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T207S and T208S

IP Telephone

User Guide

(Version 15.5)



Creating a new world of IPportunities

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Introduction

Welcome to the Coral System. Much thought has gone into making this system flexible and easy to use. The Coral allows your telephone to be tailored to the requirements of both you and your company.

This user guide provides a full description of the capabilities and operation of the telephone when connected to the Coral system. Although the features provided by the Coral are large in number, their operation is straightforward and user friendly.

Many of the Coral features, which have been assigned during initial installation, are provided on an individual extension (station) basis. Feature allocation may also be changed to suit a changing working environment.

Not every feature code in this guide is likely to have been installed in your system or extension. Check with your system manager for a list of the features actually installed.

Additionally, this User Guide provides a full description of the capabilities and operation of the T207S/T208S IP terminals based on Session Initiation Protocol (SIP).

A phone overview is presented describing the phones' hardware and user relevant internal software. The next section includes a detailed description of all the Coral features that can be operated with these phones, in alphabetical order.

The appendices, located at the end of this guide, give basic explanations of special terms and operations used throughout the guide, and are useful when a more detailed description of telephony terms is required.

The Table of Contents also doubles as an index to the various features that the Coral supports for the T207S/T208S telephones.

Note: Certain features have various user options. In this case all of the options are listed under the major feature name; examples of this are ACD & UCD Groups, Boss Group and Speed Dialing.

Symbols and Conventions

The following symbols are used throughout this guide.

Symbols	Description
①	Activation Code, see <i>Activation Code</i> on page 89.
⑤	Cancellation Code, see <i>Cancellation Code</i> on page 109.

The following typographical conventions are used throughout this guide.

Convention	Description
	Fixed key figures may be used to represent the actual fixed or navigator keys.
<i>Idle Display</i> on page 21	References to items in this, or other books, are indicated in italics type.
DIR	Fixed function keys are displayed in narrow Bold text.
3.Tone	Options that may be selected from the graphic display screen are displayed in bold.
Config	Text in a clear distinct box indicate a soft key option.
Please Wait...	Text in a bold Courier font indicates a graphic display message

Related Documentation

- Program Interface and Database Reference Manual (Version 15.5)
- T207/T208 Installation, Administration and Hardware Reference Manual Manual
- T207S Quick Reference
- T208S Quick Reference

List of Feature Codes

The following feature codes are the default feature codes for all Coral systems. Your Coral system may employ different feature codes. See your system administrator for the correct feature codes. An arrow (→) between two sets of numbers indicates a range of code number available for operating that particular feature, for example #5600 → #5849.

<u>Feature Name</u>	<u>Default Code</u>
Account Code (as required).....	#1990
Account Code (Forced).....	
ACD & UCD Groups	
Load ID - for ACD Group.....	#1973
Log-In/Out - for a Single ACD Group	#1974
Primary Log-In - for ACD Group.....	#1442
Release/Resume from All Groups.....	#1975
Release/Resume from a UCD Group.....	#1991
Wrap-Up Code - for ACD Group	#1977
Wrap-Up Time On/Off	#1976
Activation Code.....	#11 or #01 or 01
Auto Answer	[Config] >Auto Answer
Auto Set Relocate	
Permanent.....	
Temporary.....	
Boss Group	
Call Forward.....	See Table 1
Exclusive Hold.....	#187
Privacy	#186 or #6
Break-In	Hookflash 3

<u>Feature Name</u>	<u>Default Code</u>
Broker/Consultation/Three-Way Conference Call/Contiuous Conf	Hookflash
Call Forward	See Table 2
Call Log.....	[CallLog]
Caller Blocking.....	[Config] >Blocking List
Caller ID Control	#1444
Camp-On:	
Call Back	Hookflash 2, #176
Camp-On	
Off-Hook - Call Waiting/Call Offer	Hookflash 8
Cancellation Code	#10 or #00 or 00
Canned Messages.....	#7026→#7041
Class of Service (COS) Switchover	#149
Conference:	
3-Way Calling.....	CONF
Conference:	
Multi-Party	#7098→#7099
Release	#1983

Series Call	Hookflash #195
Silent Monitor	
1-Way Splitting	#1448
2-Way	Hookflash 9, #1981
Speed Dialing:	
Programming Coral Private Libraries	#193
Using Private and Public Libraries	
Using Phone's SPD	[SPD]
Stop DialSend	## or OK , depend- ing on your phone settings, or wait for the phone to dial
Time Zone	[Config] >Time
Tone	[Config] >Tone
Transfer	HookflashXFER
Volume Adjustment	[Config] > Volume
Waiting Calls Receiving	
Wakeup	#173
Whisper Page	
Activation	#1744
Receiving	
Turning On/Off	#1745

Phone Overview

The following pages provide a general overview of the T207S/T208S IP phone's hardware and software options. See the *Station Features* section, beginning on [page 75](#) for a complete list of the phone's station features.

T208S Front View



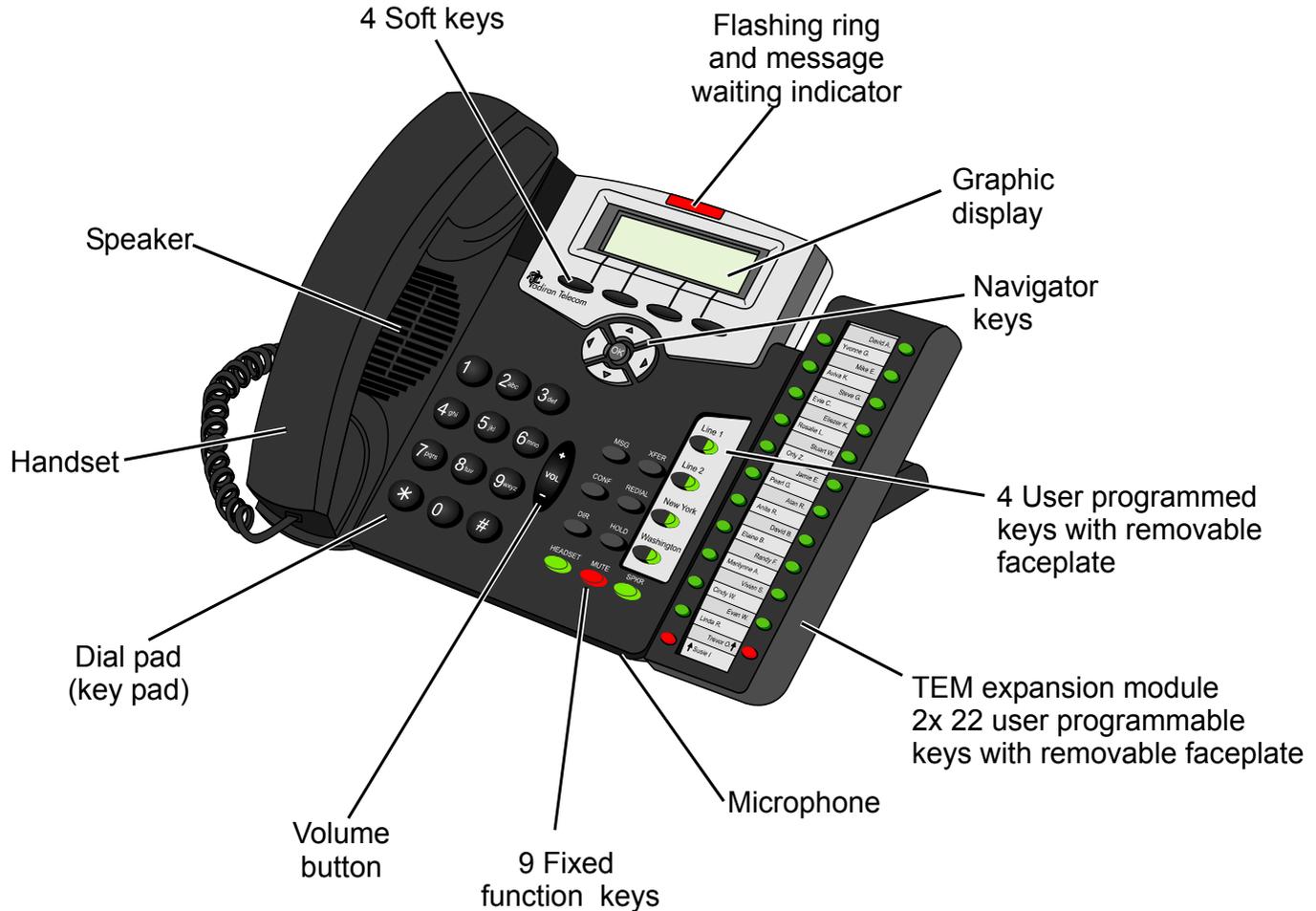
T208S with optional TEM — Front View



T207S Front View



T207S with optional TEM — Front View



Phone Component Descriptions

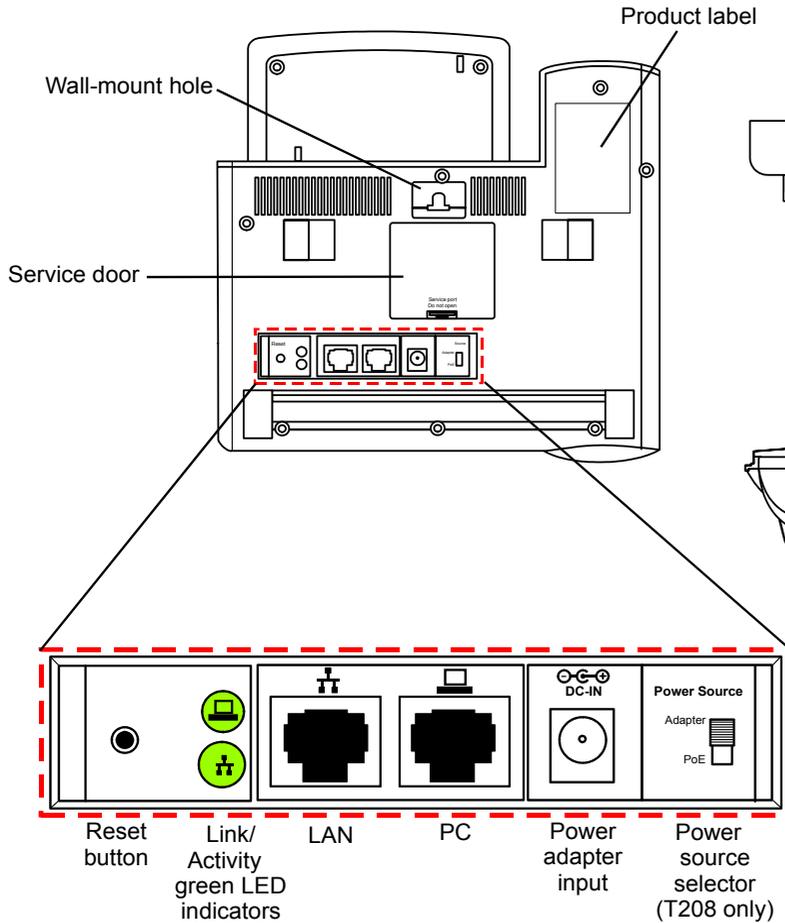
The following table describes the control buttons and keys found on the T207S/T208S.

Component	Description
Dial Pad (Key Pad)	Number buttons used for dialing and entering codes, passwords, names, etc.
Fixed Function keys	Nine Fixed telephony function keys are available: Message, Conference, Directory, Headset, Transfer, Redial, Hold, Mute and Speaker. For details, refer to the item description in this User Guide.
Graphic Display	Displays pertinent calling/menu/line information, based on the phone status (e.g., idle, busy, dialing...) T207 display size: three lines; 128 x 32 pixels T208 display size: six lines; 128 x 64 pixels
Handset	Works a a typical pone handset.
Handset Latch	Used to catch the handset when wall mounted or for elevated (60° or higher) desktop mounts.
Headset	Non-manufacturer headset purchased by customer.
Hook Switch	On-hook or off-hook for handset.
Loudspeaker	Loudspeaker used when speakerphone is on for hands free mode or ringing and paging.
Microphone	Input for sound device used in hands free operation.
Navigator keys & OK button	Up/Down Right/Left arrows used to navigate between the menu items. Use the OK button to select a menu item.

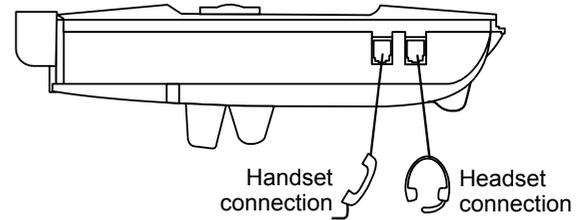
Component	Description
Programmable Keys	<p>These keys can be used for line selection or for programmed keys (see Programmable keys which may include feature codes or dial numbers).</p> <p>A green LED lights when key is activated.</p>
Ring and Message Waiting Lamp	<p>Lamp flashes when ringing for incoming calls.</p> <p>Lamp flashes to indicate a waiting message.</p>
Soft Keys	<p>Keys used to directly activate the feature option.</p> <p>Feature options change depending on the phone status or menu request.</p>
TEM	<p>Optional expansion module used to add additional programmable buttons to the phone. These programmable buttons may be configured from the phone or from its web page.</p> <p>2 x 22 programmable buttons.</p> <p>Use the shift left and right buttons to enable another 22 buttons.</p>
Volume Button	<p>Used to adjust the volume of the Ringer, Speakerphone, handset and ringer.</p> <p>During Idle or Ringing: Ring Volume is adjusted</p> <p>During Conversation: Speaker, Handset or Headset Volume is adjusted.</p>

Phone Side and Bottom Views

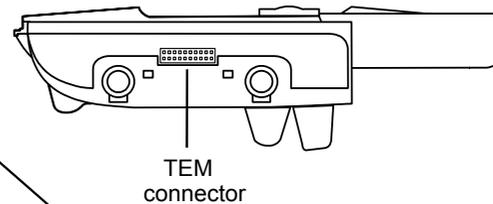
Bottom view



Left view



Right view



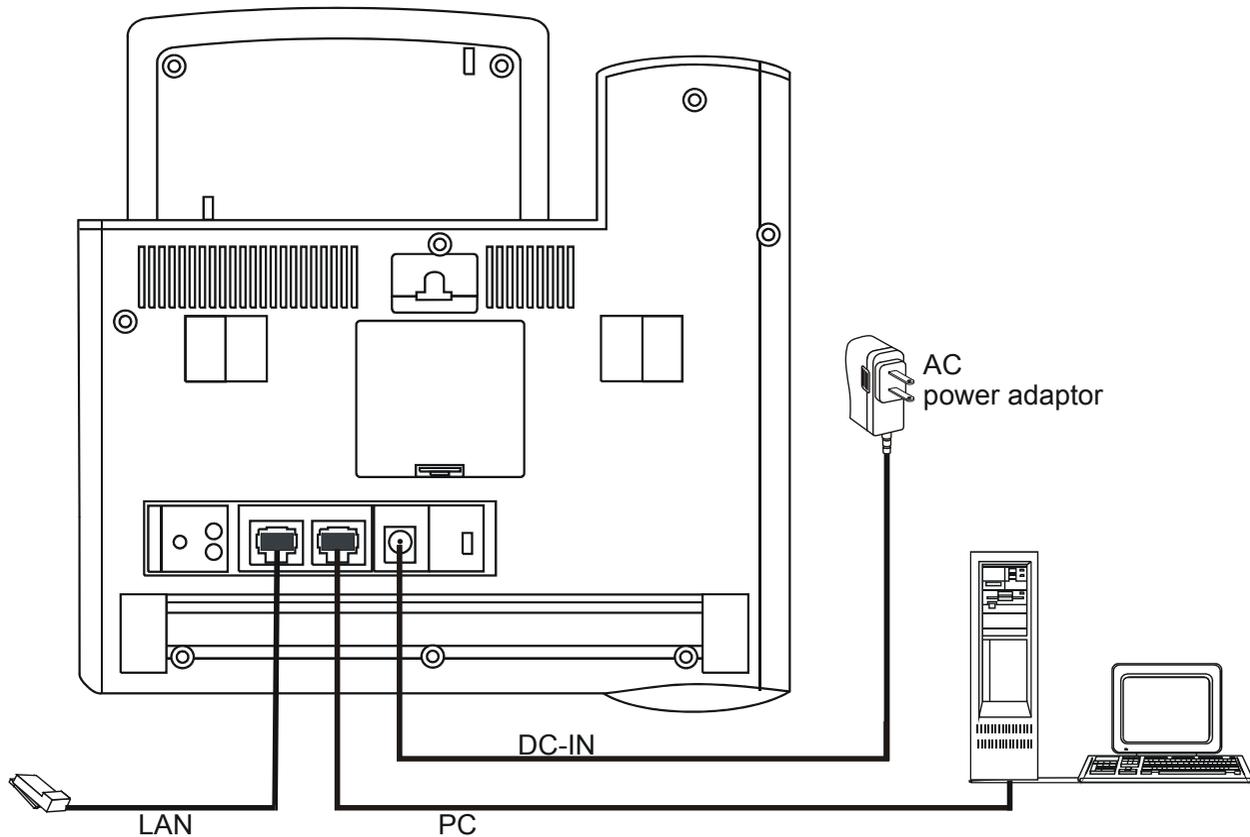
Input/Output Ports and Switches

These ports are located on the bottom side of the phone.

Component	Description
Reset Button	Used to reset the phone to its factory set default values.
Link/Activity Indicators	Indicates whether there is LAN/Intranet and/or PC activity.
LAN Connector Socket	Use this RJ-45 connector port to connect your phone to the LAN/WAN.
PC Connector Socket	Use this RJ-45 connector port when only one LAN/WAN outlet is available in your immediate vicinity. Connect your PC's LAN wire to this connection socket while the phone is connected to the LAN/WAN.
Power Adaptor Input	Used to connect an AC power adaptor to the phone to supply the required DC power. A Power Adaptor supplying 5VDC...2A is required.
Power Source Selector (T208S only)	Adaptor — Switch to this option when a power adaptor is connected to the phone. PoE : Power over Ethernet — Switch to this option to enable power for the phone over your LAN/WAN connection. This option is only available for T208 models.
Handset Cord Port	Connect the Handset cord to this RJ-9 port.
Headset Wire Port	Connect the Headset to this RJ-9 port. 2.5mm diameter jack for different plug types

PC Connection

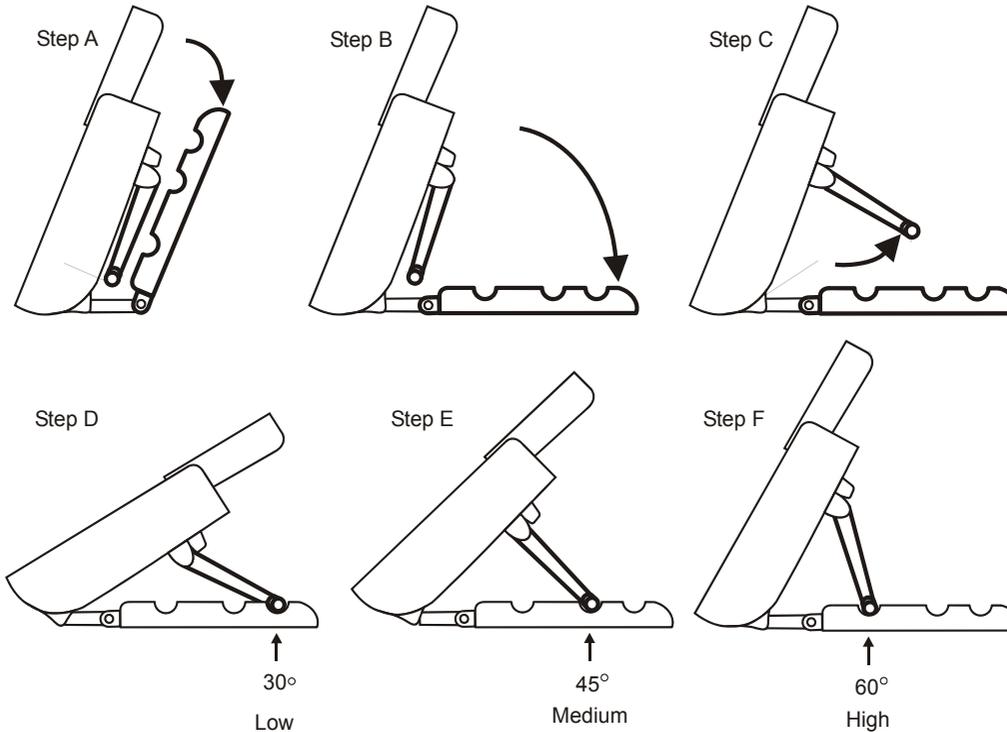
The PC can be connected to the LAN/WAN via the phone. The phone is always active, even when the PC is turned off.



Desk Elevation Installation

The phone can be placed on your desk at different angles.

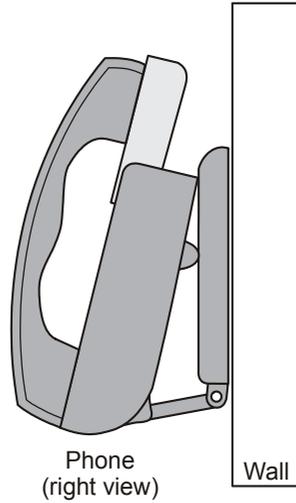
Note: For full instructions regarding desk elevation, refer to the T207S and T208S Installation Manual



Wall Mounting

The phone can be wall mounted when required.

Note: For full instructions regarding wall mounting, refer to the T207S and T208S Installation Manual



Operating the Phone

The T207S/T208S telephone is based on Session Initiation Protocol (SIP) allowing you extensive IP connectivity with your Coral based telephone. The phone includes a display screen of three lines for the T207S model, or six lines for the T208S model. The bottom line of the display is used to operate the dynamic soft keys which automatically change to offer features based on the phone's current calling state (idle, busy, conf, hold, etc.).

