

Strata® CIX

Standard Telephone User Guide

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Chapter 2 – Advanced Operation

Introduction

This guide provides operating instructions for standard analog telephones connected to a Strata CIXTM system.

Organization

This guide is divided as follows:

- **Chapter 1 – The Basics** provides descriptions and operating procedures for all of the features available with standard analog telephones.
- **Chapter 2 – Advanced Operation** explains how to use the features which are available on the standard telephone.

Conventions

Conventions	Description
Note	Elaborates specific items or references other information. Within some tables, general notes apply to the entire table and numbered notes apply to specific items.
Important!	<i>Calls attention to important instructions or information.</i>
Arial Bold	Represents telephone buttons.
+	shows a multiple PC keyboard or phone button entry. Entries without spaces between them show a simultaneous entry. Example: Delete+Enter . Entries with spaces between them show a sequential entry. Example: # + 5 .
Tilde (~)	Means “through.” Example: 350~640 Hz frequency range.
See Figure 10	Grey words within the printed text denote cross-references. In the electronic version of this document (Strata CIX Administration Tools Application Software and Documentation Library CD-ROM or FYI Internet download), cross-references appear in blue hypertext.

Related Documents/Media

Note Some documents listed here may appear in different versions on the CD-ROM or in print. To find the most current version, check the version/date in the Publication Information on the back of the document’s title page.

Refer to the following for more information:

- Strata CIX Administration Tools Application Software and Documentation Library CD-ROM

This chapter shows you the basic operation of your standard analog telephone.

Notes

- A representative in your company is assigned as the CIX System Administrator for the Strata CIX telephone system. The CIX System Administrator is responsible for assigning telephone features. Be sure to check with your CIX System Administrator and make sure you know which features are enabled on your system.
- The feature access codes, such as **#408** on page 3, can change if they are reprogrammed. Again, check with your CIX System Administrator regarding codes.

Ringling Patterns

- Trunk-to-station call – One second On, three seconds Off.
- Station-to-station call – 0.4 seconds On, 0.2 seconds Off, 0.4 seconds On, three seconds Off.

Note Under special circumstances, Trunk-to-station calls may be programmed to emulate outside facilities. Consult your CIX System Administrator.

Flash

The term “flash” is used in a number of feature instructions. Since many standard telephones have a **Flash** button, this guide assumes that you have one. If your standard telephone does not have a **Flash** button, perform the following to “Flash the hookswitch.”

- To manually flash the hookswitch, while on a call, press the hookswitch down about 1/2 second, then release it.

You should hear dial tone after doing this.

Flashing Outside Lines

Some outside line features, such as conferencing, Centrex, or behind PBX operation require “flashing the outside line,” to dial Centrex/PBX feature access code or extension numbers.

➤ To flash an outside line

1. Momentarily press the hookswitch for about 1/2 second. After you press the hookswitch, you hear dial tone. This hookflashes the Toshiba system only.
2. Press **#45**. You hear Centrex or PBX dial tone. You can now dial a Centrex or PBX feature access code or extension number.

Off-hook Preference

Off-hook Preference is an option used to connect to Internal Dial tone or an outside line when going off-hook to make a call (Requires Release 4.1 and above software).

Note Check with your System Administrator to determine your telephone’s Off-hook selection.

- If your telephone selects internal dial tone
 - Dial the extension number of the internal station you wish to connect to.
...or
 - Dial 9 or a line access code to connect to an outside line.
- If your telephone selects an outside line, dial the telephone number of the outside party you wish to connect to.

- To override outside line preference and access internal dial tone, press **
Example: Go off hook and press ** to get internal dial tone and then dial the extension.

Note ** is the default used to override CO Line Preference and get internal dial tone. Check with your System Administrator if the default has been changed.

Making a Call

- Lift the handset, then dial the number.

A line may be automatically selected or you can manually choose a line. Dial tone plays through the handset. Call progress tones (Ringback Tone, Busy Tone, etc.) are heard through the handset.

Answering a Call

- Pick up the handset.

Message Waiting

A message light and/or interrupted dial tone indicates a message for your phone.

An extension can receive up to four simultaneous Message Waiting indications. One message is reserved for the Message Center.

Responding to a Message Waiting Indication

1. Lift the handset, then press **#408**. Your phone rings the extension or voice mail device that sent the indication.
2. After answering the message(s), place the handset back on-hook.
3. If the Msg indication remains On, you have more messages; repeat Steps 1~3 above to retrieve them. Voice mail devices turn Off the indications after a short delay, after you checked all messages.
4. To manually turn off your Msg light, lift the handset, then press **#409**. Do this step for each message received.

Turning On/Off Message Waiting LED on Another Extension

If you call an extension and it is busy or there is no answer, you can light that extension's Message Waiting LED and enable that extension to call you back.

1. Dial an internal extension. You hear busy tone or there's no answer.
2. Press **7**. The Msg LED flashes red on the called phone.
3. Hang up. The Msg LED on the called telephone flashes until the called party presses the flashing **Msg** button - which calls you back.
4. To turn Off a Message LED that you have turned on for another extension, press **#64** plus the extension number that has the message light set. Hang up to release your telephone.

