attendant Programming (Section 4 – Quick Reference Admin Programming Tables)

2.4.22 Station Relocation

Description

The Station Relocation feature allows a User to unplug their Station and move it to another location on the System. Dialing a code followed by the old Station number brings all the Station attributes including Station number, button mapping, Speed Dial, and Class of Service (refer to Ref. C) to the new location.

Operation

To store the Station attributes to a temporary buffer, perform the following Steps:

1. Dial the feature code and press the [TRANS/PGM] button.
2. Press the * key and dial 1 (Station Relocation Backup).
3. Unplug the Station.

To retrieve the Station attributes, perform the following:

1. Plug the phone into the new properly wired jack.
2. Press the [TRANS/PGM] button.
3. Press the * key and dial 2 (Station Relocation Retrieve).
4. The Station will be relocated; all Station attributes are copied to the current Station location.

Condition

- All information for the port of destination Station will be retained so that it may be copied or relocated to another port.
- If a different Station type is plugged in at a location, preprogrammed {DSS} buttons are not guaranteed.
- DKTU s must be relocated to another digital port, DKTU s cannot be relocated to an SLT port.

Reference

A. Class of Service: 2.5.4

2.4.23 Station Serial Call

Description

Using DSS flexible buttons, Users can place consecutive intercom calls without returning the line to an idle state (no need to hang-up) between calls.

Operation

To use Serial Calling, perform the following Steps:

1. Press the appropriate DSS flexible button; the original call will be disconnected and a new call will be established.

2.4.24 Voice Over

Description

This feature provides voice announcements at a busy station without interrupting the existing conversation. The announcement is received over the existing conversation so that only the busy Station hears both incoming parties. The User can alternately talk back with both parties.

Operation

To use Voice Over, perform the following:

1. A busy Station is called and Camped-On by the caller (refer to Ref. A).
2. The busy Station will hear a warning tone over the current voice path indicating the Camped-On call.
3. The busy Station is connected with both the current caller and a new caller (the busy Station can send and receive voice to both simultaneously); the new caller and current caller can not send and receive voice to each other.
4. Alternate between the new call and the current call by pressing the [HOLD/SAVE] button; the [HOLD/SAVE] button LED should flash at 60ipm while Voice Over is in use.
5. When placing each call on hold to converse with the other, that call will hear MOH

Condition

- Placing a Station in DND will disable Voice Over function.
- The Attendant can activate Voice Over at a Station in DND mode.
- After Voice Over is activated, both calls will be dropped if the Busy Station receiving the calls hangs-up. If either of the callers hangs-up, the [HOLD/SAVE] LED will extinguish and the remaining call will be connected as in the normal talking state following presentation of the confirmation tone.
- The holding party will receive MOH if provided (refer to Ref. B).
- The Recall timer is not activated during Voice Over.
- Every time the busy Station switches between the callers, a confirmation tone should be heard.
- If the busy Station is using the Handset, Voice Over will be activated via the handset; likewise, if a busy Station is using the speaker, Voice Over will be activated using the Speakerphone.

Reference

A. Camp-On: 2.4.5

B. MOH: 2.4.16

Admin Programming

Voice Over (GM 113 – FLEX 6)

2.4.25 Wake-Up

Description

Each Attendant or Station User can set an alarm as a Wake-Up call or reminder tone. This feature can be programmed to activate only once, or to repeat daily. If the User goes off-hook during the alarm, a special dial tone will be heard.

Operation

To register a Wake-up Time Alarm from the Attendant Station, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Dial 042.
3. Dial the Station range to be alerted, if a single Station is to receive the alarm, enter * instead of a second Station number.
4. Dial the desired time the alarm should alert (2-digit hour and minute, 24-hour mode).
5. Press the # key to have the alarm alert once only.
6. Press the [HOLD/SAVE] button.

To cancel a Wake-Up alarm from the Attendant Station, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Dial 043.
3. Dial the Station range that was to be alerted, if a singe Station was to receive the alarm, enter the * key instead of a second Station.
4. Press the [HOLD/SAVE] button to accept changes.

To register a Wake-Up alarm from a Station, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Dial 041.
3. Dial the desired time the alarm should alert (2-digit hour and minute, 24-hour mode).
4. Press the # key to have the alarm alert once only.
5. Press the [HOLD/SAVE] button.

To cancel a Wake-Up time from a Station, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Dial 042.
3. Press the [HOLD/SAVE] button to accept changes.

Condition

- If a Wake-Up alarm is registered at a Station, a * symbol is displayed in front of the present time on the LCD.
- If VMIB is installed, the voice message for the Wake-Up time is heard 3 times and then MOH is heard.
- If the Wake-Up ring is not answered after 3 times, it is cancelled.
- If the System Attendant dials to the wake-up fail Station and erase the Wake-up Fail Ring (PGM182 – FLEX7), the Fail Ring will disappear following the confirmation tone; when the Wake-Up Fail Ring timer expires, the confirmation tone will not be provided and the Fail Ring will disappear (refer to the following values).

  - 00 = wake-up fail ring will not disappear automatically.

  - 99 = the fail ring will not disappear automatically.

  - 1-98 = after Wake-up Fail Ring timer expires, the wake-up fail ring will disappear automatically.

Admin programming

Wake-up Fail Ring Timer (PGM 182 – FLEX7)

2.4.26 Automatic Fax Transfer

Description

The System will determine if an incoming call from the preprogrammed CO Line is for a FAX or for a Speech terminal by detecting the tone of the call (1100 Hz, 0.5s ON/3s OFF repeated). When the System detects a FAX tone from the incoming CO Line within the predetermined time, the System will transfer the call to the appropriate FAX Station. If the FAX tone is not detected within the predetermined time, the System will transfer the call to the appropriate Station(s).

Condition

- Only one CO Line can be programmed as a FAX CO Line; if the FAX CO Line is not programmed, Automatic Fax Transfer will not be activated.
- Station 106 is used as the FAX Station; the FAX machine should be connected to the port for Station 106 to use this feature.
- If the FAX CO Line is not answered within the FAX CO call time, the incoming call will be disconnected.
- An outside caller connected to the FAX CO Line will hear a ring back tone while the System is detecting a FAX tone.
- In order to transfer calls from the FAX to a FAX Station, do not assign a CO ring to the FAX Station.
- If a CO Line is programmed for DISA and for Automatic FAX Transfer, the incoming calls from that CO Line are served as DISA calls; if a User wants to call the FAX Station, just call Station 106 by exploiting DISA call.
- When the FAX machine goes idle after a FAX call, the associated CO Line is released.
- If the FAX CO Line is disconnected during a FAX call, the CO Line will be released and the FAX machine will return to an idle state.
- Only Analog lines are enabled for using this feature.

Admin Programming

Auto FAX Transfer CO (PGM 161 – FLEX17)

FAX Tone Detect Timer (PGM 182 – FLEX13)

FAX CO Call Timer (PGM182 – FLEX14)

2.4.27 Extend CO-to-CO Connection

Description

When a call is made between two Analog CO Lines using DISA or Off-Net Call Forward, the cal duration is limited by the unsupervised conference timer. After the unsupervised conference timer expired, the call will be dropped by the ARIA SOHO System. This feature is enabled to extend unsupervised conference timer for as long as the caller wants. If this feature is activated, the DTMF receiver device is assigned to caller-side CO Lines.

Operation

When the CO-to-CO Unsupervised Conference Extend timer feature is activated, two Analog CO Lines on a conversation will hear a warning tone 15 seconds before the timer expires and the call will be disconnected.

To extend call duration, perform the following Steps:

1. Dial the unsupervised conference timer extension code number, and the extension line multiple digit data (1-9).
2. The ARIA SOHO-System will re-assign the unsupervised conference timer to the multiple of the entered digits.
3. Ex., The unsupervised conference timer is set to 10 minutes and the entered digit is 3, then the timer will be extended to 30 minutes.

Condition

- To use this feature, at least one IDLE DTMF device must exist.
- This feature is only available on analog CO-to-CO calls using DISA or off-net call forward.

Admin Programming

Unsupervised Conference Timer Extend Enable (PGM 160 – FLEX18)

Refer to **ARIA SOHO Hardware Description and Installation Manual**, Unsupervised Conference timer Extend Code (PGM 109 – FLEX6)

Unsupervised Conference Timer (PGM 182 – FLEX6)

2.4.28 Forced Hands-Free Mode

Description

A DKTU caller can temporarily change the answering mode of the called party DKTU from Tone mode to Hands-Free mode.

Operation

To activate Forced Hands-Free mode, perform the following Steps:

1. During a tone mode call to a DKTU, when the user hears a ring back tone, dial the Forced Hands-Free code number.
2. The called DKTU will stop ringing and the Speaker and Microphone will be activated (Operate and Hands-Free mode).

Condition

- If the DKTU is changed to Hands-Free mode, the connection tone will be provided and the voice path is connected.
- If the called party DKTU is set to linked-pair Station, the answer mode of the called party will no be changed.
- If the calling party DKTU is set to a linked pair Station, the calling party DKTU can use the forced hands-free mode.

Admin Programming

Forced Hands-Free Mode (PGM 111 – FLEX19)

2.4.29 Hot Desk

Description

A Hot Desk enabled the User to dynamically select a Station using a login/logout operation without having a fixed Station. For example, in a call center or marketing department, people can share work stations with one another.

Operation

To activate Hot Desk operation at a dummy station, perform the following Steps:

1. User goes Off-Hook or presses the [MON] button.
2. Dial the authorization code, then press the # key (if the authorization code is more than 5 digits, the # key is not needed).
3. Dial the User authorization code.
4. The Station restores the User database (Station number, COS, Ring Assign, etc.) and can receive incoming calls.

To logout a User, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Dial the User logout code, or press the programmed {Agent Logout} flexible button.
3. User can select the call forward type (refer to values) using the volume up and down keys.
   - Off-Net Speed 000
   - Mobile Extension
   - VMIB
   - VM Group
4. Press the [HOLD/SAVE] button.
5. The User database will be saved and the Station will return to the dummy state.

Condition

- A dummy station will display “DUMMY STATION (x x x)” (x x x=the physical Station number).
- A dummy station only allows login operation; all other operations are not allowed.
- Logout operation is only allowed for dummy stations where a user has logged-in.
- Total number of Users is restricted by the system Station capacity; the total number of hot desk users is the same as the total number of Stations (ex., 48 including SO port and two dummy ports).
- A hot-desk User must have their own password.

- Saved User database information includes:
  - *Station Number*
  - *Station Attributes (PGM 111 – 124)*
  - *CO Routing (Ring Assign)*
  - *Hunt Group Membership*
  - *Voice Mail*
- If the User tries to log-in at another Station without logging-out of a dummy Station, the previous used Station will return to the dummy state automatically.
- The hot desk will automatically log-off if there is no activity at the DKTU within the Auto Log-Out timer.
- The button map of the hot desk will not be changed even tough a User logs-on to a different type of DKTU (it is recommended that the same type of DKTU is used for the Hot Desk Station).
- Only DKTU s (with more than 12 buttons) and WKT s can be used as dummy stations.
- The modern associated with the Station cannot log in (PGM 170).
- When the system reset happens, all login agents are automatically logged out.

Admin Programming

Dummy Station ON/OFF (PGM 112/B TN23)

Refer to **ARIA SOHO Hardware Description and Installation Manual**, Number of Agents (PGM 250 – FLEX1)

Refer to **ARIA SOHO Hardware Description and Installation Manual**, Assign Station Number of Agents (PGM 250 – FLEX2)

Refer to **ARIA SOHO Hardware Description and Installation Manual**, Number of Agents (PGM 250 – FLEX3)

2.4.30 Analogue CLI Display

Description

The ARIA SOHO System supports the following Type I CID protocol specifications:

- Bell core GR-30-CORE & SR-TSV-002476 & ETSI ETS 300 659, ETSI ETS 300 778
- Denmark, TDK-TS 900 216
- US, BT SIN 227 & SIN 242
- Sweden, Telecom specification 8211-A112, Standard SS 63 63 25
- Russia CID

Operation

When an incoming CO call is received at a CLCOB line that has a FSK CID detection option board:

1. The DSP chip on the MBU will detect the FSK CID signal.
2. The call will be distributed to Stations with CLI.

Condition

- If an incoming CO call is assigned to multiple SLT s of a same slot, the CO rings are generated sequentially with a 1 second interval on the SLT s; CLI is displayed on the SLT after the first ring.
- For CLI display on the SLT, a Ring Phase (PGM 182 - FLEX4) more than 4 seconds is recommended.
- If the ring phase is less than 4 seconds, some of the SLT s will not receive CLI display signal.

Admin Programming

CID Attributes (PGM 147)

2.4.31 Call Log

Description

The Call Log feature enables the LDP 7000-series User to view a log of the last (15-50) incoming and outgoing calls. The User can scroll the list of numbers stored, select the desired number and activate a redial to that number.

The log includes the CLI (or dialed number), the time, the date and Station/System Speed name of the call, it is stored on the MPB and is retained if the Station is unplugged or replaced.

The Call-logs for incoming /Outgoing/Lost calls are available if a flexible button is programmed to be used for {CALL LOG}.

Operation

To program a Call Log flexible button, perform the following:

1. Press the [TRANS/PGM] button.
2. Press the flexible button to be assigned.
3. Type the Call Log code, then press the [TRANS/PGM] button.
4. Dial 57.
5. Press the [HOLD/SAVE] button.

To use the Call Log feature of the LDP-7224D, perform the following:

1. Press the programmed {CALL LOG} button.
2. The User can scroll through the numbers by pressing the up//down navigation buttons to locate received calls, dialed calls, and lost calls.
3. When the CLI of the desired number is displayed, press the OK key; the System will establish a call to that number.
4. Select the Lost Call Menu to view CLI MSG-Wait numbers. A number in the Lost Call list can be answered, deleted, or saved by pressing the Select soft button.

To Use this feature with the LDP-7208, perform the following:

1. Press the programmed {CALL LOG} button.
2. The User can scroll through the numbers by pressing the up//down navigation buttons to locate received calls, dialed calls, and lost calls.
3. When the CLI of the desired number is displayed, press the OK key; the System will establish a call to that number.

To use this feature with the LDP-7024LD, perform the following:

1. Press the programmed {CALL LOG} button.
2. The User can scroll through the numbers by pressing the up//down navigation buttons to locate received calls, dialed calls, and lost calls.
3. When the CLI of the desired number is displayed, press the SEND key; the System will establish a call to that number
   OR
4. Press DETAIL to display the time and date of the selected call before pressing Send.

Condition

- To use this feature, a flexible must be programmed for {CALL LOG}.
- A User can program the Call Log List number, in the range of 15-50, per Station (PGM 160 – FLEX19)
- When the Call Log List number is programmed, the All Call Log database will be initialized.
- Maximum Call Log List per System is 500 for ARIA SOHO.
- The System assigns the Call Log list from the first available port in order.
- Must enable CLI MSG-Wait to be able to use the Lost Call Log.

Admin Programming

Call Log List Number (PGM 160 – FLEX19)

CLI MSG-Wait (PGM 114 – FLEX4)

2.4.32 In Room Indication

Description

When a Supervisor presses a programmed In-Room Indication button and the [HOLD/SAVE] button in an idle state, the LED In-Room Indication button of all network member phones will illuminate. Up to 10 groups consisting of up to 20 members (not including the Supervisor) can be programmed.

Operation

To program a flexible button as the In-Room Indication button, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Press the flexible button to be assigned.
3. Dial the code [TRANS/PGM] + * + 8
4. Press the [HOLD/SAVE] button.

To activate or deactivate the In-Room Indication button, perform the following:

1. Verify if the Supervisor station is in an idle state, and the In-Room Indication button has been programmed.
2. Press the In-Room Indication button and press the [HOLD/SAVE] button.

Condition

- If the Supervisor station is not in an idle state, the In-Room Indication button will not work.
- If a Station presses the In-Room Indication button at a station other than the Supervisor, an error tone will be presented.
- If the [HOLD/SAVE] button is not pressed within 5 seconds after the In-Room Indication button is pressed, the station will return to an idle state.

Admin Programming

In-Room Indication (PGM 183 – FLEX1)

In-Room Indication Member (PGM 183 – FLEX2)

2.4.33 Chime Bell

Description

If the Chime Bell is activated at a Station, the chime bell will ring at the station when the Chime Bell button is pressed.

Operation

To program a flexible button as the Chime Bell button, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Press the flexible button to be assigned.
3. Dial the code [TRANS/PGM] + * 9
4. Press the [HOLD/SAVE] button.

To activate Chime Bell at a Station, perform the following:

1. Press the Chime Bell flexible button at the Station where the Chime Bell should ring.

Condition

- Chime Bell will stop ringing when the Chime Bell timer expires.
- Chime Bell ringing cannot be answered.
- If the Chime Bell Station is busy, or off-hook the Station will receive a muted ring instead.
- Up to 14 Chime Bell pairs can be assigned.
- Chime Bell master and slave station should be programmed using the key set.

Admin Programming

Chime Bell Station Pair (PGM 184 – FLEX1)

Chime Bell Relay (PGM 184 – FLEX2)

Chime Bell Timer (PGM 184 – FLEX3)

Chime Bell Frequency (PGM 184 – FLEX4)

2.4.34 Emergency Intrusion

If the Supervisor Station received the busy signal on a call to another station, the Supervisor can dial the Emergency Intrusion code and immediately be connected to the Station.

Operation

To activate Emergency Intrusion, perform the following Steps:

1. When the Supervisor receives the busy signal when attempting a call to another Station, press the Emergency Intrusion code (ex., #).
2. The Supervisor should immediately be connected to the Station and the existing call at the Station will be disconnected.

Condition

- An Emergency Intrusion call is only available when the Supervisor station is programmed for Emergency Intrusion.
- The existing call at the Station will be disconnected (following a short warning tone) when the Supervisor uses the Emergency Intrusion.
- Emergency Intrusion cannot be used if a Station is in DND mode.
- Emergency Intrusion cannot be used when calling an Attendant Station.
- Emergency Intrusion cannot be used when calling a Net DSS.
- An Emergency supervisor can only be connected to the Master Station in the case of a linked pair.
- When an Emergency Supervisor calls an Executive Station, the call will be connected to the Executive Attendant Station.

Admin Programming

Emergency Intrusion Code (PGM 109 – FLEX7)

Emergency Supervisor (PGM 112 – FLEX24)

2.4.35 Forced Trunk Disconnect

Description

The Forced Trunk Disconnect feature allows an authorized User (Emergency Supervisor) to disconnect an active outside call at another Station and then initiate a new outgoing call on the released line.

NOTE—This feature is to be used in an Emergency situation only by an authorized user. The Station base program will be implemented for this feature.

Operation

To activate Forced Trunk Disconnect, perform the following Steps:

- Secure a CO Line.
- When the Authorized User hears the busy tone, dial the Forced Trunk Disconnect code.
- The busy line should return to an idle state and the Authorized User can initiate a new outside call.

Condition

- Only an Authorized User with the Emergency Supervisor programmed can use the Forced Trunk Disconnect feature.
- This feature is available on Analog Lines only.

Admin Programming

Emergency Supervisor (PGM 112 – FLEX24)

2.4.36 Barge In

Description

Barge-In allows an authorized User to intrude on an existing call (internal or outside); a conference call is established. The two forms of Barge-In include:

- Monitor—The intruding Station can listen to the existing conversation
- Speech—The intruding Station can join the existing conversation

Operation

To set up a Monitor Barge-In, perform the following Steps:

1. Call the busy Station; the User will hear a busy tone.
2. Press the programmed Monitor button on the appropriate Soft Button.
3. The User will be able to hear the call in progress, and those on the existing call will hear a brief warning tone.

To set up a Speech Barge-In, perform the following:

1. Call the busy Station; the User will hear a busy tone.
2. Press the MONITOR button on the appropriate Soft Button.
3. Press the JOIN button on the appropriate Soft Button.
4. The User will be able to join the call in progress, and those on the existing call will hear a brief warning tone.
5. The User can exit the conversation by pressing the DROP button on the appropriate Soft Button, and return to an idle state by hanging up the receiver.

Condition

- Can only be used on DKTU s with 3 Soft Buttons.
- Available only when a call on the CO Line or Station is in Talk mode.
- When an Emergency Supervisor calls an Executive Station, the call will be connected to the Executive Attendant Station.

Admin Programming

Barge-In Mode (PGM 113 – FLEX13)

2.5 Call Barring

2.5.1 Account Code

Description

An account code is used to identify outgoing calls for accounting and billing purposes, the account code is appended to the SMDR Call Record. A company uses an account code for each User Station so that the company can identify and bill (where applicable) calls made from each Station. An account code may use up to a maximum of 12 digits (0-11).

Operation

To assign an {ACCOUNT CODE} flexible button to access the Account Code feature, perform the following:

1. Press the [TRANS/PGM] button.
2. Press the flexible button to be assigned.
3. Press the [TRANS/PGM] button.
4. Dial 80 (Account Code feature).
5. Press the [HOLD/SAVE] button to accept changes.

To enter an Account Code before accessing a CO Line, perform the following Steps:

1. Press the programmed {ACCOUNT CODE} flexible button.
2. Dial the account code (max. 12 digits) or the * key.
3. The Intercom dial tone should be heard and a CO Line is secured to make a call.

To enter an Account Code during a conversation with an external party, perform the following Steps:

1. Press the programmed {ACCOUNT CODE} flexible button.
2. Dial the account code (max. 12 digits).
3. Press the programmed {ACCOUNT CODE} flexible button, the User will be reconnected to the external party.

To enter an Account Code without the {ACCOUNT CODE} button during a conversation with an external party, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Dial 550 (refer to Ref. A).
3. Dial the account code (maximum 12 digits) or the * key, then reconnect to the external party.

Condition

- While entering an Account Code, the current call is put on MUTE mode.
- The User may enter the Account Code before a call conversation is established.

Admin Programming

Refer to **ARIA SOHO Hardware Description and Installation Manual**, SMDR Account Enter Code (PGM 106).

2.5.2 Authorization Code

Description

If a Station is programmed for Authorization Code use, the User must enter the Authorization Code before accessing a CO Line. An Authorization Code can be used for SMDR (DISA Account Code).

NOTE—Personal Authorization Codes should be kept secure by the System Attendant and individual Station User to avoid unapproved phone calls being made).

An Authorization Code is assigned as 3-11 digits as applicable; each Station has a different Authorization Code.

Operation

To access a CO Line using an Authorization Code, perform the following Steps:

1. When attempting CO Line access, a DND warning tone will be heard.
2. Enter the Authorization Code, and press the # key (if authorization code is longer than 5 digits, the # key is not needed).
3. If valid, the CO Line will be connected; if not valid, an error tone will be presented.

To register an Authorization Code on a Station, perform the following:

1. Press the [TRANS/PGM] button.
2. Dial 31 (Authorization Code feature).
3. Enter the desired Authorization Code and press the # key (if Authorization Code is longer than 5 digits, the # key is not needed).
4. Press the [HOLD/SAVE] button to accept changes.

To change the Authorization Code at a Station, perform the following:

1. Press the [TRANS/PGM] button.
2. Dial 32 and enter the current Authorization Code.
3. Enter the new Authorization Code.
4. Press the [HOLD/SAVE] button to accept the change.

Condition

- Up to 200 Authorization Codes can be programmed on the System
- Duplicate Authorization Codes can not be assigned to more than one Station.
- If Loop LCR ACNT is set on a Station, the Authorization Code is required when the Station dials the Loop LCR CO Access code (refer to Ref. A).

Reference

A. LCR: 2.2.7

Admin Programming

Authorization Code Table (PGM 227)

DISA Authorization Code (PGM 141)

CO Line Group Account (PGM 141)

Loop LCR Account Code (PGM 111)

5 Digit Authorization Code (PGM 161)

2.5.3 Automatic Call Release

Description

When a Station does not initiate dialing on an outgoing CO Line in a reasonable amount of time, or receives no answer on an Intercom call, the System will disconnect the call based on the assigned Auto Release Timer (PGM 180 – FLEX14). If the User Station is in Speak phone or [MON] mode, the Station will automatically return to idle. Otherwise the Station will receive an error tone if using the Handset.

Condition

- Intercom call in H/F mode (refer to Ref. A) is considered answered; Station Auto Release will not be activated.
- When Automatic Call Release time is assigned to 0, Auto Call Release is not activated.
- While making a call without lifting the Handset, and the Automatic Call Release timer expires the call will be cancelled and the Station will return to an idle state automatically.
- While making a call using the Handset and the Automatic Release timer expires, the call will be cancelled and the Station will receive an error tone.

Reference

A. Intercom signal Mode: 2.4.13

Admin Programming

Automatic Call Release Timer (PGM 180 – FLEX14)

Station Auto Release Timer (PGM 182 – FLEX5)

2.5.4 Class of Service (COS)

Description

Each Station and CO Line may be assigned to have different classes to allow or restrict call service. The level of COS assignments are programmed at each Station and CO Line. Applied dialing restrictions are the result of the interaction of COS assignments as listed in the Class of Service Table:

CLASS OF SERVICE

CO LINE OF SERVICE						
STATION COS		1	2	3	4	5
	1	Unrestricted	Unrestricted	Unrestricted	Canned Restricted	Unrestricted
	2	Table A	Table A	Table B	Canned Restricted	Unrestricted
	3	Table B	Unrestricted	Unrestricted	Canned Restricted	Unrestricted
	4	Table A,B	Table A	Table B	Canned Restricted	Unrestricted
	5	Canned Restricted2	Canned Restricted2	Canned Restricted2	Canned Restricted1	Unrestricted
	6	Canned Restricted1	Canned Restricted1	Canned Restricted1	Canned Restricted1	Unrestricted
	7	Intercom Only	Intercom Only	Intercom Only	Intercom Only	Intercom Only
	8	Table C	Table C	Unrestricted	Canned Restricted1	Unrestricted
	9	Table D	Table D	Unrestricted	Canned Restricted1	Unrestricted

Canned Restricted1: Long distance calls not allowed (8 digits maximum)

Canned, Restricted2: Long distance calls not allowed (longer than 8 digits)

STATION COS

COS 1	There is no restriction to dial.
COS 2	Monitored by Exception Table A.
COS 3	Monitored by Exception Table B.
COS 4	Monitored by Exception Tables A & B.
COS 5	Long Distance calls not allowed: longer than 8 digits.
COS 6	Long distance calls not allowed: max. 8 digits may be dialed.
COS 7	Only Intercom, paging, emergency calls allowed; no dialing allowed on CO Lines.
COS 8	Monitored by Exception Table C.
COS 9	Monitored by Exception Table D.

CO COS

COS 1	There is no restriction to dial; monitored by Station COS.
COS 2	Monitored by Exception Table A & Station COS.
COS 3	Monitored by Exception Table B & Station COS.
COS 4	Long Distance calls not allowed for all Station COS; max. 8 digits may be dialed.
COS 5	Overrides Station COS 2,3,4,5,6 no COS restriction

CO TO CO LINE COS

COS 1	There is no restriction to dial.
COS 2	Monitored by Exception Table A.
COS 3	Monitored by Exception Table B.
COS 4	Monitored by Exception Tables A & B.
COS 5	Long Distance calls not allowed: longer than 8 digits.
COS 6	Long distance calls not allowed: max. 8 digits may be dialed.
COS 7	Only Intercom, paging, emergency calls allowed; no dialing allowed on CO Lines.
COS 8	Assignments in the Exception Table C are monitored for allow and deny numbers.
COS 9	Assignments in the Exception Table D are monitored for allow and deny numbers.

- PBX Dialing Codes—There are 5 PBX access codes (2 digits) to enter the System and access a CO Line via PBX. A CO Line marked as a PBX line will not be governed by any Station or CO Line COS until a recognized PBX code is dialed.
- Exception Table A & B—There are two exception tables with COS; each table has 20 allow codes and 10 deny codes (a code may have 8 entries).

Condition

COS Rules

- In Station COS 7, no dialing is allowed to CO Lines.
- In CO COS 5, Station COS 1-6 is ignored and there is not restriction to access CO Lines.
- In CO COS 4, Station COS 106 is ignored and no long distance calls are allowed; max. 8 digits may be dialed.
- In CO COS 1, it is restricted by Station COS.
- In CO COS 2, and Station COS 2/4, it is restricted by Exception Table A.
- There is no restriction in Station COS 1/3.
- In Station COS 5, long distance calls not allowed; max. 8 digits can be dialed.

CO Line Allow/Deny Restriction Rules

- If there are no entries, no restriction is provided by the Table.
- If there are entries in the Deny table, then the restriction is on a Deny Only basis.
- If there are entries in the Allow table, then the restriction is on an Allow Only basis.
- If there are entries in both the Allow and Deny tables, the Allow table is searched, if the dialed number matches an entry in the Allow table, the call is allowed. If a match is not found, the Deny Table is searched and if a match is found in the Deny table the number is restricted. Otherwise, the number is allowed.

General Conditions

- If an incoming Co Call Toll Check is set, the COS rule is applied when the Station dials digits after answering incoming CO calls.

Admin Programming

Station COS (PGM 116)

CO Line COS (PGM 141 – FLEX2)

CO-to-CO COS (PGM 166)

Toll Exception Table (PGM 224)

Canned Toll Tables (PGM 225)

Incoming Toll Check (PGM 161 – FLEX16)

2.5.5 System Speed Zone

Description

Up to 10 Speed number zones can be defined. Speed bins and Stations can be allocated to these zones. Toll Checks based on COS can be applied to zones (refer to Ref. A). Only Stations allocated to zones can access these bins. Speed bins not allocated to zones can be accessed by all Stations and no Toll Checks are applied.

Reference

A. COS: 2.5.4

Admin Programming

Speed Dial Access (PGM 112 – FLEX 9)

System Speed Zone (PGM 232)

CO Dial Tone Detect (PGM 160 – FLEX 6)

2.5.6 Walking COS

Description

This feature allows temporary override of the Toll Restriction and allows toll calls from previously toll restricted phones. The Authorization Code (refer to Ref. A) can be used as a verified Account Code for SMDR (refer to Ref. B).

Operation

To activate Walking COS from a DKTU, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Dial 23; the confirmation tone should be heard.
3. Enter the Authorization Code; the Intercom dial tone should be heard and the used extension COS is temporarily changed.
4. A CO Line call can be placed one time.

To program Walking COS on a flexible button, perform the following:

1. Press the [TRANS/PGM] button.
2. Press the flexible button to be programmed.
3. Press the [TRANS/PGM] button.
4. Dial 23.
5. Press the [HOLD/SAVE] button to accept changes.

Condition

- Can be used on DKTU s and SLT s
- Available on a per-use basis only while activating Walking COS, hanging-up, or pressing the [TRANS/PGM] button to hold the call and seize another line, the original programmed Station COS will be used.
- When a wrong number is dialed, press the [FLASH] button to dial again without changing to an idle CO Line.
- The fee for a call with Walking COS will be changed according to the Station Authorization Code, not the actual Station.
- When a user tries to use Walking COS at a Station, set to COS 7 with temporary COS, the call will follow the original COS of the Station.

Reference

A. Authorization code: 2.5.2

B. SMDR: 2.12

C. COS: 2.5.4

Admin Programming

Authorization Code Table (PGM 227)

2.6 Hunt Group

Description

Stations can be grouped so incoming calls may be routed to an idle Station in the Group. The ARIA SOHO System will support up to 10 Hunt Groups and 26 Stations in a Hunt Group.

Several VMIB Announcements may be provided to each Hunt Group. If a call is not answered when the first Announcement timer expires, the second announcement will be provided if the call continues to wait. The second Announcement may be repeated until the call is answered or disconnected by the User.

A Hunt Group may be assigned as one of the following 5 types:

HUNT GROUPS

CIRCULAR	A cal is routed to the Hunt Group; if the 1st destination is unavailable or does not answer, the call is routed to the next Station in the Group.
TERMINAL	If the call is unanswered or unavailable, it is directed to the next listed Station in the Group. The call will continue to be routed until it reaches the last Station in the Group.
UNIFIED CALL DISTRIBUTION (UCD)	Calls are routed to the Station in the Group that has been idle for the longest time.
RING	All Stations in the Group will ring when a call is received.
VOICE MAIL (VM)	This Group is assigned for Voice Mail and only the SLT assigned as the member of the VM Group.

Hunt Group features include:

- VMIB Announcement—ARIA SOHO System supports first and secondary VMIB announcements for the Hunt Group. When a call is received at the Hunt Group, the pre-assigned VMIB announcement will be played to the caller if the VMIB announcement is set and the timer expires. If the call is not answered when the second announcement expires, this announcement will be played. Also, the secondary announcement can be repeated as its programming (refer to Ref. A).
- Overflow Destination—If the overflow timer expires and the call is unanswered, the call will be diverted to the overflow destination. The overflow destination can be an extension, a Group, VMIB announcement, or a System Speed Dial bin number.
- Wrap-Up Timer—When a member of the Hunt Group goes idle, the ARIA SOHO System will not distribute calls to that member. After the Wrap-Up timer expires, the member Station returns to a real idle state, and ready to receive CO calls.
- Music Source—The ARIA SOHO System supports up to 8 kinds of music sources for Hunt Groups not including the ring back tone. When a call goes to queue, a caller will hear the pre-assigned music source (refer to Ref. B).
- Multiple Member Assignment—A Station can be a member of one or more Hunt Groups of the same type.

Condition

- A Station in the DND/Call Forward state will no receive Group calls.
- Transferred calls to a Hunt Group are not recalled.
- When a call is received in a Hunt Group, the call will be in the ring process before receiving the VMIB announcement for the duration of the Hunt Group Announcement timer. If no Hunt Group announcement is assigned, the timer is ignored. If the timer is set to 0, the call will receive the announcement prior to the ring process.
- When a Hunt Group has guaranteed announcement (the first announcement timer is set to 0), the overflow timer is started and ringing is provided after the announcement finishes playing (only the first announcement can be used for guaranteed announcement).
- If all Stations in a Group are busy when a call is received, the call continues to wait for an available Station in the Group. If queued, the call will be sent to MOH until the call is answered or disconnected.
- If there is no available member in a Group because every member sets DND, UCD DND, or Call Forward, all new calls to the Group and all queued calls in the Group are routed to another destination as programmed (overflow destination, or alternative destination in the case of a UCD group).
- If a call is not answered when the Overflow timer expires, it will be sent to the overflow destination while the VMIB announcement is being played.
- If the overflow destination is not assigned, the call will be dropped when the overflow timer expires.
- If an announcement timer is set and no VMIB number is assigned, the announcement will be ignored.
- When the number of queued incoming calls is over the pre-defined amount in a UCD Group, incoming calls will be dropped.
- Pick-Up Hunt Group is reserved for Intercom calls only.
- ISDN phones can be a member of a Hunt Group, but will only work when answering a hunt Group call.
- Group pick-up doesn't work with a call of Hunt Group pilot number; an error tone will be presented.
- ISDN phones can not be the first Hunt Group member; two ISDN phones can not be entered in a Hunt Group.

Reference

A. Recording System VMIB Announcement: 2.11.1

B. ICM Box Music Selection: 2.13.10

Admin Programming

Hunt Group (PGM 190)

Hunt Group Attribute (PGM 191)

2.6.1 Terminal Group

Description

Calls to a Station in the Group or a pilot number will go to the first Station in the Group. If unanswered or unavailable, the call proceeds to the next listed Station in the Group. The call will continue to be rerouted until reaching the last Station in the Group where the call will remain or can be sent to overflow Station or Group. A Terminal Hunt Group can be assigned with a pilot number (Hunt Group number) and only calls to the pilot number will hunt.

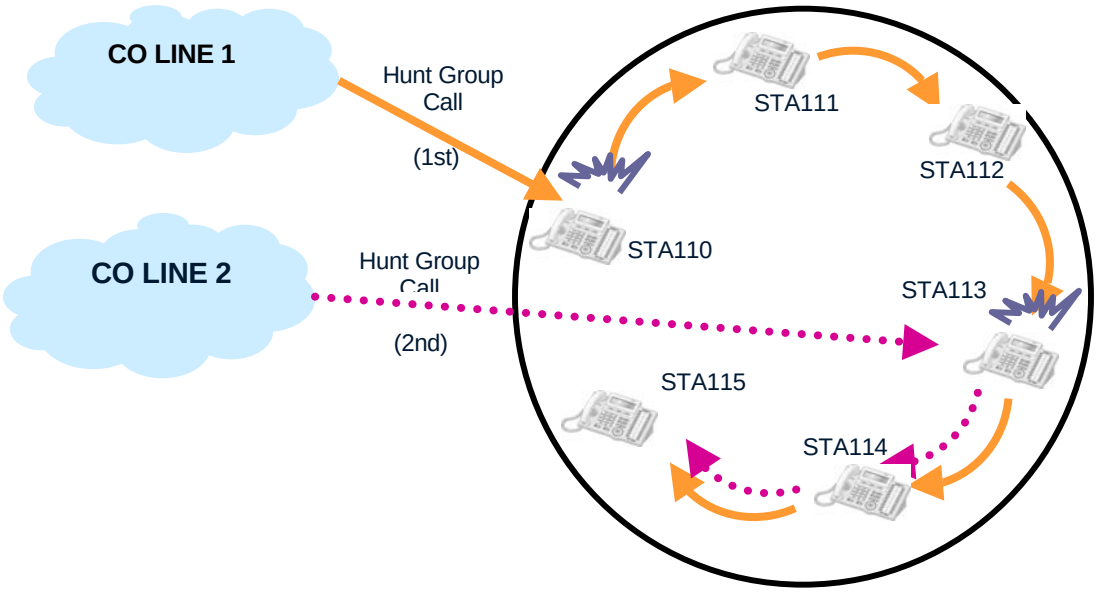


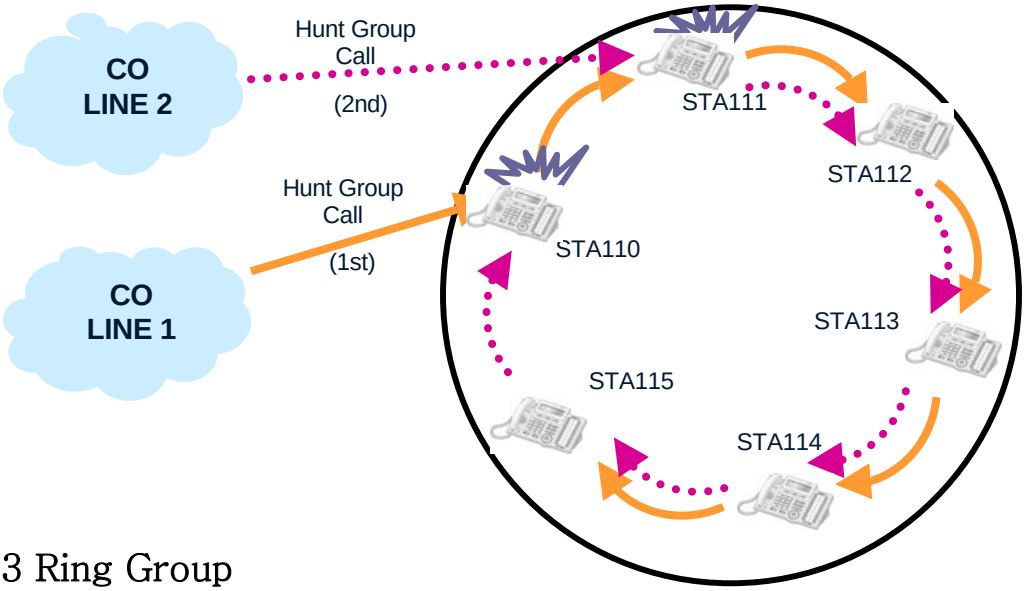
FIGURE 2.6.2 TERMINAL GROUP

2.6.2 Circular Group

Description

In a Circular Hunt Group, calls to a Station in the Group or pilot number will go to the Station or an idle Station in the Group. If unavailable or unanswered in the hunt No Answer timer, the call will be directed to the next Station in the Group. The call will continue to route until each Station in the Group has been tried. The call will remain at the last Station in the Group or will be passed to the assigned Overflow Destination. A Circular Hunt Group can be assigned with a pilot number (Hunt Group number) and only calls to the pilot number will hunt.

FIGURE 2.6.3 CIRCULAR GROUP



2.6.3 Ring Group

Description

All the Stations in the Group simultaneously receive call ringing to the Hunt Group until one of the Stations answers the call. If the call is not answered following expiration of the Overflow timer, the call will be sent to an Overflow Destination (if assigned).

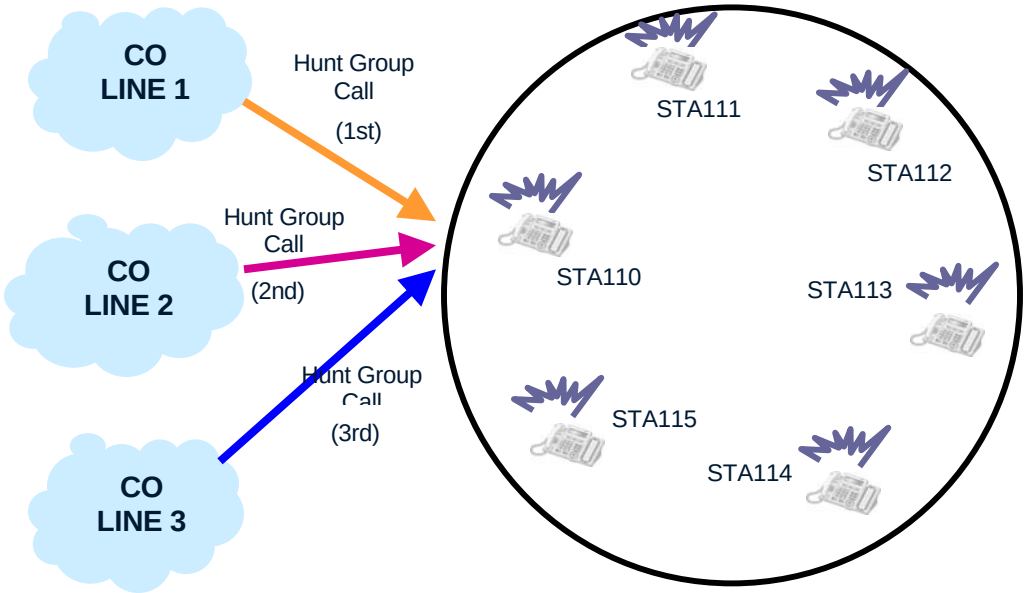


FIGURE 2.6.4 RING GROUP

2.6.4 Voice Mail Group

Description

The Voice Mail (VM) Group is assigned for voice mail and only SLTs can be assigned as members. When calling a VM Group, the System will search for an idle member in the calling VM Group with the Terminal type or Circular type.

2.6.5 Unified Call Distribution (UCD) Group

Description

Calls are sent to the Group by dialing the pilot number (assigned Hunt Group number) or assigning CO Lines to directly terminate to the Group. Calls are directed to the Station in the Group that has been idle for the longest time. If all Stations in the Group are busy when a call is received for the Group, the call may be routed to an alternate location, or may continue to wait (queue) for an available Station in the group. Based on programming, the queued call may be taken out of the group and directed to an Overflow Destination.

Members of a UCD can activate DND; a Station in UCE-DND will not receive calls.

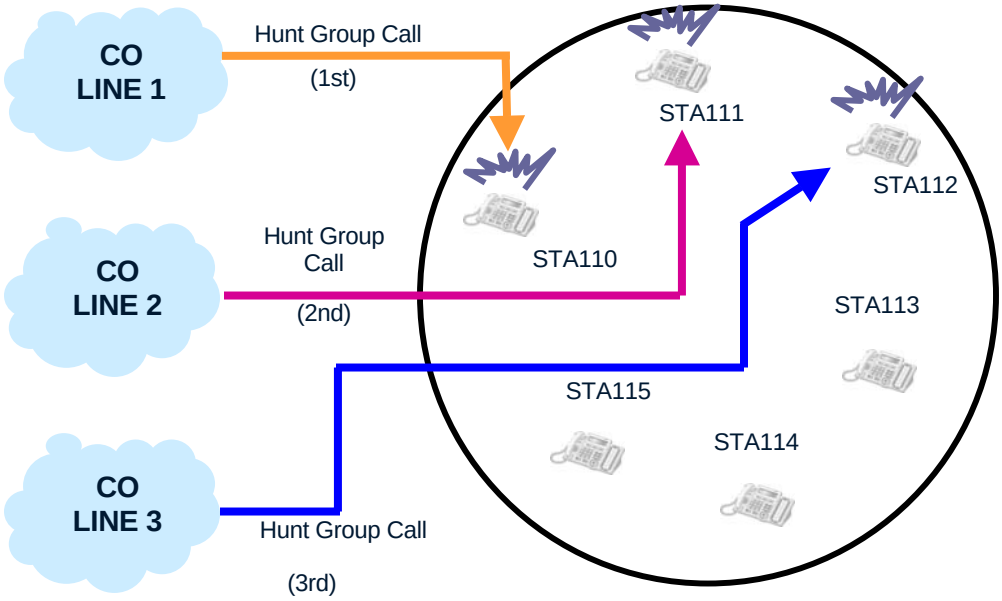


FIGURE 2.6.5 UCD GROUP

Operation

To assign UCD-DND mode, perform the following:

1. Press the [TRANS/PGM] button.
2. Press the FLEX button.
3. Press the [TRANS/PGM] button.
4. Dial 87 and enter the appropriate Hunt Group number.
5. Press the [HOLD/SAVE] button to save changes.

