ElectSys

Edge 120

Digital Executive Telephone
User's Guide

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VERTICAL

Edge 120
Digital Executive Telephone
User Guide

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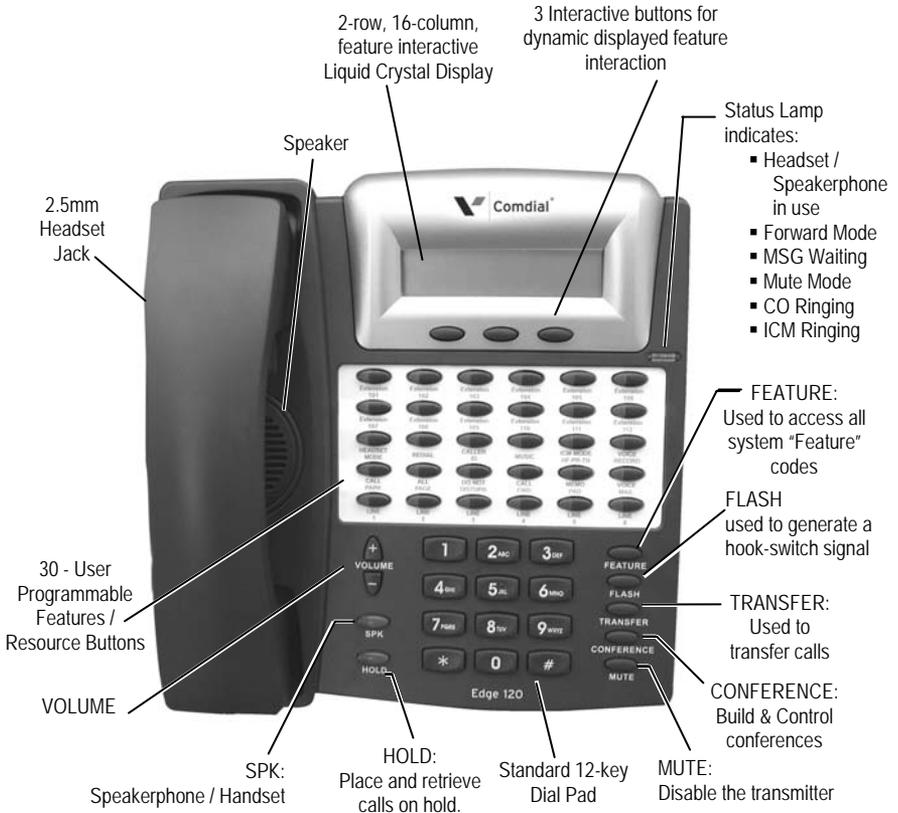**(941)554-5000 or (800) 266-3425**

-Notice-

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7260-00 Edge 120 Digital Executive Telephone

2-row, 16-column, feature interactive Liquid Crystal Display

3 Interactive buttons for dynamic displayed feature interaction

Speaker

Status Lamp indicates:
- Headset / Speakerphone in use
- Forward Mode
- MSG Waiting
- Mute Mode
- CO Ringing
- ICM Ringing

2.5mm Headset Jack

FEATURE:
Used to access all system "Feature" codes

FLASH
used to generate a hook-switch signal

30 - User Programmable Features / Resource Buttons

TRANSFER:
Used to transfer calls

VOLUME

CONFERENCE:
Build & Control conferences

SPK:
Speakerphone / Handset

HOLD:
Place and retrieve calls on hold.

Standard 12-key Dial Pad

MUTE:
Disable the transmitter

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Table of Contents

Setup   42

Making a Call

Outgoing Call (CO/Outside Line)   9️⃣, 📞

Access to CO Lines (outside lines) is possible via several methods. In some cases you may want to dial the specific outside line (lines 8️⃣0️⃣0️⃣ – 8️⃣3️⃣9️⃣) or outside line group (9️⃣#️⃣7️⃣4️⃣0️⃣ – 7️⃣4️⃣6️⃣), but in most cases, you can simply press the outside line button 📞.

1. Press the outside line button 📞 of an idle outside line (LED not lit). If the handset is still on-hook, the speakerphone SPK LED will light.
2. When you hear dial tone, dial the telephone number.
3. Hang up to end the call. (Press SPK if you are using speakerphone to hang up.)

Intercom Call (to an extension)   1️⃣0️⃣1️⃣ – 2️⃣0️⃣4️⃣, 📞

Dial the extension number. (Speakerphone activates automatically.)
Lift the handset for a private call.
Or…
Press the DSS button 📞 of the extension that you want to call.

Account Code –
Making a Call Using Account Code   7️⃣9️⃣

If you want a call to be associated with a specific account in the detailed records output from the DX-120 system (SMDR), you must enter an account code prior to making the call. The account code length is predetermined and programmed to be from 2 to 8 digits.

Operation

1. Dial the Account Code access number 7️⃣9️⃣.
2. Enter a valid account code. (The DX-120 system will automatically access an idle outside line.)
3. Dial the telephone number.

Automatic Redial

FEATURE 7️⃣8️⃣

You can use Automatic Redial (AR) to dial the last number you dialed. The system will automatically dial the number and then wait for a predetermined time for the call to be answered. If the call is not answered during this time, the system will hang up and then try the call again. The number of attempts the phone will make is designated in the system programming.

Operation

1. When you place a call and receive a busy signal, hang up.
2. Press FEATURE 7️⃣8️⃣.

Call Operator/Attendant

0️⃣

The extension that is programmed as the Attendant may receive multiple internal calls via the programmed Operator Code. The Operator Code is "0" at default.

Operation

To call the attendant (operator), press 0️⃣.

Conference, Meet Me

3️⃣9️⃣0️⃣ – 3️⃣9️⃣7️⃣

Conference is used to join telephone connections together. Meet Me Conference simplifies the setup process by assigning eight separate conference locations that are joined by dialing the location number (4 parties maximum). Callers can be transferred easily to these locations. Users may simply dial the location number. Outside parties can join the conference via the automated attendant simply by dialing the location number at the auto attendant greeting.

Operation – Transfer a Caller to a Meet Me Conference

1. While connected to another extension or outside line, press TRANSFER.
2. Dial the Meet Me Conference destination for this call (390-397).
3. Hang up to complete the transfer.

Operation – Join a Meet Me Conference

1. Dial the Meet Me Conference destination to join (390-397).
2. Hang up when finished.

Operation – Join a Meet Me Conference from the Auto Attendant

1. When the automated attendant answers, dial the Meet Me Conference destination to join (390-397).
2. Hang up when finished.

Conference, Supervised/Unsupervised   FEATURE 7 7

The system can accommodate eight, 4-member (party) conferences simultaneously. Conferences can include a maximum of 3 outside lines and any number of extensions to a maximum of 4 conference members. One inside key telephone station is the controller of the conference and constitutes one conference member. Before a conference can be established with 4 members, a 3-member conference must be established first.

Supervised/Unsupervised

A Supervised Conference is a conference in which at least one member is an extension of the DX-120 system. The DX-120 extension that establishes a conference is the conference controller and may add and/or delete members of the conference at any time. The conference controller also has the privilege of establishing an Unsupervised Conference.

An Unsupervised Conference is a conference in which only callers on outside lines are members. Keep in mind that although the conference is unsupervised, the initiating extension maintains control of the conference and can rejoin the conference at any time

Operation – Establish a Three-party Conference

1. Answer or place the first call (internal or external).
2. Press HOLD.
3. Place the second call (internal or external).
4. Press the CONFERENCE button. The connections are joined together.
5. Hang up to end the Conference.

Operation – Establish a Four-party Conference

1. First establish a three party conference (per above).
2. Press HOLD.
3. Place the third call (internal or external).
4. Press the CONFERENCE button. The connections are joined together.
   (Four parties include the initiator {Controller} of the conference.)
5. Hang up to end the Conference.

Operation – Establish an Unsupervised Conference

1. First establish a conference (per above) with two or three outside lines.
2. Press FEATURE ⁊⁊. The Unsupervised Conference is established and your extension is returned to idle.

Operation – Rejoin an Unsupervised Conference

1. Press FEATURE ⁊⁊.
2. Your extension is rejoined to the conference connection.

Operation – Force Release a Conference Member (Conference Controller only)

1. While engaged in a conference the display shows:

   ```
   XXX XXX XXX
   private  forced
   ```

2. Press [forced].

   ```
   PRESS DIR#
        exit
   ```

3. Press [exit] to abort the operation and return to the conference.

Or…

3. Dial the directory number (outside line number or Extension number) to release. (You may also simply press the outside line button or DSS button of the outside line/extension to be released.)
4. That conference member is disconnected and you are rejoined in conference with the remaining members.
5. Hang up to end the Conference.

Operation – Private Connection with a Conference Member (Conference Controller only)

1. While engaged in a conference the display shows:

    ```
    XXX XXX XXX
    private  forced
    ```

2. Press [private]

    ```
    PRESS DIR#
         exit
    ```

3. Press [exit] to abort the operation and return to the conference.

Or…

3. Dial the directory number (outside line number or Extension number) to connect. (You may also simply press the outside line button or DSS button of the outside line/extension to be connected.)
4. That conference party is removed from the conference and connected to you.
5. You may re-establish the conference with all members by pressing the CONFERENCE button.