Call Transfer

1. While on a call, press **Flash**. You hear internal dial tone.
2. Dial the extension where the call will be transferred. You can remain on the line and announce the call or immediately "blind transfer" the call.

During call transfer, you can connect all three parties by pressing **Flash**.

- If you get voice mail, you can leave a message or hang up and let the transferred caller leave a message.
 - If you hear a long single tone, then announce the call over the called phone's speaker.
3. **Transfer with Camp On:** If the station to which you want to transfer the call is busy, you may hang up and the transferred trunk or station will be camped on to the busy destination.

► To transfer a call directly to Voice Mail (VM)

1. While on a call, press **Flash**.
2. Enter **#407**.
3. Enter the VM mailbox number (usually the same as the extension number), press **#**. The call transfers immediately and your extension becomes idle.

Conference Calls

You can conference together up to eight parties (including your own) - with up to six parties being external network lines. The actual number of conference parties with acceptable volume levels depends on the local and far end telephone line conditions.

The person who initiates the conference call is the Master. If, after the conference is established, the Master exits the conference, and the first station to have been added to the conference becomes the Master.

► To conference calls

1. While on a call, press **Flash**. You hear dial tone.
2. Call another station or outside line.
3. When the called party answers, press **Flash**. If you receive a busy tone or no answer, press **Flash** again to return to the original connection.
4. All parties are conferenced.
5. Repeat the above steps to add lines to the conference. Keep in mind the maximum number of allowed conference parties.

Note When the “master” of the conference hangs up, control is automatically transferred to the first internal station added to the conference call. If no other internal stations are included in the conference call, the call will be disconnected.

► To transfer conference control

1. Do Steps 1 and 2 above to add the line you wish to transfer conference control to. See previous Note.
2. Announce the call and hang up to transfer the call. This station now becomes the conference “master” with the ability to add or delete parties.

Adding Voice Mail to a Conference

The Conference Master can add voice mail to a conference. This feature enables participants in a conference to listen to or leave a voice mail message during one phone call.

► To add Voice Mail to a conference call (performed by Conference Master)

1. Press **Flash** to place the current call on Consultation Hold.
2. Dial the voice mail (VM) extension number, then enter the VM mailbox and security code. This adds the voice mailbox to the conference.
3. Press **Flash** to reconnect to the original party. (You can continue to add conference members by pressing **Flash** and dialing another extension.)

Now, all parties in the conference can listen to or record a message to this voice mailbox. Only the Master can control the VM with touchtones.

Connecting Two Outside Lines

1. While talking on an outside call, press **Flash**. You hear dial tone.
2. Dial an outside line access code and outside phone number.
3. After the party answers, press **Flash**.

If you receive a busy tone or if the station does not answer, press **Flash** to return to the original connection.

4. Hang-up. The two outside lines remain connected.

Note See the Call Pickup section to pick up a call on hold from another extension.

This chapter gives you instructions on using your telephone's advanced functions.

Account Code Calls

Account Codes (Forced or Voluntary) can be used for a variety of reasons including billing, tracking, and line restriction applications. Account Codes are assigned in the system as a fixed length (default is six digits) and are recorded by the system, along with the details of the calls, which can be printed on a Station Message Detail Recording (SMDR) report.

Verified/Non-Verified Account Codes

If programmed for Verified Account Codes, the system checks the account code you entered against a list created by the CIX System Administrator. The code you enter must be on the list for the call to proceed. Non-verified account codes must be of a uniform length specified by the CIX System Administrator.

Forced Account Codes

Some applications require you to enter an Account Code. These Forced Account Codes may be verified or non-verified, depending upon the application, but in either case, the caller must enter a code before proceeding.

► To dial using Forced Account Codes

1. Place a call in the normal method.

If the call requires an Account Code, a burst of tone (Success Tone) is heard after dialing the telephone number alerting you to enter the Account Code.

2. Enter the account number.

When the number of digits designated for account codes is entered, the number is then checked against the verified list, if chosen, and the call will continue as normal. If the number of digits entered for the account code is not reached or the verified code does not match, then re-order tone is heard and the call is rejected.

You can bypass Forced Account Code requirements with three emergency numbers, including 911. See your CIX System Administrator for these numbers:

- 1) 911 2) _____ 3) _____

Voluntary Account Codes (Verified/Non-Verified)

Voluntary Account Codes are optional. They can be entered during a call and are used for tracking selected calls using SMDR call detail recording option.

If the system is set for Verified Account Codes, station users must enter a specific code when entering the Voluntary Account Code(s) or the code is not validated for the SMDR call report. This does not affect the call.

► To enter a Voluntary Account Code

Note It's a good idea to warn the other party that you will be disconnected momentarily when you enter the access code. Once the code is entered, you are reconnected.

1. After accessing an outside line, press **Flash**. Your call is interrupted; you and the other party cannot hear each other. You hear feature dial tone.
2. Dial **#46** + the account code. After the account code is entered, the connection is restored.

Automatic Busy Redial

After reaching a busy outside number, you can activate Automatic Busy Redial so that the system automatically redials the number at regular intervals. The system repeats the redial until the destination is no longer busy. This feature may not be on some phones on your system. Automatic Busy Redial is not attempted while your station is busy, but continues to time-out.

