CASPER ELECTRIC
3150 E. YELLOWSTONE
CASPER, WY 82609
307-237-3003
FAX 307-237-3009

Kelly Walsh High School

Operation and Maintenance Manuals

Division 27 – Communications

Project: Kelly Walsh High School
3500 East 12th street
Casper, Wyoming 82609
(307) 253-2000

Owner: Natrona County School District
1038 North Glenn Road
Casper, Wyoming 82601
(307) 253-5317

Electrical Contractor: Casper Electric

Construction Manager: Sampson Construction
2701 Westland Court, Suite A
Cheyenne, Wyoming 82001
(307) 426-4050

Architect: RB+B Architect's
315 E. Mountain Avenue Suite 100
Fort Collins, Colorado 80524-2913
(970) 484-0117

Commissioning Authority: Beaudin Ganze Consulting Engineers
1626 Cole Boulevard, Suite 300
Lakewood, Colorado 80401
(303) 278-3820 Ext. 5407

Electrical Engineer: Engineering Design Associates
1607 CY Avenue
Casper, WY 82604
(307) 266-5033

October, 2015

Operations & Maintenance

June 23, 2015

Kelly Walsh High School

3500 E. 12th Street
Casper, Wyoming, 82609

Section 275126 - Hybrid VoIP Intercom & Program System

Beacon Job # 140087

Beacon Communications, LLC
3211 South Zuni Street ☼ Englewood, CO 80110 ☼ Phone: 303-750-6500 ☼ Fax: 303-750-6400 ☼ www.beaconcom.com

BEACON COMMUNICATIONS

Bill of Materials

Kelly Walsh High School

Section 275126 - Hybrid VoIP Intercom & Program System (Base & Alt)

Qty.	Manufacturer	Model	Description
TC-VoIP - Headend Equipment			
1	Rauland	TC7000	1 each: TC6000, TC6255, TC6200, TC6211, TCIAM, TCACM
1	Rauland	TC7012	12 Port Remote Classroom Gateway
2	Rauland	TC7060	60 Port Remote Intercom Gateway
1	Rauland	TC6144	T1 / PRI Trunk Card
1	Rauland	RAIL24	24" Open Rail, Temporary Mounting Rack (wood)
3	Rauland	TCSLM	Station line module
3	Rauland	TCCBS1	SLM cable - 15' cable
1	Rauland	TCCBACM	ACM cable - 15'
3	Juice Goose	JG8.0	Surge Protector (custom logo)
4	BiAmp	MPA250	Power amplifier
3	Cyber Power	CP550CL	330 watt amp UPS (550 VA)
Admin Office Devices			
1	Rauland	TC6434	34-button Multi-line VoIP Phone (no display)
1	Rauland	TC6477	VoIP Phone Display Unit
1	Rauland	TC6988	Local VoIP Phone Power Supply (wall transformer)
1	Rauland	TCWDE	TCVoIP Marquee Display Controller
1	Am. Micro System	PPD220RED	alpha display
1	Raco	698	4 Gang Backbox (wall display)
1	Rauland	TCPMI	Remote Prog. Module (TC VoIP)
1	Rauland	1295	Emerg. MIC
1	Stock	Stock	RCA to Mini PMI Audio Cable
1	Rauland	MCX325	AM/FM/CD player
Equipment Rack - MDF			
1	Lowell	LER-3522	Rack - 60" (35 RU)
1	Lowell		Misc. blank & vent panels
1	Lowell	LMSB-22	Caster base
Equipment Rack - IDF			
2	Lowell	LER-2122	Rack - 36" (21 RU)
2	Lowell		Misc. blank & vent panels
2	Lowell	LMSB-22	Caster base
Horns (Gym and/or Exterior)			
31	Rauland	ACC1411	horn/baffle
31	Rauland	ACC1117	Flush mount Backbox for ACC1411
Surface Mount Speakers			
19	Rauland	USO188	8" speaker
19	Rauland	ACC1112	Surface Mt Backbox for USO188
19	Rauland	ACC1003	baffle for USO188
Wall Mount Speakers			
60	Rauland	ACCWB5	Wall Mount Speaker - Metal
Grid Ceiling Speakers			
283	Rauland	BAFKIT1x2S	speaker - drop-ins
35	Rauland	BAFKIT1x2SVC	speaker - drop-ins, with volume control
Hard Lid Speaker/Grid Speaker			
73	Rauland	ACC1400	Speaker
73	Rauland	ACC1100	Backbox (Square - for ACC1400)
Call Switches			
94	Rauland	TCSPB1	Single Button Call Switch
Other Devices/Equipment			
5	Rauland	ACC1300	Volume Control
58	Beldon	1585A	Cat5 Cable - WHITE
27	Comm Cables	BC1802ST-PL	Corridor & horn cable
4	Rauland	351006	fiber adaptor module
3	Siemons	S66M2-5W	Punch block

BEACON COMMUNICATIONS

Bill of Materials

Kelly Walsh High School

Clocks

Qty.	Manufacturer	Model	Description
CLOCKS			
82	Sapling	SAL-2BS-12R-0	12" round, black clock, battery
2	Sapling	SAL-2BS-16R-0	16" round, black clock, battery
2	Sapling	SAG-1500	16" wire guard
170	TBD	D size	batteries
TRANSMITTERS			
1	Sapling	SMA-2R0-1100-1	SMA 2000 Master, RM, with transmitter
1			GPS and wall mount antenna

Operations KI-2157

Telecenter® VI VoIP Phone User's Guide

Rauland-Borg Corporation
Originally Issued: 7/17/2014

Rauland-Borg Corporation
1802 W. Central Rd.
Mount Prospect, IL 60056
(847) 590-7100
www.rauland.com

Table of Contents

1: GENERAL INFORMATION 7
REVISION HISTORY 8
SCOPE OF THIS DOCUMENT 8
COPYRIGHT NOTICE 8
ABBREVIATIONS 9
2: TC6 BASICS 10
CONFIGURATION 10
USERS AND PRIVILEGES 10
CALLS & CALL-INS 10
Phone Calls 11
Call-ins 11
PINS 11
HOOK-FLASH 12
SOFT HOLD 12
HARD HOLD 12
HANGING UP 12
MUSIC-ON-HOLD 13
TIME EVENTS 13
Bell Schedules 13
System Profile 14
Automatic Mode 14
Manual Mode 14
Student Phone 15
TRUNK LINE APPEARANCES 15
3: BUTTONS, CONTROLS, & FEATURES 16
VOIP PHONES 16
Dialpad 17
Handset 17
Speaker/Microphone 17
LCD Display 17
BUTTONS & CONTROLS 18
Dedicated Function Buttons 18
Feature Buttons 18
SetUp 19

Volume Adjustment 20
Redial 20
Conf (Conference) 20
Other Programmable Buttons *20*
Direct Station Select/Busy Lamp Field Buttons Expansion Unit 21
Speed Dial/Transfer Target Buttons 21
Primary Extension Button 21
Other things to know about Primary Extensions 22
Extension Coverage Buttons 22
TONES AND SOUNDS 23
CALL DISPLAY 25
Caller-ID *26*
External Caller ID 26
Internal Caller ID 27
Call/Call Ins Stack Order 27
MESSAGE WAITING INDICATOR 28
MESSAGE WAITING STUTTER DIAL TONE 28
CALL HISTORY 29
Accessing Call Histories *29*
Missed Call History 30
Erasing Call History 31
4: INTERCOM & PHONE FUNCTIONS: AN OVERVIEW 32
CALL-IN PRIORITIES AND CALL-IN TONES 34
Priority List *34*
911 Calls *34*
Call-in Tones *34*
CALL-IN ROUTING 35
5: USING INTERCOM FEATURES 36
ANSWERING CALL-INS 36
Notes on Answering Calls-Ins 36
6: USING BASIC PHONE FEATURES 38
ANSWERING A SINGLE CALL 38
Notes on Answering a Call 38
Single Call *38*
ANSWERING MULTIPLE CALLS 40
With Line Appearances and/or DSS Buttons *40*
Without Line Appearances or DSS Buttons *41*
REMOTE CALL PICKUP (#64, #65) 42
Group Pick-Up 43

Notes on Group Pick-Up 43
Extension Coverage 44
PLACING A PHONE CALL 44
Notes on Placing a Telephone Call 45
Line States 45
Internal Calls *46*
Forced Intercom or Dialing to a Classroom Phone (Intercom Speaker/Phone combination): 49
Notes on Forced Intercom 49
Outside Calls *49*
DIRECT STATION SELECT/SPEED DIAL BUTTONS 51
Direct Station Select Buttons (DSS) *52*
REVIEWING AND PROGRAMMING SPEED DIAL BUTTONS (SD) 52
Reviewing Button Programming *52*
Option 1 (LCD Present): 53
Option 2 (No LCD): 53
Notes on Speed Dial/Direct Station Select Buttons 53
Programming a Speed Dial/Direct Station Select Button *53*
BUSY SIGNAL OPTIONS 57
Trunk Queuing *57*
Notes on Trunk-Queuing 57
Executive Override *58*
ONE BUTTON REDIAL 59
TRANSFERRING AND CONFERENCING CALLS 59
Notes on Transferring and Conferencing 59
Call Transfer *60*
Call Conference *61*
CALL-FORWARDING 62
Notes on Call-Forwarding 63
Programming a Call-Forwarding Button *64*
Notes on Call-Forwarding Speed Dial Buttons 66
Reviewing Call-Forwarding Status *67*
CALL-FORWARDING OVERRIDE (#27) 68
7: MAKING PAGES & SENDING TONES 70
MAKING PAGING ANNOUNCEMENTS 70
Notes on Voice Pages 70
All Page (#00)* *70*
Emergency All Page (#99 plus PIN)* *71*
Zone Page *72*
Push-To-Talk (PTT) Microphone Page *73*

SENDING MANUAL TONES 74
Manually Sounding Tones in All Bell Zones 75
Manually Sounding Tones in One or Several Bell Zones 75
8: CLASS CHANGE SCHEDULE & BELLS 77
Class Schedule Review (#91) 77*
Class Schedule Change (#91x) 78*
9: MANAGING & DISTRUBUTING AUDIO PROGRAM 79
Notes on Program Distribution to Rooms 79
DISTRIBUTING AUDIO PROGRAM TO ALL ZONES (#41*) 79
DISTRIBUTING PROGRAMS TO SELECTED ZONES (#41XXYYZZ*) 80
Notes on Program Distribution to Selected Zones 80
DISTRIBUTING PROGRAM TO SELECTED EXTENSIONS (#41XXX#YYY#ZZZ*) 81
Notes on Program Distribution to Selected Extensions 81
10: ADVANCED OPERATIONS 83
DO NOT DISTURB (#26) 83
Notes on Do Not Disturb 83
PAGE AND TONE EXCLUSIONS (#50*) 84
Notes on Page and Tone Exclusions 84
TRANSFERRING YOUR ADMIN PRIVILEGES (#60) 85
Notes on Transferring Admin Privileges 85
CONTROLLING STUDENT PHONES (#83*) 86
Notes on Student Phones 86
USING PRIVATE LINES 87
SETTING TIME AND DATE (#93*) 87
REVIEWING/SELECTING SYSTEM PROFILE (#92*) 89
CLEARING ALL PENDING CALL-INS (#96*) 91
APPENDIX A: DIAL CODES 92

1

1: General Information

The Voice Over Internet Protocol (VoIP) Phone is the main communications tool in the Telecenter VI (TC6) system—an integrated system that supports Phone, Intercom, Call-In, Paging, Audio Program Distribution, Class Bell, and many other school communication functions. The VoIP Phone is typically used on a daily basis by Principals, Office Staff, Nursing Staff, Security Staff, and the like.

Because classroom users will likely require access to a more basic phone of TC6 features, classrooms are typically equipped with a more basic—though fully functional—Single Line Phone.

Among other things, the VoIP Phone allows users to:

- ✓ Answer call-ins in or out of sequence (locally and/or remotely)
- ✓ Scroll through active call-ins
- ✓ Place intercom calls (to Classroom Speakers)
- ✓ Transfer calls from Intercom Speakers to Phones
- ✓ Override active intercom communication during emergencies
- ✓ Place or answer internal or external phone calls
- ✓ Send Page Announcements to all or select Zones
- ✓ Distribute Audio Program to all or select Zones, rooms, and/or phone extensions.
- ✓ Distribute Tones to all or select Zones
- ✓ Exclude speakers from receiving Program Distribution or Zone Pages
- ✓ Select from predefined Bell Schedules and System Profiles
- ✓ Engage automatic call-back when the intercom channel is busy
- ✓ Access password-protected features

Options and access to these features will vary from facility to facility. Consult your system supervisor or installer for further details.

Revision History

This is the first release of this document. If later editions are issued, changes and additions will be summarized under this "Revision History" heading.

Scope of this Document

Read this document if you use a VoIP Phone or have occasion to explain its use to others.

This document does **not** cover the features, functions, or operation of the Auto-Attendant (AA) or Voice Mail (VM) system. Should you have occasions to use either of those systems, consult the *Auto-Attendant and Voice Mail Guide*.

Copyright Notice

Abbreviations

Knowing how to use a VoIP Phone will likely require you to understand some or all of the following terms and abbreviations:

Abbreviation	Term	Comments/Function
	Primary Extension	The "Primary Extension" is typically the dialing number of a VoIP; Primary Extensions are often associated with VM boxes.
	Secondary Extension	Having a "Secondary Extension" allows a VoIP user to place one call on hold while still being able to dial out.
AA	**Automated Attendant**	When enabled, a system feature that will automatically answer incoming external calls and route the calls to a pre-determined location.
BLF	**Busy Lamp Field**	A lamp "embedded" in a phone button that show the status of an extension.
DSS	**Direct Station Select**	A speed dial button used to dial internal phone extensions. The lamp "embedded" in a DSS button also serves to show the status of a VoIP extension (free, in-use, ringing).
Phone	**VoIP Phone**	Used in this manual to refer to any of the VoIP Phones.
PTT	**Push To Talk Microphone**	Refers to the microphone used to initiate pages.
SD	**Speed Dial Button**	A speed dial button to dial external phone numbers, internal extensions, or engage features.
TC6	**Telecenter VI**	A general reference to the entire Telecenter VI communications system.
VM	**Voice Mail**	A system feature that provides callers a method to leave messages when the person they wish to speak with is unavailable. VM is optional.
VoIP	**Voice over Internet Protocol**	VoIP refers to Voice over Internet Protocol, the technology used to allow for voice conversations over a data network.

2

2: TC6 Basics

In order to make the best use of your VoIP Phone, you should know about certain features and understand some basic operational concepts before getting started.

Configuration

Since the TC6 is a very customizable system, every system configuration will be different; therefore, the explanations and instructions you'll find in the following pages are based on common configurations.

Trained personnel are required to set up certain things—among them:

- ✓ Room Numbers, Phone Extensions, Paging Zones, Program Zones, some types of Feature Buttons, Events within a Bell Schedule, and access to Long Distance.

On the other hand, you can select and/or configure many features on your own VoIP Phone, including:

- ✓ System Time/Date, Speed Dial Buttons, Direct Station Select buttons, Bell Schedules, your Password, and Call-Forwarding status.

Users and Privileges

During system set-up, each phone line is configured for certain calling and/or intercom capabilities or privileges. Owners of VoIP Phones typically have much greater access and feature flexibility than owners of Single Line Phones.

Not all VoIP Phones are configured in the same way. For example, some VoIP Phones may be granted long-distance privileges, while others are granted only local service. Some VoIP Phones may receive all intercom call-ins, while others may receive them from select rooms, or from none at all.

Calls & Call-ins

When we refer to "calls" in this document, we are referring in general to either "phone calls" or "intercom calls"; however, if the initial target of a call is a phone,

we will generally refer to it as a "telephone call." If, on the other hand, the initial target of a call is a classroom speaker, we will generally refer to it as an "intercom call."

During the course of an intercom call, the conversation can be transferred to an associated phone. In such situations the call type would refer to the current state of the conversation (for example: a conversation over the speaker is an intercom call, and a conversation over the phone is a telephone call.)

You can use your VoIP to place phone calls to any other VoIP Phone, Single Line Phone, and external phone numbers (if access is allowed). You can place intercom calls to any Intercom Speaker (typically located in a classroom).

Call-ins, though, usually originate from Call-in Switches. Call-ins route to and queue at VoIP Phones assigned to answer them.

Here are the differences between calling and placing a call-in to a VoIP Phone:

Phone Calls

- ✓ Calls originate from other Telecenter dialing phones (VoIP or Single Line Phone).
- ✓ Calls have no priority; the VoIP Phone user can't differentiate an emergency telephone call from a routine telephone call.
- ✓ Calls may be answered or not—as the phone owner desires.
- ✓ Unanswered calls may automatically route to VM (optional) or another extension.

Call-ins

- ✓ Call-ins originate from either a Call Switch or a Single Line Phone (speed dial/feature button).
- ✓ Call-ins route to one or more VoIP Phone(s).
- ✓ Call-ins never route to VM.
- ✓ Call-ins remain "active" in the system until they are answered.
- ✓ Call-ins are assigned a priority (normal, routine, emergency, etc.)
- ✓ Call-ins arrive at VoIP Phones bearing a distinct tone and, if a display is available, distinct visual indicators (originating location, priority, placement time, and date).
- ✓ A VoIP Phone User can easily determine which call-ins require immediate attention.

PINs

A "Personal Identification Number" (PIN) allows any user to "take" the capability of their own extension to any other dialing phone (except a Student Phone™).

For example, using their PIN, an administrator whose phone can page, send emergency tones, and make unrestricted outside calls could engage those functions on a Single Line Phone in a classroom—ordinarily restricted to inside calls.

A PIN also allows a user access to their VM mailbox and Homework Helpline messages.

If the integrated TC6 AA/VM option is in place, you will only need a single PIN to access all TC6 features (including VM); however, if a third party VM system is used, you will likely need one PIN for all Telecenter IV features and another PIN to access VM features.

Hook-Flash

The Hook-Switch allows you to enter a "hook-flash." Depressing and releasing the hook-switch for less than a second (long enough to break dial tone) is considered a hook-flash.

All VoIP Phones include a dedicated "Transfer" button, which also initiates a hook-flash.

Soft Hold

When a telephone call is temporarily placed on hold—for instance during a transfer—we call that state "soft hold." The soft hold feature is not associated with a feature button. You can, however, get a call back from soft hold by reentering a hook flash or by pressing your Primary Extension button. Calls placed on soft hold also ring back if not rerouted or answered within a programmable duration.

