Creating a new world of IPportunities

FlexSet-IP 280S
IP Telephone
User Guide

(Edition 1.0)

(Sea Softswitch Release 3)

CORAL
SEA SOFTSWITCH
multimedia communications

Tadiran Telecom

Table of Contents

Introduction

The FlexSet-IP 280S or Terminal with soft keys is a fully functional keyset that meets all your telephony and office needs. It combines the ability to communicate with the IP world with the solid dependability and high level of functionality available from the Coral Sea Softswitch. It can be used in a typical office environment or can connect to the Coral Sea Softswitch via the IP environment from an external location, enabling telecommuting without losing the benefits of the Coral Sea Softswitch rich features.

The benefits you receive from working with the FlexSet will become an invaluable part of your work environment. While the technology employed in the FlexSet is state of the art, using the telephone is simple and straightforward. You will immediately appreciate the easy to reach soft keys. Depending on the state of the telephone, the display automatically changes to provide you with the appropriate options.

Many of the feature options, which have been assigned during initial installation, are provided on an extension (station) basis. Feature allocation may also be redefined to suit changing working stations or adapted to your individual requirements by your system administrator. Not every feature in this guide may have been installed in your system, or at your extension. Check with your system administrator for a list of the specific features installed. In addition, some user settings and features, such as user programmable keys, are configurable via your Coral Sea Softswitch portal. (To learn more about using this portal, refer to the *Coral Sea Softswitch Configuration Guide for End Users*.)

This User Guide provides a full description of the capabilities and operation of the FlexSet-IP 280S (Version 3 and higher) terminals.

The main section of this guide is organized according to Station Features. The appendices, located at the end of this guide, give basic explanations of special terms and operations used throughout the guide, and are useful to consult for a fuller explanation of telephony terms.

Conventions

The following typographical conventions are used throughout this guide.

Example	Description
⬭ ESC	Icons are used to represent the actual fixed and navigator keys. See *page 14* and *page 7* for a complete listing.
[CampOn]	Soft key names appear in a clear distinctive box. See *Index: Soft Keys and Feature Codes on page 94* for a complete listing.
HOLD	Emphasized (bold) text indicates system-defined fixed keys or Direct Station Selection (DSS) user programmable keys. See *page 17* for a complete listing.
"*See Ring Adjustment*"	Text in italics refers you to another section of the guide or to other related manuals. The blue font indicates that this is a clickable cross-reference link. Italicized text is also used for notes.
ACTION SUCCEEDED	Text in Courier font indicates a display message.

Related Documentation

- FlexSet 280, 280D, 280D-Z, 120, 120D and 120L User Guide
- FlexSet-IP 280S IP Station Terminal Equipment Installation Manual
- Coral Sea Softswitch Configuration Guide for End Users
- SeaMail User Guide

FlexSet Overview

Front View

Volume buttons

Display panel,
3 lines, 40 characters each

Loudspeaker,
voice announcer,
electronic ringer

Ring and
Message waiting lamp

5 soft keys

22 user programmable
keys with LED indicators
for dial number or
telephony features

Handset

Removable Faceplate

Dial pad
(key pad)

Microphone

4 system defined (fixed)
keys, (programmable,
identical function to all
keysets in the system)

Navigator keys

4 fixed keys

Bottom, Side and Rear View

RJ-45 jack to PC
(or next FlexSet-IP 280S)

RJ-45 jack to LAN
(or previous FlexSet-IP 280S)

Bottom view

PC   LAN

Left side view

#2
Headset
Connection

(Not used in
the current
Sea version)

#1
Handset
Connection

Rear view

Power Supply
(24 to 36 VDC)

DC

− ● +

PC Connection

LAN

External
power supply

PC

FlexSet-IP 280S
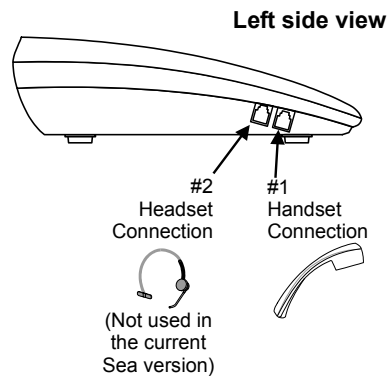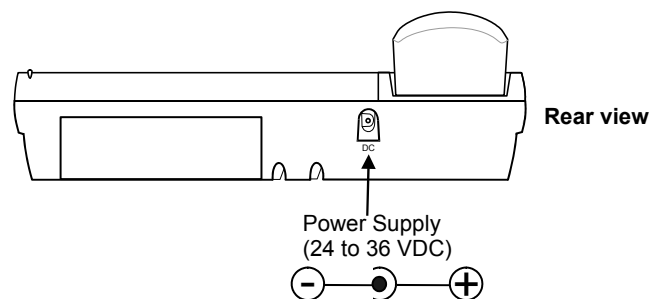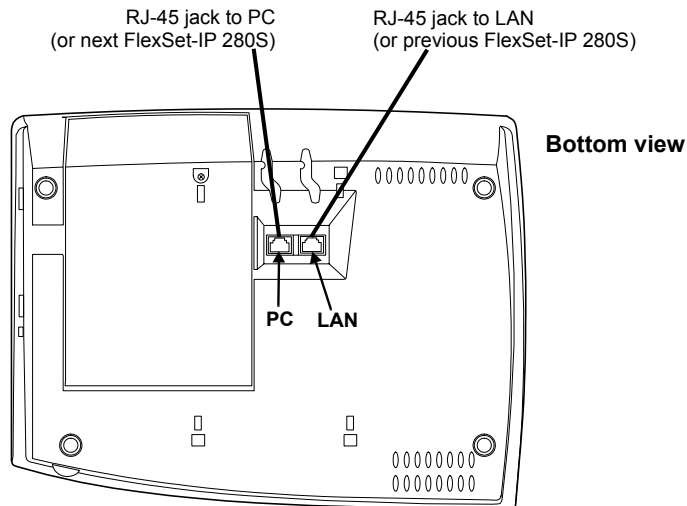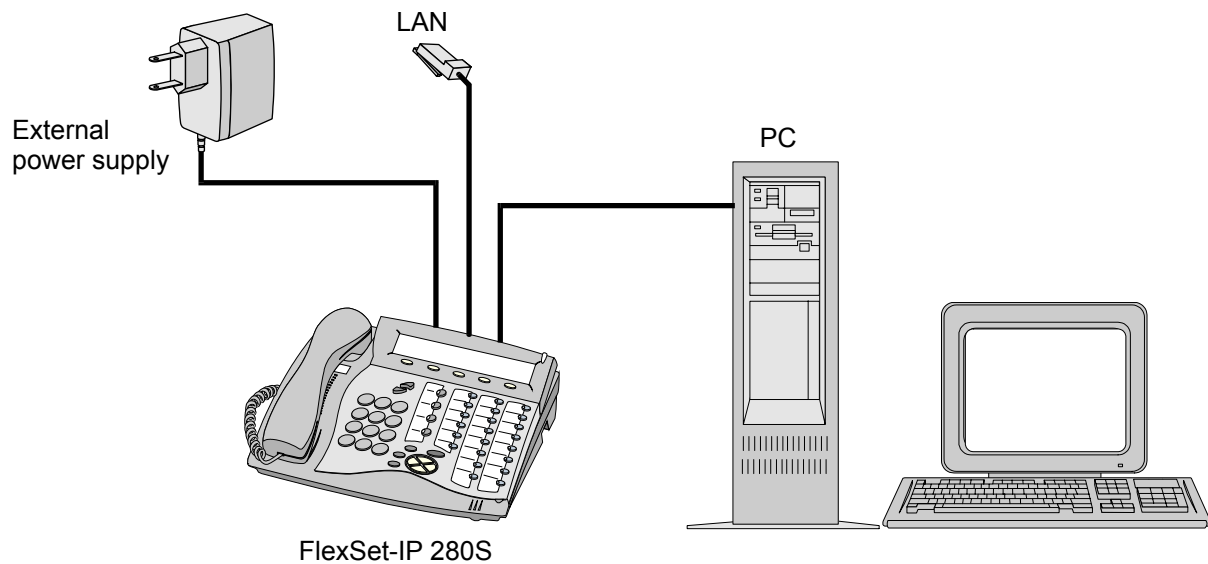
Component Descriptions

The following table defines controls, buttons and keys found on the FlexSet.

Component	Description
Dial Pad (Key Pad)	Digit keys used for dialing phone numbers or extension numbers.
System-defined Keys	Three system-wide programmed keys (market dependent) for basic features: **SPKR**, **Xfer** and **Hold** (see *page 17*).
Fixed keys	(ENTER) (ESC) (ABC) and (MENU) *(see Using the Fixed and Navigator Keys on page 14)*.
Graphic Display	The display is composed of three lines: System lines (1st and 2nd lines), and function options (on 3rd line) according to FlexSet status. See *Using the Display Panel on page 13*.
Handset	Works as typical phone handset.
Handset Latch	Used to catch the handset when wall mounted or for elevated (60° or higher) desktop mounts.
Hook Switch	On-hook or off-hook for handset.
Loudspeaker	Output sound device used in hands-free operation, paging and ringing.
Microphone	Input sound device used in hands-free operation.
Navigator Keys	⊘ ⊘ ⟨⟩ and ⟨⟩ Up/down, right/left arrows used to move from one option to another on the display. Used for selecting without choosing or activating the option. See *Using the Fixed and Navigator Keys on page 14*.

Component	Description
Programmable Keys (DSS)	Provides a shortcut to a string of dial commands or telephone numbers, by using a pre-defined key, known as a DSS (Direct Station Selection) key. Instead of dialing a number or dial commands, this can be done by pressing the programmed key.
	Several dial commands, in a series, may be programmed into one DSS key - useful for one-button speed dialing, voice response and voice mail system access, and other complex dialing patterns.
	There are 22 user programmable keys on the FlexSet-IP 280S. A red LED lights when a key is activated. DSS programmable keys are configurable via your Coral Sea Softswitch portal only.
Ring and Message Waiting Lamp	Lamp flashes at a slow rate, indicating that a message is waiting.
	Lamp flashes at a faster rate (to the beat of the ring) when the phone is ringing.
Soft keys	Located below the display panel, keys used to directly activate the feature option. See *Using the Telephony Features on page 16*.
Volume Keys	Adjust the volume (see *Volume Adjustment on page 19)* of the following components:
	• Ringer - from idle or while the phone is ringing (see *Ring Adjustment on page 20*)
	• Speaker/Handset - during a conversation (see *Using the Speakerphone on page 18*)

Handset Hook and Telephone Number
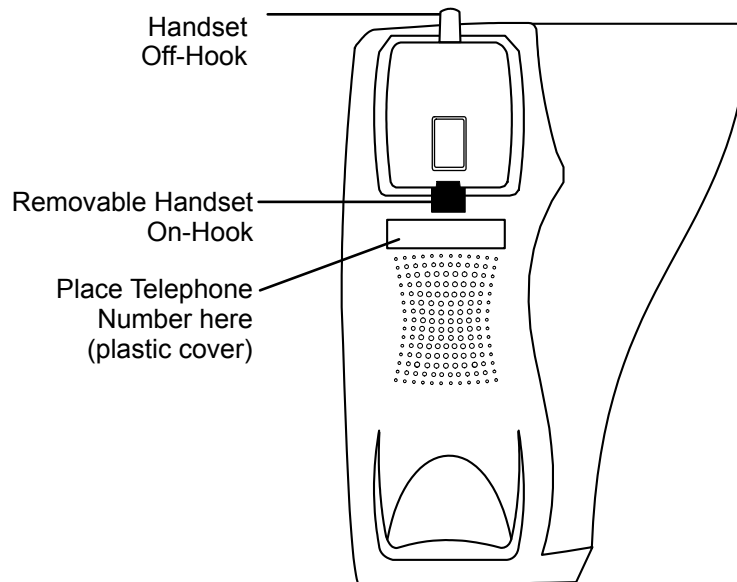
Handset
Off-Hook

