

## Isoetec Digital System M-Series Phones User's Guide

### General Information

Information in this guide is for all IDS configurations. Not all features are available on every system. For example, of the 3 phones, the model 12 has an announce speaker, but 2-way conversations require use of the handset. Models 18 and 32 have fully functional speakerphone capacity.

### Executone Isoetec IDS

M-Series

Models 12, 18 and 32



ISOET84300

ISOET84500



ISOET84700

### Change from Handset to Hands Free and back again:

While on a call, press the "HF" key and replace the handset.

While on a call, lift the handset.

### Call Monitor:

Allows your conversation to be heard by everyone in the room.

Turn On: Press the "HF" key.

Turn Off: Press the "HF" key.

### Change Ring Tone:

1. Lift the handset or press "HF".
2. Dial "70"
3. Dial a digit (1-5)
4. When you hear the tone you want, press "#"

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**Self-Test:**

The LED associated with each key should light up when they key is pressed.

1. Lift the handset
2. Dial "3#"
3. Press each of the keys on the phone.
4. Press each digit on the dial pad.
5. Hang up.

**Answering Calls:****Answer an Incoming Internal Call:**

Lift the handset or press "HF" (Models 18 or 32 only).

**Answering an Incoming External Call:**

Incoming external calls can be routed several different ways:

- Outside lines ring directly to an extension.
- Operator answers calls and transfers to an extension.
- Calls can be transferred to a hunt group.
- The Automated Attendant Feature can transfer calls.
- Calls can be forwarded from another extension.
- Incoming calls via tie lines ring the extension directly.

**Auto Answer:**

With this feature enabled, you do not need to press a line key to answer a call. Simply pick up the handset (or use "HF") and the call is connected.

Answering a Call Without Auto Answer:

Lift the handset (or use "HF").

Press the blinking "OUTSIDE LINE" LED.

**Answering a Camped-on Call:**

If the outside call is announced, you must hang up before the call will ring.

Press the "HOLD" key.

Press the hook switch for 2 seconds.

Release.

**Split:**

The split feature allows you to place one call on Hold and answer a camped-on call by pressing one key.

Press the "SPLIT" key.

Press the "SPLIT" key again.

To drop the call and return to the original call, press the "OUTSIDE LINE" key for the call on hold.

**Auto Pickup:**

If Auto Pickup is enabled, DSS keys can be used to pick up any call ringing at any extension by pressing the DSS key.

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**Night Answer:**

When the system is in night mode, an outside call may ring, to pick it up, lift the handset or press the "HF" key. Press the "NIGHT ANSWER" key. Alternately, instead of "NIGHT ANSWER", press "79".

**Placing Calls****Call the Operator:**

Lift the handset or press "HF". Dial "0".

In the case of multiple operators, dial "0" plus the number of the desired station (1,2,3 etc.).

**Call an Internal Extension:**

Voice Announce – Lift the handset or press "HF". Dial the extension number.

Ring the Extension – Lift the handset or press "HF". Dial "1" plus the desired extension number.

**Interrupt a Call in Progress:**

If the extension you are trying to reach uses a display phone and the intended recipient is on a call in handset mode, you can speak to the party over their speaker.

1. Lift handset.
2. Dial the extension.
3. Dial "3".
4. Speak to the party.

**Call Voice Mail:**

1. Lift the handset
2. Dial "4" and the VMS hunt group number (usually "36").
3. Follow the prompts.

**Direct Station Select:**

Allows you to call a specific internal extension by pressing one dedicated key for the extension number. DSS keys are assigned to your phone by the system programmer. Once the keys are assigned, you may program them to any desired extension.

**Program the DSS Key:**

Without lifting the handset, press the "PROGRAM" key.

Press the DSS key to be programmed.

Enter the desired extension number.

**Use the DSS Key:**

Lift the handset.

Press the DSS Key

**DSS LED Status:**

If the light next to the DSS key is lit, the extension is either busy, in Do Not Disturb Mode or the In/Out feature is active

If flashing, the extension is ringing.

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If not lit, the extension is idle.

### **Placing Outside Calls:**

1. Lift the handset.
2. Press an available "OUTSIDE LINE" key. Or, dial "9" and the 3-digit line number of the desired line ("9012" for line 12, etc.).
3. Dial the desired telephone number.

