



LDP-9008D & LDP-9030D User Guide

Please read this manual carefully before operating Phone. Retain it for future reference.

Revision History

Issue	Date	Remark
1.0	May, 2014	Initial Release

Disposal of your old appliance



1. When the crossed-out wheeled bin symbol is attached to a product, it means the product is covered by the European Directive 2012/19/EC.
2. All electrical and electronic products should be disposed of separately from the municipal waste stream via designated collection facilities appointed by government or the local authorities.
The correct disposal of your old appliance will help prevent potential negative consequences for the environment and human health.
4. For more detailed information about disposal of your old appliance, please contact your city office, waste disposal service or the shop where you purchased the product.

Copyright© 2014 Vertical Communications. All Rights Reserved

This material is copyrighted by Vertical Communications. Any unauthorized reproductions, use or disclosure of this material, or any part thereof, is strictly prohibited and is a violation of Copyright Laws. Vertical Communications reserves the right to make changes in specifications at any time without notice. The information furnished by Vertical Communications in this material is believed to be accurate and reliable, but is not warranted to be true in all cases. If you are not the intended recipient, you should destroy or retrieve this material to Vertical Communications.

All other brand and product names are trademarks or registered trademarks of their respective companies.

Important Safety Information

To prevent unexpected danger or damage please read this information before installing or attempting to repair you phone. Warning and Caution information is provided to alert the consumer of known dangers:



Warning: To reduce the possibility of electric shock, do not expose your phone to high humidity areas, such as a bathroom, swimming area, etc.



Caution: Use only Ericsson-LG Enterprise approved batteries and desktop chargers to avoid the damage to the phone. Using other batteries or chargers voids your warranty and may cause an explosion.



Warning

1. Only trained and qualified service personnel shall install, replace or service the phone.
2. Do not spill liquid life water on the phone. If so, call the service center as this may result in fire or electric shock.
3. If you see smoke or smell something during use, unplug the power cord and the phone line. Call the service center immediately.
4. If the power adapter is used, do not touch the plug with wet hands. This may result in a fire or an electric shock or equipment damage.
5. Do not use the phone during a thunderstorm. Lightning strike may result in fire, severe electrical or acoustic shock.
6. Do not use the power adapter if the power cord or wall outlet is damaged. This may result in fire or an electric shock.



Caution

1. Ensure that children do not pull on phone cords. This may injure children or result in equipment damage.
 2. The ear-piece houses a magnetic device which may attract pins or small metal objects. Keep headset clear of such objects and check before use.
 3. Avoid placing the phone in an area that is excessively dusty, damp or subject to vibration.
 4. Choose a site for the phone that is well-ventilated and dry.
 5. Do not plug multiple plug-packs into one power outlet. This may result in the plug overheating and may result in a fire or plug pack failure.
 6. Do not put heavy things on the phone.
 7. Do not drop or throw the phone.
 8. Static electricity discharge will damage electronic components.
-

9. Keep out of direct sunlight and away from heat.
10. No user-serviceable parts inside. Do not insert a screwdriver or any metal objects into the phone. This may cause electric shock or damage the equipment and will render the warranty void.
11. Clean the phone with a soft, dry cloth only. Do not use volatile liquids such as petrol, alcohol, or acetone as this may cause a fire or result in discoloration or damage to plastics. Do not clean with wax or silicon products as these may enter the equipment and cause operation to become unstable.

[EU]

European Union Declarations of Conformity

Ericsson-LG Enterprise Co., Ltd. declare that the equipment specified in this document bearing the “CE” mark conforms to the European Union Radio and Telecommunications Terminal Equipment Directive(R&TTE 1999/5/EC), including the Electromagnetic Compatibility Directive(2004/108/EC) and Low Voltage Directive(2006/95/EC). Copies of these Declarations of Conformity (DoCs) can be obtained by contacting your local sales representative.

[USA/CSA]

FCC/IC Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
 - Increase the separation between the equipment and receiver.
 - Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
 - Consult the dealer or an experienced radio/TV technician for help.
-

This device complies with part 15 /RSS-GEN of the FCC/IC rules.

Operation is subject to the following two conditions:

(1) This device may not cause harmful interference; and (2) This device must accept any interference received, including interference that may cause undesired operation.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

The use of this device in a system operating either partially or completely outdoors may require the user to obtain a license for the system according to the Canadian regulations.

CAUTION : Any changes or modifications in construction of this device which are not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

TABLE OF CONTENTS

1. INTRODUCTION	1
1.1 General.....	1
1.2 Feature Information	1
1.3 Feature Groupings	1
1.4 LDP-9008D & 9030D Phone Description	2
1.5 LDP-9008D & LDP-9030D Phone Installation	3
1.5.1 Phone Connections.....	3
1.5.2 Wall Mount	4
1.6 DSS(Direct Station Select) Console Installation	4
2. LCD, SPEAKERPHONE & RELATED FEATURES	5
2.1 Using the Display Menu	5
2.1.1 Attendant menu.....	5
2.2 Using the Speakerphone.....	6
3. RECEIVING CALLS.....	7
3.1 Answering a Call While Idle	7
3.2 Responding to a Call While Busy.....	8
3.3 Using Answering Machine Emulation (AME)	9
3.4 Differential Ring Signals.....	10
3.5 Answering Calls at Night	10
3.6 Answering Calls to Other Stations	10
3.7 Using Do-Not-Disturb (DND) to Block Incoming Calls	11
3.8 Forwarding Calls	11
3.8.1 Forwarding calls to another Station or Voice Mail	11
3.8.2 Forwarding calls to an external number.....	13
3.8.3 Forwarding callers to a Text Message	14
4. PLACING A CALL.....	16
4.1 Internal Calls	16
4.1.1 Using Camp-On when calling a busy station	16

4.1.2	Leaving a Message Wait.....	17
4.2	External Calls	17
4.2.1	Placing external CO/VoIP calls	17
4.2.2	Waiting for the next available CO/IP line	19
4.2.3	Account Codes: Tracking External calls for billing.....	19
4.2.4	Disable dialing from your phone	19
4.2.5	Temporarily override dialing restrictions at a phone	20
4.3	Using Directory.....	20
4.3.1	Using Last Number Redial (LNR)	20
4.3.2	Using and Entering Saved Number Dial	21
4.3.3	Using System Speed Dial Numbers	21
4.3.4	Using and Entering Station Speed Dial Numbers.....	21
4.3.5	Using Dial by Name and Entering Your Name	23
4.3.6	Using Automatic Called Number Redial (ACNR).....	24
5.	<i>TRANSFER, CONFERENCE & OTHER CALL HANDLING</i>	25
5.1	Call Transfer: Sending a call to a different destination	25
5.2	Call Hold: Placing a call in a waiting state	25
5.3	Broker Call: Switching between two calls.....	26
5.4	Joining Multiple People in a Conference.....	26
5.4.1	Setting up a Conference Room.....	27
5.5	Call Park: Placing a call on Hold to Page.....	28
5.6	Two-Way Record: Recording a call.....	28
6.	<i>SEND & RETRIEVE MESSAGES.....</i>	29
6.1	Responding to a Station Message Waiting Indication.....	29
6.2	Getting Voice Mail Messages.....	29
6.3	Sending and Receiving Short Text Messages	31
7.	<i>REMOTE SYSTEM ACCESS</i>	32
7.1	Direct Inward System Access (DISA).....	32
7.2	Mobile Phone Extension	32
8.	<i>MISC. FEATURES.....</i>	34
8.1	Call Log	34
8.2	Background Music and Music on Hold.....	34

8.3	Using Internal, External and Meet-Me Paging	35
8.4	Push-To-Talk (PTT) Page	35
8.5	Wake-Up Alarm	36
8.6	Alarm/Door Bell	36
8.7	Power Fail Transfer (PFT).....	36
8.8	System Voice Memo	37
8.9	Hot Desk.....	38
9.	<i>PBX, CENTREX & ISDN FEATURES</i>	39
9.1	Access PBX or Centrex features.....	39
9.2	Access the ISDN Network.....	39
9.2.1	Using the Keypad facility to access ISDN features.....	39
9.2.2	Using ISDN Supplementary Services	40
9.2.3	Activating ISDN Caller ID Restriction.....	40
10.	<i>FEATURES & FLEX BUTTONS</i>	41
10.1	Entering Station Program Data	41
10.2	Assigning Features to Flex Buttons	41
APPENDIX A	<i>USER PROGRAM CODE</i>	42
APPENDIX B	<i>FLEXIBLE NUMBERING PLAN.....</i>	45

1. INTRODUCTION

1.1 General

Your telephone is connected to an advanced-technology, highly-versatile, fully-featured telecom system designed to make office communications easy and productive.