► To activate Automatic Busy Redial

1. When you reach a busy number, press **Flash + #441**. You hear busy tone.
2. Hang up. The system redials, up to 5 to 20 times, every 30 to 180 seconds (depending on system programming). Your telephone receives ring tone when Automatic Busy Redial dials the number and it is available.
3. Lift the handset and wait for the party to answer. If you do not pick up the handset within recall timeout (5 to 60 seconds) after a connection is made, you hear a muted ring for another 30 seconds, then the call disconnects.

► To cancel Automatic Busy Redial

- Lift the handset and press **#442**.

Automatic Callback

When you reach a busy station, you can set Automatic Callback to have the system monitor the busy extension and notify you when it becomes idle.

Automatic Callback can also place you in queue for an available outside line, if you reach a line group in which all lines are busy. When a station or line becomes available, the system rings your telephone. Then when you answer, it automatically rings the intended destination. The amount of time the system will wait for an idle destination is set in system programming.

► To set Automatic Callback

1. If you hear busy tone after dialing an outside line access code or a station number, press **4**. Busy tone stops, followed by success tone, then busy tone resumes.
2. Hang up. You can make other calls while waiting.

3. When the called station or outside line becomes idle, your telephone rings.
4. Answer within about three rings (5 to 180 secs., set in programming) to prevent the callback from being cancelled. After you answer, you hear success tone.

If you hear a busy tone after answering a callback, the called party is already on another call or the line has already been seized or has received an incoming call. Your request is not cancelled. You will be called again the next time a line becomes idle.

If you were attempting to make an outside call, the telephone number is automatically dialed, including the account code or override codes that were used.

➤ **To cancel ACB**

- Lift the handset and press **#431**.

Call Forward

System

System Call Forward (which is set in Programming) automatically directs calls to a predefined location, such as Voice Mail. See your CIX System Administrator to determine which type of Call Forward you have, as well as the Call Forward location.

Station

Station Call Forward assigns Call Forward destinations for each extension on your phone. Each extension can be independently set for a different Call Forward feature. You can set a flexible button to perform any Call Forward function - see [“Call Forward Procedure” on page 12](#) for more details.

Call Forward must be set prior to receiving the call.

The following calls to your station can be forwarded:

- Internal calls
- Auto Attendant calls
- Outside lines that ring only your station
- Transferred internal or incoming line calls

Call Forward Categories

- **Call Forward Any Call** – Forwards any call, whether an internal call or incoming line call.
- **Call Forward - Incoming Line** – Forward incoming line calls only.
- **Call Forward Any Call - Set for Another Station** – Enables you to forward all calls for another telephone within your telephone system.
- **Call Forward - Incoming Line Set for Another Station** – Enables you to set forwarding of incoming line calls for another telephone within your telephone system.
- **Call Forward System** – Forwards the calls to the destination preset for the entire telephone system, commonly voice mail.
- **Call Forward - External Location** – Forwards incoming line calls that ring directly to your extension to a destination outside the system.

You can change your forwarding destination from outside the system using the DISA feature. See your CIX System Administrator for DISA telephone numbers and security code access.

Call Forward Settings

- **Call Forward All Calls** – Forwards all calls immediately.
- **Call Forward Busy/Do Not Disturb** – Forwards calls immediately when your extension is busy or in Do Not Disturb (DND) mode.

In Tone-first systems with multiple lines, Call Forward Busy forwards calls only when all line appearances are in use. In Voice-first systems, Call Forward Busy forwards all calls any time your telephone is in use.
- **Call Forward - No Answer** – Forwards all calls to your station whenever you do not answer the call within a designated time (set by you when you enable the feature).
- **Call Forward Busy/Do Not Disturb/No Answer** – Forwards all calls to your station whenever you are busy, in the DND mode, or after ringing and you do not answer the call within a designated time (set by you when you enable the feature).
- **Call Forward Cancel** – Cancels the set Call Forward feature. Notice that each category of Call Forward has a different code for canceling.

Call Forward Procedures

The following table contains Call Forward Button sequences. You can do a Call Forward function by one, entering the button sequence as described, or two, programming a flexible button to perform the sequence. See [“Call Forward Procedure” on page 12](#) for instructions on programming a flexible button.

Some Call Forward features require a Pass Code entry. Use the following procedure to change your Pass Code.

➤ To change your Pass Code

- Lift the handset, press **#670** + ext. no. + old Pass Code (1~15 digits) + **#** + new Pass Code (1~15 digits) + **#**.

➤ To use the Call Forward button sequence

- Follow the instructions in the following table, shown under “Button Sequence.” Some features require additional input, such as:
 - **Destination** – If the destination is an outside number, press **#** after entering the destination. The CIX accepts destination numbers of up to 32 digits.
 - **Timer** – This is a two digit entry representing how long (8 to 160 seconds) your telephone should ring before forwarding the call. If you enter one digit, you must press **#** after entering the single digit.
 - **Pass Code** – A four-digit code established by system programming to prevent unauthorized changes. The code applies to the station to be forwarded; not to the station entering the code.

Note In the following table, (Tone) means that a confirmation tone will play at that point in the sequence.