Hard Hold

When you place a call on hold using the "Hold" button, we call that state "hard hold." The "Hold" feature button will flash red when in use.

Calls that remain on hard hold will ultimately ring back if not answered within a programmable duration. (You can reconnect with hard hold calls by depressing the appropriate primary extension button, DSS/BLF button, trunk line appearance button, or Hold button.)

Hanging Up

Whenever you finish using a dialing phone, **always hang up for at least three seconds** before dialing a number or engaging a function. The system may interpret a shorter hang-up time as a hook-flash, which will be used to establish a call transfer.

Whenever you finish using a dialing phone, **always hang up for at least three seconds** before dialing a number or engaging a function.

Music-on-Hold

The Music-on-Hold feature provides music to any caller who has been placed on any type of hold (hard and soft). If the feature is disabled, callers will instead receive a periodic beep to confirm that they have not been disconnected.

Time Events

There are several types of Time Events in the TC6 system: 1) Bell Schedules, 2) System Profiles, and 3) Student Phone access periods. All Time Events are stored in system memory.

Bell Schedules

The "Bell Schedule" refers to the timed tone signal scheme used throughout a school day. While we refer to the tones as "bells," actually a bell schedule can include many different tone types—types that signify scheduled events: class changes, examination periods, gym notification, and the like.

To accommodate many different school operating schedules, the user may manually select from among sixteen (16) pre-defined Bell Schedules. (The events within each schedule are actually defined during system configuration.)

Bell Schedules are specific to each facility. That is, each inter-connected facility has its own sixteen (16) pre-defined Bell Schedules; **No** district-wide Bell Schedule exists; however, since the different interconnected TC6 systems in multiple facilities can synchronize clock time, bell schedules at each facility can be programmed to launch simultaneous events.

- ✓ Only one of the sixteen (16) Bell Schedules can be active at any time in any given facility. The Bell Schedule feature can, however, be turned off in a particular facility.
- ✓ Bell Schedule changes are most often automatic, occurring in response to a pre-programmed time event/calendar. The Bell Schedule can be invoked manually to override a preset bell schedule.

For example, a school's system could be set up to store the following Bell Schedules in system memory:

Bell Schedule	Description (examples)
1	Regular
2	Half-Day
3	Test Day
4	Teacher Conference
5	Holiday
6	Summer School
7	Open
8	Open

Table 1: Bell Schedule Examples

System Profile

A System Profile contains instructions regarding different time and/or calendar-based instructions and/or events, such as—but not limited to—call routing schemes, the ability to page outside speakers/horns, and call-in levels. TC6 supports four (4) such System Profiles.

For example, a Profile could be established for days, evenings, nights, and weekends. The day Profile might allow outside speakers/horns to receive pages; whereas the night and weekend Profiles might not allow pages to outside speakers/horns (thereby preserving quiet in the surrounding neighborhoods).

The four (4) System Profile feature replaces the two (2) System Profile feature (known as "Day/Night Service") found on many other systems.

Automatic Mode

System Profile changes are most often automatic, occurring in response to a pre-programmed time event/calendar. The system can be set up to automatically execute any Profile at any time.

Manual Mode

The System Profile can also be manually controlled from a VoIP Phone. When you manually change Profiles, your choice overrides the automatic selection and remains in effect until the next automatic selection is executed.

Manual changes remain in effect until the next automatic selection is executed.

Student Phone

Finally, you can create events that enable or disable the Student Phone at designated times.

Trunk Line Appearances

The TC6 can operate either with or without line appearances for outside trunks (phone lines). A line appearance is literally a lighted button associated with an external line/trunk.

Regardless of whether trunks appear directly on your VoIP Phone, you can still simply lift the handset to answer a call or to access an outside line.

Generally, smaller systems (ten or fewer trunk lines) will provide a Trunk Line Appearance button for each available line. Buttons react as follows:

Trunk Appearance Button Light	State
Solid Red	In Use
Flashing Red	Ringing In or an External call has been placed on hold
Solid Green	Engaged (your phone is using this trunk)
Nothing	Idle

Figure 1: Trunk Appearance Button Light

Generally, larger systems (ten or more trunk lines) will **not** be configured with Trunk Line Appearance buttons. Rather, TC6 will provide automatic access to the first available trunk line.

3

3: Buttons, Controls, & Features

If you are an Administrator or front office Staff Member, you'll likely find one of two digital, multi-button, multi-line VoIP Phones on your desk. TC6 supports two VoIP Phones: the TC6419 and the TC6434. Other than the number of Speed Dial/DSS buttons, these units are identical. Here's a TC6434.

VoIP Phones

VoIP Phones are comprised of a standard Dialpad, a Handset, a Speaker/Microphone, and 19 or 34 buttons (a combination of DSS/BLF [Speed Dial], Feature, and Function buttons):

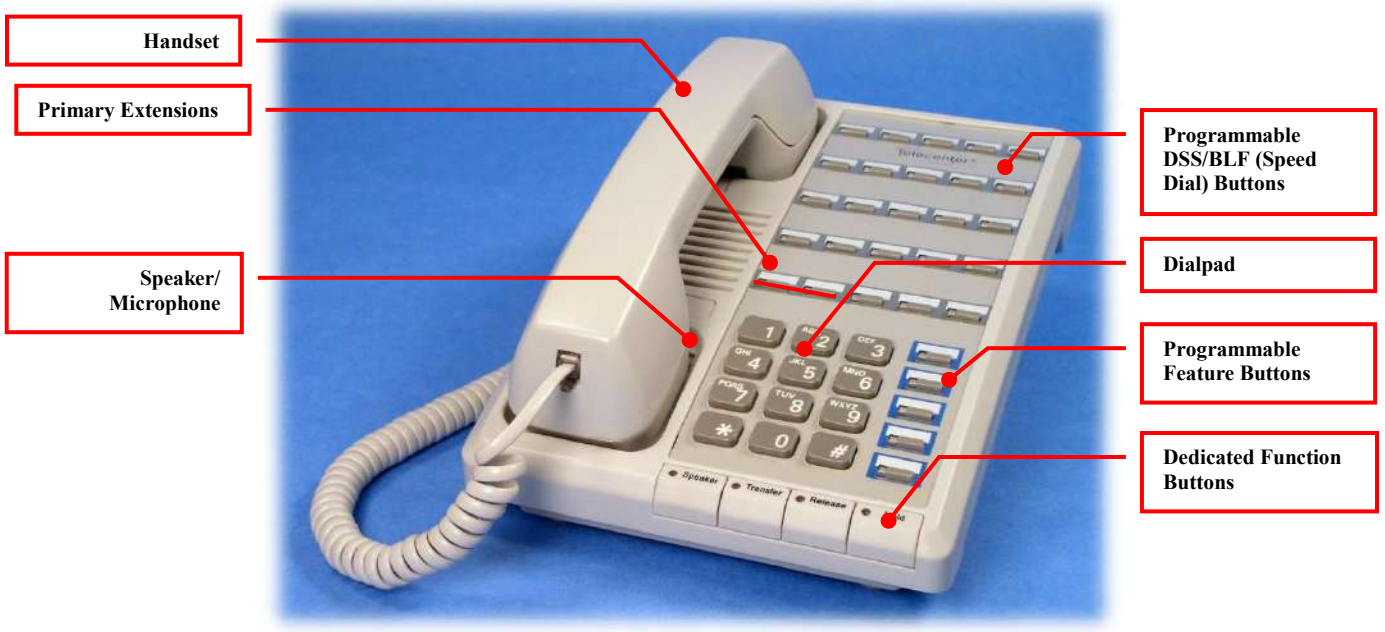


Figure 2: TC6434 (34 Button VoIP Phone)

Dialpad

The Dialpad provides all standard numbers (0-9) plus the "star" (*) and pound (#) buttons.

Handset

The Handset allows you to speak and listen in "Handset Mode."

Speaker/Microphone

The Speaker/Microphone is located beneath the handset and allows you to use the speakerphone to engage in hands free operation. The speaker also sounds call-in tones.

Speakerphone Mode

The Speakerphone Mode allows you to use the VoIP Phone to place or answer calls with the handset on hook.

There are two Speakerphone modes: **automatic** and **manual**.

Automatic Speakerphone Mode

Should you attempt to dial a number or press any feature button with the handset on hook, your phone will automatically enter Speakerphone Mode. If you lift the handset at anytime while in the speakerphone mode, the phone will automatically switch to the handset mode.

Manual Speakerphone Mode

Should you wish to enter Speakerphone Mode before dialing or using a feature button, press the Speaker button to get dial tone. Also, at anytime during a handset conversation pressing the Speaker button will put the phone into speakerphone mode.

LCD Display

While VoIP Phones are often equipped with an LCD Display, the display unit is optional. (See "Call Display" below for further details.)

Figure 3: VoIP with Display

Buttons & Controls

Each VoIP Phone also features a number of Dedicated Function, Feature, and DSS/BLF (Speed Dial) buttons.

Dedicated Function Buttons

Each VoIP Phone features four (4) Dedicated Buttons:

Figure 4: Dedicated Function Buttons

- ✓ Speaker
- ✓ Transfer
- ✓ Release
- ✓ Hold

You **cannot** reprogram these buttons.

Feature Buttons

All VoIP Phones are equipped with five (5) globally programmable Feature buttons that offer one-touch access to many routine or special tasks:

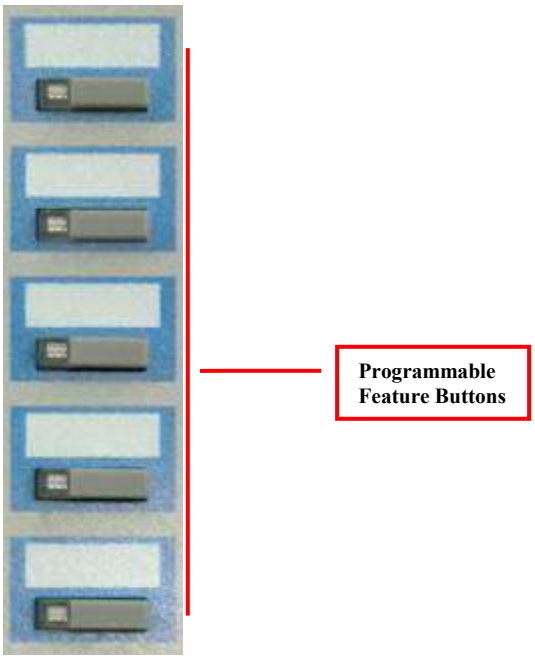


Figure 5: Programmable Feature Buttons

Feature Buttons are typically created by trained personnel during system set-up. Only one (1) feature button Profile can be active at any time within a school. That is, the same feature buttons will appear on **all** VoIP phones within a given school. Your phone ships from the factory with the following buttons in place:

Control	Use it to…
Dedicated Buttons (Non-programmable)	
Speaker	Initiate/end speakerphone communication.
Transfer	Initiate call transfer.
Release	Release a call after initiating a transfer (to VM, another extension, etc.).
Hold	Place calls on hold.
Default Feature Buttons (Programmable)	
SetUp	Set up individual speed dial buttons.
Vol ↑	Increase listen volume or ring volume, and to access different SetUp menus.
Vol ↓	Decrease listen volume or ring volume, and to access different SetUp menus.
Redial	Call back the last dialed number.
Conf.	Initiate conference calls.

Table 2: VoIP Controls

SetUp

The SetUp button is used by trained personnel during system set-up. After initial set-up, you can also use it to program speed dial buttons.

Volume Adjustment

As they ship from the factory, all VoIP Phones have been programmed to include feature buttons that you can use to increase or decrease handset and/or speaker volume. If you use the volume up/down button while the phone is idle, it will increase/decrease the volume of the ringing (but will not affect the speaker phone or handset listen volume). If you use the volume up/down button while in a conversation, it will increase/decrease your listen level without affecting the ring volume.

Further, you will use the arrows to navigate from screen to screen while in SetUp mode.

Redial

The VoIP ships with a redial button. It is typically located below the arrow keys (second from the bottom). You can use the redial button to redial the last dialed number.

Conf (Conference)

You'll use the Conf button to initiate conference calls. See the section entitled Call Conferencing below for details.

Other Programmable Buttons

In addition to the Function and Feature buttons, your VoIP Phone is equipped with 10 or 25 additional buttons. Depending upon how they are configured, these buttons can be used as Direct Station Select/Busy Lamp Field (DSS/BLF), Speed Dial/Transfer Target, or Primary Extension buttons.

Figure 6: DSS/BLF Buttons (10 Button Example)

You may also see one or more BLF/DSS Expansion Units attached to your VoIP. These units provide additional DSS/BLF buttons in increments of 64. Treat these buttons the way you would those that appear on your VoIP Phone.

Figure 7: TC6464 Direct Select Station

Direct Station Select/Busy Lamp Field Buttons Expansion Unit

Each DSS/BLF button indicates the status of another extension within your facility or anywhere within a network of interconnected TC6 systems.

State	Indication
Unlit	Associated extension is inactive
Solid Red	Associated extension is being used by its primary owner
Flashes Red	Extension was placed on hold by its primary owner or is ringing

Table 3: DSS/BLF States

Speed Dial/Transfer Target Buttons

As is the case with most phones, you can create a single touch or speed dial button that dials any external or internal phone number—or speaker, for that matter.

(A speed dial button programmed to dial an internal extension is called a DSS/BLF button. Not only does it allow you to one touch dial an internal extension, but it reveals the status of that line as well—and facilitates internal transfers.)

You can also program a "normal" speed dial button for any external number (including long distance, if such service is available and allowed from your phone). Such speed dial buttons do **not** allow you to transfer calls and do **not** reveal the status of outside numbers.

Primary Extension Button

DSS/BLF buttons can be used as the "Primary Extension" button. (As it ships from the factory, all VoIP phones bear one (1) Primary Extension button and two Secondary Extension buttons.)

The system uses the Primary Extension button to alert you to the status of your phone and the two (2) Secondary Extension buttons to manage calls on hold:

Action/State	Lamp State	Notes
Lift handset or press Speaker button	Steady Green	Your phone is active; you are receiving dial tone.
Ringing Phone	Flashes Red	Pressing your flashing red primary extension will answer the call.
Answer your ringing phone	Steady Green	Your phone is active.
Placing a call using the dialpad	Steady Green	Your phone has automatically gone into speakerphone mode.
Call on hold	Flashes Green	Pressing your flashing red primary extension will answer the call.

Table 4: Primary Extension Button Status

When VoIP Phones ship from the factory, the Primary Extension buttons are located in the lower left-hand corner of the speed dial button group. (They can, however, be moved at any time by trained personnel.)

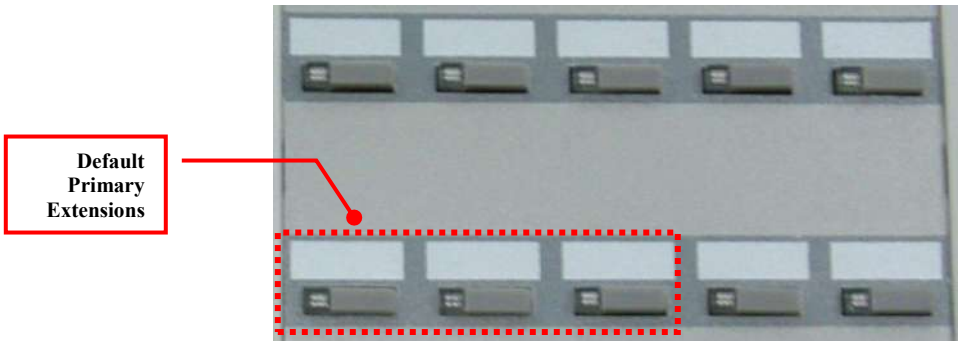


Figure 8: Speed Dial Button Group (Primary Extension Callout)

When several people share a VoIP Phone and each requires their own dialing number and VM mailbox, it is likely that the phone will have multiple Primary Extensions—one for each person's mailbox.

Other things to know about Primary Extensions

- ✓ Incoming calls will light the appropriate Primary Extension button and will sound a call tone.
- ✓ Multiple extensions allow the VoIP user to place one call on hold while still being able to dial out on another extension.

Extension Coverage Buttons

While all VoIP Phones feature a Primary Extension button, some may also include one or more "Extension Coverage" Buttons. These buttons reveal the status of other dialing numbers for which you may have been assigned secondary responsibility.

Extension Coverage Buttons are perfect for those who regularly screen or back-up another user's phone. If you have one or more Extension Coverage Buttons, each will be assigned to a separate Feature Button.

When a telephone call arrives at a phone with a Extension Coverage Button, the button will flash red.

An Extension Coverage Button is very similar to a DSS/BLF button set up for internal calls, as it will show the status of the extension, but cannot be used to answer incoming calls The only difference is that the Extension Coverage Button will indicate an incoming call that can be programmed to either sound a ring tone or not, depending on individual preference; whereas a DSS/BLF will indicate a call, but **never** ring.

Lamp State	Line State	Notes
Off	**Idle**	Pressing the coverage button while in the idle state will place a call to the extension.
Flashes Red	**The covered extension is ringing**	Pressing the call coverage button answers a call to the covered extension.
Steady Green	**Extension in use by owner**	The call can't be picked up.
Double Flash Green	**Call on hold**	The covered extension was place on hold by the primary extension owner.

Table 5: Extension Coverage Buttons

Tones and Sounds

Like all phone systems, TC6 issues different tones to alert you of different line conditions and system states.

When you lift the handset from the hook or press the Speaker button, you may hear any one of the following tones:

Description	Tone Type	Indicates…
Steady tone	Dial Tone	The system is ready to accept dialing information.
Fast interrupted dial tone	Interrupted Dial Tone	A line is call forward always (DND). Not to be confused with "stutter" dial tone, which is slower and indicates the presence of a waiting message.
Tone that sounds half-second on/half-second off	Busy	The dialed number is busy.
Short series of quick interruptions in dial tone--followed by steady dial tone	Confirmation	You've placed a station on soft hold.
Steady series of fast, repeating tones, a quarter-second on/quarter-second off	Reorder	You have attempted a call or function that is disallowed because: • The number has not been programmed. • The prefix or area code dialed is not authorized for your phone. • The function attempted is not authorized for your phone.
No tones, no voices, no noise	Silence	You may hear nothing because: • You are on standby (soft hold), waiting to be transferred to another number or to be included in a conference call. • You are connected to a speaker that is in privacy mode.
Single beep tone	Single Beep	You've dialed a paging function and may now proceed with the page. The beep is a "pre-announce" tone.
A series of slow interruptions in dial tone (briefly, every 1.25 seconds)	Stutter Tone	A message is waiting.
The nature and duration of the tone are establishing during system set-up	Ending Tone	An intercom conversation or page is over. The ending tone is optional and may not be programmed into your system.