1.2 Feature Information

We have taken every effort to make this user guide simple and straight forward. The guide starts with the simpler operations of the Phone Speakerphone, moves on to receiving and placing calls, and then to more advanced features. Each section includes a brief and basic description of each feature and step-by-step operation instructions.

The operations shown in this guide use the System's base default Numbering Plan. Your specific Numbering Plan may be different. Some features may not be available for you to access or may be subject to certain limitations based on the set-up of the System.

Under certain operating conditions, this equipment may not be able to make emergency calls. Alternative arrangements should be made for access to emergency services.

1.3 Feature Groupings

Every effort has been taken to divide the features into a logical and consistent sequence so that features can be quickly located.

Features have been divided into groups, *Receiving Calls*, *Placing Calls* etc. Within each group, features are arranged according to the difficulty of operation and frequency of use.

1.4 LDP-9008D & 9030D Phone Description

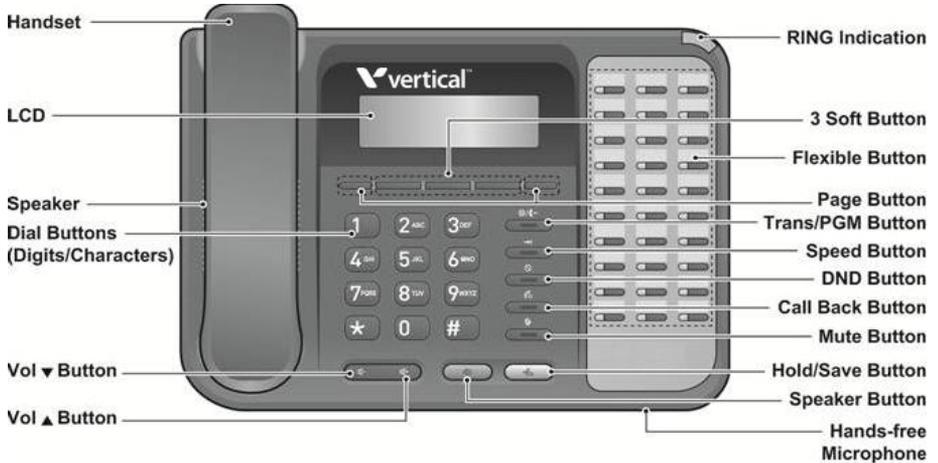
The LDP-9008D and LDP-9030D Phones (shown) incorporate user interface to provide you with a cost effective, simple to use, productive communications tool. It includes a 2-line (LDP-9008D) or 3-line (LDP-9030D) 24-character per line LCD (refer to Phone Diagrams). The bottom line of the display is an interactive menu accessed with the 3 Soft buttons just below the display.

Features and functions of your Phone are accessed either using the Fixed or Flexible buttons or by selecting a menu item using the Soft buttons. In the remainder of this User Guide, the Fixed or Flexible buttons are shown with a box surrounding the **BUTTON** designation while Soft button menu selections are shown with a double underline.

The LCD display screens shown in this User Guide are captured from the LDP-9030D. The screen may differ slightly in the LDP-9008D.



LDP-9008D Phone Diagram



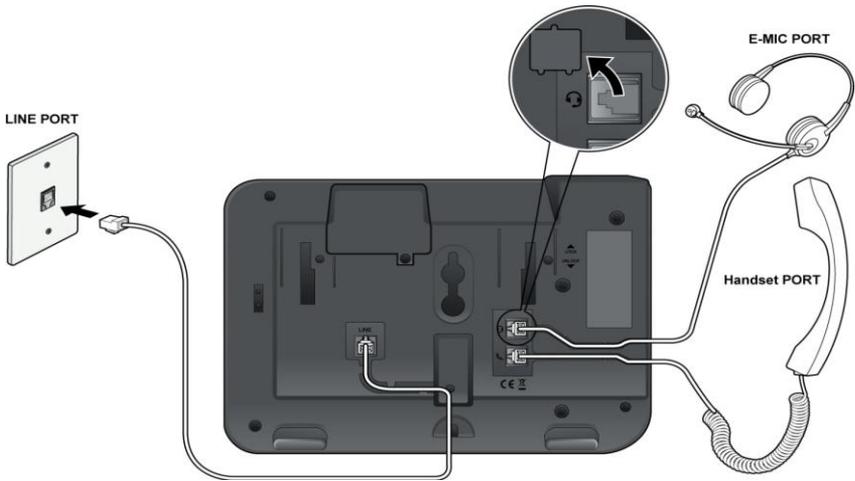
LDP-9030D Phone Diagram

1.5 LDP-9008D & LDP-9030D Phone Installation

1.5.1 Phone Connections

The LDP-9008D and LDP-9030D each have 3 connection ports (refer to following graphic). each port is for connecting to : Handset, Ear Mic., and the line cable.

- Connect the telephone cord (curly cord) to the handset and the other end to the handset jack at the bottom of the telephone.
- Connect the line cable to the port at the bottom of telephone and the other end to the wall socket.
- Connect the Ear Mic. to the jack at the bottom of the telephone.



LDP-9008D & 9030D Connections

1.5.2 Wall Mount

The LDP-9000 series phones can be wall mounted as needed. The following instructions describe how to perform a wall mount installation. For more information on installing your LDP-9000 series phone, refer to the **iPECS Hardware Description and Installation Manual**.

- Mark and drill two (2) 7mm holes for plastic wall anchors.
- Insert the two (2) anchors into the holes and insert and tighten the each screw leaving about 2.5 mm (1/8-inch) of the screw exposed.
- Slide the LDP-9000 phone over the screws and assure the phone is secure.
- NOTE—It may be necessary to remove the phone and tighten or loosen the screws for a secure mounting.

1.6 DSS(Direct Station Select) Console Installation

A DSS console can be installed with the LDP-9000 series phone. For more detail installation, refer to **the iPECS Hardware Description and Installation manual**.

2. LCD, SPEAKERPHONE & RELATED FEATURES

2.1 Using the Display Menu

The Liquid Crystal Display (LCD) of the LDP-9008D has two lines, and the LDP-9030D has three lines of 24 characters each. The LCD is used to convey information to you. It provides the date, time and station number on the display while idle. It will also provide called/calling name/number display, feature status and an interactive menu to guide you through feature access and *User Program* selections:

To activate the Display Menu:

- Press **PGM** button,
- Press the Volume buttons to select. Dial the associated number (Menu selections shown).

1. RING/NEWKEYSET
2. COS
3. MSG RET/M-EXT
4. WAKE UP TIME
5. MESSAGE
6. HEADSET/HOTEL
7. SUPPLEMENTARY
[*] SYSTEM
[0] ATTENDANT

For more information, refer to the Appendix A.

2.1.1 Attendant menu

The Attendant menu is only available on the System Attendant phone. For more information, refer to the Appendix A.

2.2 Using the Speakerphone

Activate the Speakerphone at any time (except for Paging) in place of lifting the handset to receive or place calls.

Additionally, you may switch between the handset and Speakerphone during a call. By keeping the handset Off-hook, the **Group Listen** feature is activated, which provides incoming audio over the speaker with outgoing audio from the handset. This permits a local 'group' to listen to both sides of the conversation without interfering with the conversation. While in a conversation using the Speakerphone, **Mute** the microphone using the **MUTE** button. When Mute is active, the **MUTE** button LED will be illuminated. To turn off **Mute**, press the **MUTE** button again.

With **Auto Speaker Select**, activating or accessing a feature by pressing its button will activate the Speakerphone automatically.

When using a Headset, the **SPEAKER** button controls the ON/OFF-hook state for the phone.

To use the Speakerphone to answer or place a call:

- Press **SPEAKER**, the phone goes off-hook and sends audio to the speaker and the microphone.

To control the volume of the Speakerphone or handset:

- Press the **▼ VOLUME ▲** button.

To Mute the microphone:

- Select the **MUTE** button.

To turn off Mute (turn the microphone ON):

- Press the **MUTE** button.

To activate Group Listen while on an active handset call:

- Press the **SPEAKER** button.

3. RECEIVING CALLS

3.1 Answering a Call While Idle

There are 3 basic types of incoming calls; internal/external ringing calls, **Intercom Voice Announce** calls, and *Hold* recalls.

Your phone may be assigned **Ring Line Preference**; in this case, calls that ring are answered by lifting the handset.

Otherwise, you must press the flashing Flex button.

External calls to a Phone will appear under the CO/IP line or a **LOOP** button.

External calls are from CO lines or VoIP channels that are programmed to ring at your phone. For external calls, **Delay Ring** may be assigned allowing others to answer the call before the call rings at your phone.

Calls can be forwarded in some manner from another user; if providing call coverage for other users, you may also receive **Station Call Coverage** calls.

Calls placed on **Hold**, including Transfers, parked calls, etc. will recall if left on hold for too long.