NOTE—A UCD Group can not be designated as an alternative loop destination.

Condition

- The ARIA SOHO System supports VMIB announcements for hunt Groups. When a call is received at the secondary VMIB announcement, the caller can be connected to another Station by the entered number with CCR Service (PGM 228).

2.6.6 Automatic Call Distribution (ACD)

Description

A separate supervisor or common supervisor can be assigned in a UCD Group. The supervisor can monitor the status of the Group. When a call is queued to a Group for longer than a predefined time or when a predefined number of calls are queued, the supervisor's LCD will indicate the number of calls in queue, and the queued tome for the longest queue. The supervisor can change the overflow destination and timing. The System will provide traffic (refer to Ref. A) and online status reports, based on the supervisor's request for the UCD Group including the following Group statistics:

- Total calls
- Number of unanswered calls
- Average and the longest queued calls
- Number and the total time when all agents are busy
- Average ringing time before answer
- Average service time after answer

Operation

To monitor an agent's conversation from the ACD Supervisor Station, perform the following:

1. Call the busy agent and receive a busy tone.
2. Press the [ACD] flexible button.
3. The Supervisor can monitor the agent, but will not send audio to the agent.

To report ACD status, perform the following Steps:

1. Press the {ACD} flexible button.
2. Dial the ACD Status feature code (refer to values)

- **1 =** Status
- **2 =** Database
- **3 =** Duty / #-Print

3. In the Status mode, the supervisor can initialize the Group statistics by pressing the [MUTE] button.

To assign an ACD flexible button, perform the following:

1. Press the [TRANS/PGM] button.
2. Press the flexible button to be assigned.
3. Press the [TRANS/PGM] button.
4. Dial 8* and enter the ACD Group number.
5. Press the [HOLD/SAVE] button to accept changes.

Condition

- The User can see the Group status via the Group Supervisor or by periodically printing to RS-232C print.
- To print ACD statistics periodically, set the ACD Print timer (PGM 161 – FLEX10, 10 sec. base).
- Agents also can print and view the ACD statistics as the supervisor.
- The agent can login and logout using the Hot Desk feature.

Reference

A. Traffic Analysis: 2.14

Admin Programming

Hunt Group Assignment (PGM 190)

Hunt Group Attribute (PGM 191)

ACD Print Enable (PGM 161 – FLEX9)

ACD Print Timer (PGM 161 – FLEX10)

ACD Clear Database after Print (PGM 161 – FLEX 11)

2.7 Conference

Description

A Station User (Supervisor) can make a call with intercom Stations and CO Lines. The Supervisor uses the [CONF] button to invite a Station User or CO Line User one-by-one. Connected users can speak and hear with each other at the same time.

In Multi-Line conference, up to 15 parties (intercom/CO Line) can enter a conference. Up to 12 CO Lines can have a conference with one Intercom Station.

Unsupervised Conference is a conference in which the originator has left the call, and the call continues with the other parties.

CONFERENCE TYPE	DESCRIPTION
Conference	A Station User can invite internal Stations and CO Lines.
Multi-Line Conference	One internal party can invite up to 12 CO Lines.
Unsupervised Conference	When no internal Stations are participating in the conference.
Paging Conference	The second party in the call can page with the originator during paging announcement.

[Add On Conference] **[Multi Line Conference]**

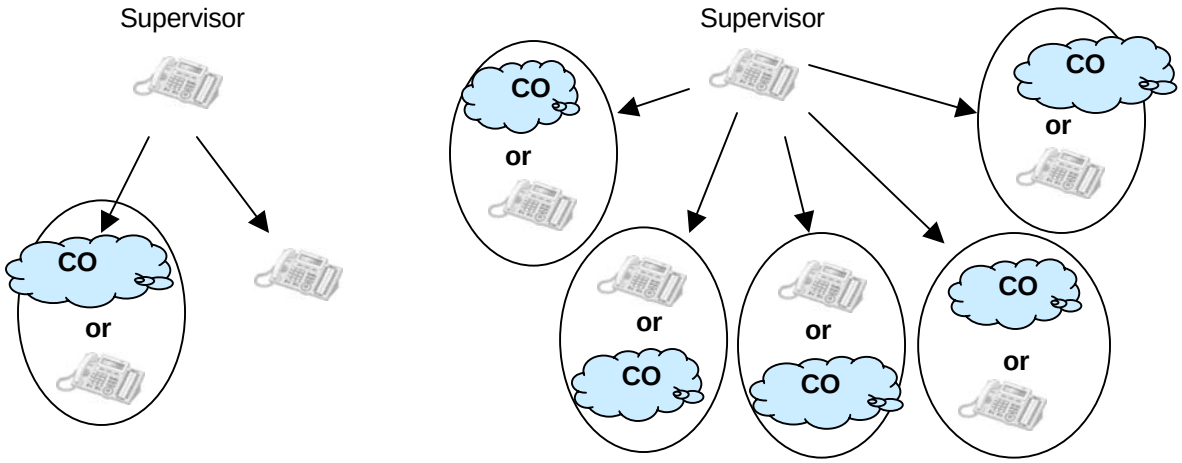


FIGURE 2.7 ADD ON AND MULTI0LINE CONFERENCE

Operation

To establish an Add-on Conference, perform the following:

1. During an existing call, press the [CONF] button; the call will be put on Hold and the intercom dial tone will be heard.
2. Dial the digits to connect the second internal party; when the call is answered, press the [CONF] button.
3. When all parties have been called, press the [CONF] button again; all parties will be connected to the call.

To initiate a Multi-Line Conference, perform the following Steps:

1. During an existing call, press the [CONF] button; the call will be put on Hold and the intercom dial tone will be heard.
2. Dial the digits to connect the second internal party; when the call is answered, press the [CONF] button.
3. When all parties have been called, press the [CONF] button again; all parties will be connected to the call.

To initiate an Unsupervised Conference, perform the following:

1. During an existing call, press the [CONF] button from the Supervisor Station.
2. The conference will continue unsupervised, and the Supervisor Station LED should flash.
3. To re-enter the conference, the Supervisor can lift the Station handset and press the [CONF] button again.

Condition

- The Unsupervised Conference timer (default=10min.) will be activated if internal Stations leave the conference and it continues; timer will be reset if the internal Station re-enters the conference.
- Up to 15 parties (internal/external) can enter and participate in a conference.
- In Multi-Line Conference, up to 12 CO Lines can participate in the conference with a minimum of one internal Station.
- If the Supervisor in a conference receives an error or busy tone from an internal Station while attempting to connect a conference, pressing the [CONF] button will return the Supervisor to an Intercom dial tone.

Admin Programming

Unsupervised Conference Timer (PGM 182 – FLEX6)

Multi-Line Conference (PGM 160 – FLEX9)

2.7.1 Conference – SLT (Broker Call)

A Single Line Telephone (SLT) User can initiate a 3-way Conference with any combination CO Line or internal users, and can alternate between two calls maintaining private conversations with both parties. Parties in conference may be internal (Stations connected to the networked System) or external CO Line calls, and may be incoming or outgoing calls.

Operation

To set-up a Conference from a SLT, perform the following Steps:

1. While on a call, the SLT User should hook-switch; the intercom dial tone should be heard and the existing call will be placed on Hold (recall timer is activated).
2. Place the second call, and announce the conference when call is answered.
3. SLT User then should hook-switch and connect to the first call; within 2 seconds, hook-switch again to establish the Conference with both parties.

2.7.2 Paging Conference

Description

During a Page by conference page zone, the conference party can page along with the Conference Originator.

Operation

When a Conference Page is being activated, perform the following:

Station User

1. Lift Handset and press the [CONF] button.

SLT User

1. Lift the Handset to answer the page.
2. Hook-switch and dial 58 (Conference Page Join code)

Condition

- Page Timer is not activated by to a Paging Conference Group.
- If a second party is participating, Meet Me Page is disabled.
- If the Conference Originator goes on-hook, the Conference Group paging connection is released.
- The second party can page during the conference regardless of page access privilege.

Admin Programming

Paging Warning Tone (PGM 161 – FLEX4)

Paging Access (PGM 111 – FLEX8)

Conference Page Zone (PGM 119)

Refer to **ARIA SOHO Hardware Description and Installation Manual**, SLT Conference Page Join Code (PGM 109 – FLEX5)

2.7.3 Conference Room

Description

This feature allows internal Users or CO Line callers (including transferred callers) to join a conference without being invited by the Conference Supervisor. The Conference Room has join codes (room number). A DISA and transferred CI call can participate in a conference. The Conference Room feature will terminate when the deactivation code is dialed or Forced Delete program code is entered by the Attendant.

Operation

To activate the Conference Room feature, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Dial 43 + the Conference Room number (1-9) and the password (optional).
3. Press the [HOLD/SAVE] button.

To deactivate a Conference Room (DISA call), perform the following:

1. Press the [TRANS/PGM] button.
2. Dial 44 + the Conference Room number (1-9).
3. Press the [HOLD/SAVE] button.

To join a Conference Room (internal call), perform the following:

1. Dial the activated Conference Room number (571-579).
2. Enter the 5-digit password, if applicable (optional).

To join a Conference Room (DISA call), perform the following:

1. DISA call is routed to the conference room.

To transfer a CO call to a Conference Room, perform the following:

1. Press the [TRANS/PGM] button from the Attendant Station.
2. Dial the activated Conference Room number (571-579).
3. Dial the 5-digit password, if applicable (optional).

To check a Conference Room status from the Attendant Station:

1. From the Attendant Station, dial a Conference Room Status code and press the [TRANS/PGM] button.
2. Dial 047; the Attendant LCD will show the Station that activated the Conference Room, members and other data related to the Conference Room.

Condition

- Up to 9 Conference Rooms can be activated on the System.
- Up to a maximum of 15 members can enter each Conference Room.
- Assigning and entering passwords is optional.
- Conference Room status can be checked by the Attendant.
- An LCO line cannot be a member of a Conference Room.
- If the System Attendant has a Conference Room button, the status of Conference Rooms can be checked via the LED:

  - *ON—Conference Room is activated, but no members are joined.*
  - *OFF—Conference Room is deactivated.*
  - *LED Flash 60 ipm—Members have joined the Conference Room.*

- When using an Analog line set to a valid Open Loop timer (PGM 142 – FLEX13), a DISA and transferred CO call can join a conference room call.

2.8 Paging Feature

2.8.1 Internal, External, All-Call, and Meet-Me Page

Description

Stations can individually be allowed or denied access to make pages; this applies to all Internal and External Page Zones. A Station denied access to paging ma still answer a Meet-Me Page announcement.

- External Paging—One zone is available and requires an externally provided amplifier and paging system. External Paging can have a relay contact associated with it.
- Internal Paging—Ten zones are available. A Station can be in any or all zones or in no zone at all (Stations must be assigned to a group to receive Pages). Stations not assigned to a page group can still make page announcements, if allowed in Station programming.

Stations assigned to a particular Group will receive Pages for that group. A warning tone (if assigned) will be given to the Page Zone prior to the audio connection. The User is allowed to continue the Page for a specified period; after the timer expires, the User will be disconnected and the Page Zone will be returned to idle.

A User can respond to a Page from any Station and connect to the Paging party for a private conversation. The User should respond to the Page during the Page Time-Out duration to connect with the Paging party.

PAGING CODES

ACCESS CODE	ITEM
501-510	Internal Page Zone 506-510: Conference Page Zone
543	Internal All Call Page
544	Meet-Me Page
545	External Page Zone
549	All Call Page (Internal & External)

Operation

To initialize a Page, perform the following Steps:

1. Lift the Handset or press the [MON] button.
2. Dial the desired Paging code.
3. Following the Page Warning tone (if assigned), make desired announcement.
4. Go on-hook by replacing the Handset.

To assign a Meet-Me Page on a flexible button, perform the following:

1. Press the [TRNAS/PGM] button.
2. Press the flexible button to be assigned.
3. Dial 544.
4. Press the [HOLD/SAVE] button to accept changes.

To respond to a Meet-Me Page, perform the following:

1. Lift the Handset, or press the [MON] button.
2. Dial 544 (Meet-Me Page code)
   OR
3. Press the [HOLD/SAVE] button.
4. The call with the Paging party will be established and the zone will return to idle.

Condition

- When External Paging is required, appropriate equipment should be attached to the System External Page connections on the MBU.
- A Station in DND or busy cannot receive a Page.
- When one Page is active, another Page cannot be made.
- The Page warning tone may be controlled by Admin Programming.
- When the Page timer expires, the Paging connection will be released and ICM busy tone will be presented to the Paging Station.
- "LIFT HANDSET TO PAGE" will be displayed on the Station LCD if attempting to make a Page without lifting the Handset.
- If an Intercom call is received at the Paging Station, the caller will receive the Intercom busy tone.
- If a CO Line call is received at the Paging Station, the caller will receive an off-hook ring.
- A Station may respond to a Meet-Me Page regardless of Group assignment and Page Access.
- A Page from A CO Line can not be answered by pressing the [HOLD/SAVE] button or the code of the Meet-Me Answer. If a User tries to answer a Meet-Me Page request from the CO Line, an error tone will be presented and an LCD error message will be displayed.

Admin Programming

Paging Timeout Timer (PGM 181 – FLEX10)

Page Warning Tone (PGM 161 – FLEX4)

Internal Page Zone (PGM 118)

External Control Contact (PGM 168)

2.8.2 Pre-Recorded Message

Description

The Station User can record a VMIB message for Paging.

Operation

To record a VMIB message for Paging, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Dial 65.
3. The announcement "Press the # key to record" should be heard. If there already is a recorded message at the number dialed, the recorded message will be played.
4. After hearing the announcement and confirmation tone, record the desired message.
5. Press the [HOLD/SAVE] button
   OR

6. Press the [MON] button when finished recording; the confirmation tone should be heard.
7. Press the [SPEED] button while the recorded message is playing to delete the message; the confirmation tone should be heard.

To activate a VMIB message for Paging, perform the following:

1. Dial the Page code (5xx) and lift the Handset.
2. The recorded VMIB message will be Paged.

To delete a VMIB message for Paging, perform the following:

1. Press the [TRANS/PGM] button.
2. Dial 67; the recorded message will be cleared
   OR
3. Press the [SPEED] button while the recorded message is playing to delete the message; the confirmation tone should be heard.

Admin Programming

Paging Timeout Timer (PGM 181 – FLEX 10)

2.8.3 SOS Paging

Description

The System allows multiple VMIB pre-recorded messages for Paging. Depending on circumstance, the User can utilize pre-recorded messages. Recorded VMIB messages are Paged to a Page Zone during an emergency.

Operation

To assign [VMIB SOS Paging to a flexible button, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Press the flexible button to be assigned.
3. Dial 67; the Paging code (5xx).
4. Dial the Message number (001-070).
5. Press the [HOLD/SAVE] button.

To activate VMIB SOS Paging, perform the following:

1. Press the assigned {VMIB SOS PAGING} flexible button.

Condition

- VMIB SOS Paging can only be activated by pressing an assigned flexible button on an idle DKTU.
- VMIB SOS Paging messages can be recorded at any Station.
- Paging Zones include Internal, External, and All Call Paging areas.
- VMIB SOS Paging is not restricted by the VMIB Paging Timer.

2.9 Linked Stations

2.9.1 Executive/Secretary

Description

Stations in the System can be assigned as Executive and Secretary Pairs. When an Executive Station is busy or in DND mode (refer to Ref. A), intercom calls and transfer calls are automatically routed to the designated Secretary. Up to 6 Executive/Secretary Pairs can reside on the System. Figure 2.9.1 describes the call handling of a CO call to an Executive Station belonging to an Executive/Secretary Pair:

- If the Executive Station is idle, the Executive Station will receive the CO call.
- If the Executive Station is busy or in DND mode, the designated Secretary Station will receive the CO call.

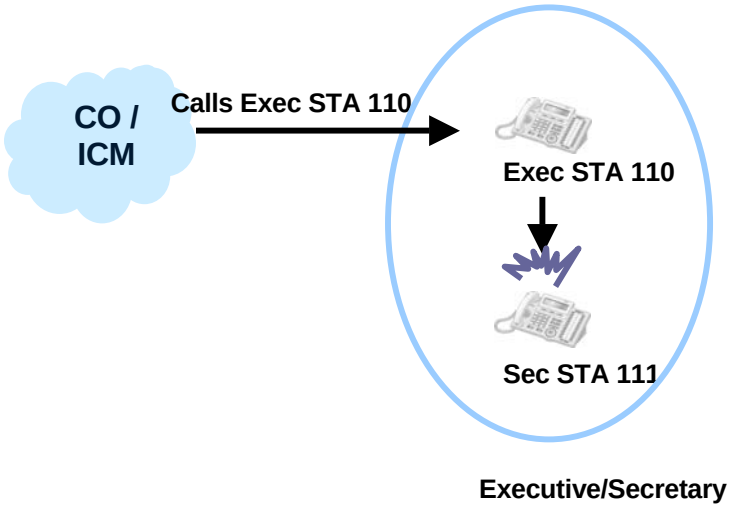


FIGURE 2.9.1 EXECUTIVE/SECRETARY CALL HANDLING

Operation

To activate an Executive/Secretary Transfer from the Executive's DKTU, perform the following:

1. Press the [DND/FOR] button.

Condition

- The Secretary Station can pass a call to the Executive Station when in DND mode (refer to Ref. A) using the Camp-On Feature (refer to Ref. B).
- One Executive Station can have multiple Secretaries with the maximum amount of Pairs; conversely, one Secretary can have multiple Executives with the allowable maximum amount of Pairs.
- When an Executive is in DND mode, the Secretary can transfer a CO Line call or Camp-On (refer to Ref. C).
- It is possible to make a chain to assign Executive/Secretary Pairs—a Secretary may be an Executive in another Executive/Secretary Pair. If an Executive and the Secretary are both busy, and there is an Secondary Secretary to the original Secretary, the call will be forwarded to the Secondary location (can not be a loop chain).
- If an Executive has multiple Secretaries and the first Secretary is busy, the call will be forwarded to the next successive Secretary in the list.
- If an Executive has multiple Secretaries and is busy, a Secretary can forward a call to another Secretary, but a Secretary can not forward to an Executive.

- If an Executive forwards a call to a non-secretary Station, the call to the Executive Station will be routed to the assigned Station (refer to Ref. D).
- When both the Executive and Secretary in a Pair are busy, Camp-On/Transferred calls/Messages remain at the last available Secretary Station.

Reference

A. DND: 2.4.9

B. Camp-On: 2.4.5

C. Call Transfer: 2.3.2

D. Call Forward: 2.3.1

Admin Programming

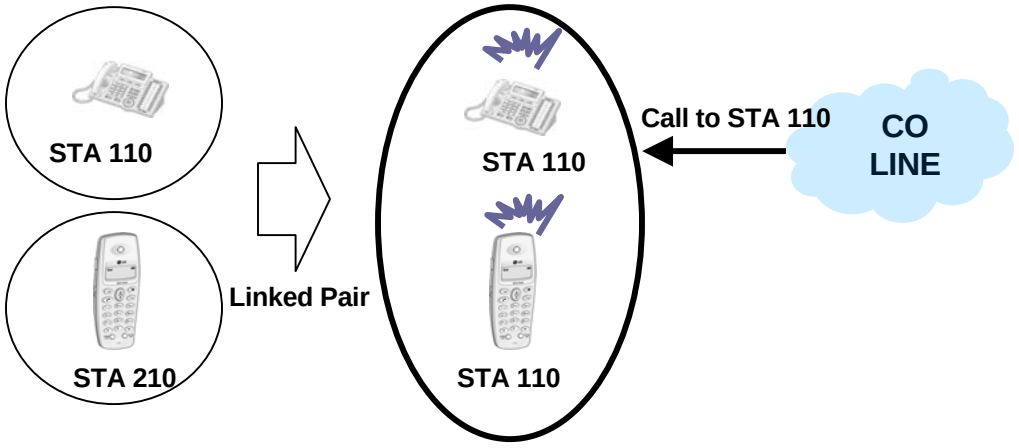
Do Not Disturb (PGM 111 – FLEX3)

Executive/Secretary Table (PGM 229)

2.9.2 Linked-Pair Station

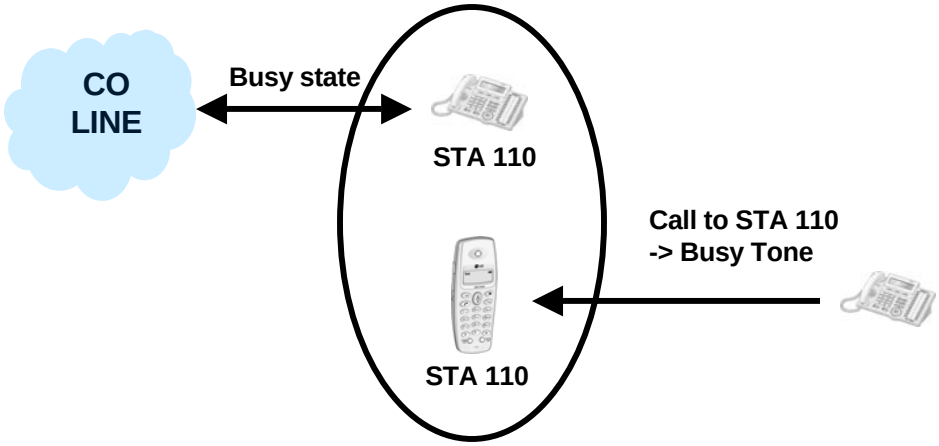
Description

Two Stations can be linked with each other by programming. Linking with another Station, the User can use them alternatively. Figure 2.9.2A describes that if two linked Stations in a Linked-Pair are idle and a CO call arrives, both Stations will ring. The next Figure shows that if one Linked-Pair Station is busy and a new CO call arrives, the caller will hear the busy tone.



When the linked stations are idle.

FIGURE 2.9.2A LINKED-PAIR (IDLE STATUS)



When the linked stations are busy.

FIGURE 2.9.2B LINKED PAIR (BUSY STATUS)

Operation

- If one of two linked Stations receives an Intercom/incoming CO call (DISA)/recall ring (System or Exclusive Hold/Transfer), then the other linked Station will receive the call (refer to Ref. A, B).
- If one Station if a Linked-Pair is in DND or call forward, or pre-selected message mode (refer to Ref. D, E), then the linked Station automatically will be in the same state; when the linked Station returns to an idle state, the other automatically also returns to idle.

Condition

- Up to 13 Linked-Pairs are available on the System.
- Any Station can be linked to only one other Station.
- The Intercom number of the linked Stations will be operated as one number for all features.
- The presented number for the linked pair is the first Station number (Master) which is assigned in Admin Programming.
- The Station attributes of the second Station (Slave) will follow the attributes of the Master Station (ex., Day/Night COS, CO Warning Tone, CO Auto Hold, Call Cut-Off, Alarm, etc.).
- Intercom box, DSS/DLS cannot be linked with a Station; it is operated with the tone mode regardless of the Intercom Answer mode (PGM 112).
- The Attendant Station can be linked with other Stations; linked Stations cannot use Attendant features (refer to Ref. F).
- A Station can call its linked Station by dialing its own number; it is possible to make CO Line/Intercom Transfer calls between paired Stations.

Reference

A. Hold: 2.3.3.1
B. Call Transfer: 2.3.2
C. DND: 2.4.9
D. Call Forward: 2.3.1
E. Attendant Service: 2.13

Admin Programming

Linked Station Pairs (PGM 179)

Station Programming (PGM 112)

2.10 External Device Control

2.10.1 Door Open

Description

In the ARIA SOHO System, DPU must be installed to operate the Door Open feature. Up to 4 relays can be used (one DPU has two relays to be used for Door Phone).

Operation

To register a Door Open command, perform the following Steps:

1. Dial the Door Open code (refer to values), or press the programmed {DOOR OPEN} button.
   - 1st Door Open = #*1
   - 2nd Door Open = #*2
   - 3rd Door Open = #*3
   - 4th Door Open = #*4
2. Press the [TRANS/PGM] button.
3. Press the desired flexible button to be assigned.
4. Type #*1 (1st Door Open).
5. Press the [HOLD/SAVE] button.

Condition

- A {DOOR OPEN} flexible button may be programmed.

Admin Programming

External Control Contact (PGM 168)

Door Open Timer (PGM 181 – FLEX5)

2.10.2 Door Phone

Description

A convenient Intercom box (LDP-DPB) can be connected to the System for receiving Page announcements, Intercom calls, and signaling assigned Stations on the System. Any combination of DKTUs or Intercom boxes can be arranged in the System. Figure 2.10.1 describes the operation of Door Phone.

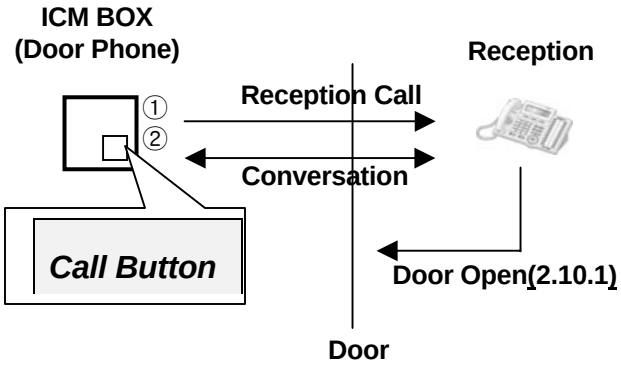


FIGURE 2.10.1 DOOR PHONE

Operation

To call an Intercom box, perform the following Steps:

1. Lift the Handset or press [MON] button.
2. Dial the Station number of the Intercom box or press the flexible button for the Intercom box.
3. After hearing the warning tone, announce the call.

To place a call from an Intercom box, perform the following:

1. Press the [CALL] button and the assigned Station will ring.

To answer an Intercom call at a Station assigned for Intercom box signals, perform the following:

DKTU

1. Press the Intercom flexible button or Intercom box.

SLT

1. Go off-hook

To place an Intercom box in DND mode (refer to Ref. A), perform the following:

1. Press the [DND] button.

Condition

- The intercom box cannot attend a conference (refer to Ref. B).
- The CO call is not received at the Intercom box.
- An Intercom box can be a member of a Page Zone group (refer to Ref. C).
- To receive an Intercom box call at a SLT, set the Intercom box signaling value to ON (PGM 111 – FLEX6).
- If the Nation Code is TELKOM or ISRAEL, the DSS button for the Intercom box should be assigned to the SLT (PGM 115).
- A SLT can only receive one call from the Intercom box at a time.
- Only the LDP-DPB can be used and the DPU should be installed.

Reference

A. DND: 2.4.9

B. Conference: 2.7

C. Paging Feature: 2.8

Admin Programming

ICM Box Signaling (PGM 111 – FLEX6)

Station ID Assignment (PGM 110)

ICM Box Music Channel (PGM 171 – FLEX3)

ICM Box Timer (PGM 181 – FLEX6)

2.10.3 Loud Bell (LBC)

Description

The Loud Bell Control (LBC) contacts are activated when the assigned Station receives ringing from an incoming CO Line (if assigned), transferred CO Line, or Intercom call.

Condition

- Two LBC contacts can be assigned individually to the Station. All the contacts may be assigned to the same Station but only the first contact will be activated in the Intercom call.
- The LBC1 can be programmed to be operated as an external night ring contact as well as a LBC contact.
- In the night mode, LBC1 will follow UNA (refer to Ref. A) ring assignment and will ignore the Station ring. An external ringing device should be attached to the contacts.

Reference

A. Universal Night Answer (UNA): 2.1.6

Admin Programming

External Night Ringing (PGM 160 – FLEX7)

Universal Night Answer (UNA) (PGM 141 – FLEX8)

External Control Contacts (PGM 168)

2.11 Voice Service

2.11.1 Recording system VMIB Announcement

Description

The Attendant Station can record voice announcements as System Greetings and prompts. System greetings should be recorded before use. Users can modify prompts (ex., date and time stamping) stored in user's language and contained in VMIB by default Prompts provide assistance to Users for understanding when voice messages are received.

Operation

To record System greetings from the Attendant Station, perform the following:

1. Press the [TRANS/PGM] button and dial 06.
2. Dial the message number; the announcement "Press the # key to record" should be heard. If a previously recorded message is dialed, the corresponding message will be played.
3. Press the # key to start recording (if applicable); the announcement "Record your message" and a confirmation tone will be heard prior to the Recording timer starting
   OR
4. Press the * key to record using an external music port on the MBU.
5. Press the [HOLD/SAVE] button to finish recording; a confirmation tone should be heard.
6. A new message can then be recorded.
7. Press the [MON] button while recording to stop and save the recorded message.

To delete System greetings from the Attendant Station, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Dial 06 (record code).
3. Dial the appropriate message number (if a message has already been recorded at that number, it will be played).
4. Press the [SPEED] button while the message is playing to delete it.

To add additional messages, perform the following:

1. Press the [ADD] soft button while listening to the message (LDP-7024D).
2. Record the additional message desired.
3. Press the [HOLD/SAVE] button when finished.

To rewind the current message, perform the following Steps:

1. Press the [REWIND] soft button, the message should rewind according to the VM MSG Rewind timer (LDP-7024D).

SYSTEM PROMPT MESSAGES (FIXED)

NUMBER	MESSAGE
071	Reserved
071	Reserved
073	Invalid Number Prompt
074	Time Out Prompt
075	Retry Prompt
076	Transfer to Attendant Prompt
077	Reserved
078	Leave Message Prompt
079	Record Start Prompt
080	Authorization Code Prompt
081	Busy Prompt
082	Reserved
083	Station Off-net Forward Prompt
084	DND Prompt
085	No Answer Prompt
086	Reserved
087	Reserved
088	Remote VMIB Control Main Menu Prompt
089	Remote VMIB Sub-Menu for Digit 1 in Main Menu
090	Reserved
091	Reserved
092	Reserved
093	Remote VMIB Sub-Menu for Digit 2 in Main Menu
094	Remote VMIB Sub-Menu for Digit 3 in Main Menu
095	Remote VMIB Sub-Menu for Digit * in Main Menu
096	Leave Message after Tone Prompt
097	Message Waiting Indication Prompt
098	Default User Greeting Prompt
099-100	

Condition

- System greetings messages are 001-070 by default; the User can select on of 70 messages.
- System prompt messages are 071-100 by default; the number is the message and the User cannot change the numbering plan arbitrarily, but users can also modify those prompts by recording their own messages in the number.
- System greetings and prompts can be recorded only at the System Attendant Station.
- There is no time limit to record System greetings and prompts from the Attendant Station.
- If VMIB is not installed on the System, it is impossible to record System greetings and prompts; and error tone will be presented.
- If the User stops recording by pressing the [MON] button or going on-hook, the recorded message will be saved. User will need to delete the recorded message to cancel recording.
- To record or delete a message from the Attendant Station, all the VMIB ports should be in the idle state.

- When a call is transferred to the Attendant, the “Transfer to Attendant” prompt will be provided to the caller and the ring-back tone will be heard after the announcement.
- If there is no recorded greeting or prompt, the corresponding tone will be heard.
- Up to 800 User messages are available in VMIB.
- It is possible to use only 100 messages for System greetings (system greetings, prompts, VMIB MOH).
- If the VMIB MOH is used as the source for System MOH, a port of the VMIB should always be reserved for MOH.
- Only 1 VMIB MOH can be recorded on a VMIB.
- When the memory is full while recording a System greeting, the recorded message before message full will be saved.
- Station groups can have different system greetings.
- When recording System greetings and prompts at the Attendant Station, the will be saved at all VMIB in the System except for the VMIB MOH.
- The User can record the VMIB MOH with system prompt message number 071.
- The System supports System prompts (072-100) basically; Users may use their own prompts by recording the prompts at the Attendant Station.

Admin Programming

VMIB Access (PGM 113 – FLEX2)

VMIB User Record Timer (PGM 181 – FLEX3)

VMIB Valid User Message Timer (PGM 181 – FLEX4)

Station Group Assignment and Attributes (PGM 190, 191)

2.11.2 Remote Control

Description

An outside caller through DISA (refer to Ref. A) can access VMIB after calling a Station which is in VMIB Forward mode. Entering VMIB controlling mode, the user can retrieve received messages, change user greeting, release Call Forward to VMIB, etc.

Operation

To enter VMIB Remote Control mode, perform the following Steps:

1. Dial the Station number forwarded to VMIB from an external party with DISA; the User greeting should be heard.
2. While the User greeting is playing, press the * key; the announcement “Enter your password” should be heard.
3. Enter the password (authorization code) and press the # key (if authorization is longer than 5 digits, the # key is not needed).
4. A message should be heard describing the number of messages present in the inbox.
5. Press the desired number (refer to values):

- **1 =** Retrieve voice messages
- **2 =** Listen or change user greeting
- **3 =** Release Call forward to VMIB mode
- *** =** Exit VMIB Remote Control mode

To listen to received messages, perform the following:

1. Dial 1 in the main menu of VMIB Remote Control mode.
2. The recorded time & date of messages should be heard.
3. Press the desired number (refer to values):

- **1 =** Listen to current message again
- **2 =** Listen to the next message
- **3 =** Delete the current message
- **4 =** Delete all received messages

To change the User greeting, perform the following Steps:

1. Dial 2 in the main menu of the VMIB Remote Control mode.
2. While the User greeting is playing, press the # key, to record a new User greeting.
3. Record the new User greeting.
4. Press the * key when finished recording; VMIB will return to the main menu.

To release Call forward to VMIB mode, perform the following Steps:

1. Dial 3 in the main menu of the VMIB Remote Control mode; the Station VMIB Forward mode will be released.

To exit VMIB Remote Control mode, perform the following:

1. Dial * in the main menu of the VMIB Control mode.

Condition

- Pressing the * key while operating in a sub-menu, the System will go to the main control menu.
- If the User doesn't enter any digits during the inter-digit timer, the connection will be dropped automatically.
- If the VMIB User Record timer expires while recording a User greeting, the recording will be finished and VMIB will return to the main menu.

Reference

A. DISA 2.1.3

Admin Programming

VMIB User Record Timer (PGM 181 – FLEX3)

Inter-Digit Timer (PGM 181 – FLEX8)

VMIB Message Rewind Timer (PGM 181 – FLEX17)

2.11.3 Two-Way Recording

2.11.3.1 Two-Way Recording Using SMDI

Description

Allows a Station to record a conversation in the mailbox by pressing the {RECORD} button while the Station is talking with a CO party.

Operation

To program a flexible button as the {RECORD} button for 2-way recording, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Press the flexible button to be assigned.
3. Press the [TRANS/PGM] button.
4. Dial 54 (record code).
5. Press the [HOLD/SAVE] button.

To record a conversation while on a call with a CO Line caller, perform the following:

1. Press the {RECORD} button to record the conversation to the User's mailbox; the System will send a SMDI message to Voice Mail PC through RS-232C cable. The format is as shown:

=>"crlfMD0010mmmmH0xxxxxxxxxbbcrlf^Y"

cr : carriage return,

lf : line feed,

mmmm : VM port number,

H : Action code for recording,

xxxxxxxxx : extension which try to record,

b : ascii space.

To cancel recording, perform the following:

1. While recording a call, press the {RECORD} button again
   OR
2. Hang-up to cancel recording.

Condition

- While the recording feature is enabled, the {RECORD} button will flash at 240ipm and if it is disabled, the {RECORD} button will be extinguished.
- Not available on SLT.
- Recording operation is cancelled when the Station returns on-hook, presses the {RECORD} button again, presses the [FLASH] button, or the CO party hangs up.
- This feature is available on SMDI mode only not DTMF mode.
- Not available to Intercom call recording.
- If Pole 3 of the DIP SW1 of the MBU is set to the OFF (down position), and the System has a VMIU, the conversation will be recorded to the VMIU.

Admin Programming

Two Way Recording (PGM 112 – FLEX10)

2.11.3.2 Two Recording Using VMIB

Description

Allows a Station to record a conversation in the mailbox by pressing the {RECORD} button while the Station is talking with a CO party. Figure 2.11.3.2 describes Two-Way Recording:

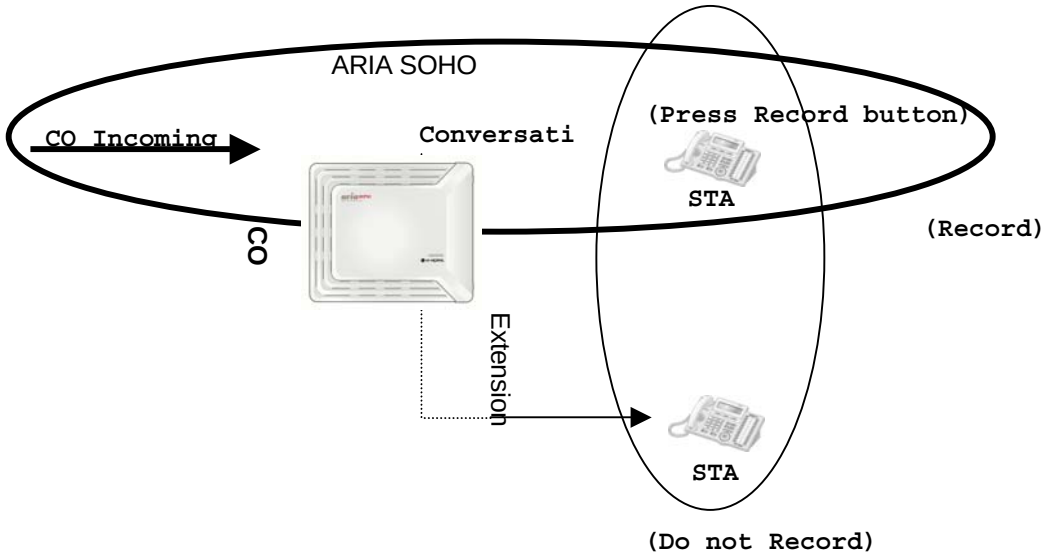


FIGURE 2.11.3.2 TWO WAY RECORDING

Operation

To program a flexible button as the {RECORD} button for 2-way recording, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Press the flexible button to be assigned.
3. Press the [TRANS/PGM] button.
4. Dial 54 (record code).
5. Press the [HOLD/SAVE] button.

To record a conversation while on a call with a CO Line caller, perform the following:

1. Press the {RECORD} button to record the conversation to the User's mailbox.

To cancel recording, perform the following:

1. While recording a call, press the {RECORD} button again
   OR
2. Hang-up to cancel recording.

Condition

- While the recording feature is enabled, the {RECORD} button will flash at 240ipm and if it is disabled, the {RECORD} button will be extinguished.
- Not available on SLT.
- Recording operation is cancelled when the Station returns on-hook, presses the {RECORD} button again, presses the [FLASH] button, or the CO party hangs up.
- This feature is available on SMDI mode only not DTMF mode.
- Not available to Intercom call recording.
- If Pole 3 of the DIP SW1 of the MBU is set to OFF (down position) and the System has an external voice mail system, the conversation will be recorded on the external voice mail system.

Admin Programming

Two Way Recording (PGM 112 – FLEX10)

2.11.4 Recording User VMIB Announcement

Description

If the access to the VMIB is allowed, the User can record User greetings and make calls to be forwarded to the VMIB port according to the Forward condition type (if User enables forward). The Caller can leave a voice mail message wait at the Station after hearing the User greeting.

Operation

To record a User greeting at the Station, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Dial 61.
3. Dial the message number; the announcement “Press the # button to record” will be played; if there already is a recorded message in the number dialed, the recorded message will be played.
4. Dial # to start recording (if applicable); the announcement “Record your message” and a confirmation tone will be heard.
5. When finished, press the [HOLD/SAVE] button
   OR
6. Press the [MON] button to finish recording; a confirmation tone will be heard.

To delete a User greeting from a Station, perform the following:

1. Press the [TRANS/PGM] button.
2. Dial 66; the User greeting will be deleted and the forward will be deactivated.

To activate Call Forward to a VMIB Station, perform the following Steps:

1. Go off-hook, or press the [MON] button.
2. Press the [DND/FOR] button.
3. Dial the Forward type (1-4).
4. Dial the # key; a confirmation tone will be heard.

To deactivate Call Forward from a Station, perform the following:

1. Press the [DND/FOR] button.

To leave a Voice Message Wait at a Station, perform the following Steps:

1. The caller will hear the User greeting and the “Record your message” announcement.
2. After hearing the confirmation tone, record the message.
3. Hang-up to finish recording.

To retrieve a recorded voice message at the Station, perform the following:

1. Press the flashing [CALLBK] button; for SLT and 2/8 BTN DKTU, dial 557 (refer to Ref. A).
2. The message number prompt is heard and the voice message (FIFO or LIFO) and Time & Date stamp for the message will be played.
3. Pressing the [CONF] button during playback will delete the current message and the next message will begin. For SLT and 2/8 BTN DKTU:

- Dial #1 and press the [HOLD/SAVE] button; the current message will be saved and the next message will begin playback.
- Dial #2 and press the [CALLBK] button; the current message will be played again.
- Dial #3

4. Press the [ADD] Soft Button, to record an additional message (available on LDP-7224D with 3 Soft Buttons).
5. Press the [REWIND] Soft Button to rewind the current message in accordance to the VM MSG Rewind timer (available on the LDP-7224D with Soft Buttons).

Condition

- There is no time limit for recording a User greeting at a Station.
- When a caller leaves a voice message wait, the recording time is controlled by a Valid User Message timer (PGM 181 – FLEX4) and VMIB User Record timer (PGM 181 – FLEX3). When the recorded message is shorter than the Valid User Message timer, the message will not be saved. When the User Record timer expires, a confirmation tone will be heard and the message will be saved at the Station.
- If the Station has several messages to be retrieved, by pressing the [CALLBK] button the message only with the Station number will be retrieved first (the message wait priority is: with Station number > VMIB Message wait > CLI Message wait > VM Group Message wait).
- Pressing the [CALLBK} button at the calling Station before the User greeting is played, the message wait only with Station number is saved at the Called Station.
- When a User calls a Station which is forwarded to VMIB, the User greeting will be heard and a beep tone.
- Each Station may have up to 800 VMIB message waits.
- If all the VMIB ports are busy, the ring-back tone will be provided instead of the User greeting and the VMIB Station Forward timer will be started to retry an answer.
- A User can leave and receive message waiting using a SLT with a message wait lamp.
- Individual User greetings and VMIB message wait are protected from System restart.
- In retrieval of a left message wait, the order of playing is customizable from Time, Date, and Message being played, to Admin programmed Date, Time and Message.
- In retrieval of a left message wait, the Message Wait Retrieve password would be used by Admin (PGM 113 – FLEX8) if set, a User should enter the Station password (authorize code) to retrieve.
- While retrieving messages, the User can rewind messages as allowed by the Rewind Message timer (PGM 181 – FLEX17).

Reference

A. Refer to ARIA SOHO Hardware Description and Installation Manual, Message Wait/Callback Return code (PGM 106 – FLEX17)

Admin Programming

VMIB Message Type (PGM 111 – FLEX17)

VMIB Access (PGM 113 – FLEX2)

VMIB Message Retrieve Password (PGM 113 – FLEX8)

VMIB Message Retrieve Date/Tome (PGM 113 – FLEX9)

VMIB Forward No Answer Timer (PGM 181 – FLEX1)

VMIB User Record Timer (PGM 181 – FLEX3)

VMIB Valid User Message Timer (PGM 181 – FLEX4)

VMIB Rewind Message Timer (PGM 181 – FLEX17)

2.11.5 VMIB Announcement for Auto Attendant

Description

Incoming CO calls may be answered by VMIB and rerouted to another Station with CCR when the Attendant does not answer the call before the No Answer timer expires or the Attendant is busy.

Operation

When an incoming call is received at the Attendant Station with the Auto Attendant feature enabled, and there is no answer, the following will occur:

1. On No Answer, the No Answer timer is initiated.
2. When timer expires, the call is forwarded to the Auto Attendant; the caller will hear a VMIB message and will be able to reroute to another User using CCR.

Condition

- No available for recall and transferred calls.
- CO ringing should be assigned to only the Attendant.

Admin Programming

Auto Attendant VMIB Announce Number (PGM 165)

2.11.6 VMIB Message Transfer

Description

Messages received at a Station may be transferred to another Station.

Operation

To transfer a message to another Station, perform the following Steps:

1. While hearing a message, dial the Station number to be transferred to.
2. The message will be transferred to the desired Station.

Condition

- If a transferring Station is empty, the User will hear an error tone and can retry sending to another Station within 3 seconds.
- A SLT with a message wait lamp can also transfer VMIB messages.
- The transferred Station should have VMIB access.
- A User can add an additional voice message when transferring a voice message to another Station (available on the LDP-7224D with Soft Buttons).

Admin Programming

VMIB Access (PGM 113 – FLEX2)

2.11.7 VMIB Message with CLI

Description

When an outside caller leaves a message, the CLI is saved with the message. The CLI will be displayed while hearing the message, and the Station User can use the CLI to return the call.

Operation

To transfer a message to another Station, perform the following Steps:

1. Press the [CALLBACK] Soft Button, while listening to the message and viewing the related CLI.
2. The System will dial the displayed CLI automatically.

Condition

- This feature is available on DKTUs with 3 soft buttons.
- The VMIU message will not be deleted when the User uses the CLI to returns the call.

2.12 Station Message Detail Recording (SMDR)

Description

The ARIA SOHO System Station Message Detail Recording (SMDR) provides detailed information about both incoming and outgoing calls. SMDR is programmable to record all calls or just outgoing long distance calls; information includes outgoing CO Line, dialed number, time, date, Station that answered the call, duration of call, and more. Authorization codes may be entered and recorded. The Figure 2.12.1 describes that the ARIA SOHO System, PC, and the Attendant Station are all elements of SMDR. The ARIA SOHO System connects with the Attendant through DKTU port and with the PC through the RS-232C.