Table 6: Tones

In addition, your phone has the ability to sound a number of distinct rings and call-in tones:

Ring	Use
Single Ring	Indicates a call is coming from within your facility.
Double Ring	Indicates a call is coming from outside your facility.
Quick Beeps	An Emergency call-in has been placed from a Call-In Switch. This signal will only sounded on VoIP Phones. The system will indicate the room number followed by "Emer" (for example: 208 Emer).
Slow Beeps	A normal call-in has been placed by a staff station. This signal will only be sounded on VoIP Phone(s). The number of the station that placed the call-in and the "Norm" call priority will indicate on the display.

Table 7: Ring Sounds

Call Display

VoIP Phones often include an LCD Call Display. This display shows information regarding calls, call-ins, date, time, and also guides you through common menu options.

Figure 9: TC6477

When indicating calls, the display can show a maximum of three calls at a time. When idle, the display will show time, date, extension, and school:

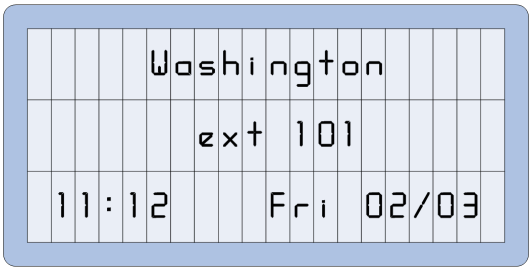


Figure 10: Idle Mode (Showing School, Extension Number, Date/Time)

When a VM system is in place, the idle display will indicate the number of waiting messages:

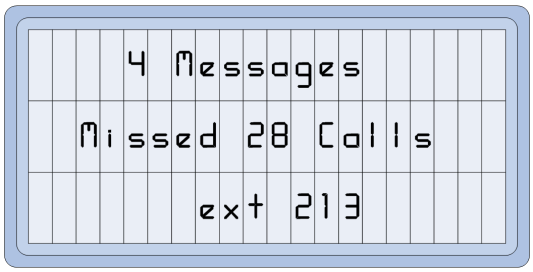


Figure 11: Idle Mode (Voice Messages Waiting)

Unanswered calls show as "missed calls":

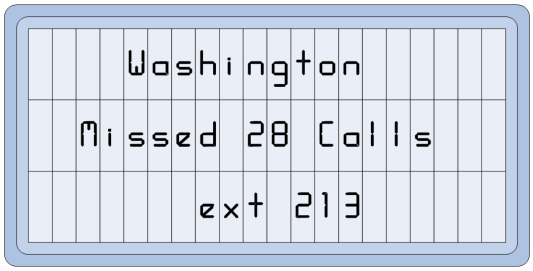


Figure 12: Idle Mode (Voice Messages Waiting)

When you place a call, the display shows the number—as you dial it—you are attempting to call (inside or outside your facility):

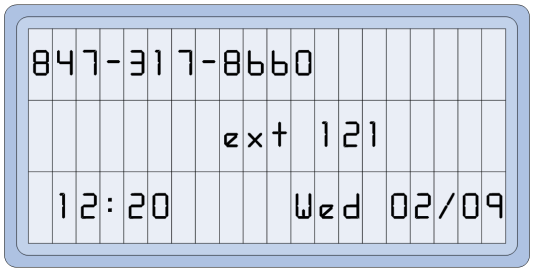


Figure 13: Dialing In-Progress

Caller-ID

The system supports both external and internal Caller ID for both calls and call-ins.

External Caller ID

In order to support the External Caller ID feature: 1) the Central Office (Phone Company) must provide this service and 2) the District/School must have an active subscription.

If the service is in place, TC6 will display all available information (such as the caller's name and number) for inbound Central Office Calls.

If your school does not subscribe to the Caller ID service, a trunk indicator message with display the inbound trunk number.

Each call (telephone call or intercom call) is limited to one 20 character line. Long numbers may truncate other caller ID information.

Internal Caller ID

All internal calls bear the extension number, and the programmable information enter by trained personnel:

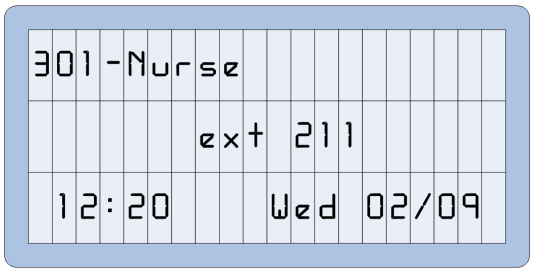


Figure 14: Internal Telephone call

When call-ins arrive, the display shows the priority of the call in, extension number and programmed information:

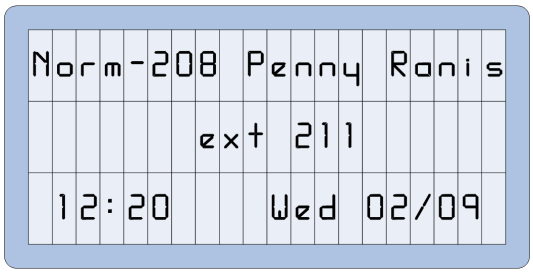


Figure 15: One Incoming Call-in

Call/Call Ins Stack Order

When calls/call-ins arrive at an VoIP Phone, they are arranged according to priority (first) and appearance time (next)—high priority before low priority, older before newer. The default priority for calls/call-ins is:

1 911 Call
2 Emergency Call-in
3 External Phone Call
4 Internal Phone Call
5 Normal Call-in

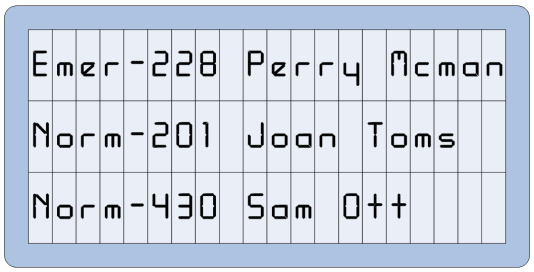


Figure 16: Three (3) or More "Stacked" Incoming Call-ins

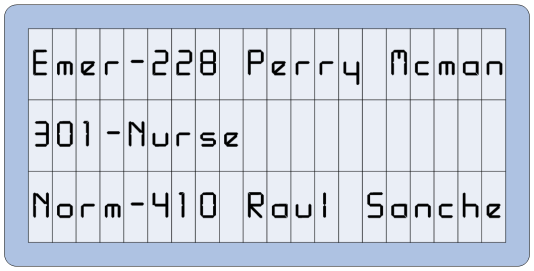


Figure 17: Intercom and Calls Intermixed

Message Waiting Indicator

If the TC6 VM system is active in your facility, a message waiting button lamp (associated with the message retrieval button) will likely appear on your phone. This button flashes slowly if unheard messages are stored in your mailbox. The system will also indicate the presence and number of unheard messages:

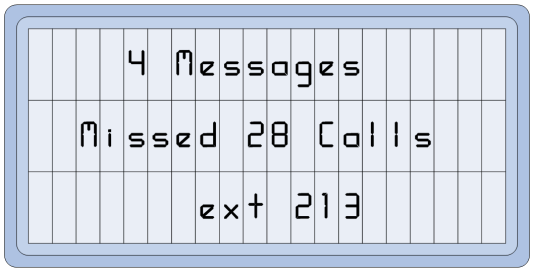


Figure 18: Message Waiting Display

If you are using a 3rd party VM system, you will get a message indication, but no message count.

Message Waiting Stutter Dial Tone

If you desire, the system can provide an audible indication that you have messages in your voice mailbox. This audible alert is referred to as the "Message Waiting

Tone." When the tone feature is engaged, you'll hear a stutter dial tone upon lifting your handset.

Call History

The system keeps track of missed, outgoing, and incoming calls and provides this record under the general set-up category of "Call History." You'll need an LCD display in order to access this information. Once accessed, you may review, quick dial, or create speed dial buttons for any recorded number.

Accessing Call Histories

You must enter Set-Up mode in order to access any of the Call History functions:

To access Call History functions

With the handset **on** hook…

1 Press the SetUp button.

➢ The SetUp main screen will appear:

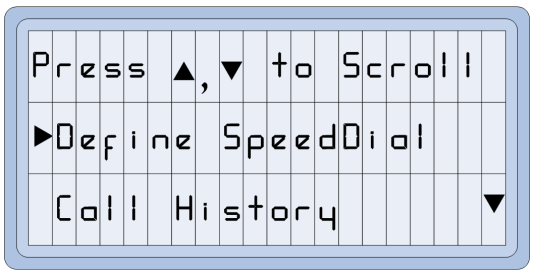


Figure 19: Speed Dial Programming (First Display)

2 Use the down arrow to position the cursor to the left of the Call History entry.

3 Press the SetUp button.

➢ The Call History menu will appear:

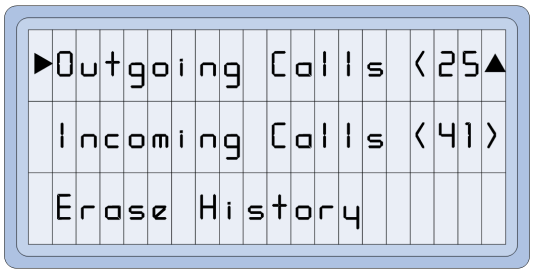


Figure 20: Call History Menu

4 Use the navigation arrows to access the available function.

➢ The display will return to idle mode if you don't make a choice within a pre-programmed duration.

Missed Call History

You will know that you've missed one or more calls if the Missed Call Counter appears on your display in idle mode:

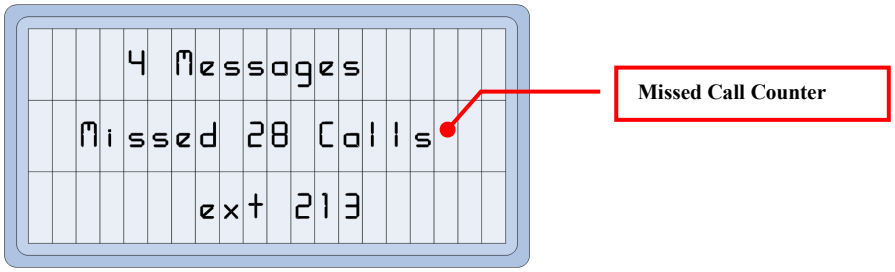


Figure 21: Message Waiting Display

Reviewing, Connecting, Managing the Call Lists

With the handset **on** hook…

1 Press the SetUp button.

- ➢ The SetUp main screen will appear.

2 Use the down arrow to position the cursor to the left of the Call History entry.

3 Press the SetUp button.

4 Position to cursor to the left of the desired entry (Missed, Outgoing, Incoming).

5 Press the SetUp button.

- ➢ The selected Call history will appear.
- ➢ Each screen bears information regarding a single call. In the following example, a missed call originated at 11:03 a.m. on February 11th from extension 301, the Nurse:

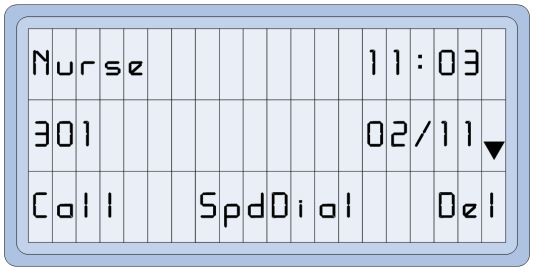


Figure 22: Missed Call Review

6 Use the up or down arrows to bring the call you wish to review, call, create a speed dial button for, or delete into view.

7 Use the appropriate function keys to continue.

To call a reviewed number

With the call information displayed…

1 Press the feature button directly below the **Call** command.

- ➢ The Missed Call review will end.
- ➢ The system will call the number on screen.

➢ Caller ID information will appear on the display.

To create a Speed Dial button for a reviewed number

With the call information displayed…

1 Press the feature button directly below the **SpdDial** (Speed Dial) command.

➢ The Missed Call review will end.

2 Follow the on-screen prompts.

3 Note the position and target of the newly created button.

To delete a or a reviewed number

With the call information displayed…

1 Press the feature button directly below the Del (Delete) command.

➢ The number will be removed from the history.

➢ The Missed Call review will end.

Erasing Call History

Should you wish, you can erase the contents of the history lists. The erase function is global. That is, when you "Erase History," you are erasing the Missed Calls, Outgoing Calls, and Incoming Calls lists. Erasing the history is the only way to remove the "Missed Calls" indication on your display.

To erase Call History

1 Access the Call History menu (see above).

2 Use the arrows to position the cursor to the left of the **Erase History** command.

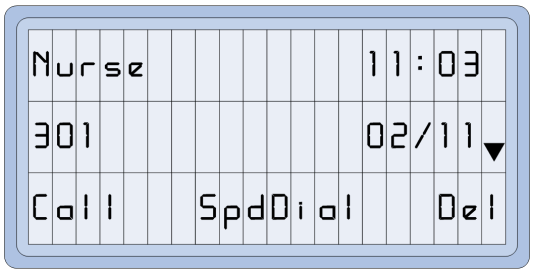


Figure 23: Missed Call Review

3 Press the SetUp button.

➢ All counters will return to zero (0).

4

4: Intercom & Phone Functions: An Overview

As a VoIP Phone owner, you will most like have to respond to a mix of different calls (external calls, internal calls, and intercom calls). Here are some things to keep in mind about calls and call-ins:

- ✓ When you place a call to a Single Line Phone, another VoIP Phone, or an "outside" telephone, you are placing a call.
- ✓ When you answer a call placed from another VoIP Phone, Single Line Phone, or "outside" telephone, you are answering a call.
- ✓ Calls placed to your VoIP Phone will either ring your phone, forward to another phone's extension, or forward to a designated VM mailbox—depending on system status and Profile.
- ✓ When a phone is used to place a call to a classroom speaker, it is being used to place an intercom call.
- ✓ When someone dials your VoIP Phone from a Single Line Phone, they are placing a call.
- ✓ A call-in will keep annunciating at your VoIP phone and may be programmed to forward automatically to another VoIP phone when not answered within a pre-determined time. How often a call-in will annunciate or at what point it will be forwarded depends on system Profile and call in priority.
- ✓ A call-in to your VoIP Phone will **never** forward to VM and **cannot** be cleared until answered. (A call-in may be cleared at the originating station, if this feature is allowed during system set-up).

Figure 24: Call-in Routing 1 (Switch or Single Line Phone to VoIP Phone)

Figure 25: Call-in Routing 2

Figure 26: Call Routing

You'll also be able to distinguish a call-in from a call by its ring and by the way it displays. A call-in usually sounds a repeating tone or chime (higher repeat rates indicating higher priority); while a phone call sounds a ringing tone.

A Single Line Phone can be used to initiate call-ins and/or to make allowed internal or external calls.

Call-In Priorities and Call-In Tones

In order to alert you regarding the relative importance of any given call-in, the system supports sixteen (16) call-in "priority" levels and various call-in tones.

Call-in Priorities and tone associations are set up by trained personnel during system configuration. It is quite possible they are different than those listed here.

Call-ins arrive at one or more designated VoIP Phones, are prioritized, and are intermixed with Calls.

Priority List

Arriving calls and/or call-ins are stacked in the following order:

Call or call-in type (and stack order)
911 Call
Emergency Call-in
External Phone Call
Internal Phone Call
Normal Call-in

Table 8: Priority List

911 Calls

When a 911 call is placed from a TC6 phone (of any model), an attendant alert is placed to ALL VoIP phones. 911 calls **never** require an outside line access digit. Dialing 911 results in access to an outside phone line (and connection to a 911 operator):

- ✓ You can **only** clear a 911 call alert (which displays on all VoIP Phones) by dialing the **#25** code.
- ✓ Unlike other call-ins, a user **cannot** connect to the room speaker and clear the call-in by dialing "*" during a 911 call.
- ✓ If your community does not support 911 calls, dialing 911 will only result in an internal 911 call-in.

Call-in Tones

The system will sound a call-in tone for the highest priority call/call-in annunciating at each phone. Typically, call-in tones sound only when the phone is idle. Urgent calls (911 and Emergency), though, may be configured to sound tones

even if you are already using the VoIP Phone. If, however, you are in speakerphone mode, call-in tones cannot sound—since the speaker is already in use. This will likely not cause you a problem, as generally emergency calls are configured to route to multiple VoIP Phones simultaneously.

By default, arriving calls and/or call-ins sound the following tones:

Call Priority (highest to lowest priority)	**Default Tone**
911 Call	Fast Beep
Emergency Call-In	Fast Beep
External Phone Call	Double Ring
Internal Phone Call	Single Ring
Normal Call-In	Slow Beep

Table 9: Call Tones and Call Priorities

The tone types available on the system include: Bell, Fast Warble, Euro Siren, Fast Ding, Fast Ding-Dong, West Minister, Medium Ding, Chime, and Mini Chime, Single Ring, and Double Ring.

Call-In Routing

During system configuration, trained personnel assign your VoIP Phone to one or more Call-in Group. A Call-in Group is comprised of one or more VoIP Phones that receive the same call-ins simultaneously (based on area of origin or call Priority or any combination of the two). In this way, different personnel with different responsibilities can be informed of those who need their assistance most.

The system supports sixteen (16) Display Groups in each facility.

5

5: Using Intercom Features

As a VoIP Phone owner, you must to know how to 1) answer intercom calls and 2) how to clear call-ins. (Outbound Calls from an VoIP Phone initially directed to a Single Line Phone are considered Phone calls; while those initially directed to a classroom Intercom Speaker are considered intercom calls.)

Answering Call-ins

Phone calls and call-ins both show up on VoIP Phones and are often intermixed. Only the call-ins assigned to your phone's display group will appear on your phone's display. (If your phone is not display-equipped, it will still ring and sound tones.)

Notes on Answering Calls-Ins

- ✓ Call-ins may route to more than one VoIP Phone simultaneously.
- ✓ Call-ins and Phone calls may be intermixed on the same VoIP Phone.
- ✓ Once a call-in is answered at a VoIP Phone, it will stop routing to any other VoIP Phones. (The call-in will continue to display at the answering VoIP Phone until the conversation is finished.)
- ✓ When you answer a call-in, you will typically connect to the Intercom Speaker; if the destination Intercom Speaker is busy, however, your system may be configured to route the call to the Single Line Phone.
- ✓ Call-ins are answered by pressing the asterisk (*) button or by direct dialing the room indicating on the display. (See below for details on answering call-ins.)

To make operations consistent **and** to differentiate between Phone calls and call-ins, there are distinct ways to respond to the different types of Calls.