ICM Voice Announce calls are answered based on the **ICM Signaling mode** at the receiving phone; in Hands-free (HF) mode, after the splash tone and announcement, speak normally into the microphone. In the Privacy (PV) mode, lift the handset to respond. The **ICM Signaling mode** can be assigned in *Station Programming*.

The LCD will display the calling number or, if available, the name of the station or CO/VoIP line, **CO Line Name Display**.

To answer a call ringing at your phone:

- Lift the handset or press the flashing Flex button (as needed), the call will be connected.

To respond to an Intercom Voice Announce call:

- In **HF** mode, simply speak as normal into the microphone,
- OR
- In **PV** mode, lift the handset to respond.

3.2 Responding to a Call While Busy

While you are busy on another call, you may receive a Muted Ring, Camp-On tones, or Voice-Over announcements. Muted Ring is provided over the speaker of your Phone indicating a **Call Waiting**. You also may receive **Camp On** tones, a burst of tones on top of the existing call, as an indication of another call waiting.

While busy, certain stations can activate **Voice-Over** to your phone. In this case, audio is received from both the active call and the **Voice Over** announcement at the same time.

Respond to any of these **Off-hook Signals** in one of several ways; place the existing call on **Hold** and respond to the new incoming call, activate *One-time DND*, send a *Silent Text Message*, or ignore the new call.

Silent Text Message requires a button (not available on a SLT or other non-display terminal).

The Attendant or Secretary may use **Intrusion** to announce a call while you are busy.

To answer a Call Waiting:

- Press and/or
- Press the flashing button.

To activate One-time DND:

- Press the button.

To send a Silent Text Message:

- Press the programmed button,
- Select the desired message to send.

3.3 Using Answering Machine Emulation (AME)

When a call is connected to your voice mail, you can screen the call as with a normal Answering Machine. The caller's voice is played over your speaker while the message is being recorded. There are two methods of notification and call screening provided, LED blink mode or Speaker hearing mode.

Ring Mode —the Answering Machine Emulation (AME) Flex button will flash to notify you of a call. You may press the Flex button to hear the caller as the voice message is stored.

Speaker Mode —when the call is sent to the voice mailbox, the caller's voice is automatically broadcast over the speaker of your Phone.

You may terminate screening, leaving the caller in voice mail to record a message, talk with the caller and record the conversation in the mailbox, or answer the call and disconnect the Voicemail. The AME feature is only available when using the VSF Voice Mail; a **AME** button should be programmed (refer to Appendix A User Program Codes).

To screen a call in Ring mode:

- Press the flashing **AME** button, the caller's voice is broadcast over the station speaker and stored in the voice mailbox (in the Speaker hearing mode, broadcast is automatic).

To stop the voice broadcast and leave the caller in Voice Mail:

- Press the illuminated **SPEAKER** button.

To talk with the caller and record the conversation in Voice Mail:

- Press the **MUTE** button.

To answer the call and cancel the voice message recording:

- Press the illuminated **AME** button, the caller is connected and the Voice Mail disconnected.

3.4 Differential Ring Signals

When multiple phones in a small area ring, it can be difficult to tell which are ringing. LDP-9000 Series Phone has 15 Ring Tones available for differentiating one phone's ringing from another.

To select a Ring Tone from phone memory:

- Press the **TRANS/PGM** button,
- Dial 1 for Ring Tones,
- Dial 1 or 2 for Internal or External ring,
- Dial 1-15 for the desired tone number; a confirmation tone is heard,
- Press **HOLD/SAVE** to make the selection.

3.5 Answering Calls at Night

In the Night mode, **Loud Bell Control** may be used to send ring signals to external bells. You may answer these calls with **Universal Night Answer (UNA)**.

To answer a call ringing during night mode:

- Lift the handset,
- Dial 567.

3.6 Answering Calls to Other Stations

When nearby stations are ringing, you may pick-up (answer) the call. Select to answer a call ringing at a specific station (**Directed Call Pick-Up**) or you may choose to answer the oldest call ringing to your station group (**Group Call Pick-Up**). Assign a Flex button with the Group Call Pick-Up code (566) for one-touch access.

NOTE—Pick-Up will not answer calls on the ringing station Private Line unless the line appears on your phone.

To answer a call ringing at another station:

- Lift the handset,
- Dial **7** (Directed Call Pick-Up code),
- Dial the Intercom Number of the ringing station; the call will be connected.

To answer a call ringing at a station in your group:

- Lift the handset,
- Dial 566 (Group Call Pick-Up code), the call is connected.

3.7 Using Do-Not-Disturb (DND) to Block Incoming Calls

Activate Do-Not-Disturb when you wish to not be interrupted; the phone will block incoming calls. Internal callers will receive a fast busy tone and the display will show the DND status.

Activate Do-Not-Disturb while ringing(One-Time DND); Ringing terminates and the caller will get a fast busy tone and it requires a DND button.

When an Executive activates DND, calls are forwarded to the paired Secretary automatically.

The Attendants and Secretary may be able to activate **DND Override** and **Intrude** on an active call. The Attendants may also cancel DND at other stations.

To toggle DND ON and OFF:

- Press the **DND** button.

3.8 Forwarding Calls

3.8.1 Forwarding calls to another Station or Voice Mail

Incoming calls may be diverted to other resources of the system. Resources include other stations, **VSF Voice Mail** and **External Voice Mail**. Your LCD and the LCD of the forward receiver will both indicate the forward status.

Call Forward can be activated from your phone or from a different station (**Call Forward, Remote**). You may define the conditions or 'type of forward' as below:

- 0: **Remote**- activate Call Forward for your phone from a different phone within the System.
- 1: **Unconditional**—all calls to the station, except recalls, are forwarded.
- 2: **Busy**—Immediately forwards all calls, except recalls, when the station is busy.
- 3: **No Answer**—forwards all calls to the station, except recalls, when the station does not answer within the No Answer timer.

- 4: **Busy/No Answer**—forwards calls if the station is busy or does not answer within the No Answer timer.
- 5: **Incoming CO Off-net**: Forward calls to an external destination; calls can be forwarded from an internal station or a remote location.

When you forward calls from a different station, you may need to enter your *Authorization Code*.

Calls on a Private Line will not forward except to a station with an appearance of the Private Line or to Voice Mail.

To activate Call Forward from your phone to another phone or internal system resource:

- Lift the handset,
- Press the Fwd Soft button,
- Dial the type of forward code 1-4,
- Dial the destination number.

To deactivate Call Forward from your phone:

- Lift the handset,
- Press the Fwd Soft button,
- Dial #.

To activate Call Forward for your phone from a different phone within the System (Call Forward, Remote):

- Lift the handset,
- Press the Fwd Soft button,
- Dial 0 (Remote Call Forward code),
- Dial your Authorization code (Station number & Password),
- Dial the 'type of forward' code 1-4,
- Dial the destination number.

To deactivate Call Forward, Remote:

- Lift the handset,
- Press the Fwd Soft button,
- Dial 0 (Remote Call Forward code),
- Dial your Authorization code (Station number & Password),
- Press the # key.

3.8.2 Forwarding calls to an external number

Forward calls to an external destination; calls can be forwarded from an internal station or a remote location. You may define the conditions or 'type of forward' as listed below:

- 1: **Unconditional**—all calls to the station, except recalls, are forwarded.
- 2: **Busy**—Immediately forwards all calls to the station, except recalls, when station is busy.
- 3: **No Answer**—forwards all calls to the station, except recalls, when the station does not answer within the No Answer timer.
- 4: **Busy/No Answer**—forwards calls if the station is busy or does not answer within the No Answer timer.

When you forward calls from a different station or a remote location, you may need to enter your *Authorization Code*. In addition, from a remote location, you must access the system through a *DISA* enabled CO line.

To activate Call Forward, Off Premise (forward to an external number) from your phone:

- Lift the handset,
- Press the Fwd Soft button,
- Dial the type of Forward code (1-4),
- Press Speed button,
- Dial Speed Dial bin number,
- Replace the handset, return to idle.

To activate Call Forward, Off Premise (forward to an external number) from a different phone within the System:

- Lift the handset,
- Press the Fwd Soft button,
- Dial 0 (Remote Call Forward code),
- Dial your Authorization code (your Station number + Password),
- Dial the type of Forward code (1-4),
- Press Speed button,
- Dial Speed Dial bin number,
- Replace the handset, return to idle.

To activate Call Forward, Off Premise (forward to an external number) from a remote location:

- Lift the handset,
- Dial the telephone number of a DISA assigned CO line,
- While receiving dial-tone, dial 554 (Call Forward feature code),
- Dial your Authorization Code (your Station number + Password),
- Dial the type of Forward code (6-9),
- Dial Speed Dial bin number,
- Replace the handset, return to idle.