Or…

5. Hang up on the current connection and rejoin the remaining member(s) by pressing HOLD.
6. Hang up to end the conference/connection.

Direct Inward System Access (DISA) (Optional)

This optional feature allows you to remotely access system resources such as System Speed Dial, outside line Access, and Intercom dialing.

DISA can be accessed via the Automated Attendant (AAM required) as well as by dedicated DISA lines.

Operation

1. Call into the DX-120 system from some remote location.
2. When the Automated Attendant answers, press 9 to access DISA.

Or…

2. If the dialed number is a DISA line only, the line will automatically answer.

3. DISA dial tone is heard (stutter dial tone).

4. Dial an extension number, Hunt Group number, or the Operator code. Ring-back tone is heard until the call is answered.

Or to access a DX-120 outside line…

1. Dial "#" + Extension Password + Extension Number + "#" to access a system outside line to dial out.

2. Dial an outside line Group number, or speed dial location number to place an outgoing call.

3. Hang up when finished.

Last Number Redial   FEATURE 8

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

Operation – Choose an Outside Line First

1. Press an outside line button.

2. Press FEATURE 8.

Operation – Automatically Select an Outside Line

1. Press FEATURE 8.

Off Hook Voice Announce with Hands-free Answerback

Off-Hook Voice Announce (OHVA) allows you to announce your call over the speaker of a busy extension.

To receive an OHVA call, the called extension must be using the handset. An OHVA call can be rejected easily if the call in progress should not be interrupted.

Operation – Placing an OHVA to Another Extension

1. Call the busy extension.

    ```
    EXT XXX     BUSY
    cbck msg next
    ```

2. Press [next]. The bottom row options change as follows:

    ```
    camp voic
    ```

3. Press [voic]. The OHVA call is established over the called extension speakerphone.

    ```
    OHVA EXT XXX
    ```

Operation – Receiving an OHVA Call

1. While on a call using the handset, you receive an OHVA call:

    ```
    EXT XXX     OHVA
            reject
    ```

2. Respond to the OHVA caller using the telephone speakerphone (no buttons to press) or press [reject] to end the OHVA call.

On Hook Dialing

You can make outgoing calls from your digital speakerphone without lifting the handset, and you can monitor the dialing status through the built-in speaker. The button lamp is lit when you are making a call.

Operation

1. Without lifting the handset, dial any extension number. (Hot Key must be enabled in the phone system programming.)

Or…

2. Without lifting the handset, press any outside line button and dial.
3. When Hot Key is disabled, press the SPK button or press an idle outside line button. Then dial without lifting the handset.

Paging   4 0 0 – 4 0 8, 7 7 7

You can make a public announcement to all extension users or to a portion of users. The DX-120 system provides both all-call (heard by all users) and page zone (heard by a specific group of users) paging that you access by dialing special codes. Page announcements are heard over extension speakers.

Operation

1. While in the idle condition – lift the handset.
2. Dial the Zone Page access code (extensions) 4 0 1 – 4 0 8 external page 7 7 7 for the group of users you want to page, or to page all users, press the FEATURE button designated as ALL PAGE (if available) or dial the All Call Page access code 4 0 0.
3. You hear the Page Alert Tone.
4. Make paging announcement.
5. Hang up when finished.

Saved Number Redial   FEATURE 5̲ 1̲

Saved Number Redial is normally used whenever you want to retain a
telephone number to be dialed later. The same feature code is used to
Save a Dialed Number (SDN) and to dial the saved number – Saved
Number Redial (SNR).

Operation – SDN

1. After you've placed an outside line call for which you want to
   store the number, press FEATURE 5̲ 1̲.
2. The dialed number is stored in the Saved Number memory.

Operation – SNR

1. When the telephone is idle, press the FEATURE button
   designated as REDIAL (if available) or press FEATURE 5̲ 1̲.
2. The stored number is dialed.

Speed Dial   *Extension* 4̲ 7̲ 0̲ – 4̲ 8̲ 9̲
                         System 5̲ 0̲ 0̲ – 6̲ 9̲ 9̲

Speed Dialing allows you to store frequently dialed numbers. There
are 20 speed "bins" for most extensions and 200 system speed bins
that may be shared by all extensions.

Operation – Setup

1. Press FEATURE 1̲.
2. Dial the Speed Dial location number (4̲ 7̲ 0̲ – 4̲ 8̲ 9̲).
3. Press [show]. The current contents are displayed.
4. Press [chg].
5. Input the number you want to store, including Pauses (FEATURE
   7̲ 0̲), Flash FEATURE 3̲ and Pulse To Tone Conversion (✱)
   codes.
6. Press [save]. That number is stored in this speed dial location.
7. Continue programming speed dial locations from step 2 above or
   hang-up (press SPK twice) to exit.

Operation – Use – System Selects the Outside Line Automatically

1. Dial the Speed Dial location number (4 7 0 – 4 8 9, 5 0 0 – 6 9 9).
2. That speed dial number is dialed on the last outside line that you used or any outside line in the same outside line group.

Operation – Use – You Select the Outside Line to Use

1. Press the desired outside line button (or dial the outside line directory number 800-839).
2. Press FEATURE 1.
3. Dial the Speed Dial location number (4 7 0 – 4 8 9, 5 0 0 – 6 9 9).

In-Progress Features

Answering Machine Emulation (Listen/Pick Up)

Answering Machine Emulation requires the optional DX-120 Small Office (Voice Mail System). This feature mimics the call-screening feature of an answering machine. Whenever your voice mailbox answers a call, the DX-120 allows you to screen the caller leaving the message. This option is available for only a few seconds after your voice mailbox has answered the call.

Operation

1. When an extension user voice mailbox answers a caller, you'll hear an alert tone. The feature button programmed for Voice Mail (FEATURE ⑥④) will flash green at a fast rate.
2. Press the flashing Voice Mail button. The button LED will now flash green at a slower rate.
3. The display shows:

```
      MONITOR VM CALL
      yes         no
```

   3.1. Press [yes] to monitor call. The LED of the voice mail button will light steady green. At this time you are monitoring the caller and message in progress.
   3.2. Or… press [no] to exit this mode and abandon monitoring.
4. If you select [yes], the display shows:

```
      MONITORING
      answer       exit
```

5. Press [answer] to be connected to the caller and remove him from the voice mailbox. The voice mail button LED will extinguish.
6. Press [exit] to leave the caller in the voice mailbox to record her message and to return your extension to idle status.

Call Back – CO Line   [cbck]

This feature allows you to queue a busy outside line and reserve that outside line for use when it becomes available. This feature eliminates the need for you to observe the line status continually for availability. You may have only one Call Back active at any time.

Operation

1. Press a busy (solid red LED) outside line or outside line group button, or dial an outside line access group number (9, 740-746, 800 – 839).
2. You will hear busy tone and the display will read:

```
CO LN BUSY     XXX
cbck
```

3. Press [cbck] Interactive Soft Button or Dial [#] on the dial pad.
4. You will hear a confirmation tone and the display will read:

```
CBCK TO LINE   XXX
```

5. A few moments later, the display will return to an idle state.
6. When the selected outside line, or an outside line in the selected outside line group, becomes available, you will hear fast ringing at the extension and the display will read:

```
CBCK TO LINE XXX
reply     del
```

7. Press [reply] to be connected to the available outside line and dial as usual or
8. Press [del] to delete the outside line callback.

Call Back – Extension   [cbck]

When you call an extension that is busy, in Do Not Disturb (DND), or idle, you can use this feature to queue your call so that it will be placed as soon as the extension is available (for busy or DND extensions) or the extension user returns (for idle extensions). When you send a Call Back to a busy extension, the Call Back process will begin when the busy extension hangs up. When you send a Call Back to an idle extension, the Call Back process will begin once you performs an operation at that extension and then hangs up.

Operation

1. Dial the extension number of the busy extension.
2. If the extension you are calling is in Tone Ringing Mode, the display shows:

```
EXT XXX
cbck  msg
```

3. If the extension you are calling is busy, the display shows:

```
EXT XXX    BUSY
cbck  msg  next
```

4. Press [cbck]
5. You will hear a confirmation tone and the display will read

```
CBCK TO EXT  XXX
```

6. Your extension will return to idle status.

To Answer a Call Back:

1. When the Call Back begins (called extension is now available), your extension will ring a special Call Back alert ring for 30 seconds and the display shows:

```
CALL BACK TO  XXX
reply       del
```

1.1. Lift the handset or press SPK.

Or…

1.2. Press [reply] to activate the Call Back.

To cancel all active Call Backs prior to receiving Call Back Alert ringing:

1. Press FEATURE #️⃣ #️⃣.

Call Park / Call Park Answer   FEATURE 7️⃣3️⃣

This feature allows you to "park" a call at any extension. It is also used to retrieve a parked call from any extension. You park and retrieve calls by dialing the Call Park code (FEATURE 7️⃣3️⃣) followed by the extension number where the call is to be/has been parked.

Operation – Park Call

1. While connected to an outside line call, press FEATURE 7️⃣3️⃣ or press the FEATURE button designated as CALL PARK (if available).
2. Dial the extension number where this call is to be parked, or press the DSS button of the extension where this call is to be parked.
3. The outside line call is parked at that extension.
4. Hang up the phone or proceed with other system functions.