Table 1 **Call Forward Procedure**

Feature	Button Sequence
Call Forward Any Call (Internal and Incoming Line)	
All Calls	Lift handset, press #6011 (Tone) + Destination No. + # (Tone)
Busy	Lift handset, press #6021 (Tone) + Dest. No. + # (Tone)
No Answer	Lift handset, press #6031 (Tone) + Dest. No. + # (Tone) + Timer + #
Busy No Answer	Lift handset, press #6041 + Dest. No. + # + Timer + #
Cancel	Lift handset, press #6051 (Tone)

Table 1 Call Forward Procedure (continued)

Feature	Button Sequence
Call Forward - Incoming Line Calls	
All Calls	Lift handset, press #6013 (Tone) + Dest. No. + # (Tone)
Busy	Lift handset, press #6023 (Tone) + Dest. No. + # (Tone)
No Answer	Lift handset, press #6033 + Dest. No. (Tone) + Timer + # (Tone) + #
Busy No Answer	Lift handset, press #6043 + Dest. No. (Tone) + Timer + # (Tone) + #
Cancel	Lift handset, press #6053 (Tone)
Call Forward - Any Call - Set for Another Station	
All Calls	Lift handset, press #6012 (Tone) + ext. no. + Pass Code (Tone) + # + Dest. No. + # (Tone)
Busy	Lift handset, press #6022 (Tone) + ext. no. + Pass Code (Tone) + # + Dest. No. + # (Tone)
No Answer	Lift handset, press #6032 (Tone) + ext. no. + Pass Code (Tone) + # + Dest. No. (Tone) + # + Timer + # (Tone)
Busy No Answer	Lift handset, press #6042 + ext. no. + Pass Code + # (Tone) + Dest. No. (Tone) + # + Timer + # (Tone)
Cancel	Lift handset, press #6052 (Tone) + ext. no. + Pass Code + # (Tone)
Call Forward - Incoming Line Call - Set for Another Station	
All Calls	Lift handset, press #6014 (Tone) + ext. no. + Pass Code + # (Tone) + Dest. No. (Tone) + #
Busy	Lift handset, press #6024 (Tone) + ext. no. + Pass Code + # (Tone) + Dest. No. (Tone) + #
No Answer	Lift handset, press #6034 (Tone) + ext. no. + Pass Code + # (Tone) + Dest. No. (Tone) + # + Timer + #
Busy No Answer	Lift handset, press #6044 (Tone) + ext. no. + Pass Code + # (Tone) + Dest. No. (Tone) + # + Timer + #
Cancel	Lift handset, press #6054 (Tone) + ext. no. + Pass Code + # (Tone)
Change Pass Code	Lift handset, press #670 (Tone) + ext. no. (Tone) + old Pass Code + # (Tone) + new Pass Code (Tone) + #
Call Forward - System	
Activate	#620 (Tone)
Cancel	#621 (Tone)

Call Park Orbits

The Call Park feature enables you to hold a call temporarily in a location other than your telephone. These areas are called orbits. You or another telephone user can retrieve a parked call from its orbit by specifying the orbit number. You can specify one of 20 General Park Orbits (7000~7019) or a valid extension number within the system.

Once you have parked a call in an orbit, you can:

- Hang up and retrieve the parked call at a later time
- Originate another call
- Access a voice paging device to announce the parked call for pickup from another station

If you park a call and it is not retrieved, it will recall to the parking station and one of the following occurs:

- If your station is idle when the system Call Park recall timer expires, the parked call automatically recalls to your station.
- If your station is busy, the parked call camps on.

➤ To park a call

1. While on a call, press **Flash + #33**.
2. Specify the Park Orbit by doing one of the following:
 - Enter a valid extension.
 - Press **#** and the system automatically selects your extension as the orbit.

If the analog hold feature is set in programming, the line LED will flash on other telephones, which enables the call to be picked up from another telephone.

3. Hang up. If the parked call is not retrieved within a specified time, the call rings back to your phone.

➤ To retrieve a parked call

1. Lift the handset, press **#32**.
2. Enter the Orbit Number where the call is parked or **#** to enter the extension from which you are calling.

Call Pickup

You can pick up a call that is ringing another station's extension, a call placed on hold at another station and other types of calls.

Group Pickup

Stations can be assigned in system programming to Pickup Groups. As many as 32 groups can be created to enable you to easily pick up incoming (new or transferred) or internal calls that are ringing stations that are in your group or in other groups. This feature does not pick up held calls. You may belong to more than one group. See your CIX System Administrator for group assignments.

Page/Internal Call Pickup

This feature picks up Internal (station to station), Group Page, and All Call Page calls. If these types of calls occur at the same time, the pickup priority is station-to-station and then Page calls in the order of occurrence. In some systems, this feature can be applied to pick up All Call Page exclusively.

► To perform Call Pickup

1. Lift the handset.
2. Enter a code from the following table.

Table 2 Call Pickup Feature Codes

For Incoming Calls	Dialing	Description
Group	#5#34	Picks up a call ringing to a member of your group.
Direct Extension	#5#5 + Primary Ext. No.	Picks up a call ringing on any line appearance of the telephone specified by its Primary extension number.
Directory Number	#5#22 + Ext. No.	Picks up a call ringing to the specified extension number only. Other lines ringing on the same phone are unaffected.
Any External Call	#5#9	Picks up any incoming outside line call.