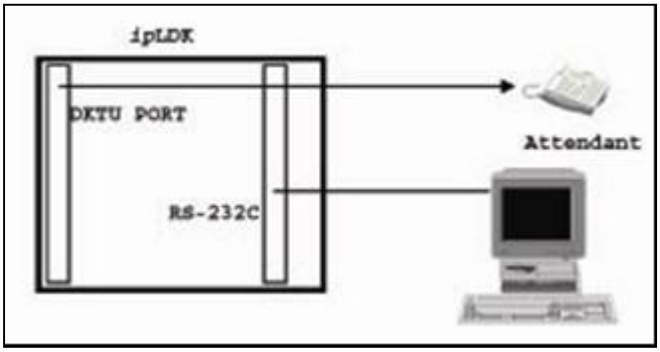


FIGURE 2.12 SMDR CONNECTION

Operation

To print the SMDR, perform the following Steps:

1. Activate the PC utility program on a networked PC.
2. Connect the serial port of MPB to the serial port of the PC with the RS-232C cable.
3. At the Attendant Station:
   - Press the [TRANS/PGM] button.
   - Dial 0111 (Station base) or 0113 (Group base).
   - Enter the Station or Group range.
4. The SMDR will print to the PC.

To delete a SMDR, perform the following:

1. Press the [TRANS/PGM] button.
2. Dial 0116.

Condition

- There is an assignable SMDR record option (PGM 177 – FLEX3).
- If SMDR – Long Distance Only is selected, only outgoing CO Calls will be printed.
- If SMDR – All Call is selected, incoming and outgoing local and long distance calls are printed except the SMDR Local Code (PGM 204).
- If the user dials any number with a programmed long distance code as the first and second digit dialed or any number with more than maximum local call digit count, it will be regarded as a long distance call (max. local call digit count is programmable and the default value is 7).
- The SMDR output records contain the following:

- 5-digit Station call originator field (terminating for incoming).

- 3-digit used CO line field.

- 8-digit call duration field (HH:MM:SS).

- 8-digit year, month, day field (YY/MM/DD).

- 5-digit time of day call originator field.

- 1-digit call identification digit-first-digit-in-digit dial field

- 18-digit collected dial digit field

- 2-digit account group number field

- 5-digit pulse metering count field

- 10-digit call cost field

- 12-digit account code field

- When the SMDR storage ports are almost exhausted, the system gives a "Buffer Full" warning signal to the Attendant; the LCD of the Attendant Station will indicate how many SMDR records remain in storage for some intervals.
- Some Stations can be grouped to count the billing with a SMDR receipt using a SMDR account group.
- The "SLT DTMF RLS TMR" should be adjusted to reasonable value in order to print all digits that the SLT dialed.

Admin Programming

SMDR Attributes (PGM 177)

Metering Unit (PGM 142 – FLEX3)

SLT DTMF RLS Timer (PGM 181 – FLEX13)

SMDR Local Code Table (PGM 204)

2.12.1 Lost Call Print-Out

Description

Lost call means that the caller disconnects the call before the call is answered. The format for the individual call record is illustrated below, and the contents are focused on each case about the types of lost call.

NO STA CO TIME START DIALED
----- ---- --- ------ ---------- ----------
0001 EXT 031 00:00:10 24/05/99 11:55 R RING 00:05
Normal incoming call is received at an assigned stations of CO 031 during 5 sec.
0002 101 003 00:01:20 25/05/99 16:23 R RNG 00:09
DID call is disconnected during it is being forwarded to ATD STA 101, because the dialed station does not exist.
0003 100 001 00:00:20 25/05/99 18:11 R100 RING 00:04
DID call is received at STA 100 during 4sec and disconnected.
0004 102 002 00:01:20 26/05/99 18:37 R103 RING 00:04
DID call is received at STA 102 via unconditional call forward to STA 103 during 4 sec and disconnected.
0005 621 008 00:00:20 26/05/99 13:02 G620 RING 00:06
DID call is received at Ring Group 621 during 6sec and disconnected.

0006 100 001 00:00:04 06/05/99 16:04 H100 RING 00:02
DID call is disconnected while STA 100 is being held it.
0007 102 001 00:00:07 06/05/99 17:04 H100 RING 00:02
DID call is disconnected while it is being transferred from STA 100 to STA 102.

G: Incoming call to hunt group(see Ref. A), but the caller hangs up before answer
H: Answered incoming call was transferred to another station, but the caller hangs up before answer. And incoming call placed on hold state and cleared down in hold state.
R: Direct call (DID) to a station, but the call was disconnected before the station answers. Or direct call to station (A), but station (A) does not answer and the call was forwarded to station (B). The call was disconnected before station (B) answers.

Operation

To print the Lost Call count of record, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Dial 0117 from the Attendant Station.
3. The Lost Call count of record will be printed in the PC connected to the System.

To clear the Lost Call count of record, perform the following:

1. Press the [TRNAS/PGM] button.
2. Dial 0118 from the Attendant Station; “The Lost Call count is cleared” will display and the Lost Call count will restart.

Condition

- The SMDR record is sent to the RS-232C automatically as soon as the event takes place.
- The SMDR record for Lost Call is not saved. Only records are counted.
- To activate SMDR record, the SMDR field must be set in Admin Programming.

Reference

A. Hunt Group: 2.6

Admin Programming

SMDR Print Enable (PGM 117 – FLEX2)

Long Distance/All Call Record (PGM 177 – FLEX3)

Print Lost Call (PGM 177 – FLEX6)

2.13 Attendant Service

Description

An Attendant controls the incoming calls by transferring calls and accessing the unanswered calls, etc. Attendants can change simple settings of the whole System or Intercom Tenancy groups (LCD date/time format, etc.). There are 2 types of Attendants in the ARIA SOHO System:

- Main Attendant—Up to 5 Stations can be defined as Main Attendants that control the whole System; the first Main Attendant is called the System Attendant and cannot be removed from the System, but can be changed.
- Intercom Tenancy Group Attendant—Each Intercom Tenancy group (refer to Ref. A) can have its own Attendant that controls and effects only the Stations belonging to the group.

Figure 2.13 describes the arrangement of Attendants within the System.

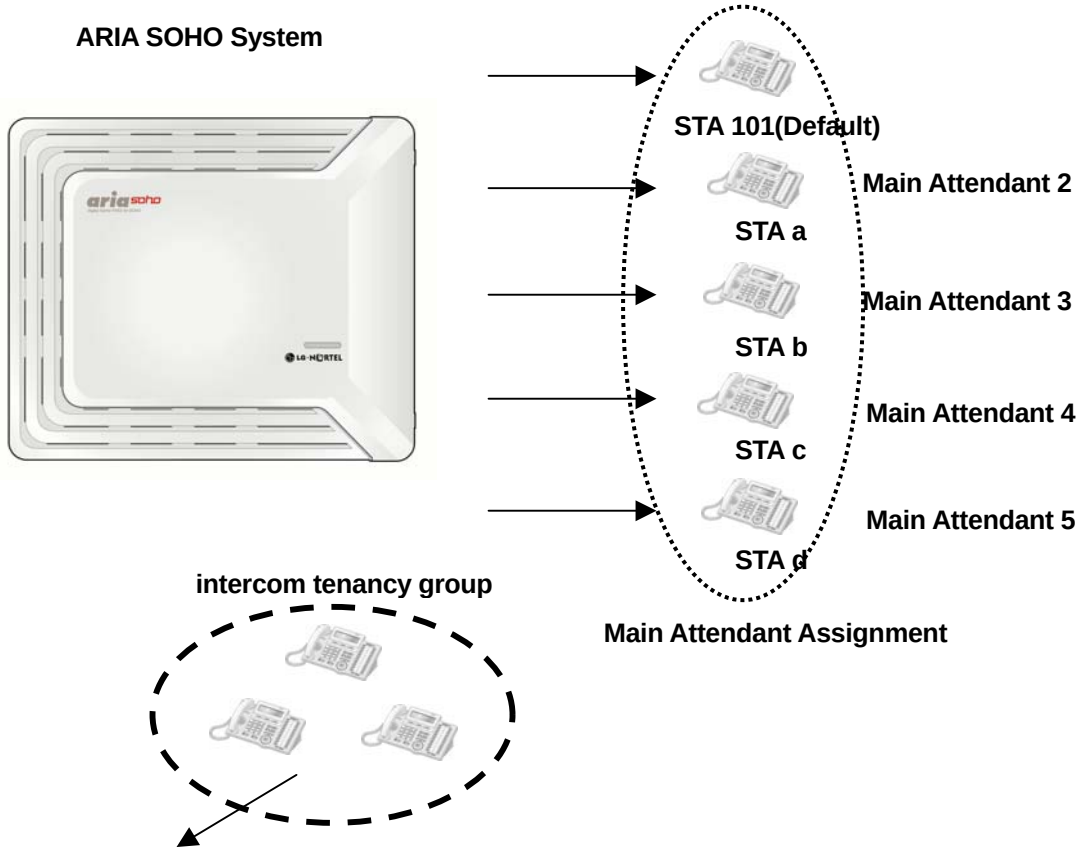


FIGURE 2.13 ATTENDANT SERVICE

Reference

A. Intercom Tenancy Group: 2.4.14

2.13.1 Assign Attendant

Description

By default, the first Station (i.e., Station 100) is assigned as the System Attendant, and other Attendants are not automatically assigned unless programmed (PGM 164). Intercom Tenancy group Attendants can be assigned using Admin Programming (PGM 120 – FLEX1).

Reference

A. Intercom Tenancy Group: 2.4.14

Admin Programming

Attendant Assignment (PGM 164)

Intercom Tenancy Group – Attendant Assignment (PGM 120 – FLEX1)

2.13.2 Attendant Call and Queuing

Description

An Attendant call is when an Intercom call or CO call is made to an Attendant. In order to make an Intercom call to the Attendant, a User can enter the Station number of the Attendant or dial 0.

If a User dials a 0, it will ring at the assigned Attendant of the Intercom Tenancy group that the Station belongs to. If there is no Station assigned as the Attendant, the call will ring at the main Attendant.

Calls to any Attendant will be queued if that attendant is busy; ring-back tone or MOH (refer to Ref. B) will be provided to the calling party (PGM 160 – FLEX1).

Operation

To initiate a call to an Attendant, perform the following:

1. Lift Handset, or press the [MON] button.
2. Dial 0
   OR
3. Enter the Station number of the Attendant.

Condition

- When an Attendant calls another Attendant that is busy, the calling attendant will hear the busy tone and can initiate a Camp-On (refer to Ref. C) if desired.

Reference

A. Intercom Tenancy Group: 2.4.14

B. Music on Hold (MOH): 2.4.16

C. Camp-On: 2.4.5

D. Call Forward – Unconditional: 2.3.1

Admin Programming

Main Attendant Assignment (PGM 164)

MOH Type (PGM 171 – FLEX2)

Intercom Tenancy Group Attendant Assignment (PGM 120 – FLEX1)

Attendant Call Queuing RBT/MOH (PGM 160 – FLEX1)

2.13.3 Attendant Forward

Description

The Attendant can Forward (Unconditional Call Forward) a call to another Station (refer to Ref. A). The Forwarded-to Station will substitute for the Attendant temporarily while the Attendant is in the Forwarding state. Figure 2.13.3 illustrates the Attendant Forward feature:

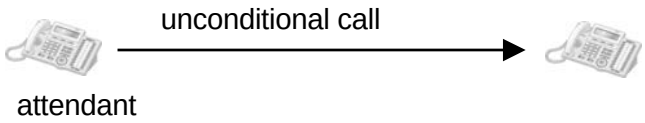


FIGURE 2.13.3 ATTENDANT FORWARD

Operation

The Attendant Forward feature operates similarly to Unconditional Call Forward.

To activate Attendant Forward, perform the following Steps:

1. Lift the Handset or press the [MON] button.
2. Press the [DND/FOR] button.
3. Dial 1 (call forward code).
4. Dial the Forwarded-to Station number.
5. Go on-hook by replacing the Handset.

To deactivate the Attendant Forward, perform the following Steps:

1. In an idle state, press the [DND/FOR] button.
2. In an off-hook state, press the [DND/FOR] button and press the # key.

Condition

- If the Attendant assigns and Attendant Forward (Unconditional Call Forward) to an SLT or WHTU, the forwarded-to Station will only serve incoming calls (Attendant calls, Attendant recalls, etc.).
- The forwarded-to SLT or WHTU Station cannot activate other Attendant features.

Reference

A. Unconditional Call Forward: 2.3.1

2.13.4 Attendant Intrusion

Description

In the event of an emergency, the Attendant can intrude on a conversation in progress between a Station and a CO Line party. Figure 2.13.4 illustrates Attendant Intrusion:

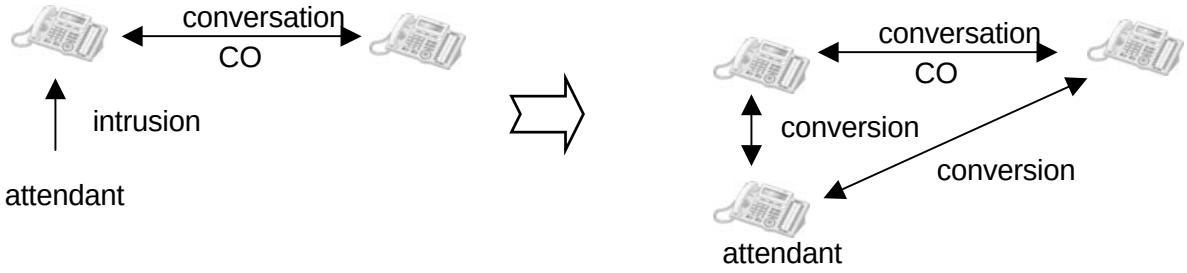


FIGURE 2.13.4 ATTENDANT INTRUSION

Operation

To intrude on a Station/CO Line conversation from the Attendant Station, perform the following Steps:

1. When attempting to call a busy Station, the Attendant can press the programmed {ATD INTRUSION} flexible button.
2. After hearing the intrusion tone, the Attendant should be connected to the call in progress.

To assign a flexible button as Attendant Intrusion, perform the following:

1. Press the [TRANS/PGM] button.
2. Press the flexible button to be assigned.
3. Press the [TRANS/PGM] button.
4. Dial 86.
5. Press the [HOLD/SAVE] button.

Condition

- In order to use this feature, Auto Privacy should be OFF (PGM 161), and the Attendant's Override Privilege (PGM 113 – FLEX4) should be Enabled.

Admin Programming

Auto Privacy (PGM 161)

Privacy Warning Tone (PGM 161)

Override Privilege (PGM 113)

2.13.5 Attendant Override

Description

When this feature is Enabled, the Attendant can temporarily override a DND state on any Station; calls can be transferred to the Station regardless of the DND mode. Figure 2.13.5 describes Attendant Override.

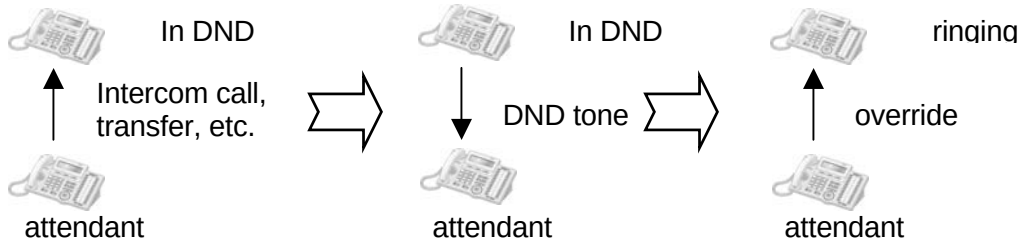


FIGURE 2.13.5 ATTENDANT OVERRIDE

Operation

To override a Station in DND mode, the Attendant can perform the following:

1. Press the * key, or the last digit of the dialed Station number
   OR
2. Press the programmed {CAMP-ON} flexible button.
3. The DND warning tone will be changed to the Intercom ring-back tone at the Attendant Station.
4. The Attendant can call the Station regardless of the DND mode.

To assign Camp-On to a flexible button, perform the following:

1. Press the [TRANS/PGM] button.
2. Press the flexible button to be assigned.
3. Press the [TRANS/PGM] button.
4. Dial 85.
5. Press the [HOLD/SAVE] button.

Condition

- If the Attendant overrides a Station in DND sate, and the Station has a {CO} or {LOOP} button, the attendant can transfer the CO call to the Station regardless of the DND mode.
- If the transferred-to Station does not have a {CO} or {LOOP} button, the CO call will be recalled to the Attendant immediately.

Reference

A. DND: 2.4.8

2.13.6 Attendant Recall

Description

If the recalled CO call is unanswered b the destination Station, the CO call will be redirected to the Attendant (refer to Ref. A, B). The Attendant will receive the Recall ring for a time equal to the Attendant Recall timer (PGM 180 – FLEX1). If the Attendant doesn't answer the CO call before the timer expires, the CO call will be disconnected.

Condition

- If the Attendant of an Intercom Tenancy group is unassigned, the CO call will recall to the System Attendant.
- When a call in Exclusive Hold is recalled to the Attendant, the call will be placed in System Hold (refer to Ref. A).
- A Private CO Line will not be recalled to the Attendant (refer to Ref. D).

Reference

A. Hold: 2.3.3.1

B. Call Transfer: 2.3.2

C. Intercom Tenancy Group: 2.4.14

D. Private Line: 2.2.9

Admin Programming

Attendant Recall Timer (PGM 180 – FLEX1)

I-Hold Recall Timer (PGM 180 – FLEX5)

2.13.7 Change LCD Date/Time Display

Description

The Attendant can change the LCD Date/Time Display format of Stations on the System.

- Date: MM-DD-YY/DD-MM-YY (ex., August 4th, 1006 = 08-04-06 > 04-08-06)
- Time: 12H/24H (ex., Eight-Thirty at night = 08:30 PM > 20:30)

Operation

To change the LCD Date format (toggle), perform the following:

1. Press the [TRANS/PGM] button.
2. Dial 044.

To change LCD Time format (toggle), perform the following:

1. Press the [TRANS/PGM] button.
2. Dial 045.

Admin Programming

LCD Time/Date/Language Display Mode (PGM 169)

2.13.8 Day/Night Service

Description

When a CO call is received in the System, the destination of the CO call can be changed according to the time. There are 5 ring modes: Day, Night, Weekend, On-Demand, and Automatic ring mode. The Destination of a CO call can be set differently for each ring mode; while a User sets the destination of CO calls with Admin Programming (refer to Ref. A).

- During the Day, Night, or Weekend modes, the User can set the desired destination of incoming CO calls.
- On-Demand mode, is set up for specific calls.
- Automatic ring mode is set and used according to the Weekly Time Table (PGM 233).
- Only the Attendant can change the ring mode.

Operation

To change ring mode, perform the following Steps:

1. Press the [DND/FOR] button from the Attendant Station, the ring mode will effectively be changed to:

Day > On-Demand > Night > Weekend > Automatic Ring mode >Day in sequence.

To activate Automatic ring mode, perform the following:

1. Press the [TRANS/PGM] button.
2. Dial 074.
3. Dial 1.
4. Press the [HOLD/SAVE] button.

To deactivate Automatic ring mode, perform the following:

1. Press the [TRANS/PGM] button.
2. Dial 074.
3. Dial 0.
4. Press the [HOLD/SAVE] button.

Condition

- The default value of the Weekly Time Table is as shown (entry number: 00). The first table entry (00) is for Main Attendants and others are (01-15) for Intercom Tenancy group Attendants.

WEEKLY TIME TABLE

DATE	DAY START TIME	NIGHT START TIME	WEEKEND START TIME
Mon	09:00	18:00	--
Tue	09:00	18:00	--
Wed	09:00	18:00	--
Thu	09:00	18:00	--
Fri	09:00	--	18:00
Sat	--	--	00:00
Sun	--	--	00:00

- On-Demand mode is not available in the Automatic ring mode.
- The Attendants of Intercom Tenancy groups can change the ring mode as well as Main Attendants.
- Intercom Tenancy group attendants only effect the Intercom Tenancy group they belong to.
- System (Main) Attendant ring mode changes affect the whole System.
- When the ring mode is set to Automatic ring mode by the System (Main) Attendant, the ring mode of the whole System will follow the first table entry (00) of the Weekly Time Table.
- If the System ring mode is changed from the Night, Weekend, On-Demand, or Auto ring mode to day mode, the ring mode of all Intercom Tenancy groups will change to the previous ring mode.
- In External night ring is Enabled, and the System is in Night mode, the LBC1 Contact will follow the incoming UNA assigned CO Lines.

Reference

A. Ring Assignment: 2.1.1

Admin Programming

CO Line Ring Assignment (PGM 144)

External Control Contact (PGM 168)

Weekly Time Table (PGM 233)

2.13.9 Disable Outgoing Access

Description

An Attendant can take a particular CO Line out of service. CO calls will not be able to be made through the CO Line; incoming CO calls are not affected.

Operation

To set a CO Line in/out-of-outgoing service from the Attendant, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Dial 073.
3. Press the desired {CO LINE} flexible button; a confirmation tone should be heard when the status (in or out-of-outgoing-service) of the selected CO Line is changed.
4. Press the [MON] button to return to idle.

Condition

- Any attendant can use this feature.
- The LED of the {CO Line} flexible button which is out-of-outgoing-service will flash at the Attendant Station but illuminate at other stations.
- To release the out-of-outgoing-service, press the flashing {CO LINE} flexible button at the Attendant Station.
- Though the desired CO Line is busy, the Attendant can still make the CO Line out-of-outgoing service, which will take effect after the CO Line returns to idle.

2.13.10 ICM Box Music Selection

Description

The Attendant can select the music channel source to provide the Intercom box.

Operation

To select the music source from the Attendant Station, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Dial 075.
3. Dial the music source (00-08); the music source should be heard, but if the music channel has no music source then no music will be heard.
   - Channel 00 = Music is not used.
   - Channel 01 = Internal music
   - Channel 02 = External music
   - Channel 03 =Reserved
   - Channel 04-8 = SLT MOH (refer to Ref. B)
4. Press the [HOLD/SAVE] button.

Reference

A. Background Music (BGM): 2.4.4

B. Music on Hold (MOH): 2.4.16

Admin Programming

Intercom Box Music Channel (PGM 171)

2.13.11 Station Feature Cancel

Description

Attendants can cancel features of other Stations, such as DND, Call forward, and Pre-Selected Messages (refer to Ref. A, B, or C).

Operation

To disable an active feature on another Station from the attendant Station, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Dial 071.
3. Dial the desired Station range.
4. Press the [HOLD/SAVE] button.

Reference

A. One-Time Do Not Disturb (DND): 2.4.9

B. Call Forward: 2.3.1

C. Pre-Selected Message: 2.4.1.2

2.13.12 DSS/DLS Consoles

Description

Attendants and other DKTU s may be equipped with DSS/DLS consoles which provide additional buttons for more convenient operation. The consoles are arranged as flexible mapped units. The DSS/DLS consoles are assigned with programming as one of the 3 maps. All buttons of any map are programmable.

The DSS/DLS consoles each require a separate line connection to the KSU, and take up a Station number.

Condition

- There is no limit to the number of DSS/DLS consoles in a system.
- The default value for DSS/DLS is as shown in the Table:

MAP 1	FLEX1 – Intrusion FLEX2 – All Call Page FLEX3 – Call Park 01 FLEX4 – Station Group 1 FLEX5 – Camp-On FLEX6 – Internal All Call Page FLEX7 – Call Park 02 FLEX8 – Station Group 2 FLEX9 – Group Call Pick-up FLEX10 – External All Call Page FLEX11 – Call Park 03 FLEX12 – Station Group 3 Station 100-135
MAP 2	136-151
MAP 3	Empty

Admin Programming

Station ID Assignment (PGM 110 – FLEX1)

DSS/DLS ID Assignment (PGM 110 – FLEX2)

2.14 Traffic Analysis

Description

The System can monitor and print various System activities at the request of the Main Attendant (refer to Ref. A). The information can be used to:

- Monitor and evaluate System performance.
- Observe current usage and take corrective actions, if needed.
- Anticipate possible CO line problems.
- Determine System updates and upgrades.

The traffic data is output to the RS-232C or LAN. The following traffic reports are supported:

- Attendant Traffic Report
- Call Summary Report
- Call Hourly Report
- H/W Unit Usage Summary Report
- CO Line Traffic Summary Report
- CO Line Hourly Report

Operation

The Traffic Analysis is only available from the Main Attendant Station (refer to Admin Programming Menu in the Admin Programming Manual). The measurement time type can be one of Today's peak time, Yesterday's peak time, Last hour, Yesterday's total and Today's total.

To print the Call Summary Traffic report, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Dial 0121.
3. Select Measurement Time type.
4. Press the [HOLD/SAVE] button.

To print the Call Summary Traffic report periodically, perform the following:

1. Press the [TRANS/PGM] button.
2. Dial 0122.
3. Select Measurement Time type.
4. Press the [HOLD/SAVE] button.

To cancel periodic printing of the Call summary Traffic report, perform the following:

1. Press the [TRANS/PGM] button.
2. Dial 0123.
3. Select Measurement Time type.
4. Press the [HOLD/SAVE] button.

To print each Traffic report, perform the following:

1. Press the [TRANS/PGM] button.
2. Dial 0124-0129.
3. Select Measurement Time type, or CO group number if applicable.
4. Press the [HOLD/SAVE] button.

Condition

- This feature is available from the Main Attendant Station.
- The printing of All Summary service will generate the Attendant Traffic report, Call Summary report, H/W Usage Summary report, and CO Traffic Summary report.

Reference

A. Attendant Service: 2.13

Admin Programming

Print Port Selection (PGM 175)

2.14.1 Attendant Reports

Description

The ARIA SOHO System supports the following report to analyze the Attendant resource:

- Attendant Traffic report – The measurement time type can be one of Today's peak time, Yesterday's peak time, Last hour, Yesterday's total and Today's total. It provides the following information fields.

  - Analysis Start Hour – Starting time of hour duration which the data is recorded.

  - Attendant Number – The Station number of Attendant

  - Total Calls – The number of total incoming calls except CO ring group call, hold recall ring.

  - Calls answered – The number of answered calls by all active Attendants during the measuring hour.

  - Calls Abandoned – The number of calls which ring at the Attendant Station that are dropped before the Attendant answers.

  - Calls Held-Abandoned – The number of calls dropped while the call is being held.

  - Calls Held – The number of calls answered by the Attendant and placed on hold.

  - Time Available – The time duration which the Attendants don't answer calls but are available to handle new calls (measured in minutes).

  - Time Talk – The total time during measuring interval (Attendants are active or converse on a CO Line). Talk time is not started until the call is answered by an Attendant. The duration of time between call termination and answering by the Attendant is not accumulated as Time Available or Time Talk.

  - Time Held – The total amount of time which Attendants have calls on hold.

  - Time No Answer – The average amount of time that calls in queue and/or ring at the Attendant before the caller hangs up.

- Speed of Answer – The average elapsed time from when a call is terminated by the Attendant the when the call is answered by an attendant.

- Type – Type of Attendant (System or Main or Intercom Tenancy group)

Operation

To print the Attendant Traffic report, perform the following:

1. Press the [TRANS/PGM] button.
2. Dial 0124.
3. Select Measurement Time type.
4. Press the [HOLD/SAVE] button; the report will be printed (the following is a sample report).

==========
Site Name :
Report Type : Attendant Traffic Report - Yesterday Total
Date : 02/12/04 13:14
==========

Atd No	Meas Hour	Calls Total	Ans	Abnd	H-Abd	Time Held	Avail	Talk	Held	Speed No Ans	Atd Ans	Type
2629	--:--	9	3	6	0	0	02:02	00:00	00:00	00:00	00:00	Sys
4807	--:--	8	6	2	0	0	04:21	00:13	00:00	00:09	00:04	Main
3619	--:--	4	4	0	0	0	01:04	00:21	00:00	--:--	00:01	Main
2618	--:--	0	0	0	0	0	00:05	00:00	00:00	--:--	--:--	Main
3629	--:--	6	1	5	0	0	02:58	00:23	00:00	00:14	00:03	Main

2.14.2 Call Reports

Description

The ARIA SOHO System supports the following report to analyze the call status of the System.

- Call Summary report – Monitor the day's traffic and generate the report to show call status of the last hour, today's peak time, yesterday's peak time, yesterday's total and today's total.
- Call Hourly report – Analysis of call overload by showing the last 24-hour's per hour calls. This report includes the following information fields:

- Analysis Start Hour – Standing time of hour duration which the data is recorded.

- Number of calls Completed – The total number of calls completed or answered during the listed hour.

Operation

To print the Call Summary report from the Main Attendant Station, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Dial 0125.

To print the Call Hourly report from the Main Attendant Station, perform the following:

1. Press the [TRANS/PGM] button.
2. Dial 0126; the following is a sample report.
3. <insert graphic>

2.14.3 CO Reports

Description

The ARIA SOHO System supports the following report to analyze the traffic on CO line groups.

- CO Traffic Summary report – Analysis of Co group traffic status by showing applicable statistics. The measurement time type can be one of Today's peak time, Yesterday's peak time, Last hour, Yesterday's total and Today's total. The report provides the following fields:

  - Peak Hour for all CO groups – The time duration (hour) in a day that has the largest total usage when summed over all CO groups.

  - Group Number – A number identifying each CO group associated with the displayed data. Group numbers displayed in numeric order, beginning with the lowest number and continuing to the highest one.

  - Number of CO – The number of CO Lines in the group.

  - Analysis Start Hour – The time (24-hour mode) when the System begins taking the measurement.

  - Total Usage – Total usage for all CO Lines in the CO group; it represents the total time that the CO Lines are busy during the measurement period. Total usage measures each time when a CO Line is secured for use by an incoming or outgoing call.

  - Total Attempt – The number of incoming and outgoing call attempts in the CO group.

  - Incoming Attempt - The number of incoming call attempts in the CO group.

  - Outgoing Attempt - The number of outgoing call attempts in the CO group.

  - Group Overflow – The number of calls offered to a CO group that are not carried; calls rejected based on authorization will not be included.

  - Percentage All CO Busy – The percentage of time that all CO Lines in the CO group are simultaneously in use during the time interval.

  - Percentage Fail to Attempt Outgoing – The percentage of offered calls that are not carried on the CO group; unauthorized calls denied by the CO group and uncompleted calls carried by the CO group (unanswered calls) will not be included.
- CO Traffic Hourly report – Analysis of CO traffic patterns by showing per hour CO traffic for the past 24-hours.

Operation

To print the CO Traffic Summary report from the Main Attendant Station, perform the following Steps:

1. Press the [TRANS/PGM] button.
2. Dial 0128.
3. Select Measurement Time type.
4. Press the [HOLD/SAVE] button.

To print the CO Traffic Hourly report from the Main Attendant Station, perform the following:

1. Press the [TRANS/PGM] button.
2. Dial 0129.
3. Enter the CO group number.
4. Press the [HOLD/SAVE] button; the report will be printed (the following is a sample report).

```
==========================================================================
Site Name:
Report Type : CO Group Summary Report - Yesterday Total
Date: 02/12/04 13:15
==========================================================================
 Peak Hour For All CO: 10:00
 Grp  Num  Anal   Total   Total   Inc.   Out.   Grp   %   %
 No   COs  Hour   Usage   Seize   Seize  Seize  Ovfl  ACB FAO
  1   62   --:--   1319   1050    269    781    0     0   ---
```

2.14.4 Hardware (H/W) Unit Usage Reports

Description

The ARIA SOHO System supports the following report to analyze the usage of the Hardware (H/W) unit resources of the System such as the Tone Receiver, and VMIB.

- H/W Usage Summary report – Analysis of whether the System has enough H/W unit resources such as the DTMF receiver, VMIB and CPTU by showing the statistics. The measurement time type can be one of Today's peak time, Yesterday's peak time, Last hour, Yesterday's total and Today's total. The report provides the following fields:

  - Type – The type of H/W unit being measured.

  - Number of Units – The total number of installed H/W units.

  - Analysis Start Hour – The starting time of the last hour or the hour with the highest Peak Req. measurement.

  - Total Requests – The System-wide total number of requests, by call processing for DTMF, CPTU and VMIB during the listed hour; it is calculated by incrementing a counter for each request.

  - Total Demand – The System-wide total number of requests that are denied because there is no available H/W unit during the listed hour.

Operation

To print the H/W Unit Usage Summary report from the Main Attendant Station, perform the following:

1. Press the [TRANS/PGM] button.
2. Dial 0127.
3. Select the Measurement Time type.
4. Press the [HOLD/SAVE] button; the report will be printed (the following is a sample report).

```
==========================================================================
Site Name:
Report Type : H/W Unit Usage Summary Report - Yesterday Total
Date: 02/12/04 13:15
==========================================================================
 Unit   Num   Anal    Total    Total
 Type   Unit  Hour    Req      Denied
 VMIB   4     --:--   27       0
 DTMF   13    --:--   27       0
 CPTU   12    --:--   27       0
```

2.15 Software Upgrade

Description

The ARIA SOHO MBU software can be upgraded by ARIA SOHO upgrade program in PC. In order to upgrade by ARIA SOHO upgrade program, PC and ARIA SOHO system should be connected through SERIAL/USB/LAN/MODEM interface. Then the software file in the PC is sent to the system at first and the MBU software is upgraded.

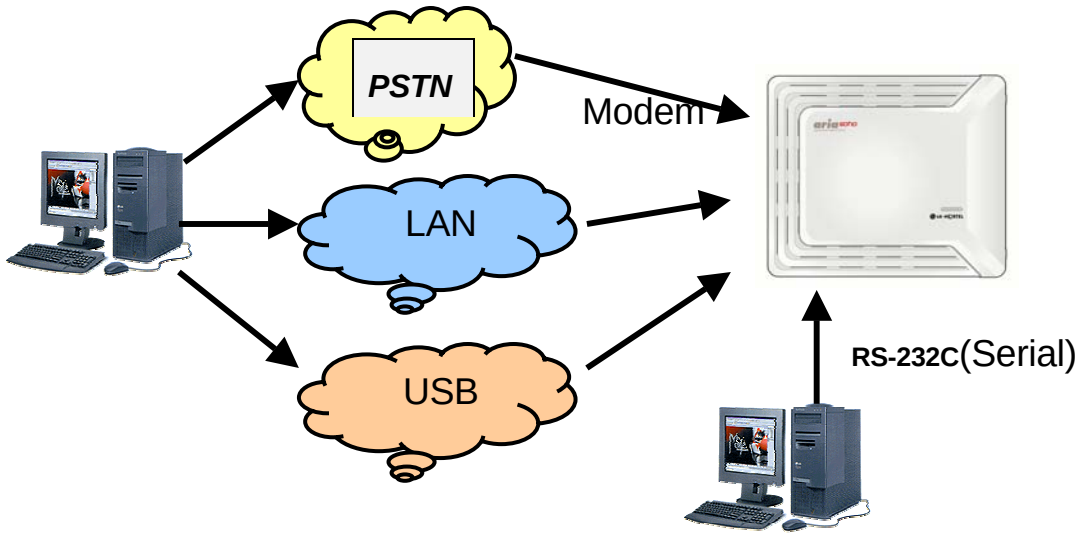


FIGURE 2.15 AVAILABLE CONNECTIONS FOR SOFTWARE UPGRADE

The figure 2.15.1 describes that there are 4 types of the connection of ARIA SOHO system and PC for ARIA SOHO MBU software - SERIAL/USB/LAN/MODEM.

2.15.1 USB

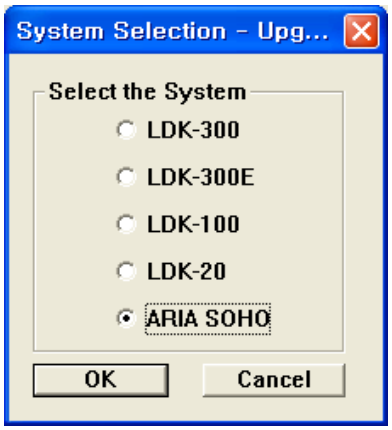
Description

The ARIA SOHO MBU software can be upgraded through USB interface by ARIA SOHO upgrade program in PC.

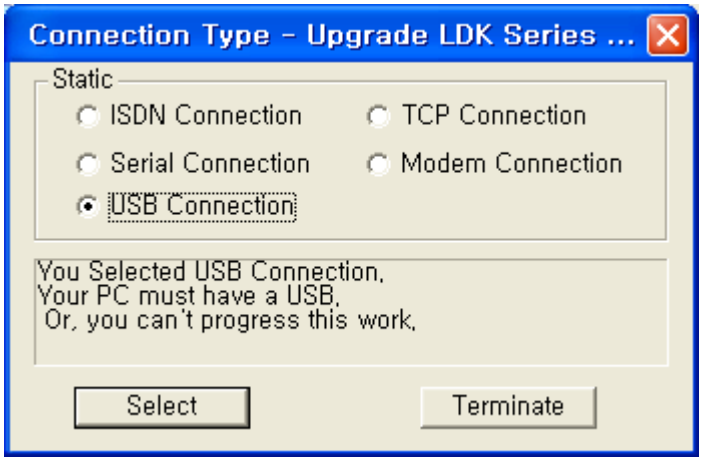
Operation

To conduct a software upgrade, perform the following Steps:

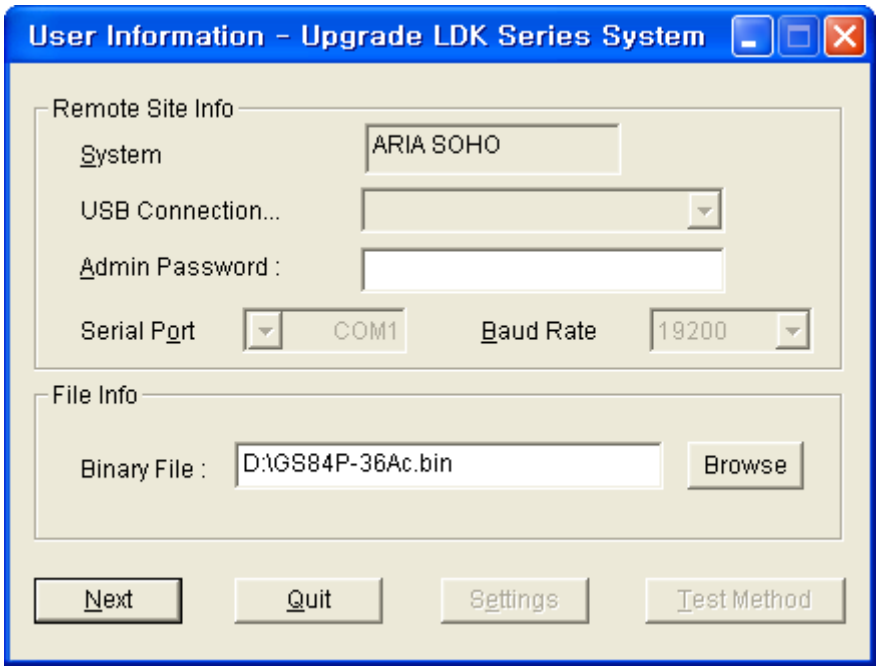
1. Connect the USB cable to the PC USB port.
2. Run LDK PC Upgrade program.
3. Select the ARIA SOHO system to be upgraded and press 'OK' button. Click on the OK button.



4. Set the port type to "USB Connection". And press the 'Select' button.



5. Enter path of the binary file and the password for upgrade. And press the 'Next' button.



6. In the 'Next' window, press 'Start' button. You can see the ARIA SOHO MBU software upgrade process.

7. When the ROM file sending is finished in the PC, ARIA SOHO will erase the previous ROM data and start to fill ARIA SOHO ROM area with the received ROM file.

Condition

- While upgrading process, other features do not work in the system.
- When the ARIA SOHO MBU software upgrade is finished without completing, you can retry to upgrade by doing the whole process again.
- If the ROM files you want to send are invalid, ARIA SOHO MBU software upgrade will not be started.

2.15.2 LAN

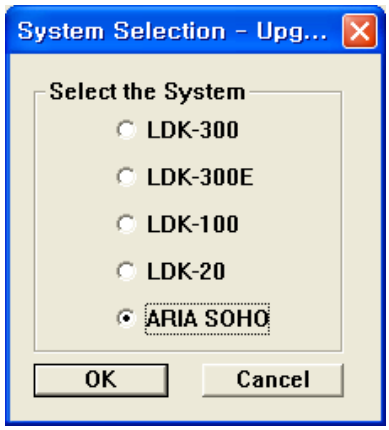
Description

The ARIA SOHO MBU software can be upgraded through LAN interface by LDK upgrade program in remote PC.

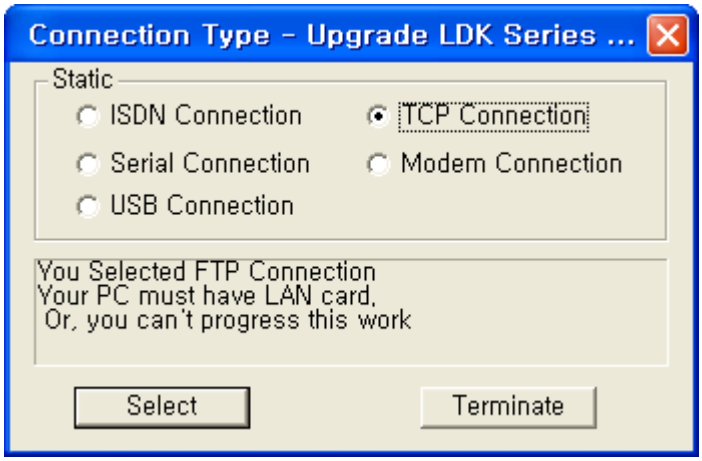
Operation

To upgrade the LAN software, perform the following Steps:

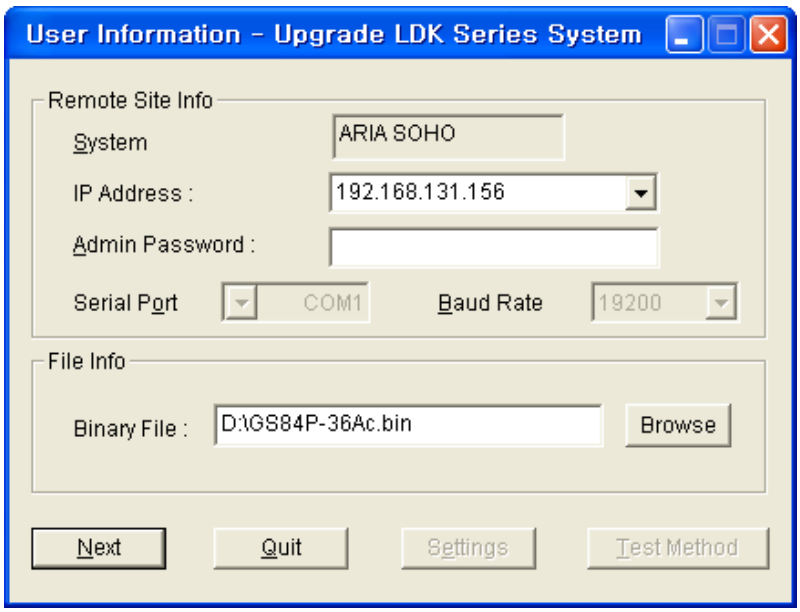
1. Connect the LAN cable to the PC LAN-card.
2. Run LDK PC Upgrade program.
3. Select the ARIA SOHO system to be upgraded and press 'OK' button.



4. Set the port type to "TCP Connection". And press the 'Select' button.



5. Enter the ARIA SOHO IP address, path of the binary file and the password for upgrade. And press the 'Next' button.



6. In the 'Next' window, press 'Start' button. You can see the ARIA SOHO MBU software upgrade process.
7. When the ROM file sending is finished in the PC, ARIA SOHO will erase the previous ROM data and start to fill ARIA SOHO ROM area with the received ROM file.

Condition

- While upgrading process, other features do not work in the system.
- When the ARIA SOHO MBU software upgrade is finished without completing, you can retry to upgrade by doing the whole process again.
- 6. If the ROM files you want to send are invalid, ARIA SOHO MBU software upgrade will not be started.

Admin Programming

■ IP Setting for MBU **3.2.8 (PGM 108)**

2.15.3 Serial (COM Port)

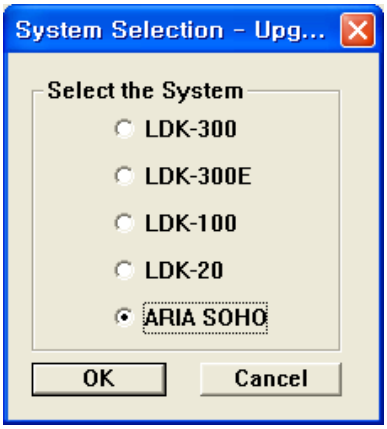
Description

The ARIA SOHO MPB software can be upgraded through the RS-232C interface using the ARIA SOHO upgrade program from a remote PC connected to the System.