Operation – Call Park Answer

1. While the phone is idle, press FEATURE 7️⃣3️⃣ or press the feature button designated as CALL PARK (if available).
2. Dial the extension number where this call is to be parked, or press the DSS button of the extension where this call is parked.
3. You are connected to the call.

Call Pick Up – Group   ⭐

You may answer calls ringing at another extension using the Call Pick Up Group feature.

Operation

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

Or…

When you hear an extension in another pickup group ringing, dial that Pick Up Group number (440-447).

Camp On – Extension   [camp]

Camp On privately alerts you of a busy extension that another
extension is attempting a call. When you initiate a Camp On, the user
at the busy extension hears a Camp-On alert tone. The party currently
speaking with the busy extension does not hear the tone.

Operation

1. Call a busy extension. The display shows:

    ```
    EXT 102     BUSY
    cbck msg   next
    ```

2. Press [next]. The bottom line on the display changes to:

    ```
          camp voice intru
    ```

3. Press [camp]. The user of the busy extension hears the Camp On
    alert tone and the display shows:

    ```
          CAMP ON EXT 103
    ```

4. When the busy extension goes on hook or places the current call
    on hold, the extension rings.

Do Not Disturb – One Time   FEATURE 4

DND – One Time allows you to block outside line ringing (Transfer or
direct) while engaged in a call already. The advantage of DND – One
Time is that you don't have to remember to deactivate DND. It will
automatically disable at the conclusion of the current call.

Operation

1. While you are connected on a call (outside line or Intercom),
    someone transfers an outside line to your extension and it rings.
    To cancel ringing for this call, press the feature button designated
    as DO NOT DISTURB (if available) or press FEATURE 4.
2. Do Not Disturb – One Time is activated.
3. DND will deactivate when the current call is disconnected.

Do Not Disturb – Override

DND – Override allows you to override the DND condition at another extension. This feature should be used with some discretion since the extension in DND has invoked the feature for that purpose.

Operation – Calling an Extension in DND

1. Place intercom call to the extension in DND. You will hear DND tone and the display indicates the condition of the called extension:

   ```
   EXT 103    DND
        override
   ```

2. Press [override].
3. The called extension begins to ring.

Flash – CO Line   FEATURE 3^{DEF} *or* FLASH

Flash – CO Line is used with servicing telephone company features like Centrex® and Call Waiting. Flash – CO Line is used to generate a hook-switch signal to the telephone company to invoke the feature.

Operation

While connected to an outside line, press FEATURE 3^{DEF}, or press the FLASH button.

Forced Intercom Call Forward   FEATURE 4^{GHI}

You can immediately forward tone ringing intercom calls to the attendant by pressing the DND button.

Operation

1. When your telephone is set to Tone Ring and another station is calling you, the display shows:

   ```
   STA xx   CALLING
   ```

2. Press FEATURE 4^{GHI}. The display shows:

   ```
   DO NOT DISTURB
   ```

3. The ring is discontinued and the call is sent to the programmed attendant.
4. Your extension remains in Do Not Disturb until deactivated.

Forced Intercom Tone Ring ✱ᵀᴼᴺᴱ

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

Operation

1. Establish an intercom call to an extension in Voice Announce mode (Hands-free or Private). Your telephone will display:

                    VOICE CALL xx
                          msg

2. Press ✱ᵀᴼᴺᴱ to change the alert signal at the called extension from Voice Announce to Tone Ringing. Your telephone will display:

                    CALLING STA 10
                      cbck   msg

3. A Tone Ringing alert signal is sent and continues at the called extension until it is answered.

4. If your call remains unanswered, you may dial ✱ᵀᴼᴺᴱ again to return to Voice Call Announce mode.

Hold, Common (System) & I-Hold Indication   HOLD

You may place any outside line on System Hold by pressing the HOLD button. When you place a line on System Hold, the green lamp for that line will flash at the I-Hold rate. I-Hold Indication allows you to distinguish easily between a call you placed on hold at your telephone and calls placed on hold at other telephones. The green lamp indicates that this is your holding line. The same system hold line will flash the red lamp at all other extensions.

Operation

1. While on a line, the green lamp for that line is I-Use flashing (double wink rate).
2. Press HOLD. The green lamp now flashes at a slow rate and the call is placed on System Hold.

NOTE

Also see **Hold Key Lamp Indicators** on page 36.

Hold – Exclusive FEATURE + HOLD

When using the feature button and the hold button together, you may place an outside call on private/exclusive hold. The held line will appear in use at other extensions.

Operation

While connected on an outside line, press FEATURE and then press HOLD.

NOTE

Also see **Hold Key Lamp Indicators** on page 36.

Hold Reminder

The system provides a programmable timer to remind you that a call has been left on System or Exclusive Hold. When Hold Reminder is enabled, you will hear one ring tone repeated each time the selected time expires.

Holding Call Answer – Select HOLD

Holding Call Answer allows you to place call on hold and retrieve calls from hold by simply pressing the HOLD button. When multiple calls are holding at an extension (also see page 36), Holding Call Answer will access the outside line that has been holding the longest while placing the current call on hold.

Holding Call Answer works for all outside lines regardless of the extension outside line button programming. It is possible to handle calls that do not appear (no button) at an extension via Holding Call Answer.

Operation

1. When one or multiple calls are holding at your extension, press HOLD.
2. The oldest holding call is connected.
3. Press HOLD again to place this call on hold.
4. Press HOLD again to answer the next oldest holding call.
5. Repeat as required for any calls on hold at your extension.

NOTE

Also see **Hold Key Lamp Indicators** on page 36.

Intrusion - Extension/CO Line

Intrusion allows the initiator to enter into an existing conversation when the initiator has been given the privilege to do so via Extension programming ("Intrusion Active" = Y). This feature can be very effective for service observing and any time that forced entry into a conversation on an outside line or at another extension may be required.

Intrusion can be invoked both on a busy outside line and to a busy extension.

Operation

1. Press the busy outside line button or dial a busy extension number.

    1.1. Call to a busy extension, the display shows:

    ```
    EXT XXX    BUSY
    cbck msg   next
    ```

    Press [next].

    ```
    camp voic intru
    ```

    1.2. Access a busy outside line, the display shows:

    ```
    CO LN BUSY  XXX
    cbck        intru
    ```

2. Press [intru]. You are joined into the existing conversation.
3. Hang up to end the connection.

Meet Me Page

Any page announcement (internal or external) may be answered by the "Meet Me" code. Upon hearing a page announcement, you can dial the Meet Me Page code from any telephone and be connected to the person paging.

The Digital Speakerphone operation enhances this high-use feature by providing a one-button access to the operation. Any DX-120 digital extension may dial the single digit #️⃣ to answer a page announcement.

Operation

1. While a page is currently in progress, the telephone displays:

<div align="center">STA   xx   PAGE</div>

2. Press #️⃣ or FEATURE #️⃣5️⃣9️⃣. The display shows:

<div align="center">EXT XXX   TALK</div>

Memo Pad

FEATURE 5️⃣*️⃣

Memo Pad is a quick access notebook for jotting down a telephone number. If someone you are speaking with on the telephone tells you a phone number, the Memo Pad feature allows you to take the number quickly without finding a piece of paper and pencil.

Operation – Taking the Memo

1. While connected to an outside line in a conversation, press the feature button designated as MEMO PAD (if available) or press FEATURE #️⃣5️⃣*️⃣.

<div align="center">_
bksp save chg</div>

2. Using the dial-pad, input the number to be stored and then press [save].
3. You hear a confirmation tone and the display returns to the outside line connected status.

Operation – Dialing the Number Stored in Your Memo Pad

1. While the telephone is idle, press FEATURE 5█*█.

    1.1. Or press the outside line desired to place this call and
    then press FEATURE 5█*█.

    ```
    ...
    bksp save chg
    ```

2. The call is placed.
3. Hang up to end the call.

Messaging – Call Me, Text or Voice   FEATURE 9█6█

A busy or unattended Digital Speakerphone may be notified of a call
attempt via one of the DX-120 system Messaging features. The
display shows messages waiting and provides prompts to assist you in
responding to the messages.

A message may be sent and received in several forms:

- A Call Me Message
- A customized text message
- A preprogrammed text message (six available)
- A Voice Mail Message

Operation – Sending a "Call Me" Message Waiting

1. You place a call to an extension and get no answer or busy…

    ```
    CALLING STA xxx
    cbck msg
    ```

    ```
    STAxxx  BUSY
    cbck msg next
    ```

2. Press [msg].

    ```
    MESSAGE TYPE
    call me  preprog
    ```

3. Press [call me]. You hear a confirmation tone and the message
    is left at the called extension. Your extension returns to idle after
    briefly displaying:

    ```
    MSG TO EXT XXX
    ```

Operation – Sending a "Text" Message

1. You place a call to an extension and get no answer or busy…

    ```
    CALLING STA xxx
    cbck msg

    STAxxx  BUSY
    cbck msg next
    ```

2. Press [msg].

    ```
    MESSAGE TYPE
    call me  preprog
    ```

3. Press [preprog]. You are prompted to select the message:

    ```
    EMPTY
    send next chg
    ```

4. Select the text message to send:
    4.1. To select from the preprogrammed list of text messages
        to send, press [next] until the appropriate message is
        displayed.