Table 2 **Call Pickup Feature Codes** *(continued)*

For Calls On Hold:	Dialing	Description
Local Retrieve	#5#71	Picks up a call held on the telephone from which it is dialed.
Remote Retrieve	#5#72 + Primary Ext. No.	Retrieves a call held on the telephone specified extension number.
Outside Line Retrieve	#5#73 + Outside Line No. (1~128)	Picks up a call held on the specified outside line regardless of the telephone placing the call on hold. Must enter three digits (e.g., 007).
Directed Extension Retrieve	#5#74 + Ext. No.	Picks up a call held on the specified extension number, regardless of the instrument(s) on which it appears.

Notes

- The Primary extension number is the directory number by which the phone set is defined. Other, non-primary extension numbers may also appear on the phone. By convention, the Primary extension number is assigned to the first button on a multi-button telephone.
- If more than one call is on hold, the call on the telephone's lowest button number is picked up.
- Ringing calls are picked up over held calls as a priority.

Call Waiting

You can answer a call that is transferred to your station, even when your station is busy. When another call is camped onto your station, you hear two Camp-on tone beeps.

If a call is sent to your station when busy, and your station does not have an extension button available to receive the call, two camp-on tone beeps are sent to your telephone. You must disconnect or transfer the existing call to answer the waiting call.

- **To answer a waiting call by disconnecting or transferring the current call**
 - Hang up or transfer the existing call; the camped-on call rings your station.

Direct Inward System Access

Outside callers with touch tone phones can call in to lines programmed for Direct Inward System Access (DISA) and dial an extension or outgoing line without going through an attendant or operator. See your CIX System Administrator for more details.

1. From outside the system, dial the public telephone number assigned to DISA. The call is answered and you hear CIX dial tone. If you do not dial within 10 seconds, the line disconnects.
2. When you hear dial tone, dial an extension or an outside line.
3. If you dial an outside destination, you may need to enter a security code provided to you by the CIX System Administrator. When you hear the tone, enter the security code. If accepted, the call proceeds.
4. If you receive busy tone and you want to dial another number while the station is still ringing, press * and repeat Step 2.

Do Not Disturb

If your station is in Do Not Disturb (DND) mode, internal, external and transferred calls do not ring your station and Off-hook Call Announce calls are denied. You can continue to make calls while in the DND mode. When originating a call in DND mode, you will hear a short burst of interrupted dial tone followed by continuous dial tone. You can start dialing at any time during either tone.

If you put your Primary extension into DND mode, all calls to that telephone are rejected. If your extension is set for Call Forward-Busy or Call Forward-Busy/No Answer, the call is redirected to the forwarding destination immediately.

If you put an extension other than the Primary extension into DND, only calls to that extension on your phone will be blocked. Appearances of that extension on other telephones continue to ring.

➤ To activate DND

- Press **#6091** (hear Success Tone). When making calls, dial tone is stuttered while DND is active.

➤ To deactivate DND

- Press **#6092** (hear Success Tone). DND mode is de-activated.

Setting DND for Another Extension

➤ **To activate DND for another extension**

- Enter **#6191** (hear Entry Tone) + the Primary extension of the remote extension + the pass code + **#** (hear Success Tone). This sets DND as if activated by the Primary extension on the target telephone.

➤ **To deactivate DND for another extension**

- Enter **#6192** (hear Entry Tone) + the Primary extension of the remote extension + the pass code + **#** (hear Success Tone). This removes DND from the target telephone.

➤ **To change your DND Pass Code**

- Enter **#670** (hear Entry Tone) + ext. no. (hear Entry Tone) + old pass code + **#** (hear Entry Tone) + new pass code + **#** (hear Success Tone).

Door Lock(s)

➤ **To unlock a door**

- Press **#12** + the Door Lock Number (see table).

The door unlocks for 3~30 seconds (set in system programming).

Door Lock No.	Location
0	
1	
2	
3	
4	
5	

Door Lock No.	Location
6	
7	
8	
9	
10	

Door Phone(s)

Door phones can be used to call telephones selected in system programming. When a door phone calls, you hear a distinctive ringing tone, one or five times (set in system programming). You can also call a door phone and monitor the surrounding area.

The number of possible door phones varies by Strata CIX system, with up to 24 as the maximum for larger systems. Check with your CIX Administration Tools programmer to find out the names and locations of your system's door phones and record them below.

Door Phone No.	Name/Location	Door Phone No.	Name/Location

➤ To answer a door phone call

- Lift the handset while the door phone is still ringing. You are connected to the door phone
...or to pick up door phone calls ringing someone else's phone, press extension + **#5#5** + directory number.

➤ To call/monitor a door phone

- Press **#15** + extension for the door location. A two-way talk-path exists between your telephone and the called door phone. You can audibly monitor the area around the door phone.

► To call from a door phone

1. Press the door phone button and then release it. You hear a distinctive ringing tone—one or five times (set in system programming).
2. When answered, speak at a normal voice level in the direction of the door phone.

Emergency Ringdown

If a station remains off-hook for a programmable period, it can be automatically treated as an Emergency Call and directed to an emergency destination. The station may have partially dialed a number or have dialed no digits at all. Each station is programmed with its specific emergency ringdown destination.