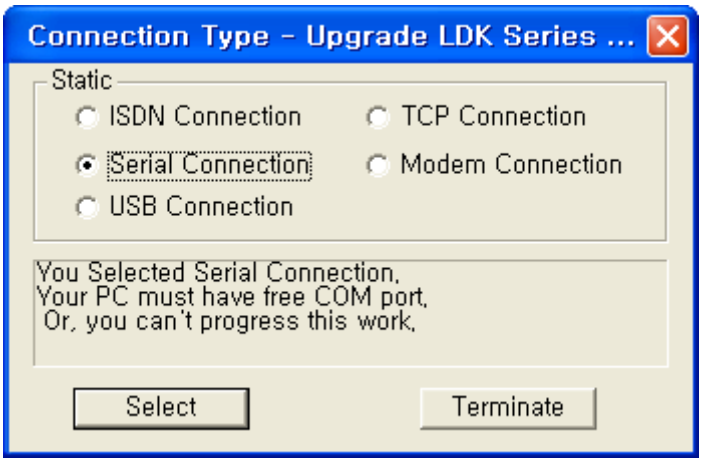
Operation

To upgrade using the Serial (COM Port), perform the following Steps:

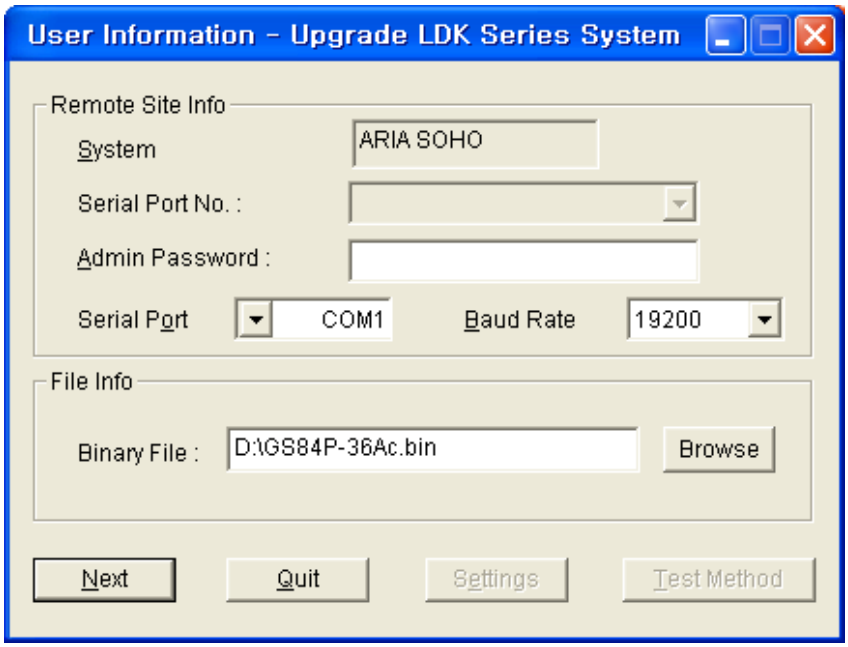
1. Connect the RS-232C cable between the ARIA SOHO System and the PC.
2. Run the ARIA SOHO PC Upgrade program.
3. Select the ARIA SOHO System to be upgraded.
4. Click on the OK button.



5. Select the port type Serial Connection.
6. Click on the Select button.



7. Enter the Serial Port number, Admin Password, and select the serial port Baud Rate.
8. Click the Next button.



9. Click on the Start button; the ARIA SOHO MPB software download will begin.
10. While the ROM file is downloading the ARIA SOHO System will erase the previous ROM data and fill the ARIA SOHO ROM area with the new ROM file.

Condition

- While upgrading, other System features do not work.
- When the ARIA SOHO MPB software upgrade is disconnected before completing, the whole process must be redone from the beginning.
- If the ROM files on the PC are invalid, the ARIA SOHO MPB software upgrade will not be started.
- The Serial port should be connected to COM port 2 in the MPB.

Admin Programming

RS-232C Port Setting (PGM 174)

2.15.4 Modem

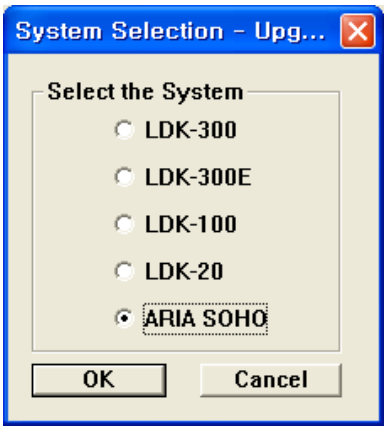
Description

The ARIA SOHO MBU software can be upgraded through Modem interface by ARIA SOHO upgrade program in remote PC.

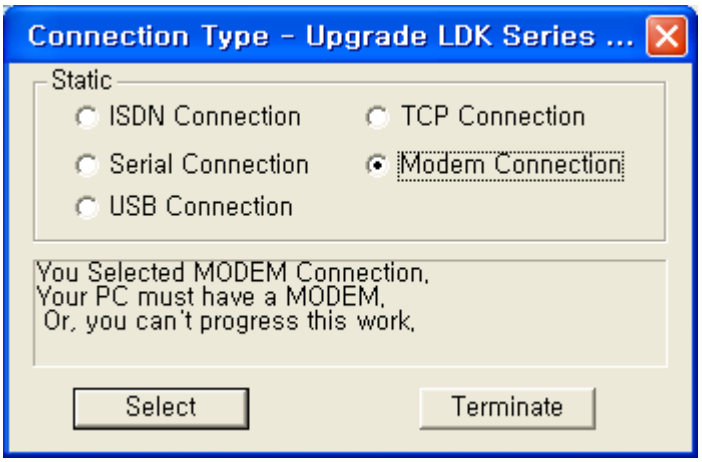
Operation

To upgrade using the Modem, perform the following Steps:

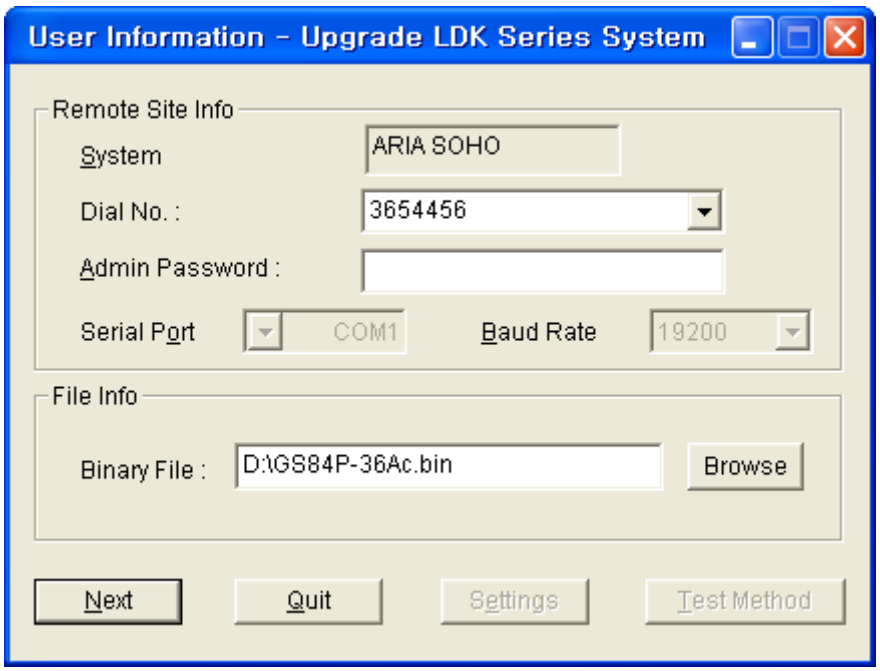
1. Connect the Modem between the ARIA SOHO System and the PC.
2. Run the ARIA SOHO PC Upgrade program.
3. Select the ARIA SOHO System to be upgraded.
4. Click on the OK button.



5. Select the port type Modem Connection.
6. Click on the Select button.



7. Enter the ARIA SOHO Dial number, Admin Password, and select the path of the binary file.



8. Click the Next button.
9. Select the Modem type in the Modem Configuration dialog box.
10. Click on the Start button; the ARIA SOHO MPB software download will begin.
11. While the ROM file is downloading the ARIA SOHO System will erase the previous ROM data and fill the ARIA SOHO ROM area with the new ROM file.

Condition

- When the line is released during the upgrading process, dial the phone number again; if the line was properly disconnected, it will be connected immediately.
- While upgrading, other System features do not work.
- When the ARIA SOHO MPB software upgrade is disconnected before completing, the whole process must be redone from the beginning.
- If the ROM files on the PC are invalid, the ARIA SOHO MPB software upgrade will not be started.

Admin Programming

Modem Assignment – ASC Device (PGM 170)

ARIA SOHO

ADMIN Programming Manual

Revision History

ISSUE	DATE	CONTENTS OF CHANGES	REMARK
ISSUE 0.3	2006.06	DRAFT Release	

Table of Contents

INTRODUCTION

This Programming Manual is designed to provide general system information related to ADMIN Programming, using a DKTU and PC for the ARIA SOHO. This manual contains the following sections.

1.1 Manual Usage

Section 2 Admin Programming Preparation
A brief overview to ensure the System is appropriately prepared for Admin Programming. More detailed preparation of pre-programming is covered in the ARIA SOHO Hardware Description and Installation manual.

Section 3 Admin Programming
This section focuses on Admin Programming for features. A brief overview is included that explains the function of each button used for non-factory installed functions that need to be programmed using ADMIN. More detailed description and operation instructions are included in the ARIA SOHO Feature Description and Operation Manual.

Section 4 Quick Admin Programming Tables
This section provides a quick reference Admin Programming table for use by those familiar with the System.

ADMIN PROGRAMMING PREPARATION

The LDK System can be programmed to meet each customer's individual need. Elements of Basic Admin Pre-programming should have been covered in the ARIA SOHO Hardware Description and Installation Manual. Please refer to that manual to ensure the System is prepared for Admin Programming covered in this manual.

NOTE—All programming should be done at Station 100 (Station port #00) using LDP-7224D digital key telephone.

The following Figure 2.0 is provided as a reference during Admin programming. It displays the buttons commonly used for programming the System. A more detailed description of these buttons is included in the LDP-7224D User Guide.

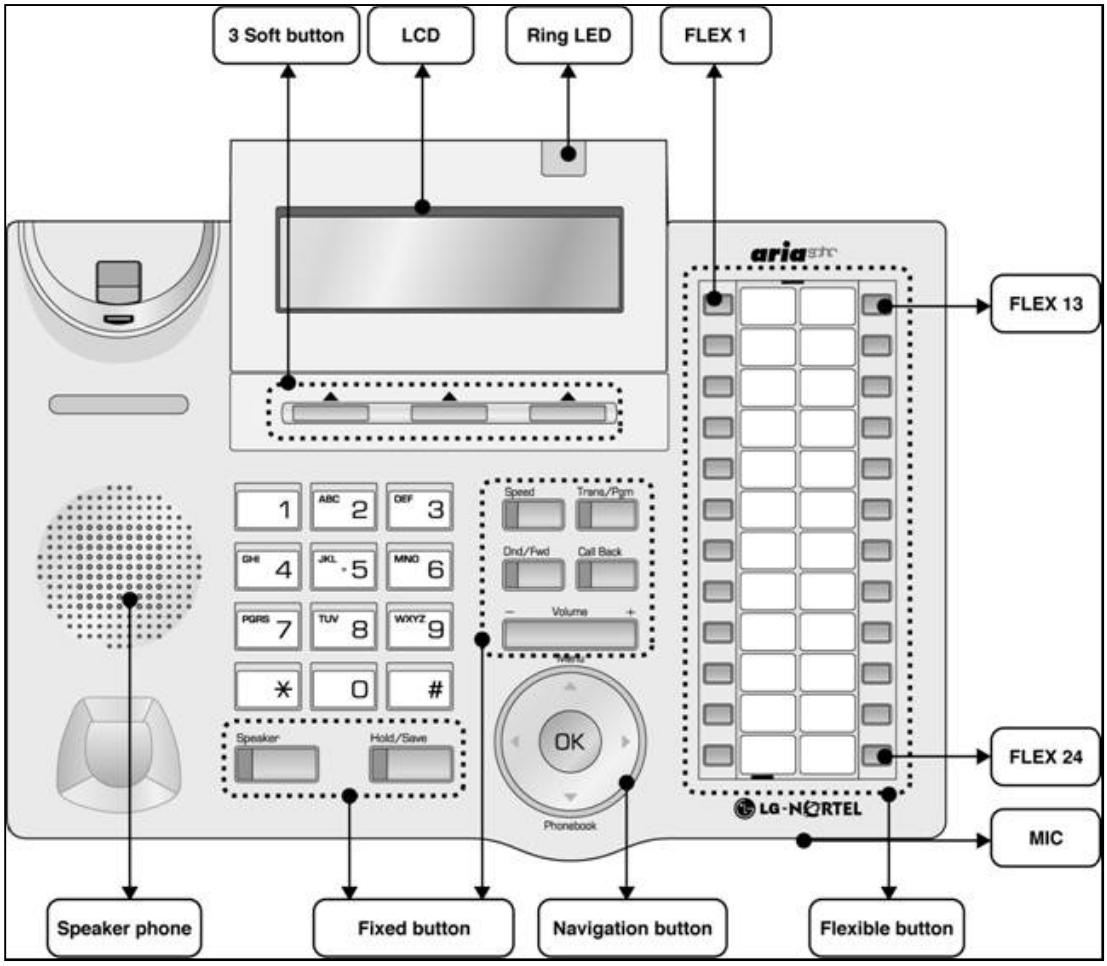


FIGURE 2.0 KEYSET BUTTON DIAGRAM

2.1 Entering Programming Mode

To enter programming mode, perform the following Steps:

1. Lift Handset

   OR

1. Press the [MON] button on the ADMIN Station; the ICM dial tone should be heard.
2. Press the [TRANS/PGM] button and dial *#; a confirmation tone should be heard.
3. Enter the ADMIN password if a password has been set.
4. A confirmation tone should again be heard indicating that the Station is in the ADMIN programming mode. Each program is accessed by pressing the [TRANS/PGM] button, the following should display:

ENTER PGM NUMBER

5. Dial the desired three-digit program number. If an error is made while entering data, the [TRANS/PGM] button will return to the previous status.

NOTE—To return to the parent state while ADMIN programming, press the [CONF] button. Pressing the [CONF] button clears temporary data fields.

The following Table is frequently used in ADMIN programming procedures. When entering each range, refer to the table, as the range is not always mentioned in the procedures.

SYSTEM RANGE

STATION RANGE	CO RANGE	CO LINE GROUP RANGE	REMARK
100-151	01-12	0-8	

2.1.1 Permanent Update Procedure

To accept changes while programming, perform the following Steps:

6. Press the [HOLD/SAVE] button when all changes have been entered to permanently store data.
7. A confirmation tone should be heard when pressing the [HOLD/SAVE] button if all data was entered correctly. If there were any errors in the entry, then an error tone is presented and data is not stored in the permanent memory.

2.1.2 Resetting the System

To reset the System, perform the following Steps:

1. Enter the [PGM] number
2. Enter 450
3. Press the [FLEX] button
4. Enter 15
5. Press the [HOLD/SAVE] button.

   OR

1. Press the [PGM] button
2. Enter 100
3. Press the [FLEX] button
4. Press 1 (Nation Code Assign) to automatically reset the System.

2.2 Pre-Programming

Pre-programming for the following should have been done immediately following Installation of the ARIA SOHO System (refer to the **Hardware Description and Installation Manual**):

- Location PGM – Nation Code
- Site Name
- Numbering Plans
- System IP Settings

ADMIN PROGRAMMING

3.1 Station (PGM110-131)

In Station Programming, the values of each Station can be customized using program numbers. When programming using Station Ranges, all Stations within that range will have the same programmed values.

3.1.1 Station & DSS/DLS Map ID (PGM110)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 110
3. Enter the appropriate Station number or Station Range
4. Following the specific Procedure as listed in the Table.

PGM110	DESCRIPTION	PROCEDURE	COMMENTS
Station ID Assignment	The Station ID can be changed to the desired value which is different from the default value (i.e., normal DKTU/normal SLT)	+ FLEX1 + 01 (Station ID) + [HOLD/SAVE]	VALUES— 01 = DKTU 05 = ICM Box 06 = Reserved 07 = SLT (DTMF) 08 = FLT (PULSE) 09 = RESERVED 10 = RESERVED 11 = RESERVED 12 = CLT CID (FSK) 13 = SLT CID (DTMF)
DSS/DLS	One Station can have up to3 sequentially numbered multiple DSS/DLS maps.	= FLEX1 = 02 (Station ID) = FLEX2 = Station Number = [HOLD/SAVE]	VALUES— 02 = DSS Map 1 03 = DSS Map 2 04 = DSS Map 3

INITIAL BUTTON CONFIGURATIONS FOR DSS/DLS MAP

ITEM	DEFAULT		REMARK
DSS/DLS Map1	Buttons 1 to 12		
	Button 1: Intrusion	Button 2: All Call Page	
	Button 3: Call Park 01	Button 4: Station Group 1	
	Button 5: Camp-On	Button 6: Internal All Call Page	
	Button 7: Call Park 02	Button 8: Station Group 2	
	Button 9: Group Call Pickup Button	Button 10: External Page	

ITEM	DEFAULT		REMARK
	Button 11: Call Park 03	Button 12: Station Group 3	
	Buttons 13 to 48		
	Station Ports 100-135		
DSS/DLS Map2	Station Ports 136-151		
DSS/DLS Map3	Blank		

3.1.2 Station Attributes I (PGM 111)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 111
3. Enter the appropriate Station number or Station Range
4. Following the specific Procedure as listed in the Table.

PGM111	DESCRIPTION	PROCEDURE	COMMENTS
Auto Speaker Select	If this value is set to ON, the Station User can access a CO line or make a DSS call by pressing the appropriate {CO} or {DSS} button without lifting the handset or pressing the [MON] button.	+ 0 (OFF) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
Call Forward	If this value is set to ON, an incoming call can be forwarded to the other destination.	+ FLEX2 + 0 (OFF) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
DND	If this value is set to ON, an incoming call can be denied	+ FLEX3 + 0 (OFF) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
Data Line Security	If this value is set to ON, override and camp-on from other Stations are prohibited when this Station is busy.	+ FLEX4 + 1 (ON) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
Howling Tone (SLT)	If this value is set to ON, System gives a howling tone (loud error) when phone is in the off-hook state without action for an extended period of time.	+ FLEX5 + 0 (OFF) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
Intercom Box Signaling	If this value is set to ON, Station can receive an intercom box signal.	+ FLEX6 + 1 (ON) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
No Touch Answer	If this value is set to ON, the Station can respond to a transferred CO call automatically when Station mode is Hands-free (HF) or in Privacy (P) mode.	+ FLEX7 + 0 (OFF) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
Page Access	If this value is set to ON, Station can page another Station	+ FLEX8 + 0 (OFF) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON

PGM111	DESCRIPTION	PROCEDURE	COMMENTS
Ring Type	If this value is not O (OFF), the selected ring type is heard at the called party Station of an intercom call.	+ FLEX9 + 1 (Ring Type) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = Ring Type 2 = Ring Type 3 = Ring Type 4 = Ring Type
Speaker Ring	Determines if an incoming call will ring to the speaker, the handset, or both.	+ FLEX10 + 1 (Speaker) + [HOLD/SAVE]	VALUES— 1 = Speaker (S) 2 = Headset (H) 3 = Both (B)
Speakerphone	If this value is set to ON, Speakerphone can be used.	+ FLEX11 + 0 (OFF) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
Error Tone for Telephone Answering Device (TAD)	If this value is set to ON, and TAD is used on the SLT port when the caller hangs up, a busy tone will be provided to TAD instead of an error tone.	+ FLEX14 + 0 (OFF) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
SLT Flash Drop	If this value is set to ON,CO calls can be dropped by pressing the [FLASH] button or Hook Flashing.	+ FLEX15 + 1 (ON) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
Loop LCR Account Code	If this value is set to ON, the Station User must enter an Account Code to use Loop LCR	+ FLEX16 + 1 (ON) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
VMIB Message Type	FIFO/LIFO plays the first recorded VMIB message, or the latest message, respectively.	+ FLEX17 + 1 (FIFO) + [HOLD/SAVE]	VALUES— 0 = LIFO 1 = FIFO
Off-Net Call Forward	If this value is set to ON, off-net call forward can be used.	+ FLEX18 + 1 (ON) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
Forced Hands-Free	If this value is set to ON, the Station can force the called party Station to use the hands-free mode when it is ringing.	+ FLEX19 + 1 (ON) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
CID SLT CAS Gain *not available in ARIA SOHO*	This feature selects CID SLT CAS Gain value.	+ FLEX20 + VALUE + [HOLD/SAVE]	VALUES— 0 -20
CID SLT FSK Gain *not available in ARIA SOHO*	This program sets FSK gain for CID SLT.	+ FLEX21 +VALUE + [HOLD/SAVE]	VALUES— 0 -20
Caller Voice Over	If this value is set to ON, the Station can perform a Voice Over at a busy Station.	+ FLEX22 + VALUE + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON

3.1.3 Station Attributes II (PGM 112)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 112
3. Enter the appropriate Station number or Station Range
4. Following the specific Procedure as listed in the Table.

PGM112	DESCRIPTION	PROCEDURE	COMMENTS
CO Warning Tone	Used to restrict outgoing call time. If this value is set to ON, the Station User will receive a warning tone during a CO call after the timer expires.	+ FLEX1 + 1 (ON) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON ADMIN 180-FLEX22
Automatic Hold	While seizing a CO Line, the Station User secures another CO line by pressing the [CO] button. If this value is set to ON, the previous seized CO line will automatically be placed on hold.	+ FLEX2 + 1 (ON) + [HOLD/SAVE]	VALUES— Default = ON (for Station Attendant) 0 = OFF 1 = ON
CO Call Time Restriction	If this flag is set to ON, an outgoing CO call may be disconnected when the CO call restriction timer expires.	+ FLEX3 + 1 (ON) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON ADMIN 180-FLEX17
Individual CO Line Access	If this value is set to ON, the Station User can access an individual CO line by dialing the individual CO access code.	+ FLEX4 + 0 (OFF) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON ADMIN 107-FLEX8
CO Line Queuing	When a User of the Station receives a busy signal during an attempt to access a CO line, the User may request a call back (queued call) when the CO line is available. If this value is set to ON, the Station User will receive a call back from the CO Line when one is available.	+ FLEX5 + 0 (OFF) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
CO PGM	If this value is set to ON, the Station User can program a CO button to one of the available Flexible buttons.	+ FLEX6 + 0 (OFF) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON ADMIN 180-FLEX22
Priority Line Answer (PLA)	If this value is set to ON, the Station User can answer calls according to the designated priority.	+ FLEX7 + 0 (OFF) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON ADMIN 173
Prepaid Call	If this value is set to ON, the Station User can use the Prepaid Call feature.	+ FLEX8 + 0 (OFF) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON

PGM112	DESCRIPTION	PROCEDURE	COMMENTS
Speed Dial Access	If this value is set to ON, the Station User can use the System Speed dial call feature.	+ FLEX9 + 0 (OFF) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
Two-way Record	If this value is set to ON, the Station User can record the incoming an outgoing voice during a conversation.	+ FLEX10 + 0 (OFF) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
Fax Mode	If this value is set to ON, a single ring is provided and Attendant recall is not operated	+ FLEX11 + 0 (OFF) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
Off-net Call Mode	If this value is set to EXT, the Station User can only forward CO calls to off-net (ex., mobile phone). Otherwise, both CO and ICM calls can be forwarded to Off-net.	+ FLEX12 + 1 (ON) + [HOLD/SAVE]	VALUES— 1 = External off-net Call Fwd is only allowed (EXT) 0 = Internal and External Off-net Call Fwd are allowed (ALL)
UCD Group Service	This feature is used when a Station receives a DID/DISA call. If this value is set to ON, the UCD Group the Station belongs to will receive the incoming call. If this value is set to OFF, the Station receives the incoming call directly whether the Station is busy or not.	+ FLEX13 + 1 (ON) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
Ring Group Service	This feature is used when a Station in a Ring Group receives a DID/DISA call. If this value is set to ON, the Ring Group the Station belongs to will receive the incoming call. If this value is set to OFF, the Station receives the incoming call directly.	+ FLEX14 + 1 (ON) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
Stop Camp-on Tone	If this value is set to ON, Camp-on Tone is not heard.	+ FLEX15 + 1 (ON) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
Line Length	This feature is used to distinguish the line length when the distance between the Stations and the Station boards is too variable (SAF only).	+ FLEX16 + 1 (LONG) + [HOLD/SAVE]	VALUES— 0 = SHORT 1 = LONG 2 = FAR
Block Back Call	If this value is set to ON, SLT recalling is blocked after pressing the [FLASH] button.	+ FLEX18 + 1 (ON) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
I-Time RST (Incoming CO Call Time Restriction)	If this value is set to ON, the conversation time of an incoming CO call is limited. After the CO Call Restriction Timer expires, the call is forced to disconnect.	+ FLEX19 + 1 (ON) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON

PGM112	DESCRIPTION	PROCEDURE	COMMENTS
Forced Station Account Code	If this value is set to ON, a password is needed to access an outgoing CO line.	+ FLEX20 + 1 (ON) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
CID Type 2 Service n*ot available in ARIA SOHO*	If this value is set to ON, a busy Station can receive additional CID information from an analog PSTN line.	+ FLEX21 + 1 (ON) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
Door Open	If this value is set to ON, the programmed Station can open a designated door by dialing the assigned Door Open Code.	+ FLEX22 + 0 (OFF) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
Dummy Station	If this value is set to ON, a designated Station can be used as a dummy station, so a hot-desk agent can login at that location.	+ FLEX23 + 0 (OFF) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
Emergency Supervisor	If this value is set to ON, the Station can intrude on other Stations in the event of an emergency. An Authorized User (Emergency Supervisor) can disconnect another extension's active CO Line call, and then make an outgoing call on the released line.	+ FLEX24 + 0 (OFF) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON

3.1.4 Station Attributes III (PGM113)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 113
3. Enter the appropriate Station Number or Station Range
4. Follow the specific Procedure as listed in the Table.

PGM113	DESCRIPTION	PROCEDURE	COMMENTS
ADMIN DKTU Only	If this value is set to ON, the assigned Station Users can program the ADMIN Database.	+ FLEX1 + 1 (ON) + [HOLD/SAVE]	VALUES— Default = ON (for Attendant Station) 0 = OFF 1 = ON
VMIB Access	If this value is set to ON, the Station User can use VMIB.	+ FLEX2 + 1 (ON) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
Group Listening	If this value is set to ON, the Station User can use group listening, while on a handset call by pressing the [MON] button; other people in the vicinity will be able to hear the conversation through the speaker. NOTE—Only the voice of the User on the Handset will project their voice to the User on the other end of the call.	+ FLEX3 + 1 (ON) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
Override Privilege	If this value is set to ON, the Station User can override a CO call.	+ FLEX4 + 0 (OFF) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
SMDR Hidden Dialed Digits	If this value is set to ON, the dialed number of a CO call will appear on the SMDR record.	+ FLEX5 + 0 (OFF) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
Voice Over	If this value is set to ON, the busy Station can talk alternately between two calling or called parties.	+ FLEX6 + 0 (OFF) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
Warm Line	If this value is set to HOT, the Station User can use the Hot Line. Otherwise in the Warm Line state, the Warm Line Timer will start when the user lifts the handset or presses the [MON]	+ FLEX7 + 1 (HOT) + [HOLD/SAVE]	VALUES— 0 = WARM 1 = HOT ADMIN 122

PGM113	DESCRIPTION	PROCEDURE	COMMENTS
	button.		
VMIB MSG Retrieve Password	If this value is set to ON, the Station User must enter a password to retrieve the VMIB Messages.	+ FLEX8 + 1 (ON) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
VMIB MSG Retrieve Date/Time	If this value is set to ON, Date and Time will be heard when VMIB messages are retrieved.	+ FLEX9 + 0 (OFF) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
Alarm Attribute	If this value is set to ON, the Station will be able to receive alarm signals.	+ FLEX10 + FLEX1 (Alarm Basic) + 0 (OFF) + [HOLD/SAVE]	VALUES— FLEX1 = Alarm Basic FLEX2 = Alarm Expansion 0 = OFF 1 = ON
Muted Ring Service	If this value is set to ON, the Station can receive a Muted Ring tone	+ FLEX11 + 0 (OFF) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
Call Cut Off Timer	If this value is set to a non-zero number, outgoing CO calls will be restricted and disconnected following expiration of the designated timer.	+ FLEX12 + VALUE (minutes, 2 digits, range=00-99)	
Barge-In Mode	Designates if the intruding Station can listen in, or listen to and join the call in progress.	+ FLEX13 + 1 (Monitor Mode) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = Monitor Mode: The intruding extension can listen to the existing conversation but cannot participate. 2 = Speech Mode: The intruding extension can listen and join in the existing conversation.

3.1.5 Station Attribute IV (PGM 114)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 114
3. Enter the appropriate Station Number or Station Range
4. Follow the specific Procedure as listed in the Table.

PGM114	DESCRIPTION	PROCEDURE	COMMENTS
Calling Line Identification Presentation (CLIP) LCD Display	If this value is set to ON, the CLI is displayed on the Station's LCD on incoming calls.	+ FLEX1 + 0 (OFF) + [HOLD/SAVE]	VALUES— Default = ON (for Attendant Station) 0 = OFF 1 = ON
Connected Line Identification Presentation (COLP) LCD Display	If this value is set to ON, the connected party CLI is displayed on the Station LCD.	+ FLEX2 + 1 (ON) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
CLI/Redirect Display	If this value is set to RED, the redirected CLI is displayed. Otherwise, the original CLI is displayed when using networking.	+ FLEX3 + 1 (RED) + [HOLD/SAVE]	VALUES— 0 = CLI 1 = RED
CLI MSG Wait	If this value is set to ON, the Station can receive CLI messages from an incoming CO call when the station doesn't answer.	+ FLEX4 + 1 (ON) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
DISA Restriction	If this value is set to ON, the Station is restricted to receiving DISA incoming calls.	+ FLEX10 + 1 (ON) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
CLI Name Display	If this value is set to ON, the System checks whether the received CLI matches with the speed dial data. If it matches, the speed dial name is displayed.	+ FLEX11 + 1 (ON) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
ISDN CLI Restriction (CLIR)	If this value is set to ON, the CLI information is restricted by PX.	+ FLEX14 + 1 (ON) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON

3.1.6 Flexible Button Assignment (PGM 115)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 115
3. Enter the appropriate Station Number or Station Range
4. Follow the specific Procedure as listed in the Table.

PGM115	DESCRIPTION	PROCEDURE	COMMENTS
Flex Button Assignment	Each flexible button in a Station can be assigned as desired (refer to Table)	+ 1 + FLEX1 + 03 (Type No. Range=01-11) + 02 (Group Number) + [HOLD/SAVE]	VALUES— 1 = F01-F24 2 = F25-F48

BUTTON TYPE FOR FLEXIBLE BUTTON ASSIGNMENT

NO.	TYPE	RANGE	REMARK
1	User Key		User can program by button programming procedure (empty)
2	{CO xx} Button	01-12	CO Line
3	{CO Grp xx}	01-08	CO Line Group
4	{LOOP}		
5	{STAxxxx}	100-151	Station No.
6	STA PGM Button	11-99	
7	{STA SPDxx}	00-99	Station Speed Bin.
8	{SYS SPDxxxx}	2000-2499	System Speed Bin.
9	FLEX NUM	Num Plan Code	Numbering Plan Code of ADMIN 106, 107
11	Hunt Group Button	620-629	Hunt Group No.

INITIAL BUTTON CONFIGURATION

FLEX	12-BUTTON (DIGITAL)	24-BUTTON (DIGITAL)
1	{CO1}	{CO1}
2	{CO2}	{CO2}
3	{CO3}	{CO3}
4	{CO4}	{CO4}
5	{CO5}	{CO5}
6	{CO6}	{CO6}
7	{CO7}	{CO7}
8	{CO8}	{CO8}
9	{LOOP}	{LOOP}
10-24	-	Not Assigned

3.1.7 Station COS (PGM 116)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 116
3. Enter the appropriate Station Number or Station Range
4. Follow the specific Procedure as listed in the Table.

PGM116	DESCRIPTION	PROCEDURE	COMMENTS
Station COS	Each Station is assigned a Class of Service (COS) that determines the Station toll restriction for day and night operation (refer to Table). On a particular call, the CO COS is combined with Station COS to determine the restriction. The weekend COS is the same as night COS.	+ FLEX1 (DAY) + 02 (COS) + FLEX2 (NIGHT) + 02 (COS, Range=1-9) + [HOLD/SAVE]	VALUES— Default = 1 for all Stations (day and night operation). FLEX1 = DAY FLEX2 = NIGHT

STATION COS TABLE

STATION COS	REMARK
1	No restrictions are placed at the Station for dialing.
2	The assignments in the Exception Table A are monitored for Allow and Deny numbers.
3	The assignments in the Exception Table B are monitored for Allow and Deny numbers
4	The assignments in both Exception Tables A & B are monitored for Allow and Deny numbers.
5	The leading digit dialed can no t be a long distance code. The dialed digits can be longer than 7 digits. There is not restriction for the number in the Canned Toll Table.
6	The leading digits can not be a Long distance code. Only eight digits maximum can be dialed. There is no restriction for the number in the Canned Toll Table.
7	Intercom and paging calls are allowed. No dialing allowed on CO lines. ICM boxes are assigned with this COS.
8	The assignments in the Exception Table C are monitored for allow and deny numbers.
9	The assignments in the Exception Table D are monitored for allow and deny numbers.

3.1.8 CO Line Group Access (PGM 117)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 117
3. Enter the appropriate Station Number or Station Range
4. Follow the specific Procedure as listed in the Table.

PGM117	DESCRIPTION	PROCEDURE	COMMENTS
CO Line Group	Each Station is assigned a Class of Service (COS) that determines the Station toll restriction for day and night operation. On a particular call, the CO COS is combined with Station COS to determine the restriction. The weekend COS is the same as night COS. Eight CO Line Groups are available in the ARIA SOHO	+ VALUE (Range=FLEX1-FLEX8, Toggle) + [HOLD/SAVE]	

3.1.9 Page Zones (PGM 118-119)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 118
3. Enter the appropriate Station Number or Station Range
4. Follow the specific Procedure as listed in the Table.

PGM	DESCRIPTION	PROCEDURE	COMMENTS
PGM 118—Internal Page Zone	Each Station is assigned to an internal page zone. ARIA SOHO supports 10 internal paging zones.	+ FLEX1-FLEX5 (ZONE01-ZONE05) + [HOLD/SAVE]	VALUES – Default = ZONE01
PGM 119—Conference Page Zone	Each Station can be assigned to five different conference page zones 06-10.	+ FLEX1-FLEX5 (ZONE06-ZONE10) + [HOLD/SAVE]	VALUES – Default = None

3.1.10 Intercom Tenancy Group (PGM 120)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 120
3. Enter the appropriate Group Number
4. Follow the specific Procedure as listed in the Table.

PGM 120	DESCRIPTION	PROCEDURE	COMMENTS
Intercom Tenancy Group Attendant	Each ICM group may have one Attendant. Day/Night Mode for ICM is set by the ICM Group Attendant.	+ FLEX1 + ICM Tenancy Group Attendant + [HOLD/SAVE]	
ICM Tenancy Group Access	Each group can be programmed to allow or deny calls to other groups.	+ FLEX2 + FLEX1-FLEX5 (toggle, refer to Table) + ICM Tenancy Group Attendant + [HOLD/SAVE]	

ICM TENANCY GROUP FLEX BUTTONS

FLEX	ITEM	RANGE	REMARK
1	Attendant	STA No.	Attendant Station of assigned ICM Tenancy Group.
2	Access Group	FLEX1-5	ICM Tenancy Groups allow access to assigned groups.

3.1.11 Intercom Preset Call Forward (PGM 121)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 121
3. Enter the appropriate Station Number
4. Follow the specific Procedure as listed in the Table.

PGM 121	DESCRIPTION	PROCEDURE	COMMENTS
Intercom Preset Call Forward	If the Station does not answer the incoming CO call within the Preset Call Forward timer, then the call is forwarded to a preset destination.	Forward to Station: + 1 (Station) + Station Number + [HOLD/SAVE]	VALUES – Default = None 1 = Station 2 = Hunt Group
		Forward to Group: + 2 (Hunt Group) + Hunt Group Number + [HOLD/SAVE]	

3.1.12 Idle Line Selection (PGM 122)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 122
3. Enter the appropriate Station Number
4. Follow the specific Procedure as listed in the Table.

PGM 122	DESCRIPTION	PROCEDURE	COMMENTS
Idle Line	Designates Hot Line or Warm Line	+ 1 (ITEM, refer to Table) + Range (1-4 digits, refer to Table) + [HOLD/SAVE]	

IDLE LINE SELECTION FLEX BUTTONS

DGT	ITEM	RANGE	REMARK
1	FLEX	01-44	To activate a feature on a flexible button as if pressed.
2	CO Line	01-08	To secure a CO Line.
3	CO Line Group	00-08	To secure a CO Line Group.
4	Station	10-57	To call another Station.

3.1.13 SMDR Account Group (PGM 124)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 124
3. Enter the appropriate Station Number
4. Follow the specific Procedure as listed in the Table.

PGM 124	DESCRIPTION	PROCEDURE	COMMENTS
SMDR Account Group	Stations can be assigned as a member of a call account group on SMDR. A Station belongs to only one Group.	+ 01 (Account Group, 00-23) + [HOLD/SAVE]	

3.1.14 Copy DSS Button (PGM 125)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 125
3. Enter the appropriate Station Number
4. Follow the specific Procedure as listed in the Table.

PGM 125	DESCRIPTION	PROCEDURE	COMMENTS
Copy DSS Button	The assigned DSS button can be copied to another Station or ICM group.	Copy DSS from Station: + FLEX1 + Station Number + [HOLD/SAVE]	VALUES – Default = [CONF] button
		Copy DSS from ICM Group: + FLEX2 + ICM Group (Range=1-5) + [HOLD/SAVE]	

3.1.15 Station IP List (PGM 126)

In this program mode, the following items can be customized:

5. Press the [TRANS PGM] button
6. Dial 126
7. Enter the appropriate Station bin number.
8. Follow the specific Procedure as listed in the Table.

PGM 126	DESCRIPTION	PROCEDURE	COMMENTS
Station IP List	The IP Address can be programmed for each Station. This IP Address is used to support first CTI through the LAN.	First CTI IP Address (12 digits) + [HOLD/SAVE]	

3.1.16 Display Station Number (PGM 130-131)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial PGM Number (130 or 131)
3. Follow the specific Procedure as listed in the Table.

PGM	DESCRIPTION	PROCEDURE	COMMENTS
Display Station Number by COS – PGM 130	The LCD will show the Stations of a designated Class of Service (COS)	Show Station by assigned Day COS: + FLEX1 + 1 (COS, Range=1-7)	VALUES – FLEX1 = DAY FLEX2 = NIGHT NAVIGATION – Next page: Volume down key Previous Step: [CONF] button
		Show Station by assigned Night COS: + FLEX2 + 1 (COS, Range=1-7)	
Display Station Number by CO Access Group – PGM 131	Station Numbers that access certain CO Line Groups could be checked. The LCD shows Stations that are assigned to access CO Line Group 1.	+ 01 (CO Line Group, Range=00-08) + [HOLD/SAVE]	NAVIGATION – Next page: Volume down key Previous Step: [CONF] button

3.2 CO Line (PGM 140-146)

CO Line features are covered in PGM s 140 to 144. When programming, if the programmer enters data correctly, the LCD and LED s show he entered data, and is stored in the temporary buffer area.

3.2.1 CO Service Type (PGM 140)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 140
3. Enter the appropriate CO Line Range
4. Follow the specific Procedure as listed in the Table.

PGM 140	DESCRIPTION	PROCEDURE	COMMENTS
Normal CO	The LCD will show the Stations of a designated Class of Service (COS)	+ FLEX1 + 1 + [HOLD/SAVE]	
DISA (SUB ATT)	When value is set to Normal CO, DISA service can be used.	DISA Service ON: + FLEX2 + FLEX1 (FLEX1 = Day, FLEX2 = Night, FLEX3 = Weekend, FLEX4 = On-Demand) + FLEX1 (FLEX1 = DISA Service, FLEX2 = VMIB) + [HOLD/SAVE]	
		DISA VMIB Announcement: + FLEX2 + FLEX1 (FLEX1-FLEX4, refer to Table) + FLEX2 (FLEX1-FLEX2, refer to Table) + [HOLD/SAVE]	

CO TYPE TABLE

FLEX	TYPE	FLEX2	DEFAULT	SUB ATTR	REMARK
1	Normal CO	DISA Attributes FLEX1 (Day) FLEX2 (Night) FLEX3 (Weekend) FLEX4 (On-Demand)		For each Item: FLEX1 = DISA Service: ON/OFF FLEX2 = VMIB MSG (00-70) (00: not assigned)	

3.2.2 CO Line Attributes I (PGM 141)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 141
3. Enter the appropriate CO Line Range
4. Follow the specific Procedure as listed in the Table.

PGM 140	DESCRIPTION	PROCEDURE	COMMENTS
CO Line Group	Each CO Line must be a member of a CO Line Group; Groups may be assigned according to the CO type and COS	+ FLEX1 + 02 (CO Line Group) + [HOLD/SAVE]	VALUES – Group 00 = private group Group 09 = not used group
CO COS	COS is assigned to each CO Line.	+ FLEX2 + 2 (CO COS) + [HOLD/SAVE]	VALUES – 1 = No Restriction 2 = Exception Table A Governs 3 = Exception Table B Governs 4 = Restricts Long Distance Code 5 = Overrides Station COS 2, 3, 4 and 5, 6
DISA Account Code	If this value is set to ON, when the incoming CO caller tries to access another CO Line by dialing a CO Line access code, the caller will be prompted to enter an authorization code.	+ FLEX3 + 1 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
CO Line Assign	If this value is set to ON, Polarity Reverse is applied to the CO Line, otherwise, Loop Start is applied.	+ FLEX4 + 1 (Pol) + [HOLD/SAVE]	VALUES – 0 = Loop Start (Loop) 1 = Polarity Reverse (Pol)
CO Line Type	Designates the CO Line Type	+ FLEX5 + 1 (PBX) + [HOLD/SAVE]	VALUES – 0 – CO 1 = PBX
CO Line Signal Type	Designates the CO Line signaling type	+ FLEX6 + 0 (Pulse) + [HOLD/SAVE]	VALUES – 0 = Pulse 1 = DTMF
Flash Type Analog CO Lines only.	Designates the type of Flash that is used.	+ FLEX7 + 1 (Ground) + [HOLD/SAVE]	VALUES – 0 = Pulse 1 = Ground

PGM 140	DESCRIPTION	PROCEDURE	COMMENTS
Universal Night Answer (UNA)	If this value is set to ON, UNA is applied to the active CO Line.	+ FLEX8 + 1 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
CO Line Group Account	If this value is set to ON, the CO Line user will be prompted to enter an authorization code to access this CO Line.	+ FLEX9 + 1 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
Tenancy Group	Designates the ICM Tenancy group number a Station belongs to. If this value is set, separated Day/Night ring mode is applied to incoming CO Calls according to the ICM Tenancy group Attendant Day/Night ring mode.	+ FLEX10 + 1 (Tenancy Group) + [HOLD/SAVE]	VALUES – 0-5 (ARIA SOHO)

3.2.3 CO Line Attributes II (PGM 142)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 142
3. Enter the appropriate CO Line Range
4. Follow the specific Procedure as listed in the Table.