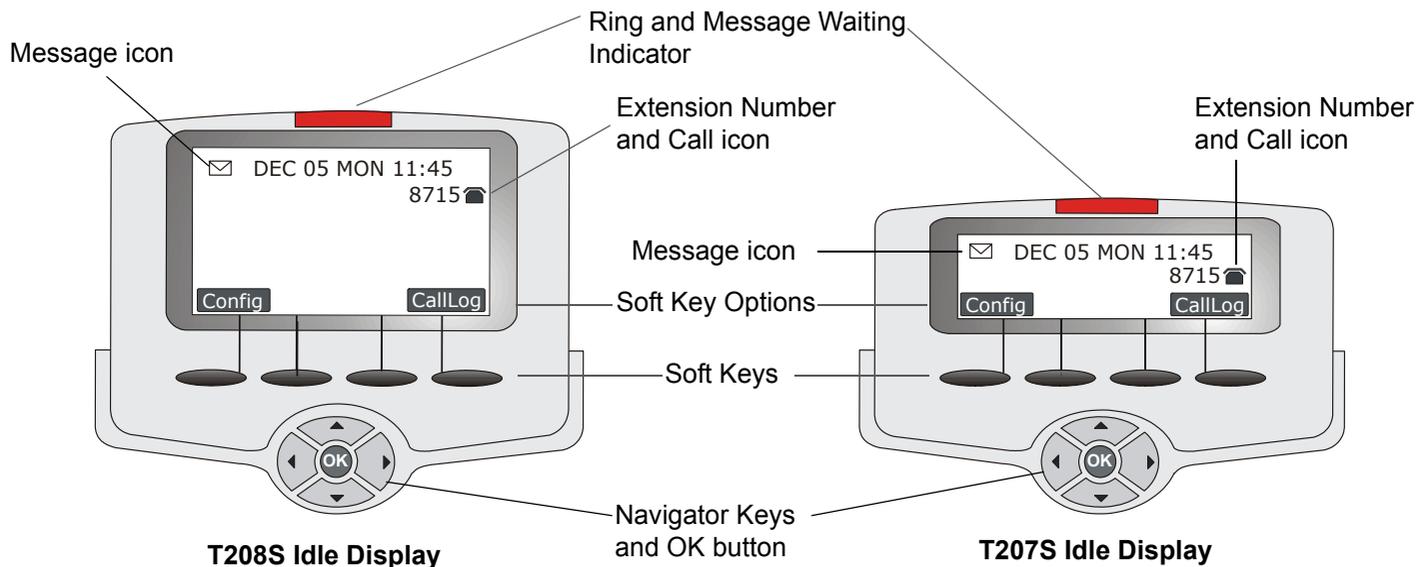
In addition to the phone's internally programmed features, you are afforded the Coral's vast array of features which may be activated from your phone.

The T207S/T208S can be user configured using the phone's configuration options, accessed by its soft keys, or configured online using the phone's own web pages, accessed by its IP address using your computer browser.

Additionally, the phone may hold up to four different user profiles, ideal for call centers where operators may change during different day and night shifts. The user logs on/off as he would on a computer with a user name and password. Each profile allows the user up to two call lines, useful for conference calling and transfer features.

A Phone book directory, speed dial numbers and programmable buttons are all available by using the phone's fixed keys as well as programmable keys. A TEM expansion module enables increasing the phone's programmable buttons from four to 44 buttons.

Phone Display



Idle Display

The phone's idle display shows the date and time, as well as the phone's extension. The extension number is always accompanied by a call icon depicting the call state. The T207S/T208S phones are SIP based, requiring them to be registered by a proxy server in order for you to be able to dial. When the phone is properly registered, an Idle call icon is displayed next to the extension number and during calls, a Call-In-Progress icon is displayed. If the phone loses its connection to its proxy server for some reason, then the phone is not registered and a Disconnect icon is displayed next to the extension dial number, see [Table 1](#) for icon descriptions.

During idle state, the Configuration and Call Log menus are the available soft key options. These options change as selections are made using the Navigator keys to scroll up/down/right/left and the OK button to choose.

When there is a waiting message for the user, a Message icon is displayed to the left of the date and time line.

Table 1: Phone Display Icons

Icon	Name	Description
	Idle	Displayed when the phone is onhook (idle state) and ready to dial or accept calls.
	Disconnect	Displayed when phone is not registered with the proxy server. No Coral calls may be placed or received; however, pure SIP calls may proceed.
	Call-In-Progress	Displayed during a call, indicating that the phone is in an off-hook state
	Message Waiting	Message icon indicates a waiting message. Press the Message fixed key to call back message leaver.

Display During Calls

The phone's soft key options change according to each call state, enabling the activation of related features, speed dial options or Configuration Menu options. The soft keys are also used when editing feature values or entering names or dial numbers.

The phone's maintenance and administration details can be viewed and configured via the phone's Configuration Menu options, or via the phone's web page.

Using the Fixed Function Keys

Your phone is equipped with nine fixed function keys that allow you to activate features quickly from your phone panel.

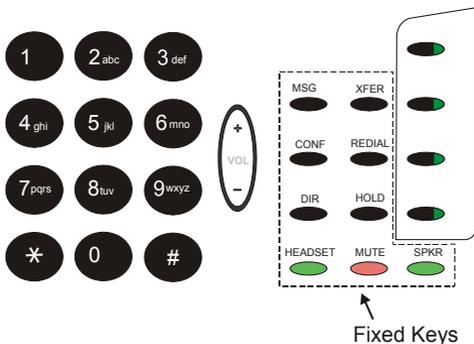


Table 2: Fixed Function Key Descriptions

Feature Icon	Feature Name	Description
	Message	Used to answer Coral text messages. See “Message” on page 151.
	Conference	Used to create 3 way conference calls. See “Conference” on page 114.
	Phone Book Directory	Used to create a phone book directory that enables dialing from the directory as well as creating names for incoming callers. See “Using the Phone Book Directory” on page 37.

Table 2: Fixed Function Key Descriptions

Feature Icon	Feature Name	Description
<p>HEADSET </p>	Headset	<p>Used for headset activation.</p> <p>The button lights green when the phone is placed in Headset mode.</p> <p>See “Headset Only” on page 144.</p>
<p>XFER </p>	Transfer	<p>Used for transferring calls.</p> <p>See “Transfer” on page 191.</p>
<p>REDIAL </p>	Redial	<p>Used, from idle, to redial the last number dialed.</p>
<p>HOLD </p>	Hold	<p>Used to hold calls when necessary.</p> <p>See “Hold” on page 145.</p>
<p>MUTE </p>	Mute	<p>Used to mute your voice while in conversation with another party. When this button is pressed, the other side does not hear any voice from your side.</p> <p>The button lights red when Mute is activated.</p>
<p>SPKR </p>	Speaker	<p>Used to converse hands-free.</p> <p><i>Note: The Speaker key can be used to save changes made to Configuration Menu items and return to idle automatically by pressing the key twice.</i></p>

Configuration Menu Options

The phone includes menu options that allow the user to configure different phone functions and features.

Press the **Config** soft key, from idle, to display and enable choosing between the different Menu options:

Note: The Configuration Menu options may also be set via your PC's Internet Browser, see [Configuring Phone Items via the Web on page 46](#).

Table 3: Configuration Menu Options

Menu Option		Brief Description	See:	Can also be activated/ viewed via phone's web page:
1. Volume		Allows you to define different volumes in the phone, including headset, handset, ring, and speakerphone.	<i>Volume Adjustment</i> on page 193	See Volume Control on Phone Settings Page, page 54.
2. Ring		Allows you to choose between predefined Ring types. As you scroll between the ring types, the particular ring is sounded.	<i>Ring Adjustment</i> on page 175	See Ring Type in <i>Tones Used</i> Section, on Phone Settings Page, page 54.
3. Tone		Allows you to choose the tone type according to country.	<i>Tone</i> on page 190	See Tone Type in <i>Tones Used</i> Section, on Phone Settings Page, page 54.

Table 3: Configuration Menu Options

Menu Option		Brief Description	See:	Can also be activated/ viewed via phone's web page:
4. Time	Allows you to choose the GMT Time Zone.		<i>Time Zone</i> on page 189	See Time Setting Items on System Settings Page, page 66. Also: See Time Server on Network Parameters Page, page 52.
5. Info	Describes the phone's connection and configuration information, such as IP addresses, MAC number, whether it is connected using DHCP and DNS servers, as well as the phone's software version.		<i>Phone Information Parameters</i> on page 42	See Information Page on page 47 .
6. DND	Allows you to activate/deactivate the Do Not Disturb feature.		<i>DND using Phone's Configuration options</i> on page 118	See Enable DND in Phone Parameters Section, on Phone Settings Page , page 55.
7. Call Forward	Allows you to activate/deactivate and configure the different Call Forward features.		<i>Call Forwarding Using the Phone's Configuration options</i> on page 100	See Call Forward Settings on Personal Settings Page , page 62 .
8. Auto Answer	Allows you to activate/deactivate the Auto Answer feature.		<i>Auto Answer</i> on page 90	See Enable Auto Answer in Phone Parameters Section, on Phone Settings Page , page 55.

Table 3: Configuration Menu Options

Menu Option		Brief Description	See:	Can also be activated/ viewed via phone's web page:
9. Phone Lock	Allows you to lock the phone so that other users may not activate it.		<i>Phone Lock using Phone's Configuration Options</i> on page 160	See Enable Phone Lock in <i>Phone Parameters</i> Section, on Phone Settings Page, page 55.
10. Call Record	Offers a Call Log list of the phone's dialed, missed, or received calls.		<i>Call Log</i> on page 103	Call Log soft key on idle screen (No Web Page)
11. Ping	You may enter an IP address to ping from this option.		--	--
12. Phone Book	Enables you to create a Directory list in your T207S/T208S phone. You may keep a list of up to 300 phone numbers. You may dial from the phone book, as well as add/edit or delete numbers from the phone book using this option.		<i>Using the Phone Book Directory</i> on page 37	See <i>Phone Book Page</i> on page 67 .
13. SpeedDial	Enables you to define up to 22 speed dial numbers that can be accessed by using a Speed Dial access code.		<i>Speed Dialing</i> on page 186	See Speed Dial Entry Settings on Personal Settings Page, page 63.
14. Program Button	Enables you to program the four T207S/T208S programmable buttons. Each programmable button includes a green LED that lights when the station is busy (provided the button is programmed with an internal dial number and not a telephony feature).		<i>Programmable Buttons</i> on page 163	See Programmable Button 1-4 on Personal Settings Page, page 62.

Table 3: Configuration Menu Options

Menu Option		Brief Description	See:	Can also be activated/ viewed via phone's web page:
15. Network	Allows you to define the different Network settings for your phone.		<i>Network Settings</i> on page 44	See <i>Network Parameters Page</i> on page 51 .
16. Blocking List	Allows you to define a list of caller ID's that may be blocked at your station.		<i>Caller Blocking</i> on page 105	See <i>Caller Blocking Settings</i> on Personal Settings Page, page 63.
17. Logoff	Allows the user to log off as the current profile. The phone is inoperable after logging off. The next user to log in must provide a username and password in order to log in. Different users normally hold different dial numbers.		<i>User Profiles</i> on page 40	Cannot be done via Web Page
18. TEM	Allows you to program dial numbers for the optional TEM module which offers an additional 44 programmable buttons.		<i>TEM</i> on page 163	See <i>TEM Page</i> on page 69 .
19. Admin	ADMINISTRATORS ONLY! Allows the administrator to change the user's phone number, account type (User/Administrator) or to perform a soft reboot when necessary.		--	Only for Administrators with Admin username and password

Table 3: Configuration Menu Options

Menu Option	Brief Description	See:	Can also be activated/ viewed via phone's web page:
20. Quit	<p>Allows you to quit the configuration options and return to the idle screen.</p> <p>This can also be accomplished by pressing the left arrow navigator key a few times until you reach the "Quit Confirm" screen and choosing Yes</p> <p>Alternatively, you may press the speaker key twice from any option in this menu to return to the idle key and automatically save your changes.</p>	--	--

Making Calls

You may dial phone numbers as you would at any other phone.

As with most IP phones, after dialing the digits, you must choose one of the following methods in order to indicate to the system to send the digits and thereby complete the call.

SEND Digits Options:

- Press the OK button or # (from the dial pad), depending on how your phone system's configuration.
- Wait a pre-determined time-out period for the digits to be automatically sent by the phone.

Express Dialing

Some systems may have Express Dialing programmed for your phone, whereby the system recognizes a certain dial pattern and immediately sends the digits without you having to wait or manually perform the Sending.

Dialing Methods

Different dialing methods, based on whether certain phone features are operated, allow the user a greater array of dialing methods. These methods are listed in [Table 4](#). None of the methods require lifting the handset to dial, however, you may press the Speakerphone or lift the handset to obtain dial tone.

- ▣► **Notes:**
- 1) If required, add line access code when dialing external numbers.
 - 2) Some systems might be programmed with a limit on duration of outgoing external calls. Once the pre-defined limit is reached, the call is automatically disconnected.

Table 4: Phone Dialing Methods

Dialing Method	Procedure	Comments
Classical — To call a Dial Number	<ol style="list-style-type: none"> 1. Dial each number in sequence from the dial pad. Use [Backsp] to delete. 2. Send the digits. 	<ul style="list-style-type: none"> • Includes internal, external dial numbers, as well as Coral Private and Public Dial numbers. • For Private Libraries, See <i>Programming Coral Private Libraries</i> on page 181.
Speed Dialing	<ol style="list-style-type: none"> 1. Press SPKR. 2. Press [SPD]. 3. Enter a Speed Dial access code from the dial pad. 4. Send the digits. 	See <i>Speed Dialing</i> on page 181 .
Phone Book (DIR fixed key)	<ol style="list-style-type: none"> 1. Press the phone book Fixed key: DIR. 2. Enter a phone book access code (from the dial pad) followed by OK or scroll through the phone book with the up/down navigator keys. 3. Press [dial] . 	<ul style="list-style-type: none"> • The phone book allows you to save telephone numbers and define a name for the number which is displayed when this number calls your station. • Each entry may be accessed using its relevant code <p>See <i>Using the Phone Book Directory</i> on page 37</p>
Call Log	Press [dial] to dial the selected dial number.	See <i>Call Log</i> on page 103

Soft key options available during calling states

During and after you place a call, you may be offered any one of the following relevant soft key options:

▣▣▣▣► *Note: In addition to using one of the soft key options, you may use appropriate fixed key features during the call, such as Transfer, Hold or Conference or dial from the DIR phone book fixed key.*

Num Currently when you use the dial pad, you are entering numbers. Press this soft key in order to enter letters (from the dial pad) on the phone display. The soft key changes to **ABC**, indicating that you may currently choose letters as well as numbers to dial.

SPD Used to access a programmed speed dial number. Enter the speed dial access code to dial.

Hold Used to place called party in a hold state. You may continue to dial another party while the first party is in Hold, see *Hold* on page [145](#) for further details.

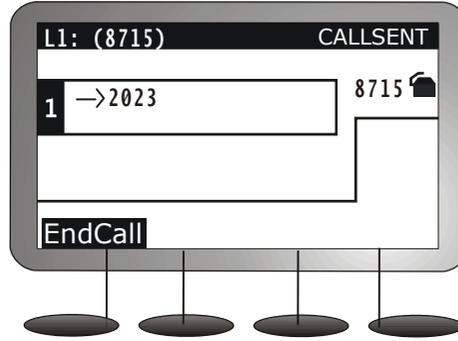
EndCall Used to disconnect the call. Your station returns to idle.

When calling another station, before the station answers, the called station is preceded by an arrow, indicating that a call is being placed.

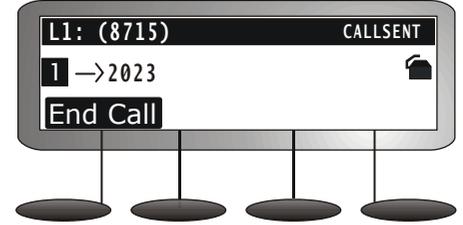
Placing a Call:

Station 8715 placed a call to station 2023.

Station 2023 has not yet answered.



T208S



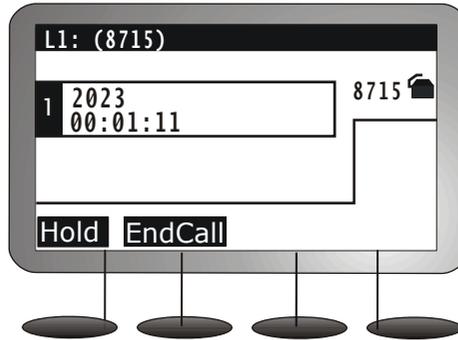
T207S

During the call, the elapsed time is displayed on the screen.

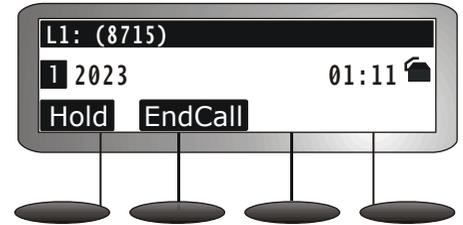
During a Call:

Station 8715 called station 2023.

They have been conversing for 1 minute and 11 seconds.



T208S



T207S

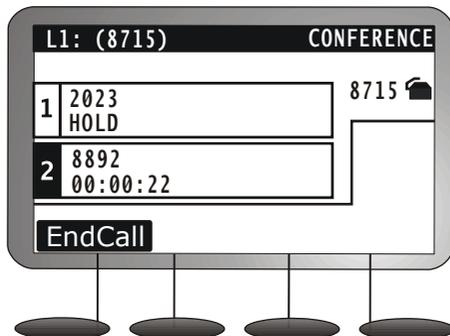
Should you continue to hold the called station, and call another party while the first party is on hold, both dial numbers are shown on the screen with the elapsed time shown for one party and HOLD shown for the second party. During conference calls, the elapsed time is shown for both parties.

During Hold:

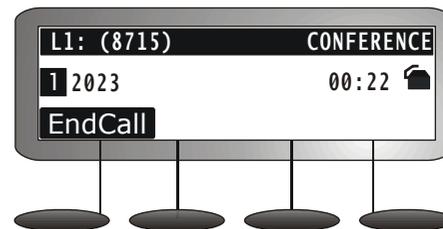
Station 8715 called station 2023

- placed 2023 in hold.
- Continued to call 8892.

They have been conversing for 22 seconds, while 2023 is on hold.



T208S



T207S

Receiving Calls

When your phone rings, you may answer the call either by lifting the handset or by pressing **SPKR**.

- ▣▣▣▣▶ **Notes:** 1) See also *Waiting Calls — Receiving* on page [194](#).
2) See also *Second Party's Speaker Status* on page [179](#).

The following soft key features are available during the ring state:

Answer Press the Answer soft key to answer the call using your speakerphone.

Reject Press the Reject soft key to reject the call.

The internal calling party's display screen shows the “**DONT DIST *station name/num***” Do not Disturb message and the call is immediately disconnected.

Ending Calls

After you have finished your conversation, you may end the call and return to idle state using any of the following methods:

- Return the Handset to its cradle.
- Press the lit **SPKR** key during a handsfree conversation.
- Press `EndCall` to end the call.

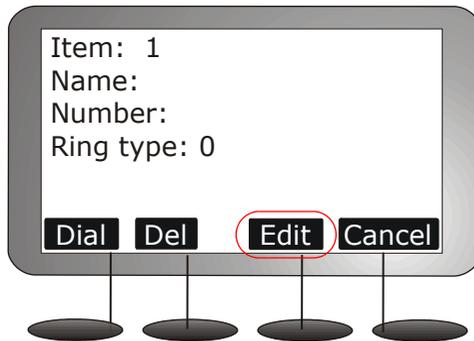
Using the Phone Book Directory

The T207S/T208S includes a Phone Book directory of up to 300 entry items. Each phone book entry item is numbered from 1 to 300 and may include a name, dial number and an associated ring type. The ring type defined for the entry is sounded whenever an incoming call is received from this entry.

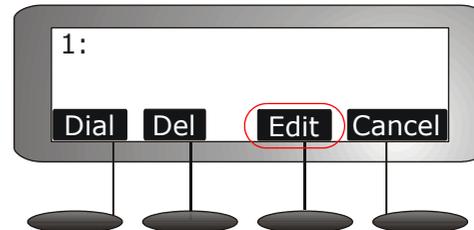
Each Phone Book Directory Entry is accompanied by a Phone Book Access number, defined with the entry details.

To add/edit an entry to the Phone Book

1. Press the **DIR** fixed key. The **Phone Book [1-100]**: empty screen opens.
2. Use the up/down navigator keys or Volume button to scroll and view the different entries by their access numbers (1-300)
or
Enter the Phone Book Directory access number that you would like to view and press **OK**.
3. Press **Edit** to enter the item's details.

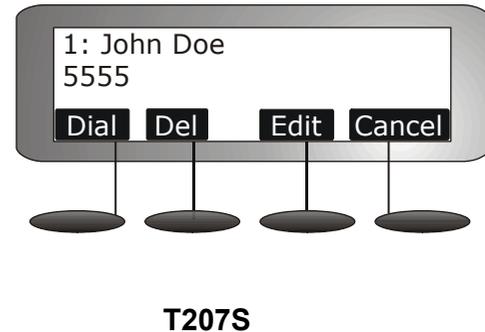
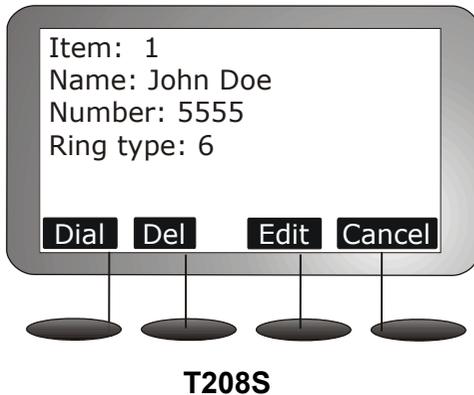


T208S



T207S

4. You may choose to define either the Name, Number, or Ring Type by pressing the appropriate softkey, **Name**, **Number**, or **Ring**, respectively.



Phone Book Directory Entries

Define a name for the entry:

■► *Note: This name is displayed for all incoming calls from its dial number for entries 0 to 100. PLIS names defined for the station are overridden by this name.*

5. Press the **Name** soft key to enter the name using the dial pad.
6. Enter the name from the dial pad. You may enter up to 28 alphanumeric characters for the name.

The available editing soft keys include:

- Character selector soft key — **abc**, or **ABC**, or **NUM**:
Used to define the type of characters that are used to enter the name.
Pressing this soft key once, twice and then again causes it to change cyclically.

-
-
- **abc** When this soft key is displayed, lowercase letters can be entered
 - **ABC** When this soft key is displayed, uppercase letters can be entered
 - **NUM** When this soft key is displayed, numbers can be entered
 - **Next** Used to move to the next character position
 - **Backsp** Used to delete characters

7. Press **OK** to save.

Define a dial number for the entry:

8. Press the **Number** soft key.

9. Enter a dial number from the dial pad.

10. Press **OK** to save.

Define a ring type for the entry:

11. Press the **Ring** soft key.

12. Enter a number for the Ring Type. See *Ring Type Numbers* on page [176](#) for details.

Whenever an incoming call from this number is received, the ring type defined in this field is sounded.