    Or…

    4.2. Press [chg] to input a custom message.

    ```
    _
    bksp save chg
    ```

    4.3. Use the tables on the next page and dial pad keys to
        input the message.

Lower case letters / Numbers

Key	1 Press +	2 Presses +	3 Presses +	4 Presses +		Number
					[✱TONE] [1]	1
2ABC	a	b	c		[✱TONE] [2ABC]	2
3DEF	d	e	f		[✱TONE] [3DEF]	3
4GHI	g	h	i		[✱TONE] [4GHI]	4
5JKL	j	k	l		[✱TONE] [5JKL]	5
6MNO	m	n	o		[✱TONE] [6MNO]	6
7PQRS	p	q	r	s	[✱TONE] [7PQRS]	7
8TUV	t	u	v		[✱TONE] [8TUV]	8
9WXYZ	w	x	y	z	[✱TONE] [9WXYZ]	9
					[✱TONE] [0OPER]	0

Lower case letters   *Numbers*

Number + [✱TONE] = lower case letter

Key	1 Press	2 Presses	3 Presses	4 Presses	5 Presses	6 Presses	7 Presses	8 Presses
Type 0	Æ	Œ	ø	Ø	à	Å	Ä	Ü
Type 1	Ç	Ā	Ō	Ñ	À	Ä	¿	¡
Type 2	Ò	é	ê	è	á	Ù	Ç	Ñ
Type 3	Ě	Ď	Ě	Ň	Ő	Ř	Š	Ť
Type 4	Á	É	Ó	Ü	Ú			
Type 5	Ł	Ż	Ą	Ę				
Type 6	à	Â	ä	Ä	ö	ö		
Type 7	ü	Û	ä	Ä	ö	ö		
2ABC	A	B	C					
3DEF	D	E	F					
4GHI	G	H	I					
5JKL	J	K	L					
6MNO	M	N	O					
7PQRS	P	Q	R	S				
8TUV	T	U	V					
9WXYZ	W	X	Y	Z				

4.4. Press [#] to advance to the next character position or to enter a space.

4.5. Then press [save].

5. Press [send] to send the message to the called extension.

Operation – Sending a Voice Message (voice mail system required)

1. You place a call to an extension and get no answer or busy…

> CALLING STA xxx
> cbck msg
>
> STAxxx BUSY
> cbck msg next

2. Press [msg]. When the DX-120 Voice Mail system is equipped, the options in the display change to add this option.

> MESSAGE TYPE
> callme vmsg prep

3. Press [vmsg]. The connection is diverted immediately to the DX-120 Voice Mail system.

Operation – Answering a Message

1. Your telephone display indicates the Message Waiting:

> MW FROM EXT XXX
> more reply del

If a Text Message was sent:

> MW FROM EXT XXX
> more show del

2. If [more] is displayed, press it to review other messages left at your extension.
3. Press [show] to display Text Messages.
4. Press [reply] to call back the extension that left a Call Me message.
5. Press [del] to delete the displayed message.

Operation – Canceling a Text Message or Call Me Message (that you sent)

1. Press FEATURE ✱ 9 6.

> DEL MW_TO :XXX
> bksp save chg

2. Input the extension number where the message was left. Then press [save].

> DEL MW_TO XXX

3. The message is deleted.
4. Press [msg].

> MESSAGE TYPE
> call me prerog

Monitor – Extension/Outside Line

The DX-120 system allows users to monitor conversations at other extensions for the purposes of service observance. Monitoring of busy extensions and outside lines is possible only at extensions with a Monitor Class of Service that has priority over the Monitor Class of Service of the extension to be monitored.

Since this feature is very similar to Intrusion, it is possible to "shift" between these two features when Monitor has been invoked.

LEGAL NOTICE:

This feature may violate privacy laws if used in a manner that is inconsistent with requirements of these laws. Manufacturer assumes no responsibility with regard to the use of this feature. It is provided for the virtue of ethical use only. YOU are responsible to use this feature appropriately considering all applicable laws.

Operation

1. Place a call to a busy extension or press a busy outside line button.

                    CO LN BUSY 802
                    cbck   monit

2. Press [monit]. The audio connection at the busy outside line is connected to your extension. Also, at this time, the MUTE function at your telephone is automatically activated, making the monitor condition as unintrusive as possible. The display indicates the internal extension that is being monitored.

                    MONITOR EXT XXX
                              intru

3. You may press [intru] or MUTE to intrude on the conversation.

Multiple Call Handling
(USING CALL KEYS FOR MANAGING MULTIPLE CALLS)

The Multiple Call Handling utility known as Call Key (Feature Code 66) provides a method for tracking the status for a "pool" of CO lines. More specifically, the Call Key reflects the status of any active Trunk calls for a specific extension (assuming there is not a Line Key programmed for that individual CO line that the Trunk call is associated with).

Furthermore, you can program multiple Call Keys on your phone to allow for tracking the status and management of additional, simultaneous Trunk calls.

A Feature key (i.e., Call Key) can be programmed on any designated Vertical Comdial phone for use in handling multiple calls*. The Call Key can be programmed on any feature key of an extension. Once invoked, the Call Key becomes associated with that Trunk call and the Call Key lamp indicator reflects the status of that Trunk call for the duration of that call at the extension.

Check with your System Administrator to find out if your phone is programmed for handling multiple calls as described above.

NOTE

- The maximum number of Call Keys that can be programmed is equal to the number of feature keys available on the phone being used.

- Only programmed Call Keys work. The Feature Access Code itself is not valid.

- The Call Key will work for any CO line (i.e., loop start as well as digital - T1 or T1/PRI). However, if you have a Line Key programmed for a particular line then the Line Key will be used for that particular line.

  In other words, Call Keys are only associated with CO lines that do not have a Line Key programmed for them.

- The Call Key will provide status for Trunk calls whether the Trunk call is incoming or outgoing. However, you cannot press an available Call Key to access a CO line.

Additional information about Multiple Call Handling

This section of this guide provides the following information with regard to Multiple Call Handling:

- Incoming Calls
- Outgoing Calls
- Putting Calls on Hold
- Transferring Calls
- Conference Calls
- Lamp Indicators

Incoming Calls

Multiple Call Keys can be programmed at a user's extension. The table below provides detail of how the Call Key will function as for multiple incoming Trunk calls.

CALL KEY SETTING	RESULT
No Call Key programmed	Intercom calls and Trunk calls are processed as usual.
Only one Call Key programmed	The Call Key will become associated with and provide status for the incoming Trunk call assuming *both* of the following conditions are met: • There is not a Line Key already programmed for the line that the incoming trunk call is coming in on. • There is an available Call Key programmed on the phone (i.e., the Call Key that is programmed is not already being used by another trunk call on that extension) **Note** Regardless of whether the extension is busy (on a call) or not, once the call becomes associated with the available Call Key, the lamp indicator will be a fast flashing red light. If you are already on a call, answering the new incoming call by pressing the Call Key will automatically put the initial call on hold.
Multi Call Key Programmed	Programming Multiple Call Keys allows you to simultaneously manage multiple Trunk calls. The additional programmed Call Keys follow the same rules that apply when only a single Call Key is programmed (refer above). However, each Call Key provides status for the Trunk Call it became associated with.

NOTE
When there is an incoming Trunk call, the Call Key will NOT be invoked / utilized if there is a Line Key programmed for the incoming Trunk call on the phone.

Outgoing Calls

When an idle Call Key is pressed, "NO INCOMING CALL" message will be shown on the phone display (i.e., Call Keys cannot be pressed to access available CO lines). However, once a Trunk is seized by an extension through any means such as: Trunk Directory Number, Trunk Route Directory Number, or Speed Dial, the first available Call Key will become associated with that Trunk call, assuming there is no Line Key programmed for the seized Trunk at the extension.

The Call Key lamp indicator provides status of that Trunk call until that trunk call is completed at that extension.

Placing Call Key Calls on Hold

A Call Key call can be placed on System HOLD or Exclusive HOLD. The table below describes the status indicators for both cases (the descriptions below do not apply to the Hold Key itself (see page 36):

HOLD SETTING	DESCRIPTION
System HOLD (Press the HOLD key)	• A slow flashing green light will be provided on the Call Key of the holding extension. • A slow flashing red light indicator will be provided on the associated Line Key of other extensions in the system. Other extensions can pick up this Trunk call
Exclusive HOLD (Press the Feature key + HOLD)	• A fast flashing green light indicator will be provided on the Call Key of the holding extension. • A solid red light indicator remains on the associated Line Key of other extensions in the system. Only the extension which placed this call on "exclusive hold" can retrieve this Trunk call.

NOTE
- When a user is on a call at Call Key 1, he/she can answer a second call which is received at Call Key 2. The first call will be put on exclusive hold automatically no matter whether or not "AUTO HOLD" is enabled.
- When a trunk call(s) is placed on hold and there is no Line Key or Call Key at the extension, the phone will ring to remind you to retrieve the held call(s).

Transferring Calls

With the Call Key, users are able to track status of Trunk calls without needing a Line Key for each CO line. As indicated, the Call Key becomes associated with the Trunk call and provides status for that call as long as the call is active at the user's extension. When transferring Call Key calls, the Call Key provides status during the transfer process.

The table below indicates the Call Key lamp status when a Trunk call is being transferred from one extension to another extension.