PGM 142	DESCRIPTION	PROCEDURE	COMMENTS
CO Line Name Display	If this value is set to ON and the CO Line Name is assigned, the Name is displayed on the Station LCD when the Station receives an incoming CO call through the CO Line.	+ FLEX1 + 1 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
CO Line Name Assign	Designates the name of the CO Line	+ FLEX2 + CO LINE NAME (Max. 12 characters, refer to Key set Map) + [HOLD/SAVE]	VALUES –

KEYSET MAP

. – 13 Q – 11 Z – 12 1 – 10	A – 21 B – 22 C – 23 2 – 20	D – 31 E – 32 F – 33 3 – 30
G – 41 H – 42 I – 43 4 – 40	J – 51 K – 52 L – 53 5 – 50	M – 61 N – 62 O – 63 6 – 60
P – 71 Q – 72 R – 73 S - 74 7 – 70	T – 81 U – 82 V – 83 8 – 80	W – 91 X – 92 Y – 93 Z – 9# 9 – 90
∗1– Blank ∗2 - : ∗3 - ,	0 – 00	#

PGM 142	DESCRIPTION	PROCEDURE	COMMENTS
Metering Unit	Designates the unit used to detect pulses from the CO Line. There are 7 metering signal types (refer to VALUES)	+ FLEX3 + METERING SIGNAL TYPE + [HOLD/SAVE]	VALUES – 00 = None 01 = 50 Hz (not available in ARIA SOHO) 02 = 12 KHz (not available in ARIA SOHO) 03 = 16 KHz (not available in ARIA SOHO) 04 = Singular Polarity Reverse (SPR) 05 = Plural Polarity Reverse (PPR) 06 = No Polarity Reverse (NPR)
Line Drop using CPT (Call Progress Tone)	If this value is set to ON, CPT checks the incoming CO Line when answered and if CPT detects a dial tone, the System should drop the line for toll restriction.	+ FLEX4 + 1 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
CO Distinct Ring	If this value is set to 0, the designated ring tone is heard at the Station when it receives an incoming CO Call, so that the user can distinguish incoming CO Calls and ICM Calls with the different ring tones.	+ FLEX5 + 1 (ON) + [HOLD/SAVE]	VALUES – 0-4 ADMIN 422

PGM 142	DESCRIPTION	PROCEDURE	COMMENTS
CO Line MOH	Designates MOH on the CO Line (refer to VALUES)	+ FLEX6 + 02 (External Music) + [HOLD/SAVE]	VALUES – 0 = Not Assigned 1 = Internal Music 2 = External Music 3 = VMIB MOH 4-8 = SLT MOH 9 = Hold Tone
PABX CO Dial Tone	If this value is set to YES, PBX or PABX provides the CO Dial Tone; otherwise, the LDK System provides it.	+ FLEX7 + 0 (NO) + [HOLD/SAVE]	VALUES – 0 = NO (System) 1 = YES (PBX)
PABX CO Ring Back Tone	If this value is set to YES, PBX or PABX provides a CO Ring Back Tone; otherwise, the LDK system provides it.	+ FLEX8 + 1 (YES) + [HOLD/SAVE]	VALUES – 0 = NO (System) 1 = YES (PBX)
PABX CO Error Tone	If this value is set to YES, PBX or PABX provides a CO Error Tone; otherwise, the LDK system provides it.	+ FLEX9 + 1 (YES) + [HOLD/SAVE]	VALUES – 0 = NO (System) 1 = YES (PBX)
PABX CO Busy Tone	If this value is set to YES, PBX or PABX provides a CO Busy Tone; otherwise, the LDK system provides it.	+ FLEX10 + 1 (YES) + [HOLD/SAVE]	VALUES – 0 = NO (System) 1 = YES (PBX)
PABX CO Announce Tone	If this value is set to YES, PX or PABX provides a CO Announce Tone; otherwise, the LDK system provides it.	+ FLEX11 + 1 (YES) + [HOLD/SAVE]	VALUES – Default = 0 0 = NO 1 = YES
CO Flash Timer	Designates the length of time limit for CO Flash. CO Flashing is available within this timer; otherwise, the CO Line is released.	+ FLEX12 + 010 (100msec, Range=000-300) + [HOLD/SAVE]	
Open Loop Detect Timer	Designates the time limit for CO Open Loop.	+ FLEX13 + 010 (100msec, Range=000-300) + [HOLD/SAVE]	
Line Length	Used to determine the line length when the CO Line length is too variable (SAF only).	+ FLEX14 + 1 (LONG) + [HOLD/SAVE]	VALUES – 0 = SHORT 1 = LONG
DISA Answer Timer	System answers DISA call after this time.	+ FLEX15 + VALUE (1 digit, Range=1-9) + [HOLD/SAVE]	
DISA Delay Timer	This timer is used to delay the connection of the DTMF receiver after the DISA line answers	+ FLEX16 + VALUE (1 digit, Range=1-9) + [HOLD/SAVE]	

3.2.4 CO Ring Assignment (PGM 144)

When the CO Service Type (ADMIN 140) is set to Normal, the CO incoming calls are routed to the proper destination according to this assignment. The destination can be a Station, Hunt Group, or VMIB announcement. The Ring assignment is applied separately by Day/Night Ring Mode by pressing FLEX 1-4.

RING ASSIGNMENT TO STATION

FLEX	ITEM	DEST TYPE	DEFAULT
1	Day	TYPE 1: Station Range + Delay TYPE 2: Hunt Group TYPE 3: Voice Message	Station 101 (Attendant Station) is assigned with delay 0.
2	Night		
3	Weekend		
4	On-Demand		

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 144
3. Enter the appropriate CO Line Range
4. Follow the specific Procedure as listed in the Table.

PGM 144	DESCRIPTION	PROCEDURE	COMMENTS
Ring Assignment to Station	To assign a call to the Station, the delay value must be entered. If a delay value is set, the call will begin to ring after the delay time has expired. To receive incoming calls instantly, the delay value should be set to 0. to delete a programmed CO ring assignment, press the [SPEED] button instead of entering a delay value.	+ FLEX1 + 1 (DAY) + STATION RANGE + DELAY TIME (Range=0-9) + [HOLD/SAVE]	
Ring Assignment to Hunt Group	Used to assign ringing at a Station during Night Mode.	+ FLEX2 + 2 (NIGHT) + HUNT GROUP (Range=620-629) + [HOLD/SAVE]	
Ring Assignment to VMIB Announcement	Used to assign ringing at a Station during Weekend Mode	+ FLEX3 + 3 (WEEKEND) + VOICE MESSAGE (Range=00-70) + [HOLD/SAVE]	

3.2.5 CO Line Assignment Display (PGM 145)

In this program mode, the following items can be customized:

5. Press the [TRANS PGM] button
6. Dial 145
7. Enter the appropriate CO Line Range
8. Follow the specific Procedure as listed in the Table.

PGM 145	DESCRIPTION	PROCEDURE	COMMENTS
CO Line Assignment Display	Used to check the Ring Assignment destination of a CO Line for each Day/Night Ring Mode. If CO calls are assigned to the Station during Day or Night Mode, the delay value can be viewed (ex., value 100(1) means Station 100 will receive a ring with a delay value of 1). NOTE—when there are too many stations to see, you can scroll data using the volume up/down keys.	+ FLEX1 + [HOLD/SAVE]	VALUES – FLEX1 = DAY FLEX2 = NIGHT FLEX3 = WEEKEND FLEX4 = ON-DEMAND

3.2.6 CO to CID Attributes (PGM 147)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 147
3. Enter the appropriate CO Line Range
4. Follow the specific Procedure as listed in the Table.

PGM 147	DESCRIPTION	PROCEDURE	COMMENTS
CID Mode Select	The User can select the CID type.	+ FLEX1 + VALUE (1 digit, Range=1-9) + [HOLD/SAVE]	VALUES – 0 = DISABLE 1 = FSK MODE 2 = RUSSIA CID MODE 3 = AUTO MODE
CID Name Display	The Analog CO Line CLI carries the caller's telephone number or name (toggle).	+ FLEX2 + 1 (NAME) + [HOLD/SAVE]	VALUES— 0 = TELEPHONE No. 1 = NAME
Russia CID Detect Mode	Determines which calls will have Cid detections.	+FLEX3 + 1 (ALL) + [HOLD/SAVE]	VALUES— 0 = LOCAL 1 = ALL
Russia Cid Request	Determines if CID is User Request or Auto.	+ FLEX4 + 1 (AUTO)	VALUES— 0 = USER 1 = AUTO
Russia CID Request Timer	Russia CID Request Timer	+ FLEX5 + VALUE (10msec, Range-010-150) + [HOLD/SAVE]	
Russia CID VIRAN Timer	When the System automatically answers a CO Ring for Russia CID detection, the timer is initialized; call will be dropped on timer expiration.	+ FLEX6 + VALUE (1sec, Range=001-300) + [HOLD/SAVE]	
Russia CID Digit Number	Determines the number of valid CID received digits.	+ FLEX7 + VALUE (2 digits, Range=04-10) + [HOLD/SAVE]	

3.3 System Data (PGM 160 - 185)

3.3.1 System Attributes I (PGM 160)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 160
3. Follow the specific Procedure as listed in the Table.

PGM 160	DESCRIPTION	PROCEDURE	COMMENTS
Attendant Call Queuing Ring Back Tone (RBT)	If this value is set to RBT, Ring Back Tone is provided to the Station when the Station calls a busy Attendant; otherwise, the hold tone or VMIB-MOH (Admin 171–FLEX2) is provided).	+ FLEX1 + 1 (RBT) + [HOLD/SAVE]	VALUES – 0 = MOH; the Station User will hear MOH, hold tone from the System database. 1 = RBT; the Station User will hear a RBT when calling a busy Attendant Station.
Camp RBT/MOH	MOH or RBT is heard during the Camp-On state.	+ FLEX2 + 1 (RBT) + [HOLD/SAVE]	VALUES – 0 = MOH 1 = RBT
CO Line Choice	When securing a CO Line in a CO Line Group, if value is set to LAST CHOICE, the last available CO Line will be secured; otherwise, CO Lines are secured in line availability order.	+ FLEX3 + 1 (Round Robin) + [HOLD/SAVE]	VALUES – 0 = AVAILABLE LINE ORDER 1 = LAST CHOICE
DISA Retry Counter	When the DISA User fails to connect with a Station or access a feature, the DISA User can retry other calls or features within the programmed retry counter. If the DISA User cannot make a connection	+ FLEX4 + 4 (Retry Counter, Range=0-9) + [HOLD/SAVE]	
ICM Continuous Dial Tone	Sets whether ICM dial tone is continuous.	+ FLEX5 + 0 (Non-Continuous) + [HOLD/SAVE]	VALUES – 0 = NON-CONTINUOUS 1 – CONTINUOUS
CO Dial Tone Detect	When speed dial is activated, if this value is set to ON, the System will detect a dial tone using CPT instead of the pause timer.	+ FLEX6 + 1 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON

PGM 160	DESCRIPTION	PROCEDURE	COMMENTS
External Night Ring	If this value is set to ON, when an incoming CO call is received an UNA service is activated, the call will be sent to LBC1.	+ FLEX7 + 0 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
Hold Preference	There are two types of Hold: system Hold and Exclusive Hold. If a call is held in System Hold, any Station can retrieve the call; in Exclusive Hold, only the holding Station can retrieve the call.	+ FLEX8 + 0 (EXCLUSIVE) + [HOLD/SAVE]	VALUES – 0 = EXCLUSIVE 1 = SYSTEM
Multi-Line Conference	If this value is set to ON, conference with multiple CO lines is available.	+ FLEX9 + 0 (OFF) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
Print LCR Converted Digit	If this value is set to ON, LCR converted digits are displayed on the LCD with SMDR data; otherwise, the originally-dialed digits are shown.	+ FLEX10 + 1 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
Conference Warning Tone	If this value is set to ON, other members will hear a warning tone when a new member enters a conference.	+ FLEX11 + 0 (OFF) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
Off-Net Prompt Usage	If this value is set to ON, the off-net	+ FLEX12 + 0 (OFF) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
Off-net DTMF Tone	If this value is set to ON, the off-net VMIB announcement (prompt) will be heard when a call is off-net call forwarded; this only applies to calls transferred within the system.	+ FLEX13 + 0 (OFF) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
Voice Path Connect	If this value is set to IMM (immediate), voice path is connected immediately for CO outgoing calls; otherwise, calls are connected after dialing digits.	+ FLEX14 + 1 (IMM) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
Transfer Tone	While a call is transferred to a destination Station, if this value is set to RBT, transferred Station will hear a ring back tone; otherwise, MOH will be heard.	+ FLEX15 + 0 (RBT) + [HOLD/SAVE]	VALUES – 0 = RBT 1 = MOH

PGM 160	DESCRIPTION	PROCEDURE	COMMENTS
CO to CO Transfer CPT Detection	If this value is set to CPT detection, a CO-to-CO transfer connection will be dropped when a tone is detected from the CO-to-CO transfer connection. To detect a tone from the CO line, a CPT detection board is required.	+ FLEX16 + 1 (CPT Detection) + [HOLD/SAVE]	VALUES – 0 = No CPT Detection 1 = CPT Detection
ACD Package Usage *Not available in ARIA SOHO*	If this value is set to ON, ACD Information is printable.	+ FLEX17 + 0 (OFF) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
CO-to-CO UC Timer Extend	If this value is set to ON, the conference call User can extend the Unsupervised Conference Timer by dialing the UC Timer Extend code.	+ FLEX18 + 0 (OFF) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
Call Log List Number	Sets the number of Call Log Lists per Station.	+ FLEX19 + 2 digits (Range=15-50) + [HOLD/SAVE]	

3.3.2 System Attributes II (PGM 161)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 161
3. Follow the specific Procedure as listed in the Table.

PGM 161	DESCRIPTION	PROCEDURE	COMMENTS
PX Time/Day/Month Setting	If this value is set to ON, the System Time/Date is set by the PX Time/Day/Month.	+ FLEX1 + 1 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
Off-Hook Ring Type	The off-hook ring type in the System can be set to mute or a one-burst ring.	+ FLEX2 + 0 (BURST) + [HOLD/SAVE]	VALUES – 0 = BURST 1 = MUTE
Override 1st CO Line Group	If this value is set to ON, when there is no available CO Line in the first CO Line Group, the System can access the next accessible CO Line Group.	+ FLEX3 + 0 (OFF) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
Page Warning Tone	If this value is set to ON, a page warning tone will be heard when paging starts.	+ FLEX4 + 0 (OFF) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON

PGM 161	DESCRIPTION	PROCEDURE	COMMENTS
Auto Privacy	If this value is set to ON, a call is protected from override regardless of Station Override Privilege.	+ FLEX5 + 0 (OFF) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON ADMIN 113-FLEX4
Privacy Warning Tone	If this value is set to ON, a privacy warning tone will be heard when a call is overridden.	+ FLEX6 + 0 (OFF) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
Single Ring for CO Call	If this value is set to YES, the ICM ring cadence and the CO ring cadence will be reversed.	+ FLEX7 + 1 (YES) + [HOLD/SAVE]	VALUES – 0 = NO 1 = YES
Automatic Call Distribution (ACD) Print Enable	If this value is set to ON, ACD printing is available.	+ FLEX9 + 1 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
ACD Print Timer	ACD database can be printed per the desired time interval (10 sec or 1 hr base)	+ FLEX10 + 002 (3 digits, Range=001-225) + [HOLD/SAVE]	VALUES – ADMIN 161-FLEX14
ACD Clear Database After Print	If this value is set to ON, the ACD database is re-initialized after printing.	+ FLEX11 + 1 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
VMIB Prompt Gain	Used to designate the VMIB Announcement (prompt gain).	+ FLEX12 + 02 (2 digits, Range=00-31) + [HOLD/SAVE]	
CLI Information at VM Simplified Message Desk Interface (SMDI)	If this value is set to ON, CLI is added when Voice Mail information is printed through RS232 port by SMDI.	+ FLEX13 + 1 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
ACD Print Timer Unit	This value determines the unit of ACD Print Timer	+ FLEX14 + 1 (HOUR) + [HOLD/SAVE]	VALUES – 0 = SEC 1 = HOUR RANGE – 1hr or 10 sec
Set VM SMDI Type	This value sets VM SMDI type.	+ FLEX15 + 1 (Type II) + [HOLD/SAVE]	VALUES – 0 = TYPE I 1 = TYPE II Refer to the RS232 Specification document.
Incoming Toll Check	If this value is set to ON, the System checks for tolls applied to incoming CO calls.	+ FLEX16 + 1 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON

PGM 161	DESCRIPTION	PROCEDURE	COMMENTS
Auto FAX Transfer CO	If Auto FAX CO line is programmed, the System answers and detects the FAX calling tone (1100Hz, 0.5sec ON/2sec OFF repeat tone) from an incoming analog CO line. The System will route this call to the last SLT port on the basic MBU (Ext. 107, or Ext. 15 as in compact type KSU) when tone is detected within the programmed time.	+ FLEX17 + CO Line Number (Range=01-12) + [HOLD/SAVE]	
No DSS Indication	If this value is set to ENABLE, the LED indication of the {CO} or {DSS} button will be blocked (LED will not blink even if there is an incoming call to the assigned CO Line or Station). This feature does not apply for direct calls such as DID or DISA.	+ FLEX18 + 0 (DISABLE) + [HOLD/SAVE]	VALUES – 0 = DISABLE 1 = ENABLE
UK Billing Mode *UK Only*	If this value is set to ON, the UK Billing Mode is applied.	+ FLEX19 + 1 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
COS 7 (Authorization Fail)	If this value is set to ON, the Station will temporarily be changed to 7 when an invalid authorization code is entered at the Station. COS can be recovered by activating COS RESTORE. If not assigned, the day & night COS in PGM 116 will be changed to 7 when an invalid authorization code is entered at the Station. NOTE—To recover COS, day & night COS should be reassigned.	+ FLEX20 + 0 (OFF) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
5-Digit Authorization Code Usage	If this value is set to ON, Authorization code is 5-digits fixed length. Otherwise the code is flexible 3-11 digits.	FLEX21 + 0 (OFF) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
LCR Dial Tone Detect	If this value is set to ON, the System first will check if the CO provides a dial tone in case of Analog CO being secured for LCR dialing; if not dial tone exists, the call will be re-routed to an alternate DMT Index. If LCR type is set to M13, LCR dial tone detect will not be available.	FLEX22 + 0 (OFF) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON

3.3.3 ADMIN Password (PGM 162)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 162
3. Follow the specific Procedure as listed in the Table.

PGM 162	DESCRIPTION	PROCEDURE	COMMENTS
ADMIN Password	An ADMIN Password can be assigned as a security measure for entering the ADMIN Programming Mode. To delete the ADMIN Password, press the [SPEED] button.	+ Password (4 digits, Range=0-9) + [HOLD/SAVE]	VALUES – Default = Not Assigned # = Ignore received digit * = bypass the digit

3.3.4 Alarm Attributes (PM 163)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 163
3. Follow the specific Procedure as listed in the Table.

PGM 163	DESCRIPTION	PROCEDURE	COMMENTS
Alarm Enable	If this value is set to ON, alarm is available.	+ FLEX1 + 1 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
Alarm Contact Type	Designates if the Alarm Contact Type is open or closed.	+ FLEX2 + 0 (OPEN) + [HOLD/SAVE]	VALUES – 0 = OPEN 1 = CLOSED
Alarm Mode	Designates if the Alarm Mode in use is Alarm or Door Bell.	+ FLEX3 + 0 (DOOR BELL) + [HOLD/SAVE]	VALUES – 0 = DOOR BELL 1 = ALARM
Alarm Signal Mode	If this value is set to REPEAT, when activated the Alarm Signal will be repeated until the Alarm is reset.	+ FLEX4 + 0 (ONCE) + [HOLD/SAVE]	VALUES – 0 = ONCE 1 = REPEAT

3.3.5 Attendant Assignment (PGM 164)

A maximum of 5 Attendants can be assigned including the Main Attendant and System Attendant. In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 164
3. Follow the specific Procedure as listed in the Table.

PGM 164	DESCRIPTION	PROCEDURE	COMMENTS
System Attendant	The System Attendant differs from the Main Attendant in regard to call handling and System Management priority. The System Attendant has more priority over the Main Attendant(s). NOTE—The first System Attendant can not be deleted.	+ FLEX1 + Station Number + [HOLD/SAVE]	VALUES – Default = Station 101 1 (System Attendant)
Main Attendant Assignment	Main Attendants generally serve as call handlers. To delete a Main Attendant, press the FLEX button and select the Attendant to delete; press the [SPEED] button.	+ FLEX2 + Station Number + [HOLD/SAVE]	VALUES – Default = Not Assigned 1-4 (Main Attendants)

3.3.6 Auto Attendant VMIB Announcement (PGM 165)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 165
3. Follow the specific Procedure as listed in the Table.

PGM 165	DESCRIPTION	PROCEDURE	COMMENTS
Auto Attendant Usage	If this value is set to ON, Auto Attendant is activated.	+ FLEX1 + 1 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
VMIB Announce	This value is the number of VMIB announcements played when Auto Attendant is activated.	+ FLEX2 + 01 + [HOLD/SAVE]	VALUES – 00-70

3.3.7 CO-to-CO COS (PGM 166)

When an external user of a DID/DISA/TIE line tries to access another CO Line in the System, CO-to-CO COS is applied. The attributes of CO-to-CO COS is the same as Station COS.

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 166
3. Follow the specific Procedure as listed in the Table.

PGM 166	DESCRIPTION	PROCEDURE	COMMENTS
Day COS	COS of Day Mode	+ FLEX1 + 2 (Range=1-7) + [HOLD/SAVE]	VALUES – Default = 7
Night/Weekend COS	COS of Night/Weekend Mode	+ FLEX2 + 2 (Range=1-7) + [HOLD/SAVE]	VALUES – Default = 7

3.3.8 DISA Destination (PGM 167)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 167
3. Follow the specific Procedure as listed in the Table.

PGM 167	DESCRIPTION	PROCEDURE	COMMENTS
Busy Destination	When there is a DISA incoming call, if and caller dialed a busy destination, the call will be routed to the Busy Destination (refer to VALUES).	+ FLEX1 + VALUE + [HOLD/SAVE]	VALUES – FLEX1 = Tone FLEX2 = Attendant (ring assignment) FLEX3 = Forward to Hunt Group
Error Destination	When there is a DISA incoming call, if the caller dialed an invalid number, the call will be routed to the Error Destination (refer to VALUES).	+ FLEX2 + VALUE + [HOLD/SAVE]	VALUES – FLEX1 = Tone FLEX2 = Attendant (ring assignment) FLEX3 = Forward to Hunt Group
No Answer Destination	When there is a DISA incoming call, if the destination does not answer, the call will be routed to the No Answer Destination (refer to VALUES).	+ FLEX3 + VALUE + [HOLD/SAVE]	VALUES – FLEX1 = Tone FLEX2 = Attendant (ring assignment) FLEX3 = Forward to Hunt Group

PGM 167	DESCRIPTION	PROCEDURE	COMMENTS
VMIB Prompt Usage	If this value is set to ON, and VMIB is available, the proper VMIB announcement will be presented to the caller before the call is routed to each Destination.	+ FLEX3 + VALUE + [HOLD/SAVE]	VALUES – FLEX1 = Busy Prompt Usage FLEX2 = Error Prompt Usage FLEX3 = DND Prompt Usage FLEX4 = No Answer Prompt Usage FLEX5 = Attendant Transfer Prompt Usage
Busy Prompt Usage	If this value is set to ON, the Busy Announcement will be presented to the caller before the call is routed to the Busy Destination.	+ FLEX4 + FLEX1 (refer to VMIB Prompt Values) + 0 (OFF) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
Error Prompt Usage	If this value is set to ON, an Error Announcement will be presented to the caller before the call is routed to the Error Destination.	+ FLEX4 + FLEX2 (refer to VMIB Prompt Values) + 0 (OFF) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
DND Prompt Usage	If this value is set to ON, the Busy Announcement will be presented to the caller before the call is routed to the Busy Destination when the original destination is in DND Mode.	+ FLEX4 + FLEX3 (refer to VMIB Prompt Values) + 0 (OFF) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
No Answer Prompt Usage	If this value is set to ON, the No Answer Announcement will be presented to the caller before the call is routed to the No Answer Destination.	+ FLEX4 + FLEX4 (refer to VMIB Prompt Values) + 0 (OFF) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
Attendant Transfer Prompt Usage	If this value is set to ON, the Attendant Transfer Announcement will be presented to the caller before the call is routed to the Attendant.	+ FLEX4 + FLEX5 (refer to VMIB Prompt Values) + 0 (OFF) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
Reroute Busy Destination	When a DISA caller is rerouted by the No Answer Forward / CCR and if the rerouted destination is busy, calls will follow the Reroute Busy Destination	+ FLEX5 + FLEX1 (Range=refer to VALUES) + 0 (OFF) [HOLD/SAVE]	VALUES – FLEX1 = Tone FLEX2 = Attendant (ring assignment) FLEX3 = Forward to Hunt Group 0 = OFF 1 = ON

PGM 167	DESCRIPTION	PROCEDURE	COMMENTS
Reroute Error Destination	When a DISA caller is rerouted by the No Answer Forward / CCR and if the rerouted destination returns an error, calls will follow the Reroute Error Destination	+ FLEX6 + FLEX1 (Range=refer to VALUES) + 0 (OFF) [HOLD/SAVE]	VALUES – FLEX1 = Tone FLEX2 = Attendant (ring assignment) FLEX3 = Forward to Hunt Group 0 = OFF 1 = ON
Reroute No Answer Destination	When a DISA caller is rerouted by the No Answer Forward / CCR and if the rerouted destination does not answer, calls will follow the Reroute No Answer Destination	+ FLEX7 + FLEX1 (Range=refer to VALUES) + 0 (OFF) [HOLD/SAVE]	VALUES – FLEX1 = Tone FLEX2 = Attendant (ring assignment) FLEX3 = Forward to Hunt Group 0 = OFF 1 = ON

3.3.9 External Control Contact (PGM 168)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 168
3. Follow the specific Procedure as listed in the Table.

PGM 168	DESCRIPTION	PROCEDURE	COMMENTS
Loud Bell Control (LBC)	If an External Control Contact is assigned to LBC, it is activated. During night mode, LBC1 may be programmed to provide external night ringing. In this case, LBC1 does not follow the associated Station ring.	+ FLEX1 + 1 + Station Number + [HOLD/SAVE]	VALUES – 1 = LCB (STA#) 2 = RESERVED 3 = Ext. 1
Door Open	External Control Contact can be used (when programmed) to open a door.	+ FLEX1 + 2 + [HOLD/SAVE]	VALUES – 1 = LCB (STA#) 2 = DOOR 3 = EXT. 1
External Relay	External Control Contact can be used (when programmed) for External Relay.	+ FLEX1 + 3 + [HOLD/SAVE]	VALUES – 1 = LCB (STA#) 2 = RESERVED 3 = EXT. 1

3.3.10 LCD Time/Date/Language Display Mode (PGM 169)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 169
3. Follow the specific Procedure as listed in the Table.

PGM 169	DESCRIPTION	PROCEDURE	COMMENTS
LCD Time Display Mode	Two LCD Time formats are available: Ordinary (12-hr.), and Military (24-hr.) mode.	+ FLEX1 + 0 (24 Hr.) + [HOLD/SAVE]	VALUES – 0 = ORDINARY 1 = MILITARY
LCD Date Display Mode	Two LCD date formats are available: Day/Month/Year (DDMMYY), or Month/Day/Year (MMDDYY) mode.	+ FLEX1 + 1 (MMDDYY) + [HOLD/SAVE]	VALUES – 0 = DDMMYY 1 = MMDDYY
LCD Language Display Mode	A choice of 16 LCD language formats can be selected.	+ FLEX1 + VALUE (Range=00-15) + [HOLD/SAVE]	VALUES – 00 = English 01 = Italian 02 = Finnish 03 = Dutch 04 = Swedish 05 = Danish 06 = Norwegian 07 = Hebrew 08 = German 09 = Portuguese 11 = Spanish 12 = Korean 13 = Estonian 14 = Russian 15 = Turkish

3.3.11 Modem Assignment (PGM 170)

Modem service is available only when a MODU is installed on the MPB. In this program mode the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 170
3. Follow the specific Procedure as listed in the Table.

PGM 170	DESCRIPTION	PROCEDURE	COMMENTS
STA No.	To use modem line flexibility, one Station should be assigned to the Modem. Incoming CO Calls will be connected to the modem when the Modem Station receives a call.	+ FLEX1 + Station Number (Range=100-151) + [HOLD/SAVE]	VALUES – Default = Modem Station is the last one assigned (STA 151).
CO No.	If a CO Line is associated with the Modem, all incoming CO calls through the line will be connected via the Modem. The Modem-associated CO Line cannot be used for outgoing CO calls.	+ FLEX2 + CO Number (Range=01-12) + [HOLD/SAVE]	

3.3.12 Music Assignment (PGM 171)

In this program mode the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 171
3. Follow the specific Procedure as listed in the Table.

PGM 171	DESCRIPTION	PROCEDURE	COMMENTS
BGM Type	Determines the Background music type	+ FLEX1 + BGM Type (refer to VALUES) + [HOLD/SAVE]	VALUES – 0 = NOT ASSIGNED 1 = INT. MUSIC 2 = EXT.MUSIC 3 = RESERVED 4-8 = SLT MOH
MOH Type	When MOH Type is assigned, the external party of a CO Line call placed in a hold state (System, Exclusive, Transfer, Conference, etc.) should hear music in the interim.	+ FLEX2 + MOH Type (refer to VALUES) + [HOLD/SAVE]	VALUES – 0 = NOT ASSIGNED 1 = INT. MUSIC 2 = EXT.MUSIC 3 = RESERVED 4-8 = SLT MOH 9 = HOLD TONE
ICM Box Music Channel	Determines if the playback of the ICM Box Music Channel.	+ FLEX3 + Music Channel (refer to VALUES) + [HOLD/SAVE]	VALUES – 0 = NOT ASSIGNED 1 = INT. MUSIC 2 = EXT.MUSIC 3 = RESERVED 4-8 = SLT MOH

PGM 171	DESCRIPTION	PROCEDURE	COMMENTS
Assign SLT MOH	To assign SLT MOH, set the value and match the SLT Station number for the SLT port.	+ FLEX4 + FLEX1 (refer to VALUES)+ SLT Station Number + [HOLD/SAVE]	VALUES – FLEX1 = SLT MOH 1 FLEX2 = SLT MOH 2 FLEX3 = SLT MOH 3 FLEX4 = SLT MOH 4 FLEX5 = SLT MOH 5
Dial Tone Source	To assign an external dial tone, set the SLT Station Number of the SLT port.	+ FLEX5 + SLT MOH (refer to VALUES) + [HOLD/SAVE]	VALUES – 1 = SLT MOH 1 2 = SLT MOH 2 3 = SLT MOH 3 4 = SLT MOH 4 5 = SLT MOH 5
ICM Ring Back Tone (RBT)	To assign an external ICM RBT, set the SLT Station number of the SLT port.	+ FLEX6 + SLT MOH (refer to VALUES) + [HOLD/SAVE]	VALUES – 1 = SLT MOH 1 2 = SLT MOH 2 3 = SLT MOH 3 4 = SLT MOH 4 5 = SLT MOH 5
CO Ring Back Tone RBT	To assign external DID ring back tone, set the SLT Station number of the SLT port.	+ FLEX7 + SLT MOH (refer to VALUES) + [HOLD/SAVE]	VALUES – 1 = SLT MOH 1 2 = SLT MOH 2 3 = SLT MOH 3 4 = SLT MOH 4 5 = SLT MOH 5
INT MOH Type	System provides 13 kinds of Internal MOH types.	+ FLEX8 + (refer to VALUES) + [HOLD/SAVE]	VALUES – 0 = ROMANCE 1 = TURKISH MARCH 2 = GREENSLEEVES2 3 = FUR ELISE 4 = CARMEN TOREADOR SONG 5 = WALTZ OF THE FLOWERS 6 = PAVANE 7 = SICHILLAND 8 = MOZART PIANO SONATA 9 = SONG OF SPRING 10 = LA CAMPANELLA 11 = OVERTURE NO.2 BADINERIE 12 = BLUE DANUBE

3.3.13 PBX Access code (PGM 172)

In this program mode the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 172
3. Follow the specific Procedure as listed in the Table.

PGM 172	DESCRIPTION	PROCEDURE	COMMENTS
PBX Access Mode	A maximum 4 PABX codes can be assigned. A PABX access code is a 1- or 2-digit number	+ FLEX1 (FLEX1-FLEX4) + 9 (1-or 2-digits, Range=1-99) + [HOLD/SAVE]	VALUES – Default = Not Assigned

3.3.14 PLA Priority Setting (PGM 173)

In this program mode the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 173
3. Follow the specific Procedure as listed in the Table.

PGM 173	DESCRIPTION	PROCEDURE	COMMENTS
PLA Priority Setting	PLA Priority is set exclusively for call handling in relation to Transferred calls (XFER), Recalled calls (REC), Incoming calls (INC), and Queued calls (QUE). The following priority is used: QUE>INC>REC>XFER	+ FLEX1 + 4 + FLEX2 + 3 + FLEX3 + 2 + FLEX4 + 1 + [HOLD/SAVE]	VALUES – 1 = XFER 2 = REC 3 = INC 4 = QUE

3.3.15 RS-232C Port Setting (PGM 174)

In this program mode the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 174
3. Follow the specific Procedure as listed in the Table.

PGM 174	DESCRIPTION	PROCEDURE	COMMENTS
RS-232C Port Setting	Used to designate port settings and assign: baud rate, CTS/RTS, P-Break, and LLP.	COM1 + FLEX1 + FLEX1 + 7 (38400, baud rate) + [HOLD/SAVE] COM2 (MODU Port) + FLEX3 + FLEX1 + 7 (38400, baud rate) + [HOLD/SAVE]	VALUES – COM1-COM2 (refer to Table) FLEX1-FLEX4 (refer to Table)

PORT DESCRIPTION TABLE

FLEX	ITEM	RANGE	DEFAULT	REMARK
1	COM1 Port Setting	FLEX1-4		
2	COM2 – MODU Port Setting			

PORT SETTING FLEX BUTTON TABLE

FLEX	ITEM	VALUE	DEFAULT	REMARK
1	Baud rate	0-7 (Nortel)	19200	0: N/A 1: N/A 2: 1200 Baud 3: 2400 Baud 4: 4800 Baud 5: 9600 Baud 6: 19200 Baud 7: 38400 Baud
2	CTS/RTS	ON/OFF	OFF	
3	P-Break	ON/OFF	OFF	
4	LPP	001-199	060	

3.3.16 Print Port Selection (PGM 175)

The following Table gives an overview of Printer Port selections.

PRINT PORT SELECTION OVERVIEW

FLEX	ITEM	RANGE	DEFAULT	REMARK
1	Off-line SMDR/Statistics Print	01-11	COM1	01: COM1 02: COM2-MODU 03: TELNET 1 04: TELNET 2 05: TELNET 3 06: RESERVED 07: NET_PCADM 08: NET_PCATD 09: NET_CTI 10: NET_REMOTE
2	ADMIN Print	01-11	COM1	
3	Traffic	01-11	COM1	
4	SMDI Print	01-11	COM1	
5	Call Information	01-11	COM1	
6	Info/On-line SMDR	01-11	COM1	
7	Trace	01-11	COM1	
8	Debug	01-11	COM1	
9	PC Admin	01-11	NET_PCADM	
10	PC Attendant	01-11	NET_PCATD	
11	CTI	01-11	NET_CTI	
12	Remote Diagnostic	01-11	NOT SUPPORTED	

In this program mode the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 175
3. Follow the specific Procedure as listed in the Table.

PGM 175	DESCRIPTION	PROCEDURE	COMMENTS
Off-Line SMDR/Statistics Print	Off-Line SMDR data can be printed through this data port.	+ FLEX1 + VALUE (Range=1-11) + [HOLD/SAVE]	
ADMIN Data	When ADMIN 451 is used, the Admin data can be printed through this port.	+ FLEX2 + VALUE (Range=1-11) + [HOLD/SAVE]	
Traffic	Traffic Analysis data can be printed through this port.	+ FLEX3 + VALUE (Range=1-11) + [HOLD/SAVE]	
SMDI Print	SMDI data can be printed through this port.	+ FLEX4 + VALUE (Range=1-11) + [HOLD/SAVE]	

PGM 175	DESCRIPTION	PROCEDURE	COMMENTS
Call Information	Call information data can be printed through this port.	+ FLEX5 + VALUE (Range=1-11) + [HOLD/SAVE]	
Info/On-line SMDR	On-line SMDR data can be printed through this port.	+ FLEX6 + VALUE (Range=1-11) + [HOLD/SAVE]	
Trace	Trace data ca be printed through this port.	+ FLEX7 + VALUE (Range=1-11) + [HOLD/SAVE]	
Debug	Debug data can be printed through this port.	+ FLEX8 + VALUE (Range=1-11) + [HOLD/SAVE]	
PC Admin	PC Admin can be printed through this port.	+ FLEX9 + VALUE (Range=1-11) + [HOLD/SAVE]	
CTI	CTI can be printed through this port.	+ FLEX10 + VALUE (Range=1-11) + [HOLD/SAVE]	
Remote Diagnostic	Remote Diagnostic data can be printed through this port.	+ FLEX12 + VALUE (Range=1-11) + [HOLD/SAVE]	Not Supported

3.3.17 Pulse Dial Ratio (PGM 176)

In this program mode the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 176
3. Follow the specific Procedure as listed in the Table.

PGM 176	DESCRIPTION	PROCEDURE	COMMENTS
Pulse Dial Ratio	In ARIA SOHO, pulse dial speed ratio is set only for 10 PPS.	+ FLEX1 + 0 (Refer to VALUES) + [HOLD/SAVE]	VALUES – 0 = 10 PPS 60/40% 1 = 10 PPS 66/33% 2 = 10 PPS 50/50% (not available in ARIA SOHO)

3.3.18 Station Message Detail Recording (SMDR) Attributes (PGM 177)

SMDR will provide details on both incoming and outgoing calls. In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 177
3. Follow the specific Procedure as listed in the Table.

PGM 177	DESCRIPTION	PROCEDURE	COMMENTS
SMDR Save Enable	If this value is set to ON, a maximum of 1000 SMDR data can be recorded in the System memory.	+ FLEX1 + 1 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
SMDR Print Enable	If this value is set to ON, SMDR data can be printed in real time through the serial/Modem/LAN port.	+ FLEX2 + 1 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
Long Distance / All Call Record (SMDR Recording Call Type	As an assignable database option, if All Call Record is selected, incoming and outgoing local and long distance calls are all available. If only Long Distance is selected, then only outgoing calls that meet the toll check status requirements listed will be connected. A Long Distance Call is defined as a call that satisfies the condition of FLEX4 or FLEX14.	+ FLEX3 + 0 (ALL CALL) + [HOLD/SAVE]	VALUES – 0 = ALL CALL 1 = LONG DISTANCE
SMDR Long Distance Call Digit Counter	Outgoing calls are measured to see if the digit counters are exceeded. If so, the call is considered a long distance call.	+ FLEX4 + VALUE (Range=07-15) + [HOLD/SAVE]	VALUES – FLEX4 or FLEX14

PGM 177	DESCRIPTION	PROCEDURE	COMMENTS
Print Incoming Call	If value is set to ON, all incoming calls can be printed.	+ FLEX5 + 1 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
Print Lost Call	If value is set to ON, lost calls are printed; lost calls are defined a calls that are unanswered.	+ FLEX6 + 1 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
Records in Detail	If this value is set to ON, not only local calls (total metering count and total cost for individual Stations), but also the detailed call records are saved up to a maximum of 5000. If this value is set to OFF, only total calls will be recorded (total metering count and total cost for individual Stations).	+ FLEX7 + 0 (OFF) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
SMDR Dial Digit Hidden	If this value is set to a non-zero value, the printed digits from right or left will be replaced with a (*) symbol up to the designated value. The direction of hidden digits can be set at Admin PGM 177-FLEX13.	+ FLEX8 + VALUE (Range=0-9) + [HOLD/SAVE]	
SMDR Currency Unit	For easy identification of call costs, the currency unit can be entered with 3 alphabet characters to be printed in front of the call charge amount.	+ FLEX9 + VALUE (3 Characters, refer to the Key set Map) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON

KEYSET MAP

. – 13 Q – 11 Z – 12 1 – 10	A – 21 B – 22 C – 23 2 – 20	D – 31 E – 32 F – 33 3 – 30
G – 41 H – 42 I – 43 4 – 40	J – 51 K – 52 L – 53 5 – 50	M – 61 N – 62 O – 63 6 – 60
P – 71 Q – 72 R – 73 S - 74 7 – 70	T – 81 U – 82 V – 83 8 – 80	W – 91 X – 92 Y – 93 Z – 9# 9 – 90
∗1– Blank ∗2 - : ∗3 - ,	0 – 00	#

PGM 177	DESCRIPTION	PROCEDURE	COMMENTS
SMDR Cost Per Unit Pulse	The metering pulse is used to measure call cost per unit which is sent from the Central Office location of the System.	+ FLEX10 + 001000 (Range=6 digits) + [HOLD/SAVE]	
SMDR Fraction	The decimal position point of the cost per unit pulse.	+ FLEX11 + VALUE (Range=0-5) + [HOLD/SAVE]	
SMDR Start Timer	If this value is set to a non-zero value, only an outgoing CO call with a higher timer value will activate SMDR.	+ FLEX12 + Timer (Range=000-250) + [HOLD/SAVE]	
SMDR Hidden Digit	If this value is set to RIGHT, SMDR digit hiding is executed in the right-to-left direction (ex., dialed number '1234567890.' Would be shown as '12345*****.' If this value is set to LEFT, the value would be shown as '*****67890.'	+ FLEX13 + 0 (LEFT) + [HOLD/SAVE]	VALUES – 0 = LEFT 1 = RIGHT
SMDR Long Distance Codes	A long distance call is defined as a call that satisfies the condition of the Admin program 177-FLEX4 or FLEX14.	+ FLEX14 + FLEX1 (Range=FLEX1-FLEX5) + 1 (up to 2 digits, Range=*,#,0-99) + [HOLD/SAVE]	VALUES – Default = 0 Maximum of 5 SMDR long distance codes (FLEX1-FLEX5)
MSN Print on SMDR	If this value is set to ON, the MSN number is printed instead of the Station number when an outgoing MSN call is made.	+ FLEX15 + 1 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
Print Caller Number	If this value is set to ON, the caller number is printed when receiving an incoming SMDR call.	+ FLEX16 + 1 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
SMDR Interface Service	If this value is set to ON, SMDR format for CIS, INDIA, KOREA is available.	+ FLEX19 + 1 (ON) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
I-SMDR Connection Type	Determines the port to be used for the printer when the SMDR interface service is set.	+ FLEX20 + 1 (LAN) + [HOLD/SAVE]	VALUES— 0 = SIO 1 = LAN

3.3.19 System Time/Date Setting (PGM 178)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 178
3. Follow the specific Procedure as listed in the Table.

PGM 178	DESCRIPTION	PROCEDURE	COMMENTS
System Time	Sets the System time; Hour/Min in sequence (ex., for 11:30, enter 1130).	+ FLEX1 + VALUE (4 digits) + [HOLD/SAVE]	
System Date	Sets the System date; Month/Day/Year in sequence (ex., for 27/Januar/2004, enter 270104).	+ FLEX2 + VALUE (MMDDYY) + [HOLD/SAVE]	

3.3.20 Linked Station Pairs (PGM 179)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 179
3. Follow the specific Procedure as listed in the Table.

PGM 179	DESCRIPTION	PROCEDURE	COMMENTS
Linked Station Pairs	Linked Station pairs can be viewed (FLEX1), and registered (FLEX2). If linked pairs are assigned to a wired (DKT or SLT) and wireless station (WHTU), the wired station should be assigned as the Master Station. NOTE—when there are too many stations to see, the volume up/down keys can be used to scroll through them.	To View Linked Station Pairs: + FLEX1	VALUES – FLEX1 = VIEW FLEX2 = INPUT (Range=10-57
		To Register Linked Station Pairs: + FLEX2 + Master Station Number + Slave Station Number + [HOLD/SAVE]	
		To Register Linked Station Pairs: + FLEX2 + Master Station Number (PGM number) + [SPEED] + [HOLD/SAVE]	

3.4 System Timers (PGM 180-182)

3.4.1 System Timers I (PGM 180)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 180
3. Follow the specific Procedure as listed in the Table.

PGM 180	DESCRIPTION	PROCEDURE	COMMENTS
Attendant Recall Timer	If a recalled call arrives at the Attendant Station, and the Attendant does not answer within the designated time, the System will disconnect the call.	+ FLEX1 + Minutes (2 digits, Range=00-60) + [HOLD/SAVE]	
Call Park Recall Timer	Designates the amount of time before a call placed in park location will recall at the Station that placed the call on park.	+ FLEX2 + Seconds (3 digits, Range=000-600) + [HOLD/SAVE]	
Camp On Recall Timer	When a call is transferred using Camp-On to a busy Station, if the transferred-to Station does not answer the call, it will recall to the transferring station after the designated time expires.	+ FLEX3 + Seconds (3 digits, Range=000-200) + [HOLD/SAVE]	
Exclusive Hold Recall Timer	Designates the amount of time before a call placed on system hold will recall at a Station that placed the call on hold.	+ FLEX4 + Seconds (3 digits, Range=000-300) + [HOLD/SAVE]	
I-Hold Timer	When a recalled call is not answered, it will recall to the Attendant after the designated timer expires.	+ FLEX5 + Seconds (3 digits, Range=000-300) + [HOLD/SAVE]	
System Hold Recall Timer	Designates the amount of time before a call placed on System Hold will recall at the Station that placed the call on Hold.	+ FLEX6 + Seconds (3 digits, Range=000-300) + [HOLD/SAVE]	
Transfer Recall Timer	Designates the amount of time a transferred call will ring at a transferred-to Station, and how long it will recall at the transferring Station.	+ FLEX7 + Seconds (3 digits, Range=000-300) + [HOLD/SAVE]	
ACNR Delay Timer	Designates the time delay when there is no available CO Line in the group.	+ FLEX8 + Seconds (3 digits, Range=000-300) + [HOLD/SAVE	
ACNR No Answer Timer	The System will detect a CO ring back tone at the CO party. If the call is not answered, the system will disconnect the call.	+ FLEX9 + Seconds (2 digits, Range=00-50) + [HOLD/SAVE	
ACNR Pause Timer	When the ACNR Pause Timer expires, ACNR is activated.	+ FLEX10 + Seconds (3 digits, Range=005-300) + [HOLD/SAVE	

PGM 180	DESCRIPTION	PROCEDURE	COMMENTS
ACNR Retry Counter	ACNR is executed up to the value designated. After the timer expires, the ACNR service is cancelled.	+ FLEX11 + VALUE (2 digits, Range=01-30) + [HOLD/SAVE	
ACNR No Tone Retry Counter	Determines the number of attempts to secure a CO line for ACNR. If a CO line is not secured, ACNR will be cancelled.	+ FLEX12 + VALUE (1 digits, Range=1-9) + [HOLD/SAVE	
Automatic CO Release Timer	Uncompleted CO line calls will automatically be released when the timer expires.	+ FLEX14 + Seconds (3 digits, Range=020-255) + [HOLD/SAVE	
CCR Inter-digit Timer	Used for the C Cr inter-digit timer in the DISA/DID CO line. In DID type 2, it is used for the DID inter-digit timer.	+ FLEX15 + M Seconds (3 digits, Range=000-255) + [HOLD/SAVE	
CO Call Drop Warning Timer	On prepaid CO calls, the System will give a warning tone designating the prepaid amount that has been used. After the timer expires, the call will be disconnected. Also used for call drop warning in Unsupervised Conferences.	+ FLEX16 + M Seconds (3 digits, Range=000-255) + [HOLD/SAVE	
CO Call Restriction Timer	If this value is set to 0, the time of outgoing CO calls are not restricted. If this value is set to a non-zero number, outgoing CO calls will be disconnected after the designated time.	+ FLEX17 + Minutes (2 digits, Range=00-99) + [HOLD/SAVE	RESERVED
CO Dial Delay Timer	Used to prevent illegal dialing in case of slow response from the Central Office line or PBX.	+ FLEX18 + VALUE (100 m sec, 2 digits, Range=00-99) + [HOLD/SAVE	
CO Release Guard Timer	Designates the amount of time before a CO line can be re-seized, after a CO call disconnects; controls the time necessary to guarantee an idle loop state when a line is released.	+ FLEX19 + VALUE (100 m sec, 3 digits, Range=001-150) + [HOLD/SAVE	
CO Ring OFF Timer	Used to designate the time interval between incoming ringing signals so that active ringing can be retained in the System until the timer expires.	+ FLEX20 + VALUE (100 m sec, 3 digits, Range=001-150) + [HOLD/SAVE	
CO Ring ON Timer	Controls the time necessary to detect an incoming CO call ringing into the System	+ FLEX21 + VALUE (100 m sec, 1 digit, Range=0060-900) + [HOLD/SAVE	
CO Warning Tone Timer *Korea Only*	Determines the amount of time before receiving a warning tone as a reminder of the elapsed call time on an outgoing CO line conversation	+ FLEX22 + Seconds (3 digits, Range=060-900) + [HOLD/SAVE	

3.4.2 System Timers II (PGM 181)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 181
3. Follow the specific Procedure as listed in the Table.