13. Press **OK** to save.

To Exit:

14. Press **Cancel** or the left navigator key to exit.

User Profiles

The T207S/T208S supports up to four different User Profiles. If the phone is used by more than one user, each user profile holds its own unique telephone number and passwords, programmable via the phone's web page. The current user must log out of the current profile in order for the next user to log onto another profile. A username and password is required for each user profile. The phone must be configured on-line, before it can be operated by the end user.

Logging in/out of User Profile:

1. Press **[Config]**.
2. Use the up/down navigator keys to select **17.Logoff** and press **OK**.
3. The **Logoff user profile:** screen is displayed, with the **Yes** option.
4. Press the up/down navigator keys to choose between **Yes** and **No** and press **OK**.
5. After selecting **Yes**, you are asked to enter an **Account Code** number. Enter your dial number as assigned to you by your system administrator.
 - Enter numbers from the dial pad.
 - Character selector soft key — **[abc]**, or **[ABC]**, or **[NUM]**:
Used to define the type of characters that are used to enter information.
Pressing this soft key once, twice and then again causes it to change cyclically between the following.
 - **[abc]** When this soft key is displayed, lowercase letters can be entered
 - **[ABC]** When this soft key is displayed, uppercase letters can be entered
 - **[NUM]** When this soft key is displayed, numbers can be entered
 - **[Next]** Used to move to the next character position
 - Use **[Backsp]** to delete number or letter
 - Use **[Cancel]** to delete the numbers or letters you entered and begin entering them again.
6. Press **OK** to end.

7. Enter your Password in the Password box using the dial pad. The default password is **1111**. The password may be changed from the phone's web page (See [User Login Password](#) on System Settings Page, page 66.).

- Press the bottom left soft key to switch between letter and number mode and use the following:

- **[Num]** to enter numbers
- **[ABC]** : to enter capital letters from the dial pad
- **[abc]** : to enter lowercase letters from the dial pad.
- **[Next]**: to move one space to the right

- Use **[Backsp]** to delete number or letter

- Use **[Cancel]** to delete the numbers or letters you entered and begin entering them again.

8. Press OK to log in.

Phone Information Parameters

The T207S/T208S phone can display its own information parameters via the configuration options. These items are read-only options and are available whether or not the phone is connected to a network. Therefore, if the phone is in an unregistered state (indicated by the Disconnect icon), you may access necessary information about the phone in order to troubleshoot and solve your problem.

The IP address which indicates which IP address your phone is currently using is listed with these information parameters. You may use the IP address in the Address bar of your Internet browser, in order to access the phone's web page.

To display the Phone Information Parameters:

1. Press [Config](#).
2. Use the up/down navigator keys to select **5.Info**.
3. Use the up/down navigator keys to choose the required parameter.

The information parameters are described in [Table 5](#).

Table 5: Phone Information Parameters

Parameter	Description
Company	Displays your company name.
Model Name	Displays the phone model. Options include: <ul style="list-style-type: none">• T208: phone with six line display and soft key options• T207: phone with three line display and soft key options
Firmware Number	Displays the phone's software version. This is useful for the system administrator when trying to troubleshoot the phone.
MAC	Displays the phone's unique MAC address.

Table 5: Phone Information Parameters

Parameter	Description
IP Address	Displays the phone's current IP address. Use it to access the phone's web page when your PC is served via the same Network as your phone.
Subnet Mask	Displays the phone's subnet mask IP address.
Default Gateway	Displays the phone's default gateway IP address.
DHCP Status	Displays the phone's DHCP status. You may either be connected to a DHCP server (On) or have a static IP address defined for your phone (Off). The DHCP status may be changed via the phone's Network Configuration options.
DNS Server	Displays the phone's DNS Server's IP address.
SIP Proxy Server	Displays the phone's SIP Proxy Server's IP address.
SIP Outbound Proxy	Displays the phone's SIP Outbound Proxy's IP address.
Registrar Server	Displays the phone's Registrar Server's IP address.
Outbound Registrar	Displays the phone's Outbound Registrar's IP address.
Register Status	Displays the phone's register status: <ul style="list-style-type: none">• OK: The phone is registered properly with its proxy server.• Fail: The phone is not registered with its proxy server. No Coral calls can be made or received.
Service Number	Displays a local telephone number for phone service, when needed.

Network Settings

The T207S/T208S requires IP network settings in order to operate the phone. These settings may be defined in the options provided by this Configuration menu item.

The *Phone Address Defaults* list below defines the phone's default network settings.

Program the phone according to your network IP addresses. The following list of default IP addresses and information is given when the phone is issued initially. These definitions may have been changed to accommodate your current office situation before your phone reached your desk.

Phone Address Defaults

- IP address: **192.168.1.10**
- Subnet Mask: **255.255.255.0**
- Gateway: **192.168.1.1**
- DNS: **168.95.1.1**
- SNTP: **(No default)**
- Web User Name: **user**
- Web User Password: **1111**

▣► **Note:** These options are usually configured by the System Administrator and should not be changed by the user unless instructed to by qualified technicians.

To change any of your Network Settings:

1. Press **Config**.
2. Use the up/down navigator keys to select **15.Network** and press **OK**.
3. The **Network Setting:** page displays the following options, (use the navigator keys to scroll and **OK** to select):

-
-
- **Network Type:** Allows you to choose between defining a static IP address for your phone or receiving an IP address from the DHCP server:
 - **Static IP:** Choose Static IP to enter a Static IP address.
 - **DHCP:** Choose DHCP to receive your IP address from the DHCP server. You are asked “**Are you using DHCP?**”. Choose *On* to choose DHCP, or *Off*, not to choose DHCP.
 - **Netmask:** Define the Subnet Mask IP address for your phone.
 - **Default Gateway:** Define the Default Gateway IP address for your phone.
 - **DNS:** Define the DNS IP address for your phone.
 - **SNTP:** Define the SNTP (Time Server) IP address for your phone. This address is used to define the phone time.

Save your changes:

4. Press the left arrow key a few times to reach the “Quit Confirm:” screen.
5. Press **OK** to choose Yes and save your changes. If a change was made, the **Saving changes..., Please wait** message is displayed.

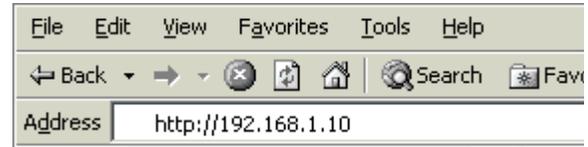
Configuring Phone Items via the Web

All of your phone's Configuration options may be updated via the phone's web page when you browse to your phone's IP address.

Your PC should be connected via your enterprise's intranet system if not using a Static Global IP Address.

To locate your phone's IP Address:

1. From your phone's idle screen, press **[Config]**.
2. Navigate to **5.Info** and press **OK**.
3. Navigate to the **IP Address** parameter. The phone's IP address is displayed.
4. Press the left arrow key a few times to reach the "Quit Confirm:" screen and choose **OK** to return to idle.



To browse to your phone's web page:

1. Enter your phone's IP address (e.g. <http://192.168.1.10>) on the address line of your Internet Browser.

The Enter Network Password window is displayed with your phone's IP address as the Site Name.

2. Enter your User Name and Password.
 - User Name (default): **user** or your Phone's Dial Number
 - Password (default): **1111**

You may change your Login User Name and Login Password from the System web page, see [User Login Name](#) and [User Login Password](#) on page 66.

3. Click **OK**.



Information Page

The Information tab page is immediately displayed. This page displays information regarding your phone's Network, product and Profile information. See [Table 1](#) for details.

You may also use this screen to re-initialize the phone whenever necessary, by clicking **Reboot**.

Click **Logout** to log out of your phone's web page and close the screen.



Firmware Version: ENG-0.9.36(P32-8M)

Information	IP-Phone							
	Information	Network	Phone	SwUpgrade	Personal	System	PhoneBook	TEM
Network Information	IP Type:	DHCP		Current IP:	172.28.10.229			
	Subnet Mask:	255.255.252.0		Default Gateway:	172.28.11.254			
	Primary DNS:			Secondary DNS:	172.28.1.61			
Product Information	Product Name:	IP-Phone		Software Version:	ENG-0.9.36(P32-8M)			
	MAC Address:	00-0A-6B-00-61-79		Hardware Version:	R1			
Profile 1 Status	Profile 1 Login State:	Profile 1 user Login		Phone Number:	8892			
	Registration State:	Registrar OK		SIP Proxy Server:	172.28.9.14			
			Reboot	Logout				

Table 1: Information Page

Item		Description
Network Information	IP Type	Displays the IP Mode: DHCP: All your IP Addresses are assigned via your enterprises's intranet DHCP server Static: Your IP Address are static addresses entered.
	Current IP	Displays the current IP Address loaded into your phone
	Subnet Mask	Displays your Subnet Mask IP Address
	Default Gateway	Displays your Default Gateway IP Address
	Primary DNS	Displays your Primary DNS Server IP Address
	Secondary DNS	Displays your Secondary DNS Server IP Address
Product Information	Product Name	Displays the phone's Product name.
	MAC Address	Displays the phone's MAC Address
	Software Version	Displays the phone's loaded Software Version.
	Hardware Version	Displays the phone's Hardware Version

Table 1: Information Page

Item		Description
Profile <i>n</i> Information	Profile <i>n</i> Login State	Displays which user profile this user is assigned to. There are 4 User Profiles ($n = 1-4$)
	Phone Number	Displays the user's internal dial number
	Registration State	Displays the user's Registration State <ul style="list-style-type: none"> • OK: The phone is registered properly with its proxy server • Fail: The phone is not connected to its proxy server and cannot complete any calls. A disconnect call icon  is displayed on the phone indicating a failed status. Additionally, a "Check Network Connection" message may be displayed on the phone.
	SIP Proxy Server	Displays the SIP Proxy Server IP Address (the Coral UGW card serving this SIP phone)

Click on any of the other IP Phone page tabs in order to view or update their parameters:

Tab Page Name	See Page
Network Parameters Page	51
Phone Settings Page.....	53
SwUpgrade Page	56
Personal Settings Page.....	60
System Settings Page.....	64
Phone Book Page	67
TEM Page	69

Network Parameters Page

Use this page to change your IP Network parameters via the phone's web page.

[Table 2](#) lists the different Network items. After you've finished updating this page, click:

- **Save Settings** to save your changes *or*
- **Cancel** to cancel changes and revert to old settings.

Click **Logout** to close and leave the web page.

CAUTION ! These network parameters have been ideally defined for your phone.

Please check with your IT Network Manager before changing any of the Network settings, otherwise, your phone may not operate correctly.

The screenshot shows the 'Network Settings' page for an IP-Phone. The page header includes the 'Tadiran Telecom' logo and the firmware version 'ENG-0.9.36(P32-8M)'. The main navigation bar is titled 'IP-Phone' and contains tabs for 'Information', 'Network', 'Phone', 'SwUpgrade', 'Personal', 'System', 'PhoneBook', and 'TEM'. The 'Network' tab is currently selected. Below the navigation bar, there are two sections: 'Internet connection items' and 'Optional network items'. The 'Internet connection items' section contains fields for 'IP Type' (set to DHCP), 'Subnet Mask' (255.255.252.0), 'IP Address' (0.0.0.0), and 'Default Gateway' (192.168.1.1). The 'Optional network items' section contains fields for 'Primary DNS' (172.28.1.60), 'Secondary DNS' (172.28.1.61), 'Third DNS' (empty), and 'Time Server' (172.28.1.60). At the bottom of the page, there are three buttons: 'Save Settings', 'Cancel', and 'Logout'.

Internet connection items	
IP Type:	DHCP
Subnet Mask:	255.255.252.0
IP Address:	0.0.0.0
Default Gateway:	192.168.1.1

Optional network items	
Primary DNS:	172.28.1.60
Secondary DNS:	172.28.1.61
Third DNS:	
Time Server:	172.28.1.60

Table 2: Network Parameters

Parameter		Description
Internet Connection Items	IP Type	Select Static or DHCP to define the mode of IP address definition for your IP phone.
	IP Address	Defines the IP Address for your phone.
	Subnet Mask	Defines the Subnet Mask IP Address for your phone.
	Default Gateway	Defines the Default Gateway IP Address for your phone.
Optional Network Items	Primary DNS	Defines the Primary DNS Server IP Address for your phone.
	Secondary DNS	Defines the Secondary DNS Server IP Address for your phone.
	Third DNS	Defines the Secondary DNS Server IP Address for your phone.
	Time Server	Defines the Time Server IP Address for your phone. You may continue to adjust the Daylight Savings Time settings for your phone from the System Settings Page . See “Time Setting Items” on page 66.

CAUTION ! Changing any one of the IP Addresses on this page may disable your phone. Check with your IT System manager before changing any of these items.

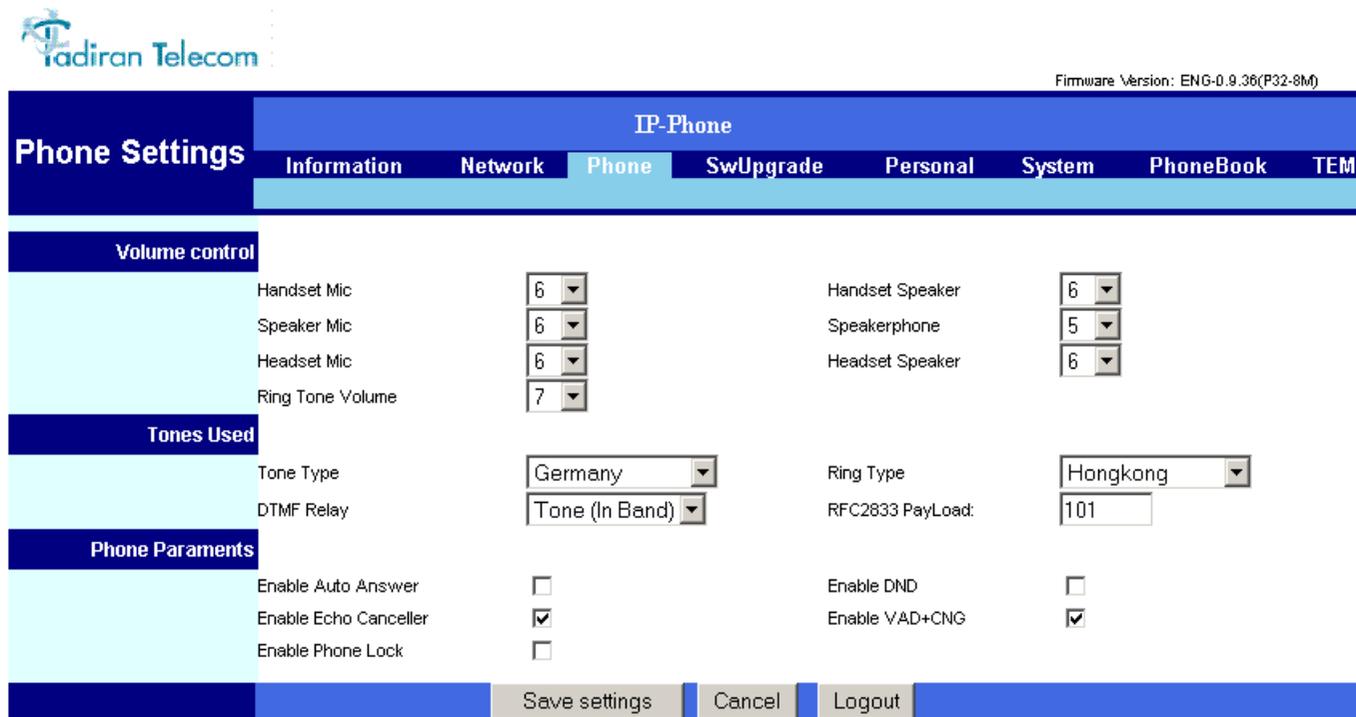
Phone Settings Page

Use this page to define the Volume control, Tones and other specific feature settings for your phone.

[Table 3](#) lists the different phone settings items. After you've finished updating this page, click:

- **Save Settings** to save and activate your changes *or*
- **Cancel** to cancel changes and revert to old settings.

Click **Logout** to close and leave the web page.



radiran Telecom Firmware Version: ENG-0.9.36(P32-8M)

Phone Settings

Information Network **Phone** SwUpgrade Personal System PhoneBook TEM

Volume control

Handset Mic	6	Handset Speaker	6
Speaker Mic	6	Speakerphone	5
Headset Mic	6	Headset Speaker	6
Ring Tone Volume	7		

Tones Used

Tone Type	Germany	Ring Type	Hongkong
DTMF Relay	Tone (In Band)	RFC2833 PayLoad:	101

Phone Parameters

Enable Auto Answer	<input type="checkbox"/>	Enable DND	<input type="checkbox"/>
Enable Echo Canceller	<input checked="" type="checkbox"/>	Enable VAD+CNG	<input checked="" type="checkbox"/>
Enable Phone Lock	<input type="checkbox"/>		

Save settings Cancel Logout

Table 3: Phone Settings

Item		Description
Volume Control	Handset Mic	Regulates the microphone volume
	Speaker Mic	Regulates the speaker volume
	Headset Mic	Regulates the headset volume
	Ring Tone Volume	Regulates the ringing volume
	Handset Speaker	Regulates the handset speaker volume
	Headset Speaker	Regulates the headset speaker volume
	Speaker phone	Regulates the speakerphone volume
Tones Used	Tone Type	Defines the tone type sound (by country)
	Ring Type	Defines the ring type sound (by country)
	DTMF Relay	Defines the method or standard for relaying DTMF tones
	RFC2833 Payload	When RCF2833 DTMF relay type is selected, this field defines the specific payload.

Table 3: Phone Settings

	Item	Description
Phone Parameters	Enable Auto Answer	Activates/Deactivates Auto Answer.
	Enable Echo Canceller	Cancels echo. This is useful for situations where packet delay is significant.
	Enable Phone Lock	Locks/Unlocks the phone, to prevent dialing.
	Enable DND	Places your phone in Do Not Disturb (DND) mode so that you may not receive any calls. A DND icon is displayed on your phone's screen. <ul style="list-style-type: none">• Making calls is not blocked.• Any call forwarding to a DND station is cancelled.
	Enable VAD + CNG	Enables Voice Activity Detection and Comfort Noise Generator. When selected, this option: <ul style="list-style-type: none">• Does not allow the phone to transmit packets without voice, thereby saving bandwidth.• Generates moderate background noise during silence (similar to sidetone)

SwUpgrade Page

Use this page to upgrade the phone's internal software via a remote TFTP or FTP server. The software files are downloaded directly to the phone via the SwUpgrade web page.

[Table 4](#) lists the different Software Upgrade items that may be changed.

In this page, in order to download the software files to the phone, you must first click **Save Settings** to save the name of the file to be downloaded, and then click **Update** to complete the download.

Download Settings is used to save the User Profile information (i.e. all the user settings on the different web pages) to a *filename.cfg* configuration file. This file may be used for the configuration backup.

After you've finished updating this page, click:

- **Save Settings** to save your changes *or*
- **Cancel** to cancel changes and revert to old settings.

Click **Logout** to close and leave the web page.

Phone Software Update

IP-Phone

Information Network Phone **SwUpgrade** Personal System PhoneBook TEM

Profile items

Enable Auto Provisioning: Resync On Reset:
 Resync Periodic:

Server items

Server Type:
 Server IP Address: Files Directory:
 Server User Name: User Password:

Firmware Files

Software:	<input type="text" value="936_8m.bin.gz"/>	<input type="button" value="Update"/>
Profile:	<input type="text" value="000A6B-006179.cfg"/>	<input type="button" value="Update"/>
Logo:	<input type="text" value="logo.tcbmp"/>	<input type="button" value="Update"/>
Font:	<input type="text" value="local.font"/>	<input type="button" value="Update"/>
WEB Logo:	<input type="text" value="WebLogo.jpg"/>	<input type="button" value="Update"/>

Table 4: Phone Software Upgrades

Item		Description
Profile Items	Enable Auto Provisioning	Used to periodically check the TFTP server for the latest software version and updates without user intervention
	Resync on Reset	Used to re-synchronize the configuration file upon phone reset.
	Resync Periodic	Used to define the time interval between each periodic resynchronization of configuration file
Server Items	Server Type	Used to select the type of download Server (TFTP or FTP)
	Server IP Address	Used to define the Server's address
	Server User Name	Used to define the Server's name (TFTP only)
	Files Directory	Used to define the directory from which the files are to be uploaded (TFTP only)
	User Password	Used to define the password necessary for downloading (TFTP only)

Table 4: Phone Software Upgrades

Item	Description
Firmware Files	<p>Software</p> <p>Defines the phone's internal software file and can be used to download an updated version of the phone's software.</p> <p>To update the phone's software:</p> <ol style="list-style-type: none"> 1. Enter a filename and click Save Settings to save the filename. 2. Click Update to complete the download.
	<p>Profile</p> <p>Defines your current phone user settings.</p> <ul style="list-style-type: none"> • Enter a filename and click Download Settings to save your current settings to a file. • Enter the filename and click Update to restore your previously saved settings
	<p>Logo</p> <p>Defines the logo for your phone display when initializing</p> <p>To Enter a new Logo:</p> <ol style="list-style-type: none"> 1. Enter a filename and click Save Settings to save the filename. 2. Click Update to save new logo.
	<p>Font</p> <p>Defines the font file used on the phone display</p> <p>To use a different set of fonts:</p> <ol style="list-style-type: none"> 1. Enter a filename and click Save Settings to save the filename. 2. Click Update to save new the new fonts.
	<p>Web Logo</p> <p>Defines the logo displayed on the web page</p> <p>To Enter a new Logo:</p> <ol style="list-style-type: none"> 1. Enter a filename and click Save Settings to save the filename. 2. Click Update to save new logo.

Personal Settings Page

Use this page to define Call Forward, Programmable, Speed Dial, and Caller ID-Blocked numbers for your phone.

[Table 5](#) lists the different items followed by a brief description for each item.

After you've finished updating this page, click:

- **Save Settings** to save your changes *or*
- **Cancel** to cancel changes and revert to old settings.

Click **Logout** to close and leave the web page.