NOTE
The table below assumes that neither Extension A nor Extension B has a Line Key programmed for the CO line that the Trunk call is using, thus the status is provided on the Call Keys.

EXTENSION	CALL KEY LAMP BEFORE TRANSFER	CALL KEY LAMP DURING TRANSFER	CALL KEY LAMP AFTER TRANSFER IS COMPLETE	CALL KEY LAMP AFTER CALLED PARTY ANSWERS
Ext. A *(Transferring Party)*	Fast flashing (flickering) green	Slow flashing green	Slow flashing green	Dark (available)
Ext. B *(Extension Trunk call being transferred to - i.e., answering party)*	Dark (available)	Dark (available)	Fast flashing red (CO line ringing)	Fast flashing (flickering) green

Conference Calls

When you establish a conference call with trunks, assuming there is no Line Key for the CO lines that are utilized in the conference call and you have available Call Keys, the Call Key lamp indicator will provide status of the active Trunk calls that make up the conference call. You can deliberately release or talk privately by pressing the associated Call Key.

Once you (controller) perform an Unsupervised Conference (Feature +77), the Call Key lamp indicators involved with the conference call become dark and available and the user's extension is returned to idle.

If you rejoin the conference call (Feature +77), the Call Keys will provide status of the trunks involved in the conference call assuming there are available Call Keys available.

Multiple Call Handling Lamp Indicators

There are 2 types of Lamp Indicators:

- Hold Key Lamp Indicators
- General Call Key Lamp Indicators

Hold Key Lamp Indicators

The purpose of the Hold Key Lamp is to allow you to handle multiple calls in the DX-120 more easily. This light appears next to the HOLD button.

> **NOTE**
> The Hold Key Lamp does not function when a 7261-00 Edge 120 phone is connected to a DX-80.

Trunk Call Holding

The Hold Key lamp is fast red flashing when Trunk calls are placed on either System Hold or Exclusive Hold by the extension.

Intercom Call Holding

The Hold Key lamp is slow red flashing when Intercom calls are placed on Hold by the extension.

NOTE

- The Hold Key Lamp is useful handling multiple calls on hold, especially for systems with T1 or T1/PRI where there are no Line Key(s) or Call Key(s) programmed at the extension. In this case the Hold Key Lamp provides a reminder for you that there is a call(s) on Hold.
- Held Trunk calls have a higher indicator priority when both Trunk and Intercom calls are placed on Hold at the same time.

  When Trunk and Intercom calls are on hold at the same time, Intercom calls can not be retrieved by pressing the Hold Key until all of the Held Trunk calls are first retrieved and released (completed, transferred, etc.).

  The lamp indication of the Hold Key lamp immediately changes from a fast flash slow flash once there are no more Held Trunk calls at the extension.

The table below provides details of the Hold Key lamp in different scenarios:

SCENARIO (calls on hold)	LAMP INDICATOR BEFORE OPERATION	OERATION (press HOLD to retrieve held call)	LAMP INDICATOR AFTER OPERATION
No call on hold	dark	n/a	dark
One Intercom call	slow flashing red	The held intercom call will be retrieved.	dark
One trunk call	fast flashing red	The held trunk call will be retrieved.	dark
Multiple Intercom calls	slow flashing red	The held Intercom call placed on hold first will be retrieved.	slow flashing red
Multiple Trunk calls	fast flashing red	The held Trunk call placed on hold at first will be retrieved.	fast flashing red
Multiple Intercom calls and one Trunk call	fast flashing red	The held Trunk call will be retrieved independent of when the Trunk call was placed on Hold.	slow flashing red
Multiple Intercom and Trunk calls	fast flashing red	The held Trunk call will always be retrieved from oldest to newest prior to any Intercom calls being retrieved.	fast flashing red

General Lamp Indicators

Aside from the Hold button, the buttons on the phones have lights that indicate call status, as shown below:

EVENT	INDICATOR
Incoming Call	Red Fast Flashing
Using Call	Green Steady
Holding	Green Slow Flashing
Exclusive Holding Call	Green Fast Flashing
Unused	Dark

Mute MUTE

Whenever a private conversation is required inside the office, MUTE can be invoked to prohibit the telephone-connected party from listening in. Press the MUTE button during a conversation to cancel the microphone whenever necessary.

Operation

1. While connected to any call, press the MUTE button. The display momentarily shows:

    <div align="center">MUTE ACTIVE</div>

2. Press MUTE again to cancel. The display momentarily shows:

    <div align="center">MUTE INACTIVE</div>

Off Hook Voice Announce with Hands-free Answerback

With Off-Hook Voice Announce (OHVA), you can receive a voice announcement from a DX-120 system extension while your telephone is busy. OHVA uses the speakerphone circuit to accommodate a second conversation path to your telephone. (To receive an OHVA call you must be using the handset for the call in progress.) An OHVA call can be rejected easily if the call in progress should not be interrupted.

Operation – Placing an OHVA to Another Extension

1. Call the busy extension.

    <div align="center">EXT XXX   BUSY
cbck msg next</div>

2. Press [next]. The bottom row options change as follows:

    <div align="center">camp voic</div>

3. Press [voic]. The OHVA call is established over the called extension speakerphone.

    <div align="center">OHVA EXT XXX</div>

Operation – Receiving an OHVA Call

1. While on a call using the handset, you receive an OHVA call:

```
EXT XXX    OHVA
         reject
```

2. Respond to the OHVA caller using the telephone speakerphone or press [reject] to end the OHVA call.

Pulse to DTMF Conversion   ✱ᵀᴼᴺᴱ

When the system is connected to Dial Pulse (rotary) outgoing outside lines, you may manually force the system to output DTMF tones for access to special services. For example, if the DX-120 is connected to rotary outside lines because of equipment limitations in your area, you may need to switch to Touch Tone® mode (DTMF) when connected to automated services like bank-by-phone, etc.

Operation

1. Access an outside line (Signaling Type = Pulse) and dial any number.
2. After the pulse dialing has ended and the connection is made, press ✱ᵀᴼᴺᴱ.
3. All digits dialed after this code will be sent in tone dialing format.

Release Key   FEATURE 5ᴶᴷᴸ2ᴬᴮᶜ

You can use the Release Key to cancel or complete any current action. The Release Key can speed call processing by allowing you to complete a call transfer or end a call without hanging up the handset.

Saved Number Redial   FEATURE 5ᴶᴷᴸ1

Saved Number Redial is normally used whenever you want to retain a telephone number to be dialed later. The same feature code is used to save a number dialed (Save Dialed Number) and to dial the saved number (Saved Number Redial). Once stored, the saved number will be recalled when you dial the SNR code, regardless of what feature operations or numbers have been dialed at your telephone since you stored the number.

Operation – SDN

1. After you place an outside line call, press FEATURE **5**️**1**️.
2. The dialed number is stored in the Saved Number memory.

Operation – SNR

1. When the telephone is idle, press FEATURE **5**️**1**️.
2. The stored number is dialed.

Transfer   TRANSFER

Transfer is used to deliver calls from your extension to another extension.

Operation – Unsupervised

1. While connected to a call (outside line or intercom extension):
    1.1. Press TRANSFER.
    1.2. Dial the destination directory number where this call is to be transferred (extension, UCD Group, Virtual Number, etc.)

OR…

1. If your phone has buttons that have been programmed to dial specific extensions, press the appropriate button.
2. Hang up to complete the transfer.

Operation –Supervised

1. While connected to a call (outside line or intercom extension):
    1.1. Press the TRANSFER button.
    1.2. Dial the extension destination directory number where this call is to be transferred.

OR…

1. If your phone has buttons that have been programmed to dial specific extensions, press the appropriate button.
2. Wait for the called extension to answer the intercom call. Announce the transfer.
3. Hang up to complete the transfer.

Transfer and Answer Call

Transfer and Answer is a convenience feature that speeds the process of completing a transfer and answering a ringing call by making the operation possible by one button. (This feature must be used from a feature button that has been designated for the purpose.)

If you are the process of transferring a call and another call rings in, you can press the Transfer/Answer button to complete the transfer and answer the ringing call at the same time.

Operation – Setup

1. Program an available Feature Button for the Transfer/Answer code operation. (Reference Flexible Feature Button Programming)

Operation – Use

1. While on an outside line call and another call is ringing, initiate the transfer process.
    1.1. Press the TRANSFER button.
    1.2. Dial the destination intercom extension number.

OR…

1. Press the DSS button of the destination extension number.
2. Press the TRANSFER button. The transfer is completed and the ringing call is answered.

Setup

Alarm Clock – Extension
FEATURE **#** **9**ᵂˣʸᶻ **2**ᴬᴮᶜ

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

Operation - Activate

1. Press FEATURE **9**ᵂˣʸᶻ **2**ᴬᴮᶜ. The current time displays (NULL=none).
2. Press [chg] to enter a new alarm alert time.
3. Enter new time in "HHMM" 24-hour format (HH = hr, MM = min.)
4. Press [save]
5. Select [one], for a one-time alarm or [always] for repeated.