3.8.3 Forwarding callers to a Text Message

Using a Phone, the system can be setup to return a 'Text Message' to internal callers. When calling your Station, internal callers will automatically receive the selected message or you can send a text message you select in response to an internal call, **Silent Text Message**.

There are 11 **Custom Display Messages** each up to 24 characters. Ten can be assigned by the Attendant and one assigned by you.

In addition, there are ten fix Pre-Defined Text Messages; some allow auxiliary input for time, date, etc. (as shown in message list).

Message 01:LUNCH RETURN AT hh:mm

Message 02:ON VACATION
RETURN AT DATE mm:dd

Message 03:OUT OF OFFICE
RETURN AT TIME hh:mm

Message 04:OUT OF OFFICE
RETURN AT DATE mm:dd

Message 05:OUT OF OFFICE
RETURN UNKNOWN

Message 06:CALL (enter up to 17 digits)

Message 07:IN OFFICE STA xxxx

Message 08:IN MEETING
RETURN AT TIME hh:mm

Message 09:AT HOME

Message 10:AT BRANCH OFFICE

To activate Custom or Pre-Defined Message**Forward:**

- Press **TRANS/PGM**,
- Dial User Program feature code 51,
- Dial the two-digit text Message code (00-20),
- Dial any auxiliary input for messages 01-04 and 06-08,
- Press **HOLD/SAVE**, forward confirmed.

To cancel activated Message:

- Lift the handset,
- Press the **Fwd** Soft button,
- Dial #.

To program the Station Custom Message (00) at your station:

- Press **TRANS/PGM**,
- Dial User Program feature code 52,
- Enter Message contents, up to 24 characters,
- Press **HOLD/SAVE** to save the message.

4. PLACING A CALL

4.1 Internal Calls

You can place calls to other stations in the system over the Intercom. The call will ring, or for an **ICM Voice Announce** call, a splash tone will be heard. Ring or Voice Announce is normally determined by settings at the called station but you may change this by dialing '#' after placing the call. By changing the mode, a Voice Announce call will ring or a ringing ICM call will allow Voice Announce (toggle).

You can assign a Flex button for **Direct Station**

Selection/Busy Lamp Field (DSS/BLF). The button allows you to call another station with the single of a button. The button LED will display the other station's status (ON=busy, OFF=idle).

When you go off-hook, you may connect to another station or system resource automatically. This **Prime Line Preference** may be immediate or delayed allowing you to take other actions during the delay. Otherwise, you may press another Flex button before going off-hook to override Prime Line Preference.

If you go off-hook and take no action, Intercom dial-tone will time-out, and after the **Howler tone** is received, your phone will be placed out-of-service in **Intercom Lock-Out**; you then must hang-up to return the phone to an idle state.

To place an Intercom call:

- Lift the handset,
- Dial the Intercom number of the desired station,
- When the call is answered or the Splash tone is heard, begin speaking with the called party.

4.1.1 Using Camp-On when calling a busy station

If the called party is busy, you may activate **Camp-On**, **Callback** or **Voice Over** at the station. **Camp-On** allows you to wait off-hook for the called station to answer. **Callback** allows you to hang-up, and when the busy station returns to an idle state, the system will call your Station; after you answer the callback, the system will call the previously busy station.

If you are the Attendant or Secretary, you may activate **Intrusion**. You may also use **Step Call**; dial the next station by dialing the last digit of the Intercom number.

To Camp-On (wait off-hook) for a busy station:

- Press * and await an answer.

To request a Callback (wait on-hook) for a busy station:

- Press the **MSG** soft button or the **CALL BACK** button and hang-up.

To make a Voice Over announcement to a busy station:

- Dial #,
- After the Splash tone is heard, begin speaking.

4.1.2 Leaving a Message Wait

If the called user does not answer or is in DND mode, you may leave a **Message Wait**. The called user will receive a Message Wait indication; the message will be displayed in the LDP-9000 Series phone. If the ring/message LED is set to Message Wait Indication, the ring/message LED will flash.

To activate Message Waiting:

- Press the **MSG** button and hang-up.

4.2 External Calls

4.2.1 Placing external CO/VoIP calls

External calls are placed on CO/IP lines. These 'lines' are accessed either using a button on the Phone assigned as a **CO/IP line** or using dial codes. The CO/IP lines are grouped for different types of calls, local, long distance, etc. Using the **CO/IP line group** code, you will be able to access any line from the group. A Flex button on the Phone assigned as a **LOOP** button lets you access a line from a group. Dial codes for access to CO/IP lines are:

Individual CO/IP line access—
88 + XX or XXX (XX or XXX are CO line number)

CO/IP Group access—
89 + XX or XXX (XX or XXX are CO Group
number)

Any CO/IP Line access—
9

When dialing on a CO line which uses pulse style signals, you may activate **Dial Pulse to Tone Switchover** changing to DTMF style dialing (for banking services, etc.).

When placing an IP call, you must dial an IP address using the “*” key in place of the dot.

If **Least Cost Routing** is set-up, the number you dial will be analyzed and the system will place the call on the least expensive route.

You may be assigned **Dialing** and/or **CO/IP Line Access Restrictions**, in which case you will receive error tone if you attempt to dial or access a restricted number/CO/IP line.

CO/IP line and **Station Class Of Service (COS)**, which establish dialing restrictions, may vary during Day and Night operation (**Day/Night COS**).

You may need to enter an *Authorization code* before placing calls, in which case you will receive a second dial tone.

Your external calls may be subject to **Call Time Restrictions**, you will receive a **Call Warning Tone** prior to disconnect.

NOTE—In the event of an emergency, assigned Emergency numbers (ex., a 911 call) may be dialed from any station in the System, regardless of a Station’s dialing restrictions (COS).

To place an external call:

- Lift the handset,
- Dial the CO/IP line/group,
- Dial the desired number.

4.2.2 Waiting for the next available CO/IP line

If all the lines connected to your system are busy, you will receive an All Trunks Busy signal. You may request to be notified when a line becomes free.

To activate a queue if the selected/dialed line is busy:

- Select the desired CO/IP line button; when the busy notification is returned, press the **Call Back** button,
- Return to an idle state by going on-hook; when the line is available, the Station will be notified (ringing).

4.2.3 Account Codes: Tracking External calls for billing

In some cases, you or your company may desire to track calls for billing or other purposes. You may enter an **Account Code**, which is output from the system to a printer in the **SMDR** report. You may have an **Account Code Flex** button (refer to [Assigning features to Flex buttons](#)).

To enter an Account Code before the call:

- Lift the handset,
- Press the assigned **ACCOUNT CODE** button,
- Dial the Account Code (1-12 digits),
- Press *, Intercom dial tone is heard,
- Place the CO/IP call as normal.

To enter an Account Code during a call:

- Press the assigned **ACCOUNT CODE** button,
- Dial the Account Code (1-12 digits),
- Press *

4.2.4 Disable dialing from your phone

You can temporarily 'Lock' your phone by activating **Temporary COS**, which will disable all dialing from the phone. To deactivate **Temporary COS** you must enter the station's Authorization code.

To activate Temporary COS:

- Press **TRANS/PGM**,
- Dial 21 (User Program code),
- Dial your Authorization code,
- Press **HOLD/SAVE**.

To deactivate Temporary COS:

- Press **TRANS/PGM**,
- Dial 22 (User Program code),
- Dial your Authorization code,
- Press **HOLD/SAVE**.

4.2.5 Temporarily override dialing restrictions at a phone

Override the dialing restrictions at any phone by activating **Walking COS**. The **Walking COS** dialing restriction levels are applied for a single call only. For multiple calls, you will need to reactivate **Walking COS** or use the **FLASH** button to regain CO/IP dial-tone.

To activate Walking COS:

- Press **TRANS/PGM**,
- Dial 23 (User Program code),
- Dial your Authorization Code (station number and password),
- Dial '*',
- Place call as normal.

4.3 Using Directory

4.3.1 Using Last Number Redial (LNR)

The last number dialed on an external call is automatically saved in the **Last Number Redial (LNR)** buffer. The system will store the numbers dialed on the last 15 calls.

To dial the Last Number for an external call:

- Lift the handset,

- Press Speed Soft button,
- Dial * ,
- or
- press the Redial Soft button,
- Press the Volume up and down buttons to select from the last 100 numbers dialed or received,
- Press the Send Soft button or HOLD/SAVE.

4.3.2 Using and Entering Saved Number Dial

You may store the last number dialed on an external call to the **Saved Number Dial** buffer for convenient dialing at a later time. The Saved number is stored until a new number is saved.

To place a call using Save Number Dial:

- Lift the handset,
- Press Speed Soft button,
- Dial #.