Removable Handset
On-Hook

Place Telephone
Number here
(plastic cover)

Desk Elevation at 28º

> ***NOTE!*** *For full instructions regarding desk elevation, refer to the Coral Terminal Equipment Installation Manual.*

28°

12°

Desktop
Elevation
Bracket
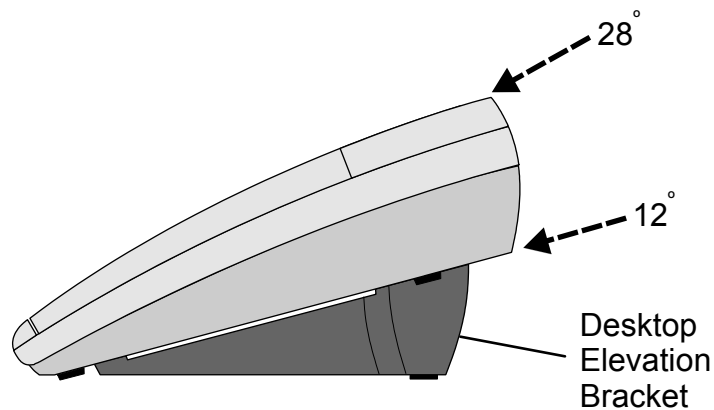
Desk Elevation at 60º

> ***NOTE!*** *For full instructions regarding desk elevation, refer to the Coral Terminal Equipment Installation Manual.*
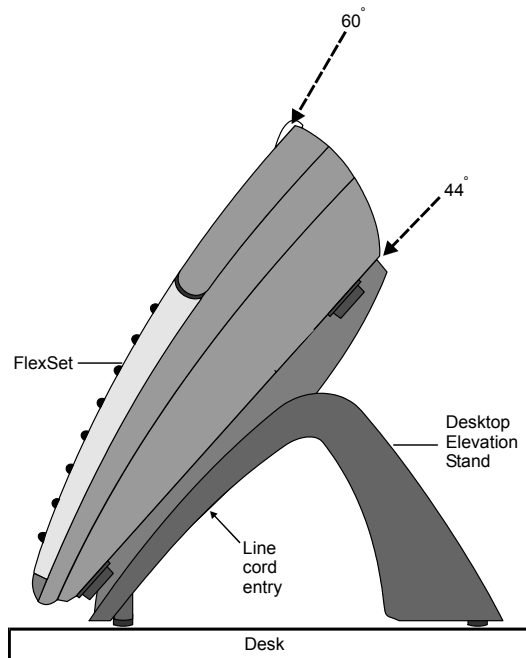
Wall Mounting

The FlexSet can be wall mounted when required.

> ***NOTE!*** *For full instructions regarding wall mounting your phone, refer to the Coral Terminal Equipment Installation Manual.*

WALL

WALL MOUNT
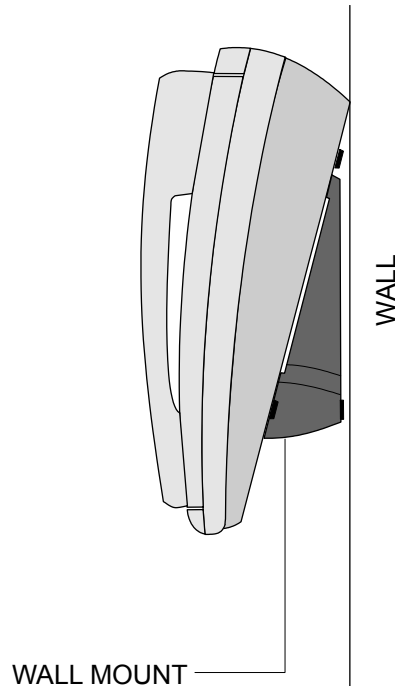
Using the Display Panel

The **FlexSet Display** provides an easy-to-use control interface. On this display several different classes of function information and controls are found. During normal operation the active function assumes control over the entire area of the display and all of the soft keys. Meanwhile, the System Lines (1st and 2nd lines) which usually, in idle state, include the time, date, site name, station name and number, automatically change to relay pertinent information about telephony states and operations, and the calling party's information.

Five soft keys located immediately below the display screen, act as triggers for any currently displayed FlexSet function or option. All of the information on the display panel (3rd line) continually changes to reflect options related to the current state of the FlexSet. In this manner, no matter which state the telephone is in (i.e. Idle, Ringing, etc.) the relevant option is always next to and enabled by one of the soft keys.

Display Panel
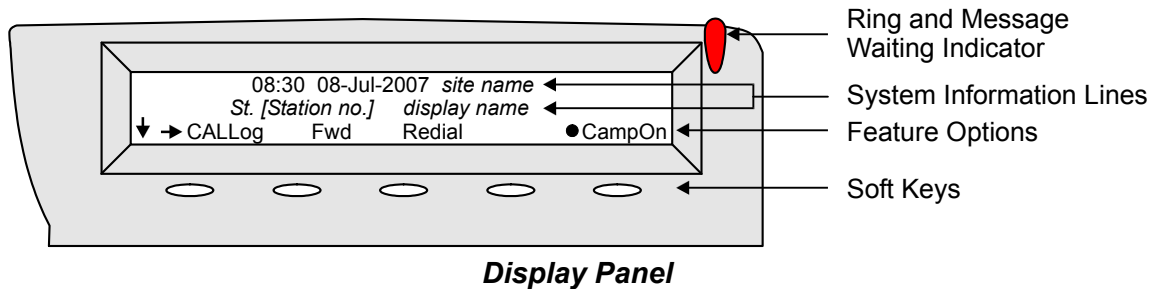
Using the Fixed and Navigator Keys

The following table lists all the FlexSet fixed keys and describes the actions they invoke.

Fixed Key	Action
⬭ENTER	Activates a telephony feature after selecting it with the navigator keys (same as using the soft key).
⬭ESC	Returns to the previous menu or list.
⬭ABC	For future use.
⬭MENU	Provides access to all the functions availabe during idle via the Features menu and provides access to the other Main Menu options (see *page 31*).
◀▶	Moves the cursor ($\rightarrow$) left and right, or goes to the next or previous menu or list when the cursor is at the end of a line.
▲▼	Used to scroll soft key option lists when ↓, ↕ or ↑ appear on the display line above the soft keys. Press ▼ to scroll back one menu or list; ▲ to scroll forward one menu or list.

Operating the FlexSet

Overview

Operating the phone is as simple as pressing a button. Operate the phone using a combination of soft and fixed keys. The phone options appear in the display area on the bottom line of the display panel, and automatically change to reflect the current state of the telephone.

Five soft keys, located immediately below the display panel, allow you to enable the relevant options as they appear. The soft key options change every time the phone status changes.

Three system-defined keys are provided, the functions of which are system-wide programmable. (Authorized users can change these keys via their Sea Softswitch portal.) Typical functions for these keys are: **HOLD, XFER, and SPKR** (see *Using the Fixed and Navigator Keys on page 14)*.

Soft key functions can also be selected by pressing on the navigator keys. Pressing on the respective **arrow** moves the location of the cursor to the next function. To activate the required function, press ⬭ENTER .

Use ⬭ESC or ⎡Esc⎤ to bring the FlexSet display to the beginning of the soft key options. When the ⎡Esc⎤ soft key does not appear on the display panel, press the left key ◁▷ instead to return to the previous soft key options.

Press up/down keys ⬥▽⬥ and ⬥△⬥ to scroll through lines of the soft key feature options. Press left/right keys ◁▷ and

◁▷ to move from one option to the next on the displayed line.

A selected option is indicated by an arrow at its left ($\rightarrow$ Fwd).

Additional options on a lower line of the display are indicated by a down arrow ($\downarrow$ DND).

Additional options on a higher line of the display are indicated by an up arrow ($\uparrow$ CALLog).

Additional options on both a lower and higher line of the display are indicated by a double arrow ($\updownarrow$Redial).

An activated option is indicated by a bullet at its left (• Fwd).

A selected and activated option is indicated by a bold arrow at its left (➡ Fwd).

Using the Telephony Features

You do not have to memorize any access codes to activate any of the Coral Sea Softswitch system telephony features.

Each state change in the phone (such as from idle to ring, ring to answer, answer to transfer, etc.) causes the associated state-related features to appear on the display panel. Simply choose the feature you would like to activate by pressing its associated soft key. When the feature is activated, a bullet appears next to the feature. As shown below, while in idle mode when DND (Do Not Disturb) is off, no bullet appears next to DND. When DND is activated, a bullet is displayed next to DND.

Page 1

```
         08:30    08–Jul–2007   Company xyz
                  Station No.    Display Name
⬍→  Setup      DND
```

DND OFF

Page 2

```
                        *DND*
                  Station No.    Display Name
⬍→  Setup      •DND
```

DND ON

NOTE!   *Figures depicting the various display panel (5-soft key) options appear throughout this guide. Where a list, menu or sub-menu continues through several lines, these are indicated as Page 1, Page 2, etc. The location of the soft key options that appear in the figures in this guide may differ from their actual locations on your FlexSet.*

Several telephony features are toggle switches. Therefore, the first time you press a feature's soft key, the feature is activated or turned on. The second time you press the same feature's soft key, the feature is canceled or turns off automatically.
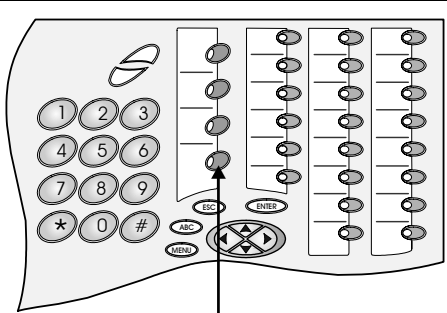
See *Index: Soft Keys and Feature Codes on page 94* for an alphabetic list of all available feature options.

Using the System Defined Fixed Keys

Three FlexSet buttons are programmed during installation, and are the same for each keyset system-wide. These fixed system keys cannot be programmed from the telephone, and can only be changed, system-wide, by the system administrator.

> **NOTE!** *Authorized users can change these keys via their Sea Softswitch portal.*

The three system-defined fixed keys are different from site to site. The default features are:

Hold	The Hold key is used for placing a party on Hold while another call is made or received. The held party can hear one of the following: music or tick-tone, as defined system-wide. *(see Hold on page 56)*.	
Transfer/ Flash (XFER)	Used to transfer a call. When using Transfer, a dial tone is heard, enabling you to transfer the call. Transfer puts the second party on Hold and the held party hears either music or a tick-tone ,as defined system-wide. *See "Transfer (Xfer)" on page 75.*	Fixed System Keys
Speaker (SPKR)	The Speaker key is used to converse hands-free. When conversing through the speaker, voice volume can be adjusted. You can program additional SPKR keys via your Coral Sea Softswitch portal. See *page 18* and *page 19* for more information about using the speakerphone.	

Using the Speakerphone

The FlexSet is equipped with a speaker so that it can operate as a speakerphone. This enables you to converse without lifting the handset. Pressing the speakerphone **(SPKR)** key automatically switches on the microphone and speaker. All dialing or conversation is automatically hands-free; the handset remains on the cradle.