### **Least Cost Routing:**

LCR is an optional feature, which provides the system with a means of routing calls over the least costly route available.

1. Lift the handset.
2. Press the "LCR" key.
3. Dial the number.

### ***Dialing Calls Automatically***

#### **Last Number Redial:**

Number is not stored overnight.

1. Lift the handset.
2. Press an "OUTSIDE LINE" key.
3. Dial "#" on the dial pad.

#### **Save/Repeat:**

This feature allows you to dial an external number and store it in memory. You can then redial it at a later time using a single key. Store the number after it is dialed and before you disconnect from the call. The number will not be stored overnight.

Save – While on a call, press the "SAVE" key.

Dial – Lift the handset, press available "OUTSIDE LINE" key and press the "SAVE" key.

#### **Station Speed Dial:**

Station speed dial allows you to dial a stored number by pressing one key or entering a short code. Each extension can store up to 30 station speed dial numbers.

Note: To include a pause in the number, use "\*1". To add a pause which waits for the dial tone, enter "\*4". To enter a "\*" into the dial number, press "\*\*\*". If the "PROGRAM" key goes out before you have finished entering the necessary information, you have waited too long and the programming mode has timed out.

#### **Program a Station Speed Dial Bin Number:**

1. Without lifting the handset, press the "PROGRAM" key.
2. Dial the desired 2-digit bin number (01-30). If the "PROGRAM" key LED goes out, the bin you entered is already dedicated to a "STATION SPEED" key. You may continue to program or start over to use another bin number.
3. Dial the phone number.
4. Press the "PROGRAM" key.

#### **Program a "STATION SPEED" Key:**

1. Without lifting the handset, press the "PROGRAM" key.
2. Press the "STATION SPEED" key to be programmed.
3. Dial the telephone number.

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4. Press the "PROGRAM" key.

**Use Station Speed Dial:**

1. Lift the handset.
2. Press and available "OUTSIDE LINE" key.
3. Press the "PROGRAM" key.
4. Dial the desired bin number (01-30).

**Use a "STATION SPEED" Key:**

1. Lift the handset
2. Press an available "OUTSIDE LINE" key.
3. Press the "STATION SPEED" key you want to use.

**System Speed Dial:**

The system can store up to 200 phone numbers with a maximum of 11 digits each. These Speed Dial numbers must be programmed from the Operator's extension.

**Use System Speed Dial:**

1. Lift the handset.
2. Press an available "OUTSIDE LINE" key.
3. Press "PROGRAM" key.
4. Dial "\*".
5. Dial the desired 3-digit bin number (004 for the 4th bin, etc.).

**Use a "SYSTEM SPEED" Key:**

1. Lift the handset.
2. Press an available "OUTSIDE LINE" key.
3. Press the desired "SYSTEM SPEED" key.

***Call Processing Features*****Hold:**

If a call placed on hold is not retrieved within the allotted time, the call will ring back to the extension which placed it on hold and ultimately to the operator if necessary.

**Place a Call On Hold:**

While on a call, press the "HOLD" key.

**Retrieve an External Call On Hold:**

1. Lift the handset.
2. Press the "OUTSIDE LINE" key that the call is holding on.

**Retrieve an Internal Call On Hold:**

Press the "HOLD" key.

**Exclusive Hold:**

Place a call on exclusive hold when you want your extension to be the only one that can retrieve the call. If it is not answered in the allotted time, the call will ring back to you and ultimately the operator if the call is still not answered.

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**Place a Call On Exclusive Hold:**

Press the "HOLD" key twice.

**Retrieve an Outside Line Call on Exclusive Hold:**

Lift the handset and press the "OUTSIDE LINE" key that the call is holding on.

**Transfer a Call to Another Extension:**

1. Press the "TR/CON" key.
2. Dial the desired extension number.
3. Announce the call if desired. If the extension is busy or vacant, you may retrieve the external call by pressing the "OUTSIDE LINE" key or the internal call by pressing "TR/CON".
4. Replace the handset.