PGM 181	DESCRIPTION	PROCEDURE	COMMENTS
Call Forward No Answer Timer	If value is set for No Answer Call Forward, when the Station does not answer then the call will be routed to the assigned forward destination following the expiration of the timer.	+ FLEX1 + Seconds (3 digits, Range=000-255) + [HOLD/SAVE]	
DISA No Answer Timer	Used for DISA call routing. If the Station doesn't answer a DISA call, within the time allowed, the call will be routed to the assigned Admin PGM 167-FLEX3 value.	+ FLEX2 + Seconds (2 digits, Range=00-99) + [HOLD/SAVE]	
VMIB User Record Timer	Designates the maximum time a Station User can record their VMIB announcement.	+ FLEX3 + Seconds (3 digits, Range=010-255) + [HOLD/SAVE]	
VMIB Valid User Message Timer	If this value is set to 0, the VMIB announcement can not be recorded; designates the minimum time that a Station User must record their VMIB announcement.	+ FLEX4 + Seconds (1 digit, Range=0-9) + [HOLD/SAVE]	
Door Open Time	Designates the length of time needed to execute the door open relay.	+ FLEX5 + VALUE (100 m sec, 2 digits, Range=05-99) + [HOLD/SAVE]	
ICM Box Timer	Designates the ringing time of the ICM box at a Station when the ICM box User presses the [CALL] button.	+ FLEX6 + Seconds (2 digits, Range=00-60) + [HOLD/SAVE]	
ICM Dial Tone Timer	Designates the amount of time when an off-hook Station will play the intercom dial tone before an error tone is provided.	+ FLEX7 + Seconds (2 digits, Range=01-20) + [HOLD/SAVE]	
Inter-digit Timer	Designates the maximum time between digits, before an error tone is provided	+ FLEX8 + Seconds (2 digits, Range=01-20) + [HOLD/SAVE]	
MSG Wait Reminder Tone Timer	Designates the amount of time between repeated message waiting reminder tones to the Station.	+ FLEX9 + Seconds (2 digits, Range=00-60) + [HOLD/SAVE]	
Paging Timeout Timer	Designates the maximum time for a page. The System will automatically disconnect the page when the timer expires	+ FLEX10 + Seconds (3 digits, Range=000-255) + [HOLD/SAVE]	

PGM 181	DESCRIPTION	PROCEDURE	COMMENTS
Pause Timer	Used for Speed Dial or LNR; the LDK System sends the dialed digits to the outgoing CO line, after the designated time.	+ FLEX11 + Seconds (1 digits, Range=1-9) + [HOLD/SAVE]	
Preset Call Forward Timer	After the timer expires, incoming calls will be forwarded to a predetermined Station.	+ FLEX12 + Seconds (2 digits, Range=00-99) + [HOLD/SAVE]	
SLT DTMF Release Timer		+ FLEX13 + Seconds (2 digits, Range=01-20) + [HOLD/SAVE]	
3Soft Auto Release Timer *3soft Button DKTU (LDH-30DH Only)*	In the 3soft button menu, if no digits are pressed within the designated time, the DKTU will return to an idle state.	+ FLEX14 + Seconds (2 digits, Range=01-30) + [HOLD/SAVE]	
VM Pause Timer		+ FLEX15 + VALUE (100 m sec, 2 digits, Range=01-99) + [HOLD/SAVE]	
Transit Connect Timer	Designates the amount of time before the Master System sends a connect message to the Slave System when using a pulse analog trunk.	+ FLEX16 + VALUE (2 digits, Range=01-30) + [HOLD/SAVE]	
VMIB Message Rewind Timer	Designates the amount of time the System will wait for the Station User to press the [REWIND] button while listening to VMIB messages.	+ FLEX17 + VALUE (2 digits, Range=01-99) + [HOLD/SAVE]	
LCD Connect Timer	If this timer expires after starting an outgoing call, the System will regard that Line as connected; if any digits are dialed after the timer expires, the Pause is automatically added before the first added digit (CIS Only),	+ FLEX18 + Seconds (2 digits, Range=01-20) + [HOLD/SAVE]	
LCO CPT Detect Timer	To check LCO status after LCO is connected, the System assigns CPT periodically with this timer. To activate, CO-CO Transfer CPT Detect should be set to ON.	+ FLEX19 + Seconds (2 digits, Range=01-20) + [HOLD/SAVE]	

3.4.3 System Timers II (PGM 182)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 182
3. Follow the specific Procedure as listed in the Table.

PGM 182	DESCRIPTION	PROCEDURE	COMMENTS
SLT Hook Switch Bounce timer *SLT Only*	Designates the length of time needed to detect a valid on- or off-hook state.	+ FLEX1 + VALUE (100 m sec, 2 digits, Range=01-25) + [HOLD/SAVE]	
SLT Maximum Hook Flash Timer *SLT Only*	Designates how long the user needs to press the hook switch to register a FLASH (Time-Break Recall).	+ FLEX2 + VALUE (10 m sec, 3 digits, Range=001-250) + [HOLD/SAVE]	
SLT Minimum Hook Flash Timer *SLT Only*	Used to designate the minimum time needed for the System to register a hook flash.	+ FLEX3 + VALUE (10 m sec, 3 digits, Range=000-250) + [HOLD/SAVE]	
SLT Ring Phase Timer	Designates the ring phase or cadence (ex., 5 sec: 1 sec ON/ 4 sec OFF)	+ FLEX4 + VALUE (10 m sec, 1 digit, Range=2-5) + [HOLD/SAVE]	
Station Auto Release Timer	If a Station hears a Ring Back Tone and no action is taken within the designated time, the Station will be released.	+ FLEX5 + VALUE (10 m sec, 3 digits, Range=020-300) + [HOLD/SAVE]	
Unsupervised Conference Timer	Designates the amount of the time an unsupervised conference can continue after the initiator of the conference has exited.	+ FLEX6 + Minutes (2 digits, Range=00-99) + [HOLD/SAVE]	
Wake-Up Fail Ring Timer	Designates the amount of time a Wake-up Fail Ring will ring at the System Attendant Station.	+ FLEX7 + Minutes (2 digits, Range=00-99) + [HOLD/SAVE]	
Warm Line Timer	Designates the amount of time before a warm line state exists on an idle line after lifting the handset or pressing the [MON] button.	+ FLEX8 + Seconds (2 digits, Range=01-20) + [HOLD/SAVE]	
Wink Timer	Designates the amount of time needed to acknowledge a signal on a DID line.	+ FLEX9 + VALUE (10 m sec, 3 digits, Range=010-200) + [HOLD/SAVE]	
CCR Time Out Timer	When this timer expires, CCR is activated.	+ FLEX11 + Seconds (2 digits, Range=00-30) + [HOLD/SAVE]	
FAX Tone Detect Timer	Designates the amount of time allowed to detect a FAX tone from the FAX CO line before the call is routed to the ring assigned Station for FAX CO line.	+ FLEX13 + Seconds (2 digits, Range=01-20) + [HOLD/SAVE]	
FAX CO Call Timer	Designates the amount of time allowed to connect a call when a FAX tone is detected from the FAX CO line; the call will attempt to be routed to the appropriate FAX Station.	+ FLEX14 + Seconds (1 digit, Range=1-5) + [HOLD/SAVE]	

3.4.4 IN ROOM INDICATION (PGM 183)

A supervisor press In-Room Indication button and [HOLD/SAVE] button at idle state. Then each LED of In-Room Indication buttons of every members turned ON.

10 bins can be programmed. Each bins have at most 20 members excluding Supervisor.

In this program mode, the following items can be customized:

1. Press the [TRANS/PGM] button
2. Dial 183
3. Enter bin number (01-10).
4. Follow the specific Procedure as listed in the Table.

PGM 183	DESCRIPTION	PROCEDURE	COMMENTS
In-Room Indication Supervisor	This station can Turn ON or OFF In-Room Indication button of every member in the same bin.	+ **FLEX1** + Station Number + **[HOLD/SAVE]**	
In-Room Indication Member	Each Member can see the status of In-Room Indication button according to the supervisor.	+ **FLEX2** + Station Range + **[HOLD/SAVE]**	

3.4.5 CHIME BELL (PGM 184)

If Chime Bell Activate Station press Chime Bell button, Chime Bell Receive Station starts to ring. The ring stops when Chime Bell Timer expires.

In this program mode, the following items can be customized:

1. Press the [TRANS/PGM] button
2. Dial 184
3. Follow the specific Procedure as listed in the Table.

PGM 184	DESCRIPTION	PROCEDURE	COMMENTS
Chime Bell Station Pair	Former station is a Chime Bell Activate Station, and later station is a Chime Bell Receive Station.	+ **FLEX1** + Bin Number(01-14) + Station Pair + **[HOLD/SAVE]**	
Chime Bell Relay	If Chime Bell Relay is assigned, the external relay makes signal at the same time like Loud Bell Control.	+ **FLEX2** + Bin Number(2 digits, Range=01~14) + Relay number(1digit, Range=1~2) + **[HOLD/SAVE]**	
Bell Timer	Chime Bell Receive Station receives Chime bell ring until this timer expires.	+ **FLEX3** + Value (2digits, Range=01-20seconds) + **[HOLD/SAVE]**	
Bell Frequency	Chime Bell Frequency can be adjusted by this feature.	+ **FLEX4** + FLEX1-FLEX2 + Value(2digits, Range=01~20) + **[HOLD/SAVE]**	

3.5 Station Group (PGM 190 – 191)

3.5.1 Station Group Assignment (PGM 190)

In this program mode, the following items can be customized:

1. Press the [TRANS PGM] button
2. Dial 190
3. Enter the appropriate Hunt Group Number.
4. Follow the specific Procedure as listed in the Table.

PGM 190	DESCRIPTION	PROCEDURE	COMMENTS
Group Timer	Assigns the Hunt Group type (refer to VALUES).	+ FLEX1 + Group Type (refer to VALUES, Range=0-6) + [HOLD/SAVE]	VALUES – 0 = Not Assigned 1 = Circular 2 = Terminal 3 = UCD 4 = Ring 5 = VM 6 = Pick-up
Pick-up Attribute	Assigns the pick-up attributes for the Hunt Group. All types of Hunt Groups can be assigned the optional pick-up attribute, except for the Pick-up Hunt Group.	+ FLEX2 + 1 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
Member Assignment	Members can be assigned individually by pressing the Flexible Button and the desired User to assign and then enter the Station number. Otherwise, members can successively be assigned by first entering the Station number and then the last Station number. NOTE—When there are too many Stations to see, you can scroll data using the volume up/down keys.	+ FLEX3 + Station Number + [HOLD/SAVE]	

3.5.2 Station Group Attributes (PGM 191)

If the Hunt Group type is selected at Admin PGM 190, then the attributes of each Hunt Group can be programmed. In this program mode, the following items can be customized:

5. Press the [TRANS PGM] button
6. Dial 191
7. Enter the appropriate Hunt Group Number.
8. Follow the specific Procedure as listed in the Table.

PGM 191	DESCRIPTION	PROCEDURE	COMMENTS
VMIB Announce 1 Timer	If the call is not answered during the timer, the System will play the VMIB announcement that is programmed.	+ FLEX1 + Seconds (Range=000-999) + [HOLD/SAVE]	
VMIB Announce 2 Timer	The second VMIB announcement will be played if the call continues to wait beyond the 2nd Announcement Timer.	+ FLEX2 + Seconds (Range=000-999) + [HOLD/SAVE]	
VMIB Announce 1 Location	Used to play the VMIB announcement when the VMIB Announce 1 Timer expires.	+ FLEX3 + VMIB Announcement Number (Range=00-70) + [HOLD/SAVE]	
VMIB Announce 2 Location	Used to play the VMIB announcement when the VMIB Announce 2 Timer expires.	+ FLEX4 + VMIB Announcement Number (Range=00-70) + [HOLD/SAVE]	
VMIB Announce 2 Repeat Timer	Used to repeat the VMIB announce 2 when the timer expires.	+ FLEX5 + Seconds (Range=000-999) + [HOLD/SAVE]	VALUES – 000 = Not Assigned
VMIB Announce 2 Repeat Enable/Disable	Used to enable or disable the VMIB Announce 2 Repeat.	+ FLEX6 + 1 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON

PGM 191	DESCRIPTION	PROCEDURE	COMMENTS
Overflow Destination	Calls to a Station in the group will continue to route until answered or each Station in the group has been tried. The call will remain at the last Station in the group or will be passed to the overflow Station/Group/VMIB/System Speed Bin, after the Overflow Timer expires.	+ FLEX7 + Destination Type (refer to VALUES, Range=1-4) + [HOLD/SAVE]	VALUES – 1 = Station # 2 = Hunt # 3 = VMIB 00-70 (00=Not Assigned) 4 = System Speed # (2000-2499)
Overflow Timer	If the timer expires after a call is received in the group, the call will be routed to the Overflow Destination	+ FLEX8 + Seconds (Range=000-600) + [HOLD/SAVE]	
Wrap-up Timer	Designates the amount of time a call will be held in a busy state following expiration of the timer.	+ FLEX9 + Seconds (Range=000-600) + [HOLD/SAVE]	
No Answer Timer	In Circular/Terminal Hunt Groups, if the incoming call is not answered during the allowed time, the call will be routed to the next idle Station in the Group.	+ FLEX10 + Seconds (Range=002-999) + [HOLD/SAVE]	
Pilot Hunt	If this value is set to ON, calls to each Hunt Group member will be processed as a call to the Hunt Group. A Circular/Terminal Hunt Group can be assigned with a pilot number so that only calls to the pilot number so that only calls to the pilot number will be treated as calls to the Hunt Group.	+ FLEX11 + 0 (OFF) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
Alt If No Member	If a member is not on duty, intercom calls will be dropped and CO incoming calls will be routed to the designated overflow destination, or will ring at the assigned Station if the overflow destination is not assigned.	+ FLEX12 + 1 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON

PGM 191	DESCRIPTION	PROCEDURE	COMMENTS
Music Source	If a music source is assigned, the caller will be able to hear music instead of a ring back tone.	+ FLEX13 + Music Source (refer to VALUES) + [HOLD/SAVE]	VALUES – 0 = Not assigned by this field. 1 = Internal Music 2 = External Music 3 = RESERVED 4-8 = SLT MOH
Alt Destination	If no members are on duty or all members are busy, incoming CO calls will be routed to an alternate destination.	+ FLEX14 + Destination Type (refer to VALUES) + Station or Hunt Group Number + [HOLD/SAVE]	VALUES – 1 = Station # 2 = Hunt #
Max. Queue Count	If no members are on duty or all members are busy, incoming CO calls will be queued. The Hunt Group Supervisor will be able to see the queued incoming call count until the Max. Queue Count is attained.	+ FLEX15 + VALUE (2 digits, Range=00-99) + [HOLD/SAVE]	
Member Forward	If this value is set to ON, the Hunt Member cannot receive Hunt Group calls.	+ FLEX16 + 1 (ON) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
Queue Count Display	If this value is set to ON, the Hunt Member can check the Queue Count	+ FLEX17 + 1 (ON) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON

3.5.3 UCD Group Attribute

If the Hunt Group Type is set as UCD, the following items can be customized:

1. Press the [TRANS/PGM] button
2. Dial 191
3. Enter the appropriate Hunt Group Number.
4. Follow the specific Procedure as listed in the Table.

PGM 191	DESCRIPTION	PROCEDURE	COMMENTS
VMIB Announce 1 Timer	If the call is not answered during the timer, the System will play the VMIB announcement that is programmed.	+ FLEX1 + Seconds (Range=000-999) + [HOLD/SAVE]	
VMIB Announce 2 Timer	The second VMIB announcement will be played if the call continues to wait beyond the 2nd Announcement Timer.	+ FLEX2 + Seconds (Range=000-999) + [HOLD/SAVE]	
VMIB Announce 1 Location	Used to play the VMIB announcement when the VMIB Announce 1 Timer expires.	+ FLEX3 + Seconds (Range=00-70) + [HOLD/SAVE]	
VMIB Announce 2 Location	Used to play the VMIB announcement when the VMIB Announce 2 Timer expires.	+ FLEX4 + Seconds (Range=00-70) + [HOLD/SAVE]	
VMIB Announce 2 Repeat Timer	Used to repeat the VMIB announce 2 when the timer expires.	+ FLEX5 + Seconds (Range=000-999) + [HOLD/SAVE]	VALUES – 000 = Not Assigned
VMIB Announce 2 Repeat Enable/Disable	Used to enable or disable the VMIB Announce 2 Repeat.	+ FLEX6 + 1 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON

PGM 191	DESCRIPTION	PROCEDURE	COMMENTS
Overflow Destination	Calls to a Station in the group will continue to route until answered or each Station in the group has been tried. The call will remain at the last Station in the group or will be passed to the overflow Station/Group/VMIB/System Speed Bin, after the Overflow Timer expires.	+ FLEX7 + Destination Type (refer to VALUES, Range=1-4) + [HOLD/SAVE]	VALUES – 1 = Station # 2 = Hunt # 3 = VMIB 00-70 (00=Not Assigned) 4 = System Speed # (2000-2499)
Overflow Timer	If the timer expires after a call is received in the group, the call will be routed to the Overflow Destination	+ FLEX8 + Seconds (Range=000-600) + [HOLD/SAVE]	
Wrap-up Timer	Designates the amount of time a call will be held in a busy state following expiration of the timer.	+ FLEX9 + Seconds (Range=002-999) + [HOLD/SAVE]	
Alt If No Member	If a member is not on duty, intercom calls will be dropped and CO incoming calls will be routed to the designated overflow destination, or will ring at the assigned Station if the overflow destination is not assigned.	+ FLEX10 + 1 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
Music Source	If a music source is assigned, the caller will be able to hear music instead of a ring back tone.	+ FLEX11 + Music Source (refer to VALUES) + [HOLD/SAVE]	VALUES – 0 = Not assigned by this field. 1 = Internal Music 2 = External Music 3 = RESERVED 4-8 = SLT MOH
ACD Warning Tone	When a call is received in the Group and no Stations are available, the call will be routed to the assigned destination.	+ FLEX12 + 0 (OFF) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
Alt Destination	If no members are on duty or all members are busy, incoming CO calls will be routed to an alternate destination.	+ FLEX13 + Destination Type (refer to VALUES) + Station or Hunt Group Number + [HOLD/SAVE]	VALUES – 1 = Station # 2 = Hunt #

PGM 191	DESCRIPTION	PROCEDURE	COMMENTS
Supervisor Timer	If no members are on duty or all members are busy, incoming CO calls will be queued. The Hunt Group Supervisor will be able to see the queued incoming call count until the Max. Queue Count is attained.	+ FLEX14 + Seconds (Range=000-999) + [HOLD/SAVE]	
Supervisor Call Count	If the number of queued calls is more than the Supervisor Call Count, the supervisor timer will be started.	+ FLEX15 + Seconds (Range=00-99) + [HOLD/SAVE]	
ACD Queued Call	If this value is set to ON, the count of queued calls can be displayed on the Supervisor Station LCD.	+ FLEX16 + 1 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
Max. Queue Count	The maximum amount of calls that can be queued. If the total queue count is achieved, the next call into the queuing will be disconnected.	+ FLEX17 + Seconds (Range=00-99) + [HOLD/SAVE]	
Supervisor	Used to set the Supervisor Station number.	+ FLEX18 + Station Number (Range=100-125) + [HOLD/SAVE]	
UCD Hunt Station Priority	Used to set UCD Group member priority. The value 0 is highest priority, with 9 the lowest. If a Station has high priority, it will receive more incoming calls.	+ FLEX19 + VALUE (1 digit, Range=0-9) + [HOLD/SAVE]	
Member Forward	If this value is set to ON, the Hunt Member cannot receive Hunt Group calls.	+ FLEX16 + 1 (ON) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
DND Timer	If this timer expires before a call is received, that UCD member will automatically enter the UCD DND state.	+ FLEX17 + Seconds (Range=000-999) + [HOLD/SAVE]	

3.5.4 Ring Group Attributes

If the Hunt Group type selected is RING, the following items can be customized:

1. Press the [TRANS/PGM] button
2. Dial 191
3. Enter the appropriate Hunt Group Number.
4. Follow the specific Procedure as listed in the Table.

PGM 191	DESCRIPTION	PROCEDURE	COMMENTS
VMIB Announce 1 Timer	If the call is not answered during the timer, the System will play the VMIB announcement that is programmed.	+ FLEX1 + Seconds (Range=000-999) + [HOLD/SAVE]	
VMIB Announce 2 Timer	The second VMIB announcement will be played if the call continues to wait beyond the 2nd Announcement Timer.	+ FLEX2 + Seconds (Range=000-999) + [HOLD/SAVE]	
VMIB Announce 1 Location	Used to play the VMIB announcement when the VMIB Announce 1 Timer expires.	+ FLEX3 + Seconds (Range=00-70) + [HOLD/SAVE]	
VMIB Announce 2 Location	Used to play the VMIB announcement when the VMIB Announce 2 Timer expires.	+ FLEX4 + Seconds (Range=00-70) + [HOLD/SAVE]	
VMIB Announce 2 Repeat Timer	Used to repeat the VMIB announce 2 when the timer expires.	+ FLEX5 + Seconds (Range=000-999) + [HOLD/SAVE]	VALUES – 000 = Not Assigned
VMIB Announce 2 Repeat Enable/Disable	Used to enable or disable the VMIB Announce 2 Repeat.	+ FLEX6 + 1 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON

PGM 191	DESCRIPTION	PROCEDURE	COMMENTS
Overflow Destination	Calls to a Station in the group will continue to route until answered or each Station in the group has been tried. The call will remain at the last Station in the group or will be passed to the overflow Station/Group/VMIB/System Speed Bin, after the Overflow Timer expires.	+ FLEX7 + Destination Type (refer to VALUES, Range=1-4) + [HOLD/SAVE]	VALUES – 1 = Station # 2 = Hunt # 3 = VMIB 00-70 (00=Not Assigned) 4 = System Speed # (2000-2499)
Overflow Timer	If the timer expires after a call is received in the group, the call will be routed to the Overflow Destination	+ FLEX8 + Seconds (Range=000-600) + [HOLD/SAVE]	
Wrap-up Timer	Designates the amount of time a call will be held in a busy state following expiration of the timer.	+ FLEX9 + Seconds (Range=002-999) + [HOLD/SAVE]	
Music Source	If a music source is assigned, the caller will be able to hear music instead of a ring back tone.	+ FLEX10 + Music Source (refer to VALUES) + [HOLD/SAVE]	VALUES – 0 = Not assigned by this field. 1 = Internal Music 2 = External Music 3 = RESERVED 4-8 = SLT MOH
Max. Queue Count	The maximum amount of calls that can be queued. If the total queue count is achieved, the next call into the queuing will be disconnected.	+ FLEX11 + Seconds (Range=00-99) + [HOLD/SAVE]	
VMIB Supervisor	Used to set the VMIB Supervisor Station number.	+ FLEX12 + Station Number (Range=100-125) + [HOLD/SAVE]	
Member Forward	If this value is set to ON, the Hunt Member cannot receive Hunt Group calls.	+ FLEX13 + 1 (ON) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON
Queue Count Display	If this value is set to ON, the Hunt Member can check the Queue Count	+ FLEX14 + 1 (ON) + [HOLD/SAVE]	VALUES— 0 = OFF 1 = ON

3.5.5 VM Group Attribute

If the Hunt Group type selected is VM Group, the following items can be customized:

1. Press the [TRANS/PGM] button
2. Dial 191
3. Enter the appropriate Hunt Group Number.
4. Follow the specific Procedure as listed in the Table.

PGM 191	DESCRIPTION	PROCEDURE	COMMENTS
Wrap-up Timer	Designates the amount of time a call will be held in a busy state following expiration of the timer.	+ FLEX1 + Seconds (Range=002-999) + [HOLD/SAVE]	
Put Mail Index	One of the VM dialing tables.	+ FLEX2 + VALUE (Range=1-4) + [HOLD/SAVE]	
Get Mail Index	One of the VM dialing tables.	+ FLEX3 + VALUE (Range=1-4) + [HOLD/SAVE]	
Hunt Type	Used to set the Hunt Group type for VM members.	+ FLEX4 + 1 (Circular) + [HOLD/SAVE]	VALUES – 1 = Circular 2 = Terminal
SMDI Port	The Simplified Message Desk Interface (SMDI) dictates the distribution of VM information.	Does not need to be programmed	
Overflow Timer	If the timer expires after a call is received in the Group, the call will be routed to the Overflow Destination.	+ FLEX6 + Seconds (Range=000-600) + [HOLD/SAVE]	
Overflow Destination	Calls to a Station in the Group will continue to route until answered or each Station in the Group has been tried. The call will remain at the last Station in the Group or will be passed to the overflow Station/Group/VMIB/System Speed Bin, after the Overflow Timer expires.	+ FLEX7 + Destination Type (Refer to Values, Range=1-4) + [HOLD/SAVE]	VALUES – 1 = Station # 2 = Hunt # 3 = VMIB 00-70 (00=Not Assigned) 4 = System Speed # (2000-2499)

SMDI PORT

FLEX	ITEM	RANGE	DEFAULT	REMARK
1	Off-line SMDR/ Statistics Print	01-12	COM1	01: COM1 02: Not Supported 03: COM2-MODU 04: TELNET 1 05: TELNET 2 06: TELNET 3 07: Not Supported 08: NET_PCADM 09: NET_PCATD 10: NET_CTI 11: NET_REMOTE
2	Admin Port	01-12	COM1	
3	Traffic	01-12	COM1	
4	SMDI Print	01-12	COM1	
5	Call Information	01-12	COM1	
6	Info/Online SMDR	01-12	COM1	
7	Trace	01-12	COM1	
8	Debug	01-12	COM1	
9	PC Admin	01-12	NET-PCADM	
10	PC Attendant	01-12	NET_PCATD	
11	CTI	01-12	NET_CTI	
12	Remote Diagnostic	01-12	NET_REMOTE	

3.5.6 Pick-up Group Attribute

If the Hunt Group type selected is Pick-up Group, the following items can be customized:

1. Press the [TRANS/PGM] button
2. Dial 191
3. Enter the appropriate Hunt Group Number.
4. Follow the specific Procedure as listed in the Table.

PGM 191	DESCRIPTION	PROCEDURE	COMMENTS
Auto Pickup	If this value is set to ON, and there is ringing at a Hunt member, another Hunt member can pick-up the call automatically by pressing the [MON] button or going off-hook.	+ FLEX1 + 1 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON
All Ring	If this value is set to ON, and a Hunt Group member receives an intercom call, then all Hunt Group member Stations will ring. NOTE—Auto Pick-up Admin program (FLEX1) must be set to ON for this to work.	+ FLEX2 + 1 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON

3.6 SMDR Local Code (PGM 204)

In this program mode, the following items can be customized:

1. Press the [TRANS/PGM] button
2. Dial 204
3. Follow the specific Procedure as listed in the Table.

PGM 220	DESCRIPTION	PROCEDURE	COMMENTS
SMDR Local Code Table	Designates if the call is recognized as a local call, and then can be printed as such. The default long distance code is NONE.	+ FLEX1 + VALUE (5 digits) + [HOLD/SAVE]	

3.7 LCR (PGM 220 - 223)

3.7.1 LCR Attributes (PGM 220)

In this program mode, the following items can be customized:

1. Press the [TRANS/PGM] button
2. Dial 220
3. Enter the appropriate Hunt Group Number.
4. Follow the specific Procedure as listed in the Table.

PGM 220	DESCRIPTION	PROCEDURE	COMMENTS
CO Line Number	Used to select the LCR access mode.	+ FLEX1 + VALUE (Range=1-6) + [HOLD/SAVE]	VALUES – 1 = M00 (Disable LCR) 2 = M01 (Only Loop LCR) 3 = M02 (Internal and Loop LCR) 4 = M11 (Loop and direct CO LCR) 5 = M12 (Internal, Loop and Direct CO LCR) 6 = M13 (Internal, Loop, and Direct CO and Direct Loop LCR)
Day Zone	Used to set up the LCR settings; each day can be grouped up to 3 Zones.	+ FLEX2 + VALUE (Range=FLEX1-FLEX7) + VALUE2 + [HOLD/SAVE]	VALUES – FLEX1 = Monday FLEX2 = Tuesday FLEX3 = Wednesday FLEX4 = Thursday FLEX5 = Friday FLEX6 = Saturday FLEX7 = Sunday Value2: Zone1-3 (1 digit)
Time Zone of Day Zone1	Each time of day Zone1 can use different LCR settings; each time of day Zone1 can be grouped up to 3 zones. The time not belonging to any zone will be Zone1 by default. NOTE—LDK accepts 24 as00, if input is 24 as the starting value, and vice versa. 10-13 means 10:00:00(AM) – 01:00:00(PM)	FLEX3 + FLEX1 + HH-HH (4 digits) + [HOLD/SAVE]	VALUES – FLEX1 = Time Zone1 FLEX2 = Time Zone2 FLEX3 = Time Zone3

PGM 220	DESCRIPTION	PROCEDURE	COMMENTS
Time Zone of Day Zone2	Each time of day Zone2 can use different LCR settings; each time of day Zone2 can be grouped up to 3 zones. The time not belonging to any zone will be Zone1 by default. NOTE—LDK accepts 24 as00, if input is 24 as the starting value, and vice versa. 10-13 means 10:00:00(AM) – 01:00:00(PM)	FLEX3 + FLEX2 + HH-HH (4 digits) + [HOLD/SAVE]	VALUES – FLEX1 = Time Zone1 FLEX2 = Time Zone2 FLEX3 = Time Zone3
Time Zone of Day Zone3	Each time of day Zone3 can use different LCR settings; each time of day Zone3 can be grouped up to 3 zones. The time not belonging to any zone will be Zone1 by default. NOTE—LDK accepts 24 as00, if input is 24 as the starting value, and vice versa. 10-13 means 10:00:00(AM) – 01:00:00(PM)	FLEX3 + FLEX3 + HH-HH (4 digits) + [HOLD/SAVE]	VALUES – FLEX1 = Time Zone1 FLEX2 = Time Zone2 FLEX3 = Time Zone3 Value2: Time = HH-HH (4 digits)

3.7.2 Leading Digit Table (PGM 221)

The Leading Digit Table is used to check if digits dialed by the User are LCR Code (Admin PGM 221-FLEX2), the digits are converted and a CO line is secured according to the DMT (Admin PGM 222). In this program mode, the following items can be customized:

1. Press the [TRANS/PGM] button
2. Dial 221
3. Enter the appropriate VALUE (Leading Digit Table, Range=000-249).

FLEX	ITEM	DEFAULT	REMARK (VALUE)
FLEX1	FLEX2 LCR Type	BOTH	BOTH: INT and COL INT: internal dialing COL: 3-way toggle
FLEX2	FLEX3 LCR Code (up to 12 digits)	NONE	To be compared with the dialed digits by a user.
FLEX3	FLEX4 DMT index for Day Zone1	NONE (6 digits)	Meaning of 6 digits: each pair (2 digits) is the index to the DMT for each time Zone 1/2/3 (the [SPEED] button is used to validate the remaining index).
FLEX4	FLEX5 DMT index for Day Zone2		
FLEX5	FLEX6 DMT index for Day Zone3		

4. Follow the specific Procedure as listed in the Table.

PGM 221	DESCRIPTION	PROCEDURE	COMMENTS
LCR Type	Used to select the LCR type.	+ FLEX1 + VALUE2 (LCR type, refer to VALUES) + [HOLD/SAVE]	VALUES – Value2: 1 = INT, internal dialing 2 = COL, after dialing a CO access code 3 = BOTH, INT and COL
LCR Code	If digits dialed by the User are equal to the determined value, the digits will be converted and a CO line will be secured according to DMT (Admin PGM 222)	+ FLEX2 + VALUE2 (2 digits, Range=0-9, #, *) + [HOLD/SAVE]	
DMT Index	Used to set the table index DMT (Admin PGM 222) of Day Zone2. Because Day Zone1 has 3 different time zones, all three table indices of each time must be selected.	+ FLEX3 + DMT Index (6 digits, Range=00-90) + [HOLD/SAVE]	
DMT Index (Day Zone2)	Used to set the table index DMT (Admin PGM 222) of Day Zone2. Because Day Zone2 has 3 different time zones, all three table indices of each time must be selected.	+ FLEX4 + DMT Index (6 digits, Range=00-90) + [HOLD/SAVE]	
DMT Index (Day Zone3)	Used to set the table index DMT (Admin PGM 222) of Day Zone3. Because Day Zone3 has 3 different time zones, all three table indices of each time must be selected.	+ FLEX5 + DMT Index (6 digits, Range=00-90) + [HOLD/SAVE]	
FLEX Check Password	If this value is set to ON, the LDK System will request the User account code when dialed digits match the LCR code.	+ FLEX6 + 1 (ON) + [HOLD/SAVE]	VALUES – 0 = OFF 1 = ON

3.7.3 Digit Modification Table (PGM222)

Digit Modification Table (DMT) is used to convert the dialed digits and secure the outgoing CO line. In the LDK System, maximum of 100 DMT entries can be programmed. In this program mode, the following items can be customized:

1. Press the [TRANS/PGM] button
2. Dial 222
3. Enter the appropriate VALUE (DMT Table, Range=00-99); each DMT entry has six sub-attributes as shown.

DMT TABLE

FLEX	ITEM	DEFAULT	REMARK (VALUE)
FLEX1	Added Digit Stream (A)	NONE	Up to 20 digits
FLEX2	Removal Position (RP)	01	01-12
FLEX3	Number of Digits to be Removed (RN)	NONE	01-12
FLEX4	Add Position (AP)	01	01-13
FLEX5	CO Line Group (C)	01	1-8
FLEX6	Alternative DMT Index (ALT)	NONE	00-24 (99)

4. Follow the specific Procedure as listed in the Table.

PGM 222	DESCRIPTION	PROCEDURE	COMMENTS
Added Digit Stream	This value is used to add digit stream for User dialed digits (refer to Add Position—PGM 222-FLEX4)	+ FLEX1 + VALUE2 (20 digits, Range=0-9, #, *) + [HOLD/SAVE]	VALUES – [CALLBK] = Pause [DND/FOR] = Dial tone detection instead of pause enter [FLASH] = Station Number Billing code
Removal Position	Used to set the removal position for User dialed digits. Some digits will be removed from the designated position up to this amount.	+ FLEX2 + VALUE2 (2 digits, Range=01-12) + [HOLD/SAVE]	
Add Position	Used to set the add position fro User dialed digits. Some digits are added from the designated position with Add Digit Stream.	+ FLEX4 + VALUE2 (2 digits, Range=01-13) + [HOLD/SAVE]	
CO Line Group	Used when LCR calls secure the outgoing CO line. The idle CO line within the CO Line Group of the determined value is seized for LCR calls.	+ FLEX5 + VALUE2 (2 digits, Range=01-08) + [HOLD/SAVE]	
Alternative DMT Index	Used when LCR calls are unable to secure an idle CO line within the Admin PGM 222-FLEX5, LCR calls will seize an idle CO Line Group of this value from the DMT Index.	+ FLEX6 + VALUE2 (2 digits, Range=00-99) + [HOLD/SAVE]	

3.7.4 LCR Table Initialization (PGM 223)

In this program mode, the following items can be customized:

1. Press the [TRANS/PGM] button
2. Dial 223
3. Follow the specific Procedure as listed in the Table below.

PGM 223	DESCRIPTION	PROCEDURE	COMMENTS
Removal Position	Changes the index of DMT value for Day Zone1 to the new value.	+ FLEX1 + VALUE (6 digits, Range=00-99) + [HOLD/SAVE]	VALUES – FLEX1 = Day Zone1 FLEX2 = Day Zone2 FLEX3 = Day Zone3 FLEX4 = CO Line Group Change FLEX5 = ALT Change FLEX6 = All LCR Database Initialize
Day Zone 2	Changes the index of DMT value for Day Zone2 to the new value.	+ FLEX2 + VALUE (6 digits, Range=00-99) + [HOLD/SAVE]	VALUES – FLEX1 = Day Zone1 FLEX2 = Day Zone2 FLEX3 = Day Zone3 FLEX4 = CO Line Group Change FLEX5 = ALT Change FLEX6 = All LCR Database Initialize
Day Zone 3	Changes the index of DMT value for Day Zone3 to the new value.	+ FLEX3 + VALUE (6 digits, Range=00-99) + [HOLD/SAVE]	VALUES – FLEX1 = Day Zone1 FLEX2 = Day Zone2 FLEX3 = Day Zone3 FLEX4 = CO Line Group Change FLEX5 = ALT Change FLEX6 = All LCR Database Initialize
CO Line Group	Change all CO Line Group Values of DMT entry to the new value.	+ FLEX4 + VALUE (6 digits, Range=00-99) + [HOLD/SAVE]	VALUES – FLEX1 = Day Zone1 FLEX2 = Day Zone2 FLEX3 = Day Zone3 FLEX4 = CO Line Group Change FLEX5 = ALT Change FLEX6 = All LCR Database Initialize

PGM 223	DESCRIPTION	PROCEDURE	COMMENTS
Alternative DMT Index	Changes all Alternative DMT Index values of DMT entry to the new value.	+ FLEX5 + VALUE (6 digits, Range=00-99) + [HOLD/SAVE]	VALUES – FLEX1 = Day Zone1 FLEX2 = Day Zone2 FLEX3 = Day Zone3 FLEX4 = CO Line Group Change FLEX5 = ALT Change FLEX6 = All LCR Database Initialize
Initialize All LCR	Initializes the all LCR Admin data to the default value.	+ FLEX6 + [HOLD/SAVE]	VALUES – FLEX1 = Day Zone1 FLEX2 = Day Zone2 FLEX3 = Day Zone3 FLEX4 = CO Line Group Change FLEX5 = ALT Change FLEX6 = All LCR Database Initialize

3.8 Toll Table (PGM 224 – 226)

Toll tables are used for accessing certain toll free calls as well as not allowing certain calls for Stations assigned to a particular Station COS.

3.8.1 Toll Exception Table (PGM 224)

The Allow/Deny Tables are organized into 2 sets of tables to support 2 different toll plans at one installed site. Each allow/deny table may contain up to 30 number strings. All bins of allow and deny tables have no default entries. Each number string can contain up to 14 entries including any number 0-9, *, #, and 'Don't 'Care.'

The following rules should be remembered when setting up the Allow/Deny tables:

- If the tables have no entries, no restriction is applied.
- If entries are made in only the Allow table, then only those numbers are allowed.
- If entries are made only in the Deny table, then only those numbers are denied.
- If there are entries in both tables, the allow table is searched at first and if the number is found, it is allowed. If not found, the deny table is searched and if the number is found, it is denied. If it is not found in either table, it is allowed.

In this program mode, the following items can be customized:

1. Press the [TRANS/PGM] button
2. Dial 224
3. Follow the specific Procedure as listed in the Table below.

PGM 224	DESCRIPTION	PROCEDURE	COMMENTS
Allow Table A	Used to check whether the digits dialed by a COS2 and COS4 Station match with the allowed toll pass digits. NOTE—Allow Table A is only used when the COS of the dialed Station is COS2 or 4.	+ FLEX1 + VALUE (refer to Allow Table, Range=01-30) + Allow Number (Max. 14 digits, Range=0-9, #, *) + [HOLD/SAVE]	
Deny Table A	Used to check whether the digits dialed by a COS2 and COS4 Station match with the denied toll pass digits. NOTE—Deny Table A is only used when the COS of the dialed Station is COS2 or 4.	+ FLEX2 + VALUE (refer to Deny Table, Range=01-30) + Deny Number (Max. 14 digits, Range=0-9, #, *) + [HOLD/SAVE]	

PGM 224	DESCRIPTION	PROCEDURE	COMMENTS
Allow Table B	Used to check whether the digits dialed by a COS3 and COS4 Station match with the allowed toll pass digits. NOTE—Allow Table B is only used when the COS of the dialed Station is COS3 or 4.	+ FLEX3 + VALUE (refer to Allow Table, Range=01-30) + Allow Number (Max. 14 digits, Range=0-9, #, *) + [HOLD/SAVE]	
Deny Table B	Used to check whether the digits dialed by a COS3 and COS4 Station match with the denied toll pass digits. NOTE—Deny Table B is only used when the COS of the dialed Station is COS3 or 4.	+ FLEX4 + VALUE (refer to Deny Table, Range=01-30) + Deny Number (Max. 14 digits, Range=0-9, #, *) + [HOLD/SAVE]	
Allow Table C	Used to check whether the digits dialed by a COS8 Station match with the allowed toll pass digits. NOTE—Allow Table C is only used when the COS of the dialed Station is COS8.	+ FLEX5 + VALUE (refer to Allow Table, Range=01-30) + Allow Number (Max. 14 digits, Range=0-9, #, *) + [HOLD/SAVE]	
Deny Table C	Used to check whether the digits dialed by a COS8 Station match with the denied toll pass digits. NOTE—Deny Table C is only used when the COS of the dialed Station is COS8.	+ FLEX6 + VALUE (refer to Deny Table, Range=01-30) + Deny Number (Max. 14 digits, Range=0-9, #, *) + [HOLD/SAVE]	
Allow Table D	Used to check whether the digits dialed by a COS9 Station match with the allowed toll pass digits. NOTE—Allow Table D is only used when the COS of the dialed Station is COS9.	+ FLEX7 + VALUE (refer to Allow Table, Range=01-30) + Allow Number (Max. 14 digits, Range=0-9, #, *) + [HOLD/SAVE]	
Deny Table D	Used to check whether the digits dialed by a COS9 Station match with the denied toll pass digits. NOTE—Deny Table D is only used when the COS of the dialed Station is COS9.	+ FLEX8 + VALUE (refer to Deny Table, Range=01-30) + Deny Number (Max. 14 digits, Range=0-9, #, *) + [HOLD/SAVE]	

ALLOW/DENY TABLE

RULE	ENTRY		CONDITIONS & RESULTS	
	ALLOW	DENY	ALLOW TABLE	DENY TABLE
1	Not Exist	Not Exist	No Restriction	No Restriction
2	Exist	Not Exist	Found-allowed Not Found-denied	
3	Not Exist	Exist		Found-allowed Not Found-denied
4	Exist	Exist	Found-allowed Not Found-check Deny Table	Found-denied Not Found-allowed

3.8.2 Canned Toll Tables (PGM 225)

In addition to the basic toll restrictions, Stations within COS5 or 6 are subject to dial restrictions based on the Canned Allow and Deny Tables. This program permits entries in the Canned toll tables. Both the Allow and Deny tables have 20 bins of up to 14 digits.