Hands-Free Conversation

With handset on cradle:

When the handset is on the cradle and **SPKR** flashes, you can speak hands-free by pressing the flashing **SPKR** key or by using one of the methods described in *Making Calls on page 22*.

Switchover from speakerphone to handset:

When you are using the speakerphone and want to use the handset for private conversation, lift the handset. The **SPKR** key LED will go off.

Switchover from handset to speakerphone:

When you are using the handset and want to use the speakerphone, first press **SPKR**. When the **SPKR** key LED is lit, replace the handset on the cradle.

Disconnecting calls:

Either press the lit **SPKR** key when the handset is on the cradle or replace the handset onto the cradle when the **SPKR** key LED is off.

Call monitoring (when programmed for combined audio):

When you are using the handset and wish to activate the speaker for group listening, press **SPKR**. When the LED is lit, the combined audio is active. To return to private conversation, press **SPKR** again. The LED will go off.

Volume Adjustment

Press the volume keys to increase or decrease the volume of the phone loudspeaker and handset.

Volume Buttons

Volume Up

Volume Down
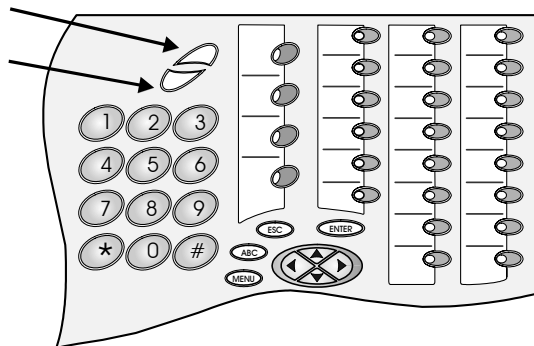
While the volume is being changed, the top line of the display shows the volume level.

The **Speaker** volume levels range from a MIN unit value of 0 to a MAX unit value of 9 (27dB range).

The **Handset** volume level ranges from a MIN unit value of 0 to a MAX unit value of 6 (18dB range).

Speaker and Handset each has its own audio level and is independently influenced by volume buttons as follows:

- **Speaker**: When conversing through the speaker, voice volume can be adjusted. Volume of call monitoring, paging, etc. can also be adjusted. This can also be done from idle.
- **Speakerphone**: When conversing hands-free, the built-in sensitive microphone is used to amplify your voice. The system operates in such a way that the two connecting parties (i.e. you and the far side) cannot be heard simultaneously; the stronger party is heard. Press ⬭ to hear the far side more strongly, press ⬭ to be heard more easily.
- **Handset**: When conversing through the handset or headset, receiver volume can be adjusted.

Ring Adjustment

The ring volume (as well as ring tones) of your FlexSet-IP 280S can be changed by using soft keys from idle. The ring volume can also be adjusted by pressing the volume keys while the phone is ringing. You can use this to change the ring of two different telephones in the same room. Also note that the Message Lamp lights in beat with the ring while the phone is ringing.

Adjusting the ring volume level while ringing:

Press the up (+) or down (-) volume keys. The ring volume level ranges from 0 (MIN ring) to 15 (MAX ring).

Adjusting ring settings from idle:

1. Press ⬭MENU⬭ UsrDef and choose Ring.
2. There are three ring elements that can be adjusted:

Volume   change by pressing the volume buttons. Ring volume ranges from 0 to 15.

Intrnl   **Internal** enables you to change the ring tone (default or custom) set and record your own voice ring tone for calls originating from an internal source.

•To change the current ring tone for internal calls, press Deflt or Custom, and then press Apply.

•To record your own voice ring tone for internal calls, press Custom, Edit, and then Record. Pickup the handset, press Start, and then start recording (up to 16 seconds) your ring tone. When you are finished, press Stop, and then Save; the New ring will be updated after RESTART message appears on the top line indicating that your custom ring is being saved in your FlexSet-IP's memory.

NOTE!   *Recording a new ring tone deletes the previous custom ring tone (if any) from* your FlexSet-IP's memory.

•To listen to your own internal ring tone, press Custom, Edit, and then Play.

| Extrnl | **External** enables you to change the ring tone (default or custom) set and record your own voice ring tone for calls originating from an external source. |

•To change the current ring tone for external calls, press Deflt or Custom, and then press Apply.

•To record your own voice ring tone for external calls, press Custom, Edit, and then Record. Pickup the handset, press Start, and then start recording (up to 16 seconds) your ring tone. When you are finished, press Stop, and then Save; the New ring will be updated after RESTART message appears on the top line indicating that your custom ring is being saved in your FlexSet-IP's memory.

NOTE! *Recording a new ring tone deletes the previous custom ring tone (if any) from* your FlexSet-IP's memory.

•To listen to your own external ring tone, press Custom, Edit, and then Play.

! **CAUTION!**
The Ringer is disabled and the FlexSet cannot receive calls when DND or Call Forward All is activated.

Making Calls

To place a call use any of the following methods:

- Lift the handset and dial from the dial pad.
- Press **SPKR** and begin dialing directly from the dial pad.
- Begin dialing without lifting the handset. The Speaker is automatically activated.
- Press any idle (LED not lit) preprogrammed DSS line key or **LINE** key, and after hearing a dial tone begin dialing.
- If your phone is defined as a Hot Station via your Coral Sea Softswitch portal or by your system administrator:
  - Hot Station Immediate mode (configured and enabled): Lift the handset or press any button to be immediately connected to the predefined number or user.
  - Hot Station Delay mode (configured and enabled): Press **SPKR**, **LINE**, or lift the handset. You are connected to the predefined number or user after a system-defined time-out period. Note that you can place a call using any of the above methods before the time-out period is reached.

> *NOTE!* *If you receive an error message when attempting to connect, see "Appendix D: Troubleshooting" on page 91 at the end of this document.*

The options available in each of the selected FlexSet states are described on the following pages:

Making Internal Calls

Making External Calls

Making Internal Calls

Upon Hearing Ringback Tone

After dialing an internal destination number, the following features appear on your FlexSet display when you hear a ringback tone. Wait for answer or press the nearby soft key to activate the required feature. See for further details.

```
┌─────────────────────────────────────────────────┐
│ INTERNAL      called number or name              │
│                                                  │
│ ↓→ CampOn    Mute      Callwt                    │
└─────────────────────────────────────────────────┘
```

CampOn   **Camp On**, also known as **Call Back**. When a station does not answer, you may request that the system automatically call you back when the required destination number is available. See *Camp On (Call Back) on page 45*.

Mute   **Mute** can be activated during ringback so that when the call is answered your side of the conversation is muted and the called party will not hear you. When this feature is activated by the Mute or **MUTE** on/off toggle switch, a bullet appears to the left of Mute. The mute feature deactivates the microphone for your speakerphone and handset and silences the ringer. Press the toggle key again to reactivate the microphone (see *Mute Microphone on page 65)*.

CallWt   **Call Waiting** Not used during ringback tone.

Upon Hearing Reorder Tone

After dialing an internal station that is idle, but has been set to Do Not Disturb, the following features are available.

> *NOTE!*　*The message might vary depending on which system or device you are calling from.*

```
┌─────────────────────────────────────────────┐
│ Call failed due to username/num on DND       │
│                                              │
│ ↓→ Redial   Fwd     DND          CampOn      │
└─────────────────────────────────────────────┘
```

Redial　　　　　Not used during reorder tone.

Fwd　　　　　　Not used during reorder tone.

DND　　　　　　**Do Not Disturb** is used to send a reorder (busy) tone to the incoming call, thus avoiding answering the call. Once DND is activated, all incoming calls will receive reorder tones. See *Do Not Disturb (DND) on page 54*.

CampOn　　　　**Camp On**, also known as **Call Back**. Use this feature to have the system automatically call you back when the DND destination station becomes available. See *Camp On (Call Back) on page 45*.

Upon Hearing Busy Tone

After dialing a destination number (internal or external), the following features appear on your display when you hear a busy tone. Hang up or press one of the soft keys.

> *NOTE!*   *In order to hear a busy tone, Call Waiting must not be activated for your phone. For more information, contact your system administrator.*

```
┌─────────────────────────────────────────────────────┐
│ BUSY          called number or name                 │
│                                                     │
│ ↓→  Redial    Fwd       CampOn                      │
└─────────────────────────────────────────────────────┘
```

Redial   Not used during busy tone.

Fwd   **Call Forward** enables you to define the conditions under which incoming calls to your station are forwarded to another destination. See *.Call Forwarding on page 36*.

CampOn   **Camp On**, also known as **Call Back**. Use this feature to have the system automatically call you back when the busy destination station is available. See *Camp On (Call Back) on page 45*.

During a Call

The following features are available during an internal call:

```
ANSWER   2nd party name or number


↓→ xfer      Hold      Mute
```

Xfer   **Transfer / Flash** passes your call to another destination. Pressing Xfer places the called party on Hold. Dial a number (internal or external), and disconnect to transfer the call, or first announce the call and then disconnect. See *Transfer (Xfer) on page 75*.

Hold   **Hold** places the active call on hold. See *Hold on page 56*.

Mute   **Mute** can be activated during a conversation to mute your side of the conversation (handset and speaker-phone). When this feature is activated by the Mute on/off toggle switch, a bullet appears to the left of Mute. The mute feature deactivates the microphone for your speakerphone and handset. Press the toggle key again to reactivate the microphone. See *Mute Microphone on page 65*.

Making External Calls

When Making External Calls:

Dial the external destination number.

> **NOTE!** *In some systems an outside dial tone must be heard before dialing can begin (default outside line access code: 9).*

Upon Hearing Ringback Tone

After dialing an external destination number, the following features appear on your FlexSet display when you hear the ringback tone. Wait for an answer or press one of the soft keys to activate the required feature.

NOTE! *The availability of some of the soft keys depends on the infrastructure on the external side.*

```
┌─────────────────────────────────────────────────┐
│ Answer    outside telephone number               │
│                                                   │
│ ↓→ Xfer      Hold      Mute      CallWt           │
└─────────────────────────────────────────────────┘
```

Xfer   **Transfer / Flash** passes your call to another destination. Pressing Xfer places the called party on Hold. Dial a number (internal or external), and disconnect to transfer the call, or first announce the call and then disconnect. See *Transfer (Xfer) on page 75*.

Hold   **Hold** places the active call on hold. See *Hold on page 56*.

Mute   **Mute** can be activated during ringback so that when the call is answered your side of the conversation is muted and the called party will not hear you. When this feature is activated by the Mute on/off toggle switch, a bullet appears to the left of Mute. The mute feature deactivates the microphone for your speakerphone and handset and silences the ringer. Press the toggle key again to reactivate the microphone.

CallWt   **Call Waiting** Not used during ringback tone.

Receiving and Answering Calls

There are several ways to answer calls. Answer the call directly by using the conventional methods such as pressing the flashing **SPKR** key, lifting the handset or pressing any flashing key (DSS, Line, etc). Other options include using one of the state-related Coral Sea Softswitch system telephony features before you answer or divert the unanswered call. The state-related features automatically appear, as shown in the display below:

The caller ID is displayed on the top line.

```
caller name or #

↓→  Mute     All-E    FwdAll   CallWt
```

Mute — **Mute** can be activated during ringing (before answering) so that when the call is answered your side of the conversation is muted, and the caller will not hear you. When this feature is activated by the Mute on/off toggle switch, a bullet appears to the left of Mute. The mute feature deactivates the microphone for your speakerphone and handset and silences the ringer. Press the toggle key again to reactivate the microphone.

All-E — **Call Forward All External**. Not used in this state.

FwdAll — **Call Forward All**. Not used in this state.

CallWt — **Call Waiting**. Not used in this state.