Personal Settings	IP-Phone							
	Information	Network	Phone	SwUpgrade	Personal	System	PhoneBook	TEM
Call Forward Settings								
Enable Always Forward	<input type="checkbox"/>	Forward to user(@host)	<input type="text" value="2000"/>					
Enable On Busy Forward	<input type="checkbox"/>	Forward to user(@host)	<input type="text" value="2000"/>					
Enable No Answer Forward	<input type="checkbox"/>	Forward to user(@host)	<input type="text" value="2000"/>					
No Answer Timeout(sec)	<input type="text" value="5"/>							
Programmable Button 1-4								
Programmable Button1	<input type="text" value="Speed Dial"/>	Button 1 Speed Dial	<input type="text" value="2050"/>					
Programmable Button2	<input type="text" value="Speed Dial"/>	Button 2 Speed Dial	<input type="text" value="2333"/>					
Programmable Button3	<input type="text" value="Speed Dial"/>	Button 3 Speed Dial	<input type="text" value="2666"/>					
Programmable Button4	<input type="text" value="Speed Dial"/>	Button 4 Speed Dial	<input type="text" value="95553067"/>					
Caller Blocking Settings								
Enable Block Anonymous call	<input type="checkbox"/>							
Caller Blocking Entry 0	<input type="text" value="2800"/>	Caller Blocking Entry 1	<input type="text"/>					
Caller Blocking Entry 2	<input type="text"/>	Caller Blocking Entry 3	<input type="text"/>					
Caller Blocking Entry 4	<input type="text"/>	Caller Blocking Entry 5	<input type="text"/>					
Caller Blocking Entry 6	<input type="text"/>	Caller Blocking Entry 7	<input type="text"/>					
Caller Blocking Entry 8	<input type="text"/>	Caller Blocking Entry 8	<input type="text"/>					
Speed Dial Entry Settings								
Speed Dial Entry 0	<input type="text"/>	Speed Dial Entry 1	<input type="text"/>					
Speed Dial Entry 2	<input type="text"/>	Speed Dial Entry 3	<input type="text"/>					
Speed Dial Entry 4	<input type="text"/>	Speed Dial Entry 5	<input type="text"/>					
Speed Dial Entry 6	<input type="text"/>	Speed Dial Entry 7	<input type="text"/>					
Speed Dial Entry 8	<input type="text"/>	Speed Dial Entry 9	<input type="text"/>					
Speed Dial Entry 10	<input type="text"/>	Speed Dial Entry 11	<input type="text"/>					
Speed Dial Entry 12	<input type="text"/>	Speed Dial Entry 13	<input type="text"/>					
Speed Dial Entry 14	<input type="text"/>	Speed Dial Entry 15	<input type="text"/>					
Speed Dial Entry 16	<input type="text"/>	Speed Dial Entry 17	<input type="text"/>					
Speed Dial Entry 18	<input type="text"/>	Speed Dial Entry 19	<input type="text"/>					
Speed Dial Entry 20	<input type="text"/>	Speed Dial Entry 21	<input type="text"/>					

Save Settings Cancel Logout

Table 5: Personal Settings

Item		Description
Call Forward Settings	Enable Always Forward	Forwards all calls to number entered in adjacent Forward to User [@host] field
	Enable On Busy Forward	When busy, forwards calls to number entered in adjacent Forward to User [@host] field
	Enable No Answer Forward	When not answered after time defined in No Answer Timeout (sec) field, forwards all calls to number entered in adjacent Forward to User [@host] field
	Forward to User [@host]	Defines the Call Forward Destination for the enabled call forward option
	No Answer Timeout (sec)	Defines the time interval before forwarding a call when the Enable No Answer Forward is selected.
Programmable Button 1-4	Programmable Button 1 ... Programmable Button 4	Allows you to program each of the four programmable buttons as any one of the following: <ul style="list-style-type: none"> • Speed Dial • Do Not Disturb • Lock IP-Phone • Auto-Answer • Call Forward Setting • Caller ID Blocking
	Button 1 Speed Dial ... Button 4 Speed Dial	Enter the phone number for speed dialing if the Speed Dialing option was selected for this programmable button.

Table 5: Personal Settings

	Item	Description
Caller Blocking Settings	Enable Block Anonymous call	Blocks calls from any number not defined in your phone book.
	Caller Blocking Entry 0 ... Caller Blocking Entry 9	Blocks specific numbers entered in this field.
	Speed Dial Entry 0 ... Speed Dial Entry 21	Allows you to enter up to 22 numbers for speed dialing. More Speed Dial numbers may be programmed into a TEM module, see TEM Page on page 69.

System Settings Page

Use this page to define the IP System settings as well as the network time settings for your phone.

This page is also where you may change your **User Name** and **User Password** used for entering this web site.

[Table 6](#) lists the different System settings items. After you've finished updating this page, click:

- **Save Settings** to save and activate your changes *or*
- **Cancel** to cancel changes and revert to old settings.

Click **Logout** to close and leave the web page.

CAUTION ! These system settings have been ideally defined for your phone.

Please check with your System Administrator before changing any of the settings, otherwise, your phone may not operate correctly.

System Settings	IP-Phone						
	Information	Network	Phone	SwUpgrade	Personal	System	PhoneBook
Administer settings							
UserLogin name:	<input type="text" value="8892"/>		User Login Password:	<input type="password" value="Molok"/>			
Used log server:	<input type="checkbox"/>		Log level:	<input type="text" value="Emergency"/>			
System Log Address:	<input type="text" value="0.0.0.0"/>		System Log Port:	<input type="text" value="514"/>			
System Language:	<input type="text" value="English"/>						
Time settings items							
Auto DST:	<input checked="" type="checkbox"/>		Daylight save time:	<input type="text" value="0"/>			
Starts on :	Month	<input type="text" value="MAR"/>	Day	<input type="text" value="30"/>	Time	<input type="text" value="02:00"/>	
Ends on	Month	<input type="text" value="OCT"/>	Day	<input type="text" value="30"/>	Time	<input type="text" value="02:00"/>	
Time Zone:	<input type="text" value="GMT+02:00 (Jerusalem, Athens, Istanbul, Minsk, ...)"/>						
		<input type="button" value="Save settings"/>		<input type="button" value="Cancel"/>		<input type="button" value="Logout"/>	

Table 6: System Settings

Item	Description
<p style="text-align: center;">Administrator Settings</p>	<p>User Login Name</p> <p>Used to change your User Login Name. This User Name is displayed on your phone's idle screen next to the call icon.</p> <p>To Change your user Login Name:</p> <ol style="list-style-type: none"> 1. Enter a new name in this field. 2. Click Save settings.
	<p>User Login Password</p> <p>Used to change your user Login Password</p>
	<p>Used Log Server</p> <p>Used to enable log messages to be printed</p>
	<p>System Log Address</p> <p>Used to define the server IP Address for log messages</p>
	<p>Log level</p> <p>Used to define the type of log messages to be printed</p>
	<p>System Log Port</p> <p>Used to define the port for the message log</p>
	<p>System Language</p> <p>Used to define the language displayed on the phone</p>
<p style="text-align: center;">Time Setting Items</p>	<p>Auto DST</p> <p>Activates daylight savings time automatically</p>
	<p>Daylight Savings Time</p> <p>Choose the offset hour for Daylight Savings.</p> <p>+1: To move the clock ahead by one hour</p> <p>0: No Daylight savings time</p> <p>-1: To move the clock behind by one hour</p>
	<p>Starts On</p> <p>Month / Day / Time of DST activation</p>
	<p>Ends On</p> <p>Month / Day / Time of DST termination</p>
	<p>Time Zone</p> <p>Defines the time zone relative to GMT</p>

Phone Book Page

Use this page to define the Phone Book (DIR button) directory entries.

Entering Phone Book items from the web page is quicker and easier than entering the same items from your phone's configuration settings. Each web page shows 20 entries per page. Click **Next Page** or **Prev Page** to move between the pages.

[Table 7](#) lists the different Phone Book items. After you've finished updating this page, click:

- **Save Settings** to save your changes *or*
- **Cancel** to cancel changes and revert to old settings.

Click **Logout** to close and leave the web page.

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Phone Book Settings

IP-Phone

Information Network Phone SwUpgrade Personal System PhoneBook TEM

PhoneBook Entry (001-020)	Dial	User Name	Phone Number	Ring Type	Dial	User Name	Phone Number	Ring Type
	001	Luke	2801	0	002			0
	003	OB1	2333	1	004			0
	005	Kenobi	2444	2	006			0
	007	R2D2	2111	3	008			0
	009			0	010			0
	011			0	012			0
	013			0	014			0
	015			0	016			0
	017			0	018			0
	019			0	020			0

Save Setting Prev Page Next Page Logout

Table 7: Phone Book Entries

Item		Description
Phone Book Entry Per Access Dial Number	User Name	Enter a name for the Phone Book The name entered in this field is displayed for incoming calls from this entry.
	Phone Number	Enter a dial number for the Phone Book entry
	Ring Type	Choose a ring type for Phone Book entry

TEM Page

Use this page to configure the TEM buttons for the optional TEM module connected to your phone, via the web.

[Table 8](#) lists the different TEM items. After you've finished updating this page, click:

- **Save Settings** to save your changes *or*
- **Cancel** to cancel changes and revert to old settings.

Click **Logout** to close and leave the web page.

TEM Page



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TEM Settings	IP-Phone				Personal	System	PhoneBook	TEM
	Information	Network	Phone	SwUpgrade				
TEM Left Column								
Button 1 Dialing Number		2150			Button 2 Dialing Number			
Button 3 Dialing Number					Button 4 Dialing Number			
Button 5 Dialing Number					Button 6 Dialing Number			
Button 7 Dialing Number					Button 8 Dialing Number			
Button 9 Dialing Number					Button 10 Dialing Number			
Button 11 Dialing Number								
Left Column Shift Group								
Button 1 Dialing Number					Button 2 Dialing Number			
Button 3 Dialing Number					Button 4 Dialing Number			
Button 5 Dialing Number					Button 6 Dialing Number			
Button 7 Dialing Number					Button 8 Dialing Number			
Button 9 Dialing Number					Button 10 Dialing Number			
Button 11 Dialing Number								
TEM Right Column								
TEM Button 1		Speed Dial			TEM 1 Speed Dial			
TEM Button 2		Speed Dial			TEM 2 Speed Dial		99363067	
TEM Button 3		Speed Dial			TEM 3 Speed Dial			
TEM Button 4		Speed Dial			TEM 4 Speed Dial			
TEM Button 5		Speed Dial			TEM 5 Speed Dial			
TEM Button 6		Speed Dial			TEM 6 Speed Dial			
TEM Button 7		Speed Dial			TEM 7 Speed Dial			
TEM Button 8		Speed Dial			TEM 8 Speed Dial			
TEM Button 9		Speed Dial			TEM 9 Speed Dial			
TEM Button 10		Speed Dial			TEM 10 Speed Dial			
TEM Button 11		Speed Dial			TEM 11 Speed Dial			

TEM Page, Continued

Right Column Shift Group			
TEM Button 1	Do Not Disturb	TEM 1 Speed Dial	
TEM Button 2	Auto-Answer	TEM 2 Speed Dial	
TEM Button 3	Lock IP-Phone	TEM 3 Speed Dial	
TEM Button 4	Call Forward Setting	TEM 4 Speed Dial	2023
TEM Button 5	Caller ID Blocking	TEM 5 Speed Dial	2800
TEM Button 6	Speed Dial	TEM 6 Speed Dial	
TEM Button 7	Speed Dial	TEM 7 Speed Dial	
TEM Button 8	Speed Dial	TEM 8 Speed Dial	
TEM Button 9	Speed Dial	TEM 9 Speed Dial	
TEM Button 10	Speed Dial	TEM 10 Speed Dial	
TEM Button 11	Speed Dial	TEM 11 Speed Dial	

Save Settings Cancel Logout

Table 8: TEM Settings

Item		Description
TEM Left Column	Button 1...11 Dialing Number	Enter the number to be dialed when this Left TEM button is pressed. <ul style="list-style-type: none"> • Button 1 is the top button • Button 11 is the 2nd to bottom button
Left Column Shift Group	Button 1...11 Dialing Number	Enter the number to be dialed when this Left TEM button is pressed, while the Left Shift button is lit. <ul style="list-style-type: none"> • Button 1 is the top button • Button 11 is the 2nd to bottom button
TEM Right Column	TEM Button 1...11	Select the type of button for the required right TEM button (1 through 11): <ul style="list-style-type: none"> • Speed Dial • Do Not Disturb • Lock IP-Phone • Auto-Answer • Call Forward • Caller ID Blocking
	TEM 1...11 Speed Dial	If Speed Dial was selected for the TEM Right Column button, enter its dial number in this field.

Table 8: TEM Settings

Item		Description
Right Column Shift Group	TEM Button 1...11	Select the type of button to be programmed for this Right TEM button, while the Right Shift button is lit. <ul style="list-style-type: none">• Speed Dial• Do Not Disturb• Lock IP-Phone• Auto-Answer• Call Forward• Caller ID Blocking
	TEM 1...11 Speed Dial	If Speed Dial was selected for the TEM Shift Right Column button, enter its dial number in this field.

Station Features

The following pages list the features that are available from your phone.

Some features are restricted by Class of Service (COS) or may require further Coral programming. If a feature is restricted by Class Of Service, then a **COS Restricted** message is displayed on your phone and you will not be able to activate the feature.

Ask your system administrator for a list of the specific features installed.

This section is organized alphabetically, on a feature-by-feature basis.

When your company is equipped with a Call Accounting System, call statistics are printed through the Station Message Detailed Records (SMDR) report. The Call Accounting System is defined system-wide and among the various types of statistics that the report gives is cost monitoring or pulse metering, which can be assigned to a particular client account number. The printout includes the call's date and time. When activated, the Account Code is useful in facilitating billing by individuals, regardless of the phone used to call, or by client account.

To activate Account Code from idle:

Dial the entire procedure in a single block sequence.

1. Dial Account feature code **#1990**.
2. Dial the account number.
3. Dial the external line code. (Last Number Redial code or Speed Library number can also be used.)
4. Dial outside number.
5. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.

▣► **Note:** Depending upon your system definition, up to 16 digits are available for Account Numbers.

Account Code (Forced)

Forced Account Code procedures from idle:

To make external calls:

Dial the entire procedure in a single block sequence.

1. Dial external line code.
2. Dial account number.
3. Dial external number.
4. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.

To redial the last number:

Dial the entire procedure in a single block sequence.

1. Dial feature code **#143**.
2. Dial account number.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.

To dial a Speed Dial Public or Private Library Number:

Dial the entire procedure in a single block sequence.

1. Dial a Speed Call library number.
2. Dial account number.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.

■► **Note:** Should you dial a wrong account number when VFAC is installed in your system, a reorder tone is heard followed by disconnect.

ACD & UCD Groups

An ACD/UCD group is a number of stations operating together for the purpose of automatic call distribution.

The ACD/UCD groups form the building blocks for modern call centers. The Automatic/Uniform Call Distribution Systems improve incoming call handling by queuing and routing callers. They are used in businesses handling a large volume of incoming calls. ACD/UCD systems prevent sending a busy tone to incoming callers. They encourage callers to wait rather than ring elsewhere.

The incoming calls are distributed among a group of agents. Agents can log in or out of the group. When all lines are in use, an announcement plays for callers waiting in queue. If the queue is full, calls are routed to a predetermined telephone number.

Calls incoming to an ACD/UCD group are answered by free agents, according to system-wide defined rules. The most common ACD rule enables the longest waiting call to be answered by the agent who has been waiting for a call for the longest period of time. UCD groups do not provide call distribution to the longest waiting staff. The UCD system automatically delivers each incoming call to the next available agent.

The following ACD/UCD features are available:

FEATURE	PAGE
LOAD ID - FOR ACD GROUP	79
LOG-IN/OUT - FOR A SINGLE ACD GROUP	80
PRIMARY LOG-IN - FOR ACD GROUP	82
RELEASE/RESUME FROM ALL GROUPS.....	84
RELEASE/RESUME FROM A UCD GROUP	85
WRAP-UP CODE - FOR ACD GROUP.....	86
WRAP-UP TIME ON/OFF.....	88

This feature enables the system to identify an ACD group agent when joining the system for the first time during a session. Your ID number remains in the system as long as you are still logged into at least one ACD group. However, once you have logged out of the last group your ID number is deleted from the system. You are required to reload the ID in order to re-enter the ACD group.

To activate Load ID:

Dial the entire procedure in a single block sequence.

1. Dial Load ID feature code **#1973**.
2. Dial your ID number (4 digits).
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Press **SPKR** to hang up.

▣► **Note:** Only one ID number is allowed per station. Any additional Load ID replaces the current one. The ID number can be changed as many times as needed.

This feature is used when an ACD group member joins or leaves an ACD group. A user can simultaneously be a member of numerous ACD groups.

To Log-In to a single group:

Dial the entire procedure in a single block sequence.

1. Dial Log-In/Out feature code **#1974**.
2. Dial your ACD group number.
3. Dial activation code.
4. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
5. Listen for the confirmation tone.
6. Press **SPKR** to hang up.

To Log-Out from a single group:

Dial the entire procedure in a single block sequence.

1. Dial Log-In/Out feature code **#1974**.
2. Dial your ACD group number.
3. Dial cancellation code.
4. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
5. Listen for the confirmation tone.
6. Press **SPKR** to hang up.

- **Notes:** 1) When logging in or out from additional groups, the above procedures are repeated as many times as needed.
2) In some groups, in order to log in, you must first have defined an ID number (see [page 79](#)).

ACD & UCD Groups Log-In/Out - for a Single ACD Group

- 3) If you log-out from your primary group using this feature code, you must also log-out as primary, so the group is no longer marked as your primary (see [page 82](#)).

This feature allows defining one of your ACD groups as having priority over other groups of which you are a member. Once you have logged in to your primary group, waiting calls are always routed to you from this group first. Only when no more calls are waiting on the primary group queue, do you receive calls from your other groups.

▣▣▣▣ **Note:** If no group is defined as primary or if log-out is defined for the primary group, then the first group you logged into is defined as primary by system.

To Log-In to the Primary Group:

Dial the entire procedure in a single block sequence.

1. Dial Primary Log-In feature code **#1442**.
2. Dial your ACD group number.
3. Dial activation code.
4. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
5. Listen for the confirmation tone.
6. Press **SPKR** to hang up.

- ▣▣▣▣ **Notes:**
- 1) Some ACD/UCD groups may require you to define an ID number before logging in to the group (see [page 79](#)).
 - 2) Only one group can be marked as primary. When you log in again on a different group as primary, the previous primary log-in is overridden.
 - 3) Upon logging in to mark a group as primary, you are also logged in as a member of the group (see [page 80](#)).

To Log-Out from the Primary Group:

The procedure is the same as logging out from a single group (see previous page), except that the primary ACD group number is entered.

ACD & UCD Groups Primary Log-In - for ACD Group

▣► **Note:** After logging out so the group is no longer marked as primary, you must remain logged in as a member of the group (see [page 80](#)).

You can temporarily release yourself from all of the ACD/UCD groups of which you are a member. This feature also allows you to resume connections with the ACD/UCD groups from which you have been released.

To release from all ACD/UCD groups:

Dial the entire procedure in a single block sequence.

1. Dial feature code **#1975**.
2. Dial activation code.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Press **SPKR** to hang up.

To resume connection with all ACD/UCD groups:

Dial the entire procedure in a single block sequence.

1. Dial feature code **#1975**.
2. Dial cancellation code.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Press **SPKR** to hang up.

When your station is a member of a UCD group you may temporarily exit the UCD group and then rejoin when required.

To leave a single UCD Group:

Dial the entire procedure in a single block sequence.

1. Dial Release/Resume UCD Group feature code **#1991**.
2. Dial your UCD Group number.
3. Dial activation code.
4. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
5. Listen for the confirmation tone.
6. Press **SPKR** to hang up.

To return to a single UCD Group:

Dial the entire procedure in a single block sequence.

1. Dial Release/Resume UCD Group feature code **#1991**.
2. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
3. Dial your UCD Group number.
4. Dial cancellation code.
5. Listen for the confirmation tone.
6. Press **SPKR** to hang up.

After an ACD incoming call has been completed, information about the call can be sent to the PC-ACD. This information might include whether or not the customer is satisfied, or the origin of an incoming call. The types of information that can be sent to the PC-ACD and the relevant codes are defined system-wide. (See your ACD supervisor for a list of codes).

To activate the Wrap-Up Code:

Dial the entire procedure in a single block sequence.

1. After the ACD call is completed, hang up.
2. Dial Wrap-Up feature code **#1977**.
3. Dial the required wrap-up code (4 digits).
4. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
5. Listen for the confirmation tone.
6. Press **SPKR** to hang up.

Wrap-Up time provides an idle ACD/UCD group member with a time-out period between consecutive ACD/UCD calls. The time-out period is determined for each group, system-wide. This feature allows an agent to utilize the Wrap-Up code without interfering with outside calls.

To activate Wrap-Up Time:

Dial the entire procedure in a single block sequence.

1. Dial Wrap-Up Time feature code **#1976**.
2. Dial activation code.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Press **SPKR** to hang up.

To cancel Wrap-Up Time:

Dial the entire procedure in a single block sequence.

1. Dial Wrap-Up Time feature code **#1976**.
2. Dial cancellation code.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Press **SPKR** to hang up.

Use the Activation code as required when programming features.

The following symbol in this manual indicates an activation code: ①

See your system manager, as to which cancellation code is used in your system.

Auto Answer can be used to enable your phone to automatically answer all incoming calls via the speakerphone.

To turn Auto Answer on or off:

1. Press **Config**.
2. Use the up/down navigator keys to select **8.Auto Answer**.
3. Use the up/down navigator keys to choose *On* or *Off*. Press **OK**.
4. Press the left arrow key a few times to reach the "Quit Confirm:" screen.
5. Press **OK** to choose *Yes* and save your changes. If a change was made, the **Saving changes . . . , Please wait** message is displayed.

CAUTION ! Leaving your phone 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.

Boss Group

A Boss Group is a number of stations operating together in which the individual stations may or may not simultaneously ring, as defined by the system per Boss Group. Arriving calls can be answered by any group member. Any FlexSet group member can join a conversation; however, only one additional member can join, when the original group member is not in privacy mode.

Calls arriving at your boss group can be forwarded, according to certain criteria, to ring at various destinations. The system can distinguish between calls arriving from an internal or external source when forwarding. Calls from Internal and External sources can be forwarded to different destinations (See *Internal/External Call Forwarding* on page 96). Possible forward destinations are *operator, station/group, external number via public and private speed call library, DVMS pre-recorded message, UNA/central bell, group call, or network number (and the Boss Group itself for external calls)*. (See [page 93](#) for forwarding procedure).

All Calls: Forwards all your incoming Boss Group calls to a selected destination. The destination can call back or return calls to your group, and outgoing calls can still be placed from within the group.