A station number or a group pilot number can be specified as an emergency ringdown destination. In a private network, the station or pilot number must be in the same network node. Remote emergency destination and door phones are not permitted.

Override Calls

The available override features are:

Busy Override

Ring Over Busy Override enables you to send a muted ring tone to a busy station to indicate a call is waiting. The Busy Override (BOV) muted ring can be programmed for each station to be two muted rings only or continued muted rings until the call is answered. This option applies to the station receiving the muted ring. The muted ring can be sent to the telephone speaker or to the telephone handset/headset and speaker.

► To use Busy Override

- After reaching a busy station, press **2**. A muted tone is heard at the busy station, indicating that a call is waiting. The station number displays.

Do Not Disturb Override

Do Not Disturb (DND) Override lets you send a call waiting tone or ringing to a station in DND mode to indicate that a call is coming in. Your telephone may be programmed to block DND Override from other telephones. Your station's LCD shows the station you have called is in the DND mode.

OCA is possible to DND stations from stations that are programmed for DND Override.

➤ To use DND Override

- After reaching a station in DND mode, press **2**. A tone signal is heard at the DND station, indicating a call is coming in.

Executive Override

Executive Override enables you to enter an established conversation. Your telephone can also be programmed to block Executive Override from other telephones.

➤ To perform Executive Override

- After reaching a busy station, press **3**

You enter a conference with the busy station and the party to whom he was talking. The called parties may hear an optional tone signal prior to your entering the conversation. If you do not have Override privileges, you will camp on.

Class of Service Override

By dialing a Class of Service Override code, a user can change a station's set of privileges to one associated with the override code. When the call is terminated and another is attempted from the same station, the original Class of Service is applied. This allows selected users to override restrictions that are placed on any telephone in the system.

► To perform Class of Service Override

1. Access an outside line. You hear dial tone.
2. Press **Flash** + **#471**. Dial tone stops.
3. Enter the Class of Service Override Code (four digits). You hear dial tone. For security reasons, the override codes are only available on a selected basis. See your CIX System Administrator.
4. Dial a telephone number.

Privacy Override

This feature enables you to enter an established call on a line you share with another telephone. Up to two station users can enter an existing CO line-to-station call (i.e., up to three stations can be connected to a CO line). You can also use this feature if the station that is already connected to the CO line is in the Privacy Release mode.

Station users with **Privacy Release** can allow stations with the shared button appearance to enter their conversations, even if the station entering the conversation is not programmed for Privacy Override. (see [“Privacy” on page 24.](#))

Paging

Station users can make page announcements to telephones and external speakers. Check with your CIX System Administrator to find out the zone numbers for various paging groups.

► To make a Page Announcement to a phones or external speakers

1. Lift the handset, and enter a paging access code.
2. Make your announcement, then hang up.

➤ **To make a Group Page**

- Lift the handset, press **#31** and enter the group number (01~16).

Answering a Page

- To answer a Group Page, lift the handset, press **#5#35** and enter the Group number.
- To answer an External Group Page, lift the handset, press **#5#36** and enter the Group number.

All Call Page

You can make an All Call Page to telephones assigned to the “All Call Page Group.” Stations are assigned to the “All Call Page Group” in system programming.

➤ **To make an All Call Page**

1. Lift the handset, press **#30**. This pages all phones in the All Call Page Group but, depending on system programming, you may or may not page external speakers.
2. Make your announcement then hang up.

➤ **To answer an All Call Page**

- Lift the handset, press **#5#35**.

Emergency Page

An Emergency Page overrides Group Pages or All Call Pages to telephone and external paging devices.

- To make an Emergency Page, lift the handset and press **#37**.
- To make an Emergency Page to a group, lift the handset, press **#38** and enter the Zone number.

Privacy

Privacy controls the ability of more than one person to use the same extension or outside line at the same time. Privacy applies to multiple appearances of extensions, Phantom extensions, outside Lines and outside Line Group buttons. The application of Privacy to individual telephones is controlled in system programming.

By default, the system is private. If you are in a conversation, another telephone with an appearance of the line on which you are talking cannot intrude unless that telephone has been programmed for Privacy Override. In that event, the other telephone may enter and leave the conversation at will. If all users are provided with Privacy Release in Class of Service, the system will function as non-private.

Redial

Use this button to redial the last number dialed from your phone.

- To redial the last number, press ***0**.

Speed Dial

Speed Dial enables you to dial a sequence of up to 32 digits with a shorter code. Dial sequences can include telephone numbers, authorization codes, passwords feature activation codes and pauses. Speed Dial may be used to originate a call or invoked after a call is established.

There are two types of Speed Dial.

- **Station** – Your CIX System Administrator allocates a block of up to 100 personal speed dial numbers in increments of 10 per phone. You can create and change these numbers from your own phone. You have exclusive use of them.
- **System** – All telephones in your system can share a list of up to 800 System Speed Dial numbers under the exclusive control of the CIX System Administrator. In some cases, System Speed Dial will allow you to reach numbers that you would not be allowed to dial directly from your telephone.

Make a Call Using Speed Dial

1. To begin a Speed Dial Call, press *****.
2. Then, dial the Station or System Speed Dial Number. Station Speed Dial numbers occupy numbers 100~199. System Speed Dial numbers occupy numbers 200~999.