Tip: *See Deflect (Divert) Call on page 53. Deflect is used to divert an incoming call to another number. Press a preprogrammed DEFLECT CALL to XXXX key.*

During Idle

The following telephony features appear by default on the third line of your FlexSet display during idle. Alternatively, they can be reached by pressing ⬭MENU⬭ > ⌷Featrs⌷.

> *NOTE!* *Features and their locations in the idle state may be redefined to suit changing working stations or adapted to your individual requirements by your system administrator. Not every feature in this guide may have been installed in your system, or at your extension. Check with your system administrator for a list of the specific features installed.*

```
┌─────────────────────────────────────────────────┐
│      08:30   08-Jul-2007   Company xyz          │
│            Station No.    Display Name           │
│ ↓→  CALLog   Fwd       Redial         CampOn     │
└─────────────────────────────────────────────────┘
```

⌷CALLog⌷   **Call Log** allows you to view and redial the last 40 incoming/last 40 outgoing calls. See *Call Log on page 40*.

⌷Fwd⌷   **Call Forward** enables you to define the conditions under which incoming calls to your station are forwarded to another destination. See *.Call Forwarding on page 36*.

⌷Redial⌷   **Redial** is used to redial the last dialed number, or a number that has been saved. See *Redial (Last Number) on page 73*.

⌷CampOn⌷   **Camp On**, also known as **Call Back**. When a network station is busy or does not answer, you may request that the system automatically call you back when the required destination number is available. See *Camp On (Call Back) on page 45*.

Return Calls

Options

This class of calls typically indicates Return calls from busy or no answer stations, user errors, system errors or messages that are sent back to the station after an operation has succeeded or failed. Calls that are returned to the station generally require additional operations. To help you identify the type of return call that is pending, accompanying detailed messages are also shown on the console display.

Use the following guide to navigate through this topic:

Station Telephony Features

Overview

The following pages detail the rich array of Coral Sea Softswitch system telephony features available on your FlexSet. Features are accessed by use of the context-sensitive soft keys for ease of use, providing you with a wealth of functionality within easy grasp.

The features can also be operated by using their system dial codes so that they may be programmed into the programmable keys. Each feature has a default activation code. However, these codes can be changed by your system administrator. For more detailed information about feature default dial codes, see *Index: Soft Keys and Feature Codes on page 94*.

Any feature can be programmed into a programmable button by using its feature code and any required destination number. For example, you may want to program a CALL FWD SUSAN key that automatically forwards all your calls to Susan.

You can configure programmable buttons via your Coral Sea Softswitch portal.

This section is organized alphabetically, on a feature-by-feature basis. Use of this guide is straightforward, with each feature listed separately.

> *NOTE!* *The following pages list the features that are available on your* FlexSet. *Not every feature in this guide may have been installed in your system, or at your station/extension. Check with your system administrator for a list of the specific features installed.*

Activation Code

Use the Activation code (default code: 11) as required when programming features.

The following symbol in this guide indicates an activation code: ✓

See your system administrator, as to which activation code is used in your system. The activation code can be entered by dialing or programming a key with the code, or adding the code to the program of a feature key.

Auto Answer

Auto Answer activates your phone to immediately answer all incoming calls automatically via the speakerphone without first hearing the ring tone. Auto Answer is accessed by selecting [Setup] [AutAns] from the idle screen.

Page 1

```
        08:30   08-Jul-2007   Company xyz
              Station No.    Display Name
↕→  Setup
```

Page 2

```
        08:30   08-Jul-2007   Company xyz
              Station No.    Display Name
↕→  AutAns
```

To set your phone to Auto Answer:

1. Press [AutAns]. Alternatively, you can also dial the Auto Answer feature code (138).
2. Dial the activation code ✓ to activate (or dial the cancellation code ✗ to deactivate). When activated, a bullet is displayed next to [AutAns]. The ACTION SUCCEEDED message is displayed to inform you that Auto Answer has been activated.

❗ CAUTION!
Leaving your workstation while Auto Answer is activated will cause your station to answer an incoming call. All conversations in the room can be heard. A trunk call trapped in Auto Answer could lock up the trunk until released by the system.

Call Forwarding

Calls arriving at your station can be forwarded to ring at various destinations, depending on the state of the terminal (all, busy, no answer).

> **NOTE!** *Call Forwarding can also be configured for when your user presence is Logged Off and DND via your Coral Sea Softswitch portal. In addition, you can configure Call Forwarding to reject or forward calls from specific phones via your Coral Sea Softswitch portal.*

A bullet appears next to any active forwarding feature on the Forwarding Options screen (*Page 2* below), and an additional bullet appears next to Fwd on the idle screen (*Page 1* below).

Forwarding options are accessed by pressing Fwd from idle state.

Page 1

```
        08:30   08-Jul-2007   Company xyz
                Station No.   Display Name
↓→  CALLog    •Fwd      Redial          CampOn
```

Page 2

```
        08:30   08-Jul-2007   Company xyz
                Station No.   Display Name
↓→  FwdAll   All-E    •Busy    Busy-E   •NoAns
```

FwdAll   **Forward All** Forwards your incoming calls to another destination. You can still place outgoing calls from your terminal.

If FwdAll is activated, a *FWD* message appears on the top line to remind you that this feature has been activated at your station.

| Busy-E | **Forward Busy External**. Not used in this state. |

| Busy | **Forward Busy** Forwards your incoming calls to another destination when your terminal is busy. |

> *NOTE!* *For the Forward Busy feature to function properly, Call Waiting must not be activated. For more information, see your system administrator.*

| All-E | **Call Forward All External**. Not used in this state. |

| NoAns | **Forward No Answer** Forwards your incoming calls to another destination when you do not answer within a system-defined number of seconds. |

> *NOTE!* *You can edit the number of seconds via your Coral Sea Softswitch portal.*

Operating Call Forward:

1. Choose the required forwarding option (FwdAll, Busy, NoAns).

   > *NOTE!* *The Forward On Logoff does not have a dedicated soft key. For instructions on operating this feature, see below.*

2. Listen for the dial tone.
3. To set Call Forward, dial the destination number, OR
   To cancel Call Forward, choose Cancel, OR
   To change the Call Forward destination, choose Dest to enter destination and dial the new destination number.
4. Listen for confirmation tone. The ACTION SUCCEEDED message is displayed.

To set the call forward number for when you are logged off the system:

1. Dial the Call Forward On Loggoff feature code (contact your system administrator for the code used in your system).
2. Listen for the dial tone.
3. Dial the destination number where calls are to be forwarded when you are in a logged off state.
4. Listen for the confirmation tone. The ACTION SUCCEEDED message is displayed.

Canceling a number from the Forward list:

1. Press [Fwd].
2. Choose the required forwarding option ([FwdAll], [Busy], [NoAns]).
3. Listen for the dial tone.
4. Choose [Cancel] or dial the deactivation code ✕ to cancel the Forward. The ACTION SUCCEEDED message is displayed.

Call Groups

A call group includes several users and/or user groups under a dedicated extension number. When this number is called, the phones of all members belonging to the call group ring until one of them answers the call.

> **NOTE!** *To find out if you are a member of one or more call groups, contact your system administrator.*

Calling a Call Group:

- Dial the Call Group number.

Receiving a Call Group call:

When the `Caller [Name or Number] calls Call Group` message appears on your phone's display panel:

1. Press the flashing **LINE** key or **SPKR** or lift the handset.
2. Answer the call.

> **NOTE!** *The line key LED of all the other call group members stops flashing.*

Call Log

The Call Log feature allows you to view and redial the last 40 outgoing and last 40 incoming calls outgoing and incoming calls to your station. Calls are displayed with the name and number (where available).

If the name is unavailable, just the number will be shown.

If incoming calls are not answered, a message indicating the number of new calls is displayed on the FlexSet idle screen: < xx New Calls >, where xx indicates the number of new calls. This count is reset to zero once the Call Log is viewed, and is not shown again until there are new calls logged.

See Call Log Setup options, on *page 79*.

Press CALLog to access the Call Log options. If no calls are logged for your station, the < No Calls Logged > message is displayed.

Page 1

```
     08:30   08-Jul-2007  Company xyz
                <02 New Calls>

↓→  CALLog   Fwd      Redial        CampOn
```

Page 2

```
Call Log:

→   Out      •In
```

Out   **Outgoing Call Log** is used to view the last 40 outgoing calls made from your station.

In   **Incoming Call Log** is used to view the last 40 calls made to your station.

A bullet appears next to •Out or •In to indicate when outgoing or incoming calls are logged for your station. If no calls are logged, pressing Out or In displays the < No Calls Made > or < No Calls Received > message, respectively.

Page 3

```
In          10:00 29 May, 2006
↓ 01: Steve Williams 7652345
→    Delete   Dial
```

Use ⬍ to scroll through the call records. The calls are listed in order of receipt/dialing, and are numbered accordingly at the left of the call display, with the most recent listed first. In the example above, `01: Steve Williams 7652345` indicates that Steve Williams was the most recent person to call/be called.

> **NOTE!** *A maximum of 40 incoming and 40 outgoing calls are stored. Once this number is reached, any new calls added to the call log will result in the oldest (41st) record being deleted, on a first in, first out basis.*

The keyset excludes duplicate numbers in the Call Log. A duplicate number is one that has called your station, or that has been called, more than once. Only the most recent call is displayed for each logged name/number. The following options are available:

Delete   Choose Delete to delete the selected entry from the incoming/outgoing call log.

Dial   Choose Dial to dial the selected entry from the incoming/outgoing call log.

Call Pickup

This feature allows you to pick up any ringing phone or central bell within your system or pre-programmed Pickup Group.

> **NOTE!**   *See your system administrator to define your own Pickup Group.*

To answer another ringing phone in your system:

1. Dial the Direct Call Pickup code (default code: 77). The DIRECT PICKUP message is displayed.
2. Listen for the dial tone.
3. Dial the number of the ringing phone or bell.
4. Answer the call.

To answer an incoming call within your pickup group:

1. Dial the Group Call Pickup code (default code: 76). The ANSWER GROUP PICKUP message is displayed.
2. Answer the call.

Caller ID Control

This feature allows you (from idle) to show or hide your phone number on the display of the called external party (as well as internal party, depending on system-wide settings). Your telephone is pre-set in the system to either restrict or display for all calls. Use this feature to override this setting on a per-call basis, if permitted by your system administrator.

To dial using Caller ID Control:

1. Dial the required Caller ID Control feature code (show default: 14440 / hide default: 14441) or press a preprogrammed **Restrict/Allow Identification** DSS button. The Id. RESTRICTED message is displayed.
2. Dial the number of the call destination.

Call Waiting: Receiving

A muted ring indicates that another call is waiting for you to answer. When you hear this tone, or when the second row displays a call waiting message, you have the following choices:

> ### *NOTES!*
>
> - *In order for this feature to function properly, Call Waiting must not be activated for your phone. For more information, contact your system administrator.*
>
> - *If your station is defined with the Forward No Answer feature, the call waiting call is automatically forwarded to the defined destination (see .Call Forwarding on page 36).*

Action		Method
Current Call	**Waiting Call**	
Hold	Answer	1. Press [Hold] 2. Upon hearing the ring, answer the waiting call
Continue	Redirect	Press a preprogrammed DEFLECT CALL to XXXX key. See *Deflect (Divert) Call on page 53*. Deflect is used to divert an incoming call to another system station.

Camp On (Call Back)

Use this feature when an internal or network destination is busy or does not answer. Camp On notifies you by means of a distinctive ring (defined system-wide) when the camped-on number becomes available, and automatically re-calls this number as soon as you pick up the phone.