Busy: Forwards your incoming boss group calls to another destination when your Boss Group lines are all busy.

No Answer: Forwards your incoming Boss Group calls to another destination when none of your Boss Group lines has been answered within a system-defined number of rings.

Timed: Forwards your incoming Boss Group calls to another destination, for a time period determined by the system. The system defined time can include up to two separate time periods, for example, between 12:00pm and 12:30pm and between 6:00pm and 6:30pm, your calls can be forwarded to the group secretary. Use the form below to specify the system-defined time periods.

Time Period	From	To
1 st		
2 nd		

Table 1: Boss Group Call Forward Codes

Call Forward Type	Feature Codes	
	Internal and External Calls	External Calls Only
Call Forward All	#168	#17707
Call Forward Busy	#167	#17706
Call Forwarded No Answer	#169	#17708
Call Forward Timed	#1984	#17709

Boss Group Call Forward

To activate Call Forward:

Dial the entire procedure in a single block sequence.

1. Dial the appropriate Call Forward feature code (see table above).
2. Dial your boss group number.
3. Dial the destination number where calls are to be forwarded.
4. Press **SPKR** to hang up.
5. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.

To cancel Call Forward:

Dial the entire procedure in a single block sequence.

1. Dial required call forwarding feature code (see table above).
2. Dial your boss group number.
3. Dial cancellation code.
4. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.

|||▶ **Note:** Should you hear the reorder tone, Call Forward is denied at your station (as defined by Class of Service). In order to use this feature, ask the attendant to activate Call Forward for your boss group.

Use the Boss Group Privacy feature to prevent other members of your Boss Group from accidentally joining your current conversation.

To activate Privacy for all calls:

Dial the entire procedure in a single block sequence.

1. Dial Privacy feature code **#186**.
2. Dial activation code.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Press **SPKR** to hang up.

To cancel Privacy:

Dial the entire procedure in a single block sequence.

1. Dial Privacy feature code **#186**.
2. Dial cancellation code.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Press **SPKR** to hang up.

Calls arriving at your station can be forwarded to ring at various destinations, depending on the state of the terminal (all, busy, no answer, timed). Your phone can distinguish between calls arriving from an internal or external source when forwarding. Calls from Internal and External sources can be forwarded to different destinations. Possible forward destinations are *operator*, *station/group*, *external number via public and private speed call library*, *DVMS pre-recorded message*, *UNA/central bell*, *group call*, or *network number (and the station itself for external calls)*.

The Call Forward All, Call Forward Busy and Call Forward No Answer options can be programmed using one of two different methods:

- Coral Feature codes (see *Coral Call Forwarding Options* on page 96)
- Call Forwarding from the phone's Configuration options (see *Call Forwarding Using the Phone's Configuration options* on page 100)

When any one of these Call Forwarding options are defined using **both** methods, the call forward destination defined by using the Coral Feature codes is used.

Additionally, in order to use the Coral's Call Forward No Answer feature (default dial number: #142 or #147), set the phone's Call Forward No Answer Timer¹ to a larger value than the timer value set in the Coral's Call Forward No Answer Timer².

1. The phone's CF No Answer timer is defined in the online phone parameters— See “No Answer Timeout (sec)” on page 62.

2. CF_NO_ANS INT/EXT in the Station Timers branch (ST.T) of the Coral Program Interface, ask your system administrator.

Call Forward

Coral Call Forwarding Options

- **All:** Forwards all your incoming calls to a designated destination. The destination can call back or return calls to your telephone, and you can still place outgoing calls from your telephone.
- **Busy:** Forwards your incoming calls to another destination when your telephone is busy.
- **No Answer:** Forwards your incoming calls to another destination when you do not answer within a system-wide defined period.
- **Busy/No Answer:** Forwards your incoming calls to another destination when your telephone is busy, or when you do not answer within a predefined number of rings.
- **Undefined:** Forwards your incoming calls to another destination when your station is unplugged or when your station has lost its IP Primary Call Agent because of network problems.
- **Timed:** Forwards your incoming calls to another destination, for a time period determined by the system. The system defined time can include up to two separate time periods. See your system administrator for the time period definitions. For example, between 12:00pm and 12:30pm and between 6:00pm and 6:30pm, calls can be forwarded to the group secretary.

Internal/External Call Forwarding

In addition to the different call forwarding options, you can set different call forward destinations based on the incoming call source: external or internal callers, for each forwarding feature (forward all, when busy, on no answer, etc.).

The Internal/External Call Forwarding enables:

- Forwarding internal and external calls to the same destination
- Forwarding internal and external calls to different destinations
- Forwarding internal calls only, while allowing external calls to continue ringing at your station
- Forwarding external calls only, while allowing internal calls to continue ringing at your station

Table 2: Coral Call Forward Codes

Coral Call Forward Type	Internal and External Calls	External Calls Only
All	#141 or #8	#17702
Busy	#140	#17701
No Answer ^a	#142	#17703
Busy/No Answer ^a	#147 or #2	#17705
Timed	#1985	#17704
Undefined	#17717	N/A

- a. Set the phone's Call Forward No Answer Timer to a larger number than the timer set in the Coral's Call Forward No Answer Timer (**CF_NO_ANS INT/EXT**) in the Station Timers branch (ST.T) when using this feature.

Call Forward

For Example

The Call Forward All feature is used to demonstrate the different possibilities when Internal/External Call Forward is defined:

Forward Option				Resultant Call Destination	
Case	Call Forward All (#141) Set To:		Call Forward External (#17702) Set To:	Internal Calls Go To:	External Calls Go To:
1	Feature not set	and	Feature not set	Your own Station	Your own Station
2	Destination X	and	Feature not set	Destination X	Destination X
3	Feature not set	and	Destination Y	Your own Station	Destination Y
4	Destination X	and	Destination Y	Destination X	Destination Y
5	Destination X	and	Destination Y (programmed as Your own Station)	Destination X	Your own Station

Possible destinations for **X** are: operator, station/group, external number via public and private speed call library, DVMS pre-recorded message, UNA/central bell, group call, or network number.

Possible destinations for **Y** are the same as for **X**, plus your own station number, thus facilitating forwarding of internal calls to another destination, while retaining external calls at your own station, as shown in Case 5.

Call Forward

Coral Call Forwarding

To set Coral Call Forward:

Dial the entire procedure in a single block sequence.

1. Dial the required Coral Call Forward feature code (see table below).
2. Dial the destination number where calls are to be forwarded.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone after which the phone disconnects automatically.

To cancel Coral Call Forward:

Dial the entire procedure in a single block sequence.

1. Dial the required Coral Call Forward feature code (see table below).
2. Dial the cancellation code.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Press **SPKR** to hang up.

■► **Note:** If you hear a *Reorder Tone*, Call Forward is denied at your station (as defined by Class of Service).

Call Forward

Call Forwarding Using the Phone's Configuration options

The phone allows you to define any one or all of the following Call Forward types:

- **ALWAYS FORWARD:** Immediately forwards all incoming calls.
- **ON BUSY FORWARD:** Forwards all calls when the phone is in a busy state (i.e. engaged in conversation).
- **NO ANSWER FORWARD:** Forwards all calls after the phone's *No Answer timer* expires.

Additionally, you may define these Call Forward options with destinations for future use by using the Toggle option to turn the feature on or off.

To define the phone Call Forward Destination:

1. Press the **[Config]** soft key.
2. Use the navigator keys to select **7.Call Forward**.
3. Select the required Call Forward option by navigating up/down and pressing **OK**:
4. Select the **Forward Number** option and press **OK**.
5. Enter the call forward station destination number.
 - External numbers cannot be programmed.
 - Use the **[Backsp]** to delete.
6. Press the left arrow key a few times to reach the "Quit Confirm:" screen.
7. Press **OK** to choose Yes and save your changes. If a change was made, the **Saving changes . . . , Please wait** message is displayed.

Call Forward

To Activate/Cancel phone Call Forward:

The phone Call Forward options may be turned on and off using the Toggle option, while the relevant Call Forward destination remains defined in the phone.

1. Press the **Config** soft key.
2. Use the navigator keys to select **7.Call Forward**.
3. Select the required Call Forward option by navigating up/down and pressing **OK**:
 - **1. ALWAYS FORWARD**
 - **2. ON BUSY FORWARD**
 - **3. NO ANSWER FORWARD**
4. Navigate to the **Toggle** option and press **OK**.
5. Use the up/down navigator keys to choose *On* or *Off* and press **OK**.
6. Press the left arrow key a few times to reach the “Quit Confirm:” screen.
7. Press **OK** to choose *Yes* and save your changes. If a change was made, the **Saving changes . . . , Please wait** message is displayed.

To define the phone’s Call Forward No Answer Timer

The default No Answer timer is set to 5 seconds. Change this as required:

1. Press **Config**
2. Use the navigator keys to select **7.Call Forward**.
3. Select **3.No Answer Forward**
4. Select **3.No Answer Time**.
 - Change the default value as required.

Call Forward

- Enter the required time-out period in seconds.
- Use `[Backsp]` to delete.

The T207S/T208S retains a call record list of all incoming and dialed calls that can be viewed by pressing the **CallLog** soft key on the idle display. The user can dial any selected number directly from the Call lists.

Three different types of lists are available:

- Dialed Calls
- Missed Calls
- Received Calls

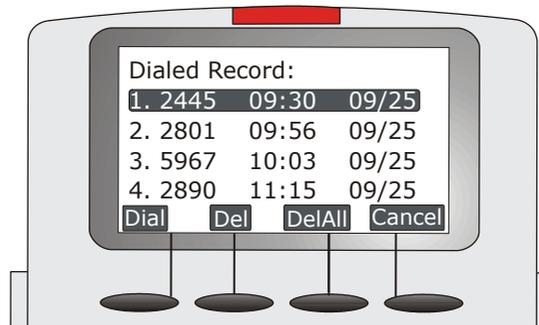
Each record includes the call number as well as the call time and date. Incoming calls that do not possess a caller ID number, are displayed as “Anonymous”.

Use the navigator keys 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.

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

The user may continue to use this list to directly dial the dialed, missed or received call by using the dial soft key.

Alternatively, the user may delete one or all the call records and may exit to the idle display as required.



Call Log

Soft key options for Call Log include:

- | | |
|---------------|--|
| Dial | Used to dial the selected dial number. |
| Del | Used to delete the selected record. |
| DelAll | Used to delete all the records for this list. |
| Cancel | Used to exit the Call Log list and return to the phone's idle display. |

Missed Calls Display

A message indicating the number of missed calls is displayed on the phone's idle screen: **<Missed Calls: xx>** for the T208S or **<Missed: xx>** for the T207S, where **xx** indicates the number of missed calls. The count disappears from the display after the call log is viewed, and only reappears after another missed call is logged.

This count is reset to zero whenever the speakerphone is activated or when lifting the receiver, and is not shown again until new calls are missed.

The T207S/T208S allows you to block incoming calls from specified Caller IDs. A maximum of 10 Caller ID numbers indexed by access numbers 0 to 9, may be defined as Blocked. The blocked keyset caller does not hear any tone and the call is immediately disconnected. The blocked SIP caller hears a busy tone.

The following message is displayed on the caller's T207S/T208S phone:



The following message is displayed on the caller's keyset (FlexSet, DKT or T207M, T208M):



To add or edit a Blocked dial number:

1. Press [Config](#).
2. Use the up/down navigator keys to select **16.Blocking List** and press **OK**.
3. The **Blocking List [0-9]**: empty screen is displayed.
4. Press the up/down navigator keys to view the entries. Each entry is marked with a code from **[0]** to **[9]**.

|||▶ *Note: You may, alternatively, enter the access code (0-9) from the dial pad followed by **OK** to view the entry.*

5. After selecting an access code, press [Edit](#) in order to enter the dial number.
 - Enter numbers from the dial pad.
 - Use [Backsp](#) to delete

Caller Blocking

6. Press **OK** to end.
7. Press the left arrow key a few times to reach the “Quit Confirm:” screen.
8. Press **OK** to choose Yes and save your changes. If a change was made, the **Saving changes . . . , Please wait** message is displayed.

To delete a blocked number:

1. Press **[Config]**.
2. Use the up/down navigator keys to select **16.Blocking List** and press **OK**.
3. The **Blocking List [0-9]**: empty screen is displayed.
4. Enter the Blocked number’s access code to be deleted, followed by **OK**.
or
Use the up/down navigator keys to scroll between the different entries.
5. Press the **[Del]** soft key to delete the entry.
6. Press **[Cancel]** or the left navigator key to exit.
7. Press the left arrow key a few times to reach the “Quit Confirm:” screen.
8. Press **OK** to choose Yes and save your changes. If a change was made, the **Saving changes . . . , Please wait** message is displayed.

When a station or a network destination is busy or does not answer, or when an outside line is busy, you may request that the system automatically call you back when the required destination number or outside line is available.

To Camp-On to a destination from an idle station:

Dial the entire procedure in a single block sequence.

1. Dial Camp-On Call Back feature code **#176**.
2. Dial destination number.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Use the Speaker button to hang up. Your telephone will ring after the camped-on port is available.

To cancel Camp-On before you are called back:

Dial the entire procedure in a single block sequence.

1. Dial Camp-On Call back feature code **#176**.
2. Dial cancellation code.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Press **SPKR** to hang up.

► **Notes:** 1) If you have camped on to a number of destinations, the oldest number camped on is cancelled. Repeat the procedure as many times as required to cancel the next oldest camped on number each time.

2) Camp-On is automatically cancelled after a system-wide defined period after activation.

Camp-On Call Back

When your telephone rings (destination station now idle):

1. Answer Call.

Use the Cancellation code as required when programming features.

The following symbol indicates a cancellation code: ⑤

See your system manager, as to which cancellation code is used in your system.

Use the Canned Messages feature to set one of any 16 canned messages for your station. Any internal caller to your station sees this message displayed on the second line of their station display until you answer the call.

Canned message texts are pre-programmed by your system administrator. They can be used to indicate your status (or any other pertinent information) to the calling party.

Contact your system administrator for the list of canned message texts used in your organization. Use the following **Canned Message** form to write down the canned messages available at your telephone.

▣▣▣▣►**Note:** Check with your system administrator whether your Coral system supports the Canned Messages or Room Status feature. If your Coral system supports the Room Status feature (see [page 177](#)), the Canned Message feature is unavailable.

To activate or set a Canned Message:

Dial the entire procedure in a single block sequence.

1. Dial Canned Message access code.
2. Dial activation code.
3. Press # or OK, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Hang up.

Canned Messages

To cancel or reset a Canned Message:

Dial the entire procedure in a single block sequence.

1. Dial Canned Message access code.
2. Dial cancellation code.
3. Press # or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Hang up.

Canned Messages

Table 3: Canned Message - Text and User Access Codes

Canned Message Number	Access Code	Canned Message Text
0	7026	
1	7027	
2	7028	
3	7029	
4	7030	
5	7031	
6	7032	
7	7033	
8	7034	
9	7035	
10	7036	
11	7037	
12	7038	
13	7039	
14	7040	
15	7041	

Each station has a Primary and Secondary Class of Service (COS), which provides the basis for dialing and feature capabilities for a particular station. You may change from one COS to another. See *“Appendix A - Glossary” on page A-1* for further details.

To select your station’s Secondary COS:

Dial the entire procedure in a single block sequence.

1. Dial COS Switchover feature code **#149**.
2. Dial your passcode (4 digits).
3. Dial activation code.
4. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
5. Listen for the confirmation tone.
6. Press **SPKR** to hang up.

To return to your station’s Primary COS:

Dial the entire procedure in a single block sequence.

1. Dial COS Switchover feature code **#149**.
2. Dial your passcode (4 digits).
3. Dial cancellation code.
4. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
5. Listen for the confirmation tone.
6. Press **SPKR** to hang up.

- ▣ **Notes:** 1) To perform COS Switchover at your telephone, you must first have a defined passcode (see [page 158](#)).
2) The selection of secondary COS is denied when your telephone is in Check Out mode.

You can create a 3-Way conference call during a regular conversation by inviting a third party to join the call. You may converse individually with the third party before joining them to the call.

To create a conference call during a call:

1. During the call, press **HOLD** to place the call on hold.
2. Press the down navigator key, , to receive a second dial tone.
3. Dial the third party's number using any of the following methods:
 - Use the dial pad.
 - Use a programmed button key.
 - Search and dial from the phonebook.
4. You are currently able to talk with the third party, individually.
5. To rejoin the second party and create a 3-Way call, press **CONF**.

To Release Conference:

1. Return the handset to its cradle or press lit **SPKR** key to end the conference call.

Conference calls allow several users to join a multi-party conversation. Up to 6 or 15 participants are permitted depending on the system hardware assigned to the conference call. You may use any one of the following telephone conference features:

- **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 allowing each one to join the conference.
- **Conference Release:** An authorized user can release each participant from the conference.
- **Group Call:** see [page 137](#).

To join a Meet-me Conference (at the assigned hour):

Dial the entire procedure in a single block sequence.

1. Dial assigned conference number **7098-7099**.
2. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
A warning tone is heard by all participants.

To leave a conference:

1. Press the lit **SPKR** key to end the conference or see *Ending Calls* on page [36](#).

To release a single participant from a conference (authorized user only):

Dial the entire procedure in a single block sequence.

1. Dial Conference Release feature code **1983**.
2. Dial assigned conference number **7098-7099**.
3. Dial participant number.
4. Dial activation code.
5. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
6. No confirmation is heard.
7. Press **SPKR** to hang up.

CAUTION ! If you do not enter the participant number (trunk or station number), you will remove an unidentified member from the conference. The first to be removed is always the first member who joined the conference, the second to be removed is the second member who joined the conference, and so on. When a member is removed, a warning tone is heard by all remaining participants.

This feature enables you to block ringing at your station. You may still place outgoing calls, even when DND is activated at your station. Any call forwarding to your telephone is automatically cancelled when you activate the DND feature. Only a station with DND Override privilege can call your station.

The phone can be placed in Do Not Disturb (DND) mode using either one of two methods:

- Coral DND
- DND using Phone's Configuration options
 - ▣► **Note:** When DND is activated using the phone's configuration options, Coral users cannot override the phone's DND status by using DND override.

Coral DND

To activate Coral DND:

Dial the entire procedure in a single block sequence.

1. Dial Do Not Disturb feature code **#145**.
2. Dial activation code.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Press **SPKR** to hang up.

CAUTION ! When Coral DND is activated at your station, no indicators are displayed on your phone's screen to remind you that you are in DND mode.

Do Not Disturb (DND)

To cancel Coral DND:

Dial the entire procedure in a single block sequence.

1. Dial Do Not Disturb feature code **#145**.
2. Dial cancellation code.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Press **SPKR** to hang up.

DND using Phone's Configuration options

To activate/cancel phone DND:

1. Press the Config soft key.
2. Use the navigator keys to select **6.DND**.
3. Press the up/down arrow to choose *On/Off*.
4. Press OK.
5. Save your changes:
 - Press the left arrow key a few times to reach the Quit Confirm screen.
 - Press OK to choose Yes and save your changes.
6. A ***DND*** icon is placed on your idle screen indicating that DND has been activated at your station.

▶▶▶▶▶ **Note:** Whether DND is activated using the phone's configuration options or by using the Coral feature code, callers to your station receive the "DONT DIST *username/num*" message on their display. SIP stations calling your DND station receive the "603 Decline" disconnect message, and the call is immediately disconnected.

Executive Privilege allows you to use the features available at your station from any other station in the system. This feature operates for a single call.

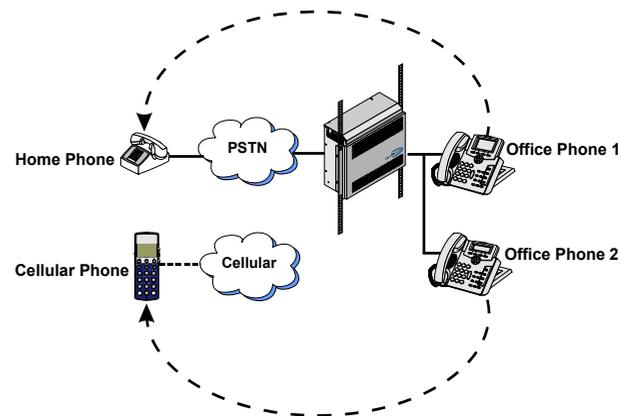
To activate Executive Privilege:

1. Dial Executive Privilege feature code **#170**.
2. Dial your own station number.
3. Dial your passcode (4 digits).
4. Dial the required number.
5. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.

- ▣► **Notes:**
- 1) Some telephones may be denied the Executive Privilege feature (defined by Class of Service).
 - 2) In order to use Executive Privilege your station must be defined with a passcode (see [page 158](#)).
 - 3) Executive Privilege remains in effect for a single call only. Once the call is completed the telephone returns to its original Class of Service.

Calls ringing at your Coral station can simultaneously ring at any designated internal or external phone (e.g. home phone, mobile, second station) and can be answered at either phone. Your station can distinguish between calls arriving from an internal or external source when ringing at the remote destination (see [page 121](#)). Calls can be transferred back to the original station anytime during the call.

The FlexiCall feature is an ideal solution for office applications requiring a “courtesy” telephone, and applications requiring an extension telephone to a system station. The FlexiCall feature may be used also to “semi-connect” ancillary devices such as answering machines, fax machines, or data modems to your station, without using a separate telephone number.



- **Notes:**
- 1) The remote destination rings even when your station is in a Registrar Fail state.
 - 2) The remote destination does not ring if any of the following features is activated at your Coral station:
 - Do Not Disturb
 - Call Forward All, Call Forward Busy, Call Forward Timed
 - Auto Answer
 - 3) The remote destination does not ring for the following incoming calls:
 - Group call
 - Boss Group call (only the first member of a Boss Group rings)
 - ELA Group call (only one member of an ELA Group rings)
 - Bell/UNA
 - Reminder, Wakeup
 - Voice Page

FlexiCall

Internal/External FlexiCall

You can distinguish between calls arriving from an internal or external source when operating the FlexiCall feature. You can set your phone to send your calls as follows:

- **All**, internal and external calls ring at your remote phone
- **Internal** calls ring at your remote phone
- **External** calls ring at your remote phone

Case	FlexiCall Option			Resultant Call Destination			
	All (#17710)	Internal (#17711)	External (#17712)	Internal Calls ring at:		External Calls ring at:	
				Coral station	Remote phone	Coral station	Remote phone
1	x	✓	x	✓	✓	✓	
2	x	x	✓	✓		✓	✓
3	✓	Irrelevant	Irrelevant	✓	✓	✓	✓
4	x	✓	✓	✓	✓	✓	✓

FlexiCall Type	Feature Codes
All	#17710
Internal	#17711
External	#17712

FlexiCall

To operate FlexiCall:

Dial the entire procedure in a single block sequence.