In this program mode, the following items can be customized:

1. Press the [TRANS/PGM] button
2. Dial 225
3. Follow the specific Procedure as listed in the Table below.

PGM 225	DESCRIPTION	PROCEDURE	COMMENTS
Allow Table	Used to check whether the digits dialed by a COS5 and COS6 Station match with the allowed toll pass digits. NOTE—Allow Table A is only used when the COS of the dialed Station is COS5 or 6.	+ FLEX1 + VALUE (Range=01-20) + Allow Number (Max. 14 digits, Range=0-9, #, *, [DND/FOR]) + [HOLD/SAVE]	VALUES – [DND/FOR] = Don't Care
Deny Table	Used to check whether the digits dialed by a COS5 and COS6 Station match with the denied toll pass digits. NOTE—Deny Table A is only used when the COS of the dialed Station is COS5 or 6.	+ FLEX1 + VALUE (Range=01-20) + Deny Number (Max. 14 digits, Range=0-9, #, *, [DND/FOR]) + [HOLD/SAVE]	VALUES – [DND/FOR] = Don't Care

3.8.3 Emergency Service Call (PGM 226)

The Emergency Code Table is used for Emergency Call Service. All Stations, regardless of COS, can dial the emergency codes in this table. In this program mode, the following items can be customized:

1. Press the [TRANS/PGM] button
2. Dial 226
3. Follow the specific Procedure as listed in the Table below.

PGM 226	DESCRIPTION	PROCEDURE	COMMENTS
Emergency Service Call	Maximum of 10 emergency codes can be programmed.	+ Bin Number (Range=1-10) + VALUE (max. 14 digits; Range=0-9, #, *) + [HOLD/SAVE]	

3.9 Tables (PGM 227 – 236)

3.9.1 Authorization Code Table (PGM 227)

The authorization code table entries consist of each Station password and extra account codes. The table entry from 001 to the maximum capacity of Station numbers are saved along with the password of each Station. CO Line Groups can be marked to deny access until a matched authorization code is entered. In this case, a DND warning tone is provided when the CO Line Group access code is dialed.

In this program mode, the following items can be customized:

1. Press the [TRANS/PGM] button
2. Dial 227
3. Enter the appropriate Bin number (Range=001-200)
4. Follow the specific Procedure as listed in the Table below.

PGM 227	DESCRIPTION	PROCEDURE	COMMENTS
Authorization Code Table	If the dialed Authorization code is verified, a CO dial tone will be presented. Otherwise, an error tone will be heard and access to the group will be denied. Stations or Admin programming can enter authorization codes. The Administrator can see and change Station passwords—no duplicate entries. In the ARIA SOHO System, the total number of allowed authorization codes is 200.	+ FLEX1 + Authorization Code (3-11 digits; Range=0-9) + [HOLD/SAVE]	VALUES – Default=Not Assigned
Day COS of Authorization Code	Day COS of Stations can only be viewed; COS for extra entries can also be assigned.	+ FLEX2 + Class of Service (Range=1-9) + [HOLD/SAVE]	
Night COS of Authorization Code	Night COS of Stations can only be viewed; Night COS for extra entries can also be assigned.	+ FLEX3 + Class of Service (Range=1-9) + [HOLD/SAVE]	

3.9.2 Custom Call Routing (PGM 228)

The caller can select the destination according to the options outlined in the VMIB announcement. In the LDK system, maximum 70 VMIB announcements can be used, and 10 different destination types can be selected (refer to Procedure table). In this program mode, the following items can be customized:

1. Press the [TRANS/PGM] button
2. Dial 228
3. Enter the appropriate CCR Table Number (Range=1-70)
4. Press FLEX1
5. Enter the appropriate Bin number (Range=FLEX1-FLEX10)
6. Follow the specific Procedure as listed in the Table below.

PGM 228	DESCRIPTION	PROCEDURE	COMMENTS
Station	The call will ring at the designated Station.	+ 01 + Station Number + [HOLD/SAVE]	
Hunt Group	The call will ring at the designated member Station in the Group.	+ 02 + Hunt Group Number + [HOLD/SAVE]	
VMIB Announcement	The designated VMIB announcement will be played to the caller.	+ 03 + VMIB Announcement Number + [HOLD/SAVE]	
VMIB Drop	The designated VMIB announcement will be played to the caller and the call will be disconnected after the VMIB announcement is played.	+ 04 + VMIB Announcement Number + [HOLD/SAVE]	
System Speed	The call will be routed to the System Speed telephone number.	+ 05 + System Speed Number (Range=2000-2499) + [HOLD/SAVE]	

PGM 228	DESCRIPTION	PROCEDURE	COMMENTS
Internal Page	The call ring will page to the designated internal page zones.	+ 06 + Internal Page Number (Range=1-10) + [HOLD/SAVE]	
External Page	The call ring will page to the designated external page zones.	+ 07 + External Page Number (1) + [HOLD/SAVE]	
All Call Page	The call ring will page to all page zones.	+ 08 + VALUE (Range=1-2) + [HOLD/SAVE]	VALUES – 1 = INT All Page 2 = All Page
Conference Room	The call will be routed to the Conference Room.	+ 10 + Conference Room Number + [HOLD/SAVE]	

3.9.3 Executive/Secretary Table (PGM 229)

In this program mode, the following items can be customized:

1. Press the [TRANS/PGM] button
2. Dial 229
3. Follow the specific Procedure as listed in the Table below.

PGM 229	DESCRIPTION	PROCEDURE	COMMENTS
Executive/ Secretary Table	When the Executive Station designated is in a DND state, intercom and transfer calls will be automatically routed to the designated Attendant Station corresponding to the Executive.	+ VALUE (Range=01-06) + Executive Station + Attendant Station [HOLD/SAVE]	VALUES – Default = Executive/ Secretary pairs Not Assigned

3.9.4 System Speed Zone (PGM 232)

In this program mode, the following items can be customized:

1. Press the [TRANS/PGM] button
2. Dial 232
3. Enter the appropriate Speed Zone number (Range=01-10)
4. Follow the specific Procedure as listed in the Table below.

PGM 232	DESCRIPTION	PROCEDURE	COMMENTS
Speed Bin Range in Zone	The System Speed Bin zone can be grouped up to 10 System Speed zones. The system Speed Bin section between 2000 and 2199 is defined as the toll-free zone; the System Speed dial numbers within this zone are not checked by the toll table.	+ FLEX1 + VALUE2 + Zone (Range=220-2499) + [HOLD/SAVE]	VALUE – F1 = Zone F2 = Station F3 = Toll Check F4 = Authorization Check
Station Range to Access Zone	The accessibility of System Speed zones can be assigned to each Station. NOTE—When there are too many Stations to view, scroll data using the volume up/down keys.	+ FLEX2 + VALUE2 + Station Number (Range=100-157) + [HOLD/SAVE]	VALUE – F1 = Zone F2 = Station F3 = Toll Check F4 = Authorization Check
Toll Checking	If this value is set to ON, the Speed dial of this zone is checked by the toll table.	+ FLEX3 + VALUE2 + 1 (ON) + [HOLD/SAVE]	VALUE – F1 = Zone F2 = Station F3 = Toll Check F4 = Authorization Check 0 = OFF 1 = ON
Authorization Check	If this value is set, the Station User must enter the value to use the Speed Dial of each System Speed Zone.	+ FLEX4 + VALUE2 (5 digits, Range=0-9) + [HOLD/SAVE]	VALUES – Default = Not Assigned

3.9.5 Weekly Time Table (PGM 233)

The Weekly time Table can manage ring mode changes automatically. For example the office work starts at 9:00AM and finishes at 5:00PM during week days; weekends start at 5:00PM on Fridays, lasting through Sunday, as shown in the following table:

SAMPLE WEEKLY TIME TABLE

WEEKLY TBL: MON D:09:00 N:17:00 W:	WEEKLY TBL: TUE D:09:00 N:17:00 W:	WEEKLY TBL: WED D:09:00 N:17:00 W:	WEEKLY TBL: THU D:09:00 N:17:00 W:
WEEKLY TBL:FRI D:09:00 N: W:17:00	WEEKLY TBL: SAT D: N: W:00:00	WEEKLY TBL: SUN D: N: W:00:00	

In this program mode, the following items can be customized:

1. Press the [TRANS/PGM] button
2. Dial 233
3. Follow the specific Procedure as listed in the Table below.

PGM 233	DESCRIPTION	PROCEDURE	COMMENTS
Weekly Time Table	Use of the Weekly Time Table is executed by the System Attendant and each Intercom Tenancy Group Attendant.	+ VALUE (Range=0-5) + FLEX1 + Day Mode (Range=FLEX1-FLEX7) + Day, Night, Weekend Mode (FLEX1-FLEX3) + Time (HH/MM) + [HOLD/SAVE]	

3.9.6 Voice Mail Dialing Table (PGM 234)

In this program mode, the following items can be customized:

1. Press the [TRANS/PGM] button
2. Dial 234
3. Follow the specific Procedure as listed in the Table below.

PGM 234	DESCRIPTION	PROCEDURE	COMMENTS
Voice Mail Dialing Table	Defines the interface for dialing between the LDK and the external VM device.	+ VALUE (Range=1-9, refer to Table) + VALUE2 (Range=1-2, refer to VALUES) + Prefix/Suffix Code (Up to 12 digits) + [HOLD/SAVE]	VALUES – 1 = PREFIX 2 = SUFFIX

VOICE MAIL DEFAULT TABLE

DIGIT	ITEM	VALUE	DEFAULT	REMARK
1	VM Table 1		Prefix: P# Suffix: -	Put Mail
2	VM Table 2		Prefix: P## Suffix: -	Get Mail
3	VM Table 3		Prefix: P#*3P Suffix: -	Busy Table
4	VM Table 4		Prefix: P#*4P Suffix: -	No Answer Table
5	VM Table 5		Prefix: P#*5P Suffix: -	Error Table
6	VM Table 6		Prefix: P#*6P Suffix: -	DND Table
7	VM Table 7		Prefix: Suffix: -	
8	VM Table 8		Prefix: Suffix: -	
9	VM Table 9		*****	Disconnect Table

3.10 Other Tables

3.10.1 Nation Specific (PGM 400 – 423)

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
400		DTIB RX Gain			
	1	DTIB/DKT	00-63	26	
	2	DTIB/SLT	00-63	22	
	3	DTIB/RESERV	00-63	30	
	4	DTIB/RESERV	00-63	26	
	5	DTIB/ACO	00-63	22	
	6	DTIB/RESERV	00-63	26	
	7	DTIB/RESERV			
	8	DTIB/VMIB	00-63	29	
	9	DTIB/DTMF	00-63	8	
	10	DTIB/TONE	00-63	32	
	11	DTIB/MUSIC1	00-63	29	
	12	DTIB/RESERV			
	13	DTIB/RESERV			
400		SLIB RX Gain			
	1	SLIB/DKT	00-63	32	
	2	SLIB/SLT	00-63	32	
	3	SLIB/RESERV	00-63		
	4	SLIB/RESERV	00-63		
	5	SLIB/ACO	00-63	32	
	6	SLIB/RESERV	00-63		
	7	SLIB/RESERV			
	8	SLIB/VMIB	00-63	40	
	9	SLIB/DTMF	00-63	28	
	10	SLIB/TONE	00-63	38	
	11	SLIB/MUSIC1	00-63	40	
	12	SLIB/MUSIC2	00-63	40	
	13	SLIB/RESERV			
404		ACOB RX Gain			
	1	ACOB/DKT	00-63	28	
	2	ACOB/SLT	00-63	32	
	3	ACOB/RESERV	00-63		
	4	ACOB/RESERV	00-63		
	5	ACOB/ACO	00-63	36	
	6	ACOB/RESERV	00-63		
	7	ACOB/RESERV			
	8	ACOB/VMIB	00-63	37	
	9	ACOB/DTMF	00-63	37	
	10	ACOB/TONE	00-63	37	
	11	SLIB/MUSIC1	00-63	37	
	12	ACOB/MUSIC2	00-63	37	
	13	ACOB/RESERV			
	14	ACOB/MODEM	00-63	37	
407		VMIB RX Gain			
	1	VMIB/DKT	00-63	21	

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
	2	VMIB/SLT	00-63	21	
	3	VMIB/RESERV	00-63		
	4	VMIB/RESERV	00-63		
	5	VMIB/ACO	00-63	23	
	6	VMIB/RESERV	00-63		
	7	VMIB/RESERV			
	8	VMIB/RESERV		32	
	9	VMIB/RESERV		32	
408		DTMF RC Gain			
	1	DTMF/SLT	00-63	17	
	2	DTMF/RESERV	00-63		
	3	DTMF/ACO	00-63	15	
	4	DTMF/RESERV	00-63		
	5	DTMF/RESERV			
409		EXT PAGE Gain			
	1	EXT/DKT	00-63	26	
	2	EXT/SLT	00-63	26	
	3	EXT/RESERV	00-63		
	4	EXT/RESERV	00-63		
	5	EXT/ACO	00-63	28	
	6	EXT/RESERV	00-63		
	7	EXT/RESERV			
	8	EXT/VMIB	00-63	37	
	9	EXT/MUSIC1	00-63	37	
	10	EXT/MUSIC2	00-63	37	
	11	EXT/RESERV	00-63	37	
410		CPT Gain			
	1	CPT/ACO	00-63	15	
	2	CPT/RESERV	00-63		
	3	CPT/RESERV			
411		MODEM Gain			
	1	MODEM/ACO	00-63	20	
	2	MODEM/RESERV	00-63		
	3	MODEM/RESERV			
412		Short SLIB Gain			SAF Only
	1	Short ACO	00-63	32	
	2	Long ACO	00-63	32	
413		Long Gain			SAF Only
	1	Short ACO	00-63	40	
	2	Long ACO	00-63	40	
414		Far SLIB Gain			SAF Only
	1	Short ACO	00-63	44	
	2	Long ACO	00-63	44	
415		Short ACO Gain			SAF Only
	1	Short SLIB	00-63	37	
	2	Long SLIB	00-63	46	
	3	Far SLIB	00-63	50	
	4	DTIB	00-63	26	
416		Long ACO Gain			SAF Only
	1	Short SLIB	00-63	37	
	2	Long SLIB	00-63	46	
	3	Far SLIB	00-63	50	

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
	4	DTIB	00-63	32	
420		System Tone Frequency			
	1	Dial Tone	4 digits	0400, 0425	
	2	Ring-Back Tone	4 digits	0400, 0425	
	3	Busy Tone	4 digits	0400, 0000	
	4	Error Tone	4 digits	0400, 0000	
	5	Dummy Dial Tone	4 digits	0350, 0440	
421		Differential Ring Frequency			
	1	Ring 1	4 digits	1000, 1020	
	2	Ring 2	4 digits	0890, 0910	
	3	Ring 3	4 digits	1260, 1280	
	4	Ring 4	4 digits	0800, 0820	
422		Distinct Ring Frequency			
	1	Ring 1	4 digits	0480, 0000	
	2	Ring 2	4 digits	0400, 0000	
	3	Ring 3	4 digits	0620, 0000	
	4	Ring 4	4 digits	0770, 0000	
423		ACNR Tone Cadence			
	1	Ring-Back Tone	0-255	050, 100	
	2	Busy Tone	0-255	025, 025	
	3	Error Tone	0-255	012, 012	
	4	S-Dial Tone	0-255	070, 000	
424		DTIB ACO Rx Gain			SAF Only
	1	Short ACO	00-63	37	
	2	Long ACO	00-63	42	

3.10.2 Initialization (PGM 450)

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
450		Initialization			
	1	Flexible Numbering Plan Initialization			PGM105, PGM106, PGM107
	2	Station Database Initialization			PGM110, PGM111, PGM112, PFM113, PGM114, PGM116, PGM117, PGM118, PGM119, PGM121, PGM122, PGM123, PGM124, PGM179
	3	CO Line Database Initialization			PGM140, PGM141, {GM142, PGM143, PGM144,
	4	System Feature Database Initialization			PGM160 – PGM177, PGM108
	5	Station Group Database Initialization			PGM190, PGM191
	7	Reserved			None (Reserved)
	8	System Timer Database Initialization			PGM180 – PGM182
	9	Toll Table Database Initialization			PGM224, PGM225
	10	LCR Database Initialization			PGM220 – PGM222
	11	Tables Initialization			PGM227 – PGM229, PGM232 – PGM229
	12	Flexible Button Program Initialization			PGM115
	14	All Database Initialization			Above All
	15	System Reset By Software			
	16	DID RERT Table			Reroute DEST of PGM 231
	17	Board Data			PGM 340

3.10.3 Print Port Database (PGM 451)

PGM	FLEX	ITEM		RANGE	DEFAULT	REMARK
451		Print Port Data				
	1	Flexible Numbering Plan Print				
	2	Station Database Print		STN_R		
	3	CO Line Database Print		CO_R		
	4	System Feature Database Print				
	5	Station Group Database Print				
	7	System Timer Database Print				
	8	Toll Table Database Print				
	9	LCR Database Print				
	10	Other Tables Print				
	11	Nation Specific Database Print				
	12	Flexible Button Program Print		STN_R		
	14	All Database Print				
	15	LCD Message Print				
		1	Language	00-12	Nation Specific	00:ENG 01:ITA 02:FIN 03:DUT 04:SWE 05:DAN 06:NOR 07:HUN 08:GER 09:FRE 10:POR 11:SPA 12:KOR
		2	Station Type	0-2	0	0:NORMAL 1:LG-GAP 2:LARGE
	16	Quit Print				

ADMIN PROGRAMMING TABLES

Numbering Plan

The following numbering plan can be changed by Admin Programming 104-107 depending on the user's needs. To enter user programming mode, press the [TRANS/PGM] button on the keyset or dial 563 on a SLT.

FLEXIBLE NUMBERING PLAN

FUNCTION CODE	ITEM	REMARK
100-151	Intercom Call	
620-629	Group Pilot Number	
501-510	Internal Page Number	
543	Internal All Call Page	
544	Meet Me Page	
545	External Page Zone	
549	All Call Page (INT & ENT)	
550	SMDR Account Code Enter	SLT
551	Flash Command to CO Line	SLT
552	Last Number Redial	SLT
553	DND (Toggle ON/OFF)	SLT
554	Call Forward	SLT
555	Speed Dial Programming	SLT
556	Message Wait/Callback Enable	SLT
557	Message Wait/Callback Return	SLT
558	Speed Dial Access	SLT
559	Cancel DND/FWD/Pre-MSG	SLT
560	SLT Hold	SLT
561	Forced Log In	
562	Forced Log Out	
563	Programming Mode Enter Code	SLT
564	ACD Route	
565	Alarm Reset	
566	Group Call Pickup	
568	UCD DND	
569	Night Answer	
601-608	Call Parking Locations	
7	Direct Call Pickup	
8XX	CO Line Group Access	
88XX	Individual CO Access	
8*	Retrieve Held CO Line	
8#*xx	Retrieve Held Individual CO Line	
9 (or 0, depending on a Nation)	Access CO Line in the 1st Available CO Line Group	
0 (or 9, depending on a Nation)	Attendant Call	

FUNCTION CODE	ITEM	REMARK
#*1	1st Door Open	
#*2	2nd Door Open	
#*3	3rd Door Open	
#*4	4th Door Open	
*8	VM Message Waiting Enable	
*9	VM Message Waiting Disable	

The following numbering plan is fixed, so it can not be changed by Admin Programming.

STATION PROGRAMMING

FUNCTION CODE	ITEM	REMARK
11	Differential Ring	Keyset
12	Intercom Answer Mode (1HF/ 2Tone/ 3PV)	Keyset
13	SMS Message Display	LDP Keyset
14	Enblock Mode	LDP Keyset
15	SMS/ Notice Display	Not Supported
16	Scroll Speed	Not Supported
17	Ear-MIc Headset	LDP Keyset
18	ICM Ring	LDP Keyset
19	CO Ring	LDP Keyset
21	Station COS Down	LDP Keyset
22	Station COS Restore	
23	Walking COS	Keyset
31	Authorization Code Registration	
32	Authorization Code Change	
33	Registration Mobile – Extension	Not Supported
34	Active Mobile – Extension	Not Supported
41	Wake-up Time Registration (One-time/ Continuous)	
42	Wake-Up Time Cancel	
43	Activate Conference Room	
44	Deactivate Conference Room	
51	Pre-selected MSG Activation	
52	Set Custom Message	
61	Record VMIB User Greeting	
62	Listen VMIB Time & Date	
63	Listen VMIB Station Number	
64	Listen VMIB Station Status	
65	Record VMIB Page Message	
66	Erase VMIB User Greeting	
67	Erase VMIB Page Message	
71	LCD Display Mode (English/Domestic Language)	Keyset
72	MPB Version Display	
73	Background Music	
74	Station User Name Registration	
75	Headset/Speakerphone Mode	Keyset
76	Headset Ring Mode	Keyset
78	Serial No/SW Packages	Keyset with LCD
79	PC-Phone Lock Key	
**	HOTDESK Logout	

FUNCTION CODE	ITEM	REMARK
*0	HOTDESK Login	
*1	Relocation OUT	
*2	Relocation IN	
*3	Register Bluetooth	
*4	Bluetooth Usage	

ATTENDANT PROGRAMMING

FUNCTION CODE	ITEM	REMARK
0111	Print SMDR (Station Base)	System Attendant
0112	Delete SMDR (Station Base)	System Attendant
0113	Print SMDR (Group Base)	System Attendant
0114	Delete SMDR (Group Base)	System Attendant
0115	Display Call Charge	System Attendant
0116	Abort Printing	System Attendant
0117	Print Lost Call	System Attendant
0118	Delete Lost Call	System Attendant
0121	Print All Summary	System Attendant
0122	Print All Periodically	System Attendant
0123	Abort Periodic Printing	System Attendant
0124	Print ATD Traffic	System Attendant
0125	Print Call Summary	System Attendant
0126	Print All Hourly	System Attendant
0127	Print H/W Usage	System Attendant
0128	Print CO Summary	System Attendant
0129	Print CO Hourly	System Attendant
021	Station COS Down (COS 7)	Attendant
022	Station COS Restore	Attendant
031	Authorization Code Cancel	System Attendant
041	System Date/Time Setting	Attendant
042	Wake-Up Time Registration (One-Time/Continuous)	Attendant
043	Wake-Up Time Cancel	System Attendant
044	LCD Date Mode Change	System Attendant
045	LCD Time Mode Change	System Attendant
046	Use Network Time & Date	System Attendant
047	Monitor Conference Room	Attendant
051	Pre-Select MSG Activation	Attendant
052	Pre-Select MSG Deactivation	Attendant
053	Custom Display Message Program (11-20)	System Attendant
054	Erase VM MSG	Attendant
06	Record VMIB Greeting	System Attendant
071	DND Call Forward/Pre-Selected MSG Cancel	Attendant
072	Register Station Name	Attendant
073	Disable CO Outgoing	System Attendant
074	Automatic Day/Night/Weekend Mode Program	Attendant
075	ICM Box BGM Channel Select	Attendant

FUNCTION CODE	ITEM	REMARK
076	External Page music -1 Assignment/Cancel	Attendant
079	Prepaid Call	
07*	LCD Display Language	

FLEXIBLE BUTTON PROGRAMMING CODES

FUNCTION CODE	ITEM	REMARK
11	Differential Ring	
21	Station COS Down	
22	Station COS Restore	
23	Walking COS	
31	Authorization Code Registration	
32	Authorization Code Change	
41	Wake-Up Time Registration (One-time/Continuous)	
42	Wake-up Time Cancel	
51	Pre-Selected MSG Activation	
52	Set Custom Message	
53	CLIR Key	
54	Two-Way Recording	
56	Attendant Camp-On (Queue) BTN Assignment	Attendant
57	Call Log Display	
61	Record VMIB User Greeting	
64	Listen VMIB Station Status	
66	Erase VMIB User Greeting	
71	LCD Display Mode (English/Domestic Language)	
73	Background Music	
74	Station User Name Registration	
76	Headset Ring Mode	
80	Account Code Activation	
83	[ICM Hold] BTN Assignment	
84	[LOOP] BTN Assignment	
85	[Camp-On] BTN Assignment	
86	[INTRUSION] BTN Assignment	System Attendant
87	[UCD DND] BTN Assignment	+ Hunt Group Number
8*	[ACD STATUS] BTN Assignment	
91	[CONF] BTN Assignment	2/8 BTN Keyset
92	[CALLBK] BTN Assignment	2/8 BTN Keyset
93	[DND/FWD] BTN Assignment	2/8 BTN Keyset
94	[FLASH] BTN Assignment	2/8 BTN Keyset
95	[MUTE] BTN Assignment	2/8 BTN Keyset
96	[MON] BTN Assignment	2/8 BTN Keyset
97	[REDIAL] BTN Assignment	2/8 BTN Keyset
98	DID Restriction	
99	DISA Restriction	
9*	Call Recording via USB	

Admin Programming Index

MAIN MENU	PGM	ITEM
PRE-PROGRAMMED DATABASE	100	Location Program
	104	Board Assignment
	105	Logical Slot Assignment
	106	Flexible Number Plan A
	107	Flexible Number Plan B
	108	IP Setting
	109	Flexible Number Plan C
	250	Hot Desk Attribute
STATION DATABASE PROGRAM	110	Station ID
	111	Station Attribute I
	112	Station Attribute II
	113	Station Attribute III
	114	ISDN Station Attribute
	115	Flex Button Assignment
	116	Station COS
	117	CO Line Group Access
	118	Internal Page Zone
	119	Conference Page Zone
	120	ICM Tenancy Group
	121	Preset Call Forward
	122	Hot/Warm Line Selection
	124	SMDR Account Group
	125	Copy DSS Button
	126	Station IP List
	130	Display Stations by COS
	131	Display Stations by CO Line Group Access
	140	CO Service Type
CO LINE BASE PROGRAM	141	CO Line Attribute I
	142	CO Line Attribute II
	144	CO Ring Assignment
	145	CO Ring Assignment Display
	147	CO CID Setting
SYSTEM BASE PROGRAM	160	System Attribute I
	161	System Attribute II
	162	Admin Password
	163	Alarm Attributes
	164	Attendant Assignment
	165	Auto Attendant VMIB Announce Assignment
	166	CO-to-CO COS
	167	DISA Destination
	168	External Control Contact
	169	LCD Date/Time/Language Display Mode
	170	Modem
SYSTEM BASE PROGRAM	171	Music
	172	PBX Access Code
	173	PLA Priority Setting

MAIN MENU	PGM	ITEM
	174	RS-232C Port Setting
	175	Print Port Selection
	176	Pulse Dial Ratio
	177	SMDR Attributes
	178	System Date/Time Setting
	179	Linked Station Pairs Table
SYSTEM BASE PROGRAM	180	System Timers I
	181	System Timers II
	182	System Timers III
STATION GROUP	190	Station Group Assign
LOCAL CODE TABLE	204	SMDR Local Code Table
TABLES	220	LCR Attributes
	221	LCR - Leading Digit Table
	222	LCR – Digit Modification Table
	223	LCR Table Initialization
	224	Toll Exception Table – Allow A (Entry no:01-30)
		Toll Exception Table – Deny A (Entry no.:01-30)
		Toll Exception Table – Allow B (Entry no.:01-30)
		Toll Exception Table – Deny B (Entry no.:01-30)
	225	Canned Toll Table – Allow (Entry no.:01-10)
		Canned Toll Table – Deny (Entry no.:01-10)
	226	Emergency Code Table
	227	Authorization Code Table
	228	Customer Call Routing
	229	Executive/Secretary Table
	232	System Speed Zone
	233	Weekly Time Table
	234	Voice Mail Dialing Table
	400	DTIB Rx Gain Control
NATION SPECIFIC	401	SLIB Rx Gain Control
	404	ACOB Rx Gain Control
	407	VMIB Rx Gain Control
	408	DTMF Receiver Rx Gain Control
	409	EXT Page Rx Gain Control
	410	CPTU Rx Gain Control
	411	Modem Rx Gain Control
	412	Short SLIB Gain Control
	413	Long SLIB Gain Control
	414	Far SLIB Gain Control
	415	Short ACO Gain Control
	416	Long ACO Gain Control
	420	System Tone Frequency
	421	Differential ring Frequency
	422	Distinct CO ring Frequency
	423	ACNR Tone Cadence
	425	Singular Table (Korea Only)
	450	Initialization
INITIALIZATION (DB INIT)	451	Print Port Database
PRINT DATABASE		

Default Values

LOCATION PROGRAM

PGM	FLEX	ITEM	DEFAULT	REMARK
100	1	Nation Code	82	Max. 4 Digits
	2	Customer Site Name		Max. 24 Digits

BOARD SLOT ASSIGNMENT

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
101	-	Slot Assignment	Refer to Board Code Table	Refer to NOTE	

NOTE—If the DIP switch of the manual board detection (DIP Switch 4) 9is ON, the System will detect the installed board type automatically. If the DIP Switch 4 is OFF, the board type code must be entered at each slot. After manual Rack Slot assignment, the User should reset the system manually.

BOARD TYPE CODE TABLE

STATION	CODE	CO LINE	CODE	STATION&CO LINE	CODE	ETC.	CODE
DPU	11	LCOB3	33			VMIU	64
SLIB16	13					AAFU	65
SLIB8	14						
Hybrid	17						

NOTE—Slot 9 can not be changed.

LOGICAL SLOT ASSIGNMENT

PGM	FLEX	ITEM	DEFAULT	REMARK
103	1	COL Board	Refer to NOTE	
	2	STA Board		
	3	VMIB Board	Not Assigned	

NOTE—If the DIP Switch of the manual board detection DIP Switch 4 is ON, the System will detect the logical slot assignment in sequence and increase the order automatically. If the DIP Switch 4 is OFF, the logical slot assignment must be entered at each board type. After manual logical slot assignment, User should reset the System manually.

NUMBERING PLAN TYPE

PGM	ITEM	STATION RANGE	DEFAULT	REMARK
04	Number Set Type 1	100-151	Type 1	The 1st digit of the Station number should be 1-4.
	Number Set Type 2	100-151		The Station number can be changed up to 799.
	Number Set Type 3	100-151		
	Number Set Type 4	700-751		
	Number Set Type 5	200-251		
	Number Set Type 6	10-61		
	Number Set Type 7	100-151		
	Number Set Type 8	100-151		The Station number can be changed up to 999.

Flexible Numbering Plan

PGM	FLEX	FIELD	NUMBER SET 1	NUMBER SET 2	NUMBER SET 3	NUMBER SET 4	NUMBER SET 5	NUMBER SET 6	NUMBER SET 7	NUMBER SET 8	REMARK
105		Intercom Call	100-151	100-151	100-151	700-751	200-251	10-61	100-151	100-151	
106	1	Group Pilot Number	620-629	*620-629	620-629	620-629	*620-629	620-629	*620-629	*620-*629	
	2	Internal Page Zone	501-510	*501-*510	#01-#10	#01-#10	#01-#10	*501-*510	401-410	*501-*510	
	3	Internal all call Page	543	*543	#5	#7	#5	*543	43	*543	
	4	Meet Me Page	544	*544	##	##	##	*544	44	*544	
	5	External Page zone 1	545	*545	#6	#41	#6	*545	45	*545	
	6	All Call Page (INT & EXT)	549	*549	#00	#6	#00	*549	49	*549	
	7	SMDR Account Code Enter	550	*550	550	550	50	*550	50	*550	SLT
	8	Flash Command to CO Line	551	*551	551	551	51	*551	51	*551	SLT
	9	Last Number Redial	552	*552	552	552	52	*552	52	*552	SLT
	10	DND (Toggle ON/OFF)	553	*553	553	553	53	*553	53	*553	SLT
	11	Call Forward	554	*554	554	554	54	*554	54	*554	SLT
	12	Speed dial Programming	555	*555	555	*40	55	*555	55	*555	SLT
	13	Message Wait/Callback Enable	556	#556	556	566	56	#556	56	#556	SLT
	14	Message Wait/Callback Return	557	*557	557	567	57	*557	57	*557	SLT
	15	Speed dial Access	558	*558	558	*7	58	*558	58	*558	SLT
	16	Cancel DND/FWD/Pre-MSG	559	*559	559	559	59	*559	59	*559	SLT
	17	SLT Hold	560	*560	560	560	690	*560	30	*560	SLT
	18	Reserved									
	19	Reserved									
	20	Programming Mode Enter Code	563	*563	563	563	693	*3	33	*3	SLT
	21	ACD Reroute	564	*564	564	564	694	*4	34	*4	
107	1	Alarm Reset	565	*565	565	*565	695	*565	35	*565	
	2	Group Call Pickup	566	*566	**	*1	**	*566	36	*566	

PGM	FLEX	FIELD	NUMBER SET 1	NUMBER SET 2	NUMBER SET 3	NUMBER SET 4	NUMBER SET 5	NUMBER SET 6	NUMBER SET 7	NUMBER SET 8	REMARK
	3	UCD DND	568	*568	568	568	698	*568	68	*568	
	4	Night Answer	569	*569	577	2	699	*569	69	*569	
	5	Call Parking Location	601-608	*601-*608	601-608	601-608	601-608	*601-*608	601-608	*601-*608	
	6	Direct Call Pickup	7	*7	*7	*42	7	*7	7	*7	
	7	CO Line Group Access	8xx	8xx	8xx	4xx	8xx	8xx	8xx	#8xx	
			88xx	88xx	88xx	48xx	88xx	88xx	88xx	#88xx	
	9	Tie Routing Access									
	10	Retrieve Held CO Line	8*	8*	8*	4*	8*	8*	8*	#8*	
	11	Retrieve Held Individual CO Line	8#xx	8#xx	8#xx	4#xx	8#xx	8#xx	8#xx	#8#xx	
	12	Access CO Line in the 1st Available CO Line Group	9	9	9	1	0	9	9	0	
	13	Attendant Call	0	0	0	0	9	0	0	#9	
	14	1st Door Open	#*1	#*1	#*1	#*1	#*1	#*1	*1	#*1	
	15	2nd Door Open	#*2	#*2	#*2	#*2	#*2	#*2	*2	#*2	
	16	3rd Door Open	#*3	#*3	#*3	#*3	#*3	#*3	*3	#*3	
	17	4th Door Open	#*4	#*4	#*4	#*4	#*4	#*4	*4	#*4	
	18	VM Message Waiting Enable	*8	*8	*8	*8	*8	*8	*8	*8	
109	1	Conference Room	57	*57	*57	57	*57	*57	*57	*57	
	2	SLT Conference Page Join	58	*58	*58	58	*58	*58	*58	*58	
	3	Unsupervised Conference Timer Extend	##	##	*##	*##	*##	##	##	##	

IP Settings

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
108	1	IP Name	Max. 15 Digits		
	2	Server IP Address	12 Digits	192.168.1.1	Skip: #
	3	CLI IP Address	12 Digits		
	4	Gateway Address	12 Digits		
	5	Subnet Mask	12 Digits	255.255.255.0	
	6	PPP Usage	ON/OFF	OFF	

Expanded Flexible Numbering Plan

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
109	4	Conference Room	Max. 8 Digits	57	
	5	SLT Conference Page	Max. 8 Digits	58	
	6	US Conference Timer	Max. 8 Digits	##	

Station ID Assignment

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
110	1	Station ID	01-13		
	2	DSS/DLS Map Associate	STA #		

Station Attributes I/II/III

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
111	1	Auto Speaker Selection	ON/OFF	ON	Access CO Line or make DSS call
	2	Call Forward	ON/OFF	ON	Forward incoming call
	3	DND	ON/OFF	ON	Denies incoming calls
	4	Data Line Security	ON/OFF	OFF	Prohibits Camp-On and Override when line is busy.
	5	Howling Tone to SLT	ON/OFF	ON	Noisy Error tone when continuous off-hook without activity.
	6	ICM Box Signaling	ON/OFF	OFF	Determines receipt of ICM Box Signaling
	7	No Touch Answer	ON/OFF	ON	Determines automatic Station connection of transferred CO calls.
	8	Page Access	ON/OFF	ON	Determines ability to page Stations on the System.
	9	Ring Type	0-4	0	Determines ICM Ring Type received at Called Party Station.
	10	Speaker Ring	1:Speaker, 2:Headset, 3:Both	Speaker	Determines Ringing Path for incoming calls.
	11	Speakerphone	ON/OFF	ON	Determines speakerphone function availability.

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
	14	Error Tone for TAD	ON/OFF	OFF	Provides busy tone to TAD when caller hangs up.
	15	SLT Flash Drop	ON/OFF	OFF	Drop calls by pressing [FLASH] button or hook flash.
	16	Loop LCR Account Code	ON/OFF	OFF	Must enter Account Code to access LCR.
	17	VMIB Message Type	FIFO/LIFO	LIFO	Determines order VMIB messages are played.
	18	Off-Net Call Forward	ENABLE/ DISABLE	ENABLE	Determines Off-Net Call Forward function availability.
	19	Forced Hands-Free	ON/OFF	OFF	Forces the Hands-Free State at Called Station.
	20	CIDSLT CAS GAIN	00-20	5	Not available in LDK-1248
	21	CIDSLT FSK GAIN	00-20	5	Not available in LDK-1248
	22	Caller Voice Over	ON/OFF	OFF	Forces Voice Over at busy Called Station.
	23	Reserved			
112	1	CO Warning Tone	ON/OFF	OFF	Call Restriction Timer notification
	2	Automatic Hold	ON/OFF	OFF	Automatically places current call on hold when Station accesses another CO Line while on the call.
	3	CO Call Timer Restriction	ON/OFF	OFF	Call Restriction Timer disconnects call when timer expires.
	4	Individual CO Line Access	ENABLE/ DISABLE	ENABLE	Determines use of a Code for dialing Individual CO Line Access
	5	CO Line Queuing	ENABLE/ DISABLE	ENABLE	CO Line Callback to Station when outgoing line is busy.
	6	CO PGM	ENABLE/ DISABLE	DISABLE	Program a Flexible Button to access a CO Line.
	7	Priority Line Answer	ENABLE/ DISABLE	ENABLE	Determines incoming call priority.
	8	Prepaid Call	ON/OFF	OFF	Determines Station Prepaid call usage availability.
	9	Speed Dial Access	ENABLE/ DISABLE	ENABLE	Determines System Speed Dial availability.
	10	Two Way Record	ON/OFF	OFF	Determines incoming and outgoing call recording availability.
	11	Fax Mode	ON/OFF	OFF	Determines single ring usage for Fax machines.
	12	Off-Net Call Mode	EXTERNAL/ ALL	ALL	Determines if calls can be forwarded Off-Net and using ICM.
	13	UCD Group Service	ON/OFF	OFF	Determines call handling for UCD groups and Stations belonging to those groups.
	14	Ring Group Service	ON/OFF	OFF	Determines call handling for Ring groups and Stations belonging to those groups.
	15	Stop Camp-On Tone	ENABLE/ DISABLE	DISABLE	Determines if Camp-On Tone can be heard.
	16	Line Length	SHORT/ LONG/ FAIR	SHORT	Determines the variable Line length (SAF Only). SHORT = 0km, LONG = 0-3km, FAR = 3-7.5km

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
	18	Block Back Call for SLT	ON/OFF	OFF	Blocks SLT recall.
	19	I-Time Reset	ON/OFF	OFF	Incoming Call Restriction
	20	STA Account	ON/OFF	OFF	Must use an Account Code to access CO Lines.
	21	CID Type 2 Service	ON/OFF	OFF	Not available in LKD-1248
	22	Door Open	ENABLE/ DISABLE	DISABLE	Determines if Station Open Door function is available.
	23	Dummy Station	ON/OFF	OFF	Determines if Hot Desk function is available.
	24	Emergency Supervisor	ON/OFF	OFF	Determines if Stations can intrude on calls to other Stations in case of Emergency.
113	1	Admin	ENABLE/ DISABLE	DISABLE	Determines Station priority for Admin Programming.
	2	VMIB Access	ENABLE/ DISABLE	DISABLE	Determines if Station has VMIB access.
	3	Group Listening	ENABLE/ DISABLE	DISABLE	Determines if [MON] button can be used for group listening while on a call.
	4	Override Privilege	ENABLE/ DISABLE	DISABLE	Determines if Stations can override busy System calls.
	5	SMDR Hidden Dialed Digits	ENABLE/ DISABLE	DISABLE	Determines if SMDR will record dialed numbers.
	6	Voice Over	ENABLE/ DISABLE	DISABLE	Determines if a Station can alternate between ICM and a current call.
	7	Warm Line	HOT/ WARM	WARM	Determines Line status available for making calls.
	8	VMIB MSG Retrieve Password	ON/OFF	OFF	Must enter password to retrieve VMIB messages.
	9	VMIB MSG Retrieve Date/Time	ON/OFF	ON	Determines usage of Time/Date when VMIB messages are heard.
	10	Alarm Attribute	FLEX1 ON/OFF	OFF	Determines if the Station will receive the Alarm signal.
			FLEX2 ON/OFF	OFF	
	11	Muted Ring Service	ON/OFF	OFF	Determines if the Station will receive muted ring signals.
	12	Call Cut Off Timer	0-99 (SEC)	0 (DISABLE)	Determines if the calls will be restricted by timer length.
	13	Barge-In Mode	0-2	0 (OFF)	Determines if calls can be intruded on by another Station.

ISDN Station Attributes

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
114	1	CLIP LCD Display	ON/OFF	ON	Determines if CLI is displayed at the Station.
	2	COLP LCD Display	ON/OFF	OFF	Determines if calling party CLI is displayed at the Station.
	3	CLI/ Redirect Display	CLI/ REDIRECT	CLI	Determines which CLI is used at the Station.
	4	CLI MSG Wait	ON/OFF	OFF	Determines CLI receipt on No Answer
	5-9	Reserved			
	10	DISA Restriction	ON/OFF	OFF	Determines if the Station is restricted to receive DISA incoming calls.
	11	CLI Name Display	ON/OFF	OFF	Determines if the CLI name is shown on incoming calls.
115	0-44	Flexible Button Assignment	01-44		
		01: User Key			User Programmable
		02: {CO} Button	01-12		CO Line access
		03: {CO Line Group} Button	1-8		CO Line Group access
		04: {LOOP} Button	-		
		05: {STA xxx} Button	Station No.		Station No. access
		06: STA PGM Button	11-99		Station Programming code
		07: {STA SPEED xxx} Button	Station Speed Bin No.		Speed Bin access
		08: {SYS SPEED XXXX} Button	Station Speed Bin No.		System Speed Bin access
		09: FLEX Number Button	Numbering Plan Code		
		11: Hunt Group button	Hunt Group No.		Hunt Group access

Station Base Program

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
116	1	Station COS: Day	1-9	7	Day Class of Service
	2	Station COS: Night	1-9	7	Night/Weekend Class of Service
117		CO Group Line	1-8 (Toggle)		
118		Internal Page Zone Access	01-05 (Toggle)	1	Each Station can be assigned to an Internal Page Zone.
119	1-5	Conference Page Zone Access	06-10		Each Station can be assigned to a Conference Page Zone.
120		ICM Tenancy Group Number			
	1	ICM Tenancy Group Attendant	STA No.		Day/Night Mode set by the Attendant.
	2	ICM Tenancy Access Group	01-05	01	Can be programmed to allow or deny calls to other Groups.

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
121		ICM Preset Call Forward			Calls will be forwarded to designated Station on No Answer.
122		Idle Line Selection			Hot and Warm Line Destination
		1: FLEX Button	01-44		Program one-touch feature access.
		2: CO Line	01-12		One-touch CO Line access.
		3: CO Line Group	01-08		One-touch CO Line Group access.
		4: Station	10-57		One-touch access to another Station.
124		SMDR Account Group Assign	00-23	00 (Not Assigned)	Stations can be assigned to one SMDR Account Group.
125		Copy DSS Button	01-05		Copy DSS Button to another Station.
	1	Copy DSS from Station			Copy DSS Button from another Station.
	2	Copy DSS from ICM Group			Copy DSS Button from ICM Group.
126		Station IP List	01-52		
130		Display Station Number by COS			
	1	Show Station by Assigned Day COS			
	2	Show Station by Assigned Night COS			
131		Display Station Number by CO Access Group	1-8		
140		CO Service Type			
	1	CO Type		1 (Normal)	
	2	DISA (Sub Attribute)			
		DISA Service ON	ON/OFF	OFF	
		DISA VMIB Announcement	00-70	00 (Not Assigned)	
141		CO Line Attributes I	1-9		
	1	CO Line Group Assignment	0-9	1	Each CO Line must be assigned to a CO Line Group according to COS and CO Type. NOTE—00= Private Group (Group 9).
	2	CO Line COS	1-5	1	
	3	DISA Account Code	ON/OFF	OFF	Incoming caller must enter an Account Code to access another DISA CO Line.
	4	CO Line Assign	POL/LOOP	LOOP	Polarity Reverse or Loop Start
	5	CO Line Type	PBX/CO	CO	Determines if opposite System is PBX or Central Office (CO).
	6	CO Line Signal Type	DTMF/PULSE	DTMF	Determines if CO Line signal is DTMF or Pulse.
	7	Flash Type	GROUND/ LOOP	LOOP	Analog CO Line Only
	8	Universal Night Answer (UNA)	ON/OFF	OFF	Determines if UNA is available on System CO Lines.
	9	CO Line Group Account	ON/OFF	OFF	Must enter CO Line Access Code.
	10	CO Tenancy Group	0-5	0	Determines Day/Night Ring Mode for Stations belonging to each CO Tenancy Group.
142		CO Line Attributes II	1-13		
	1	CO Line Name Display	ON/OFF	OFF	CO Line Name displayed for incoming CO Line calls.