Camp On is automatically deactivated as soon as the camped-on party's phone rings, or if the camping-on party disconnects the camp-on re-call.

Answering the call causes the camped on phone to immediately ring and the camping-on party is immediately transferred to the camped-on party.

Camp On can also be operated from idle. There are two Camp On features available from idle:

- **Camp On Idle (default code: 176)** - starts ringing as soon as the non-answering party indicates it is available by being first busy and then idle again. Use this Camp On feature when you know that the other party is out of the office and cannot get back to you right away.
- **Camp On Busy (default code: 177)** - informs you that the called busy number has become idle. Use this Camp On feature when you know that the other party is in the office and can get back to you shortly.

> *NOTE!* *If the camped-on party has DND (Do Not Disturb) activated, Camp-On is automatically activated once the camped-on party cancels DND.*

Press CampOn to camp-on to the unavailable line.

Page 1

```
INTERNAL     called number or name


↓→  CampOn   Mute      Callwt
```

Page 2

```
ACTION SUCCEEDED


↓→  CALLog   Fwd      Redial            CampOn
```

Camping On upon hearing a busy or ringback tone:

Press `CampOn`. The ACTION SUCCEEDED message is displayed to inform you that you are camped on.

Answering a Camped On call:

Once the party becomes available (see *Page 3* figure above), you are notified with a distinctive ring and the CAMPED ON message is displayed.
Pick up the phone to call the party back.

Camping On while your FlexSet is idle:

1. Dial one of the following Camp On feature codes:
   - **Camp On Idle (default code: 176)** - to camp on to an idle party. You are notified when the party becomes available (after first being busy and then idle again).
   - **Camp On Busy (default code: 177)** - to camp on to a busy party. You are immediately notified if the number is currently available or once the busy number has become available again.
2. Listen for the dial tone.
3. Dial the destination number. The ACTION SUCCEEDED message is displayed to inform you that you are camped on. (*See above for answering a Camped-on call*).

Entering additional destinations to the Camp On list:

1. Press `CampOn`.

2. Listen for the dial tone.
3. Dial the destination number. The CAMP ON IDLE message is displayed.

> *NOTE!* *If the destination number has already been added to your Camp On list, the ALREADY SET message is displayed.*

4. The ACTION SUCCEEDED message is displayed to inform you that you are camped on.

Canceling a number from the Camp On list:

1. Press CampOn.
2. Use Next or the ⌒ key to scroll through the list of camp-on destinations and select a destination.
3. Choose Cancel to cancel Camp-On. The ACTION SUCCEEDED message is displayed to inform you that you are no longer camped-on.

> *NOTE!* *All numbers in the Camp On list are automatically deleted when you logoff the Coral Sea Softswitch. If a camped-on party logs off, that number is also removed from your Camp On list.*

Cancellation Code

Use the Cancellation code (default code: 10) as required when programming features.

The following symbol in this guide indicates a cancellation code: ✖

See your system administrator, as to which cancellation code is used in your system. The cancellation code can be entered by dialing or programming a key with the code, or adding the code to the program of a feature key.

Conference (Multi-Party) Calls

Conference calls allow several users to carry on a multi-party conversation.

Use the following guide to navigate through this section:

Conference Calls: Meet Me

In a Meet Me conference, the participants decide on a particular time for commencing the conference. At the designated time, all participants dial the assigned conference number and password, allowing each one to join the conference.

> *NOTE!   If you do not know the conference number or password, contact your system administrator.*

Joining a conference:

1. Dial the conference number at the assigned time. The `Answer MeetMe` message is displayed and you are prompted to enter the conference password.
2. Enter the conference password. Allow for a few seconds until you are transferred to the conference call.
3. Once you are transferred, one of the following messages is displayed depending on the number of participants:
   - `Conf with Conference Bridge (1)` - if you are currently the only one in the conference
   - `Conf with [Name or Number of other participant]` - if there are currently two participants in the conference
   - `Conf with [Name or Number of other participants]` - if there are currently three participants in the conference
   - `Conf with Conference Bridge (X)` - message is displayed, indicating the number of parties currently in the conference call when there are more than three participants.

> *NOTE!   A warning tone will be heard by all the participants.*

Adding an additional (ad-hoc) party to a conference:

1. Press Xfer to add the first ad-hoc party or 3-Way to add additional ad-hoc parties.
2. Dial the destination number of the party you want to add to the conference.
3. Wait for the party to answer.
4. Press 3-Way to remain on the line to stay connected to the conference.

> *NOTE!   A warning tone will be heard by all the participants.*

Leaving a conference:

Press **SPKR** or hang up.

Releasing the Last Conference Ad-hoc Member from a Meet Me Conference

During an established Meet Me conference call, any party can release the last ad-hoc party to have joined the conference call. (The last ad-hoc party to join cannot release him or herself.)

Press a preprogrammed **Release Last Conference Member** DSS button.

Conference Calls: N-Way Conference

Establishing an N-Way Conference

During a call you can use this feature to add another party to the call, creating a 3-way Conference call. Once a 3-way Conference call is established, repeat the steps 1 to 4 to add addtional parties, effectively creating a multi-party or "N-way" conference call.

1. During the call, press ⌷Xfer⌷ , or press a preprogrammed **Flash Xfer** DSS button. The original party is placed on hold.
2. Dial the third party dial number.
3. Wait for the third party to answer.
4. Press ⌷3-Way⌷ to establish a 3-way call. The Conf with Caller [Name or Number] message is displayed.
5. Repeat the above steps to add addtional parties to the conference call. The Conf with Conference Bridge (X) message is displayed, indicating the number of parties currently in the conference call.

> *NOTE!*   *A warning tone is heard by all participants every time a new party is added to the conference call.*

Releasing the Last Conference Member from a 3-Way or N-Way Conference

During an established conference call, any party can release the last ad-hoc party to have joined the conference call. The entire conference is released if there are less than two parties remaining in the conference. (The last ad-hoc party to join cannot release him or herself.)

• Press a preprogrammed **Release Last Conference Member** DSS button.

> *NOTE!*   *The initiator cannot be released from the conference call.*

Deflect (Divert) Call

This feature allows you to divert an incoming call while actively engaged in another call, or while an idle station is ringing, without answering it. The call you are engaged in is not interrupted, nor is the incoming caller aware of the diversion. The destination can be any internal or external number. This feature can be utilized only if you have a preprogrammed **DEFLECT CALL** button with a destination upon receiving an incoming call. The programmed destination station displays your caller name or number, as well as the incoming caller name or number on the top line of the display panel.

```
your caller name or # DFLCT incoming caller name or #

↓→  DND       Mute      FwdAll   All-E    Callwt
```

To activate during ringing:

1. Press a preprogrammed **DEFLECT CALL to XXXX** key.
2. The incoming call is diverted to the programmed destination; the current call continues uninterrupted or the station remains idle.

> **NOTES!**
> - You can program a **DEFLECT CALL** button via your Coral Sea Softswitch portal. You can program as many buttons as you want, each with a different destination.
> - Your station must be defined as multi-appearance to be able to divert a new call while engaged in a previous one.

Do Not Disturb (DND)

Use the Do Not Disturb feature to block incoming calls to your station. Via your Coral Sea Softswitch portal, you can configure all incoming calls to be forwarded to another number or user when your user presence is DND. Similarly, you can configure specific incoming calls to be forwarded, rejected or accepted as well. For more information, refer to the *Sea Softswitch Configuration Guide for End Users*.

This feature is accessible via DND from idle. When activated, you are still able to make outgoing calls. Calling parties will be disconnected after receiving a message on their display panel indicating that your presence is DND (see *Upon Hearing Reorder Tone on page 25* for more details).

To set your phone to Do Not Disturb:

1. Press DND. The DND OFF ACTIVATE? message is displayed. Alternatively, you can also dial the DND feature code (145).
2. Dial the activation code ✓. The ACTION SUCCEEDED message is displayed to inform you that Do Not Disturb has been activated.

When the feature is activated, a bullet appears next to DND and a *DND* message appears on the top line to remind you that the feature is activated.

```
        08:30   08-Jul-2007   Company xyz
                Station No.    Display Name
↓→  CaLLog   Fwd      •DND       Redial
```

To cancel Do Not Disturb:

1. Press •DND. The DND ON ACTIVATE? message is displayed. Alternatively, you can also dial the DND feature code (default code: 145).
2. Dial the deactivation code ✘. The ACTION SUCCEEDED message is displayed to inform you that Do Not Disturb has been deactivated.

Emergency Calls

The Coral Sea Softswitch provides basic support of Enhanced 911. If the need arises, you can make emergency calls from your phone. Depending on system configuration, you are connected to your local or public emergency center.

To make an emergency call:

1. Dial your country's emergency number with or without your company's outside line access code. For example, in the United States dial '911' or '9911' if your outside line access code is '9'.
2. You are immediately connected to your local or public emergency center. Your location information is available through your phone to the answering 911 operator.

Hold

A calling party can be placed on hold while another call is made. The held party can hear either music or tick-tone as defined system-wide. Call Hold is accessible via Hold or **HOLD**.

> *NOTE!* *You can also program a HOLD button via your Coral Sea Softswitch portal.*

Page 1
```
ANSWER name or number


↕→ Xfer      Hold     Mute     Callwt
```

Page 2
```
                         *HOLD*

→  CaLLog  Fwd      Redial  •Hold   CampOn
```

During a call, press Hold or **HOLD** to place the second party on hold.

The Hold soft key is shown with a bullet next to it, indicating that a call has been placed on hold at your station. A *HOLD* message appears on the top line to remind you that a call is held at your station. The **HOLD** LED is lit and the preprogrammed **LINE** or Line DSS key flashes.

Retrieving the call from Hold:

Press the flashing **LINE** key to connect or:

1. Press •Hold or **HOLD**. The Reconnect held party [Name or Number] message is displayed.
2. You can place additional parties on hold. The held calls are returned in "first in/first out order".
   If you do not return to the call on hold within a predetermined amount of time, the call will automatically return to you with the RECALL NAME message. Press **SPKR** to return to the call.

Login / Logout

This toggle feature allows you to:

- Log in to a phone with your individual user settings
- Log out from your phone (or another phone to which you are logged in)

> **NOTE!** *In order to use this feature, a PIN code must be defined in your Sea Softswitch portal. If you are not sure what your PIN code is, contact your system administrator.*

To log in to a phone:

1. Dial Login/Logout feature code 123. The Login message is displayed.

2. Dial your alias (extension number). The ENTER PIN message is displayed.

3. Dial your PIN code. Your settings are displayed on the phone.

To log out of a phone:

1. Dial Login/Logout feature code 123. The Login message is displayed.

2. Dial cancellation code **✕** . The [------Logged out------] message is displayed to inform you that you are logged out of the phone.

Messages: Options

You can leave a message at another station and conversely, any station can leave a message at your station. To learn more about the Message feature, refer to the *SeaMail User Guide*.

Messages: Voice Mail

You can use the Voice Mail feature to access your personal voice messaging system. To learn more about using the voicemail system, refer to the *SeaMail User Guide*.

Mobility: Call-through, Callback

The Mobility feature allows you to connect off-site phones, such as your home or mobile phone, to the Coral Sea Softswitch via a dedicated Mobility number. Once connected, you can make calls from within the system and activate Sea Softswitch features (see table on). The off-site phone operates as a virtual station in the Sea Softswitch.

Mobility services are based on your dedicated alais numbers, call access parameters, rules and announcements managed by your system administrator via the Sea Softswitch portal.

An authentication process is employed based on a combination of your off-site caller ID (ANI) number, dedicated system-wide Mobility number, and your PIN code.