4.3.3 Using System Speed Dial Numbers

You may, if allowed, use **System Speed Dial** to call frequently dialed numbers.

In some cases, these numbers are divided into groups called **System Speed Zone Groups**. In this case, you may access some numbers and not others and your dialing restrictions may be invoked.

Only an Attendant can assign **System Speed Dial** numbers.

To place a call using System Speed Dial:

- Lift the handset,
- Press the speed button,
- Dial the desired System Speed Dial bin number.

4.3.4 Using and Entering Station Speed Dial Numbers

Each station in the Vertical SUMMIT IP is allocated memory for **Station Speed Dial** numbers each up to 23 digits. These

numbers are entered at the user's station and may include several 'special' instructions. Special instructions and the corresponding button are:

PAUSE will momentarily stop dialing.

FLASH as 1st digit—Activate dial tone detect.

FLASH not as 1st digit—The system will generate a *flash on the CO line*.

CALL BACK as 1st digit—Send digits as *ISDN Keypad Facility message*.

'**' as 1st digit—**Display Security**, the stored number will not be displayed when used.

'*' not as 1st digit—**Dial Pulse to Tone Switchover**, the system will switch from pulse to tone dialing.

When entering a **Speed Dial**, a 16 character name may be associated with the number for *Dial by Name*.

Dial Pad button	Letter Type									
	Uppercase(ABC)					Lowercase(ABC)				Num
	Button depressions									
	1	2	3	4	1	2	3	4	1	
1	@	:	/	<	@	:	/	<	1	
2	A	B	C		a	b	c		2	
3	D	E	F		d	e	f		3	
4	G	H	I		g	h	i		4	
5	J	K	L		j	k	l		5	
6	M	N	O		m	n	o		6	
7	P	Q	R	S	p	q	r	s	7	
8	T	U	V		t	u	v		8	
9	W	X	Y	Z	w	x	y	z	9	
0	.	,	?	!	.	,	?	!	0	
*	*				*				*	
#	#				#				#	

Character Entry Chart

To place a call using Station Speed Dial:

- Lift the handset
- Press the **SPEED** button,
- Dial the desired Station Speed Dial bin.

To enter a Station Speed Dial number with Name:

- Lift the handset,
- Press the **SPEED** button,
- Dial the desired Station Speed Dial bin number,
- Select/dial the CO/IP line/group,
- Dial the desired number to be stored,
- Press **HOLD/SAVE**,
- Enter the associated name if desired, using the Character Entry Chart,
- Press **HOLD/SAVE**.

To assign a Station Speed Dial number directly to a Flex button:

- Press **TRANS/PGM**,
- Press the desired Flex button,
- Select the **TeI Num** Soft button,
- Select/dial the CO/IP line/group,
- Dial the desired number,
- Press **HOLD/SAVE**,
- Enter the associated name if desired, using the Character Entry chart,
- Press **HOLD/SAVE**.

4.3.5 Using Dial by Name and Entering Your Name

Dial by Name employs three different Directories: Private directory (Station Speed dial), Public Directory (System Speed dial), or Intercom directory.

NOTE—To allow others to contact you via the Intercom directory, you must enter a name for your station (up to 16 characters).

Characters are entered with two keystrokes as in the chart below.

To place a call using Dial by Name:

- Press **SPEED** button twice,
- Dial the desired directory, 1: Dial By Intercom Name, 2: Dial By Station Speed Name, 3: Dial By System Speed Name, the LCD will display the names in alphabetical order,

- Scroll using the Volume up/down keys, or enter search characters (refer to the above Character Entry Chart).
- Press **HOLD/SAVE** to place the call.

To enter your station user name:

- Press the **TRANS/PGM** button,
- Dial 74,
- Enter the Name, up to 12 characters (press DND button to backspace/delete a character). To input characters:
 - Press the second Soft button to select ABC> or abc> mode,
 - To input the first character of a button, press the button 1 time (ex., for 'a', press 2 button once),
 - To input the second character of a button, press the button 2 times (ex., for 'b', press the 2 button twice).
 - To input the third character of a button, press the button 3 times (ex., for 'f', press the 3 button three times).
- Press **HOLD/SAVE**.

4.3.6 Using Automatic Called Number Redial (ACNR)

When making an external call and a busy signal is received, the system can be set to retry the number until the call is connected, the feature is cancelled, or the maximum number of retries is attempted—this is Automatic Called Number Redial (ACNR).

For each retry, the system will activate your speaker then place the call with the microphone muted. When the remote end answers, you must select the **MUTE** button, or lift the handset. Either of these actions will cancel the ACNR request as well as connect you to the remote party.

To set up ACNR, while on an outgoing call:

- Select the **ACNR** Soft button,
- Hang-up handset.

To cancel the ACNR request:

- Press the **Stop** Soft button.

5. TRANSFER, CONFERENCE & OTHER CALL HANDLING

5.1 Call Transfer: Sending a call to a different destination

You can send an active call to another station or other resource of the system, **Call Transfer**. You can screen the transfer with the receiving party (**Screened Call Transfer**) or complete the transfer without screening (**Unscreened Call Transfer**).

Transferred calls, internal or external, are placed in **Transfer Hold**. These calls will receive Music on Hold (*MOH*) and will recall if not answered in a timely manner. If an **Unscreened Transfer** call encounters an error or DND, it may immediately recall at your Station. DSS/BLF buttons may be employed to transfer calls.

To Transfer an active call:

- Press **TRANS/PGM**,
- Call the transfer party,
- Unscreened Call Transfer- Hang-up,
- Screened Call Transfer- When call is answered or Splash tone is heard, announce the call and hang-up.

5.2 Call Hold: Placing a call in a waiting state

You may place an active Internal or External call in one of several holding states. In System Hold, other non-restricted stations may pick-up the call. In Exclusive Hold, only the holding station may pick-up the call.

The system is assigned a preferred hold type (System or Exclusive). You may override this **Hold Preference** by pressing the **HOLD/SAVE** button twice.

The LEDs for CO/IP line buttons flash at distinctive rates for the holding station and other Phone users.

There are also user operations such as pressing a **DSS/BLF** button that will place a call in **Automatic Hold**.

Calls will remain in the held state for a period and then recall the user. This **Hold Recall** is provided with a different ring

signal. If not answered in a timely manner, the Attendant will receive **Attendant Hold Recall**.

To place a call on Hold:

- Press **HOLD/SAVE**.

5.3 Broker Call: Switching between two calls

You may switch between the active call and a call on *Hold*, placing the active call on Hold acting as a broker between two or more parties, **Broker Call**. LDP-9000 Series Phone users may 'broker' for multiple calls up to the number of **CO/IP line** buttons.

To switch between two calls (Broker Call):

- Press the desired **CO/IP line** button.

5.4 Joining Multiple People in a Conference

You can establish a **Conference** with up to 13 parties. The other parties in the **Conference** may be internal. A **Conference** can be placed on Hold and is subject to *Hold Recall*.

To establish a Conference:

- Establish call with one of the desired conference parties,
- Select the Conf Soft button,
- Establish call with the other conference party,
- Select the Conf Soft button,
- Select the Conf Soft button again to establish the conference.

To place a Conference on Hold:

- Press the **HOLD/SAVE** button.

To retrieve the Conference from Hold:

- Select the Conf Soft button.

To establish an Unsupervised Conference:

- Establish conference with two external parties,
- Select the Conf Soft button,
- Hand-up handset.

To retrieve an Unsupervised Conference:

- Lift the handset,
- Select the Conf Soft button.

5.4.1 Setting up a Conference Room

In addition to establishing a Conference, up to 9 **Conference Rooms** can be set up. When setting up a Conference Room, a password can be designated for invited parties (internal and external parties) to use for accessing the established Conference Room.

To set-up a Conference Room:

- Press the TRANS/PGM button,
- Dial 53 to create a Conference Room,
- Dial the desired Conference Room number (1-9),
- If desired enter a password for the Conference Room (up to 12 digits),
- Press HOLD/SAVE to establish the Room.

To join a Conference Room:

- Lift the handset,
- Dial 59 (Conference Room entry code),
- Dial the Conference Room Number,
- Dial the Conference Room password.

To delete a Conference Room:

- Press the TRANS/PGM button,
- Dial 54 (Conference Room delete code),
- Dial the Conference Room number (1-9),
- Dial the Conference Room password,
- Press HOLD/SAVE to delete the Conference Room.

5.5 Call Park: Placing a call on Hold to Page

A user may transfer an active CO/IP call to a special holding location (Park Orbit), which can be accessed easily from any station in the system. Typically, this feature is used with *Paging* to notify the desired user of a parked call.

Parked calls are subject to *Hold Recall* after the Call Park timer.

To park an active external call:

- Press TRANS/PGM,
- Dial the Park Orbit,
- Return to idle.