Operation - Notification

1. Alarm sounds and the display shows:

   > ALARM REACHED
   > ack

2. Press [ack] button to stop the alarm or wait for it to stop. (The display will remain until [ack] is pressed.

Operation - Deactivate

1. Press FEATURE **9**ᵂˣʸᶻ **2**ᴬᴮᶜ. The current time displays (NULL=none).
2. Press [del].

Automatic Hold
FEATURE **9**ᵂˣʸᶻ **4**ᴳᴴᴵ

If you are on a call and you press an outside line button, Automatic Hold will automatically place the current call on hold. For instance, if you are currently on a call on line 1 and you press line 2, the call on line 1 will be placed on Exclusive Hold automatically. Similarly, if you are currently on an intercom call with another DX-120 extension and you press an outside line button, the intercom call will be placed on Exclusive hold. You do not need to press Hold unless you want to place a call on System Hold.

Operation – Setup

1. Press FEATURE ⑨④.
2. You hear confirmation tone and the display shows:

> AUTO HOLD ALLOW

3. The extension returns to an idle state.

Operation – Enable Auto Hold

1. While connected to an intercom or outside line call (you must have dialed a number or answered a call), press another outside line button.
2. The current connection is placed on hold and the next connection is established.

Operation – Cancel

1. Press FEATURE ⑨④.
2. You hear confirmation tone and the display shows:

> AUTO HOLD DENY

3. The extension returns to an idle state.

Automatic Selection (CO/Intercom)   FEATURE ⑨⑤

This feature allows you to access a specific outside line or intercom (ICM) automatically when you lift the handset or press the SPK button.

Operation – Setup

1. Press FEATURE ⑨⑤. Current selection displays. ("ICM" = Intercom).
2. Press [icm] to select Intercom.
3. Press [co] to select a specific outside line.
4. Input the outside line Directory Number (800–839 = 1–40).
5. Press [save].
6. Press [co gp] to select a specific outside line Group.
7. Input the valid outside line Group Directory Number (9 for outside line Group 1, 740 for outside line Group 2… 746 for outside line Group 8).
8. Press [save].

Operation – Use

1. Lift the handset to access the line you selected.

Background Music (BGM)　　　　　　　7️⃣7️⃣1️⃣ / 7️⃣7️⃣2️⃣

You can activate either of the two music channels to monitor music at the extension. (External music source is required.)

Operation

While the extension is idle, input the music channel you want to monitor:

7️⃣7️⃣1️⃣ for Music Channel 1

7️⃣7️⃣2️⃣ for Music Channel 2　　　(Input the same number again to cancel.)

Busy Ring Allow/Deny　　　　　　　　FEATURE #️⃣2️⃣

Your phone will ring at the lowest volume setting whenever it is busy. You can eliminate this low (busy) ring entirely if you prefer.

Operation – Cancel (deny) Busy Ring

Press FEATURE #️⃣2️⃣. The display shows:

BUSY RING DENY

Operation – Activate (allow) Busy Ring

Press FEATURE #️⃣2️⃣. The display shows:

BUSY RING ALLOW

Call Forward – Extension　　　　　　　FEATURE 2️⃣

There are many choices for forwarding your calls:

- "All" – Forward all of your calls,
- "Busy" – Forward your calls when your telephone is *busy*.
- "Follow Me" – Forward calls at your extension to the extension where you are currently working (conference room, associate's office, etc.)
- "Follow Preset" – Invoke call forward at your extension so that it can be changed from another extension.
- "No Answer" – Forward your calls for *no answer* conditions.
- "External" – Forward calls transferred to your extension to a different telephone number. (This feature must be enabled for your extension in database administration.)

Forward conditions may be set as follows for each call forward type:

- Intercom calls only.
- Intercom and outside line (including transferred outside lines) calls.
- Outside line (CO Line) calls only.

Operation – Setup

All Call Forward

1. Press FEATURE ❷ᴬᴮᶜ or the feature button designated as CALL FWD (if available). The display shows:

   > CALL FORWARD
   > all busy next

2. Press [all]. The display shows:

   > ALL FWD.   _
   > bksp save chg

3. Input the extension number to which calls are to be forwarded.

4. Press [save]. The display shows:

   > ALL FWD   XXX
   > co icm/co icm

5. Select the type of calls to forward.
   5.1. co = outside line incoming or transferred calls
   5.2. icm/co = both intercom and outside line calls
   5.3. icm = intercom calls only.

6. You hear a confirmation tone and the extension returns to idle.

   The Status Lamp is lit green and the display shows FWD in the middle of the bottom row.

Busy Call Forward

1. Press FEATURE ❷ᴬᴮᶜ or the feature button designated as CALL FWD (if available). The display shows:

    ```
    CALL FORWARD
    all  busy next
    ```

2. Press [busy]. The display shows:

    ```
    BUSY FWD.   _
    bksp  save chg
    ```

3. Input the extension number to which calls are to be forwarded.
4. Press [save]. The display shows:

    ```
    BUSY FWD    XXX
    co  icm/co icm
    ```

5. Select desired type of calls to forward.
    5.1. co = outside line incoming or transferred calls
    5.2. icm/co = both intercom and outside line calls
    5.3. icm = intercom calls only.
6. You hear a confirmation tone and the extension returns to idle.

    The Status Lamp is lit green and the display shows FWD in the middle of the bottom row.

No Answer Call Forward

1. Press FEATURE ❷ᴬᴮᶜ or the feature button designated as CALL FWD (if available). The display shows:

    ```
    CALL FORWARD
    all  busy next
    ```

2. Press [next]. The display shows:

    ```
    CALL FORWARD
    n_ans ext follow
    ```

3. Press [n_ans]. The display shows:

    ```
    NO_ANS FWD. _
    bksp save chg
    ```

4. Input the extension number to which calls are to be forwarded.
5. Press [save]. The display shows:

    ```
    NO_ANS FWD. XXX
    co  icm/co icm
    ```

6. Select the type of calls to forward.
    6.1. co = outside line incoming or transferred calls
    6.2. icm/co = both intercom and outside line calls
    6.3. icm = intercom calls only.
7. You hear a confirmation tone and the extension returns to idle.
   The Status Lamp is lit green and the display shows FWD in the
   middle of the bottom row.

External Call Forward

1. Press FEATURE ❷ or the feature button designated as CALL
   FWD (if available). The display shows:

> CALL FORWARD
> all busy next

2. Press [next]. The display shows:

> CALL FORWARD
> n_ans ext follow

3. Press [ext]. The display shows:

> _
> bksp save chg

4. Input the telephone number (cell phone, other office, etc.) where
   calls are to be forwarded.
5. Press [save].
6. You hear a confirmation tone and the display briefly shows the
   telephone number where outside line transfers will be routed. The
   extension returns to idle, the Status Lamp is lit green, and the
   display shows FWD in the middle of the bottom row.

Follow Call Forward

1. Press FEATURE ❷ or the feature button designated as CALL
   FWD (if available). The display shows:

> CALL FORWARD
> all busy next

2. Press [next]. The display shows:

> CALL FORWARD
> n_ans ext follow

3. Press [follow]. The display shows:

> FOLLOW ME
> preset   remote

Follow Me (from another extension to this extension)

1. Press FEATURE **2**^{ABC} or the feature button designated as CALL
    FWD (if available). The display shows:

    > CALL FORWARD
    > all busy next

2. Press [remote]. The display shows:

    > REMOTE SELECTION
    >   del set

3. Press [set]. The display shows:

    > FOLLOW FM   _
    > bksp save chg

4. Input the extension number where calls are to be forwarded from.
5. Press [save]. The display shows:

    > FOLLOW FM   XXX
    > co icm/co icm

6. Select the type of calls to forward.
    6.1. co = outside line incoming or transferred calls
    6.2. icm/co = both intercom and outside line calls
    6.3. icm = intercom calls only.
7. The display shows:

    > PSWD   :_
    > bksp save chg

8. Input the password of the extension from which the calls will be
    forwarded.
9. Press [save]. You hear a confirmation tone and the extension
    returns to idle. The display shows FORWARD FROM XXX.

Follow Me (from this extension to another extension)

1. Press FEATURE ❷ or the feature button designated as CALL FWD (if available). The display shows:

    > CALL FORWARD
    > all busy next

2. Press [preset]. The display shows:

    > FOLLOW TO _
    > bksp save chg

3. Input the extension number from which calls will be forwarded.
4. Press [save]. The display shows:

    > FOLLOW FM   XXX
    > co icm/co icm

5. Select the type of calls to forward.
    - 5.1. co = outside line incoming or transferred calls
    - 5.2. icm/co = both intercom and outside line calls
    - 5.3. icm = intercom calls only.
6. You hear a confirmation tone and the extension returns to idle.
    The display shows FORWARD FROM XXX.

Operation – Delete Forward

1. Press the middle Interactive Soft Button (under the FWD in the display).
2. Each active mode of forward will be displayed, e.g.:

    > BUSY FWD.   XXX
    > del more

3. If you want to delete this forward, press [del]. Otherwise…
4. Press [more] for other active forward settings.

Caller ID (Standard on all CO Lines)

This telephone company feature requires a Caller ID (CID) service subscription from the telephone company.

The DX-120 system will receive Type 1 Caller ID data from the telephone company on all outside lines and will display this data on the LCD.

