



Emerald™ ICE Digital Key Telephone System

Single Line Telephone (Analog) User Guide

(For KSU Software Versions K24UT"1".XXX & higher.)

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1 Introduction

1.1 About Emerald ICE

The *Emerald Integrated Communication Exchange*, or *ICE*, is a versatile, Digital Hybrid Key Telephone System that includes many advanced features. The System Configuration is comprised of a Main Service Unit and optional expansion boards per specific configuration requirement. The components of a basic system include a KSU Main Service Unit with either a Deluxe Model Telephones, a Standard Model Telephone or Analog (SLT) Telephones.

1.2 Document Overview

The purpose of this document is to provide operational instructions on the use of an SLT Telephone used in conjunction with the *Emerald ICE* Telephone System. It is divided into the following sections:

Section 1 - Introduction - this section describes the basic *Emerald ICE* system, an overview of this manual and the applicable documentation.

Section 2 - Telephone Setup - this section provides descriptions of the setups of an SLT Telephone including *Alarms, Call Forwarding, Do Not Disturb, and Phone Locking and Unlocking* among other setups.

Section 3 - Making Calls- this section provides operational descriptions of the basic call features such as *Intercom, Speed Dial, Conference, Paging* and *Last Number Redial*, among other features.

Section 4 - Calling Features- this section provides operational descriptions of some of the in-progress call features such as *Hold, Call Park, Intrusion, Camp On (Extension), and Monitor* among other topics.

2 Telephone Setup

2.1 Alarm (Extension)

Feature Code: # 9 2

Description

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

Activate

Dial # 9 2, hhmm (24hr format), then 1 for once, 2 for repeated daily.

Cancel

Dial # * 9 2

2.2 Call Forward (Extension)

Feature Code: # 2

Description

Call Forward may be invoked for several operation modes. Each mode may also be invoked: 1=CO calls only, 2=CO and Intercom calls, 3=Intercom calls only.

Activate

Immediate Forward: dial # 2 2, (ext #), 1 / 2 / 3 option.

Busy Forward: dial # 2 1, (ext #), 1 / 2 / 3 option.

No Answer Forward: dial # 2 4, (ext #), 1 / 2 / 3 option, t¹, t². (t¹ + t² are time settings. t¹ is - time the first call to your extension following inactivity at your extension will ring before forwarding. t² is the time all calls after the first to your extension will ring before forwarding.)

Follow Me Forward: dial # 2 3, (your ext #), 1 / 2 / 3 option, your extension password. (Calls to your extension will ring at this ext.)

Follow To Forward: Dial # 2 5, (ext #), 1 / 2 / 3 option.

Cancel Forward

Cancel Immediate Forward: dial # * 2 2.

Cancel Busy Forward: dial # * 2 1.

Cancel No Answer Forward: dial # * 2 4.

Cancel Follow Me Forward: dial # * 2 3.

Cancel Follow To Forward: dial # * 2 5.

2.3 Do Not Disturb

Feature Code: # 4

Description

The *Do Not Disturb* (DND) feature blocks all outside line and intercom call ringing. You can activate *Do Not Disturb* while your telephone is idle or busy. Some extensions with a higher Class Of Service can override the active *Do Not Disturb* condition. When you have activated *Do Not Disturb*, you will hear special intercom (short stutter tone followed by continuous dial tone) reminder tone when you lift the handset or use the speakerphone.

Activate

Dial # 4. Repeat to clear.

Extension Password

Feature Code: # 9 7

Description

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

Activate

Dial # 9 7, password (0 0 0 0 set at factory), then input new password.



NOTE:

For extension 401, the attendant extension, the default password is

9 9 9 9 .

Hotline

Feature Code: # ^{WXYZ}9 ^{TO}*

Description

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

Setup

Dial # ^{WXYZ}9 ^{TO}*, ext # or speed bin #, ^{OPER}0—^{WXYZ}9 (0–9 seconds delay).

Whenever the telephone is taken off-hook, this destination is called.

Cancel

Dial # ^{TO}* ^{WXYZ}9 ^{TO}*

Phone Lock/Unlock

Feature Code: # 9 7

Description

This feature is used to prevent anyone from making unauthorized outside line calls from your extension. This feature code is also used to program your private, four-digit extension password.

Activate

Dial # 9 7, extension password, then # for lock or * unlock.

Default Set

Feature Code: # ^{MNO}6 ^{WXYZ}9

Description

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

Activate

Dial # ^{MNO}6 ^{WXYZ}9. DND and Call Forward modes are cancelled.

3 Making Calls

3.1 Outgoing Call (CO Line)^{WXZ}

Feature Code: ^{WXZ}9

Description

Outside Lines can be accessed by dialing the specific outside line group (^{WXZ}9).

Activate

Dial CO Line code (other codes may be applicable).

Listen for CO Line dial tone; then dial the telephone number.

3.2


Intercom Call (To Another Extension)

Feature Code: ^{GHI}4 ^{OPER}0 1 - ^{GHI}4 ^{MNO}6 ^{GHI}4

Description

Listen for dial tone and dial the extension number.


Call Brokering (Handling Two Calls)


Feature Code: {FLASH} + 

Description

While connected on a call press {FLASH} (hook-switch flash). Dial CO Line code, wait for dial tone, and then dial second number.

Activate

To switch back to the first call, press {FLASH} then dial .

To disconnect the current call, press {FLASH} then dial .

Account Code

Feature Code: ^{TUV}8 ^{WXYZ}9

Description

If you would like a call to be associated with a specific account number in the *Emerald ICE* Station Message Detail Reporting (SMDR), you must enter an account code before making the call. The account code length is predetermined and programmed to be between 2 and 8 digits.

Activate

Dial ^{TUV}8 ^{WXYZ}9 + valid account code, wait for dial tone.