To retrieve a parked call:

- Lift the handset,
- Dial the Park Orbit.

5.6 Two-Way Record: Recording a call

You may record an active external conversation in your *Voice Mail Box*.

To activate Two-Way Record while on a CO/IP call:

- Use the Page right/left soft button to display the next Menu and select the Record Soft button, record warning tone is heard and recording starts.

To stop Two-Way Record while on a CO/IP call:

- Use the Page right/left soft button to display the next menu, and select the Record Soft button or,
- Hang-up, return to idle.

6. SEND & RETRIEVE MESSAGES

6.1 Responding to a Station Message Waiting Indication

Another station can leave a Station **Message Waiting** indication (MWI) when you do not answer or your phone is in **DND** mode. The message will be displayed on the LCD screen in LDP-9000 Series phone. If programmed, a flashing MSG LED of the Call back button also will indicate when there is a Message Waiting. As a further notification, a **Message Wait Reminder Tone** can be provided. You may review and delete messages as well as respond with a call back.

To review your Station messages:

- Press the **CALL BACK** button, the LCD shows the Message Summary display:

ST	CL	VS	VM	US	MS
001	000	001	000	000	000
DIAL 1-6					

- Dial 1 to view Station messages, Dial to view VSF messages

To return a call from the list of Intercom (MWI):

- press SHOW soft button

6.2 Getting Voice Mail Messages

When callers are forwarded or recall to your Voice Mail Box, they can leave a voice message.

The Voice Mail system allows access to and management of received voice messages. While in your Mail Box, you have control of your password and Mail Box greeting. In addition, you can remotely control Call Forward for your station from the VMIM/VSF/VMIB. You will need to register an **Authorization Code** for your station to access the VMIM/VSF/VMIB Voice messages.

To retrieve Voice Mail locally using a Flex button:

- Press the programmed **VOICE MAIL** Flex button,
- Dial your Mail Box number and corresponding password to receive the 'Number of Messages' prompt,
- Dial desired option codes,
- At completion of session, hang-up to return to idle.

To retrieve Voice Mail locally using the **CALL BACK button:**

- Press the flashing **CALL BACK** button, the LCD shows the Message Summary display:

ST	CL	VS	VM	US	MS
001	000	002	000	000	000
DIAL 1-6					

- Dial 3 for VSF, 4 for external VM,
- After the prompt enter your station number and password,
- Dial desired option codes,
- At completion of session, hang-up to return to idle.

To access your Voice Mail Box from a Remote Location:

- Lift the handset,
- Dial the telephone number of a *DISA* CO line answered by the VSF/ Auto Attendant,
- At answer,
- dial # to receive the 'Mail Box & Password' prompt,
- Dial the Mail Box and password to receive the 'Number of Messages' prompt,
- Dial '*',
- Dial desired option codes,
- At completion of session, hang-up.

6.3 Sending and Receiving Short Text Messages

You can exchange short text messages (up to 80 alphanumeric characters) with other display phone users. These messages will activate the message on the LCD. If the ring/message LED is set to Message Wait indication, the ring/message LED of Call Back button will flash.

To send an SMS message to another Phone:

- Press the **TRANS/PGM** button,
- Dial 36 (SMS send code),
- Dial 1 to resend an existing message, or 2 to send a new or edit an existing message,
- Enter the station range to receive the message, to send to a single station enter the station number twice,
- Dial your message using 2 key strokes for each character (refer to Character Entry Chart in [Section 4.3.4](#)).
- Press **HOLD/SAVE** to send your message.

To view your received Short text messages:

- Press the **CALL BACK** button, and press the Volume down key, the LCD will display the Message Summary display,

ST	CL	VS	VM	US	MS
000	000	000	000	000	001
DIAL 1-6					

- Dial 6; the SMS messages are shown in brief,
- Dial the Message number to view the entire SMS message.

To delete received Short text messages:

- Dial #,
- Dial 1 to Delete the message, 2 to Cancel, or 3 to Delete all received Short text messages.

7. REMOTE SYSTEM ACCESS

7.1 Direct Inward System Access (DISA)

DISA (Direct Inward System Access) allows remote users to gain access to the system's resources (remote users may be required to enter an *Authorization Code*). The system will recognize remote user dialed inputs (call other stations, place calls over CO/IP lines, review voice mails, etc).

To access system resources remotely:

- Call the system's DISA facility,
- Await answer and dial your authorization code (station number and password),
- Dial "*" for end mark,
- Dial as needed for the desired system resource.

7.2 Mobile Phone Extension

When away from your desk or office you can place and receive calls on a registered mobile phone. You may need to activate the Mobile Phone Extension feature and assign the Mobile Phone number.

This feature is only effective with an ISDN/VOIP CO line.

To register a mobile phone number:

- Press the **TRANS/PGM** button,
- Dial 37,
- Dial the mobile phone number,
- Press the **HOLD/SAVE** button.

To activate a registered mobile phone:

- Press the **TRANS/PGM** button,
- Dial 38,
- 1 to activate, 0 to deactivate,
- Press the **HOLD/SAVE** button.

To place a call from the mobile extension using the iPECS System:

- Dial the ISDN DID number of the station; the system will check the Caller ID and answer the call. The user then will receive intercom dial tone,
- Place internal or external iPECS call as normal.

To Transfer a call from the mobile extension using the iPECS:

- Dial “*” while on an iPECS call,
- Dial the desired extension, the call is transferred and the mobile phone returns to idle.

NOTE—The mobile may reconnect to the transfer call by pressing the # key.

8. MISC. FEATURES

8.1 Call Log

Users can view a log of Received, Dialed and Lost calls on the display. Pressing a Redial Soft button and then Back button provides simple access to Received, Dialed and Lost calls.

To access the Call Log menu:

- Press the Redial Soft button,
- Press the Back Soft button,
- Using the Volume up/down keys, to view items (Received, Dialed or Lost).

To place a call using numbers stored in the Call Log:

- From the Call Log, use the Volume up/down keys, to view items (Called, Dialed, or Lost),
- Highlight the desired item, and press the OK Soft button to place the call.

8.2 Background Music and Music on Hold

Two audio sources can be connected to the system. These sources or an internal source provide input for Background Music (BGM) and Music On Hold (MOH). In addition, a recorded message from the VSF can be used. BGM is played over the speakers of the LDP-9000 Series Phone when the station is idle. MOH is played to callers placed on *Hold*.

There are eleven possible selections for BGM and MOH:

- 00: Off
- 01: Source BGM1
- 02: Source BGM2
- 03: VSF MOH 1
- 04: SLT MOH 1
- 05: SLT MOH 2
- 06: SLT MOH 3
- 07: SLT MOH 4
- 08: SLT MOH 5
- 09: VSF MOH 2
- 10: VSF MOH 3

To turn on Background Music:

- Press HOLD/SAVE to cycle through the BGM selections.

8.3 Using Internal, External and Meet-Me Paging

The User can broadcast announcements to other stations and/or external speakers. Stations are assigned to one or more of the **Internal Page Zones**. The system has two **External Page Zones** that can be connected to external speakers.

If the desired Page Zone is busy, the User can elect to be recalled when their turn comes in the queue. Users can also request a paged party answer the Page using **Meet-Me Paging**. In this case, the paged party may answer the page from any phone in the system by dialing the Meet-Me code.

To make a page:

- Lift the handset,
- Dial the desired Page zone,
- If assigned, after page warning tone, make announcement.

To answer a Meet-me-Page:

- Lift the handset.
- Dial 544 (Meet-Me-Page code).

8.4 Push-To-Talk (PTT) Page

LDP-9000 Series Phones can be assigned as a member of one or more of the system's nine Push-To-Talk (PTT) page groups. Users separately log-in or log-out of any one or all PTT groups to which the phone is assigned. Once logged in, place or receive one-way page announcements to/from other users who are logged in to the same PTT group.

To log-in to a PTT group:

- Dial #0,
- Dial the desired PTT group number (1-9 or 0 for all groups),

To log-out of the PTT group(s):

- Dial #0, the PTT Log-in/out code,
- Press the * key.

To place a page announcement to the active PTT group:

- Press and hold the  Flex button,
- After confirmation tone, make page announcement.

8.5 Wake-Up Alarm

System supports an Alarm clock for each station in the system. The alarm clock can be set to repeat daily or as a one-time alarm.

When responding to the alarm by lifting the handset, BGM or Wake-Up Alarm announcement will be provided.

8.6 Alarm/Door Bell

The system can monitor external **Alarm** or **Door Bell** contacts: **Alarm Monitor**—should the external contact activate, a unique Alarm Ring signal and LCD display may be received. To restart the monitor circuit, the external contacts must be deactivated and the Alarm Ring signal terminated.