- ✓ Call-ins must either be answered by pressing "*"or by direct dialing the room number. If a telephone call is ringing the phone, you can answer by lifting the handset.
- ✓ To answer a call-in while a telephone call is ringing the phone, you **must** dial the room number or press "*"with the **handset on hook** . (Dialing a room number with an outstanding call-in will answer the call-in; it will not place a phone call to that room.)
- ✓ Once you have answered a call-in, you can answer any subsequent call-ins by pressing "*" without hanging up (regardless if other Phone calls are intermixed with the call-ins).

To Answer the First Displayed Call-in

This feature may work in either of two ways (depending upon system set-up):

1 Lift the handset or press the Speaker button.

- ➢ If no other phone calls are pending, you will receive dial tone.

2 Press "*" while receiving dial-tone.

- ➢ You'll be connected to the room that initiated the most urgent and/or oldest call-in (indicated on the top line of the display).
- ➢ The call will show on the top display line.

3 Hang up, or press the Speaker button again when you've finished.

- ➢ If any other phone calls or call-ins are pending, the display will automatically reorder based on the call types and/or the age of the calls.
- ➢ If any other calls are queued, the phone will ring or sound the appropriate tone.

To Answer the Next and Subsequent Phone Calls/Call-ins Sequentially

1 Press "*" while in communication with the active call-in.

- ➢ The active call-in will terminate.
- ➢ You'll be connected to next highest priority/oldest call-in.

2 Hang up, or press the Release button again when you've finished.

or

3 Press "*"—while still in communication—to answer the next call-in.

To Answer Any Call Out of Sequence

With the handset on hook…

1 Dial any displayed number, dial "*", or select the flashing red DSS/BLF button associated with the call-in.

- ➢ You'll be connected in Speaker mode to the room you've dialed or selected.

2 Hang up, or press the Release button again to end the call.

6

6: Using Basic Phone Features

In the following section, you'll learn how to:

- ✓ Answer Calls
- ✓ Place Calls
- ✓ Initiate Transfers
- ✓ Conference Calls
- ✓ Forward Calls
- ✓ Manage Busy Lines
- ✓ Use, Program, and Review Speed Dial/Direct Appearance Buttons

Answering a Single Call

Like a single-line phone in your home, you can answer calls on a VoIP Phone by simply lifting the handset from the cradle and speaking into the mouthpiece. Like any multi-line phone, you can answer calls by selecting a ringing line and then lifting the handset.

Notes on Answering a Call

- ✓ Calls will indicate on the associated display; phone calls may be intermixed with call-ins.
- ✓ The Primary Extension button will flash red while your phone is ringing with a call.
- ✓ Any associated Direct Station Select button will flash red.
- ✓ Call-ins and Phone calls may be intermixed on the same VoIP Phone.

Single Call

When only one Telephone call is present, you may answer it as follows:

To Answer a Single Call with the Handset

While the phone is ringing…

- ➢ The Primary Extension button will flash red.
- ➢ The calling phone number, extension, caller ID, etc. will display.

1 Lift the handset from the cradle.
- The Primary Extension button will light solid green.
- Any associated DSS or Line Appearance will also light solid green.

2 Speak into the mouthpiece.

3 Hang up when you've finished.
- The Primary Extension and any associated DSS or Line Appearances will extinguish.
- The display will return to idle mode.

To Answer a Single Call in Speakerphone Mode

While the phone is ringing…
- The Primary Extension button will flash red.
- The calling phone number, extension, caller ID, etc. will display.

1 Press the Speaker button.
- The LED associated with the Speaker button will light solid green.
- The Primary Extension button will light solid green.
- Any associated DSS or Line Appearance will also light solid green.
- You will hear the calling party over the VoIP Phone's speaker.

2 Speak in a normal voice.
- The microphone is located near the front of the VoIP Phone.

3 When you've finished, press the "Release" button.
- The Primary Extension and any associated DSS or Line Appearances will extinguish.
- The Speaker button LED will extinguish.
- The display will return to idle mode.

To Switch from Handset to Speakerphone Mode

1 Press the Speaker button any time during a handset conversation.
- The LED associated with the Speaker button will light solid green.

2 Hang up the handset.

3 Talk in the direction of the speaker/microphone.

4 Press the Release button again to end the call.

To Switch From Speakerphone Mode To Handset

1 Lift the handset anytime during a speaker conversation.
- The LED associated with the Speaker button will extinguish.

2 Speak into the handset mouthpiece.

3 Hang up when you've finished.

Answering Multiple Calls

You may answer calls in or out of sequence. The procedure you'll use depends on whether your system includes Line Appearances.

If you are in a larger facility, your phone will most likely **not** include Line Appearance buttons; if you are in a smaller facility, however, they will likely appear. (See the "Line Appearance" section above for a more detailed explanation.)

With Line Appearances and/or DSS Buttons

When multiple Phone calls are routed to your VoIP Phone, they will ring the phone and indicate on your LCD display. External calls will cause an associated Line Appearance button to flash red and can be programmed to ring the phone, while internal calls will only cause any associated DSS button to flash red.

To Answer a Call (In Sequence)

While the VoIP Phone is ringing…

- The Primary Extension button will flash red.
- The calling phone number, extension, caller ID, etc. of the oldest three phone calls will indicate on the display.
- The Trunk Line Appearances with external incoming calls will flash the associated red LED.
- The Direct Station Select buttons associated with any internal incoming calls will flash the associated red LED.

1 Lift the handset or press the "Speaker" button.

- The system will connect you to the caller.
- The call will show on the top display line.
- The Primary Extension button will light solid green.
- If it is an external call, the associated Trunk Line Appearance button will light solid red.
- If it is an internal call, the associated DSS button will light solid green.

2 Hang up when you've finished.

To Answer a Call (Out of Sequence)

While the phone is ringing, multiple calls are displayed and/or multiple Line Appearances/DSS buttons are flashing, and the handset is on hook…

- The Primary Extension button will flash red.
- The calling phone number, extension, caller ID, etc. of the oldest three phone calls will display.

- The Trunk Line Appearances with incoming calls will flash the associated LED red.
- The Direct Station Select buttons associated with any internal incoming calls will flash the associated red LED.

1 Select any of the flashing red Trunk Line Appearance or Direct Station Select buttons.

- The Line Appearance or DSS button you press will light solid green.
- The system will connect you to the caller.
- The call will move to the top of the display, bearing a "*".
- The Primary Extension button will light solid green.
- You'll connect with the caller via Speakerphone Mode.

2 Lift the handset, if you wish to speak privately.

3 Hang up when you've finished.

- The Primary Extension will extinguish or turn flashing red if more phone calls are queued for the phone.
- The Line Appearance/DSS will extinguish.
- The display will reorder, arranging all calls/call-ins by age and priority (oldest or highest priority call/call-in first).

Without Line Appearances or DSS Buttons

If phone calls route to your phone and you do not have Trunk Line Appearances (for external calls) or Direct Station Select Buttons (for internal calls), your phone will ring and the call will display.

To Answer a Call (In Sequence)

While the VoIP Phone is ringing…

- The Primary Extension button will flash red.
- The calling phone number, extension, caller ID, etc. of the oldest three Calls will display.

1 Lift the handset or press the Speaker button.

- The system will connect you to the caller.
- The call will show on the top display line.
- The Primary Extension button will light solid green.

2 Hang up when you've finished.

To Answer a Call (Out of Sequence)

While phone is ringing and multiple calls are displayed on the LCD display and your handset is on its hook…

1 Dial the number of the call you'd like to answer.

- The system will connect you to the caller in Speakerphone Mode.
- The Primary Extension will light solid green.
- The display will reorder, and the call will show on the top display line.

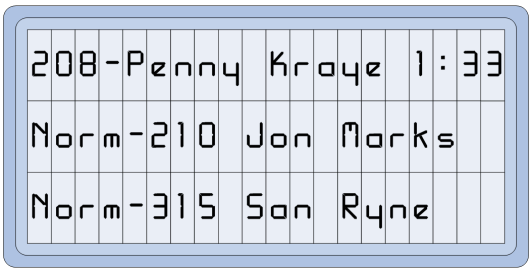


Figure 27: Star Answer (Top Line)

2 If you want to speak in handset mode, lift the handset.

3 Hang up when you've finished.

- The Primary Extension will extinguish or turn flashing red if more phone calls are queued.
- The display will reorder, arranging all calls/call-ins by age and priority (oldest or highest priority call/call-in first).

Remote Call Pickup (#64, #65)

Depending upon system configuration and status, you may have the ability to answer calls that arrive at any nearby unattended phones or that have been placed on hold by remote phones. This feature is called "Remote Call Pickup."

There are four types of Remote Call Pickup: Individual, Group and, Extension Coverage:

Pickup Type Dial String	Option
Individual (#64)	Allows you to answer an Incoming call ringing at a specific extension.
Group (#65)	Allows you to answer an incoming call from any single phone within a defined group of phones. (The system supports a maximum of sixteen [16] such Call Pickup groups—each with a maximum of ten [10] members.)
Extension Coverage	Allows you to pick up calls for extensions you are monitoring.
Remote Hold	Allows you to pick up calls placed on hold by any extension.

Table 10: Remote Call Pickup Types

To Pick Up a Call Ringing at a Specific Phone (Individual Call Pick-Up):

While you can hear a nearby phone ringing…

1 Either lift your handset, or press the Speaker button.

- You'll hear dial tone.

2 Press the pre-programmed Call Pick-Up feature button, **or** dial #64.

3 Dial the extension of the ringing phone you'd like to answer.

- You'll be connected with the caller.
- Your Primary Extension button will light solid green.
- Any associated Line Appearance or DSS button will light solid green.
- The call will move to the top of your phone's display:

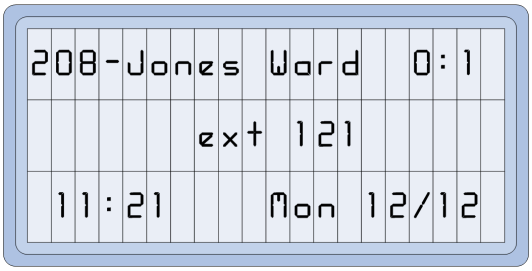


Figure 28: Individual Call Pickup

4 Hang up when you've finished.

- All display information, DSS, Line Appearances, etc. associated with the call will clear.

Group Pick-Up

This feature allows you to use a feature button or dial code to pick up calls that ring at any phone within your Call Group. The Call Groups are established during system set-up and, for example, could include groups for the front office, library, etc.

Notes on Group Pick-Up

- ✓ The Group Pickup feature allows you to answer the oldest/highest priority call within your group.
- ✓ You should use the Individual Pickup feature if you wish to answer a ringing call at a specific phone.

To Pick Up a "Group" Phone:

While you can hear the nearby phone ringing…

1 Press your pre-programmed "Group Pickup" feature button (or dial #65xx*—where "xx" is the one or two digit group number between 1 and 16).

- The system will immediately connect you to the oldest/highest priority call queued within the group.
- Your Primary Extension button will light solid green.
- Any associated Line Appearance or DSS button will light solid green.
- The call will move to the top of your phone's display:

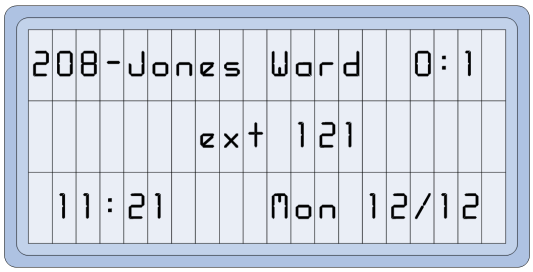


Figure 29: Group Call Pickup

- If no phone in your group is ringing, you will hear a disallow tone.

2 Hang up when you've finished.

- All display information, DSS, Line Appearances, etc. associated with the call will clear.

Extension Coverage

Calls that appear on your phone from Extension Coverage buttons will flash the red LED of the associated feature button.

To Pick Up a Extension Coverage Button:

1. Press the Extension Coverage button.
   - The system will connect you to the caller.
   - Your Primary Extension button will light solid green.
   - The call will move to the top of your phone's display:

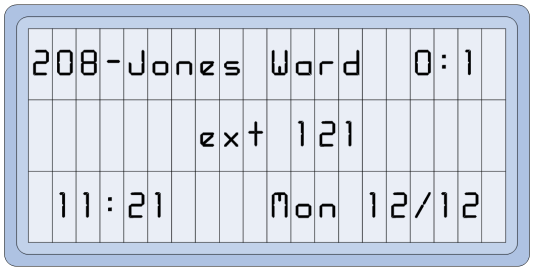


Figure 30: Extension Coverage Pickup

2. Hang up when you've finished.
   - All display information, Line Appearances, etc. associated with the call will clear.

Placing a Phone Call

The TC6 system allows you to make inside and outside phone calls and calls directly to Intercom Speakers. (While you can typically call any internal extension or Intercom Speaker, you may only be assigned limited access (by area code and/or prefix) to outside phone numbers.

Notes on Placing a Telephone Call

- ✓ System programming will determine whether a dialed call is first routed to an Intercom Speaker or Single Line Phone.
- ✓ You can force your call to always ring the Single Line Phone instead of the Intercom Speaker. (See below for more details.)
- ✓ You can force your call to the Intercom Speaker instead of Single Line Phone. (See below for more details).
- ✓ If the "Always-an-Answer" feature is enabled, the system will always seek the free resource (Intercom Speaker **or** Single Line Phone).
- ✓ You can only connect to the Intercom Speaker of rooms/extensions within your own facility. (If you dial an off-site, interconnected TC6 facility, the system will always direct your call to a phone.)

Line States

Line states are the key to knowing what you should do during your call:

Line State	Indication(s) on Phone	What's Happening Recommended Action/Options
Ringing	• Primary Extension solid green • Display indicates dialed number • Destination DSS flashing red	**Phone is ringing…** Wait for an answer
Busy Signal	• Primary Extension solid green • Display indicates dialed number • Destination DSS is solid red	**Phone is busy…** If you have the authorization to do so, you may break in on the conversation (Executive Override). Or, hang up and try again later.
Preannounce Tone (followed by Room Noise)	• Primary Extension solid green • Display indicates room number • Destination DSS is solid red	**You are connected to the Intercom Speaker…** Talk to send your voice over that speaker; stop talking to switch to the listen mode.
Preannounce Tone (followed by Quiet Line**)**	• Primary Extension solid green • Display indicates room number • Destination DSS is solid red	**You are connected to the Intercom Speaker, but room is in privacy (you can be heard, but cannot listen to the room)…** Ask the person on the other end to disengage the Privacy Switch.
Reorder/ Disallow Tone (a fast busy signal):	• Primary Extension solid green	**The number or function you dialed is invalid or is not allowed for your extension…** Try again or use another extension. If you are at another extension, you may be able to enter your PIN to temporarily give that phone all your regular calling privileges.
Two Beeps	• Primary Extension solid green • Display indicates dialed room number	**The intercom channel is busy…** You can press (*****) and remain off-hook until you are connected (intercom channel queuing). Or, you can follow the voice prompts and either leave a voice message (if a VM system is being used), invoke Always-an-Answer, break into the conversation using the Executive Override feature, or follow an existing Call-Forward-Busy route.

Internal Calls

Any extension on any TC6 can be dialed directly by its three (3) to five (5) digit extension.

Direct Dialing to an Extension:

1 Dial the extension (3 , 4, or 5 digit number) with the handset on or off hook, **or** press the Speaker button and begin dialing.

- ➢ Your Primary Extension button will light solid green.
- ➢ The phone display will show the digits as they are dialed.

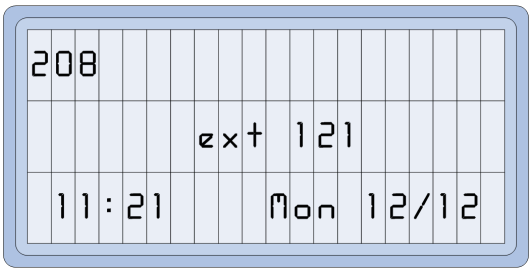


Figure 31: Extension Dialing In-Progress

2 Listen and react appropriately to the line states.

- The room description or owner's name will also display if you have connected with an internal extension:

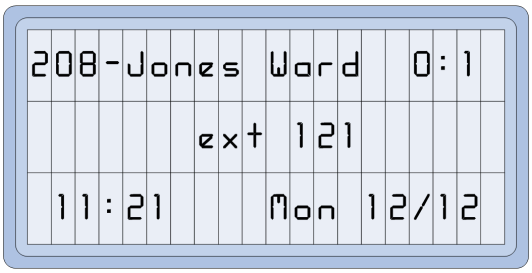


Figure 32: Connection with an Internal Extension

3 Hang up, or press the Speaker button again when you've finished your call.

- All display information, Line Appearances, etc. associated with the call will clear.

Direct Dialing to a Classroom (Intercom Speaker/Phone combination):

The TC6 system will automatically route your call to the pre-programmed destination (Intercom Speaker or Single Line Phone). If the "Always-an-Answer" feature is enabled and the primary destination is in use, the system will offer you the following options:

- ✓ Press 1 to enable leave a VM message
- ✓ Press 2 to engage the Always an Answer feature
- ✓ Press 3 to engage the Executive Override feature
- ✓ Press 4 to follow the programmed Call-Forward route

1 Dial the extension/room number (3, 4, or 5 digit number) with the handset on or off hook, **or** press the Speaker button and begin dialing.

- Your Primary Extension button will light solid green.
- The system will show the digits as they are dialed.

2 Listen and react appropriately to the line states.

- If you connect with an internal extension/ or Single Line Phone, a room description or owner's name may also display:

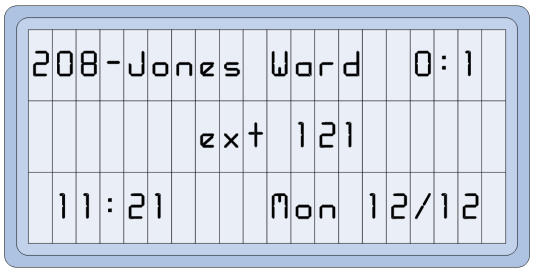


Figure 33: Connection with an Internal Extension

3 Hang up, or press the Speaker button again when you've finished your call.

- All display information, Line Appearances, etc. associated with the call will clear.

Direct Station Select to an Extension or a Classroom (Intercom Speaker/Phone combination):

The TC6 system will automatically route your call to the pre-programmed destination (Intercom Speaker or Single Line Phone). If the "Always-an-Answer" feature is enabled and the primary destination is in use, the system will offer you the following options:

- ✓ Press 1 to enable leave a VM message
- ✓ Press 2 to engage the Always an Answer feature
- ✓ Press 3 to engage the Executive Override feature
- ✓ Press 4 to follow the programmed Call-Forward route

1 Select the DSS button for the desired room/extension with the handset on or off hook, **or** press the Speaker button first.