**Transfer a Call to the Voice Message System:**

1. While on a call, press the "TR/CON" key.
2. Dial "4" and the VMS hunt group number (1-36, usually 36).

**Transfer a Call to a Voice Mail Box:**

1. Press the "TR/CON" key.
2. Dial "76" and the extension number or "77" and the mailbox number.

**Transfer to a Hunt Group:**

1. Press the "TR/CON" key.
2. Dial "4" plus the 2-digit Hunt Group number.

**Transfer to an ACD Group:**

1. Press the "TR/CON" key.
2. Dial "47" and the 2-digit ACD Group Number.

**Auto Transfer:**

Auto Transfer can be used with DSS keys on extensions that transfer a large volume of calls. Using this feature enables you to transfer calls by pressing a DSS key without pressing the "TR/CON" key first.

**Activate:**

Without lifting the handset, press the "TR/CON" key.

**Deactivate Auto Transfer:**

Without lifting the handset, press the "TR/CON" key.

**Use Auto Transfer:**

Press the desired DSS key, announce the call or just hang up.

**Call Forwarding:**

This feature allows you to re-route all incoming calls from your extension to another destination (including a voice mail system, if desired).

**Activate:**

Press the "CALL FORWARD" key. The calls will be sent to "All Call".

**Cancel:**

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Press the "CALL FORWARD" key.

**Change the Extension Calls are forwarded to:**

1. Lift the handset or press the "HF" key.
2. Press the "CALL FORWARD" key.
3. Dial the extension number to which you wish to forward your calls.
4. Replace the handset or press the "HF" key.

**Change the Extension Calls are forwarded to (Night mode):**

1. Lift the handset or press the "HF" key.
2. Press the "CALL FORWARD" key.
3. Dial "5" and the extension number to which you wish to forward your calls.
4. Replace the handset or press the "HF" key.

**Account Codes:**

Account numbers help the System Supervisor keep track of the purpose of individual calls.

**Enter an Account Code:**

1. While an outside line call is in progress, press the "ACCOUNT" key.
2. Enter the account code
3. Press the "ACCOUNT" key

**Verified Forced Account Codes:**

This feature allows the system to be programmed in such a way that you must enter a valid account code in order to place calls to certain numbers (ie., long-distance calls). The number must be entered after the line is selected and before dialing the number.

**3-Way Conference:**

This feature enables a station user to hold a conference with internal or external parties. If 2 of the 3 parties are external callers, the call will be disconnected when the internal caller hangs up.

**Make a Conference:**

1. Lift the handset.
2. Place the first call.
3. Press the "TR/CON" key.
4. Place the second call.
5. Press the "TR/CON" key.

**Drop One Party from a Two Outside Party Conference:**

1. Press the "HOLD" key.
2. Press the "OUTSIDE LINE" key for the line you wish to drop.
3. Press the "OUTSIDE LINE" key for the remaining party.

**Add On Conference:**

This feature allows you to conference with up to 7 other parties (up to 2 outside parties).

**Use the "ADD ON" Key:**

1. Place the first call.
2. Press the "ADD ON" key.

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3. Place the next call.
4. Press the "ADD ON" key.
5. Continue placing calls and pressing the "ADD ON" key.
6. Press the "ADD ON" key again to add yourself.

### **Add a Party to an In-Progress Conference Call:**

1. Press the "ADD ON" key.
2. Dial the desired other number.
3. Press the "ADD ON" key.
4. Dial number and "ADD ON" until you have added all the parties you want.
5. Press the "ADD ON" key to add yourself back to the conference.

### **Busy/No Answer Alternatives**

#### **Camp-On:**

When a station is busy, you can alert the busy station that a call is waiting by means of 2 beeps that will be heard over the handset or speaker.

1. When you call a busy extension, dial "2".
2. Wait for the busy extension to answer. If they fail to answer, you may hang up.

#### **Message Waiting:**

When you call an internal extension and get a busy signal or no answer, press the "MESSAGE" key. When the intended recipient's phone is available or when they return to their desk, their "MESSAGE" key will blink. They would press the "MESSAGE" key to call your extension.

#### **Call Back:**

The call back feature can signal you with a ring tone and blinking LED when the busy extension you dial becomes available.

1. When you hear the busy signal, press the "CALL BACK" key.
2. Hang up.
3. When you are signaled, lift the handset or press the "HF" key. Press the blinking "CALL BACK" key.