Operation – Options at a Digital Speakerphone

1. When an outside line with CID data has been answered, the left LCD Interactive button can be used to toggle the displayed data between Name received and Number received. An example follows:

```
LINE 5     00:44
JAMES SCOTT
```

2. Press the Left Interactive button to view the telephone number:

```
LINE 5     00:44
8135551401
```

3. Press the Left Interactive button to return to the name display.

Caller Identification Table – Callback   FEATURE 6ᴹᴺᴼ#

Caller ID information for one hundred calls is stored in a CID Table. You can review all call data, dial a stored number, or delete call data.

Operation

1. While the extension is idle (no active calls), press the CID Table code FEATURE 6ᴹᴺᴼ#.
2. Input the attendant extension password.
3. Press [show]. The display shows:

```
CID CALL TABLE
USE VOL +/- KEYS
```

4. Use the "+" (up) and "-" (down) Volume buttons to go through the Caller ID Table. "+" reviews the list from the most recent. "-" reviews the list from the oldest recorded.
   4.1. Each logged call has three screens that may be viewed: Name, Number, Time and Date.

4.1.1. Press [more] to view the screens.

```
        JOHNSON BILL
        dial   more   del

        8135551401
        dial   more   del

         9/19   4:32 PM
        dial   more   del
```

4.1.2. Press [del] to delete a logged call.

4.1.3. Press [dial] to dial a logged call.

Default Set   FEATURE 6⁹⁹

Use Default Set to clear all active modes at your extension (Call Forward, Do Not Disturb, etc.)

Operation

1. Press FEATURE 6⁹⁹.

2. The display shows the following screen to confirm the intention:

```
        DEFAULT SET
             go
```

3. Press [go] to invoke the operation.

4. You hear a confirmation tone and the operation is complete.

Dial Pad Confirmation/Touch Tone   FEATURE #1

Dial Pad Confirmation is the tone you hear to confirm that you have pressed a button on the Dial Pad. Touch tone can be disabled.

Operation

While the telephone is idle, press FEATURE #1. You hear a confirmation tone and the display indicates the current status.

```
        TOUCH TONE ON
        TOUCH TONE OFF
```

Distinctive Ringing – Extension   FEATURE #7

You may choose one of eight Distinctive Ringing tones for your extension to help identify when your extension is ringing.

Operation

1. Press the Distinctive Ringing code FEATURE #7.
2. You hear the current Tone and the setting displays.

```
RING TYPE    :1
                  chg
```

3. Press [chg] until you hear the tone you want and it displays.

Do Not Disturb   FEATURE 4

DND blocks all outside line and intercom call ringing. You can activate DND while your telephone is idle or busy. Some extensions with a higher Class Of Service may override the active DND condition.

When you have activated DND, you will hear special intercom (stutter) reminder tone when you lift the handset or use the speakerphone. If you have assigned a button on your digital speakerphone specifically for DND, that button will light whenever you activate the feature.

Operation – Set DND

1. While your extension is idle (no other call activity), press FEATURE 4.
2. Do Not Disturb is activated, and the display momentarily shows:

```
DO NOT DISTURB
```

3. When the display reverts back to idle condition, the set condition shows in the bottom row of the display:

```
SEP 25 MON 10:25
EXT    DND  103
```

Operation – Cancel DND

1. While your extension is idle (no other call activity), press FEATURE 4.
2. Do Not Disturb is deactivated, and the display momentarily shows:

```
DND DELETE
```

3. When the display reverts back to idle condition, the "DND" is removed from the display.

Extension Feature Status Check FEATURE #8

To find out the current condition of features on your telephone, press
FEATURE #8 and review the following features:

a) LNR = empty
b) SNR = No Saved Number
c) Memo = No Saved Number
d) Telephone Lock = No
e) Auto Hold = No
f) Page Receive = Yes
g) Busy Ring = Yes
h) Hotline to = NULL
i) Position
j) Tenant Group
k) Pickup Group
l) Paging Group

m) Day COS = 0
n) Eve COS = 0
o) Monitor COS = 5
p) Warning Tone = No
q) Drop Call Out = No
r) Drop Call In = No
s) Intrusion Active = Yes
t) Intrusion Accept = Yes
u) Intrusion Tone = Yes
v) ECF Operation = No
w) SMDR Output = Yes
x) ICM Mode = VC-HF/PR/TN

Operation

1. The telephone must be idle.
2. Press FEATURE #8.
3. The display shows the contents of LNR (Last Number Redial).
4. Use the right Interactive button [next] to advance through all of the various extension features.

Extension Password FEATURE 97

All extensions of the DX-120 system have an associated User
Password. Passwords are used to facilitate Phone Lock, Call Forward
Remote and Attendant features. Password length is from four to eight
characters and is determined in system programming.

Operation – Change Your Extension Password

1. Press FEATURE 9️⃣7️⃣.

```
PSWD   :_
bksp show chg
```

2. Input the current password and then press [show].

```
LOCK PHONE
pswd yes no
```

3. Press [pswd].

```
N PSWD :_
bksp save chg
```

4. Input the new password and then press [save].

Feature Key Reset   FEATURE 5️⃣8️⃣

This feature is used to reset all Flexible Feature buttons to factory settings.

Operation

1. While the extension is idle (no call activity), press FEATURE 5️⃣8️⃣. The display prompts for the password:

```
PSWD   :_
bksp show chg
```

2. Enter the extension password and then press [show]. The display prompts for confirmation:

```
FTR KEY RESET
        go
```

3. Press [go]. The operation is complete and you hear a confirmation tone.

Feature/Directory Number Lookup

FEATURE # 5ᴶᴷᴸ

Use Feature/Directory Number Lookup to find the directory number,
Feature Codes, and Suffix Codes required to operate system features.

Operation

1. While the telephone is idle (no call activity), press
   FEATURE # 5ᴶᴷᴸ. The display shows:

   ```
   DIR#/CODE LOOKUP
   dir  ftr suffix
   ```

   1.1. To find a system Directory Number, press [dir].
   1.2. To find a system Feature Access Code, press [ftr]. Features
        are listed abbreviated and alphabetically. (Note: Codes are
        input by first pressing the FEATURE button.)
   1.3. To find a Suffix Code, press [suffix]. The list displays digits
        dialed after system resource directory numbers.
2. Use the [back] and [next] buttons to move through the display
   categories.
3. Use HOLD to return to a previous menu level.
4. Press the SPK button twice to exit Feature/Directory Number
   Lookup.

Flexible Feature Button Programming

FEATURE # 3ᴰᴱᶠ

Digital Speakerphones have thirty dual-colored Flexible
(Programmable) Feature Buttons. You can store any system feature
code on any available Feature Button for one-button operation. Certain
programmed feature buttons will light when activated (DND, Call
Forward, DSS/BLF, etc.), while others such as Call Pick-Up,
Background Music, Last Number Redial, do not.

Features are separated into two distinct categories for programming
onto Flexible Buttons: Directory Numbers or Feature Codes.

Operation

1.   While the phone is idle, press FEATURE ⌗③. The display indicates that you are in Feature Key programming mode by prompting you to press a key:

PRESS FTR KEY

2.   Press the Flexible Feature Button that you want to program. The current programming displays:

F98____
show chg

3.   Press [chg].

SELECT FUNCTION
dir feat

4.   To program the button, you must know the code type. Use Feature/Directory Number Lookup to locate the feature and code you want to program.

4.1. To program a directory number, press [dir].

DIR NUMBER :_
bksp save chg

4.1.1. Input the appropriate directory number and then press [save]. If you make a mistake, use [bksp] and [chg] to re-enter the number.

4.2. To program a feature code, press [ftr].

FTR CODE:_
bksp save chg

4.2.1. Press the FEATURE button.

4.2.2. Input the feature code ⑥⌗ (for CID Table review) and then press [save].

5.   Continue programming other Flexible Feature Buttons or lift/replace the handset to exit this programming.

Headset Mode

All Digital Speakerphones have a standard 2.5 millimeter headset jack. When Headset Mode is selected (either by pressing a preprogrammed headset feature key or dialing the Headset Mode code), the SPK button is used to activate/deactivate the headset.

When you press the SPK button, Headset Mode active and the extension status changes to an off-hook condition. When you press the SPK button again, the extension status returns to idle, disconnecting any call in progress.

Operation – Activate Headset Mode

1. While the telephone is idle, press FEATURE 9 # or press the Flexible Feature button designated as HEADSET MODE (if available). The display indicates the new status:

> HEADSET ENABLED

Operation – Deactivate Headset Mode

1. While the telephone is idle, press FEATURE * 9 # or press the Flexible Feature button programmed with the Headset Mode code. The display indicates the new status:

> HEADSET DISABLED

Operation – Use the Headset to Place a Call

1. While the telephone is idle, press SPK, a DSS button, or outside line button. The SPK button LED flashes to indicate that the headset is active. You hear Intercom dial tone, outside line dial tone, or Intercom ring-back tone, depending on the function invoked.
2. Press SPK again to disconnect the current call.

Operation – Use the Headset to Answer a Call

1. While the telephone is ringing, press SPK. The SPK button LED flashes to indicate that the headset is active. The ringing call is answered and connected to the headset.
2. Press SPK again to disconnect the current call.

Hidden Codes

The Hidden Code feature allows you to store a four-digit code so you can dial it by pressing only one button. (To operate, the Hidden Code must be stored on a Flexible Feature button.) This feature is typically used to store a password for the voice mail mailbox.