- If you press the DSS button before lifting the handset, the system will automatically start your call in Speaker mode.

2 Listen and react appropriately to the line states.

- The DSS button and your Primary Extension's LED will light solid green.
- If you connect with an internal extension/ or Single Line Phone, the room number; a room description or owner's name may also display:

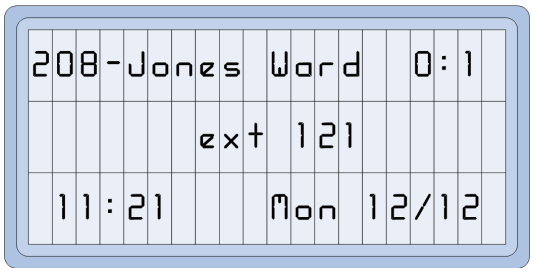


Figure 34: Connection with an Internal Extension

3 Hang up, or press the Speaker button again when you've finished your call.

- All display information, Line Appearances, etc. associated with the call will clear.

Forced Intercom or Dialing to a Classroom Phone (Intercom Speaker/Phone combination):

You can override the system programming that automatically routes a call to a pre-programmed destination by using specific dialing codes prior to dialing the extension.

Notes on Forced Intercom

✓ Even though the system is programmed to automatically route the call to pre-programmed destination (Intercom Speaker or phone), it is possible to force a call to either the Intercom Speaker or Single Line Phone.

To Force Intercom or To Dial to a Single Line Phone (#78, #79)

1a Press the pre-programmed "Intercom" or "Phone" feature button **before** dialing the room number/extension or pressing the DSS destination button.

or…

1b Dial #78* to force a connection to an Intercom Speaker.

or…

1c Dial #79* to force a connection to a Single Line Phone.

- This will force the system to only try to connect via the desired target (Speaker or Phone only).

2 Dial the extension (3, 4, or 5 digit number) with the handset on hook, or press the DSS button for the destination.

3 Listen and react appropriately to the line states.

- If you connect with the intercom, the DSS button (if available) and your Primary Extension's LEDs will light solid green.
- If you connect with an internal extension/ or Single Line Phone, the room number; a room description or owner's name may also display:

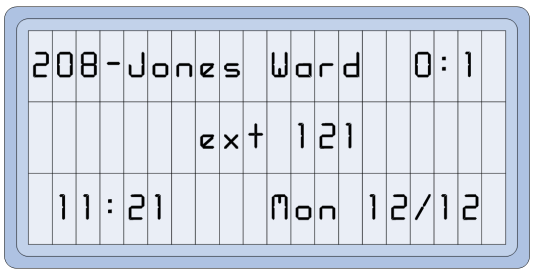


Figure 35: Connection with an Internal Extension

4 Hang up, or press the Speaker button again when you've finished your call.

- All display information, Line Appearances, etc. associated with the call will clear

Outside Calls

You can call outside numbers (local and/or long distance) if your extension has been assigned these privileges during system set-up.

To Place a Telephone Call Outside the System with Trunk Line Appearances

1 Select a free Trunk Line with the handset on or off hook.

- The Trunk Line button will light solid red.
- The Primary Extension button will light solid green.
- If you did **not** lift the handset first, you will be in speaker phone mode.

2 Dial the local or long distance numbers.

- The system will show the dialed digits:

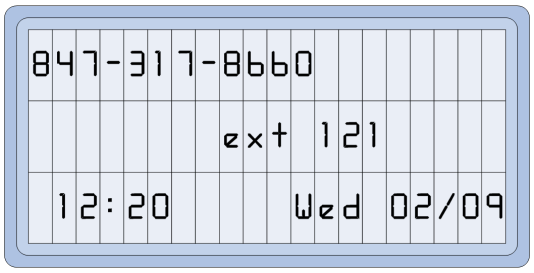


Figure 36: Long Distance Dialing In-Progress

3 Listen and react appropriately to the line states.

- If you are not allowed to call that prefix/area code, the system will issue reorder tone.

4 Hang up, or press the Speaker button again when you've finished your call.

- All display information, Line Appearances, etc. associated with the call will clear.

To Place a Telephone Call Outside the System w/o Trunk Line Appearances

1 Dial the outside line access code ("9" is typical).

- The Primary Extension button will light solid green.
- If you did **not** lift the handset first, you will be in Speaker mode.

2 Dial the local or long distance numbers.

- The system will show the dialed digits:

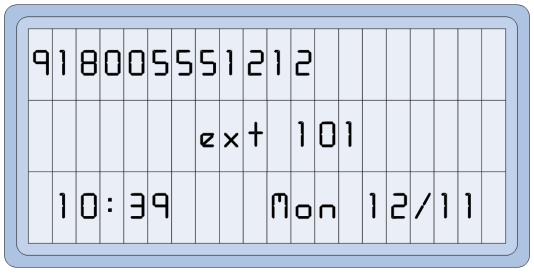


Figure 37: Long Distance Dialing In-Progress

3 Listen and react appropriately to the line states.

- If you are not allowed to call that prefix/area code, you will receive reorder tone.

4 Hang up, or press the Speaker button again when you've finished your call.

- All display information, Line Appearances, etc. associated with the call will clear.

Speed Dial for an Outside Telephone Call

(See below for more information on Speed Dial buttons.)

1 Select the Speed Dial button for the desired phone number with the handset on or off hook, **or** press the Speaker button.

- If you press the speed dial button before lifting the handset, the system will automatically start your call in Speaker mode.
- If you have Trunk Line appearances, the automatically selected Trunk Line button will light solid green.
- The Primary Extension button will light solid green.

2 Listen and react appropriately to the line states.

- If you are not allowed to call that prefix/area code, you will receive reorder tone.

3 Hang up, **or** press the Speaker button again when you've finished your call.

- All display information, Line Appearances, etc. associated with the call will clear.

Direct Station Select/Speed Dial Buttons

During system set-up, trained personnel may have created one or more Speed Dial/Direct Station Select (SD/DSS) buttons on your VoIP Phone. (Depending upon phone model, you'll have either ten [10] or twenty five [25] SD/DSS buttons located above the dial pad.)

You can create your own DSS/SD buttons as necessary.

The DSS/SD buttons can be programmed to automatically activate any sequence that can be manually dialed from your phone—including any "#" system features, such as zone pages, program distribution, bells schedules, etc.

Figure 38: Speed Dial/Direct Station Select buttons (Optional DSS/BLF Panel)

Direct Station Select Buttons (DSS)

DSS buttons are used to dial internal TC6 system extension. They also indicate the status of those internal extensions.

A DSS button may also be referred to as a "Direct Appearance" button, because TC6 will indicate the status of the extension associated with that button: 1) Off—the extension is not in use; 2) solid green—the extension is in use; 3) flashing red—the extension has been placed on hold; 4) solid green—you are ringing, or are in communication with that extension.

Reviewing and Programming Speed Dial Buttons (SD)

SD buttons allow you to access system features and/or dial phone number outside of the TC6 system. They do **not** monitor the activity of outside phone numbers, but will light to indicate when they have been activated.

During the SD programming process, you must use the Up ↑ and Down ↓ default feature buttons to navigate LCD Display "screens" and the top row feature buttons to engage typical commands (OK, Backspace, Cancel).

Reviewing Button Programming

Before you program any new SD/DSS buttons, we suggest performing a button review. There are two ways to review which buttons are already serving as SD/DSS buttons.

Option 1 (LCD Present):

If your phone is associated with an LCD Display, you may use it to review any DSS/SD programming as follows:

1 Press the SetUp button.

2 Locate and press the button you wish to program.

- The system will show existing programming information:

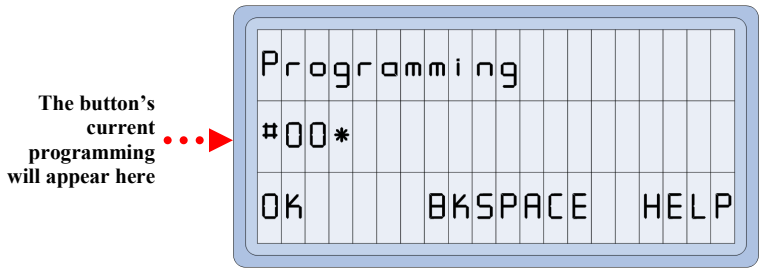


Figure 39: Reviewing an SD Button

3 Press the OK button or Release to terminate the review.

Option 2 (No LCD):

If your phone is not associated with an LCD Display, you may review any DSS/SD programming as follows:

1 Press the SetUp button.

- Already programmed buttons will flash red.
- Unprogrammed buttons will light steady red.
- Buttons turn green after being touched.

Notes on Speed Dial/Direct Station Select Buttons

- ✓ If you press any key on the dialpad while in review mode, you will be placed in the programming mode, and the current contents of the button will be lost.
- ✓ Each DSS/SD button can store a maximum of sixteen (16) digits, including pauses.
- ✓ Even though the button has been successfully programmed, if you do not have access to the extension, outside phone number, etc, you'll receive reorder tone when you press the button.
- ✓ All of your VoIP Phone programming can be archived by your system administrator. If you accidentally erase some of your phone's programming, the administrator may be able to restore it from a backup.

Programming a Speed Dial/Direct Station Select Button

While one or more Speed Dial/Direct Station Select buttons may have been set up for you by trained personnel, you can easily create and program your own.

To Create and Program a Button

1 Press the SetUp button with the handset on or off hook.

➢ The Programming screen will appear:

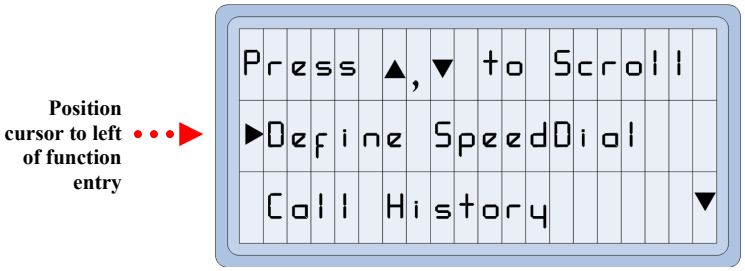


Figure 40: Speed Dial Programming (First Display)

2 Scroll to the Define SpeedDial entry line using the Up/Down arrows.

3 Position the cursor adjacent to the Define SpeedDial entry.

4 Locate and press the button you wish to program.

➢ The Programming entry screen will appear:

Figure 41: Programming Entry Screen (Nothing Programmed)

5 Use the dial pad to enter an extension, off-premises phone number, or dial code string:

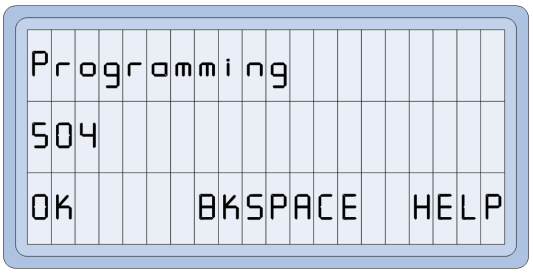


Figure 42: SD/DSS Button, Internal Extension

➢ If necessary, include any outside or toll access numbers (for example **9**18005551212 or **1**8005551212):

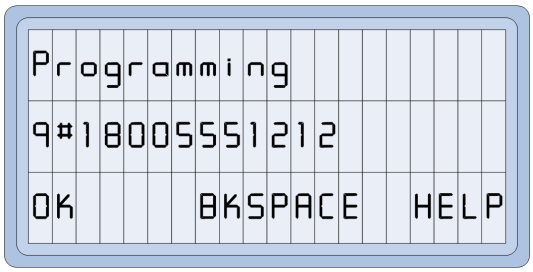


Figure 43: SD/DSS Button, External Number (with Programmed Pause After Access Code)

- Use the # key for a pause; a pause will display as a comma. (If the "#" code is entered as the first digit, the system will treat it as the # code included in a system feature sequence.)

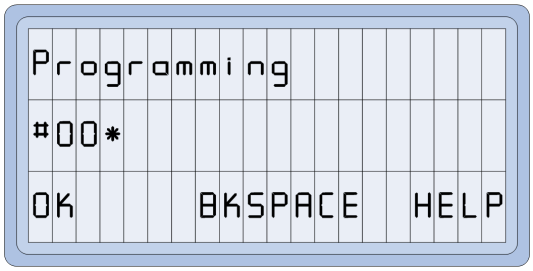


Figure 44: SD/DSS Button, All Page (#00* Dial Code)

- If a number already appears, use the BKSPACE button to erase all or parts of it.

6 Press the OK button to save your entry.

- The Extension Association screen will appear:

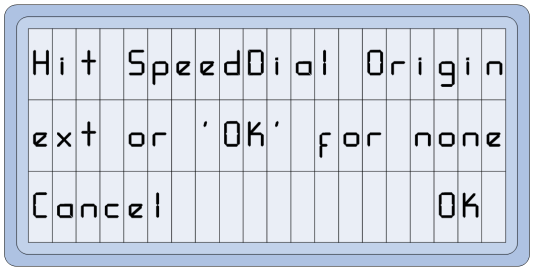


Figure 45: Extension Association Screen

- If you would like to associate the speed dial button you are creating with a specific extension number assigned to your phone (only valid when multiple extensions appear on a single VoIP phone), press the appropriate extension button.
- If only one extension appears on the VoIP phone, click OK to continue.
- Confirmation screen will appear:

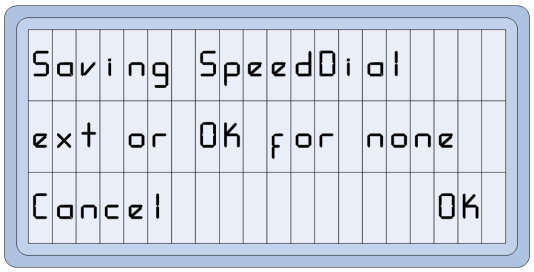


Figure 46: SD/DSS Program Confirmation Screen

- Should the number associated with the button match an internal dialing extension, it will automatically be recognized as a Direct Appearance button.

Using SD/DSS Buttons

You can use SD/DSS buttons in one of two ways: 1) after lifting the handset and 2) in speakerphone mode:

To Use a Speed Dial/Direct Station Select Button (Handset Mode)

1 Lift the handset while no calls are present.

- You'll receive dial tone.

2 Press the SD/DSS button.

- The system will dial either the internal extension or external phone number.
- The LCD Display will show the dialed digits:

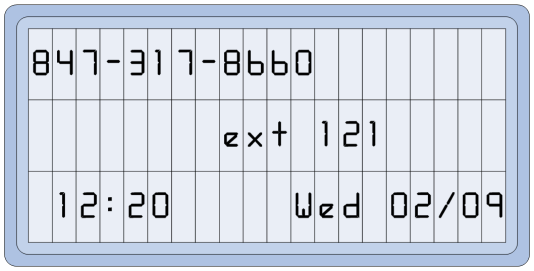


Figure 47: Dialing In-Progress

To Use a Speed Dial Button (Speakerphone Mode)

1 Press the Speed Dial button with the handset on hook.

- You'll receive dial tone over the speaker.
- The system will dial either the internal extension or external phone number.
- The LCD Display will show the dialed digits:

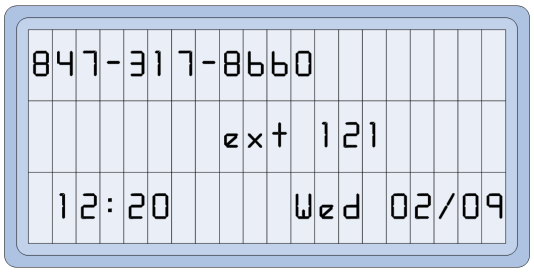


Figure 48: Dialing In-Progress

Busy Signal Options

If you receive a busy signal when calling an outside number, you can use the Call Back Trunk Queuing option.

If you receive a busy signal when calling an internal phone or an intercom speaker, you can use the Executive Override feature.

Most likely, instead of receiving a busy signal, the system will prompt you with the following options:

- ✓ Press 1 to enable leave a VM message
- ✓ Press 2 to engage the Always an Answer feature
- ✓ Press 3 to engage the Executive Override feature
- ✓ Press 4 to follow the programmed Call-Forward route

Trunk Queuing

Trunk Queuing: if you dial an outside number and all trunks (outside phone lines) are busy, you can have the system call you back when a trunk becomes available.

- ➢ When you pick up your handset, the system will dial the outside number automatically.

The Trunk-Queuing feature works only on Telecenter busy signals. This feature does not apply to busy signals from another system or the Phone company.

Notes on Trunk-Queuing

- ✓ If the desired line becomes busy again by the time the system rings it back, you will have to enter the single-digit code (typically "7") for Trunk-Queuing to re-establish the call-back request.
- ✓ The system will cancel your call-back request if you do not answer within a configurable number of rings (typically five [5] rings).
- ✓ The Trunk-Queuing feature does not work when your VoIP Phone bears Trunk Line Appearances. Instead, you can manually select any available trunk line when you see one is free (that is, when the LED is not lit).

- ✓ The system will queue one call-back per extension. If you attempt to enter a second call-back request, it will automatically replace the first.
- ✓ Trunk-Queuing requests will be cleared at midnight of the same day the requests were first made.

To Use Call Back (Trunk Queuing)

1 Dial ____ (typically "7") or press the "Call Back" feature key if you hear a busy signal after dialing a number outside the system.

- ➢ The system reissues dial tone, indicating that it has activated the Trunk-Queuing feature.
- ➢ If dial tone is not reissued, the busy signal was generated by your destination or another interim system. You must redial the number at a later time.

2 Hang up, or dial another number.

3 When the system calls you back, lift the handset or press the Speaker button.

- ➢ Your Primary Extension button will light solid green.
- ➢ The system will dial the outside number.
- ➢ The system will indicate the number being called and any caller ID information:

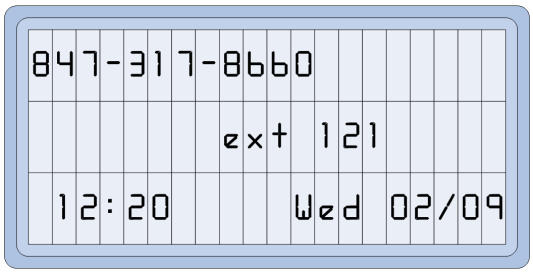


Figure 49: Dialing in Progress, External Phone Number

Executive Override

VoIP Phone users with the Executive Override privilege can break in on a conversation between two phones or between a phone and a speaker. The result will be a three party conference call.