#### **Trunk Queuing:**

If an outside line or trunk group is busy, use this feature to notify you when the line is free. You will be alerted by a ring tone and flashing LED.

1. After selecting the busy line, press the "CALL BACK" key. Replace the handset or press "HF".
2. Wait for an idle line.
3. When the line is free, the phone will ring and an "OUTSIDE LINE" and the "CALL BACK" key LEDs blink.
4. Lift handset or press the "HF" key. Dial the number.

### **Alternative Answering Features**

#### **Call Pickup:**

Allows you to answer calls ringing at another extension.

1. Lift the handset.

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2. Dial "2" plus the extension number of the ringing phone.

**Group Pickup:**

Stations can be arranged in groups so that a call ringing any station in the group can be answered by any of the stations using a single key. With this method, you do not need to know at which extension the call is ringing.

The "PICKUP" key LED blinks when a call in your pickup group is ringing.

The "PICKUP" key can also ring your extension when the group begins to ring or when a call has been ringing in the group for a programmed amount of time.

When the "PICKUP" key LED is blinking, pick up the handset and press the "PICK UP" key associated with the blinking LED.

**Answering Calls on Hold:**

Pick up an Outside Line on Hold When you Know the Line Number:

1. Lift the handset.
2. Dial "78" plus the number of the outside line which is on hold ("78012" to pick up line 12).

**Retrieve a Call on Hold:**

1. Lift the handset.
2. Dial "74" plus the extension number where the call is on hold.

**Additional Features****Paging:**

Using this feature, you can broadcast a message to any one of the nine page zones (61-69) or to all nine zones simultaneously. Internal pages are heard through the speaker of the telephones.

1. Lift the handset
2. Dial "6" plus the desired zone. Dial "60" for ALL PAGE.

**Meet Me Page:**

When you use this feature, you make your page and the person you are paging can then enter a code you specify to be connected to you automatically.

1. Lift the handset.
2. Dial the page zone as above.
3. Wait for an answer.

**Orbit:**

Orbit puts an outside call on hold while the intended recipient is paged and asked to dial the Orbit number from any extension.

1. While on a call, press the "TR/CON" key.
2. Dial the desired Orbit zone (50-59). If you get a dial tone instead of a confirmation tone, it means that the selected Orbit Zone is busy. Dial another zone number.
3. Dial the desired PAGE zone and announce the call along with the assigned Orbit zone.
4. Replace handset.

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**Do Not Disturb:**

Press the "DND" key once to block paging at your extension. Press the "DND" key twice to block paging, incoming calls and background music. To deactivate, press the "DND" key a third time.

**In/Out:**

Press the "IN/OUT" key without lifting the handset. Your extension is disabled and the operator screen shows that you are out. Press the "IN/OUT" key again to deactivate.

**Volume Control:**

Volume is controlled and stored for each function including: handset and hands free on CO and internal calls, page volume, ring volume for CO and internal calls and background music.

To raise the volume, while using the function with the volume you wish to adjust, press the volume "up" key. For example, to increase the ring volume for an internal call, the phone must be ringing as an internal call comes though when you press the volume key. To lower, use instructions above, substituting the volume "down" key.

**Operator Features****Night Mode Key:**

Night mode allows incoming calls to ring at all assigned stations throughout the office. The Operator activates this feature by pressing the "NIGHT" key. Deactivate by pressing the key again.

**Programming System Speed Dial:**

The system can store up to 200 numbers with a maximum of 11 digits for each number. These numbers must be programmed from an Operator's extension. System Speed Dial numbers are not subject to a station's toll restriction.

**To Program System Speed Dial:**

1. Without lifting the handset, press the "PROGRAM" key at the operator station.
2. Press "\*" plus the desired 3-digit bin number.
3. Dial the desired number. To enter a pause, press "\*1". For a pause that waits until the dial tone is heard, press "\*4".
4. Press the "PROGRAM" key.

**Direct Inward System Access:**

This feature allows an individual outside the phone system to place a call system, have the system answer the call and provide the caller with a dial tone on the system. The caller can then dial an extension number or select an outside line. The DISA authorization code is set from the Operator's station.