Door Bell—a unique Door Bell Ring (single tone burst) may be received each time the external contact is activated. A system contact also can be assigned to act as a **Door Open** contact.

To terminate the Alarm signal:

- Dial 565 (Alarm Stop code).

To activate the Door Open contacts:

- Lift the handset,
- Dial Door Open code, #* and contact number 1-4.

8.7 Power Fail Transfer (PFT)

When AC power to the system fails, back-up operation may be provided with back-up batteries or **Power Fail Transfer (PFT)**. When battery back-up is provided the station will operate normally. When **PFT** is implemented, an SLT is connected to a

CO line by the system. This SLT can be used as any normal SLT, providing service while power is out.

8.8 System Voice Memo

The integrated Voice Mail modules incorporate several **Voice Memos** to provide Station Users with general information such as station number, date, time, and feature status. Voice Memos are heard over the Phone speaker and over the handset for SLTs.

For the **Station Status Memo**, the following items are reported:

- ICM Signaling Mode (Handsfree/Tone/Privacy)
- Station IP Address
- Station Mac Address
- Number of messages x (x: number of all message waiting)
- Wake-Up Time (hh:mm)
- Do Not Disturb
- Forwarded to station xxx
- Forwarded to speed bin xxx
- Queued CO/IP line xxx
- Locked (Temporary COS)
- COS x

To hear Date & Time memo:

- Dial the Voice Memo code (*661),
- Date and Time memo is heard, "Date is May 2nd. Time is xx:xx pm".

To hear Station Number Prompt:

- Dial Voice Memo code (*662),
- The Station Number memo is heard, "This is station 150".

To hear Station Settings:

- Dial Voice Memo code (*663),
- Station Status Memo is heard.

NOTE—only activated features are announced.

8.9 Hot Desk

LDP-9000 Series phones in the system may be assigned for **Hot Desk** operation. These Hot Desk phones let you log-on and use the Hot Desk phone as if it were your station.

Once logged-on, the Hot Desk station will take on the attributes assigned to your station number and you can make calls as normal. When logged-out, calls to your station number are forwarded to the chosen destination.

To Log on to a Hot Desk station:

- Press the **TRANS/PGM** button,
- Dial *0,
- Dial your Authorization Code (Station Number and Password).

To Log out of the Hot Desk station:

- Press the **TRANS/PGM** button,
- Dial * twice,
- Use the **VOL ▲ ▼** buttons to select a call forward destination for your calls, speed dial, joined mobile phone, VVMU/VSF, or VM group,
- Press the **HOLD/SAVE** button.

9. PBX, CENTREX & ISDN FEATURES

9.1 Access PBX or Centrex features

The iPECS system has been designed to operate with a host PBX system or Centrex services from your service provider. The iPECS system connects to a host with analog CO lines. When accessing a CO line, the phone will act as an extension of the host, allowing access to the host system features using the host dial codes. While on a call, use the **Flash** feature to transfer calls to other host extensions or access features of the host.

The Flash feature may be used on other CO lines to regain dial tone from the CO line without relinquishing control of the CO line to place another call.

To access PBX or Centrex features while idle:

- Lift the handset,
- Select/dial access a PBX/Centrex CO line,
- Dial PBX/Centrex feature code.

To access PBX/Centrex features while on a PBX/Centrex CO line:

- Select the Flash soft button,
- After receiving new dial tone, dial the PBX/Centrex feature code.

9.2 Access the ISDN Network

9.2.1 Using the Keypad facility to access ISDN features

Access to certain features of your ISDN services requires that dialed digits be sent to the ISDN as data and not tones. In this case, dialed digits are sent as 'Keypad messages'.

A Keypad Facility button must be assigned using the *Flex Button program* procedures. Once active, dial into the ISDN for services; however, actions other than dialing will deactivate the Keypad Facility operation.

To activate Keypad Facility operation:

- Press the **KEYPAD FACILITY** button to switch to keypad mode,
- Dial as desired.

To deactivate Keypad Facility operation:

- Press **KEYPAD FACILITY**,
OR
- Press a Feature or Flex button.

9.2.2 Using ISDN Supplementary Services

ISDN service providers may incorporate features similar to those of Centrex. These ISDN Supplementary services are provided on a subscription basis, and as with Centrex, are accessed using the *Flash* button on a Phone.

Using supplementary services an ISDN line can be placed on Hold and a second call placed on the line. You may then alternate between the two held calls (Broker Call) using the hold button. An ISDN line conference can be established using the Flash and Conf Soft buttons. A conference can also be placed on hold.

While on an ISDN CO line, to access ISDN Supplementary services:

- Press Flash Soft button,
- Press HOLD/SAVE, Conf, or **CO line** button to activate the desired feature.

9.2.3 Activating ISDN Caller ID Restriction

LDP-9000 Series Phone users can restrict the transmission of Caller ID to the far-end. This may be a subscription service of your carrier. Separate Flex buttons are required to activate outgoing, Connected Line (COL), and incoming, Calling Line ID (CLID) restriction.

To restrict Caller ID:

- Lift the handset,
- Press programmed **CLIR/COLR** button to place call.

10. FEATURES & FLEX BUTTONS

10.1 Entering Station Program Data

A special code set is available for LDP-9000 Series Phone users to assign certain attributes such as Authorization Codes (Passwords). After entering the **User Program** mode, dial the codes to select the attribute and setting. Once selected, the setting is saved. A list of the User Program codes, the feature/function and any input required are given in [Appendix B](#). In some cases, you enter these codes as part of Flex button assignments.

To assign user programmable attributes to your station:

- Press **TRANS/PGM**,
- Dial desired User Program codes shown in [Appendix B](#),
- Press **HOLD/SAVE**.

10.2 Assigning Features to Flex Buttons

You may assign features and functions to the Flex buttons on your Phone (possibly CO/IP lines).

Flex buttons may be assigned for most features providing **One-Touch** feature activation (ex., a Flex button may be assigned to access the [Account Code](#) feature and may include the Account code digits).

Features that may be assigned to a Flex button include:

DSS/BLF—Enter station number.

[Speed Dial](#)—Enter Station/System Speed dial bin.

Flex Numbering Plan—Enter Flex Numbering Plan code (refer to [Appendix A](#)).

User Program Code—Press **TRANS/PGM** and enter a User Program code (refer to [Appendix B](#)).

CO/IP Line—Enter the CO/IP line or group number.

To assign a feature to a Flex button:

- Press **TRANS/PGM**,
- Press the desired Flex button,
- Dial desired code and required inputs; for User Program codes ([Appendix B](#)), first press the **TRANS/PGM**,
- Press **HOLD/SAVE**.

APPENDIX A USER PROGRAM CODE

Fixed Function Codes, refer to Table A-1 and A-2, are digit sequences users and the Attendant may dial while in the User Program Mode to assign certain Flex buttons and affect the status of a feature or setting. For more information on the User Program Mode refer to the Vertical SUMMIT IP Features and Operation Manual.

Many of these Function Codes may be assigned to a button of LDP Phone by pressing the **[PGM]** button as the first entry of a Flexible button assignment, see Flex button Programming in the Vertical SUMMIT IP Features and Operation Manual.

Table A-1 STATION USER PROGRAM FIXED FUNCTION CODES

FUNCTION CODE	FUNCTION
10	En-block Dialing
11X	Intercom Differential Ring (X = 1-15)
12X	CO Line Differential Ring (X = 1-15)
13	Intercom Answer Mode (1: HF /2: TONE /3: PV)
14X	Call Coverage Attribute (1: On/Off, 2: Ring Delay)
19	Ear-Mic Headset
21	Knock Down Station COS
22	Restore Station COS
23	Walking COS
24	ICR SCENARIO
31	Message Retrieve Method
32	Message Retrieve Example
33	User Authorization Code Registration
34	{ DID CALL WAIT } button assignment
35	Message Wait in Executive/Secretary pair
36	Send SMS Message
37	Register Mobile Extension
38	Make Mobile Extension active
39	Register Mobile Extension CLI
30	VM Mobile CLI
41	Set Wake-Up Time
42	Wake-Up Time Disable
51XX	Custom/Pre-select Message Display (XX = 00-20)
52	Register Custom Message (Message 00)
53	Create Conference Room

Table A-1 STATION USER PROGRAM FIXED FUNCTION CODES

FUNCTION CODE	FUNCTION
54	Delete Conference Room
55	Monitor Conference Group
61	Headset/Speakerphone Mode
62	Change Ring Mode
71	LCD Display Mode
72	Version Display
73	Background Music
74	Station User Name Registration
79	Display Phone Version
7*	Display Serial number/Package for SMEMU
*0	Hot Desk Login
**	Hot Desk Logout
*6	Set Forced Forward Dest
*7	Forced Forward to Dest
*8	Register Bluetooth
*9	Bluetooth Usage