3.5 Call Operator/Attendant

Feature Code: 


Description

The extension that is programmed as the Attendant may receive internal calls via a programmed Operator Code.

Activate

Dial .

3.6 Conference (3-Party Max.)

Feature Code: {FLASH} + 


Description

The *Emerald ICE* system can accommodate eight, 3-party conferences simultaneously.

Activate

While on a call - press {FLASH} (hook-switch flash).

Make a second call.

Press {FLASH} (hook-switch flash), then dial .







Conference, Meet Me (4 Parties Max.)

Feature Code:    -   







Description

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

Transfer a caller to a Meet Me Conference

1. While connected to another extension or CO Line, momentarily press the hook-switch (or press the FLASH button).
2. Wait for dial tone, then dial the Meet Me Conference    -   .
3. Hang up to complete the transfer.

Join a Meet Me Conference

Dial the Meet Me Conference destination to join (   -   .

Last Number Redial

Feature Code: # 8

Description

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

Activate

Dial # 8.

Feature Code:  (200-201-208-209)

Description

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

Activate

Dial the Page access code ( (200-208-209)).

Extension ^{JKL}5 ^{OPER}0 ^{OPER}0 - ^{JKL}5 ^{WXYZ}1 ^{WXYZ}9,

System ^{MNO}6 ^{OPER}0 ^{OPER}0 - ^{MNO}6 ^{WXYZ}9 ^{WXYZ}9

Description

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

Setup

Dial # 1, ^{JKL}5 ^{OPER}0 ^{OPER}0 - ^{JKL}5 ^{WXYZ}1 ^{WXYZ}9 (speed#bin), input telephone #.

Press FLASH (hook-switch flash).

Use

Dial the Speed Dial bin (^{JKL}5 ^{OPER}0 ^{OPER}0 - ^{JKL}5 ^{WXYZ}1 ^{WXYZ}9, ^{MNO}6 ^{OPER}0 ^{OPER}0 - ^{MNO}6 ^{WXYZ}9 ^{WXYZ}9).

4 *Calling Features*

4.1 Call Back (CO Line/Extension)

Feature Code: #

Description

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

Activate

When you try to access an outside line or extension and get a busy tone, dial #.

Call Park (Answer)

Feature Code: # ^{PKS}7 ^{DEF}3

Description

The *Call Park/Call Park Answer* feature allows you to retrieve a parked call from any extension. You can retrieve calls by dialing the Call Park code (# ^{PKS}7 ^{DEF}3) followed by the extension number where the call is to be/has been parked.

Activate


Dial # ^{PKS}7 ^{DEF}3 + extension number where call is parked.

4.3 Call Pick Up







Feature Code: , , , ,  - , , 

Description

The *Call Pick Up (Group)* feature is used to answer calls ringing at another extension.


When you hear another extension in your pickup group ringing, press .

Or...







When you hear an extension in a different pickup group ringing, dial that *Call Pick Up Group* number (, ,  - , , ).

Activate

Extension (Direct) Call Pickup: Dial ringing extension number, .

Group Call Pickup: Dial .

Or...

Dial the group number of the ringing extension (, ,  - , , ).


4.4 Camp On (Extension)

Feature Code: 

Description

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

Activate

When you call a busy extension, dial  and wait for them to answer.

4.5 Flash (CO Line)

Feature Code: # ^{DEF}3

Description

The *Flash – CO Line* feature is used with a call waiting feature from your telephone company. *Flash – CO Line* is used to generate a hook switch signal to the telephone company to answer the waiting call.

Activate


While connected to a CO Line, momentarily press the hook switch (FLASH) then dial # ^{DEF}3.

Feature Code: 

Description

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

Activate

When you call an extension that is in *Voice Announce* mode and wish to tone ring that extension, dial .

4.7 Hold {FLASH}

Description

Place a call on hold: While on a call, press {FLASH} (hook-switch flash). Hang up. The line is placed on System (Common) hold.

Retrieve a call on hold: Press {FLASH} (hook-switch flash).




Intrusion (Extension/CO Line)

Feature Code: 

Description

The *Intrusion* feature allows the initiator to enter into an existing conversation when the initiator has been given the privilege to do so. Intrusion can be invoked both on a busy outside line and to a busy extension.

Activate

When you dial an extension that is busy, dial .

Meet Me Page

Feature Code: # 5 9

Description

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

Activate

While a page is currently in progress, dial # 5 9.

4.10

Messaging (Call Me)

Feature Code: # ^{WXYZ}9 ^{MNO}6

Description

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

Activate

Set: When you have called an extension and wish to leave a message, press # ^{WXYZ}9 ^{MNO}6 + Extension Number.

Cancel: Dial # ^{WXYZ}9 ^{MNO}6.

Monitor (Extension/CO Line[Privacy Alert])

Feature Code: 1

Description

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

Activate


When you dial an extension that is busy, dial 1. (Reference applicable laws when using this feature.)

4.12

OHVA (Extension)

Feature Code: 

Description

When you call a busy extension, dial  and talk over their speaker.



4.13 Pulse to DTMF Conversion

Feature Code: 

Description

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

Activate


After a Dial Pulse (rotary) call is made on a CO line, press . Any digits dialed following the  will be sent in DTMF (Tone) mode.

4.14

Tone Ring (Forced)

Feature Code: 

Description

When a Deluxe Telephone in Voice Announce mode is called, you can change the alert to tone by pressing .

Activate

Transfer

While connected on a call (CO Line or intercom extension), press {FLASH} (hook switch flash).

Listen for dial tone, then dial the destination where this call is to be transferred (extension, UCD Group, Virtual Number, etc.) Wait for the caller to answer - to screen the transfer.

Hang up to complete the transfer.

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