1. Dial the appropriate feature code (see table above).
2. Dial the remote destination number (internal number or Public/Private Library number), at which calls ring simultaneously with your Coral station.

A remote destination can be: an operator, station, network number, UNA/Central Bell, or external number (stationary or cellular) via Public/Private Speed Call Library.

3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Press **SPKR** to hang up.

To cancel FlexiCall:

Dial the entire procedure in a single block sequence.

1. Dial the appropriate feature code (see table above).
2. Dial cancellation code.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Press **SPKR** to hang up.

■► **Notes:** Should you hear a reorder tone, FlexiCall is denied at your station (as defined by Class of Service).

FlexiCall

Receiving calls at an off-site remote destination

If your remote destination is located outside the enterprise (connected to the PSTN or public cellular network), you can answer all your incoming calls from your remote destination.

- ▣► **Note:** Your remote off-site (non-Coral) phone is activated as a part of the Coral system only after a FlexiCall call is picked up at that phone.

When your telephone rings:

Answer the FlexiCall call as you would answer a regular call. (See your remote telephone User Guide).

Once you have answered a FlexiCall call at your remote destination, you can activate any of the options described in Table 4, *“FlexiCall Options from Remote Destination”*.

Table 4: FlexiCall Options from Remote Destination

Option	Dial	Description
Place a new call	*1	<ul style="list-style-type: none"> Your original conversing party is disconnected. You hear a dial tone indicating that you can place a call to a new contact. Include outside line access codes for external numbers.
Transfer call	*2	<ul style="list-style-type: none"> A dial tone prompts you to enter the required transfer number. Transfer can be screened or unscreened. To return to the original conversing party (when the transfer destination is busy or does not answer) dial *2 again. <p>For more information on Transfer options, see Transfer on page 191.</p>
Switch to Broker/ Consultation/3-Way Conference call	*2	<p>A dial tone prompts you to enter the required third party number. Depending on your Class of Service definitions, one of the three party functions is activated as defined in <i>Broker/Consultation/3-Way Conference call</i> on page 133.</p>
Divert call to Coral station	*3	<p>A dial tone prompts you to enter the divert number. You are disconnected and your conversing party is transferred to the divert number.</p> <p>Your number is not displayed on the diverted party's display.</p>
Access voice mail/IVR	*4	<p>For instructions on accessing voice mail from your remote phone, see page 125.</p>
Divert call to your station	*5	<p>You are disconnected and your conversing party is transferred to your Coral station.</p> <p>If your station does not answer within the system defined time-out period, the call returns to your remote phone.</p>

Table 4: FlexiCall Options from Remote Destination

Option	Dial	Description
FlexiCall Call Recording	*6	Used to activate a system-wide defined third party application (such as external cellular recording into your unified messaging system) for incoming calls.

To activate voice mail/IVR from your remote phone:

You can access your voice mailbox, retrieve messages and setup voice mail options for your Coral station.

1. Answer the remote call.
2. Dial *1. Listen for dial tone. Your original party will be released.
3. Dial the voice mail (or IVR) dial number.
4. Wait for the automated voice mail answer.
5. Dial the voice mail remote access code followed by your station number to access your station's voice mailbox.
6. Dial *4 as soon as the Automated voice mail answers. This allows the system to recognize the voice mail (or IVR) commands.
7. Choose the required option from the voice mail (IVR system) menu.

► **Note:** Contact your system administrator for the voice mail (IVR) dial number and voice mail remote access code. Use the table below to record the number and code:

Voice Mail (IVR) Dial Number	Voice Mail Remote Access Code

This feature allows you to collect your calls from another station. The source station is then put into a Call Forward All state. Follow Me can be activated only from the **new** location. You can choose between two Follow Me options:

- Forwarding all your calls to your new location (feature code #189), provided that Call Forward All External is not defined at your station
- Forwarding only your external calls to your new location, while internal calls continue ringing at your desk phone (feature code #17713)

To activate Follow Me:

Dial the entire procedure in a single block sequence.

1. Dial Follow Me (or Follow Me External) feature code **#189** (or **#17713**) from the *remote* location.
2. Dial your own station number.
3. Dial activation code.
4. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
5. Listen for the confirmation tone.
6. Press **SPKR** to hang up.

To cancel Follow Me from secondary location:

Dial the entire procedure in a single block sequence.

1. Dial Follow Me (or Follow Me External) feature code **#189** (or **#17713**) from *any* station.
2. Dial your own station number.
3. Dial cancellation code.
4. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
5. Listen for the confirmation tone.

Follow Me

6. Press **SPKR** to hang up.

To cancel Follow Me from your own station:

Dial the entire procedure in a single block sequence.

1. Dial Call Forward All (or Call Forward All External) feature code **#141** (or **#17702**).
2. Dial cancellation code.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Press **SPKR** to hang up.

The Freedom feature, also known as Individual Remote System Services (IRSS), enables you to connect an off-site non-Coral phone (such as your home phone or mobile) to the Coral and make calls from within the system. Many of the Coral's extensive features (e.g. transfer, conference call, voice mail, access to public and private libraries) are available from this off-site phone. The off-site telephone operates as a virtual station in the Coral network, retaining the original features of the external telephone in addition to the Coral features.

To enable the Freedom feature (for remote phones providing Caller ID):

▣▣▣▣ **Note:** To enable the Freedom feature at your Coral station, you must first program a Private/Public Library number with your off-site phone number (see [pages 181-185](#)). Use the table below to record library numbers that contain your Freedom destinations.

Dial the entire procedure in a single block sequence.

1. Dial Freedom feature code **#17714**.
2. Dial the number of a Private/Public Library defined with your off-site phone number
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Press **SPKR** to hang up.

Private/Public Library Number	Freedom Phone Number

To cancel Freedom destination:

Dial the entire procedure in a single block sequence.

1. Dial Freedom feature code **#17714**.
2. Dial cancellation code.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.

Freedom (IRSS)

5. Press **SPKR** to hang up.

Freedom (IRSS)

Placing Freedom calls

- For Freedom calls placed from phones that send Caller ID, the Freedom feature must be enabled at your Coral station. See steps below.
- For Freedom calls placed from phones that do not send Caller ID information, the Freedom feature must be enabled using the Executive Privilege feature. See [page 131](#).

To place a call from a Freedom phone providing Caller ID:

1. Place a call to your Coral station.
2. Listen for a distinctive dial tone.
3. Dial your 4 digit passcode (if required by Class of Service).
4. Listen for dial tone.
5. Dial the required destination number.

Possible destinations include: *external number (stationary or cellular), network number, or a Coral destination, including station, trunk/trunk group, dial service, routing access, public/private library, or voice mail.*

- ▣▶ Notes:
- 1) If your destination is an external number, it should be preceded by an external line access code.
 - 2) If your destination is voice mail (IVR access code), skip to [page 134](#).
 - 3) If your destination is a FlexiCall All feature, skip to [page 135](#).
 - 4) To enable another Freedom phone, skip to [page 136](#).
6. Listen for the ringback tone.
 7. Wait for an answer.
 8. You can activate any of the options described in the table on [page 132](#).

Freedom (IRSS)

To place a call from a Freedom phone that does not provide Caller ID:

This applies for Freedom calls from off-site phones that do not possess a Caller ID number and, therefore, cannot be identified by the Coral.

▣► **Notes:** 1) Some telephones may be denied the Executive Privilege feature (defined by Class of Service).

2) In order to use Executive Privilege your station must be defined with a passcode (see [page 158](#)).

1. Place a call to the Executive Privilege number (contact your system administrator for that number).
2. Listen for dial tone.
3. Dial your own Coral station number.
4. Dial your 4 digit passcode.
5. Listen for distinctive dial tone.
6. Dial the required destination number.

Possible destinations can be: *external number (stationary or cellular), network number, or a Coral destination, including station, trunk/trunk group, dial service, routing access, public/private library, voice mail.*

▣► **Note:** If your destination is an external number, it should be preceded by an external line access code.

- If your destination is voice mail (IVR access code), skip to [page 134](#).
 - If your destination is a FlexiCall All feature, skip to [page 135](#).
 - To enable another Freedom phone, skip to [page 136](#).
7. Listen for the ringback tone.
 8. Wait for an answer.
 9. You can activate any of the options described in the table on [page 132](#).

Freedom (IRSS)

Options available while in an established Freedom call

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.
Transfer call	*2	<ul style="list-style-type: none">• A dial tone prompts you to enter the required transfer number. Transfer can be screened or unscreened.• To return to the original conversing party (when transfer destination is busy or does not answer) dial *2 again. <p>For more information on Transfer options, see page 191.</p>
Switch to Broker/ Consultation/3-Way Conference call	*2	A dial tone prompts you to enter the required third party number. Depending on your Class of Service definitions, one of three party functions is activated, see <i>Broker/Consultation/3-Way Conference call</i> on page 133 .
Divert call to a Coral station	*3	A dial tone prompts you to enter a divert number. You are disconnected and your conversing party is transferred to the divert number. Your number is not displayed on the diverted party's display.
Access voice mail/IVR	*4	For instructions on accessing voice mail from an Freedom phone, see page 134 .
Call Recording	*6	Used to activate a system-wide defined third party application (such as external cellular recording into your unified messaging system) for outgoing calls.

Freedom (IRSS)

Broker/Consultation/3-Way Conference call

While engaged in an established FlexiCall or Freedom call, you can use one of the options listed below, as defined by your Coral station Class of Service.

To activate a Broker call:

1. Dial *2.
2. Dial the third party and wait for an answer.
3. Dial *2 to alternate between parties (any number of times).
4. When you hang up, the other parties remain in conversation.

To activate a Consultation call:

1. Dial *2.
2. Dial the number of the person you wish to consult with.
3. When your conversation is concluded, dial *2 to return to the original call. The consulted party is released.

To activate a 3-way Conference call:

1. Dial *2.
2. Dial the number of the person you wish to add on to the call.
3. When the party answers, dial *2 for a 3-way call.

To activate a combination of Consultation/Broker/3-way Conference calls:

1. Dial *2.
2. Dial the third party number and wait for an answer.
3. Dial *2. The third party is put on

Freedom (IRSS)

4. .
5. When you have concluded your private conversation, dial *2 to complete a 3-way Conference call.

To access voice mail/IVR from your Freedom phone:

You can access your voice mailbox, retrieve messages, and setup voice mail options for your Coral station.

1. Place an Freedom Call:
 - For a phone that provides Caller ID, repeat steps 1-4 on [page 130](#).
 - For a phone that does not provide Caller ID, repeat steps 1-4 on [page 131](#).
2. Dial the voice mail (or IVR) dial number.
3. Wait for the automated voice mail answer.
4. Dial the voice mail remote access code followed by your station number.
5. Dial *4 as soon as the automated voice mail answers. This allows the system to recognize the voice mail (or IVR) commands.
6. Choose the required option from the voice mail (IVR system) menu.

- ▣► **Notes:** 1) Contact your system administrator for the voice mail (IVR) dial number and voice mail remote access code.
- 2) Use the table below to record that number and code:

Voice Mail (IVR) Dial Number	Voice Mail Remote Access Code

Freedom (IRSS)

To activate the FlexiCall All feature from your Freedom phone:

(For information on the FlexiCall feature, refer to *FlexiCall* on page [120](#)).

1. Place an Freedom call:
 - For a phone that provides Caller ID, repeat steps 1-4 on [page 130](#).
 - For a phone that does not provide Caller ID, repeat steps 1-4 on [page 131](#).
2. Dial the FlexiCall All feature code **#17710**.
3. Listen for dial tone.
4. Dial the destination number. Calls ringing at your desk phone simultaneously ring at that destination.
Possible destinations are: *operator, station, network number, UNA/Central Bell or external number (stationary or cellular) via Public/Private Speed Call Library*
5. Listen for the confirmation tone.

To cancel the FlexiCall All feature from your Freedom phone:

1. Repeat steps 1-3 above.
2. Dial cancellation code.
3. Listen for the confirmation tone.

Freedom (IRSS)

To enable a new Freedom phone from your current Freedom phone:

- **Note:** To enable the Freedom feature at your Coral station, you must first program a Private/Public Library number with your off-site phone number. Use table on [page 128](#) to record Library numbers that contain your Freedom destinations.

Dial the entire procedure in a single block sequence.

1. From your current Freedom phone, place a call to your Coral station:
 - For a phone that provides Caller ID, repeat steps 1-4 on [page 130](#).
 - For a phone that does not provide Caller ID, repeat steps 1-4 on [page 131](#).
2. Listen for dial tone.
3. Dial Freedom feature code **#17714**.
4. Listen for dial tone.
5. Dial a Private/Public Library number defined with your **new** off-site phone number.
6. Listen for the reorder tone. You are now disconnected. You can now access your station from your newly assigned Freedom phone.

To cancel the Freedom feature from an Freedom phone:

Dial the entire procedure in a single block sequence.

1. Repeat steps 1-4 above.
2. Dial cancellation code.
3. Listen for a short burst of confirmation tone. Freedom is cancelled at your station.

Group Calls (Conference)

Group Calls, each with its unique dial number, are conference calls allowing participation of up to 250 participants at a time. Group Call members can be internal stations or external numbers via Public Library numbers.

Two different types of Group Calls are offered:

- **Preset** Group Calls comprised of pre-defined members
- **Temporary** (Add-On) Group Calls containing no predefined members, where participants are added by the Group Call initiator.

When a Group Call is placed, all member stations ring. As a member joins the conference (i.e. answers the incoming group call ring), all actively participating members can be alerted by a defined warning tone.

Unanswered stations continue ringing until the defined time-out period expires, without disturbing the conference.

Depending on the system settings, a warning tone may be heard by a conference initiator upon activating the group call, and by all the participants every time a participant joins or leaves an ongoing conference. Group members may be blocked from joining the conference once the ringing has stopped. The conference may, if desired, be locked to those users that are not listed on the system as the conference registered members. When a Group Call is not locked, the non-registered members may join an ongoing conference by dialing the Group Call access code, or be connected by a registered member.

The conference is controlled by the user defined as the *Group Operator*.

Participants may join a conference with the ability to speak, or they may join in the mute mode in which they can only hear others allowed to speak. In case of a muted conference, only the Group Call initiator has the right to speak. Other participants can be granted permission to speak by The *Group Operator*. These options are set in the Group Call definitions. An authorized user can force release a participant or terminate an entire conference.

Group Calls (Conference) Group Calls (Conference)

The following Group Call features are subdivided into the topics listed below:

FEATURE	PAGE
PRESET CONFERENCE ACTIVATION	139
TEMPORARY CONFERENCE ACTIVATION	140
JOINING	141
FORCED RELEASE OF A PARTICIPANT	142
FORCED RELEASE OF AN ENTIRE GROUP CALL	143

Preset Group Calls are comprised of a number of specified members whose stations ring simultaneously when an assigned Group Call number is dialed. This feature allows a conference initiator to contact all the registered members by dialing an access code. The maximum number of participants is 100, depending on the system configuration.

To call a preset group:

Dial the entire procedure in a single block sequence.

1. Dial the Group Call access code.
2. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
3. All the member stations start ringing.
4. Wait for members to join, hear a warning tone (if defined system-wide) every time a member answers.
5. Start speaking.

Use the following form to write in your group numbers and destination.

Zone/Area/Members	Access Code

The Temporary Conference feature allows an authorized user to establish an Temporary (Add-On) Group Call by adding participants as the conference is being set up. For this purpose, *vacant* Group Calls containing no preset members are defined system-wide. The Group Call initiator adds members from their station. A Temporary Group Call may include internal stations and/or external telephone numbers via a public speed call library. A few preset group calls may be joined to a Temporary Group Call via Public Libraries.

To call a temporary group:

Dial the entire procedure in a single block sequence.

1. Dial Add-On Group Call feature code **#1449**.
2. Dial the Group Call access code.
3. Dial required stations and/or Public Libraries (up to 5 or 14 destinations, depending on the system configuration).
4. When the list of participants is completed, dial activation code.
5. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
6. All the called stations start ringing.
7. Wait for members to join, hear a warning tone (if defined system-wide) every time a member answers.
8. Start speaking.

▣► **Note:** For Group Call access code, see table on [page 139](#).

Registered members join a conference by answering the incoming group call. Provided the conference is not locked against non-registered participants, they can join the conference by dialing the group call access code or can be transferred to the group call by an authorized user.

To join a group while your phone is ringing:

1. Answer the group call.

A warning tone is heard by all established participants (if defined system-wide).

To join an ongoing group call (after station has stopped ringing):

Dial the entire procedure in a single block sequence.

1. Dial the Group Call access code.
2. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.

A warning tone is heard by all participants (if defined system-wide).

▣► **Note:** When the group is defined as blocked against joining an ongoing conference, a busy tone is heard.

To leave a conference:

1. Press **SPKR** to hang up.

A warning tone is heard by all participants (if defined system-wide).

This feature allows an authorized user, from idle, to release a participant from an ongoing conference.

To release a single participant:

Dial the entire procedure in a single block sequence.

1. Dial the feature code **#1446**.
2. Dial participant number.
3. Dial activation code.
4. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
5. No confirmation tone is sounded.
6. Press **SPKR** to hang up.

This feature allows an authorized user, from idle, to release an entire Group Call.

To release an entire group call:

Dial the entire procedure in a single block sequence.

1. Dial the feature code **#1447**.
2. Dial the access code of the required Group Call.
3. Dial activation code.
4. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
5. No confirmation tone is heard.
6. Press **SPKR** to hang up.

The feature is designed for users operating in headset mode.

It is of particular value at information centers where the headset option is the most efficient way of communication. When activated, the Headset Only feature forces all calls to be conducted via the headset and disables the handset microphone and loudspeaker, along with the features that use these devices, such as voice paging to phone.

Calls can be conducted via the headset only when the cradle switch is on-hook.

To activate Headset Only:

1. Ensure that the handset cradle is in an on-hook position.
2. Connect a Headset to the headset jack, refer to Phone Bottom View figure on [page 15](#).
3. Press unlit **Headset** fixed key.

or

Dial Headset Only feature code # 1302 followed by activation code.

To disable Headset Only:

Dial Headset Only feature code # 1302 followed by cancellation code.

or

Press lit **Headset** fixed key.

A calling party can be placed on Hold while another call is made. The held party hears music while waiting.

To place a call on Hold:

1. Press the Hold fixed key or soft key.

- The **Hold** fixed key is located in the collection of buttons to the right of the dial pad.
- The  soft key appears on the phone's display whenever the calling state permits holding a call.
- If the Held party is a programmed button on the phone, it blinks while the call is being held.

▣▣▣▣► Note: To dial another line (i.e. receive dial tone) while the first call is being held, press the down navigator button.

To return a call placed on Hold:

1. Press the Resume soft key.

To end a call placed on Hold:

1. Press the EndCall softkey or hang up the receiver.

▣▣▣▣► Note: The held calls are returned in First In/First Out order.

Hot Line (Immediate)

The Hot Line provides a direct connection to a predefined destination.

Immediately upon dialing any number your telephone may be automatically routed to a pre-defined destination. This feature cannot be defined at your telephone, but is typically defined by the attendant. In addition the attendant can cancel the feature or set up Hot Line Immediate for other destinations

To activate Hot Line Immediate (when defined at your telephone):

1. Lift handset.
2. Dial any number.
3. Press # or OK, depending on your phone settings, or wait for the phone to dial
4. The hot line destination telephone rings immediately.
5. Wait for answer.

Details of incoming calls can be recorded using Malicious Call Trace. They are added to the record when your station rings even if you do not answer. The number of calls stored for your station is defined by your system administrator. When this number is exceeded, details of the next call received replace the oldest record.

Details of calls are recorded until you cancel the feature. The details recorded are:

Originating number (for external calls: ANI if available, else trunk number), your station number and the time of calls.

To activate malicious call trace:

Dial the entire procedure in a single block sequence.

1. Dial feature code **#1740**.
2. Dial the activation code.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Press **SPKR** to hang up.

■► **Note:** Should you hear a reorder tone, Malicious Call Trace is denied at your station (as defined by the Class of Service). To use the feature, ask your Attendant to activate Malicious Call Trace at your station.

To cancel malicious call trace:

Dial the entire procedure in a single block sequence.

1. Dial feature code **#1740**.
2. Dial the cancellation code.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Press **SPKR** to hang up.

The malicious call trace printout shows the calls traced for your station. The printout can be requested at any time from your station or from the Attendant.

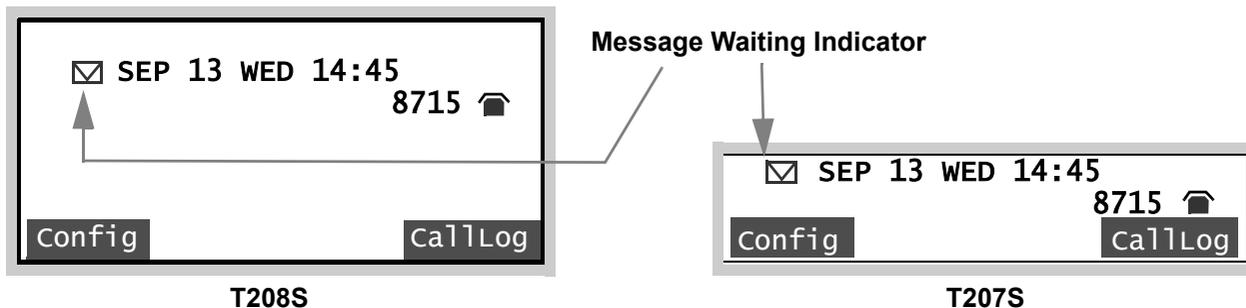
To print the malicious call trace record:

Dial the entire procedure in a single block sequence.

1. Dial feature code **#1741**.
2. Dial the activation code.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Press **SPKR** to hang up.

- ▣► **Notes:**
- 1) If the Malicious Call feature is not currently active the reorder tone is heard.
 - 2) The details recorded include the Originating number (for external calls: ANI if available, else trunk number), your station number and the time of the calls.
 - 3) The listing is not deleted when printed out. It can be reprinted later, including subsequent updates.

Messages can be left by a station caller or voice mail. When a message is left at your station, the Message Waiting Lamp blinks and a small message icon  is displayed on your telephone screen.



To answer Message:

1. Press **MSG** in order to call back the party that left you a message.
2. Listen for the ringback tone.
3. Wait for answer.