The Executive Override only works when the destination is an internal extension, internal speaker, or interconnected TC6 system extension.

To Use the Executive Override Feature

With handset on or off hook…

1 Dial any internal extension or speaker.

2 Follow the busy voice prompts, and dial "3" to engage executive override.

- ➢ The system sends a beep to all the parties to announce the override.
- ➢ The system will conference you with the other parties.
- ➢ If necessary, ask one of the parties to hang up.

One Button Redial

You can use the One Button Redial feature to call back the last dialed outside number if its busy. The redial button is typically located with the other features keys, at the bottom right of the phone:

Figure 50: Redial Button

Transferring and Conferencing Calls

You can transfer an incoming phone call from your line to another line. Or, you can add one or more callers to an existing line to create a multi party conference call.

The system supports both Supervised and Blind call transfers. Supervised Transfer allows you to remain on the line until the transfer is complete; Blind Transfer allows you to hang up prior to connecting with the Target**.**

Notes on Transferring and Conferencing

- ✓ The person who called you (the one you wish to transfer or conference) is termed the **caller**.
- ✓ The person using the Telecenter phone who initiates (dials) the transfer or conference call is termed the **dialer.**
- ✓ The extension to which the call will be rerouted (transferred call) or the person added (conference call) is termed the **target**.
- ✓ You may transfer calls within or outside your facility.
- ✓ You may conference with multiple inside and outside lines/extension; at least one internal extension, however, must be part of the conference in order to keep it active.
- ✓ You must have access to the **target** phone number (extension, exchange, and/or area code) in order to transfer or conference a call.
- ✓ A call **cannot** be transferred to an intercom speaker. You can, however, initiate a

supervised transfer that includes using the intercom speaker to ask if the **target** is willing to accept the call). The phone will automatically ring when you complete the transfer. If you attempt to conference a speaker, the system will instead automatically include its associated phone.

At least one internal extension, however, must be part of the conference in order to keep it active.

Call Transfer

Transferred calls that go unanswered return to your phone after a time period established during system set-up. If the target extension is forwarded to VM, you will not receive the transferred call back. If the target extension is forwarded to another extension, the Transfer Recall will depend on what happens at the forwarded extension.

To Transfer a Call

While in communication with the caller…

1 Press the Transfer button (or Hook-flash) to put the **caller** on Soft Hold.

Figure 51: Transfer Feature Key

- You'll receive dial tone, and the **caller** will be placed on hold.
- Your Primary Extension will remain green.
- If the caller has an associated DSS, it will change to flashing red.
- If the caller is calling from outside, any associated Trunk Line Appearance will flash red.

2 Dial the Target, including any access codes (typically "9" for an outside line).

Unsupervised Transfer

1 Press the Release button, or hang-up.

- The call will be sent to the Target.
- All call indications (DSS, Display, etc.) will clear from your phone.

or…

Supervised Transfer

2 Stay on the line, and wait for the Target to answer.

- Ask the Target if they will accept the transfer.

3 Press the Release button, or hang-up, if you're given permission to transfer the call.

- The call will be sent to the Target.
- All call indications will clear from your phone.

4 Press the Transfer button, or hook flash, if you are **denied** permission to transfer the call.

- The call will return to your phone.
- All call indications (DSS, Display, etc.) will return to your phone .

Call Conference

You may include one or more internal or external phones in a conference.

To Conference a Call:

While in communication with the initial caller or Conference group…

1 Press the Conference button or Hook-flash to put the **caller/group** on Soft Hold.

Figure 52: Conference Feature Button

- You'll receive dial tone, and the **caller/group** will be placed on soft hold.

- Your Primary Extension will remain green.
- If the callers have an associated DSS, it will change to flashing red.
- If the caller is calling from outside, any associated Trunk Line Appearance will flash red.

2 Dial the Target, including any access codes (typically "9," for external access).

3 Stay on the line, and wait for the Target to answer.

- Ask the Target if they are willing to be conferenced.

4 Press the Conference button, or hook flash, if you're given permission for the conference.

- You and the caller will rejoin the conference group.
- The "Conference" indication will show on the top display line:

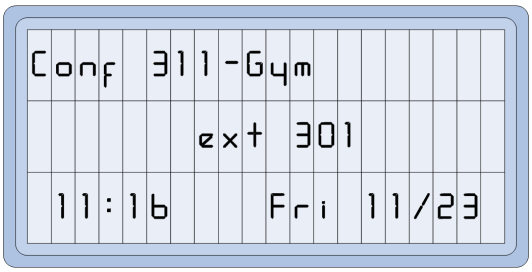


Figure 53: Conference Indication

5 Press the Release button, or hang up, if you are **denied** permission to complete the conference.

- If you press the Release button, you will rejoin the Conference Group immediately.
- If you hang up, your phone will ring with the Conference Group; answer the phone to rejoin the Conference Group.
- A conference remains active until the last internal party hangs up.

6 Repeat steps (1-5) as necessary to add additional members to a Conference Group.

Call-Forwarding

You can use your VoIP Phone to have the system forward calls to another extension or to VM 1) always 2) when you are away from your phone, 3) when you are already using your phone, and/or 4) when you are in class:

- ✓ **Call-Forward–Busy/No Answer.** This feature alerts the system to forward your calls to a single **Target** (extension or VM) either when you do not answer or your phone is busy.
- ✓ **Do Not Disturb (DND)–Forward Always.** The system will automatically forward all calls to a **Target** of your choice without ever attempting to ring your extension. (VoIP Phones are typically programmed with a DND feature button.)
- ✓ You'll know that you have programmed your phone for DND if, 1) if the display reads "DND," and/or 2) if the LED associated with the feature button shows solid green.

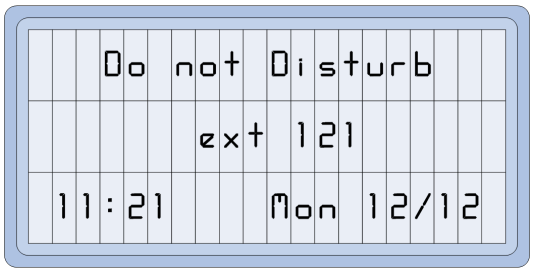


Figure 54: Do Not Disturb in Place

- ✓ **Call-Forward–Busy.** While your phone is in use, the system will forward all calls to a **Target** (extension or VM) of your choice.
- ✓ Internal VoIP Phone calls will ring your phone regardless of whether you are teaching class or not. See the *Voice Mail/AA User's Guide* for more information on the In-Class Call-Forwarding feature.

VoIP Phones are typically programmed during system set-up to include dedicated Call-Forwarding feature buttons; you may, however, program your own at any time. (See the Programming a Call-Forwarding Button section below).

If feature buttons aren't available, you can follow the system's voice prompts or use dial codes to establish or clear any type of forwarding scheme. See below for details.

Notes on Call-Forwarding

- ✓ You **can** forward calls to any extension inside the system except a Student Phone™.
- ✓ You can **only** forward calls to your own VM mailbox; however, if you forward your extension to another extension that has been forwarded to VM. Calls to your extension will end up in the your VM mailbox.
- ✓ You **can** forward calls to a Universal Dialing Plan (UDP) extension.
- ✓ You **can** use the different forms of Call-Forwarding to forward calls to different **Targets.** (For example, you can set a **Call-Forward-Busy** so that calls forward to a receptionist when you are on the phone and set a **Call-Forward-No Answer** so that calls forward to your VM mailbox.)
- ✓ You **can** forward calls to any inside or outside line if you usually have access the **Target** number (number, exchange, and/or area code).
- ✓ You **cannot** forward calls to a trunk line.
- ✓ You **cannot** forward calls to an intercom speaker.
- ✓ The Busy and No Answer types of Call-Forwarding can be used individually or together. The Always form of Call-Forwarding (DND) will override the other types.
- ✓ The system **can** be programmed to automatically clear all DND entries at midnight.
- ✓ Any numbers forwarded to your extension will also be forwarded to the phone that you specify if you initiate Call-Forwarding.
- ✓ Canceling DND does **not** automatically cancel either of the other forms (No Answer and Busy).

- ✓ You'll receive dial tone after you've successfully entered a forwarding target.
- ✓ If you use your own extension as a forwarding **Target,** the system will forward calls to your own VM mailbox.
- ✓ When forwarding to Telecenter VM, the system knows which state your phone is in before forwarding. Telecenter in turn will send your caller to the appropriate mailbox greeting. (See the *VM/AA User's Guide* for more information on programming your greetings.)

Programming a Call-Forwarding Button

If your VoIP Phone was not pre-programmed with the Call-Forwarding button of your choosing, you can create and program one whenever necessary. The button you create will allow you to select from any of the available forwarding modes. Or, you can create multiple Call-Forwarding buttons, should you desire.

To Create and Program a Call-Forwarding Button

1 Press the SetUp button with the handset on or off hook.

- ➢ The Programming screen will appear:

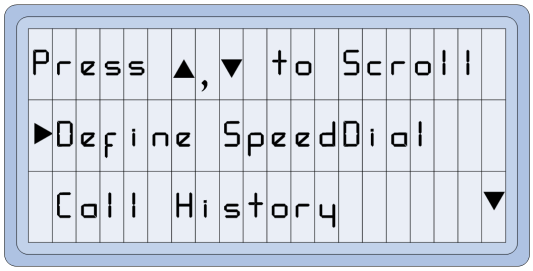


Figure 55: Programming Screen

2 Scroll to the Define SpeedDial entry line using the Up/Down arrows.

- ➢ Typically two feature buttons are programmed as the Up/Down arrows.

3 Press the SetUp button.

- ➢ Unprogrammed buttons will light steady read; already programmed buttons will flash red.

4 Locate and press the button you wish to program.

- ➢ The Programming entry screen will appear:

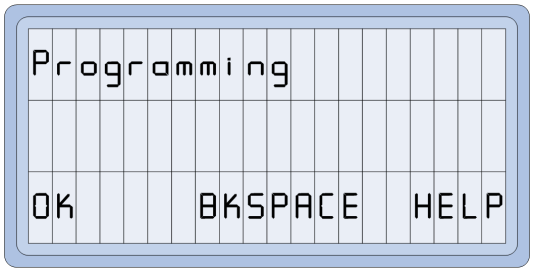


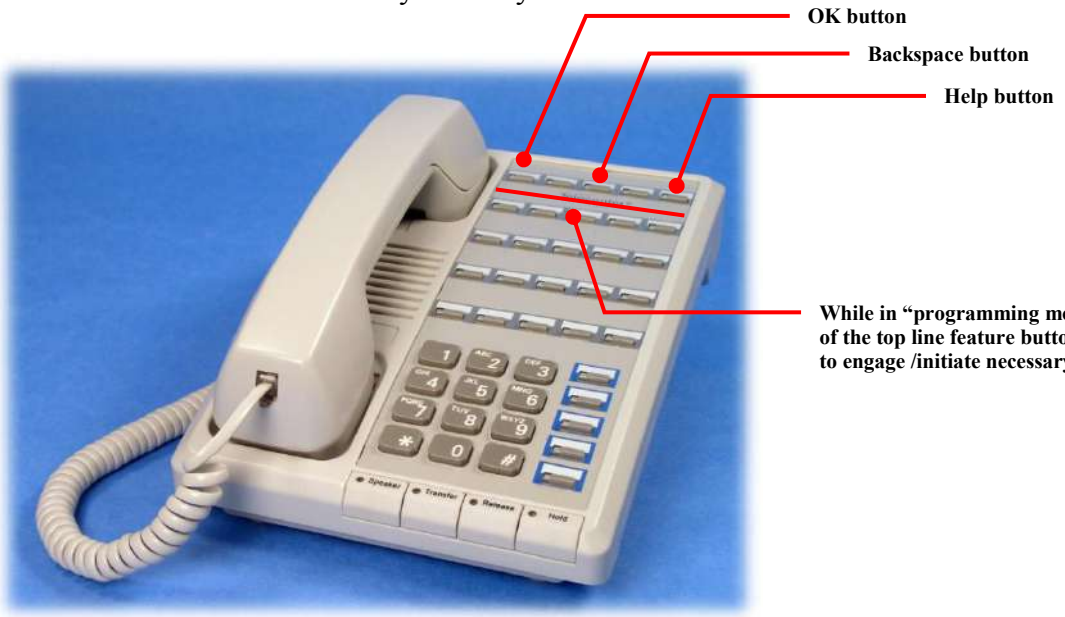
Figure 56: Programming Entry Screen

4 Use the dial pad to enter the Call Forward code (typically #28*).

Figure 57: Programming In-Progress

- If a number already appears, use the BKSPACE button to erase all or parts of it.

5 Press the OK button to save your entry.



- The Extension Association screen will appear:

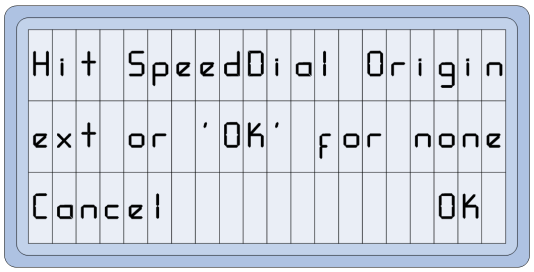


Figure 58: Extension Association Screen

- If you would like to associate the speed dial button you are creating with a specific extension number assigned to your phone (only valid when multiple extensions appear on a single VoIP phone), press the appropriate extension button.

- If only one extension appears on the VoIP phone, click OK to continue.
- The Save Confirmation screen will appear:

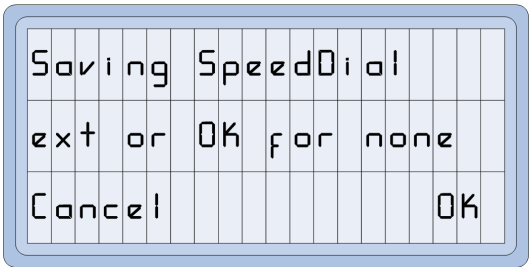


Figure 59: SD/DSS Program Confirmation Screen

7 Press the OK button to complete the process.

- A button will be created that will automatically allow you to enter a forwarding target using your dialpad.

Notes on Call-Forwarding Speed Dial Buttons

- ✓ Each Speed Dial/Feature button can store a maximum of sixteen (16) numbers (pauses count as numbers).
- ✓ If you press any dial pad key while in review mode, you'll re-engage programming mode, and the current contents of the button will be lost.
- ✓ Consult your system administrator if you accidentally erase any of your VoIP Phone programming; **your custom programming may be retrievable**.

To Set Call-Forwarding (Open Target)

Other than feature buttons and different dialing access codes, the procedure to engage each form of Call-Forwarding is the same.

With the handset on or off hook…

1 Press the appropriate feature button, or dial #28*.

- The system will prompt you to select from forwarding types:

- Press 1 to select Call-Forwarding Busy-No Answer
- Press 2 to select Call-Forwarding Always
- Press 3 to select Call-Forwarding Busy
- Press 4 to select Call-Forwarding No Answer

2 Use the dialpad to make your selection.

➢ The system will prompt you to enable or disable the selected forwarding type.

3 Press 1 to enable, 2 to disable, 8 to return to the menu, or # to return to the previous menu.

➢ The system will prompt you to enter a forwarding destination.

- Press 1 to forward to another extension.
- Press 2 to forward to VM.
- Press 8 to repeat to the menu
- Pres # to return to return to the previous menu.

4 Enter an internal extension or an outside number.

➢ If you enter an outside number, make sure to enter the complete number, including access digit, leading "1," and, if necessary, area code. For instance: 918473214333.

➢ The system will confirm your choice.

➢ The system will ask you hang up, dial 0 to enable the feature, or to select a profile.

- Press 1 through 4 to select Profile 1 through 4
- Press 5 to use the current Profile.

➢ The system will confirm the forwarding status.

Reviewing Call-Forwarding Status

If your phone is LCD display-equipped, you may the display to review Call-Forwarding status.

1 Press the SetUp button.

➢ The Programming screen will appear:

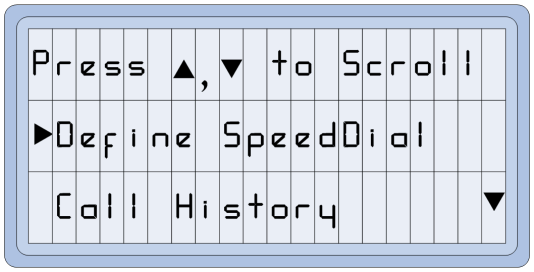


Figure 60: Programming Screen

2 Use the down arrow to scroll to the View Call Frwding entry:

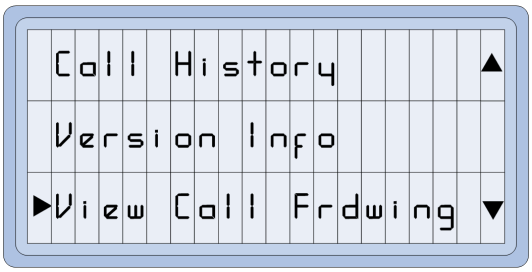


Figure 61: View Call Frwding Entry

3 Press the SetUp button.

- The Call Forwarding status screen will appear:

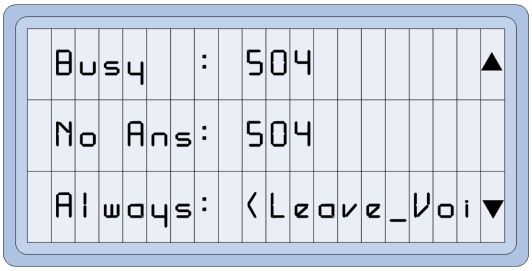


Figure 62: Call Forwarding Status

4 Press the Release button to terminate the review.

Call-Forwarding Override (#27)

If the Call-Forwarding Override feature is enabled for your VoIP Phone, you can use the #27 dial code to force a call to ring an extension even if Call-Forwarding (of any sort) is in place.

If you are calling a classroom with an Intercom Speaker, even if the Single Line Phone is set for DND, you can always connect via the classroom speaker.

To Use the Call-Forwarding Override Feature

With the handset on or off hook…

1 Press the Call-Forwarding Override feature button, or dial #27xxx* (where "xxx" is a valid extension).

- You must dial an internal extension next, or the override feature will deactivate.
- If DND is in place at the extension, the phone will ring until it reaches the pre-programmed limit (typically five [5] rings)—and then will forward to VM (if available).
- If Call Forward No Answer is in place, the extension will continue to ring until it times out (typically five [5] rings)—and then will forward to VM (if available).