Store a Station Speed Dial Number

► To store a Station Speed Dial Number using an Access Code

1. Dial **#66**. You hear Entry Tone.
2. Dial the Station Speed Dial number (100~199). You hear Entry Tone.

Note Selected telephones may have the ability to change System Speed Dial numbers. Follow this procedure, but specify a System Speed Dial number (200~999) instead.

3. Enter the destination digits, then press **#**. You hear Success Tone.
4. Release the phone. To enter another number, repeat the process, starting with Step 1.

CIX System Administration

The third method of storing station Speed Dial numbers is via your CIX System Administrator, who can establish your Station Speed Dial number through administrative software and associate a name with it.

Advanced Speed Dial Operation

Special Characters

Speed Dial Numbers may include **0~9**, **#**, ***** and Pause. When using the Access Code input method (see above) it is also necessary to use **#** to indicate you have finished entering the destination number. This creates 14 functions to be input from the 12 buttons on the dial pad.

Long Speed Dial Numbers

Speed Dial Numbers are stored sequentially in memory areas capable of holding 32 digits. If you exceed 32 digits, the excess are stored in the next higher area and consume the next sequential Speed Dial Number.

You can dial the entire string by entering the original Speed Dial Number and all digits will be sent, including those in excess of 32. If that were Speed Dial Number 100, Number 101 would no longer be available. You are not prevented from storing a new Number 101 but, if you do, Number 100 will be shortened to 32 digits.

When ***** is used as an escape character, it consumes one Speed Dial digit. Entering ***7** to insert a seven-second pause would consume two of 32 characters.

“*****” functions as an escape key indicating that the number immediately following represents something exceptional. The numbers are defined in [Table 3](#).

Table 3 Dial String Characters

Entry	Meaning
0~9	0~9
#	End of Speed Dial Number when entering via access code (#66)
*	Escape
* (1~9)	Pause (1~9) seconds. If you need to pause longer than nine seconds, enter additional pause escape sequences. For example, to insert a 17 second pause, enter *9*8 . The display of a pause in the Speed Dial Number shows a “P” without specifying the duration. In this example, you would see “PP.”
**	*
*#	#

Uniform Call Distribution (UCD)

Note This feature requires CIX R4.0 software and above.

Uniform Call Distribution (UCD) provides ACD-like service based on the simplified Distributed Hunt feature. Incoming calls are answered by Voice Mail as the Auto Attendant function or they can be directly routed to the UCD (Distributed Hunt) Pilot number. The caller will dial the UCD Pilot station in response to a prompt. The call will go to the next agent or, if all agents are busy, the call will camp-on to the Distributed Hunt pilot and ring-back tone or Music-on-Hold (MOH) will be sent.

This feature distributes incoming calls to available agents. Agents must be logged into the group to receive UCD calls. The following illustration shows the typical call flow for this service.

1. Agent logs into the UCD group.
2. CIX receives a call from PSTN or extension.
3. The call is routed to voice mail which provides the initial greeting using the auto attendant service.
4. The voice mail can be configured to prompt callers to enter the destination number or to route the call to the pre-determined destination.
5. The voice mail transfers the call to the UCD pilot group.
6. According to the hunting rule (distribute), the call is delivered to an idle agent who logs in to this hunting group.

If no agent is available in the hunting group, the call is queued to the UCD pilot group. The caller may hear the Music on Hold (MOH) or Ring Back Tone (RBT) depending on the configuration. If the call cannot be answered within the preconfigured time, the call is routed to an overflow destination.

Login/Logout

Login/Logout can be activated by an access code. The default numbering plan is shown below.

Access Code	Feature
#6061	Login - from Agent Station
#6062	Logout - from Agent Station
#6161 + DN + #	Login - Agent Station (DN) from another station
#6162 + DN + #	Logout – Agent Station (DN) from another station
where DN = the Directory number of the agent station.	

Voice Mail - Direct Transfer

The Strata CIX enables you to transfer a call directly to a voice mailbox without first ringing that person's telephone.

➤ **To transfer a call directly to Voice Mail (VM)**

1. While on a call, press **Flash**. You hear feature dial tone.
2. Enter **#407**. You hear entry tone.
3. Enter the VM mailbox number (usually the same as the extension number), press **#**. The call transfers immediately and your extension becomes idle.

Other Voice Mail Features

Another voice mail feature lets you to include a voice mailbox in a conference call. See [“Adding Voice Mail to a Conference” on page 6](#). For instructions on the Strategy ES Voice Mail features, refer to the *Strategy ES Voice Processing User Guide*.

Feature Access Codes

Enter the sequence shown in [Table 4](#) for the particular feature that you want to use.