There are two types of mobility services – Call-through and Callback. You can be provided with both services on the same off-site phone if your system administrator has assigned separate dedicated Mobility numbers for each service:

- **Call-through**—you call a dedicated Mobility number and receive a dial tone after successfully passing the authentication process. The off-site phone must provide an ANI number or you must enter a valid PIN code (if prompted).
- **Callback**—you call a dedicated Mobility number. The Sea Softswitch identifies you, disconnects the call, and calls you back at a predefined callback number. Upon answering the call, you receive a dial tone.
  Use the table below to record your Mobility numbers.

	Mobility Number
Call-through	
Callback	

To place a Call-through Mobility call from an off-site phone:

1. Place a call to your dedicated Mobility number.

> **NOTE!** *If your ANI number is not recognized or you do not have a PIN code defined in the system you will hear an announcement indicating that you are not authorized to use this Mobility service.*

2. Listen for dial tone.
3. Dial your PIN code (if required by your authentication rules or if your phone does not present your ANI number).

> **NOTE!** *If you enter an invalid PIN code you will hear an announcement to enter the correct PIN code. If you are not sure what your PIN code is, contact your system administrator.*

4. Press #, and then listen for dial tone.
5. Place a call to the required destination number.

> **NOTE!** *If your destination is an external number, it should be preceded by an external line access code. Depending on your settings, your off-site phone ANI or alias is displayed to the party receiving the call.*

6. Listen for the ringback tone.
7. Wait for an answer.
8. Once in an established Call-through call, you can activate one of the options described in the table on *page 63*.

To place a Callback Mobility call from an off-site phone:

1. Place a call to your dedicated Mobility number.
2. Listen for dial tone if your authentication rule requires a PIN code; otherwise, wait for ringback tone and proceed to Step *4.*
3. Dial your PIN code.

>   ***NOTE!*** *If you enter an invalid PIN code you will hear an announcement to enter the correct PIN code. If you are not sure what your PIN code is, contact your system administrator.*

4. Press #. The call is disconnected.
5. Wait for the system to call you back.

>   ***NOTE!*** *You can receive another call before the system calls you back; in this case, the system will continually attempt to establish the Callback call according to a pre-defined Reattempt rule.*

6. Answer the call from your Callback phone, as defined by your system administrator.
7. Listen for the distinctive dial tone.
8. Place a call to the required destination number.

>   ***NOTE!*** *If your destination is an external number, it should be preceded by an external line access code. Depending on your settings, your off-site ANI or alias is displayed to the party receiving the call.*

9. Listen for the ringback tone.
10. Wait for an answer.
11. Once in an established Callback call, you can activate one of the options described in the table on *page 63*.

Options available while in an established Mobility call

During a mobility call, a touch-tone based interactive subscriber's menu allows you to activate the following basic call features by pressing keys on the phone dial pad:

To	Dial	Description
Place a new call	∗1	Listen for a dial tone indicating that you can place a call to a new contact. Your original conversing party is disconnected.
DTMF tones ignored by Sea Softswitch	∗2	Changes the DTMF to transparent mode, allowing you to dial to voicemail, answering machines, and any other service outside the Sea Softswitch system requiring DTMF tones. **Note**: Once you change the DTMF mode, you will not be able to use the other options in this table for the current call.
Transfer call to your Sea Softswitch station	∗3	A dial tone prompts you to enter a transfer number. You are disconnected and your conversing party is transferred to the new number. Your number is not displayed on the transferred party's display.

Mobility: Reach Me Anywhere

You can be reached anywhere from any of your devices at any location, including internal Coral Sea Softswitch phones, as well as off-site phones, such as your cellular and home phones. Incoming calls ring simultaneously (or with a ring delay) on all of your specified devices until you answer the call on one of the phones.

If the answering phone is an off-site phone, the call automatically becomes an authorized mobility call. In this case, you can transfer the call to your internal Coral Sea Softswitch device (see table on).

The following diagram illustrates how you can be reached on any of your phones.

Incoming call   **Coral Sea Softswitch**   **[Office]**   **Internal phone (alias)**   **You answer one of your phones**

[Home]

External phones

[Cellular]

All your phones ring simultaneously or with preset ring delays
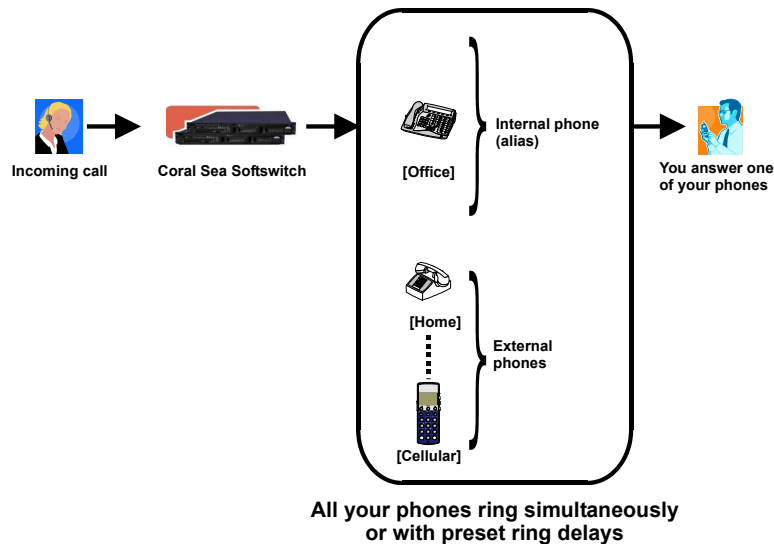
Mute Microphone

During a conversation you may need to temporarily turn off the microphone on your telephone (handset and speakerphone). This will prevent the other party from hearing that portion of your conversation. The [Mute] is an on/off switch and can be pressed as many times as necessary.

> *NOTE!*   *You can also program a MUTE button via your Coral Sea Softswitch portal.*

The mute feature deactivates the microphone for your speakerphone and handset. Press the toggle key again to reactivate the microphone.

To turn off the microphone during a call:

- Press [Mute] or the preprogrammed MUTE button. The party cannot hear your side of the conversation.
  A bullet appears to the left of [Mute] and **MUTE** LED is lit red.

To return to 2-way conversation:

- Press the lit •[Mute].

Page Queue

Page Queue allows you to park a call (up to ten calls can be multi-parked simultaneously by default) on designated Page_Q numbers by sending the call to one of ten Page Queue destinations. Once parked, a call can be either retrieved at your station or another station. The call can be picked up from any system station by dialing a Page Queue access code (default access codes are 7060-7069).

> **NOTE!** *To pick up the call, Mr. Doe should dial from any station to the relevant Page-Queue number. If the call is not picked up within a predetermined time, it will automatically return to the originating station from which Page Queue was placed. See Return Call: on page 67 for details.*

The party placed on Page Queue hears music.

To place a call in Page Queue:

1. While on a call, press ⬚Xfer⬚.
2. Listen for the dial tone.
3. Dial a free Page Queue number (***ten options*** see *Table on page 67*) to send the call to Page Queue number *x*.
4. Listen for the confirmation tone. The PARK-PICKUP Q message is displayed.
5. Announce that there is a call on Page_Q line *x*.
    Using available means of communication, notify another user to pick up the call.
    Usually announcing a call for pick up includes the name of the person being notified and the relevant Page_Q number.

To pick up a call placed in Page Queue (from any station):

1. Lift the handset of any telephone.
2. Dial assigned Page_Q access code (default codes: 7060-7069, see table *Table on page 67*).
3. Begin speaking.

To pick up a call placed in Page Queue (from Page Queue originating station):

1. Dial assigned Page_Q access code (default: 7060-7069, see table *below*).
2. Begin speaking.

Return Call:

If the call is not picked up within a predefined time, it will automatically return to the originating station from which Page Queue was placed.

1. Press **SPKR** or pick up the handset to answer.
2. Begin speaking.

```
NOANS    PARK-PICKUP Q dial#   2nd party#


→   Mute      FwdAll   All-E    CallWt
```

Page Queue - Access Codes

Page queue Number	Access Code (Dial Pad#)
1	7060
2	7061
3	7062
4	7063
5	7064

Page queue Number	Access Code (Dial Pad#)
6	7065
7	7066
8	7067
9	7068
10	7069

Programming: Feature Keys

The FlexSet comes equipped with 4 system-defined (fixed) keys as well as user preprogrammed keys.

>*NOTE!*   *Authorized users can change these keys via their Coral Sea Softswitch portal.*

There are 22 user programmable keys for the FlexSet-IP 280S (see *Front View*, on page *page 4*).

>*NOTE!*   *You can configure programmable buttons via your Coral Sea Softswitch portal.*

The programmable buttons may include either dial numbers or Coral Sea Softswitch feature activation codes.
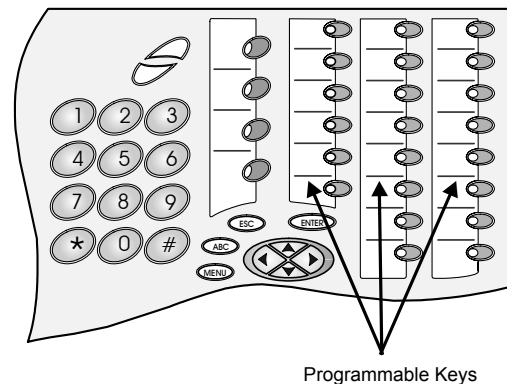
Programmable Keys

Programming: Button Labeling

The FlexSet includes a removable faceplate for the programmable buttons on the phone, allowing you to label buttons.

The DESI™ Plus Labeling System is used to label the buttons on the FlexSet. DESI Plus is a user-friendly and powerful telephone designation strip program, which allows an office printer to quickly create labels custom-designed for various FlexSets.

The FlexSet comes with a preprinted DESI label inserted beneath the faceplate. Additional blank DESI Labels may be purchased from your dealer in letter or A4 sized paper. The sheets of peel-off stickers are provided to label the FlexSet buttons with names and phone numbers. To choose the appropriate label sheet layout designated for the specific FlexSet model, see the table below.

Use DESI software downloaded from the manufacturer's site: http://www.tadirantele.com/products_terminals.asp or from the DESI site: http://www.desi.com/download/partner/tadiran/6739/setup.exe to print the labels from your computer. Follow the online download instructions.

FlexSet Model	Label Sheet Catalog #		Details
	Letter, (8 ½ x 11")	A4	
IP 280S	7244-7400430	7244-7400420	26 buttons, with Navigator

Printing the multi-designation label:

• Use the DESI software to select the layout of your multi-designation label (as described on the previous page)
• Enter the button content names per button location
• Load the label sheet into the printer tray
• From the DESI Plus/DESI Lite menu, choose *File > Print*

> *NOTE!*   *The left column on the multi-designation label is intended for the three system-defined fixed keys. Other columns are intended for the programmable speed dial keys.*

Lift up to remove cover

FlexSet-IP 280S

Inserting the telephone number:

1. Insert a pointed tool into the hole located on the plastic plate covering the blank telephone number, as shown in the figure below.
2. Lift upward to remove the plastic plate.
3. Peel off the printed label intended for the telephone number.
4. Insert the printed label.
5. Put the plastic plate back in place over the phone number.