- ▣► **Notes:**
- 1) If your MWI lamp continues to light, you have more than one text message waiting. Repeat the answer process again, until all your messages have been answered.
 - 2) All your voicemail messages are stored in your voicemail box, however, you receive only one text message asking you to call the voicemail box.

Text Messages can be left at any system station equipped with a message lamp, at station groups, or at network numbers. The originator of a message can also cancel the message.

The text message is comprised of the word “CALL” followed by your station name or number. Once the message is left at the destination station, it lights the station’s MWI indicating that at least one message is waiting.

▣► **Note:** A message left to a boss group turns ON the message lamp of the first boss group member only.

To leave a message at a vacant desk or forwarded station (from idle):

Dial the entire procedure in a single block sequence.

1. Dial Message feature code **#175**.
2. Dial station, boss group or network number.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Press **SPKR** to hang up.

▣► **Note:** When you try to leave a message at a station, and receive a reorder tone, the station is probably not equipped with a message waiting lamp, or not configured to accept messages.

To cancel a message that you left:

Dial the entire procedure in a single block sequence.

1. Dial Message Cancellation feature code **#1440**.
2. Dial station or network number.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Press **SPKR** to hang up.

Calls may be answered after the attendant leaves or when a central bell is ringing. Normally this feature is activated for incoming calls during the night answering period. There are two types of call pickups: Group Pickup and Directed Pickup.

Group Pickup

Allows you to pick up any central bell that rings within your pickup group, by dialing the Night Answer group pickup feature code.

To answer incoming calls within your pickup group:

Dial the entire procedure in a single block sequence.

1. Dial Night Answer feature code **#192**.
2. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
3. Answer the call.

Directed Pickup

Allows you to pick up any ringing central bell in the system, by dialing the Directed Pickup feature code and the required bell number.

To answer a UNA call ringing within the system:

Dial the entire procedure in a single block sequence.

1. Dial Directed Call Pickup feature code **#180**.
2. Dial the number of the ringing bell.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Answer the call.

▣► **Note:** UNA (Universal Night Answering) Pickup is also known as Bell Pickup.

You may pick up calls placed in a Page Queue destination.

To pick-up a call placed in Page_Q:

Dial the entire procedure in a single block sequence.

1. Dial assigned Page_Q number **7060-7069**.
2. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
3. Answer the call

or

Voice Page (see *Paging* on page [154](#)) to announce the call for pick up. Make sure to include both the name of the person being notified and the relevant Page_Q number.

- ▣► **Note:** If the call is not picked up within a predetermined time, it automatically returns to the originating station from which Page_Q was placed.

When a Public Address system is connected to the Coral, voice paging may be accomplished via a system station. Use the form below to write in locations or areas and their associated access codes.

To voice page:

Dial the entire procedure in a single block sequence.

1. Dial Public Address Paging access code.
2. Press # or OK, depending on your phone settings, or wait for the phone to dial.
3. Announce your message.
4. Press SPKR to hang up.

Table 5: Voice Paging - Access Codes

Location/Area	Access Code
	7074
	7075
	7076
	7077
	7078
	7079

You can voice page an idle or busy keypad (FlexSet, DKT, T207M or T208M).

To voice page (from idle):

Dial the entire procedure in a single block sequence.

1. Dial Voice Page feature code **#191** followed by the keypad dial number.
or
Dial a Keypad Voice Page number.
2. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
3. Listen for the Voice Page tone.
4. Begin paging when tone stops.
5. Press **SPKR** to hang up.

■► **Note:** Each Keypad has a unique Voice Page number, which is defined through the Coral system.

You can page a preprogrammed group of keysets (FlexSet, DKT, T207M or T208M) within a zone, area or dispersed within your company. Use the form on this page to write in the various paging zones or areas in your company and their associated access codes.

▣▣▣▣▶ **Note:** Only idle keysets can receive a page.

To operate Zone Page:

Dial the entire procedure in a single block sequence.

1. Dial the Zone Page access code.
2. Press # or **OK**, depending on your phone settings, or wait for the phone to dial.
3. Listen for the Voice Page tone.
4. Begin paging when tone stops.
5. Press **SPKR** to hang up.

Location/Area	ACCESS CODE	Location/Area	ACCESS CODE
1.	7300	6.	7305
2.	7301	7.	7306
3.	7302	8.	7307
4.	7303	9.	7308
5.	7304	10.	7309

Calls may be placed in a Coral *Park* destination for other users to pick-up. You may use your phone to pick-up a call placed in Park.

To pick-up a parked call from another station:

Dial the entire procedure in a single block sequence.

1. Dial Park feature code **#183**.
2. Dial station number at which call was parked.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Answer the call.

- ▣▣▣▣► **Notes:** 1) More than one call can be parked at a single station. Calls are retrieved on a first-in, first-out basis (FIFO). That is, the first parked call (first in) is the first call that is picked up (first out).
- 2) If the parked call is not picked up within a predetermined time, the call automatically returns to the originating station from which the park was made.

You can define a private unique Coral passcode for your station set. The passcode (COS defined) allows you to operate the following Coral features: Phone Lock, Executive Privilege, Auto Set Relocate, Freedom (IRSS), or COS Switchover. The passcode can easily be changed. Defining a passcode for the first time or changing a passcode must be performed from your own telephone.

To enter your Coral Passcode for the first time:

Dial the entire procedure in a single block sequence.

1. Dial Passcode feature code **#179**.
2. Dial your new passcode (4 digits).
3. Redial your new passcode.
4. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
5. Listen for the confirmation tone.
6. Press **SPKR** to hang up.

To change Coral Passcode:

Dial the entire procedure in a single block sequence.

1. Dial Passcode feature code **#179**.
2. Dial your present passcode (4 digits).
3. Dial your new passcode (4 digits).
4. Redial your new passcode.
5. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
6. Listen for the confirmation tone.
7. Press **SPKR** to hang up.

CAUTION !

Once a Coral passcode has been defined, the code is known only to you and the system administrator. If you forget the passcode you cannot utilize the features that require the code. Therefore, write your passcode number in a secure place for future reference.

You can lock your telephone in order to prohibit unauthorized persons from dialing from your station; however, you can still answer incoming calls. After locking your telephone, you must unlock it in order to use it again.

Coral Lock

To lock your telephone:

Dial the entire procedure in a single block sequence.

1. Dial Phone Lock feature code **#148**.
2. Dial your passcode (4 digits).
3. Dial activation code.
4. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
5. Listen for the confirmation tone.
6. Press **SPKR** to hang up.

To unlock your telephone:

Dial the entire procedure in a single block sequence.

1. Dial Phone Lock feature code **#148**.
2. Dial your passcode (4 digits).
3. Dial cancellation code.
4. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
5. Listen for the confirmation tone.
6. Press **SPKR** to hang up.

▣► **Note:** You must first define a passcode (see [page 158](#)) in order to use this Coral feature.

Phone Lock using Phone's Configuration Options

To Lock the phone using the Configuration Options:

1. Press the **Config** soft key.
2. Use the navigator keys to select **8.Phone Lock**.
3. Press the up/down arrow to choose *On* and press **OK**.
4. Press the left arrow key a few times to reach the "Quit Confirm:" screen.
5. Press **OK** to choose *Yes* and save your changes. If a change was made, the **Saving changes . . . , Please wait** message is displayed.

To unlock the phone:

When the phone has been locked using its configuration options, you must enter your personal PIN number in order to unlock the phone.



1. Enter your PIN number and press  to unlock the phone.

Phone Dial Lock Phone Dial Lock

- Use `[Backsp]` to edit and delete.
- The default, factory set, PIN number is **1111**.
- The default, Username is **user** or your extension number.

You may change your PIN number online. It is defined in your online **User Login Password** field in the System Settings, System tab when browsing to your phone's online IP address.

Note: Keep the new number in a safe place once you've changed it, as it also the password used to enter your online settings.

See your system administrator for new password definitions.

You may answer other ringing system stations either by using a Group Pickup or Directed Pickup code.

Group Pickup

Allows you to pick up any telephone that rings within your pre-programmed pickup group, by dialing the Group Pickup feature code.

To answer a call within your Pickup group:

Dial the entire procedure in a single block sequence.

1. Dial Group Call Pickup feature code **#181**.
2. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
3. Answer the call.

Directed Pickup

Allows you to pick up any ringing telephone in the system, by dialing the Directed Pickup feature code and the required telephone number.

To answer any call within the system:

Dial the entire procedure in a single block sequence.

1. Dial Directed Call Pickup feature code **#180**.
2. Dial the number of the ringing phone.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Answer the call.

Your phone is equipped with 4 programmable buttons, each with a green LED indicator. An optional TEM expansion module may be attached to the phone and offers 44 additional programmable buttons with LED indicators.

The programmable buttons may include dial numbers (stations, groups, trunks, trunk groups, etc.), phone features - as offered in the phone's configuration options, or Coral features using Coral feature codes as described in this guide.

The four programmable buttons located on the phone may be programmed either via the phone's configuration menu option or via the phone's web pages (see *Programmable Button 1-4* on page 62). The programmable buttons located on the TEM expansion may be configured via the phone's TEM configuration menu option or via the phone's web page, (see *TEM Settings* on page 72).

- **Notes:**
- 1) Only Coral features that may be operated from idle may be programmed.
 - 2) For Coral features, you must program one button with the Coral feature defined with the activation code, and another button with the Coral feature with the deactivation code. Neither button lights, however, when the feature is in active mode, as in the Coral FlexSets (DSS).
 - 3) The programmable buttons light for internal destination numbers when the destination is busy (BLF).
 - 4) The programmable buttons on the optional TEM expansion unit operate similarly to the phone's programmable buttons.

TEM

The TEM consists of 2 rows of 11 programmable buttons, which can be doubled by using the Shift Left key or Shift Right key. For example, the top right button may include content A while the same button, when the **Shift Right** button is lit, may contain content B. The same follows for the left side column buttons when the **Shift Left** button is lit.

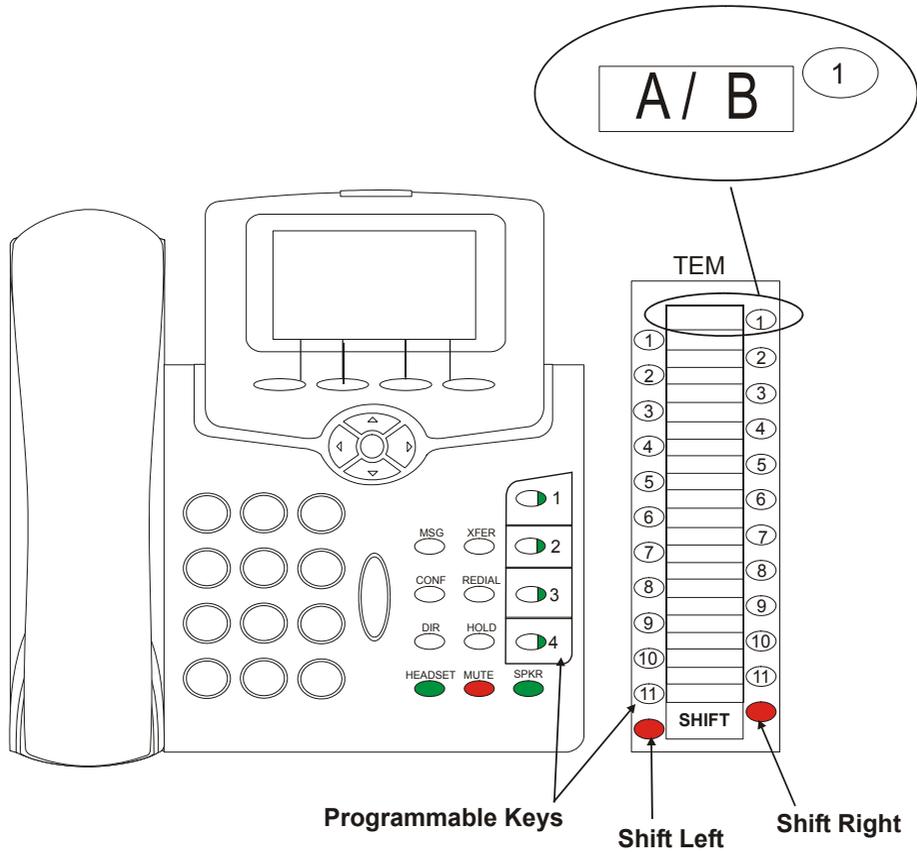
Button Labeling

To facilitate button programming and labeling, you can print out the form on [page 165](#). Use the form to manually enter the corresponding TEM button names.

Button Labeling on page 170 describes how to print out programmable button labels for your phone.

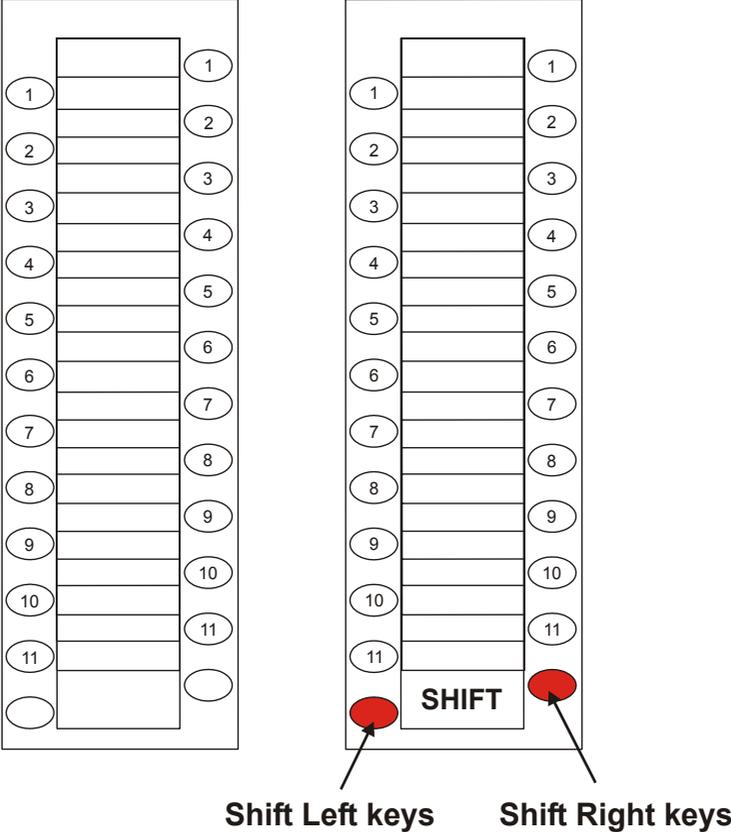
Programmable Buttons

Programmable Key Button Numbers



Programmable Buttons

TEM Programmable Keys Form



Programmable Buttons

Coral feature/internal destination in a Programmable Button:

The phone's configuration option offers programming any one of the following button types per button: Speed Dial, Do Not Disturb, Phone Lock, Auto Answer, Call Forward, Call Blocking.

To program a Coral feature or port destination into one of the phone's programmable buttons, choose the *Speed Dial* Button type. Continue to enter the entire feature code programming sequence, as described in this guide, including the activation *or* cancellation code.

To program Coral codes or Speed Dial destinations in Programmable Button (1-4):

1. Press **[Config]**.
2. Use the up/down navigator keys to select **14.Program button press OK**.
3. Use the up/down navigator keys to select the button to be programmed and press **OK** (see figure on [page 164](#) for button numbers):
 - **Button1** corresponds to the Fixed key labeled **1**.
 - **Button2** corresponds to the Fixed key labeled **2**.
 - **Button3** corresponds to the Fixed key labeled **3**.
 - **Button4** corresponds to the Fixed key labeled **4**.
4. Use the up/down navigator keys to select **1.Button type** and press **OK**.
5. Select **Speed Dial** and press **OK**.
6. Use the up/down navigator keys to select **2.Button speeddial** and press **OK**.
7. Enter numbers from the dial pad. Use **[Backsp]** to delete.
8. Press **OK** to end.
9. Press the left arrow key a few times to reach the "Quit Confirm:" screen.

Programmable Buttons

10. Press **OK** to choose Yes and save your changes. If a change was made, the **Saving changes...**, **Please wait** message is displayed.

To program Coral codes or Speed Dial destinations in TEM Programmable Buttons (1-11):

1. Press **[Config]**.
2. Use the up/down navigator keys to select **18.TEM** press **OK** (see figure on [page 164](#) for button numbers).
3. Use the up/down navigator keys to select the required column:
 - **1. Left Column:** (only Speed Dial numbers may be programmed)
 - **2. Left Column (Shift):** (only Speed Dial numbers may be programmed)
 - **3. Right Column**
 - **4. Right Column (Shift)**
4. Choose button number from column as follows:
 - **For Left columns:**
Use the up/down navigator keys to select the button to be programmed and press **OK** .
 - **For Right Columns:**
 - Use the up/down navigator keys to select **2.Speeddial** and press **OK**.
 - Continue to choose the button to be programmed and press **OK**.
5. Enter numbers from the dial pad. Use **[Backsp]** to delete.
6. Press **OK** to end.
7. Press the left arrow key a few times to reach the "Quit Confirm:" screen.
8. Press **OK** to choose Yes and save your changes. If a change was made, the **Saving changes...**, **Please wait** message is displayed.

Programmable Buttons

To program a Programmable button with one of the phone's internal features:

1. Press **[Config]**.
2. Use the up/down navigator keys to select **14.Program button** and press **OK**.
3. Use the up/down navigator keys to select the button to be programmed and press **OK**.
 - **Button1** corresponds to the Fixed key labeled **1**.
 - **Button2** corresponds to the Fixed key labeled **2**.
 - **Button3** corresponds to the Fixed key labeled **3**.
 - **Button4** corresponds to the Fixed key labeled **4**.
4. Use the up/down navigator keys to select **1.Button Type** and press **OK**.

Define the programmable button type by selecting one of the following:

- *Speed Dial*: Defines the button type as a speed dial number. Continue to define the speed dial number in the **2.Button speeddial** option described in *Step 5*.
 - *Do Not Disturb* (See “Do Not Disturb (DND)” on page 117.)
 - *Phone Lock* (See “Phone Dial Lock” on page 159.)
 - *Auto-Answer* (See “Auto Answer” on page 90.)
 - *Call Forward* (See “Call Forward” on page 95.)
 - *Call Blocking* (See “Caller Blocking” on page 105.)
5. When the button type is defined as a Speed Dial button, use **2.Button speeddial** to define the dial number, otherwise skip this step.
 - a. Press **OK** and navigate to select **2.Button speeddial**.

Programmable Buttons

- b. Enter the dial number from the dial pad. The dial number may be any phone dial number or a Coral feature code string (use only Coral features that may be activated from idle). Use `[Backsp]` to delete.
- c. Press **OK** to end.
4. Press the left arrow key a few times to reach the “Quit Confirm:” screen.
5. Press **OK** to choose Yes and save your changes. If a change was made, the **Saving changes...**, **Please wait** message is displayed.

To dial from a programmed button:

Press the programmed button you would like to use.

- If a destination number (speed dial or Coral port) is programmed, the call is immediately placed.
- If a Coral feature code is programmed, the feature is immediately activated or cancelled.
- If a phone feature is programmed:
 - a. Define the feature as required.
 - b. Press the left arrow key a few times to reach the “Quit Confirm:” screen.
 - c. Press **OK** to choose Yes and save your changes. If a change was made, the **Saving changes...**, **Please wait** message is displayed.
 - d. The feature is either activated or cancelled, as defined.

Programmable Buttons

Button Labeling

The T207S/T208S includes a removable faceplate for the programmable buttons on the phone as well as on the TEM expansion module, enabling the user to label the buttons.

The DESI™ Plus Labeling System is used to label the buttons on the phone. 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 phones.

The phone comes with a preprinted DESI label already inserted. 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 phone buttons with names and phone numbers. To choose the appropriate label sheet layout designated for the specific phone model, refer to 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> to print the labels from your computer. Follow the online download instructions.

Label Sheet Catalog #			
Phone Model	Letter, (8 ½ x 11")	A4	Details
T207S, T208S	7244-7300058	7244-7300057	4 buttons
TEM	7244-7300060	7244-7300059	22 buttons

Programmable Buttons

Printing the multi-designation label:

- Use the DESI software to select the layout of your multi-designation label
- Enter the button content names per button location
- Feed your printer with the label sheet
- From the DESI Plus/DESI Lite menu, choose *File > Print*

To place labels:

1. Create and print the labels using the DESI program.
2. Remove the vinyl overlay with a paper clip, refer to figure:
3. Replace your new button label/s.
4. Replace the vinyl overlay.



You can switch a relay On or Off in order to activate certain external devices, such as an external alarm, or electric locks. These devices are installed by your organization. Use the form below to write down the types of external devices that are installed and their associated codes.

To switch on a relay:

Dial the entire procedure in a single block sequence.

1. Dial Relay code.
2. Dial activation code.
3. Press # or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Press **SPKR** to hang up.

To switch off a relay:

Dial the entire procedure in a single block sequence.

1. Dial Relay code.
2. Dial cancellation code.
3. Press # or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Press **SPKR** to hang up.

List of External Devices and Relay Codes

External Device	Relay Code
1.	7086
2.	7087
3.	7088
4.	7089
5.	7090
6.	7091

You can program your telephone to ring at a designated time. If you do not answer, your telephone rings three more times, at one minute intervals, before the feature cancels. More than one reminder time can be entered by repeating the procedure for each time.

To enter a Reminder time:

Dial the entire procedure in a single block sequence.

1. Dial Reminder feature code **#172**.
2. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
3. To add another reminder time, dial activation code. (Skip this step when the reminder time list is empty).
4. Dial in the time you wish to be called (4 digits are required [12 hour clock - use leading 0], e.g. 0805 for five past eight).
5. Dial **2** for AM or **7** for **PM**.
6. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
7. Listen for the confirmation tone.
8. Press **SPKR** to hang up.

To answer a Reminder ring:

1. Answer call.
2. End Call (see *Ending Calls* on page [36](#)).

Reminder

To cancel a Reminder time:

Dial the entire procedure in a single block sequence.

1. Dial Reminder feature code **#172**.
2. Dial cancellation code.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Press **SPKR** to hang up.

▣► **Note:** Reminder times must be cancelled one at a time.

If you have more than one reminder time programmed, then the closest reminder time to the present hour is cancelled. You must repeat this procedure to cancel each subsequent reminder time.

One of many different Ring Types may be defined for your phone. You can also assign different ring types to incoming calls based on different caller ID's.

The ring volume can be adjusted from the phone's configuration menu or by pressing the volume button while the phone is ringing. Also note that the Message Waiting Indicator lights in beat with the ring while the phone is ringing.