- If Call Forward Busy is in place, you can break into the current conversation. The system will send a beep to all parties in the conversation to announce the break-in. You must have Executive Override privileges to break into a conversation. If you do not you will receive reorder tone.
- The system will offer you the following choices:
  - Press 1 to leave a VM message.
  - Press 2 to engage the Always an Answer feature
  - Press 3 to engage the Executive Override feature
  - Press 4 to follow the Call-Forward busy route
  - Press 8 to repeat this Menu.

7

7: Making Pages & Sending Tones

You can use your VoIP Phone to make Voice Pages and/or send Tones to one or more areas. The pages/tones will sound over corridor and classroom speakers.

Making Paging Announcements

The system supports four (4) types of voice paging: 1) All Page, 2) Emergency All Page, 3) Zone Page, and 4) PTT (Push to Talk) Microphone Page.

Notes on Voice Pages

- ✓ Paging can be accessed from pre-programmed feature buttons or dialing codes. (VoIP Phones are often equipped with one or more one-touch Paging feature buttons, associated with All Page and the most common Zone Pages.)
- ✓ Emergency All Pages will sound regardless of system traffic. Those engaged in active intercom/paging communication when an Emergency Page is initiated will be dropped.
- ✓ Paging Zones are established during system set-up. Zones may include sets of classroom speakers, hallways speakers, gymnasium speakers, grade levels, etc.
- ✓ Some speakers may be programmed to be excluded from pages or tone signals.
- ✓ The system may also automatically turn off any speaker associated with the originating phone—thereby preventing acoustic feedback.
- ✓ You **can** use an optional push-to-talk (PTT) microphone to initiate an All Page or pre-programmed Zone Page.
- ✓ Paging horns located outside a facility are typically grouped in a single zone; therefore, they can be included or excluded in Zone or All Pages. (Paging to outside horns is, as you would expect, often restricted to daylight hours.)

All Page (#00*)

The All Page sounds over all speakers and horns within a single facility (including outside horns—even those speakers exempted from receiving Zone Pages or Class Change Tones). An All Page will **not** sound over speakers that have been specifically exempted from receiving All Pages.

To Make an All Page

If trained personnel have already created a feature button…

1 Press the pre-programmed Page button with the handset on or off hook, **or** lift the handset/press the Speaker button and dial #00*.

- Any associated feature button and the primary extension will light solid green.
- The system will confirm the paging operation:

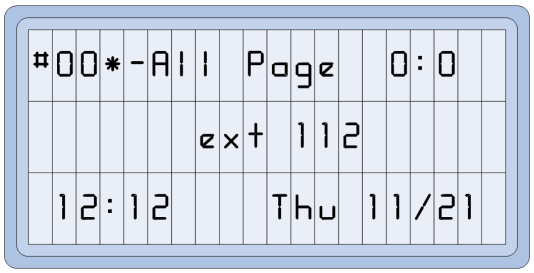


Figure 63: All Page

- A pre-announce tone will sound over all the speakers and in the phone's handset or over its speaker.
- Wait for the pre-announce tone to finish.

2 Begin Speaking.

3 Hang up, or press the Release button when you've finished.

- Any associated feature buttons will extinguish.
- The display will return to idle mode.

Emergency All Page (#99* plus PIN)

The Emergency All Page sounds over all speakers within the same facility regardless of their zoning or page exemptions. The Emergency All Page is generally reserved for life-safety situations.

If initiated, the Emergency All Pages will interrupt any ongoing intercom conversations or pages; phone conversations, however, will **not** be interrupted.

Because of the sensitive nature of the Emergency All-Page feature, it is typically assigned only to a few VoIP Phones. You'll need a PIN to engage the Emergency All Page if you attempt to dial it manually from a restricted phone.

To Initiate an Emergency All Page

If trained personnel have already created a feature button…

1 Press the pre-programmed Page button with the handset on or off hook, **or** lift the handset/press the Speaker button and dial #99*.

- Any associated feature buttons and the primary extension will light solid green.
- The system will confirm the Emergency Page:

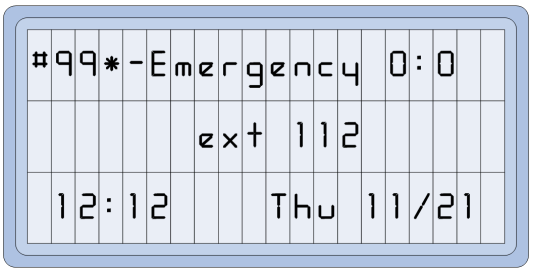


Figure 64: Emergency All Page

- Wait for the pre-announce tone to sound in the handset or over the phone's speaker before making any emergency announcements.
- The page will sound over all speakers within the facility.

2 Hang up, or press the Release button when you've finished.

- Any associated feature buttons will extinguish.
- The display will return to idle mode.

Zone Page

A TC6 Zone is a convenient grouping of paging and intercom speakers that receive the same announcements, program distribution (music, speeches), event tones, etc. Each local TC6 system supports a maximum of 16 Paging Zones.

When you elect to make a Zone Page, your announcement sounds only over those speakers in a single selected zone or combination of zones.

To Page an Individual Zone

If trained personnel have already created a feature button…

1 Press the pre-programmed Page button with the handset on or off hook, **or** lift the handset/press the Speaker button and dial #01* through #016* (for zones 1 through 16 respectively).

- Any associated feature buttons and the primary extension button will light solid green.
- The system will confirm the Zone Page:

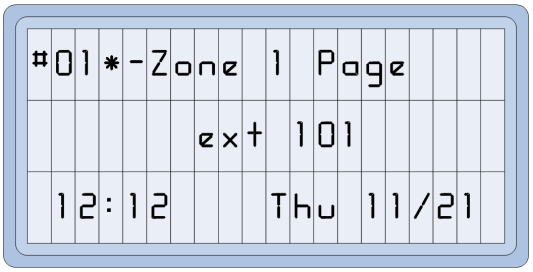


Figure 65: Zone Page (Zone 16)

- A pre-announce tone will sound over the select zone of speakers and in the handset or over its speaker.

2 Hang up, or press the Release button when you've finished.

- Any associated feature buttons will extinguish.

- The display will return to idle mode.

To Page Multiple Zones:

You can direct your page to any zone combination. If you find that you consistently direct pages to a specific combination of zones, you may wish to create a custom zone feature button for these pages.

If trained personnel have already created a feature button…

1 Press the pre-programmed Page button with the handset on or off hook, **or** lift the handset/press the Speaker button and dial #01xxyyzz* (where, for example, "xx" is the first zone, "yy" is the second zone, and "zz" is the third target zone).

- Multiple Zone Pages can include as few as two (2) zones and as many as sixteen (16).
- To page zones 1, 5, 11, and 12, for example, you would dial #01051112*.
- Any associated feature buttons and the primary extension will light solid green.
- The system will confirm the page operation:

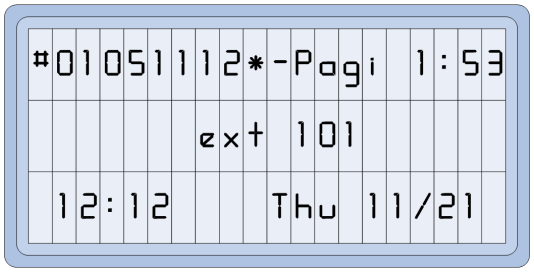


Figure 66: Zone Page (Multiple Zones, 1 and 5)

2 Wait for the pre-announce tone to begin your announcement.

- A pre-announce tone will sound over the select zone of speakers and in the handset or over its speaker.

3 Hang up, or press the Release button when you've finished.

- Any associated feature buttons will extinguish.
- The display will return to idle mode.

Push-To-Talk (PTT) Microphone Page

You can use an optional PTT microphone to initiate a Page. Often this type of page is used to deliver announcements or initiate a one-touch All Page.

This PTT Microphone Page sounds over a pre-programmed set of zones—which may include some or all speakers within a facility. It will **not** sound over speakers that have been specifically excluded from receiving pages.

If initiated, the PTT Page will interrupt any ongoing intercom conversations and zone pages; it will **not** affect ongoing phone conversations.

If your goal is to broadcast your page over every speaker within the facility—as in a life-safety situation—it is better to initiate an Emergency All Page from a VoIP Phone.

To Make an PTT Page

1 Push the microphone's talk bar.

- Wait for the pre-announce tone to sound over any associated speaker before making any announcements.
- The page will sound over all speakers in a set of pre-programmed zones.
- You may release the bar for a short period ("cough delay") to temporarily mute, but not end the page.

2 Release the microphone's talk bar when you've finished.

- The page will end after the "cough delay."
- If programmed, you will hear a page end tone, too.

Sending Manual Tones

VoIP Phone users are typically authorized to send tone signals over speakers located in one or more or all Paging Zones.

You can select from nine (9) all-purpose tones, which may be used, for example, to indicate "take-cover," "evacuation," and manual Class Change Bells. (Each facility is likely to have a policy regarding emergency and event tones.)

Default Tone Type	Tone Description
1	Bell
2	Fast Warble
3	Euro Siren
4	Fast Ding
5	Fast Ding-Dong
6	West Minister
7	Medium Ding
8	Chime
9	Mini Chime

Figure 67: Default Tone Type

You can send tones alone or talk over tones as they are sounding. In an emergency, for instance, you can issue a tone alert while offering verbal instructions.

Manually Sounding Tones in All Bell Zones

Tones sound over all speakers, even those not programmed to receive Zone Pages. (Speakers can be excluded from receiving zone pages, tones, or both zone pages and tones; see the Self-Exclusion section.)

Commonly used tones may be pre-programmed into features buttons, but tones can also be activated using dial codes.

Even though automatic bells sound in their own specific bell zones (which may or may not coincide with paging zones), **manual bell tones are sent over the same zones as zone pages**.

To Manually Sound Tones in All Bell Zones

If trained personnel have already created a feature button…

1 Press the pre-programmed Tone button with the handset on or off hook, **or** lift the handset/press the Speaker button, and dial #31* through #39* (where 1 through 9 represent tone type).

- The feature button and primary extension will light solid green.
- The system will confirm your action:

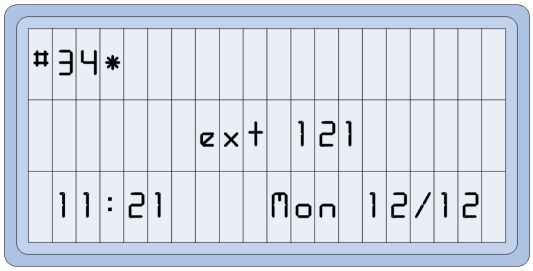


Figure 68: Manually Sending Tones

- The system will sound tones over all speakers in all zones while the initiating phone is off hook or in speakerphone mode.
- You can speak over the tones, if necessary.

2 Hang up, or press the Speaker button to disengage.

- Any associated feature buttons will extinguish.
- The display will return to idle mode.

Manually Sounding Tones in One or Several Bell Zones

In order to sound tones in one or several Bell Zones, you should:

To Manually Sound Tones in One Bell Zone

If trained personnel have already created a feature button…

1 Press the pre-programmed Tone button with the handset on or off hook, **or** lift the handset/press the Speaker button and dial #31yy* through #39yy* (where 1 through 9 represent tone type and xx is paging zone 01 through 016).

- The feature button and primary extension will light solid green.

- The system will confirm tone and target zone:

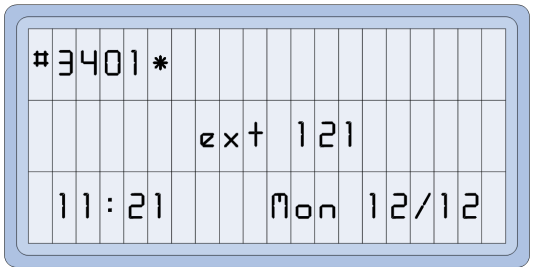


Figure 69: Sounding Tone (Select Single Zone)

- The system will sound tones over all speakers in the zone while the initiating phone is off hook or in speakerphone mode.
- You can speak over the tones, if necessary.

2 Hang up, or press the Speaker button to disengage.

- Any associated feature buttons will extinguish.
- The display will return to idle mode.

To Manually Sound Tones in a Combination of Bell Zones

If trained personnel have already created a feature button…

1 Press the pre-programmed Tones button with the handset on or off hook, **or** lift the handset/press the Speaker button and dial #31xxyyzz* through #39xxyyzz* (where 1 through 9 represent tone type and "xx," "yy," and "zz" are paging zones 01 through 016).

- The feature button and primary extension will light solid green.
- The system will confirm tone and target zone:

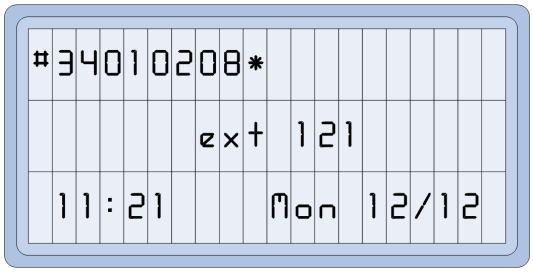


Figure 70: Sounding Tone (Multiple Zones)

- The manual tones distribution can combine as few as two (2) zones and as many sixteen (16).
- The system will sound tones over all speakers in the zones while the initiating phone is off hook or in speakerphone mode.
- You can speak over the tones, if necessary.

2 Hang up, or press the Speaker button to disengage.

- Any associated feature buttons will extinguish.
- The display will return to idle mode.

8

8: Class Change Schedule & Bells

The Class Change Schedule or "Bell" Schedule refers to the timed tone signal scheme used throughout a school day; bell tones or other types of tones typically mark class changes, examination periods, gym notification, and the like.

The system supports up to sixteen (16) pre-defined Class Change Schedules. **Only one of the sixteen Schedules can be active at any given time.**

Bell changes are most often automatic, occurring in response to a pre-programmed calendar. You can manually select a Class Change Schedule from a VoIP Phone. If your VoIP Phone does not have Class Schedule feature buttons, the feature is most likely password-protected.

You can use your VoIP Phone to 1) review existing, pre-programmed Class Change Schedules, 2) select and activate a pre-programmed Class Change Schedule, and/or 3) sound Class Change Tones manually.

Class Schedule Review (#91*)

You can use Class Schedule feature buttons (automatic) or dial codes (manual) to determine which schedule is active.

To Automatically Review Active Class Change Schedule

The LED associated with the active schedule will be lit solid red.

To Manually Review Class Change Schedules

With the handset **on** hook…

1 Press the Review Class Change Schedule button, or dial #91*.

- The Review display will appear:

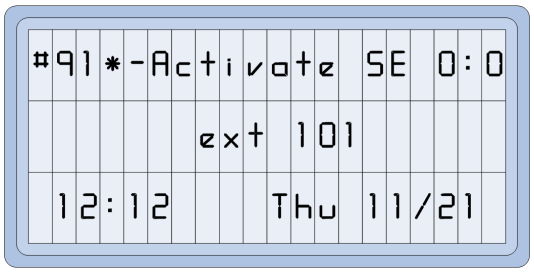


Figure 71: Class Schedule Review

- The system will ask you to select from all available schedules:
  - Press one (1) through sixteen (16) in two digit format to activate schedules (1) through sixteen (16).
  - Or, hang up when done.
- The system will confirm schedule selection status, and offer you an activation choice:
  - Press 1 to activate
  - Press 2 to deactivate

2 Press the Release button after you've made your selection.

Class Schedule Change (#91x*)

The LED associated with each Class Schedule feature button lights solid red to indicate which schedule is active.

To Set Class Change Schedule (Feature Buttons)

With the handset **on** hook…

1 Select the appropriate schedule (or "Schedules Off") feature button.
- The LED associated with the new schedule will light solid red.
- The LED with the previously selected schedule will extinguish.

2 Press the Release button when you've finished.

To Manually Change the Class Schedule (Dial Codes)

With the handset on **or** off hook…

1 Dial "#91x* (where "x" is an unused schedule) to turn schedules off.

2 The feature buttons associated with class change schedules on any VoIP Phone will reflect the new schedule selection.

3 Hang up, or press the Release button.

9

9: Managing & Distrubuting Audio Program

The TC6 system may be configured to allow you to distribute audio program material (radio, CD, tape) to one or more rooms and/or zones. As an option, program distribution may activate automatically during class change periods. Most often, you will simply queue up the audio source and then select its destination.

You can use your VoIP Phone to select and distribute audio programs to all speakers, one or more Program Zones, and also to just one or several rooms.

Notes on Program Distribution to Rooms

- ✓ Program Distribution is the lowest priority audio function. Operations such as paging and intercom will always interrupt Program Distribution; however, Program Distribution automatically resumes after the higher priority audio function ends.
- ✓ Unlike paging or intercom, which cancel when you hang up. Program Distribution must be selectively cancelled.
- ✓ You can only have one program distribution active at a time; activating program distribution for a different group of rooms/zones will automatically clear any current program distribution.
- ✓ If you set up program distribution via a feature key, the key will stay lit red while the program distribution is active; however, if anyone else initiates program distribution, **or** if program distribution is canceled, your feature key will extinguish.

Distributing Audio Program to All Zones (#41*)

You can use your VoIP Phone to distribute audio programs to all Program Zones.

To Distribute Audio Program

1 Queue up your program source.

2 Dial **#41*** (handset on or off hook).

➢ The system will confirm your action:

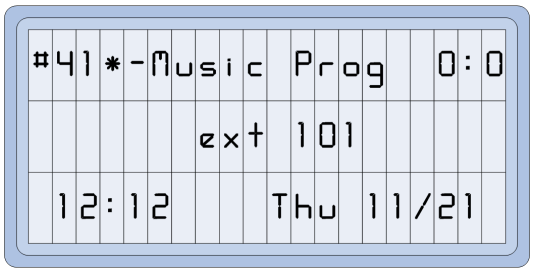


Figure 72: Distributing Music Program (All Program Zones)

- The system will alert you to the current distribution status.

3 Follow Voice Prompts:

1 Turn On Music
2 Turn Off Music
3 Set All Music Zones
4 Clear All Music Zones
5 Control Individual Zones
6 Set Program Source
7 Set Duration
8 Turn On Music for an Extension
9 Turn Off Music for an Extension
10 Press # to repeat this Menu

Distributing Programs to Selected Zones (#41xxyyzz*)

You can use your VoIP Phone to select and distribute audio programs to one or more Program Zones—in any combination.

Notes on Program Distribution to Selected Zones

- ✓ If you initiate Zoned Program Distribution while distribution is already active, you will cancel the existing Program Distribution.
- ✓ If you routinely distribute program audio to one or several zones, you will likely have a pre-programmed key for one-touch operation of the feature.