Remove
plate with
paperclip
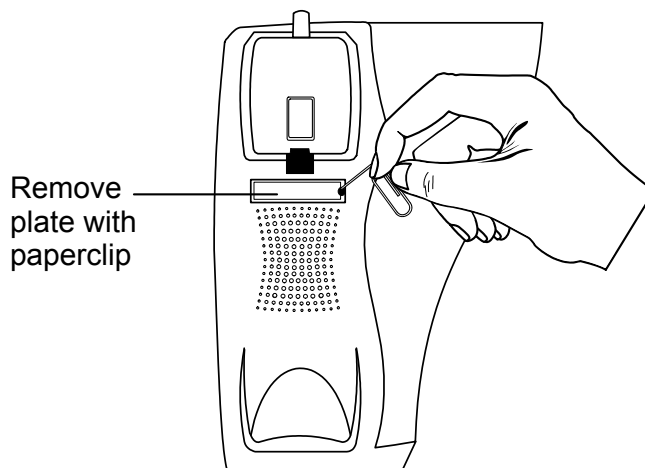
Redial (Last Number)

This feature allows you to redial the last (most recent) number dialed from this FlexSet.

Redialing is accessed by pressing ⌞Redial⌟ from idle state.

> ***NOTE!*** *You can also program a REDIAL button via your Coral Sea Softswitch portal.*

Page 1

```
        08:30   08–Jul–2007   Company xyz
                   Station No.    Display Name

↕→  CaLLog    Fwd         Redial          CampOn
```

⌞Last#⌟   **Last Number Redial** is used to redial the last (most recent) number dialed from this FlexSet.

Page 2

```
Redial Number

→   Last#
```

> ***NOTE!*** *You can also activate the Redial feature by pressing the preprogrammed REDIAL key or the asterisk key (*) from the dial pad.*

Speed Dialing: Private Library

You may program your phone with your own private Speed Dial directory, which can be used to speed dial long numbers.

> *NOTE!*   *You can program speed dial numbers as programmable buttons via your Coral Sea Softswitch portal.*

Transfer (Xfer)

You can transfer both internal and external calls to other users within your system or outside it. Transfer routes a call you received to an idle station. It can also link a call you held to other ports. A call can be screened or unscreened:

- **Screened Transfer (Consultation Transfer):** You may announce the call before transferring.
- **Unscreened Transfer (Direct transfer, Blind transfer, Unsupervised transfer or Cold transfer):** You may transfer the call without a prior announcement or without notifying the recipient.

Transferring an established call:

1. During a call, press ⌗Xfer⌗ or press a preprogrammed **Flash Xfer** DSS button. The original party is placed on hold.
2. Listen for the dial tone.
3. Dial the third party destination number.

> *NOTE!*   *If you do not dial the third party within a predefined time, you are reconnected to the original party.*

4. Choose one of the following options:
   - Wait for an answer to announce the call and disconnect (screened transfer).

   > *NOTE!*   *Alternatively, once the second party answers your call, you can choose ⌗3-Way⌗ to establish a 3-way call. See for details.*

OR
   - Disconnect to automatically transfer the call (unscreened transfer).

Transferring a held call:

Use transfer of a held call to connect an incoming call to the held party, such as when you have to locate someone for a caller.

1. Press ⌞Xfer⌟. While the party is being held, dial a destination number.
2. Press the flashing DSS key associated with the held call.
3. Press **SPKR** or hang up to transfer the call. Alternatively, to add the caller to a 3-way conversation call, press ⌞3-Way⌟. For more information about conference calls, see *Conference (Multi-Party) Calls on page 49*.

Transfer: 3-Way Conference

During a call you can use this feature to add another party to the call, creating a 3-way Conference call.

1. During the call, press ⟦Xfer⟧ or press a preprogrammed **Flash Xfer** DSS button. The original party is placed on hold.
2. Dial the third party dial number.
3. Wait for the third party to answer.
4. Press ⟦3-Way⟧ to establish a 3-way call.
5. Repeat Steps 1 to 4 to add additional parties to the conference call. The `Conf with Conference Bridge (X)` message is displayed, indicating the number of parties currently in the conference call.

Setup

Overview

The general features of your FlexSet can quickly and easily be configured using the soft keys. Many of these features will only need to be configured once, however they can easily be reconfigured at any future stage should your requirements change.

The following pages detail the setup and configuration options:

> *NOTE!*   *The SysDef Menu is intended for system administrators or qualified technicians only since changing your phone's setup configuration could cause it to malfunction. Consequently, this guide only provides an overview of the SysDef menu. For detailed information about the SysDef Menu, system administrators can refer to the Terminal Equipment (FlexSet) Installation Manual.*

User Definitions Menu

The UserDef function is used for setting various operating parameters for the FlexSet-IP 280S, as well as general maintenance functions. These options are set with their factory default values. However, you may wish to change the maintenance options to suit your individual needs.

To access the UserDef options, press ⓂMENU and choose [UsrDef].

```
UserDef

→   CALLog   Vers     Time     Ring
```
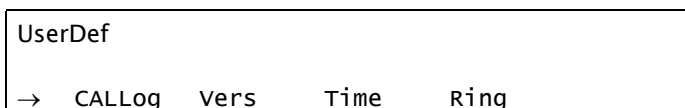
Setup Option	Description	Method
[CALLog]	**Call Log Maintenance** enables the definition of several Call Log options. The Call Log enables FlexSet-IP 280S users to view the last 40 incoming and last 40 outgoing call details.	See *Call Log: on page 80*.
[Vers]	**Software Version** is used to view your phone's version.	
[Time]	**Time Zone** is used to adjust the local GMT time zone of your phone.	See *Adjusting the local Time Zone: on page 82*.
[Ring]	**Ring Type** is used to adjust the ring volume of your FlexSet-IP 280S, change the current ring tone setting, and record your own voice ring tones.	See *Ring Adjustment on page 20.*

Call Log:

You may delete call log entries and edit setup parameters for the Call Log feature (See *Call Log on page 40*).

To access the Call Log options:

1. Press $\widehat{\text{MENU}}$ $\boxed{\text{UsrDef}}$ and choose $\boxed{\text{CALLog}}$.
2. There are four call log elements:

```
UserDef: Call Log

→  Delete   Intrnl   Duplic   OutLin
```

$\boxed{\text{Delete}}$ **Delete** enables you to delete outgoing or incoming call records, or both.

    $\boxed{\text{Out}}$ Deletes all outgoing call records.

    $\boxed{\text{In}}$ Deletes all incoming call records.

    $\boxed{\text{Both}}$ Deletes all call records.

> ***NOTE!***   *Ensure that you wish to remove these calls from the Call Log before deleting, as there is no confirmation message.*

$\boxed{\text{Intrnl}}$ **Internal** enables you to include or exclude internal calls in the log.

    •To include internal calls in the log, choose $\boxed{\text{Yes}}$.

    •To exclude internal calls from the log, choose $\boxed{\text{No}}$.

    A bullet appears next to Intrnl if internal calls are included.

$\boxed{\text{Duplic}}$ **Duplicate** setting includes or excludes duplicate numbers in the Call Log. A duplicate number is one that has called your station, or that has been called, more than once.

    When set to $\boxed{\text{Yes}}$, duplicate numbers will be listed separately.

When set to $\boxed{\text{No}}$, only the most recent call will be displayed for each logged name/number. In this case, the number of times that they called is displayed in parentheses after the name and number as shown in the diagram above. Once the Call Log has been viewed, this number resets to zero and is hidden.

$\boxed{\text{OutLin}}$ **OutLine** enables you to set the outside line access code to be dialed when calling numbers from the Call Log. The default external access code is 9.

At the prompt, enter the required outside line access code and choose $\boxed{\text{Save}}$.

To delete a digit, select the digit using the $\langle\!\!\bullet\rangle\!\langle\!\bullet\rangle$ buttons and press $\star$ to delete.

Adjusting the local Time Zone:

You can adjust the GMT time zone for your phone, if it is different from the time zone defined for the Coral Sea Softswitch system. Adjust your phone's time zone settings if you use time-related Coral Sea Softswitch features, such as the Call Log feature. In these cases the phone clock is automatically adjusted to follow the localized time definitions.

To view/edit the current Time Zone setting:

1. Press (MENU) [UsrDef] [Time] [Zone].

```
Userdef:  Time
Requested: Auto Detect; Granted: +02:00
                        edit
```

The second line displays the following information:

- **Requested** - your requested Time Zone. In the example above, Auto Detect indicates a request for the Time Zone definition from the DHCP server.
- **Granted** - the actual time zone offset granted by the system. In the example above, the Time Zone is two hours ahead of GMT time.

2. Press [Edit] to adjust the local time zone of the FlexSet-IP 280S. There are three options:

```
Userdef:  Time
GMT: +--:--
     sign       auto        save
```

[Sign]	Used to toggle between + and - (GMT).
[Auto]	Used to request the Time Zone definition from the DHCP server. Any numbers that were entered are erased and changed to dashes and (Auto Detect) is displayed next to the dashes.
[Save]	To save the new time zone offset.

3. Begin entering the required Time Offset at the flashing box using the dial pad, as follows:
   - Ensure the Time Offset is entered in +/- HH:MM format (HH=Hours: 0..12, MM=number of minutes).
   - Entering an hour greater than 12 is ignored.
   - The minutes are rounded up to the nearest 15 minute interval: 00, 15, 30 or 45.
   - Press ⌷Sign⌷ to toggle between + and - (GMT).
   - Press ⌷Auto⌷ to request the Time Zone definition from the DHCP server. Any numbers that were entered are erased and changed to dashes and (Auto Detect) is displayed next to the dashes.
4. Press ⌷Save⌷ to save your changes; the time display is adjusted after the FlexSet-IP 280S is initialized.

System Definitions Menu

The SysDef function is primarily used for setting various operating parameters for your FlexSet-IP by your system administrator or qualified technician. These options are set with their factory default values but may be edited as required.

> ***CAUTION!*** *A password is required as a reminder that these parameters are sensitive and affect the operation of your FlexSet-IP 280S. This section provides a brief overview of the options available from the SysDef menu. Changing your FlexSet-IP's setup configuration could cause your phone to malfunction. For a detailed explanation of the SysDef menu, system administrators can refer to the Installation manual.*

The SysDef menu consists of the following menus and options:

Menus	Options
IP Params	• Static - Used to enter/edit IP addresses and parameters for the FlexSet-IP 280S • Current - Used to view current IP addresses and parameters for the FlexSet-IP 280S
Operating Mode	• Zip Tone - Configure the FlexSet-IP 280S to work in Zip Tone mode • Survivability - Enable the system survivability feature for the FlexSet-IP 280S
Diagnostics	• Software Version - Displays the current software version number of the FlexSet-IP 280S • Hardware Issue - Displays the current firmware version number of the FlexSet-IP 280S • Packets Lost - Displays the amount of packets lost (in percentage) since the last connection • Average Delay - Displays the average delay statistic since the last connection • Speed - Displays the network connection speed (10 or 100 Mbps) • Duplex Mode - Displays the duplex mode (Full or Half)

Appendix A: Glossary

Term	Description
Coral	An IP converged communications and call management platform offering the features and capabilities required in today's business environment.
Dial	For the purpose of this guide "Dial" means entering the relevant digits by pressing the number on the Dial Pad (Keypad) that operates a feature or sends a call to a destination. Dial also means pressing a key programmed with the feature or destination (DSS).
Disconnect	You may disconnect from an ongoing call by either pressing the Speaker key or by manually replacing the handset onto its cradle (i.e. hang up).
Direct Station Selection (DSS)	Permits you to make or transfer a call to an extension by using a defined key. DSS can also be used on all accessible system ports. Instead of dialing a number this can be done by pressing the programmed key.
Endpoint	The actual hardware or software that "rings" when called. An endpoint can be an IP telephone, such as a FlexSet-IP or T207M / T208M. Throughout this guide, the term telephone is used when referring to an endpoint. If a default user has been defined, a newly connected endpoint can be used to make calls to other users in the network. To receive calls, however, the endpoint must first be associated with a specific user.
Extension	Each Coral Sea Softswitch internal telephone is called a station or an extension.
External Call	A call to or from a device located outside a local network. Depending on the context, the local network could be an organization's PBX network, an area within a country, a cellular network, and so on.