Table 4 Feature Access Codes

Feature	Feature Access Code Sequences
Account Code	Cnf/Trn + #46 + Account code digits
Attendant Console	0
Automatic Busy Redial - On	#441
Automatic Busy Redial - Off	#442
Automatic Callback Cancel	#431
Background Music	
Telephone Speaker On	Lift handset, press #490 + source number + #
Telephone Speaker Off	Lift handset, press #491
External Speaker On	Lift handset, press #492 + source number + #
External Speaker Off	Lift handset, press #493
Call Forward - Any Calls (Internal and External)	
All Call	Lift handset, press #6011 (Tone) + Dest. No + # (Tone)
Busy	Lift handset, press #6021 (Tone) + Dest. No + # (Tone)
No Answer	Lift handset, press #6031 (Tone) + Dest. No. + # (Tone) + Timer + #
Busy No Answer	Lift handset, press #6041 + Dest. No. + # + Timer + #
Cancel	Lift handset, press #6051 (Tone)
Call Forward - Incoming Line Calls	
All Call	Lift handset, press #6013 + Dest. No.
Busy	Lift handset, press #6023 + Dest. No.
No Answer	Lift handset, press #6033 + Dest. No. + Timer + #
Busy No Answer	Lift handset, press #6043 + Dest. No. + Timer + #
Cancel	Lift handset, press #6053

Advanced Operation

Feature Access Codes

Table 4 **Feature Access Codes** *(continued)*

Feature	Feature Access Code Sequences
Call Forward Any Call - Set for Another Station	
All Call	Lift handset, press #6012 + ext. no. + Pass Code + # + Dest. No. + #
Busy	Lift handset, press #6022 + ext. no. + Pass Code + # + Dest. No. + #
No Answer	Lift handset, press #6032 + ext. no. + Pass Code + # + Dest. No. + # + Timer + #
Busy No Answer	Lift handset, press #6042 + ext. no. + Pass Code + # + Dest. No. + # + Timer + #
Cancel	Lift handset, press #6052 + ext. no. + Pass Code + #
Call Forward - Incoming Line Call - Set for Another Station	
All Calls	Lift handset, press #6014 + ext. no. + Pass Code + # + Dest. No. + #
Busy	Lift handset, press #6024 + ext. no. + Pass Code + # + Dest. No. + #
No Answer	Lift handset, press #6034 + Dest. No. + # + ext. no. + Pass Code + # + Dest. No. + # + Timer + #
Busy No Answer	Lift handset, press #6044 + Dest. No. + # + ext. no. + Pass Code + # + Dest. No. + # + Timer + #
Cancel	Lift handset, press #6054 + ext. no. + Pass Code + #
Change Pass Code	Lift handset, press #670 + ext. no. + old Pass Code + # + new Pass Code + #
Call Forward - System	
Activate	#620
Cancel	#621
Call Park	
Activate	Cnf/Trn + #33 + Orbit Number
Retrieve	Lift handset, press #32 + Orbit Number
System Orbits	7000~7019
Call Pickup	
Incoming - Group Pickup	Lift handset, press #5#34
Incoming - Directed Station Pickup	Lift handset, press #5#5 + Ext. Number to be picked up
Incoming - Directed Extension Pickup	Lift handset, press #5#22 + Ext. Number
On hold - Local Retrieve	Lift handset, press #5#71
On hold - Remote Retrieve	Lift handset, press #5#72 + Remote Ext. No.

Table 4 **Feature Access Codes** *(continued)*

Feature	Feature Access Code Sequences
On hold - Outside line Retrieve	Lift handset, press #5#73 + Line on hold
On hold - Directed Extension Retrieve	Lift handset, press #5#74 + Ext. No. on hold
Incoming - Any External Call	Lift handset, press #5#9
Conferencing - Three Way	#494
DISA Security Code - Change	#658 + old Security Code (1~15 digits) + # + new Security Code (1~15 digits) + #
Do Not Disturb	
Local - On	#6091
Local - Off	#6092
Remote - On	#6191 + ext. no. + Pass Code Number + #
Remote - Off	#6192 + ext. no. + Pass Code Number + #
Door Lock Control	#12 + Door Lock Number
Door Phone Calling	#15 + Door Phone No.
Emergency Call	#911
Flash - Short	#450
Flash - Long	#451
LCR (Outgoing Call)	9
Message Waiting (MW)	
Release a received MW	#409
Retrieve a received MW	#408
Activate MW at another Station without Ringing	#63 + Ext. no.
Cancel MW at another Station without Ringing	#64 + Ext. no.
Private Network Access Code	8 + Private Network No.
Night Ring Answer	#5#39
Override	
Busy, Do Not Disturb	2
Executive	3

Advanced Operation

Feature Access Codes

Table 4 **Feature Access Codes** *(continued)*

Feature	Feature Access Code Sequences
Paging	
Page All Groups	#30
Page Individual Groups	#31 + Group Number
Emergency Page - Individual Group	#38 + Group Number
Emergency Page - All Groups	#37
Answer Page - All Groups	#5#35
Answer for External Group Page	#5#36 + Zone Number
Repeat Last Number Dialed	*0
Speed Dial Register	#66
Station (00~99)	*1 + Index Number (00~99)
System	*2 + Index Number (000~099)
	*3 + Index Number (100~199)
	*4 + Index Number (200~299)
	*5 + Index Number (300~399)
	*6 + Index Number (400~499)
	*7 + Index Number (500~599)
	*8 + Index Number (600~699)
	*9 + Index Number (700~799)
Start Application	#18
Substitution of Dial “#”	441
Substitution of Dial “*”	441
Travelling Class Override	
Enter Code	#471
Change Code	#69 + Index Number + old Code + # + new Code + #
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