To change the Ring Type for incoming calls from idle:

1. Press **Config**.
2. Use the up/down navigator keys to select **2. Ring** and press **OK**.
3. A list of ring types is displayed, see Table 6, "Ring Type Numbers," on page 176 below.
Use the up/down navigator keys to scroll between the different ring types. As you scroll, the ring type music is heard.
4. Press **OK** to select the ring type for your phone.
5. Press the left arrow key a few times to reach the "Quit Confirm:" screen.
6. Press **OK** to choose Yes and save your changes. If a change was made, the **Saving changes...**, **Please wait** message is displayed.

To adjust the Ring Volume:

See *.Volume Adjustment* on page [193](#).

To adjust the ring volume level during ringing:

The ring volume maximum is 14dB.

- Press the top of the Volume button (+) to increase the ringing volume.
- Press the bottom of the Volume button (-) to decrease the ringing volume.

CAUTION ! The ringer is disabled and the phone cannot receive calls when DND or Call Forward All has been activated.

Ring Adjustment

Ring Type Numbers

The Phone Book (**DIR**) features allow the user to define a specific ring type for an incoming call from the particular Phone Book entry. Use this table to decide which ring type to assign for the entry. The ring type numbers are also used when defining ring types for the phone or Phone Book entries via the phone's web page.

Table 6: Ring Type Numbers

Ring Type Name	Corresponding Ring Type Number
USA	0
China	1
UK	2
Canada	3
Japan	4
France	5
Korea	6
Germany	7
Singapore	8
Hong Kong	9
Taiwan	10

You may turn on or off any one or more, of 16 room status choices for your station.

Use the form on the next page to list the various room statuses and related access codes available with your phone.

- ▣► **Note:** This feature is applicable for Hotel/Motel use. Check with your system administrator whether your Coral system supports the Room Status or Canned Messages feature. If your Coral system supports the Canned Messages feature (see [page 110](#)), the Room Status feature is unavailable.

To activate or set the Room Status:

Dial the entire procedure in a single block sequence.

1. Dial Room Status access code.
2. Dial activation code.
3. Press # or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Press **SPKR** to hang up.

To cancel or reset the Room Status:

Dial the entire procedure in a single block sequence.

1. Dial Room Status access code.
2. Dial cancellation code.
3. Press # or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Press **SPKR** to hang up.

Room Status

Room Status Numbers and Access Codes

Room Status #	Access Code	Name
0	7026	
1	7027	
2	7028	
3	7029	
4	7030	
5	7031	
6	7032	
7	7033	
8	7034	
9	7035	
10	7036	
11	7037	
12	7038	
13	7039	
14	7040	
15	7041	

Second Party's Speaker Status

This feature alerts you when the loudspeaker of the keyset (FlexSet, DKT, T207M or T208M) party you are conversing with is activated for handsfree or group conversation. Your conversation is heard by all those present in the second party's room. A Speaker tone notifies you when the called/calling party is in Speaker mode, or if they switch to Speaker mode during a call.

Therefore, when advised that the second party's keyset is in speakerphone mode, you can choose to refrain from publicizing private information.

▣▣▣▣► **Note:** This feature is only relevant when the party you are conversing with is a keyset (FlexSet, DKT, T207M or T208M) station user.

Detection of your party's activated loudspeaker:

A speaker tone is heard:

- When you answer a call initiated with an activated loudspeaker
- When the called FlexSet party answered you with an activated loudspeaker
- During a call, when the second FlexSet party activates the loudspeaker

This feature ensures that another station may not Break-Into your call. When Security is applied, Call Waiting tones and Break-In from other stations are blocked. When Security is on, a caller who tries to break into your station receives a reorder tone.

Only a station with *Security Override* privilege can break in to your secured telephone.

To activate Security Line:

Dial the entire procedure in a single block sequence.

1. Dial Security feature code **#17700**.
2. Dial activation code.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Press **SPKR** to hang up.

Your phone is now blocked against break-in attempts.

To cancel Security Line:

Dial the entire procedure in a single block sequence.

1. Dial Security feature code **#17700**.
2. Dial cancellation code.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Press **SPKR** to hang up.

All break-in attempts are allowed.

You may program your telephone with your own private Speed Dial directory. Each entry is called a **Private Library** number. The Private Library can be programmed with an external or internal dial number. When entering external dial numbers, make sure to include the external access code into the Private Library number as well.

The speed dial numbers are programmed per station and are unique to each station. Therefore, dialing the same private library number at one station will most likely include a different destination than dialing the same Private Library number at another station.

Use the table below to list your Coral Speed Dial numbers (default Private Library numbers are **7000 to 7009**, these may differ in your system, see your system administrator for your system's Private Library numbers).

Coral Private Library Number	Coral Private Library Contents (Destination)
7000	
7001	
7002	
7003	
7004	
7005	
7006	
7007	
7008	
7009	

Speed Dialing Programming Coral Private Libraries

To program or change a Coral Private Library Speed Dial number:

Dial the entire procedure in a single block sequence.

1. Dial Private Speed Dial feature code **#193**.
2. Dial the required Private Library Number **7000-7009**.
3. Dial the outside line access code.
4. Dial the outside telephone number (Use special codes. See table on [page 183](#)).
5. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
6. No confirmation tone is heard.
7. Press **SPKR** to hang up.

- **Notes:**
- 1) Possible outside line access codes are: trunk number, trunk group number, dial service, routing access or another public/private library number.
 - 2) The number of digits that can be programmed for an outside telephone number, including dial codes, is limited by the system (defined system-wide). Trying to enter a longer digit string than allowed, causes a reorder tone and programming stops.
 - 3) A new number programmed into a utilized private library number replaces the old number.

Speed Dialing Programming Coral Private Libraries

To delete a Single Coral Private Library:

Dial the entire procedure in a single block sequence.

1. Dial Private Speed Dial feature code **#193**.
2. Dial the required Private Library number **7000-7009**.
3. Dial cancellation code.
4. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
5. No confirmation tone is heard.
6. Press **SPKR** to hang up.
7. The private library is now empty and may be reprogrammed when necessary.

The following table defines the special codes which may be used as part of the outside telephone number.

Dial Codes	
Codes	Description
ⓉX	X = 1 through 9 seconds delay
#0	Stop dial (end of outside number)
#1	Outpulsing wait period during which user is able to dial any number of digits
#2	All following digits are Dial Pulse
#3	All following digits are DTMF tones
#4	Inhibits display (for Call Accounting System)
#5	Enables display (for Call Accounting System)
#6	Wait for second Dial Tone

Speed Dialing Programming Coral Private Libraries

Dial Codes	
#8	Display '-' (for Call accounting System)
#9	Calibrated Opening on trunk (Flash)
ⓉⓉ	Dial Ⓣ out
##	Dial # out

Speed Dialing: Using Private and Public Libraries

Speed dialing using a Private Library or system Public Library number is basically the same, therefore the process is described generally for both dialing systems. If Public Speed Dialing is available on your system, consult your company directory for library numbers.

To dial a Public or Private Speed dial number:

1. Dial speed call library number (Private or Public).
2. Press # or OK, depending on your phone settings, or wait for the phone to dial.

|||▶ **Note:** In some cases the Speed Dialing number must be followed by a Forced Account code. When Forced Account code is required the distinctive dial tone is heard after dialing the speed call library number.

The phone allows the user to store up to 22 speed dial numbers. These numbers may then be dialed by using their related Speed Dial Access code.

To add/edit a Speed Dial SPD number:

1. Press **[Config]**.
2. Use the up/down navigator keys to select **13.SpeedDial** and press **OK**.
3. The **SpeedDial [0-21]:** empty screen is displayed.
4. Press the up/down navigator keys to view the entries. Each entry is marked with an access code from **[0]** to **[21]**.

▣► *Note: You may, alternatively, enter the access code (0-21) from the dial pad followed by **OK** to view the entry.*

5. After selecting an access code, press **[Edit]** in order to enter the dial number for the Speed Dial entry.
6. Enter the dial digits as you would normally dial to place the call (include outside line access code).
Possible outside line access codes are: trunk number, trunk group number, dial service, routing access or another public/private library number.
 - Use **[Backsp]** to delete.
7. Press **OK** to end.
8. Press the left arrow key a few times to reach the "Quit Confirm:" screen.
9. Press **OK** to choose Yes and save your changes. If a change was made, the **Saving changes . . . , Please wait** message is displayed.

To delete a Speed Dial SPD number:

1. Press **[Config]**.
2. Use the up/down navigator keys to select **13.SpeedDial** and press **OK**.

Speed Dialing Using Phone's SPD

3. The **SpeedDial [0-21]**: empty screen is displayed.
4. Enter the Speed Dial access code to be deleted, followed by **OK**.
or
Use the up/down navigator keys to scroll between the different entries.
5. Press the **[Del]** soft key to delete the entry.
6. Press **[Cancel]** or the left navigator key to exit.
7. Press the left arrow key a few times to reach the "Quit Confirm:" screen.
8. Press **OK** to choose **Yes** and save your changes. If a change was made, the **Saving changes . . . , Please wait** message is displayed.

To dial a Speed Dial SPD number:

1. Lift the handset or press the **SPKR** fixed key.
2. Press the **[SPD]** soft key.
3. Dial the Speed Dial Access code (0-21).
4. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.

To dial a Speed Dial SPD number from SPD list (when access code is unknown):

1. Press **[Config]**.
2. Use the up/down navigator keys to select **13.SpeedDial** and press **OK**.
3. The **SpeedDial [0-21]**: empty screen is displayed.
4. Use the up/down navigator keys to scroll between the different entries.
5. Press the **[Dial]** soft key to dial the required entry.

Send	# or OK, depending on your phone settings, or wait for the phone to dial
-------------	---

This feature enables you to notify the system that dialing has been completed. You can send a signal to the system indicating the end of a stream of dialed digits. In response to your command the system sends your call immediately towards the destination.

When you have finished dialing:

1. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.

You may adjust the GMT Time Zone for your phone when needed.

You may also change the Time Zone from the phone's web System Settings page, see *Time Zone on page 66*.

▣▣▣▶Note: The time zone may be overridden by your web page settings or by the administrator.

To change the Time Zone:

1. Press **Config**.
2. Use the up/down navigator keys to select **4.Time** and press **OK**.
3. A list of different GMT Time zones types is displayed. Use the up/down navigator keys to scroll between the different times.
4. Press **OK** to select.
5. Press the left arrow key a few times until you reach the "Quit Confirm:" screen.
6. Press **OK** to choose Yes and save your changes. If a change was made, the **Saving changes . . . , Please wait** message is displayed.

You may change the Tone types for your station to match generally accepted tones per country.

You may also change the Tone type from the phone's web Phone Settings page, see *Tone Type on page 54*.

To change the tone type:

1. Press [Config].
2. Use the up/down navigator keys to select **3.Tone** and press **OK**.
3. A list of Tone Types is displayed. Use the up/down navigator keys to scroll between the different tone types. The different tone types available include: USA, China, U.K., Canada, Japan, France, Korea, Germany, Singapore, Hong Kong, Taiwan.
4. Press **OK** to select the tone type for your phone.
5. Press the left arrow key a few times until you reach the "Quit Confirm:" screen.
6. Press **OK** to choose Yes and save your changes. If a change was made, the **Saving changes . . . , Please wait** message is displayed.

You can transfer both internal and external calls to other users within your system. A call can be screened or unscreened.

Screened Transfer:

You may announce the call before transferring.

Unscreened Transfer:

You may transfer the call without a prior announcement. When the destination is busy, hanging up causes the system to camp onto the busy station. When the call is unanswered, the call automatically returns to you after a system-wide time-out period.

- ▣► **Notes:** 1) Call transfer cannot be activated when Call Forward No Answer or Divert is invoked by the transfer destination.
- 2) Call transfer to groups (Boss, Hunt) is not supported.

To perform screened transfer of an established call:

1. During the call, press **XFER**.
2. Dial the Transfer destination number.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Hear ringback tone.

- ▣► **Notes:** 1) If the third party is busy, you do not hear a ringback tone. You will not be able to proceed with the transfer unless the transfer destination is defined with multi-appearance.
- 2) If the Transfer destination is defined with multi-appearance, then you hear a busy tone and may decide to **EndCall** and continue to dial another transfer destination.

5. Wait for answer.
6. Announce call, then
7. Press **XFER** to complete the transfer. Your phone is immediately disconnected from the call.

Transfer

To perform unscreened transfer of an established call:

1. Press **XFER** during the call. This places the second party on hold and gives you a second dial tone.
2. Dial the Transfer destination number.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Wait to see the screen display change.
 - T208S — both line name/numbers are displayed on the screen
 - T207S — the display changes to show Line 1. Use the up/down navigator keys to switch between the lines.
5. Press **XFER** again.

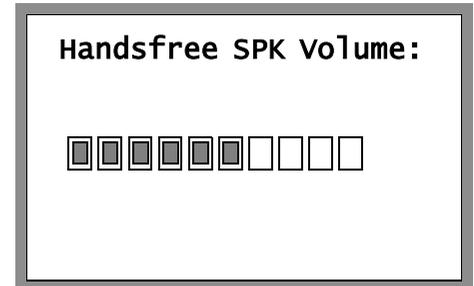
The phone's volume can be adjusted from the Configuration options menu.

The menu allows adjusting volume levels for the following phone items:

- **Ring Volume**
- **Handset Speaker**
- **Handset Microphone**
- **Handsfree Speaker**
- **Handsfree Microphone**
- **Headset Speaker**
- **Headset Microphone**

To adjust volume level from idle:

1. Press **Config**.
2. Use the navigator keys to select **1.Volume** and press **OK**.
3. Navigate to the required volume item by using the up/down arrow keys.
4. Press **OK** to select.
5. A volume indicator on the screen graphically depicts the current volume level.
6. Press the left arrow key a few times to reach the "Quit Confirm:" screen.
7. Press **OK** to choose Yes and save your changes. If a change was made, the **Saving changes...**, **Please wait** message is displayed.



To adjust volume level during a call:

During a call (handsfree or handset) or during ringing, the phone's volume items can be adjusted by using the Volume button (+ to increase, - to decrease).

Waiting Calls — Receiving

A waiting call tone heard during a conversation indicates that an additional call is waiting for you to answer.

When you hear this tone you may do one of the following:

- Continue with your current call and ignore the waiting call
- Terminate the current call, wait for a ring and then answer the waiting call
- Put the current call on hold (see *Hold* on page [145](#)) and answer the waiting call

▣► **Note:** Some phones may not be configured for Waiting Calls and the calling party hears a Busy tone.

You can program your telephone to call you at a designated time. If you do not answer, you are called three more times, at one minute intervals, before the feature cancels. In some systems, if you do not answer by the third ring, the wakeup call is routed to the attendant and a wakeup report is printed.

To enter a Wakeup request:

Dial the entire procedure in a single block sequence.

1. Dial Wakeup feature code **#173**.
2. To add another wakeup time, dial activation code. (Skip this step when the wakeup time list is empty).
3. Dial in the time you wish to be awoken (4 digits required [12 hour clock - use leading 0], e.g. 0805 for five past eight).
4. Dial **2** for AM or **7** for **PM**.
5. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
6. Listen for the confirmation tone.
7. Press **SPKR** to hang up.

▣► **Note:** Should you hear the reorder tone, Wakeup is denied at your station (as defined by Class of Service). In order to make use of this feature you must make a request from the attendant to activate Wakeup at your station.

To answer a Wakeup Call:

When the phone rings at the Wakeup Call time:

1. Hang up.

To cancel a Wakeup request:

Dial the entire procedure in a single block sequence.

1. Dial Wakeup feature code **#173**.
2. Dial cancellation code.

Wakeup Wakeup

3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Press **SPKR** to hang up.

|||▶ **Note:** If you have programmed a number of Wakeup requests, the closest wakeup time to the present hour is cancelled. Repeat this procedure to cancel each subsequent wakeup time.

Whisper Page: Receiving

This feature allows a user engaged in a conversation to receive a message whispered by another station. The user engaged in the conversation continues to hear the second conversing party and hears the whisperer in lowered volume as well. The second conversing party does not hear the whisperer. The Whisper Page tone is heard before the message is delivered by the whisperer and after the whisperer disconnects.

A user hearing the Whisper Page tone may either receive the Whisper Page or release the second party and talk to the whisperer.

To receive Whisper Page:

1. Hear whisper tone.
2. Listen to the whispered message when the tone stops.

To release the second party and talk to the whisperer:

1. Ask the party you are conversing with to disconnect.
2. Talk privately to the whisperer.

This feature allows you to block your telephone from receiving any Whisper Pages. DND Whisper Page can be turned On or Off according to individual station needs.

To block your telephone from receiving whisper calls:

Dial the entire procedure in a single block sequence.

1. Dial DND Whisper feature code **#1745**.
2. Dial activation code.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Press **SPKR** to hang up.

To enable your telephone to receive whisper calls:

Dial the entire procedure in a single block sequence.

1. Dial DND Whisper feature code **#1745**.
2. Dial cancellation code.
3. Press **#** or **OK**, depending on your phone settings, or wait for the phone to dial.
4. Listen for the confirmation tone.
5. Press **SPKR** to hang up.

Appendix A - Glossary

- Access Code Number** A series of digits, which must be dialed to gain access to an outside line or a Coral feature.
- Central Office (CO)** Area switching facility serving customers in a defined geographical location.
- Class of Service (COS)** A class-of-service (COS) consists of a list of features that are available to the telephone line user. However, the user may be denied certain features. Each internal telephone is marked with two classes-of-service, Primary and Secondary, which can be defined differently. In order to increase flexibility, Coral allows switching between the Primary and Secondary COS, but only one COS can be utilized at a time. When the telephone is in check-out mode the telephone is marked by a system-wide defined COS and the user is denied this feature, see page 113.
- Database** The memory in which the ‘flexible database system information’ is stored. The programming of the database is usually carried out during installation, however, it is field or remotely modifiable.
- Dial** For the purposes of this guide “Dial” means entering the relevant digits that operate a feature or sends a call to a destination.
- Digitized Voice Message System (DVMS)** DVMS is the utility that provides the means for embedding prerecorded announcements into the system. Recorded messages can be informative, for example: transfer messages, or advertisements.
- Enter** In this Guide, “Enter” means entering a password or other alphanumeric character.
- Forced Account Code** A feature that forces the station user to dial an account code before accessing an outside line. After dialing the account code, the user will be able to continue dialing the required number.

Appendix A - Glossary (cont.)

- Idle** A station or extension that is not ringing or busy, therefore available for use.
- Intercept** If you misdial or dial an unauthorized code (restricted to you), you will receive reorder tone or will be routed directly to the operator/master extension/attendant, as defined in your system.
- Key Set** Digital or electronic key telephone set. The key set proprietary telephone is a general name for the FlexSet, DKT, DST, etc.
- Off-hook** Lifting the telephone handset from its cradle. Off-hook provides the dial tone, which then enables you to dial numbers or activate features.
- On-hook** Replacing (hanging up) the telephone handset on its cradle.
- Operator/Attendant** The operator is responsible for answering incoming calls and connecting them to their required destination. The attendant also attends to trunk, system and station feature controls.
- Outside Line Access Code** The access code number is a series of digits which must be keyed in order to gain access to a trunk or trunk group.
- Port** Provides access to a device, station or trunk from within the system.
- Station/Extension** Each Coral internal telephone is called a station/extension and it performs many activities dealing with input and output along the communications system.
- Station Group** A number of stations linked together (members) for a common function, such as Hunt group or Boss group. A station can be defined as a member of many Hunt groups and/or Boss groups.

Appendix A - Glossary (cont.)

- Trunk** An outside line from the telephone company that terminates at the customer's location.
- Trunk Group** A number of trunks linked together (members) for a common outgoing function.
- Trunk Number (Coral)** The access code number that is dialed by station users to gain access to a specific outside line.
- Trunk Number, CO** Usually referred to as CO Trunk Number. This is the number dialed by an outside telephone user from the public network (through the Central Office) in order to call an internal station. (Number listed in the local telephone directory.)
- Verified Forced Account Code (VFAC)** A feature that forces the station user to dial a secret authorization account code before accessing an outside line. Before dialing is allowed, VFAC verifies the presence of the account code in the system. If the code is not found, dialing is blocked; when the code is found, dialing is allowed. Each code can have specific dialing restrictions.



Appendix B - Tones

While using the Coral communication system, many different tones are heard. These tones may vary for different locations as each system is customized during installation. Therefore, the sound of the tones are not described; instead, their general use is listed 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:

Break-In/Break-Out Tone Warning tone received by a station user indicating that a third party has broken into or is leaving (breaking out) an existing conversation.

Break-In Warning Tone Background tone heard during the entire break-in period. Indicates that a third party is listening. (Not used in North America.)

Busy (Engaged) Tone When the destination you have dialed (extension or trunk) is busy.

Call Waiting Tone Tone heard while engaged on a call indicating that another call is waiting to be answered.

Confirmation Tone Tone heard when you have successfully accessed or activated a feature (for example Camp-On, or Call Forward).

Distinctive Dial Tone The Distinctive Dial Tone (DDT) indicates that certain features are in use at your telephone, for example when you have programmed your telephone not to receive calls with either Call Forward All or Do Not Disturb, and you lift the handset. DDT is also heard between patterns of digits when dialing certain features, for example Account Code features. When the following features are applied at your telephone, the distinctive dial tone will be heard when the handset is lifted from idle:

- Call Forward All
- Do Not Disturb
- Messages
- Secondary COS

Inside Dial Tone After off-hooking (lifting your handset from idle) or pressing speakerphone (SPKR) key.

Appendix B - Tones (cont.)

Outside Dial Tone When connected to an external (trunk) line.

- Reorder Tone** A tone heard when you try to access a denied feature or when you misdial, etc., or:
- You have stayed off-hook too long before dialing. On-hook and start again, or:
 - The station you have called has not answered in time. On-hook and call later, or:
 - The handset is not correctly on-hooked. Replace handset on the cradle, or:
 - The station you have called is in Do Not Disturb mode.

Ringback Tone A tone heard when the destination you have dialed is ringing.

Second Ringback Tone Indicates that the destination you have dialed is busy, and your call is waiting to be answered.

Speaker Tone Indicates that the second conversing party's keyset is in speakerphone mode.

Stutter A tone heard when the handset is lifted indicating that there is a message waiting for you.

Tick Tone A tone indicating that you may continue dialing.

Voice Paging Tone A warbling tone when using the paging facility.

Whisper Page Tone A tone heard while engaged in a conversation, indicating that a third party wants to break into the conversation with a whisper. The second conversing party does not hear the tone.



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