Term	Description
Hot Station	A telephone that automatically dials to a specified number when the handset is lifted or a button is pressed. The routing can take place immediately upon off-hook or after a programmable delay to allow the user to start dialing.
Idle	A station or extension that is not ringing or busy, therefore available for use.
Incoming Call Routing	The way incoming calls are forwarded or rejected. Incoming calls can be rejected or routed to different destinations depending on user availability, caller, and call time.
Internal Call	A call to or from a device within a local network.
Off-Hook	Lifting the telephone handset from its cradle has the same effect as pressing a preprogrammed **LINE** or **SPKR** key, but automatically inhibits the Speakerphone facility. Off-hook provides the dial tone, which then enables you to dial or activate a feature.
On-Hook	Replacing the telephone handset on its cradle – has the same effect as pressing the **SPKR** key.
Outgoing Call Routing	A set of parameters and rules that define the way outgoing calls are routed.
Outside Line Access Code	A series of digits which must be dialed or keyed in order to gain access to a trunk or trunk group (default: 9).
Port	Provides access to a device, station or trunk from within the system.
Recall- Automatic	The call that you have transferred to another extension that is busy or that does not answer, or that you have put on 'hold', which has returned to you after a predetermined time-out period.
Soft Key	For a telephone with a display panel, a key at the bottom of the panel used to directly activate the currently displayed feature.
Station	Each Coral Sea Softswitch internal telephone is called a station or an extension.
System-defined	Ask your system administrator for these values.

Term	Description
Telephony Features	The FlexSet is part of the Coral Sea Softswitch family of telephones that have access to a rich array of telephony features that are user activated. The features supplied by the Sea Softswitch system appear in the FlexSet display whenever the FlexSet is engaged.
Time-Out	A predetermined period of time allowed to complete a specific function. If the function is not completed, for example dialing, the caller is dropped and the exchange equipment freed for other users. (See also *Recall- Automatic* above.)
Transfer/Xfer	XFER provides you with a distinctive dial tone, which enables you to transfer the call. XFER puts the second party on Hold and the held party hears either music or a tick-tone, as defined system-wide.
Trunk	An outside line from the telephone company that terminates at the customer's location.
User	An individual connected to the Coral Sea Softswitch system that usually has one or more unique telephone numbers defined and is associated with one or more endpoints (see *below*).
User Group	A collection of users. User groups enable administrators to treat multiple users as one unit.
Voicemail	A centralized system of managing telephone messages for a large group of people. The system stores incoming messages in personalized mailboxes associated with the user's phone number. To learn more about the Coral Sea Softswitch voicemail system, refer to the *SeaMail User Guide*.

Appendix B: Tones

Tones are audible signals of various frequencies that give information about the status of calls and features. While using the Coral Sea Softswitch system, many different tones will be heard. These tones may vary for different locations, as each system is customized during installation. While the sounds of the tones themselves are not described, their general use is discussed below. In order to familiarize yourself with these tones, try accessing various features and listen to the resultant tone signals. The most frequently heard tones are:

Tone	Description
Busy Tone	Tone heard when the destination you have dialed is busy.
Call Waiting Tone	Tone heard at your station while engaged on a call or activating a feature indicating that another call is waiting to be answered (this appears only when multi-appearance is defined for your station).
Confirmation Tone	Tone heard indicating that the telephony feature has been activated or deactivated.
Dial Tone	Tone heard after off-hooking (lifting) your handset from idle.
Key Click	When defined for the FlexSet, a tone heard when pressing any key on the dial pad.
Reorder Tone	You hear this tone at your FlexSet if: • You try to access a denied feature or misdial • You have stayed off-hook for too long before dialing • The station you have called does not answer within the predetermined interval • The station you have called is in Do Not Disturb status
Ringback Tone	Tone is heard when the destination you have dialed is ringing.

Tone	Description
Second Ringback (Tick) Tone	Tone that the calling party hears indicating that the called party is currently busy. When the called party disconnects, the waiting call will be the next one ringing to the destination.
Speaker Status Tone	Indicates that the second conversing party's keyset is in speakerphone mode. Enables you to keep your privacy when you call someone who answered the call or placed the call back to the speaker, and there are other people in the phone environment.

Appendix C: LED Indications (Programmable Keys)

LED indications visually show the state of certain features. LEDs typically indicate that a feature is either activated (steady on) or is pending further commands or needs additional information (flashing). The LED indications usually go hand-in-hand with various messages when equipped with a display.

LED Indications	Description
Off	Indicates that the feature is inactive or the DSS destination is idle.
Wink	A signal that flashes at a fast rate of 120 pulses per minute (400/100mS). Typically indicates that a call is on hold, normally the telephone does not ring.
Flashing	A signal that flashes at a slow rate of 60 pulses per minute (800/200mS). Typically indicates that a call is pending, in most cases the station will also ring.
Steady On	Indicates that a key is active. When defined as DSS, indicates that the user associated with the DSS key is in use. When defined as a line or speaker indicates that a call is in progress.
Message Lamp	Dedicated LED for message waiting indication. The lamp does not interfere with a programmed MSG key.

NOTE! *In special cases the key may operate differently. See the relevant feature for explanations of various messages that can appear.*

Appendix D: Troubleshooting

Failure Messages

The following failure messages may appear on your FlexSet-IP 280S to indicate there is a connection error. See the table below to determine the cause of the problem and the solution.

Failure Message	Problem	Solution / Action
ALREADY SET	The destination number has already been added to your Camp On list.	No action required.
Call disconnected.	The number you dialed is not recognized by the Coral Sea Softswitch system.	Hang up and try another number.
CALL FAILED DUE TO XXXX ON DND	The destination number is set to Do Not Disturb.	Try calling the number later or activate the Camp On feature. See *Camp On (Call Back) on page 45)*.
Conf XXXX not available	There is a system problem with this conference, which prevents you from joining the conference call.	Notify your system administrator.
Dial Failed	You dialed an incomplete number.	Hang up and try again.
DNS Server Address is missing...	The DNS Server IP Address was not provided by the DHCP Server. There is no DNS Server defined in the FlexSet-IP 280S.	Notify your system administrator.
ILLEGAL ALIAS	The destination number does not exist in the Coral Sea Softswitch system.	Hang up and try another number.

Failure Message	Problem	Solution / Action
`NO CALL LICENSE`	There are not enough call licenses in the Coral Sea Softswitch system, which prevents you from completing calls.	Notify your system administrator.
`NO LICENSE`	There are not enough registration licenses in the Coral Sea Softswitch system, which prevents you from logging into the system after rebooting your phone.	Notify your system administrator.
`No Net Mask`	There is no Subnet Mask configured in the FlexSet-IP 280S.	Notify your system administrator.
`NO PHYSICAL LINK`	Your FlexSet-IP 280S is not connected to the network.	Check all wires, connections, hubs and switches to determine if any parts or components are unplugged or damaged.
`Not Active`	Your phone failed to register in the Coral Sea Softswitch system.	Notify your system administrator.
`Not Registered`	Your phone failed to register in the Coral Sea Softswitch system.	Notify your system administrator.
`Trying DNS server...`	For keysets with static IP addresses, indicates: • Primary DNS server address has been defined in the phone • No Call Agent IP address has been defined in the phone	Notify your system administrator.

Failure Message	Problem	Solution / Action
`UNREGISTERED MAC`	The MAC address is not registered in the Coral Sea Softswitch system.	Take note of the MAC address that is displayed on the phone and forward it to your system administrator. The MAC address can be found on the bottom of the phone, on the packaging box, or by selecting: Sysdef > `IP Params` > `Static` > `Self MAC Adr`
`XXXX is not active`	The number or user you called is currently not logged into the Coral Sea Softswitch system.	Hang up and try again later.

Index: Soft Keys and Feature Codes

This appendix details the rich array of options available on your phone. Features are accessed by use of the context-sensitive soft keys. Some features can also be operated by using their dial codes.

Soft Key

These are the soft key options that appear on the bottom line of the display area of your phone. This column is arranged in alphabetical order.

Source

This is the route taken using the soft keys to reach this soft key message.

- **Feat** corresponds to the idle state (or $\overline{\text{MENU}}$ > Featrs)
- **Call** corresponds to the FlexSet state during a call (ongoing, ringing, etc.).

Feature Code

The feature code is the default code (numbering plan) that is used to operate the relevant feature using the dial pad.

When the soft key links to a sub-menu (e.g. pressing Fwd opens a list of forwarding options), "MENU" is used to show that this is a multilevel menu.

For more detailed information on how to use the feature codes, refer to the *Coral FlexSet 280, 280D, 280D-Z, 120, 120D and 120L User Guide*.

Soft Key Reference

The following table lists details of each soft key and location of the feature in this manual.

Soft Key Information

Soft Key	Source	Default Feature Code	What it Means	Reference
3-Way	Call	N/A	Xfer: when COS is defined for 3-Way Conference Call	*page 77*
AutAns	Setup	138	Auto Answer (on/off)	*page 35*
Both	(MENU) >UsrDef> CALLog>Delete	N/A	Delete BOTH incoming and outgoing calls	*page 80*
Busy	Fwd	140	Call Forward Busy	*page 36*
CALLog	(MENU)	N/A	Call log	*page 40*
CampOn	Feat	176	Camp On Idle	*page 45*
Cancel		10	Cancel	*page 48*
Delete	CALLog	N/A	Delete call records	*page 40*
Dial	CALLog>In / Out	N/A	Call log - Call Back (dial the selected entry from the call log)	*page 40*
DND	Feat	145	Do Not Disturb	*page 54*
Duplic	(MENU) >UsrDef >CALLog	N/A	Record the same ID number at all call appearances (Duplic=Yes) or only the last call appearance (Duplic=No)?	*page 79*
Feat	(MENU)		Feature used to reach Feature options, as shown during idle state. (Irrelevant for FlexSet 121S/281S)	*page 31*
Fwd	Feat	MENU	Call Forwarding options: FwdAll Busy NoAns	*page 36*

Soft Key	Source	Default Feature Code	What it Means	Reference
`FwdAll`	Fwd, Call	141	Call Forward All: when phone rings OR from idle	*page 36*
`Hold`	Feat, Call	N/A	Call Hold	*page 56*
`In`	CALLog	N/A	Incoming received calls	*page 40*
`Intrnl`	(MENU) >UsrDef> CALLog	N/A	Whether INTERNAL calls are saved (external calls are always saved)	*page 80*
`Last#`	Redial	*	Last Number Redial	*page 73*
`Mute`	Call	N/A	Mute Microphone	*page 59*
`Next`		N/A	Advances forward through a scroll list one step at a time	Same as ◿
`NoAns`	Fwd	142	Call Forward No Answer	*page 36*
`Out`	CALLog	N/A	Outgoing calls made	*page 40*
`OutLin`	(MENU) >UsrDef> CALLog	N/A	Outside line access code needed to access external trunks from CALL Log records	*page 80*
`Redial`	Feat	MENU	Redial Number options: `Last#` `Saved#` `AutRdl`	*page 73*
`Ring`	(MENU) >Userdef >Ring	N/A	Ring Adjustment options: `Volume` `Intrnl` `Extrnl`	*page 20*
`Time`	(MENU) >UsrDef	N/A	Time Zone setting	*page 82*
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