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
	2	CO Line Name Assign	Max. 12 Characters		
	3	Metering Unit	00-06	00	Unit used to recognize Pulse from CO Line.
	4	Line Drop Using DPT	ON/OFF	OFF	Incoming calls checked by CPT, and dropped if dial tone is detected.
	5	CO Distinct Ring	0-4	0	Determines if distinct Ring Tones will be detected on incoming calls. Ring Tones Programmable at Admin 422.
	6	CO Line MOH	0-9	1	
	7	PABX CO Dial Tone	YES/NO	YES	Determines if PX, PABX or LDK System provides CO DialTone.
	8	PABX CO Ring Back Tone	YES/NO	NO	Determines if PX, PABX or LDK System provides CO Ring Back Tone.
	9	PABX CO Error Tone	YES/NO	NO	Determines if PX, PABX or LDK System provides CO Error Tone.
	10	PABX CO Busy Tone	YES/NO	NO	Determines if PX, PABX or LDK System provides CO Busy Tone.
	11	PABX CO Announce Tone	YES/NO	NO	Determines if PX, PABX or LDK System provides CO Announce.
	12	CO Flash Timer	000-300	050	Determines CO Line Flash length. 10msec base
	13	Open Loop Detect Timer	0-20	0	Determines CO Open Loop length. 100msec base
	14	Line Length	LONG/ SHORT	SHORT	SAF Only
	15	DISA Answer Timer	1-9	5	Determines the length before System answers DISA calls (India/CIS Only)
	16	DISA Delay Timer	1-9	2	Determines the length of time before the call is connected following answer of a DISA call (CIS Only)
144		CO Ring Assignment	STA_R/ HUNT/ VMIB		Station Range (Delay:0-9), Hunt Group, VMIB Message
	1	Day			
	2	Night			
	3	Weekend			
	4	On-Demand			
145		CO Ring Assignment Display			Review CO Line ringing. NOTE—Scroll data using up/down volume keys.
	1	Day			
	2	Night			
	3	Weekend			
	4	On-Demand			
147		CO CID Attributes			
	1	CID Mode Select	0-3	0	Determines which CID Mode will be used
	2	CID Name Display	NAME/TEL NO	TEL NO	Determines the LCD displayed data to be shown on incoming calls.
	3	Russia CID Detect	LOCAL/AL L	LOCAL	Determines which calls will show CID.
	4	Russia CID Request	USER/AUT O	USER	Determines if CID will be selected by User or Automatically.
	5	Russia CID Request Timer	10-150	15	By default, Russia First Request Timer is 15msec (10msec base).

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
	6	Russia CID CIRAN Timer	001-300	20	Determines the length of time before the call is dropped in Russian CID mode.
	7	Russia CID Digit Number	04-10	7	Determines the number of CID digits to receive.

System Base Program

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
160		System Attributes I	1-19		
	1	Attendant Call Queuing Ring back Tone (RBT)	RBT/MOH	MOH	RBT provided to Station when calling busy Attendant; otherwise, hold tone or VMIB/MOH (Admin 171-FLEX2) is provided.
	2	Camp RBT/MOH	RBT/MOH	MOH	Determines if RBT or MOH is provided during Camp-On.
	3	CO Line Choice	LAST/ ROUND	ROUND	Determines if CO Line is secured according to Last Choice, or using Round Robin method.
	4	DISA Retry Counter	0-9	3	DISA can continue to try and connect a call during the counter when initial call is not connected.
	5	ICM Continuous Dial-Tone	CONTINUOUS/ DISCONTINUOUS	CONTINUOUS	Determines if ICM dial tone is Continuous or Discontinuous.
	6	CO Dial-Tone Detect	ON/OFF	OFF	Determines if System will use CPT to detect dial tone instead of pulse timer.
	7	External Night Ring	ON/OFF	OFF	Determines if UNA service is activated on incoming calls.
	8	Hold Preference	SYSTEM/ EXECUTIVE	SYSTEM	Determines if System or Exclusive Hold is preferred for use.
	9	Multi-Line Conference	ON/OFF	ON	Determines if Multi-Line Conference is available.
	10	Print LCR Conversion Digit	ON/OFF	OFF	Determines if LCR digits are shown in addition to original dialed digits on LCD and SMDR data.
	11	Conference Warning Tone	ON/OFF	ON	Determines if warning tone is used when a new party enters a conference.
	12	Off-Net Prompt Usage	ON/OFF	ON	Determines if Off-Net VMIB will be heard on Off-Net Call Forward (CO-to-CO Transfer).
	13	Off-Net DTMF Tone	ON/OFF	ON	Determines if dialing DTMF tone will be heard to outside caller on Off-Net Call Forward (CO-to-CO Transfer).
	14	CO Voice Path Connect	IMM/DGT	DGT	Determines if voice path is connected immediately, or after dialing digits.
	15	Transfer Tone	RBT/MOH	MOH	Determines if RBT or MOH will be heard on Transfer.

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
	16	CO-to-CO Transfer CPT	ON/OFF	OFF	Determines if CPT will be used to detect tones on CO-to-CO Transfer.
	17	ACD Info Print	ON/OFF	OFF	Determines if ACD info is available for printing.
	18	CO-to-CO Unsupervised Conference Timer Extension	ON/OFF	OFF	Determines if the CO-to-CO Unsupervised Conference Timer can be extended.
	19	Call Log List Number	15-50	15	Determines the number of calls per Station logged to the Call Log List.
161		System Attributes II			
	1	PX Time/Day/Month Setting	ON/OFF	OFF	Determines if the System Time/Day/Month is set by the PX Time/Day/Month
	2	Off-Hook Ring Signal Type	MUST/BURST	MUST	Determines if the System Off-Hook Ring Type can be set to Mute or One Burst Ring.
	3	Override 1st CO Line Group	ON/OFF	ON	Determines if next available CO Line Group can be accessed when 1st CO Line Group is busy.
	4	Page Warning Tone	ON/OFF	ON	Determines if Page Warning Tone is used on Paging.
	5	Auto Privacy	ON/OFF	ON	Determines if calls are protected from Station Override Privilege (Admin 113-FLEX4).
	6	Privacy Warning Tone	ON/OFF	ON	Determines if Privacy Warning Tone is heard when call is overridden.
	7	Single Ring for CO Call	YES/NO	NO	ICM Ring cadence = 1sec ON/ 4sec OFF, CO Ring cadence = 0.4sec ON/ 0.2sec OFF/ 0.4sec ON/ 4sec OFF. If set to YES, ring cadences will be switched.
	9	ACD Print Enable	ON/OFF	OFF	Determines if ACD Print is available.
	10	ACD Print Timer	001-255 (3 digits)	001	Determines if ACD Database is printed every 10sec or 1hr (Admin 161-FLEX14).
	11	ACD Clear Database After Print	ON/OFF	OFF	Determines if ACD Database is initialized after printing.
	12	VMIB Prompt Gain	00-31	08	Value is applied when VMIB Announcement is played.
	13	CLI Information of VM SMDI	ON/OFF	OFF	Determines if CLI Information is included on Voice Mail printed by SMDI through RS232.
	14	ACD Print Timer Unit	HOUR/ SECOND	SECOND	Determines the unit of the ACD Printer—every 10sec or 1hr (Admin 161-FLEX10).
	15	Set VM SMDI Type	TYPE II/ TYPE I	TYPE I	Determines VM SMDI Type.
	16	Incoming Toll Check	ON/OFF	OFF	Determines if System checks toll of incoming calls.
	17	Auto FAX Transfer CO	1-8		Determines which CO Line will be used for automatic FAX Transfer.

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
	18	DSS Indication	ENABLE/ DISABLE	DISABLE	Determines if LED indication will be blocked for incoming calls. NOTE—does not apply to DID/DISA Calls.
	19	UK Billing Mode	ON/OFF	OFF	Determines if UK billing Mode is used.
	20	COS 7 When Authorization Fails	ON/OFF	OFF	Determines if COS will automatically be changed to 7 on Authorization Code failure.
	21	5-Digit Authorization Code Usage	ON/OFF	OFF	Determines if the Authorization code is fixed length (5-digits) or can be set from 3-11 digits.
	22	LCR Dial Tone Detect	ON/OFF	OFF	Determines if the System will first check the CO dial tone in case of analog CO for LCR; if there is no dial tone, the call will be re-routed to the Alternate DMT index.
162		Admin Password	4 Digits	Not Assigned	Determines if Admin Password is used.
163	1	Alarm Enable	ON/OFF		Determines if Alarm is available to use.
	2	Alarm contact Type	CLOSE/ OPEN	CLOSE	
	3	Alarm Mode	ALARM/ BELL	ALARM	
	4	Alarm Signal Mode	RPT/ ONCE	RPT	Determines if Alarm is set to Repeat or to ring Once.
164	1-5	Attendant Assignment	STA No.	System Attendant = Station 101; Main Attendants = Not Assigned	Up to 5 total Attendants (1 System, 4 Main Attendants).
165		Auto Attendant			
	1	Auto Attendant Usage	ON/OFF	OFF	Determines if Auto Attendant is used.
	2	Auto Attendant VMIB Announce Number	00-70	00 (Not Assigned)	Determines the number of VMIB Announcements played when Auto Attendant is Activated.
166		CO-to-CO COS	1-9	1	Same Attributes as Station COS; used on DID/DISA/TIE calls accessing another CO Line.
	1	Day COS			
	2	Night/Weekend COS			
167		DISA Destination	FLEX1-FLEX4		Designates routing of incoming DISA calls following DISA Retry Counter expiration.
	1	Busy Destination	FLEX1-FLEX3	FLEX1	Determines routing of incoming DISA calls on Busy (Tone/Attendant/Hunt)
	2	Error Destination	FLEX1-FLEX3	FLEX1	Determines routing of incoming DISA calls when error is made (Tone/Attendant/Hunt).
	3	No Answer Destination	FLEX1-FLEX3	FLEX1	Determines routing of incoming DISA calls on No Answer (Tone/Attendant/Hunt).

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
	4	VMIB Prompt Usage	FLEX1-FLEX5	FLEX1	Determines if VMIB Announcement is played prior to call being routed.
		Busy Prompt Usage	ON/OFF	ON	Determines if Busy Announcement is played before call is routed to Busy Destination.
		Error Prompt Usage	ON/OFF	ON	Determines if Error Announcement is played before call is routed to Error Destination.
		DND Prompt Usage	ON/OFF	ON	Determines if Busy Announcement is played before call is routed to Busy Destination.
		No answer Prompt Usage	ON/OFF	ON	Determines if No Answer Announcement is played before call is routed to No Answer Destination.
		Attendant Transfer Prompt Usage	ON/OFF	ON	Determines if Attendant Transfer is played before call is routed to the Attendant.
	5	Reroute Busy Destination	FLEX1-FLEX3	FLEX1	Determines if call is rerouted on Busy or No Answer (Tone/Attendant/Hunt).
	6	Reroute Error Destination	FLEX1-FLEX3	FLEX1	Determines if call is rerouted to the Busy Destination on No Answer when the initial Destination returns an error (Tone/Attendant/Hunt).
	7	Reroute No Answer Destination	FLEX1-FLEX3	FLEX1	Determines if call is rerouted to another No Answer Destination on No Answer when the initial Destination does not answer (Tone/Attendant/Hunt).
168	1	First Contact	1-3		1 = LBC (Station Number) 2 = RESERVED 3 = Extension 1
	2	Second Contact	1-3		
169	1	LCD Time Display Mode	12H/24H	12H	12H = Ordinary Time 24H = Military Time
	2	LCD Date Display Mode	MMDDYY/ DDMMYY	DDMMYY	MMDDYY = Month/Day/Year DDMMYY = Day/Month/Year
	3	LCD Language Display Mode	00-15	12 (Korean)	
170		Modem Associated Device			Only available if MODU is installed on the MPB.
	1	Station Number	10-57	Station 57	Designated the Modem-associated Station.
	2	CO Number	01-08		Modem associated with CO Line can not be used for outgoing CO calls.
171	1	BGM Type	0-8	01	Determines source for BGM
	2	MOH Type	0-9	01	Determines MOH used for System/ Exclusive/ Transfer/ Conference Hold states.
	3	ICM Box Music Channel	0-8	01	
	4	Assign MOH via SLT	FLEX1-FLEX5		Determines Station use for setting MOH.
	5	Dial Tone Source	0-5	0 (Not Assigned)	Determines the use of External Dial Tone (set by SLT).
	6	ICM Ring Back Tone	0-5	0 (Not Assigned)	Determines use of External IC Ring Back Tone (set by SLT).

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
	7	CO Ring Back Tone	0-5	0 (Not Assigned)	Determines if the external DID ring back tone will be used.
	8	Internal MOH Type	0-12	0 (Romance)	Determines the MOH type.
172	1-4	PBX Access Code	Max. 2 Digits	Not Assigned	Up to 4 PABX Access Codes can be assigned.
173		PLA Priority Setting	1-4		
	1	Transfer CO		1	
	2	Recalling CO		2	
	3	Incoming CO		3	
	4	Queued CO		4	
174		RS-232 Port Setting			Assigned to COM1 Port COM2 Port = MODU
	1	Baud Rate	0-7	6	0 = UNKNOWN 1 = UNKNOWN 2 = 1200 Baud 3 = 2400 Baud 4 = 4800 Baud 5 = 9600 Baud 6 = 19200 Baud 7 = 38400 Baud
	2	CTS/RTS	ON/OFF	OFF	
	3	P-Break	ON/OFF	OFF	
	4	LPP	001-199	060	
175	1	Off-Line SMDR/Statistics Print	01-11	COM1(01)	
	2	Admin Data			When Admin 451 is used.
	3	Traffic Print			Traffic Analysis print
	4	SMDI Print			
	5	Call Info Print			
	6	On-Line SMDR Print			
	7	Trace Print			
	8	Debug Print			
	9	PC_ Admin		NET_PCADM	PC_ Admin connection
	10	PC_ Attendant		NET_PCATD	PC_ Attendant connection
	11	CTI		NET_CTI	CTI connection
	12	Remote_ Diagnostic		NET_REMOTE	Not Supported
176		Pulse Dial/Speed Ratio	66/33, 60/40, 50/50	66/33	Pulse Dial Speed Ratio is set for 10PPS.
177		SMDR Attributes	1-14	ALL	Station Message Detail Recording ALL CALL = incoming, outgoing, and outgoing local and long distance call information is all recorded in the database.
	1	SMDR Save Enable	ON/OFF	OFF	Max. 500 SMDR data can be recorded.
	2	SMDR Print Enable	ON/OFF	OFF	Determines if SMDR data is printed real time through the seria/Modem/LAN port.

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
	3	SMDR Recording Type	LD/ ALL CALL	LD	LD = Only outgoing Long Distance (Admin 177-FLEX4 or FLEX14) calls are recorded. ALL = All outgoing calls are recorded.
	4	SMDR Long Distance Call Digit Counter	07-15	07	Determines Long Distance (Admin 177-FLEX4 or FLEX14) calls via digit counter.
	5	Print Incoming Call	ON/OFF	OFF	Determines if all incoming calls are printed.
	6	Print Lost Call	On/OFF	OFF	Unanswered calls are printed.
	7	Records in Detail	ON/OFF	ON	ON = All calls including total metering count, total cost per Station and detailed record is recorded for up to 5000 records. OFF = All calls with total metering and total cost per Station is recorded.
	8	SMDR Dial Digit Hidden	0-9	0	Determines number of digits hidden with * symbol; set direction using Admin 177-FLEX13.
	9	SMDR Currency Unit	3 English alpha characters		Identifies currency unit being used on call costs (ex., USD=United States Dollar).
	10	SMDR Cost Per Use Pulse	6 Digits		Call cost unit per cost metering pulse sent from Central Office.
	11	SMDR Fraction	0-5	0	Determines decimal position of cost per unit pulse.
	12	SMDR Start Timer	0-250	0	Determines value for measuring outgoing call SMDR.
	13	SMDR Hidden Digit	RIGHT/LEFT	RIGHT	RIGHT = 12345***** LEFT = *****67890
	14	SMDR Long Distance Codes	FLEX + FLEX1-FLEX5	0	Max. 5 SMDR Long Distance (Admin 177-FLEX4 or FLEX14) call codes are available. Codes are 1 or 2 digits.
	15	MSN Print on SMDR	ON/OFF	OFF	Determines if MSN number is printed on SMDR output.
	16	Print Caller Number	ON/OFF	ON	Determines if Caller number is printed on SMDR output.
	19	SMDR Interface Service	ON/OFF	OFF	Determines if SMDR format for CIS, India, and Korea is used.
	20	I-SMDR Connection Type	LAN/SIO	SIO	Determines the Port to be used for SMDR interface service.
178	1	System Time Setting	4 Digits		Hr/Min sequence (ex., 11:30=1130)
	2	System Date setting	6 Digits		MM/DD/YY in sequence (ex., 27Jan, 2004=270104
179	1	Review Linked Station Pairs	10-57	None	Review Linked Station Pairs at FLEX1 sub-menu; Registration and deletion of Linked Station Pairs at FLEX2 bus-menu.
	2	Linked Station Pair Delete	2 Station Numbers		

System Timer Programming

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
180	1	Attendant Recall Timer	00-60 (2 Digits)	01 Min.	Determines when call will be disconnected on Attendant No Answer.
	2	Call Park Recall Timer	000-600 (3 Digits)	120 Sec.	Determines amount of time before call placed in Call Park will recall at Station.
	3	Camp-On Recall Timer	000-200 (3 digits)	030 Sec.	Determines the amount of time a call Camp-On at a busy Station before recalling at the Transferring Station.
	4	Exclusive Hold Recall Timer	000-030 (3 Digits	060 Sec.	Determines the amount of time a call will be held before recalling at Station.
	5	I-Hold Recall Timer	000-300 (3 Digits	030 Sec.	Determines the amount of time a recalled call will attempt a connection before recalling at the Attendant Station.
	6	System Hold Recall Timer	000-300 (3 digits	030 Sec.	Determines the amount of time before a call on System Hold will recall at a Station.
	7	Transfer Recall Timer	000-300 (3 Digits	030 Sec.	Determines the amount of time before a call on being transferred will recall.
	8	ACNR Delay Timer	000-300 (3 Digits)	030 Sec.	Determines the amount of time delay exists following ACNR Pause Timer expiration before ACNR is activated.
	9	ACNR No Answer Timer	10-50 (2 Digits)	30 Sec.	Determines the amount of time on No Answer before call is disconnected.
	10	ACNR Pause Timer	005-300 (3 Digits)	005 Sec.	Determines the amount of time delay exists before ACNR is activated.
	11	ACNR Retry Counter	01-30	10	Determines the amount of time System will retry before ACNR is canceled.
	12	ACNR No Tone Retry Counter	1-9 (1 Digit)	3	Determines the amount of time System will attempt to secure a CO Line before ACNR is canceled.
	13	ACNR Tone Detect Timer	001-300 (3 Digits)	030 Sec.	Determines the amount of time CPTU will await valid tone detection before ACNR is canceled.
	14	Automatic CO Release Timer	020-300 (3 Digits)	030 Sec.	Determines the amount of time before a CO Line call will be disconnected.
	15	CCR Inter-Digit Timer	000-255 (3 Digits)	030 Sec.	DISA/DID CO Line CCR Inter-Digit timer.
	16	CO Call Drop Warning Timer	00-99 (2 Digits)	10 Sec.	Warning Tone timer prior to call disconnect.
	17	Reserved			
	18	CO Dial Delay Timer	00-99 (2 Digits)	01 (100ms)	Determines the amount of time delay exists on called digits before voice service is activated.
	19	CO Release Guard Timer	001-150 (3 Digits	020 (100ms)	Determines the amount of time delay exists before a new CO Line call can be initialized.
	20	CO Ring-OFF Timer	010-150 (3 Digits)	060 (100ms)	Determines the amount of time between incoming ringing signals so active ringing extends for the duration of the Timer.

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
	21	CO Ring-ON Timer	1-9 (1 Digit)	2 (100ms)	Determines the amount of time needed to detect incoming CO calls to the System.
	22	CO Warning Tone Timer	060-900 (3 Digits)	180 Sec.	Determines the amount of time System will await ICM digits dialed before presenting an error tone.
181	1	Call Forward No Answer Timer	000-255 (3 Digits)	015 Sec	Determines time delay before routing No Answer calls.
	2	DID/DISA No Answer Timer	00-99 (2 Digits)	00 Sec	Determines time delay before routing DID/DISA No Answer calls.
	3	VMIB User Record Timer	010-255 (3 Digits)	020 Sec	Determines time allowed to record VMIB messages.
	4	VMIB Valid User Message Timer	0-9 (1 Digit)	4 Sec	Determines minimum time to record VMIB message; 0 = no messages.
	5	Door Open Timer	05-99 (2 Digits)	20 (100ms)	Determines time delay for executing the Open Door command.
	6	ICM Box Timer	00-60 (2 digits)	10 (100ms)	Determines time at ICM box when User presses the [CALL] button.
	7	ICM Dial Tone Timer	01-20 (2 Digits)	10 Sec.	Determines time delay before returning an error tone when station is Off-Hook.
	8	Inter-Digital Timer	01-20 (2 Digits)	05 Sec.	Determines time delay allowed between dialed digits before returning an error tone.
	9	MSG Wait Reminder Tone Timer	00-60 (2 Digits)	00 Min.	Determines time delay between repeated Message Wait reminder tones.
	10	Paging Timeout Timer	000-255 (3 Digits)	000 Sec.	Determines time allowed for Paging.
	11	Pause Timer	1-9 (1 Digit)	3 Sec.	Determines time delay between entering a Speed Dial or LNR and when the System sends the digits to the outgoing CO Line.
	12	Preset Call Forward Timer	00-99 (2 Digits)	10 Sec.	Determines time delay before forwarding calls to designated Station. Preset Call Forward (PGM 121)
	13	SLT DTMF Release Timer	00-20 (2 Digits)	00 Sec.	Determines time delay before DTMF Receiver is released on an SLT call.
	14	3 Soft Auto Release Timer	01-30 (2 Digits)	05 Sec.	Determines time delay before DTMF Receiver is returned to an idle state.
	15	VM Pause Timer	01-90 (2 Digits)	30 (100ms)	Determines time delay before in-band digit stream is sent to an external VM.
	16	Transit Connect Timer	1-30	04	Determines time delay before Master System sends a connect message to a Slave system when the transit out CO Type is Pulse.
	17	VMIB Message/ Forward/ Rewind	1-99	05 Sec.	Determines time delay before VMIB messages are rewound.
	18	CO Line Connect Timer	0-20	0 (sec)	Determines the time delay before System recognizes the CO Line as connected (CIS Only).

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
	19	CO Line CPT Detect Timer	0-20	5 (sec)	Determines the time delay used to check status after a CO Line is connected; to activate, CO-CO Transfer CPT Detect (PGM 160 – FLEX16) should be set to ON.
182	1	SLT Hook Switch Bounce Timer	01-25 (2 Digits)	01 (100ms)	Determines the time delay needed to detect an on- or off-hook state (for SLT).
	2	SLT Maximum Hook flash timer	001-250 (3 Digits)	06 (10ms)	Determines maximum time necessary to detect a hook flash (for SLT).
	3	SLT Minimum Hook Flash Timer	2-5 (1 Digit)	020 (100ms)	Determines minimum time necessary to detect a hook flash (for SLT).
	4	SLT Ring Phase Timer	2-5 (1 Digit)	4 Sec.	Determines ring cadence of SLT. 5 Sec. = 1 Sec. ON/ 4 Sec. OFF
	5	Station Auto Release Timer	020-300 (3 Digits)	060 Sec.	Determines time delay before releasing the Station on RBT.
	6	Unsupervised Conference Timer	00-99 (2 Digits)	10 Min.	Determines time delay before releasing an Unsupervised Conference after the host has exited.
	7	Wake-Up Fail ring Timer	00-99 (2 Digits)	20 Sec.	Determines time delay before alarm ring will be stopped following Wake-Up Fail Ring.
	8	Warm Line Timer	01-20 (2 Digits)	05 Sec.	Determines time delay before line will be returned to an idle state on no action.
	9	Wink Timer	010-200 (3 Digits)	010 (10ms)	Determines time necessary to detect a DID line secure signal.
	11	CCR Time-Out Timer	000-300 (3Digits)	015 Sec.	Determines time delay before CCR is activated.
	13	FAX Tone Detect Timer	01-10 (2 Digits	05 Sec.	Determines time allowed for FAX Tone to be detected before disconnection.
	14	FAX CO Call Timer	1-5	1 Min.	Determines time allowed for FAX call before disconnection.

Station Group Assignment

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
190		Station Group Number	STA Group #		
	1	Group Type	0-5	0	Circular, Terminal, UCD, Ring, VM, Pick-Up
	2	Pick-Up Attribute	ON/OFF	OFF	For Hunt Groups
	3	Member Assignment		Not Assigned	Press FLEX button and enter each Station number being assigned to the Group. OR Press FLEX button and enter first and last Station numbers being assigned.

Station Group Program

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
191		Circular Group/ Terminal Group			
	1	VMIB Announce 1 Timer	000-999 (3 Digits)	015 Sec.	VMIB Announcement played on No Answer (Admin PGM191-FLEX3).
	2	VMIB Announce 2 Timer	000-999 (3 Digits)	000 Sec.	2nd VMIB Announcement played on No Answer (Admin PGM191-FLEX4).
	3	VMIB Announce 1 Location	00-70 (2 Digits)	00 (Not Assigned)	VMIB Announcement played when timer expires.
	4	VMIB Announce 2 Location	00-70 (2 Digits)	00 (Not Assigned)	VMIB Announcement played when 2nd timer expires.
	5	VMIB Announce 2 Repeat Timer	000-999 (3 Digits)	000 Sec. (Not Assigned)	VMIB Announcement re-played when timer expires (Admin PGM191-FLEX5, FLEX6)
	6	VMIB Announce 2 Repeat E/D	ON/OFF	OFF	Determines if VMIB Announce 2 Repeat is available.
	7	Overflow Destination	STA#/ HUNT#/ VMIB#/ SYS SPD#		Call will continue to be routed based on programmed destinations (Admin PGM191-FLEX8).
	8	Overflow Timer	000-600 (3 Digits)	180 Sec.	Determines time delay call will be routed to Overflow Destination (Admin PGM191-FLEX7).
	9	Wrap-Up Timer	002-999 (3 Digits)	002 Sec.	Determines time a Station will be maintained in a Busy state after disconnecting a call and placing an outgoing call.
	10	No Answer Timer	00-99 (2 Digits)	15 Sec.	Determines time delay before call is rerouted on No Answer.
	11	Pilot Hunt	ON/OFF	ON	Calls to Hunt Group members will be processed as for the Group.
	12	Alternative If No Member	ON/OFF	OFF	Intercom calls will be dropped; CO incoming calls will be routed to Overflow Destination
	13	Music Source	00-08 (2 digits)	00 (Not Assigned)	Caller will hear MOH rather than RBT if programmed.
	14	Alternate Destination	Station/ Hunt Group		Determines reroute destination when all members are busy.
	15	Maximum Queue Call Count	00-99 (2 Digits)	99	Determines maximum amount of queued calls allowed for the Group; calls received after max. is attained will be disconnected.
	16	Hunt Member Forward	ON/OFF	OFF	Determines if Station will receive Hunt calls.
	17	Queue Count Display	ON/OFF	OFF	Determines if the Queue Count will be displayed on the LCD.
		UCD Group			
	1	VMIB Announce 1 Timer	000-999 (3 Digits)	015 Sec.	VMIB Announcement played on No Answer (Admin PGM191-FLEX3).
	2	VMIB Announce 2 Timer	000-999 (3 Digits)	000 Sec.	2nd VMIB Announcement played on No Answer (Admin PGM191-FLEX4).
	3	VMIB Announce 1 Location	00-70 (2 Digits)	00 (Not Assigned)	VMIB Announcement played when timer expires.

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
	4	VMIB Announce 2 Location	00-70 (2 Digits)	00 (Not Assigned)	VMIB Announcement played when 2nd timer expires.
	5	VMIB Announce 2 Repeat Timer	000-999 (3 Digits)	000 Sec.	VMIB Announcement re-played when timer expires (Admin PGM191-FLEX5, FLEX6)
	6	VMIB Announce 2 Repeat E/D	ON/OFF	OFF	Determines if VMIB Announce 2 Repeat is available.
	7	Overflow Destination	STA#/ HUNT#/ VMIB#/ SYS SPD#		Call will continue to be routed based on programmed destinations (Admin PGM191-FLEX8).
	8	Overflow Timer	000-600 (3 Digits)	180 Sec.	Determines time delay call will be routed to Overflow Destination (Admin PGM191-FLEX7).
	9	Wrap-Up Timer	002-999 (3 Digits)	002 Sec.	Determines time a Station will be maintained in a Busy state after disconnecting a call and placing an outgoing call.
	10	Alternative If No Member	ON/OFF	OFF	Determines time delay before call is rerouted on No Answer.
	11	Music Source	00-08 (2 digits)	00 (Not Assigned)	Calls to Hunt Group members will be processed as for the Group.
	12	ACD Warning Tone Destination	ON/OFF	ON	Determines if ACD Warning Tone is available.
	13	Alternate Destination	STA#/ Hunt#		Determines reroute destination when all members are busy.
	14	Supervisor Timer	000-999 (3 digits	030 Sec.	Displays queued calls on Supervisor's LCD (Admin PGM191-FLEX14)
	15	Supervisor Call Count	00-99 (2 Digits)	00	Triggers the Supervisor Timer for Queued Call Count.
	16	ACD Queued Call	ON/OFF	OFF	Determines if ACD Queued Calls can be displayed on Supervisor's LCD.
	17	Maximum Queue Call Count	00-99	99	Determines maximum amount of queued calls allowed for the Group; calls received after max. attained will be disconnected.
	18	Supervisor	STA#		Supervisor's Station Number
	19	UCD Hunt Station Priority	0-9 (1 digit)	0	Designates Group Member Priority: 0 = High, 9 = Low
	20	Hunt Member Forward	ON/OFF	OFF	Determines if Station will receive Hunt calls.
	21	UCD DND Timer	000-999	0 (sec)	Determines if the Queue Count will be displayed on the LCD.
		Ring Group			
	1	VMIB Announce 1 Timer	000-999 (3 Digits)	015 Sec.	VMIB Announcement played on No Answer (Admin PGM191-FLEX3).
	2	VMIB Announce 2 Timer	000-999 (3 Digits)	000 Sec.	2nd VMIB Announcement played on No Answer (Admin PGM191-FLEX4).
	3	VMIB Announce 1 Location	00-70 (2 Digits)	00 (Not Assigned)	VMIB Announcement played when timer expires.
	4	VMIB Announce 2 Location	00-70 (2 Digits)	00 (Not Assigned)	VMIB Announcement played when 2nd timer expires.
	5	VMIB Announce 2 Repeat Timer	000-999 (3 Digits)	000 Sec.	VMIB Announcement re-played when timer expires (Admin PGM191-FLEX5, FLEX6)

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
	6	VMIB Announce 2 Repeat E/D	ON/OFF	OFF	Determines if VMIB Announce 2 Repeat is available.
	7	Overflow Destination	STA#/ HUNT#/ VMIB#/ SYS SPD#		Call will continue to be routed based on programmed destinations (Admin PGM191-FLEX8).
	8	Overflow Timer	000-600 (3 Digits)	180 Sec.	Determines time delay call will be routed to Overflow Destination (Admin PGM191-FLEX7).
	9	Wrap-Up Timer	002-999 (3 Digits)	002 Sec.	Determines time a Station will be maintained in a Busy state after disconnecting a call and placing an outgoing call.
	10	Music Source	00-08 (2 digits)	00 (Not Assigned)	Calls to Hunt Group members will be processed as for the Group.
	11	Maximum Queue Call Count	00-99	99	Determines maximum amount of queued calls allowed for the Group; calls received after max. is attained will be disconnected.
	12	Supervisor	Station #	-	Determines the Attendant Station
	13	Hunt Member Forward			Determines if Station will receive Hunt calls.
	14	Queue Count Display	ON/OFF	ON	Determines if the Queue call count will be displayed on the LCD.
		VM Group			
	1	Wrap-Up Timer	002-999 (3 Digits)	002 Sec.	Determines time a Station will be maintained in a Busy state after disconnecting a call and placing an outgoing call.
	2	Put Mail Index	1-4	1	Voice Mail dialing table
	3	Get Mail Index	1-4	2	Voice Mail dialing table
	4	Hunt Type	Circular/ Terminal	Terminal	Sets Hunt Group Type
	5	SMDI Port			Needs to be programmed.
	6	Overflow Timer	000-600 (3 Digits)	180 Sec.	Determines time delay call will be routed to Overflow Destination (Admin PGM191-FLEX7).
	7	Overflow Destination	STA#/ HUNT#/ VMIB#/ SYS SPD#		Call will continue to be routed based on programmed destinations (Admin PGM191-FLEX8).
		Pick-Up Group			
	1	Auto Pick-Up Group	ON/OFF	OFF	Designates if Auto Pick-Up is available by pressing [MON] button.
	2	All Group Member Ringing	ON/OFF	OFF	Incoming calls to member ring at all Group Stations.

SMDR LOCAL CODE TABLE

PGM	FLEX	ITEM	SUB-ITEM	RANGE	DEFAULT	REMARK
204	1-4		Local Code	Up to 5-digits		

LCR TABLE ASSIGNMENT

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
220	1	LCR Access Mode	M00/ M01/ M02/ M11/ M12/ M13	M00 (Disable)	Determines LCR access mode.
	2	Set the Day of Week Zone		1234567	Each day can use a different LCR setting, and can be grouped in up to three zones.
		MONDAY	1-3	1	
		TUESDAY			
		WEDNESDAY			
		THURSDAY			
		FRIDAY			
		SATURDAY			
		SUNDAY			
	3	Set the Time Zone of Day Zone 1			Each day zone can use a different LCR setting, and can be grouped in up to three zones.
		Time Zone1	00-24	0024	
		Time Zone2	00-24		
		Time Zone3	00-24		
	4	Set the Time Zone of Day Zone2			Each day zone can use a different LCR setting, and can be grouped in up to three zones.
		Time Zone1	00-24	0024	
		Time Zone2	00-24		
		Time Zone3			
	5	Set the Time Zone of Day Zone 3			Each day zone can use a different LCR setting, and can be grouped in up to three zones.
		Time Zone1	00-24	0024	
		Time Zone2	00-24		
		Time Zone3	00-24		
221		Leading Digit Table	000-249		
	1	LCR Type	1-3	3	Determines LCR Type
	2	LCR Code (Leading Digit)	Max. 12 Digits		Dialed digits matching designated value will be converted and CO Line will be secured according to DMT (Admin PGM222).
	3	Day Zone 1 DMT	6 Digits		Determines the Table Index DMT (Admin PGM222) of Day Zone 1. Because there are three different time zones, one table index must be selected for each.
	4	Day Zone 2 DMT	6 Digits		Determines the Table Index DMT (Admin PGM222) of Day Zone 2. Because there are three different time zones, one table index must be selected for each.
	5	Day Zone 3 DMT	6 Digits		Determines the Table Index DMT (Admin PGM222) of Day Zone 3. Because there are three different time zones, one table index must be selected for each.
	6	Check Password	ON/OFF	OFF	Determines if System will prompt for an access code prior to using LCR.
222		Digit Modification Table	00-99		

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
	1	Added Digit	Max. 25 Digits		Determines value of digit stream to add on user dialed digits. Add Position (Admin PGM222-FLEX4)
	2	Removal Position	1-12	1	Determines position of digit stream to remove on user dialed digits. Remove Number (Admin PGM222-FLEX3)
	3	Number of Remove	01-12	00	Determines value of digit stream to remove on user dialed digits. Removal Position (Admin PGM222-FLEX2)
	4	Add Position	1-13	1	Determines position of digit stream to add on user dialed digits. Add Digit Stream (Admin PGM222-FLEX1)
	5	CO Line Group	0-8	1	Determines when LCR will secure an open CO Line.
	6	Alternative DMT Index	00-99		Determines when LCR can not secure the CO Line, DMT Index will be used to locate an open CO Line.
223		LCR Table Initialization			Determines the new LCR Admin Table entry value.
	1	DMT of Day Zone1	6 Digits		Determines the new DMT Index value of Day Zone1.
	2	DMT of Day Zone2	6 Digits		Determines the new DMT Index value of Day Zone2.
	3	DMT of Day Zone3	6 Digits		Determines the new DMT Index value of Day Zone3.
	4	CO Group Initialization	0-8		Determines the new DMT Index value of all CO Line Groups.
	5	Alternative Index Initialization	0-99		Determines the new DMT Index value of the Alternative DMT Index.
	6	Initialize All LCR			Determines the new DMT Index value of all LCR Admin data.

TOLL TABLE ASSIGNMENT

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
224		Toll Table			
	1	Allow Table A (01-30)	Max. 14 Digits		Determines if dialed digit COS Station matches with the appropriate toll pass digits.
	2	Deny Table A (01-30)			
	3	Allow Table B (01-30)			
	4	Deny Table B (01-30)			
	5	Allow Table C (01-50)			
	6	Deny Table C (01-50)			
	7	Allow Table D (01-50)			
	8	Deny Table D (01-50)			
225		Canned Toll Table			
	1	Allow Table (01-20)	Max. 14 digits		Determines if dialed digit COS Station matches with the appropriate toll pass digits.
	2	Deny Table (01-20)			
226		Emergency Service Call (01-10)	Max. 14 Digits		Up to 10 emergency codes can be programmed.

OTHER TABLES

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
227		Authorization Code Table	001-200 (3-11 digits)	Not Assigned	Contains Station passwords and extra account codes. CO Line Groups can be marked to deny access unless appropriate authorization code entry.
		Table Entry			
228		CCR Table	1-70		
	1	Station	STA#		Designates ring destination for incoming calls.
	2	Hunt Group	HUNT#		
	3	VMIB	Announce#		
	4	VMIB Drop	Announce#		
	5	System Speed	2000-2499		
	6	Internal Page	1-10		
	7	External Page	1		
	8	All Call Page	1-2		
	10	Conference Room	1-9		
229		Executive/Secretary Table Entry	1-6 (STA#/ STA#		Designates ring destination when Executive Station is in DND state.
232		System Speed Zone	01-10		
	1	Speed Bin Range in Zone		2200-2499	Max. 10 System Speed Zones (Admin PGM232-FLEX2)
	2	Station Range	STA No.	10-57	Designates System Speed Zones assigned to a Station.
	3	Toll Checking	ON/OFF	ON	Toll Check (Admin PGM232-FLEX4)
	4	Authorization Check			Determines if Account Code (Admin PGM232-FLEX5) access will be checked.
233		Weekly Time Table	1-7		Ring Assignment (Admin PGM144)
	1	Day Start Time	0000-2359	0900	
	2	Night Start Time		1800	
	3	Weekend Start Time			
234		Voice Mail Dial Table	1-9		Determines the interface for dialing commands between LDK and external VM device.
	1	Prefix Index	12 Digits		
	2	Suffix Index			

NATION SPECIFIC

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
400		DTIB RX Gain	00-63		
	1	DTIB/DKT	00-63	26	
	2	DTIB/SLT	00-63	22	
	3	DTIB/RESERV	00-63	22	
	4	DTIB/RESERV	00-63	26	
	5	DTIB/ACO	00-63	22	
	6	DTIB/RESERV	00-63		
	7	DTIB/RESERV			
	8	DTIB/VMIB	00-63	29	
	9	DTIB/DTMF	00-63	8	
	10	DTIB/TONE	00-63	32	
	11	DTIB/MUSIC1	00-63	29	

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
	12	DTIB/MUSIC2	00-63	29	
	13	DTIB/RESERV			
401		SLIB RX Gain			
	1	SLIB/DKT	00-63	32	
	2	SLIB/SLT	00-63	32	
	3	SLIB/RESERV	00-63	12	
	4	SLIB/RESERV	00-63	12	
	5	SLIB/ACO	00-63	32	
	6	SLIB/RESERV	00-63		
	7	SLIB/RESERV			
	8	SLIB/VMIB	00-63	40	
	9	SLIB/DTMF	00-63	28	
	10	SLIB/TONE	00-63	38	
	11	SLIB/MUSIC1	00-63	40	
	12	SLIB/MUSIC2	00-63	40	
	13	SLIB/RESERV			
404		ACOB RX Gain			
	1	ACOB/DKT	00-63	28	
	2	ACOB/SLT	00-63	32	
	3	ACOB/RESERV	00-63	27	
	4	ACOB/RESERV	00-63	26	
	5	ACOB/ACO	00-63	36	
	6	ACOB/RESERV	00-63		
	7	ACOB/RESERV			
	8	ACOB/VMIB	00-63	37	
	9	ACOB/DTMF	00-63	37	
	10	ACOB/TONE	00-63	37	
	11	ACOB/MUSIC1	00-63	37	
	12	ACOB/MUSIC2	00-63		
	13	ACOB/RESERV			
	14	ACOB/MODEM	00-63	37	
407		VMIB RX Gain			
	1	VMIB/DKT	00-63	21	
	2	VMIB/SLT	00-63	21	
	3	VMIB/RESERV	00-63	21	
	4	VMIB/RESERV	00-63	26	
	5	VMIB/ACO	00-63	23	
	6	VMIB/RESERV			
	7	VMIB/RESERV			
	8	VMIB/MUSIC1	00-63	32	
	9	VMIB/MUSIC2	00-63	32	
408		DTMF RC Gain			
	1	DTMF/SLT	00-63	17	
	2	DTMF/RESERV			
	3	DTMF/ACO	00-63	15	
	4	DTMF/RESERV			
	5	DTMF/RESERV			
409		EXT PAGE Gain			
	1	EXT PAGE/DKT	00-63	26	
	2	EXT PAGE/SLT	00-63	26	
	3	EXT PAGE/RESERV			
	4	EXT PAGE/RESERV			

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
	5	EXT PAGE/ACO	00-63	28	
	6	EXT PAGE/RESERV			
	7	EXT PAGE/RESERV			
	8	EXT PAGE/VMIB	00-63	37	
	9	EXT PAGE/MUSIC1	00-63	37	
	10	EXT PAGE/RESERV			
	11	EXT PAGE/RESERV			
410		CPT Gain	00-63	24	
	1	CPT/ACO	00-63	15	
	2	CPT/RESERV			
	3	CPT/RESERV			
411		MODEM Gain			
	1	MODEM/ACO	00-63	20	
	2	MODEM/RESERV	00-63	20	
	3	MODEM/RESERV			
412		Short SLIB Gain			SAF Only
	1	Short ACO	00-63	32	
	2	Long ACO	00-63	32	
413		Long SLIB Gain			SAF Only
	1	Short ACO	00-63	40	
	2	Long ACO	00-63	40	
414		Far SLIB Gain			SAF Only
	1	Short ACO	00-63	44	
	2	Long ACO	00-63	44	
415		Short ACO Gain			SAF Only
	1	Short SLIB	00-63	37	
	2	Long SLIB Gain	00-63	46	
	3	Far SLIB	00-63	50	
416		Long ACO Gain			SAF Only
	1	Short SLIB	00-63	39	
	2	Long SLIB	00-63	45	
	3	Far SLIB	00-63	51	
420		System Tone Frequency			
	1	Dial Tone	4 digits	0425,0000	Nation Specific
	2	Ring Back Tone (RBT)		0425,0000	
	3	Busy Tone		0425,0000	
	4	Error Tone		0620, 0000	
	5	Dummy Dial Tone		0350, 4400	
421		Differential Ring Frequency			
	1	Ring 1	4 Digits	1000, 1020	Nation Specific
	2	Ring 2		0890, 0910	
	3	Ring 3		1260, 1280	
	4	Ring 4		0800, 0820	
422		Distinct Ring Frequency			
	1	Ring 1	4 Digits	0480, 0000	Nation Specific
	2	Ring 2		0400, 0000	
	3	Ring 3		0620, 0000	
	4	Ring 4		0770, 0000	
423		ANCR Tone Cadence			

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
	1	Ring Back Tone (RBT)	000-255	ON: 050/ OFF: 100	20Msec Base
	2	Busy tone		ON: 020/ OFF: 025	
	3	Error Tone		ON: 012/ OFF: 012	
	4	S-Dial Tone		ON: 070/ OFF: 000	

INITIALIZATION

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
450		Initialization			
	1	Flexible Numbering Plan Initialization			PGM105-107
	2	Station Database Initialization			PGM110-114, 116-119, 121-124, 179
	3	CO Line Database			PGM 140-144
	4	System Feature Database Initialization			PGM108, 160-177
	5	Station Group Database Initialization			PGM190-191
	7	Reserved			
	8	System Timer Database Initialization			PGM180-182
	9	Toll Table Database Initialization			PGM224-225
	10	LCR Database Initialization			PGM220-222
	11	Tables Initialization			PGM227-229, 232-235
	12	Flexible Button Program Initialization			PGM115
	14	All Database Initialization			Above All
	15	System Reset by Software			

Print Port Database

PGM	FLEX	ITEM	RANGE	DEFAULT	REMARK
451		Print Port Database			
	1	Flexible Numbering Plan Print			
	2	Station Database Print	STN_R		
	3	CO Line Database Print	CO_R		
	4	System Feature Database Print			
	5	Station Group Database Print			
	7	System Timer Database Print			
	8	Toll Table Database Print			
	9	LCR Database Print			
	10	Other Tables Print			
	11	Nation Specific Database Print			
	12	Flexible Button Program Print	STN-R		
	14	All Database Print			
	15	LCD Message Print			
		1 Language	00-12	Nation Specific	00:ENG 01:ITA 02:FIN 03:DUT 04:SWE 05:DAN 06:NOR 07:HUN 08:GER 09:FRE 10:POR 11:SPA 12:KOR
		2 Station Type	0-2	0	0:NORMAL 1:LG-GAP 2:LARGE
	16	Quit Print			