Operation – Storing a Code

1. While the telephone is idle, access Flexible Feature Button Programming (FEATURE # 3) and then press the feature button to be stored with your Hidden Code.

                    AVAILABLE KEY
                                chg

2. Press [chg].

                    SELECT FUNCTION
                    dir feat

3. Press [feat].

                    FTR CODE:_
                    bksp save chg

4. Press FEATURE 6 1 + {the four-digit code to store}.
5. Press [save].
6. Press SPK to exit Flexible Feature Button Programming.

Operation – Using the Hidden Code

1. Access the voice mail system (either the DX-120 Voice or an external voice mail system) by pressing the feature button designated as VOICE MAIL (if available).
2. When you hear the prompt to enter your password, press the Hidden Code button.

Hot Key Enable/Disable

FEATURE # 6

Hot Key is the automatic operation of dial pad keys while the telephone is idle. That is, if the telephone is idle and you press a dial pad key (1-0, #, or *), that button operation is processed as the first command of others that will follow (like the remainder of an extension number). Hot Key can be disabled.

Operation – Disable

While the telephone is idle, press FEATURE # 6. The display will momentarily show the feature status invoked:

```
HOT KEY DISABLED
```

Operation – Enable

While the telephone is idle, press FEATURE # 6. The display will momentarily show the feature status invoked:

```
HOT KEY ENABLED
```

Hotline

FEATURE 9 *

Hotline allows you to access an extension or Speed Dial Directory number simply by lifting the handset. This feature is especially useful for elevator phones and applications that dictate a specific destination for extension(s) of the system.

Operation – Setup

1. While the telephone is idle, press FEATURE 9 *.

```
HOTLINE TO :NULL
                chg
```

2. Press [chg].

```
HOTLINE TO :_
bksp save chg
```

3. Input the speed dial directory number or extension number to which this extension is to be connected when the handset is lifted. Then press [save].

```
HOTLINE TO :xxx
immediate  delay
```

4. Select if this destination is to be immediate or delayed.

   4.1. If you select [immediate], you hear a confirmation tone and the function is invoked.

   4.2. If you select [delay]:

```
DELAY TIME    :1
                     chg
```

   4.2.1. Press [chg] until the appropriate delay time (in seconds) displays.

Operation – Invoke Hotline

1. While the telephone is idle, lift the handset. A call is placed to the selected destination either immediately or after the delay time.
2. Hang up to complete the call.

Intercom Mode Selection   FEATURE ⑨⑧

A Digital speakerphone has the benefit of receiving intercom calls in three ways:

- Voice Announce Hands-free reply mode
- Voice Announce Privacy mode
- Tone Ringing mode

The Status Lamp and Feature button (if programmed) will indicate:

Mode	Button Lamp	Momentary Display Confirmation	Confirmation Tone Heard	Status Bar (when intercom call is received)
Voice Announce – Handsfree	Green lamp	VA-HF MODE	single burst tone	Solid Red lamp
Voice Announce – Private	Red lamp	VA-PRIVACY MODE	single burst tone	Slow Flashing Red lamp
Tone Ring Mode	No lamp lit	TONE RING MODE	single burst tone	Fast Flashing Green lamp

Operation – Setup

1. While your extension is idle, press FEATURE ⑨⑧. You hear a confirmation tone and the display indicates the new mode set:

                    VA-PRIVACY MODE

                    VA-HF MODE

                    TONE RING MODE

2. Press FEATURE ⑨⑧ again to advance through each of the available modes.

Operation – Receiving a Call in VA-HF Mode

When your extension is idle, you will be alerted of intercom calls by one tone burst. The voice connection is then established immediately and you may respond to the calling extension without lifting the handset.

Operation – Receiving a Call in VA-Privacy Mode

1. When your extension is idle, you will be alerted of an intercom call by one tone burst. The voice connection is then established immediately with the Mute function activated at your extension. You hear the calling extension voice announcement over the speaker, but the microphone in your telephone is disabled.
2. You can:
    2.1. Lift the handset to speak confidentially with the caller.
    2.2. Press the MUTE button to deactivate the Mute feature and speak with the caller hands-free (using speakerphone mode).

Operation – Receiving a Call in Tone Mode

1. When your extension is idle, you will be alerted of an intercom call by a double-burst tone which is repeated until you respond or until the call follows a Call Forward route.
2. You can:
    2.1. Lift the handset to speak confidentially with the caller.
    2.2. Press the SPK button to activate the speakerphone and speak with the caller using the speakerphone.

Messaging – Status Text

You can invoke a display message to inform other users of the current status of your extension. There are six programmed messages and one custom message that you can use. Whenever another digital speakerphone user calls an extension with an active Status message, the message is displayed at the calling extension.

Operation – Setup

1. The extension must be idle.

2. Press FEATURE 9 0. The display shows the first message choice (custom):

        EMPTY
        store next chg

    2.1. To input a custom message, press [chg] and then use the alpha-numeric chart and dial-pad to write the message.:

Lower case letters | Numbers

Number + ✱ = lower case letter

3. Press # to advance to the next character position or to enter a space.

    3.1. Press [save].

    3.2. Otherwise, press [next] until the appropriate **pre-programmed message** displays.

4. To activate the message, press [store].

Operation – Deactivate

1. The extension must be idle.
2. Press FEATURE ✱⁹⁰. The display shows:

            STATUS MSG DEL

3. The telephone returns to idle.

Night Service Mode / Activate   FEATURE ❻❸

Business situations such as after-hours operation may require different ringing patterns than those during normal business operations. The system can be placed into Evening Mode as one of the available Service Modes. This mode of operation allows outside line ringing, dialing characteristics and various other features to be adjusted for special handling during these times.

Any extension may manually switch the system service from day to night mode, or vice-versa, using the Attendant Administration (with the correct password). The attendant extension can set the system mode of operation using the Evening Mode code or a feature button programmed with the code for simple one-button operation.

Operation – Change Service Mode

1. At the attendant extension:
   1.1. Press the button programmed with the Service Mode feature code.

Or enter the feature code…

   1.2. Press FEATURE ❻❸.

              PSWD   :_

   1.3. Input the attendant extension password.
2. The Service Mode is advanced to the next mode.
3. Repeat until the appropriate mode of service displays.

Page Allow/Deny   FEATURE #9

You can block one-way page announcements at your extension by dialing the Page Deny code. The Page Allow/Deny feature does not affect enabled Background Music.

Operation – Setup

1. When the extension is idle, press FEATURE #9.

                        PAGING DENY

2. Press FEATURE #9 again to enable page announcements at your extension.

                        PAGING ACCEPT

Pause/Pause Insertion

Pause Insertion is used to generate an intentional delay in dialing on outgoing outside line calls. You can store a pause or a combination of pauses in the Speed Dial bins to allow timed access to special services while allowing you to monitor the progress of the call.

A pause will appear as "P" on the display.

Operation

When storing numbers in speed dial, use the feature code FEATURE 70 to insert a pause.

Phone Lock/Unlock   FEATURE 97

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

Operation – Lock Your Phone

1. Press FEATURE 97.

                    PSWD   :_
                    bksp show chg

2. Input the current password (factory "9999" for ext. 101, "0000" for all others) and then press [show].

                    LOCK PHONE
                    pswd yes no

3. Press [yes].

                    PHONE LOCKED

4. No outside line calls can be made at this extension.

Operation – Unlock Your Phone

1. Press FEATURE 97.

                    PSWD   :_
                    bksp show chg

2. Input the current password and then press [show].

                    LOCK PHONE
                    pswd yes no

3. Press [no].

                    PHONE UNLOCKED

4. Outside line calls can now be made at this extension.

Speakerphone   SPK

The Digital Executive Telephones of the DX-120 system are all equipped with a high-quality, half-duplex speakerphone. This feature makes it possible to place hands-free (conference room style) calls. (Speakerphone is disabled when Headset Mode is enabled.)

Operation – Placing a Call

1. Press an idle outside line button or dial an intercom number.
2. The SPK button LED lights immediately and the speakerphone is active.
3. Press SPK to hang up the call. (Or lift the handset to convert the call from a hands-free speakerphone connection to a private handset connection.)

Operation – Answering a Call

1. While your phone is ringing, press the SPK button.
2. The SPK button LED lights immediately and the speakerphone is active.
3. Press SPK to hang up the call. (Or lift the handset to convert the call from a hands-free speakerphone connection to a private handset connection.)

Status Lamp

Each Digital Speakerphone is equipped with a dual colored LED Status Lamp to assist you in recognizing the extension status. The Status Lamp will give these visual indications:

Flash Rate	Priority	Red Lamp	Green Lamp
Fast	1	Incoming outside line Ringing	Incoming Intercom Ringing
Slow	2	Mute	Message Waiting
Steady	3	Speakerphone/Headset in use	Call Forward active

Volume Control

The Edge 120 digital speakerphone is equipped with a volume control that you can use to adjust the various volume settings of the telephone. The following function volumes can be adjusted:

- Background Music
- Ringing
- Handset
- Speaker (Includes speakerphone and page announcement volume)
- Headset

You can adjust the volume for each function while that function is in use. You can adjust ringer volume while the telephone is idle.

Operation

While the function is active, press the "+" and "-" Volume buttons as necessary. The volume for this function is now set and will be retained for any future use of this mode.

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