To Distribute Programs to Selected Zones

You can distribute program to one and any combination of all sixteen zones.

1 Queue up your program source.

2 Press the pre-programmed Zoned Program Distribution feature button (handset on or off hook), **or** dial #41xxyyzz* (where "xx," "yy," and "zz" represent your zone selections).

- For instance: #41010208*, where program would be sent to zones 1, 2, and 8.
- The LED associated with the feature button will light solid red.

➢ The system will confirm your input:

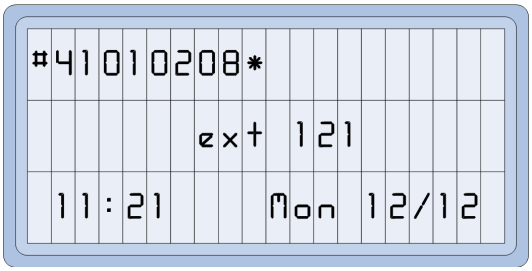


Figure 73: Program Distribution (Select Zones)

3 Start the program source.

➢ You can monitor the distributed source audio through the earpiece or speakerphone.

4 Hang up, or press the speaker button to stop monitoring the Program.

Distributing Program to Selected Extensions (#41xxx#yyy#zzz*)

You can use your VoIP Phone to select and distribute audio programs to one or more rooms—in any combination.

Notes on Program Distribution to Selected Extensions

✓ If you initiate Extension Program Distribution while distribution is already active, you will cancel the existing Program Distribution.

✓ If you routinely distribute program audio to one or several rooms, you will likely have a pre-programmed key for one-touch operation of the feature.

To Select/Distribute Audio Programs

The Program Distribution can combine as few as one room and as many as 20 rooms (note this is an arbitrary upper limit).

1 Queue up your program source.

2 Press the pre-programmed Room Program Distribution feature button (handset on or off hook), **or** dial **#41xxx#yyy#zzz*—**handset on or off hook (where "xxx," "yyy," and "zzz" are, for example valid extension numbers)

➢ For instance: #41211#212*, where program would be sent to extensions 211 and 212.

➢ The LED associated with the feature button will light solid red.

➢ The system will confirm your input:

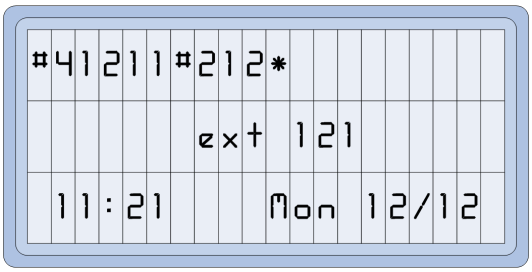


Figure 74: Program Distribution (Select Rooms)

3 Start your program source.

- You can monitor the distributed source audio through the earpiece or speakerphone.

4 Hang up, or press the speaker button to stop monitoring the Program.

10

10: Advanced Operations

In the following chapter, you'll learn about the following features:

- ✓ Do Not Disturb (#26*)
- ✓ Reset Exclusions (#50*)
- ✓ Transferring Your Admin Privileges (#60*)
- ✓ Pin with Extension Code (#62*)
- ✓ Controlling Student Phones™ (#83*)
- ✓ Using Private Lines
- ✓ Setting Time & Date (#93*)
- ✓ Reviewing/Selecting a System Profile (#92*)
- ✓ Clearing All Pending call-ins (#96*)
- ✓ Resetting/Rebooting the Telecenter System (#7070*)

Do Not Disturb (#26)

You can use the #26 Dial Code to enable, disable, or review the "Do Not Disturb" (DND) setting on your VoIP.

Notes on Do Not Disturb

- ✓ If you routinely use the DND feature, your VoIP will likely include a pre-programmed DND button.
- ✓ Your phone's DND setting will be automatically cleared at midnight.
- ✓ If your VoIP is display-equipped, it will confirm if DND is enabled.
- ✓ If your VoIP is **not** display-equipped, but includes a DND feature button, the button will light to confirm if DND is enabled.
- ✓ You may enable DND for one or more system Profiles.
- ✓ You may use the #26*1 (enable DND), #26*2 (disable DND), or #26*3 (toggle DND) shortcuts to speed up the process.

To Enable, Disable, and or Review

With your handset on **or** off hook…

1 Dial #26*.

➢ The system will display programming progress:

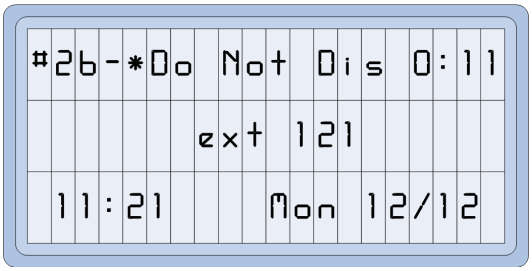


Figure 75: DND Programming Progress

➢ The system will prompt you to…
- Press 1 to enable DND.
- Press 2 to disable DND.
- Press 3 to toggle DND.
- Press 8 to repeat this Menu.

2 Make your Profile choice:
- Press 0 or hang up to enable DND for all Profiles.
- Press 1 through 4 to select Profile 1 through 4.
- Press 5 to select the current Profile.
- Press 8 to repeat this Menu.

➢ The system will confirm your choice.

3 Hang up, or press Release when you are satisfied with your choice.

Page and Tone Exclusions (#50*)

You can use the #50 Dial Code to include or exclude your VoIP from Pages and/or Tones.

Notes on Page and Tone Exclusions

✓ Your phone's Exclusion settings will be automatically cleared at midnight.

✓ You cannot exclude your VoIP Emergency Pages or Emergency Tones.

✓ You may use the #50*1 (exclude Paging), #50*2 (include Paging), #50*3 (exclude Tones), or #50*4 (include Tones) shortcuts to make your choices without listening to all the voice prompts.

To Exclude/Include Your VoIP

With your handset on **or** off hook…

1 Dial #50*.

➢ The system will display programming progress:

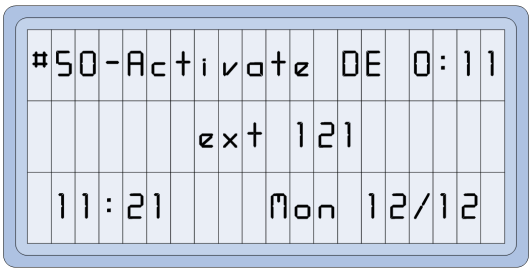


Figure 76: Exclusion Programming Progress

- The system will alert you to your phone's exclusion status.
- The system will prompt you to…
  - Press 1 to exclude yourself from paging.
  - Press 2 to be included in paging.
  - Press 3 to exclude yourself from tones.
  - Press 4 to be included in tones.
  - Press 8 to repeat this Menu.
- The system will confirm your choice.
- If you exclude yourself from either paging or tones, the system will confirm your choice **and** remind you that you will still be included in Emergency Pages or Tones.

3 Hang up, or press Release when you are satisfied with your choice.

Transferring Your Admin Privileges (#60)

You can use your PIN and the #60 dial code to transfer your Admin privileges to any dialing phone on the TC6 system.

Notes on Transferring Admin Privileges

- ✓ Privileges that can be temporarily transferred to any TC6 phone include access to paging, tones, bell schedule, long distance, and local calls (based on prefix access).
- ✓ Transferred Admin Privileges only remain in effect for the duration of the call. If you need to make another call, you must once again enter the appropriate dial code and PIN.

To Transfer Admin Privileges To a Phone You Plan To Use

1 Lift the handset, and dial #60 plus your PIN plus the star key (#60xxxx*, where "xxxx" is your PIN).

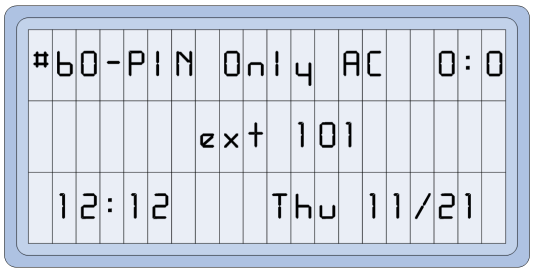


Figure 77: Transfer Admin (PIN Only) Privileges

- The system will ask you to enter your PIN and press the star (*) key.
- The system will reissue dial tone to confirm privilege transfer.

2 Keep the handset off hook.

3 Make your call.

- If you hang up before making your call, you must re-enter the appropriate dial code and PIN string.

Controlling Student Phones (#83*)

You can use your VoIP Phone to manually enable and disable the Student Phone Extension.

Notes on Student Phones

- ✓ The Student Phone allows users to make local phone calls for a pre-programmed time period. The Student Phone is typically used by students to arrange for an after-school or event pickup.
- ✓ In order to prevent repeat calls to the same number and promote responsible use, the Student Phone is configured to disallow calls to the same number within a pre-determined period.
- ✓ The system may be configured to automatically enable/disable the Student Phone based on hour of the day or day of the week.
- ✓ Manually activating/deactivating a Student Phone may be overridden by a future system Profile event.

Controlling the Student Phone

1 Lift the handset, and press the pre-programmed Student Phone On feature key, **or** dial #83xxxx* (where "xxxx" is the extension of the Student Phone you wish to control).

- **Note:** if only one Student Phone is installed, you need not include the extension number. (Dial #83* only.)
- The system will confirm your dialing:

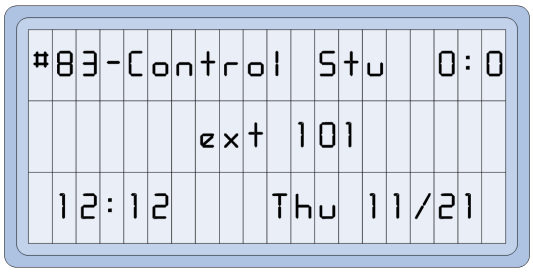


Figure 78: Control Student Phone

- The system will prompt you for input:
  - Press 1 to enable the Student Phone
  - Press 2 to disable the Student Phone
  - Press 3 to toggle the Student Phone
  - Press 8 to repeat this menu

2 Make your selection using the dialpad.

3 Hang up when you are satisfied with your selection.

Using Private Lines

Private lines are CO lines programmed to ring directly to a specific phone and bypass the AA and/or operator. Even though the private line is tied to the TC6 system along with other incoming telephone lines, it is programmed to only appear on one VoIP Phone.

The Private Line operates in the same way a dedicated trunk line would. It connects in a sense "directly" to a single VoIP. Because it is a private line, though, VoIP Phones that are not programmed with an Extension Coverage Button (for the private-line bearing VoIP Phone) cannot remotely pick up its calls.

If an Extension Coverage Button created to cover a Private Line appears on a VoIP Phone, that Extension Coverage Button will indicate calls from the Private Line (as it would indicate any other calls routed to the VoIP Phone). Once a call from a Private Line is answered, it can be transferred to any phone within the TC6 system.

All other features of the Private Line work in the same way as a trunk line appearance on a VoIP Phone.

Setting Time and Date (#93*)

Date and time information are stored (and backed-up via battery) in case the system loses power. There may be times, however, when you need to manually adjust either the time or date.

Note: use the star (*) key to advance without changing an existing setting.

To Set the Time

With the handset on **or** off hook…

1 Dial #93* to access the Time/Date set function:

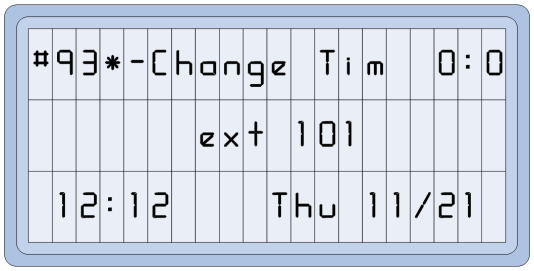


Figure 79: Set Time/Date

2 Enter 1 (Set Time) at the voice prompt.

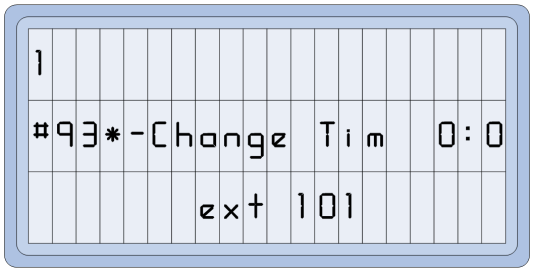


Figure 80: Time Change

3 Enter the hours, minutes, and make you're A.M / P.M. selection when prompted.

4 Hang up when you've finished.

To Set the Date

With the handset on **or** off hook…

1 Dial #93* to access the Time/Date set function:

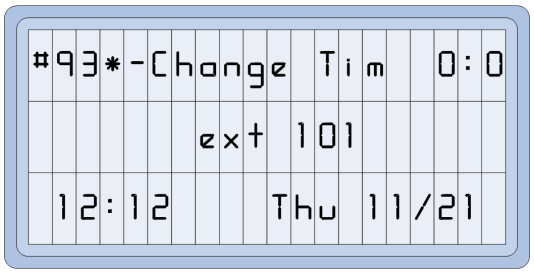


Figure 81: Set Time/Date

2 Enter 2 (Set Date) at the voice prompt.

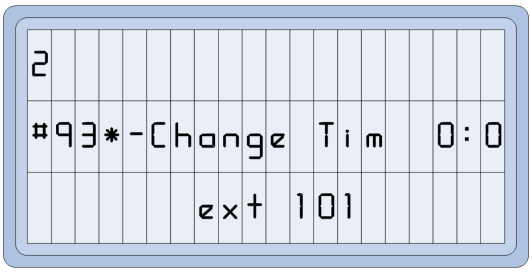


Figure 82: Date Change

3 Enter the year, month, and date when prompted.

4 Hang up when you've finished.

To Set the Time and Date

With the handset on **or** off hook…

1 Dial #93* to access the Time/Date set function:

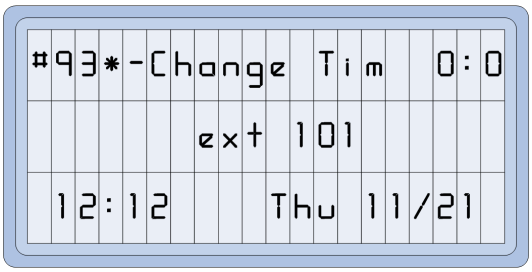


Figure 83: Set Time/Date

2 Follow all of the entry prompts.

3 Hang up when you've finished.

Reviewing/Selecting System Profile (#92*)

The TC6 system operates under one of four (4) stored Profiles. Profiles load according to time/calendar and control different system attributes—including Call Routing, Zone Paging, Call-In Priority Status, External Phone line Access, etc.

A school could, for example, program their system to switch between **daytime** Profile and **evening** Profile in order to anticipate the change in office personnel (everyone but the maintenance staff may leave at five p.m.) and neighborhood conditions (residents likely prefer not to hear pages from the school's playground after certain hours).

The **daytime** Profile would, for instance, route call-ins to the Main Office and Audio Pages to both inside and outside speakers. The **evening** Profile, on the other hand, would route call-ins to a Maintenance or Security office and allow pages only to inside speakers.

Although the system supports four (4) Profiles, only one is necessary. For example, your system may be programmed as follows:

Profile	Description (examples)
1	Day
2	Evening
3	Weekend
4	Open

Table 11: System Profile Dial Codes

Profiles are established by trained personnel. Qualified Admin Users may, however, use dial codes or pre-programmed feature keys to load and/or switch Profiles to accommodate, say, unforeseen school closings, emergencies, special events, or the like.

In addition, TC6 may automatically switch between the different system Profiles at different times during the day, week, and month.

To Automatically Review Active System Profile

Take note of the LED associated with the active Profile. It will light solid red to indicate an active state.

To Select a System Profile using Feature Buttons

With the handset **on** hook…

1 Select the appropriate Profile feature button.

- The LED associated with the new schedule will light solid red.
- The LED with the previously selected schedule will extinguish.

To Select a System Profile using Dial Codes

With the handset on **or** off hook…

1 Dial #92.

- The system will confirm you have engaged the Profile selection process:

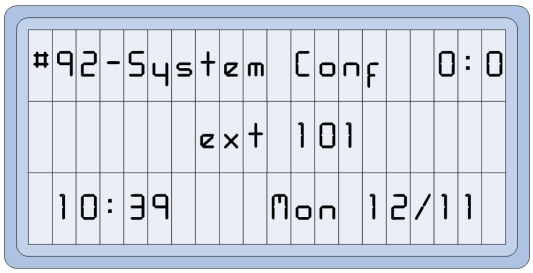


Figure 84: Selecting a System Profile (Configuration)

- The system will offer you the following options:
  - Press 1 through 4 to activate Profiles 1 through 4.
  - Press 0 to exit.
- Once you've made your selection, the system will confirm the currently active Profile.

4 Hang up, or press the Release button when you are satisfied with your selection.

Only one system Profile may be active at any given time. The active Profile selection only lasts until the next scheduled, automatic Profile change.

Clearing All Pending Call-ins (#96*)

During installation and troubleshooting it may be necessary to clear all pending call-ins. (Due to its sensitive implications, this feature is by default **always** password-protected; the password protection can, however, be disabled at system set-up.)

To Clear All Pending Calls

1 Dial #96* with the handset on or off hook.

- If necessary, enter your PIN.

- ✓ Any type of call switch that mechanically latches is not affected by the #96* dial code.
- ✓ Contact technical personnel if call-ins from non "latching" switches return after clearing the system.
- ✓ In addition to clearing all pending call-ins, all Telecenter Call Switches with Call Assurance Indicators will be reset.

A

Appendix A: Dial Codes

Many system features and functions can be accessed using the following dial codes:

Dial Codes	
Code	**Function**
#00*	All Page
#01* through #016*	Zone Page
#20* (or *)	Call-in Answer
#25*	E911 Reset
#26*	Do Not Disturb
#27xxx*	Forward Override (xxx=extension)
#28*	Call-Forwarding
#3x*, #3xaabbcc*	Select Manual Tone (x=tone aa,bb,cc=zones)
#41*	Distribute Music Program
#50*	Set Paging and/or Tone Exclusions
#60*	PIN Only Access Code
#62*	PIN with Extension Code
#64*	Directed Call Pickup
#65x*	Group Call Pickup (where x=group)
#78*	Route To Speaker
#79*	Route To Phone
#83*	Control Student Phone(s)
#91	Class Schedule (Bells)
#92	System Profile
#93*	Change Time And/or Date
#96*	Cancel All Call-ins
#99*	Emergency All Page
*	Answer Call-ins