To Program the DISA code:

1. Lift the handset.
2. Dial "#" plus the desired 4-digit code.
3. Replace the handset.

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Quick Reference Guide

INTERCOM CALL	<ol style="list-style-type: none"> <li>1. Lift the handset.</li> <li>2. Dial the extension number.</li> </ol>
OUTSIDE CALL	<ol style="list-style-type: none"> <li>1. Lift the handset.</li> <li>2. Press an idle "OUTSIDE LINE" key.</li> <li>3. Dial the number.</li> </ol>
HOLD	<ol style="list-style-type: none"> <li>1. Press "HOLD" once or press twice for Exclusive hold.</li> <li>2. To retrieve outside calls on hold, press the flashing "OUTSIDE LINE" key.</li> <li>3. To answer an intercom call, press the "HOLD" key.</li> </ol>
CALL TRANSFER	<ol style="list-style-type: none"> <li>1. While on a call, press the "TR/CON" key.</li> <li>2. Dial the extension number.</li> </ol>
STATION SPEED DIAL	<ol style="list-style-type: none"> <li>1. Lift the handset</li> <li>2. Press an idle "OUTSIDE LINE" key.</li> <li>3. Press "PROGRAM" key.</li> <li>4. Dial the 2-digit bin number.</li> </ol>
SYSTEM SPEED DIAL	<ol style="list-style-type: none"> <li>1. Lift the handset.</li> <li>2. Press an available "OUTSIDE LINE" key.</li> <li>3. Press the "PROGRAM" key.</li> <li>4. Dial "*".</li> <li>5. Dial the 3-digit bin number.</li> </ol>
LAST NUMBER REDIAL	<ol style="list-style-type: none"> <li>1. Lift the handset.</li> <li>2. Press an idle "OUTSIDE LINE" key.</li> <li>3. Dial "#".</li> </ol>
STATION CALL BACK	<ol style="list-style-type: none"> <li>1. Press the "CALL BACK" key after reaching a busy extension.</li> <li>2. Hang up.</li> <li>3. When the extension is available, your phone will ring.</li> <li>4. Lift the handset</li> <li>5. Press the "CALL BACK" key.</li> <li>6. Wait for the party to answer.</li> </ol>
ORBIT	<ol style="list-style-type: none"> <li>1. While on a call, press the "TR/CON" key.</li> <li>2. Dial the 2-digit orbit zone (50-59).</li> </ol>
PAGE	<ol style="list-style-type: none"> <li>1. Lift the handset.</li> <li>2. Dial the 2-digit page zone (60-69).</li> <li>3. Announce page after tone.</li> </ol>
CALL FORWARD	<ol style="list-style-type: none"> <li>1. Lift the handset.</li> <li>2. Press the "CALL FORWARD" key.</li> <li>3. Dial extension for day mode.</li> <li>4. Dial "5" and extension for night</li> </ol>

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	mode.
CANCEL CALL FORWARD	Press the "CALL FORWARD" key.
DO NOT DISTURB	Press the DND key once to block pages, twice to block incoming calls, three times to cancel.
SPLIT	After hearing the camp-on tone, press the "SPLIT" key.
CAMP-ON	<ol style="list-style-type: none"> <li>1. When you hear a busy signal when calling an extension, dial "2".</li> <li>2. Stay off-hook and wait for the extension to answer.</li> </ol>
CALL PICKUP	<ol style="list-style-type: none"> <li>1. Lift the handset.</li> <li>2. Dial "2".</li> <li>3. Dial the extension number where the call is ringing.</li> </ol>
NIGHT ANSWER	<ol style="list-style-type: none"> <li>1. Lift the handset.</li> <li>2. Press the "NIGHT ANSWER" key.</li> </ol>
CONFERENCE	<ol style="list-style-type: none"> <li>1. Place the first call.</li> <li>2. Press the "TR/CON" key.</li> <li>3. Place the next call.</li> <li>4. Press the "TR/CON" key.</li> </ol>
ADD ON	<ol style="list-style-type: none"> <li>1. Place the first call.</li> <li>2. Press the "ADD ON" key.</li> <li>3. Place the next call.</li> <li>4. Press the "ADD ON" key.</li> <li>5. Continue placing calls and pressing the "ADD ON" key until all parties are added.</li> <li>6. Press "ADD ON" one more time to add you.</li> </ol>