Table A-2 ATTENDANT USER PROGRAM FIXED FUNCTION CODES

FUNCTION CODE	FUNCTION
0111	Print SMDR, by Station
0112	Delete SMDR, by Station
0113	Display Call Charge
0114	Abort Print
0115	Print Lost Call Report
0116	Delete Lost Call Report
0121	Print Traffic Analysis (All summary)
0122	Print Traffic Analysis (All summary periodically)
0123	Abort "Print Traffic Analysis (All summary periodically)"
0124	Print Traffic Analysis (Attendant)
0125	Print Traffic Analysis (Call summary)
0126	Print Traffic Analysis (Call Hourly)
0127	Print Traffic Analysis (H/W Usage)
0128	Print Traffic Analysis (CO summary)
0129	Print Traffic Analysis (CO Hourly)

Table A-2 ATTENDANT USER PROGRAM FIXED FUNCTION CODES

FUNCTION CODE	FUNCTION
021	Knock Down Station COS
022	Restore Station COS
031	Authorization Code Registration
032	Erase Authorization
041	System Date/Time Mode
042	LCD Date Mode
043	LCD Time Mode
044	Set Wake Up Time from Attendant
045	Wake Up Disable from Attendant
046	PX Clock Set through ISDN message
047	HotDesk Login from Attendant
048	HotDesk Logout from Attendant
051	Custom/Pre-select Message
052	DND/Call Forward/Pre-selected MSG Cancel
053	Custom Display Message (11-20)
054	Monitor Conference Room
055	Delete Conference Room
06	VSF – Record System Greeting
071	Dial By Name
072	Isolate Fault CO Line
073	Automatic Day/Night/Timed Ring Table
074	External Page Music -1 Assignment/Cancel
075	External Page Music -2 Assignment/Cancel
076	LCD Display Language
077	PTT Login/Logout with station range
078	Display cpu redundancy state
*#	Admin Programming Code

APPENDIX B FLEXIBLE NUMBERING PLAN

The System Numbering Plan can be selected from 1 of 8 basic Numbering Plans. Table B-1 provides a brief description of the plans and Table B-2 and Table B-3 provide the Numbering Plan codes for each of the eight basic plans. The Number Plan is selected in Program 100 and individual codes in the plan can be changed using the Flexible Numbering Plan Programs 106 to 109.

Table B-1 Numbering Plan Description

Plan Number	Description	Range
1	Basic Numbering Plan.	100 - 239
2	The station number can be within 799.	100 - 239
3	Australia Default.	100 - 239
4	New Zealand Default.	700– 839
5	Italy Default.	200– 339
6	Finland Default, max. Stations 60	210 – 349
7	Default for Sweden, max. Stations, 200 Stations above Max ports will be displayed as “****”.	100– 239
8	The station number can be changed within 999.	100– 239

Table B-2 Basic Numbering Plan 1-4, Default Values

Feature	Basic Numbering Plan				
	1	2	3	4	Remark
Intercom Call	100 ~239	1000- 1139	1000- 1139	7000- 7139	
Internal Page Zone	301~335	*301~*33 5	*101~*13 5	*301~*33 5	
Internal All Call Page	543	*543	#3	#43	
Meet Me Page	544	*544	##	##	
External Page Zone 1	545	*545	#41	#41	
External All Call Page	548	*548	#5	#5	
All Call Page	549	*549	#00	#00	

Table B-2 Basic Numbering Plan 1-4, Default Values

Feature	Basic Numbering Plan				
	1	2	3	4	Remark
(Internal/External)					
SMDR Account Code Enter	550	*550	550	#9	SLT
Flash Command to CO Line	551	*551	551	551	SLT
Last Number Redial	552	*552	552	552	SLT
DND (Toggle On/Off)	553	*553	553	553	SLT
Call Forward	554	*554	554	554	
Speed Dial Programming	555	*555	555	*40	SLT
Message Wait/Callback Enable	556	*556	556	*66	SLT
Message Wait/Callback Return	557	* 557	557	*67	SLT
Speed Dial Access	558	* 558	558	#8	SLT
Cancel DND/FWD/Pre MSG	559	* 559	559	559	SLT
CO System Hold	560	* 560	560	560	SLT
Program Mode Access	561	* 561	561	561	SLT
Attendant Unavailable	562	* 562	562	562	
Alarm Reset	565	* 565	565	* 565	
Group Call Pickup	566	* 566	**	*1	
Universal Answer	567	* 567	567	2	
Account Code with bin	568	* 568	568	568	
Walking COS	569	* 569	569	569	

Table B-2 Basic Numbering Plan 1-4, Default Values

Feature	Basic Numbering Plan				
	1	2	3	4	Remark
Code					
ACD Supervisor On/Off Duty	571	* 571	571	571	
ACD Supervisor Login	572	* 572	572	572	
ACD Supervisor Logout	573	* 573	573	573	
ACD Help Code	574	* 574	574	574	
ACD Calls In Queue Display	575	* 575	575	575	
ACD Supervisor Status Display	576	* 576	576	576	
ACD Supervisor Monitor	577	* 577	577	577	
ACD Reroute Queued Call w/answer	578	* 578	578	578	
ACD Reroute Queued Call w/o answer	579	* 579	579	579	
Camp-On Answer	621	* 621	621	621	SLT
Call Parking Locations	*601~*619	*601 - *619	*101 – *119	*101 – *119	
Group Pilot Number	401 – 440	*401 – *440	*401 – *440	#620 – #659	
Station User VSF Features	*66	66	*66	69	
Call Coverage Ring	76	*76	*76	67	
Direct Call Pickup	*77	*77	*77	*77	
CO/IP Group Access	89xx	89xx	89xx	89xx	xx: 01~20,
Individual CO/IP Line Access	88xx	88xx	88xx	48xx	xx: 01~74

Table B-2 Basic Numbering Plan 1-4, Default Values

Feature	Basic Numbering Plan				
	1	2	3	4	Remark
Retrieve Last Held CO/IP	8*	8*	8*	4*	
Retrieve Individual Held CO/IP	8#xx	8#xx	8#xx	4#xx	xx: 01~74
Access CO Line in the 1st available CO Group	9	9	9	1	
Attendant Call	0	0	0	0	
VM Message Wait Enabled	*8	*8	*8	*8	
VM Message Wait Disable	*9	*9	*9	*9	
Door Open (1st Door)	#*1	#*1	#*1	#*1	
Door Open (2nd Door)	#*2	#*2	#*2	#*2	
MCID Request	*0	*0	*0	*0	
AME Feature	564	* 564	564	564	
Unsupervised conference extend code	##	##	* ##	*22	
PTT Group Login/Logout	#0	#0	#*0	*21	
ACD primary login	581	* 581	581	581	
ACD Agent primary logout	582	* 582	582	582	
ACD Agent secondary login	583	* 583	583	583	
ACD Agent secondary logout	584	* 584	584	584	
ACD wrap-up end	585	* 585	585	585	
TNET CM Login/out	586	* 586	586	586	

Table B-2 Basic Numbering Plan 1-4, Default Values

Feature	Basic Numbering Plan				
	1	2	3	4	Remark
Enter Into Conf-Room	59	* 59	* 59	59	
Enter Into Conf-Group	68	* 68	* 68	68	
Station ICR	587	* 587	587	587	
Pick up Group Pick-Up	588	* 588	588	588	
Emergency Page	589	* 589	589	589	
Remote Mobile Extension Control	580	* 580	580	580	
Agent ON/OFF Duty In ALL GRP	58*	* 58*	58*	58*	
SLT ACNR	58#	* 58#	58#	58#	
ACD Supervisor Ring Mode	570	* 570	570	570	
Company Directory Name	563	* 563	563	563	
ISDN Supplementary Hold	57*	*57*	57*	57*	
ISDN Supplementary Conf	57#	*57#	57#	57#	
Forced Seize Busy STN/CO	56*	*56*	56*	56*	
Override DND/Forward	56#	*56#	56#	56#	
Cancel Call Back					
Transfer to VSF Annc No	55*	*55*	55*	55*	
CCR	#2	#2	#2	#2	
Last Number Redial (LNR)	[REDIAL]	[REDIAL]	[REDIAL]	[REDIAL]	Keyset
Save Number Redial	[Save]	[Save]	[Save]	[Save]	Keyset

Table B-2 Basic Numbering Plan 1-4, Default Values

Feature	Basic Numbering Plan				
	1	2	3	4	Remark
Station Speed Dial Access	[SPEED] + XXX	[SPEED] + XXX	[SPEED] + XXX	[SPEED] + XXX	XXX: 000~099
System Speed Dial Access	[SPEED] + XXXX	[SPEED] + XXXX	[SPEED] + XXXX	[SPEED] + XXXX	XXXX: 2000~499 9