



## **Vodavi Infinite Station User's Guide#**

\* A FLEX button must be programmed on your phone in order to use this feature. Refer to FLEX button programming

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### **Using Account Codes\***

While on an outside call:

1. Press the ACCOUNT CODE button
2. Dial up to 12 digits (outside party will not hear you dialing) If the code is less than 12 digits, press "\*" to return to the call.
3. If account codes are forced, enter the code prior to dialing the outside number

### **Verified/Forced Account codes\*:**

1. Press the ACCOUNT CODE button before accessing a line.
2. Dial the account code. If the account code verifies properly, a dial tone will be heard. If the code is less than 12 digits, press "\*" to return to the call.
3. Access the outside line and place the call.



## **Background Music (where available)**

1. To activate, press "632" on the dial pad or press the BGM button\*.
2. To deactivate, press "632" on the dial pad again or press the BGM button\*.
3. Music discontinues when you pick up the handset or press the ON/OFF button.

## **Call Back:**

If you dial a telephone that is busy and you want to leave a callback indication:

- Press the CALL BACK button\*.
- Replace the handset or press ON/OFF.
- When the busy station becomes available you will be signaled.
- Answer the call. The station you are attempting to reach will be signaled. If your phone is busy, an automatic message will be placed at your phone.

Note: only one call back request can be left at a station. A second request will leave a message wait callback request.

## **Call Coverage**

When a call coverage button is assigned on a station and a call rings in, the covering station will hear ringing after a five second delay. The following message will display on the LCD:

**CALL FOR STA XXX  
MM/DD/YY HH:MM**

To answer the call, press the Coverage flexible button or press the ON/OFF button. The call is now connected and the following message will display on the LCD:

**CALL TO STATION XXX  
FROM STA XXX HH:MM:SS**

### **To program a flexible button for call coverage at a station:**

1. Press the SPEED button twice.
2. Press the flexible button to be programmed.
3. Dial "646" or "647" on the dial pad followed by the extension number to be covered. A confirmation tone will sound.

## **Call Forwarding (where allowed)**

### **Forward All Calls:**

1. Lift the handset or press the ON/OFF button.
2. Dial "640" or press the FWD button\*.



3. Press the DSS button or dial the intercom number of the station, UCD, voicemail or hunt group to receive the forwarded calls.
4. At confirmation tone, replace handset or press the ON/OFF button.

**Forward No Answer Calls:**

1. Lift the handset or press the ON/OFF button.
2. Dial "640" or press the FWD button\*.
3. Dial "7".
4. Press the DSS button or dial the intercom number of the station, UCD, voicemail or hunt group to receive the forwarded calls.
5. At confirmation tone, replace handset or press the ON/OFF button.

**Forward Busy Calls:**

1. Lift the handset or press the ON/OFF button
2. Dial "640" or press the FWD button\*.
3. Dial "8".
4. Press the DSS button or dial the intercom number of the station, UCD, voicemail or hunt group to receive the forwarded calls.
5. At confirmation tone, replace handset or press the ON/OFF button.

**Forward Busy/No Answer Calls:**

1. Lift the handset or press the ON/OFF button
2. Dial "640" or press the FWD button\*.
3. Dial "9".
4. Press the DSS button or dial the intercom number of the station, UCD, voicemail or hunt group to receive the forwarded calls.
5. At confirmation tone, replace handset or press the ON/OFF button.

**Remove Call Forwarding:**

1. Press ON/OFF.
2. Dial "640" or press the FWD button\*.
3. Replace handset or press the ON/OFF button.

**Off-Net Call Forwarding:**

Forwards intercom and transferred calls to an outside location. Store the number of the outside location to receive the calls in a speed dial bin. Then proceed as follows:

1. Lift handset or press ON/OFF.
2. Dial "640" or press the FWD button\*.
3. Dial the "\*" on the dial pad and dial the speed bin number containing the number of the location to receive forwarded calls. A confirmation tone sounds and the FWD button LED flashes.

To cancel, lift the handset or press the ON/OFF button and press the programmed FWD button\*. A confirmation tone sounds and the FWD button LED is extinguished.



### **Forwarding System Calls from an Off-Site Location:**

1. Dial into the system (ask your administrator for details).
2. Dial "642" on the dial pad.
3. Dial the number of the station to apply forwarding to.
4. Dial the 3-digit number of the station, voicemail, ACD/UCD/Hunt group or Systems speed bin to receive the forwarded calls. Confirmation tone sounds and in five seconds a dial tone is received.

### **Cancel Forwarding System Call from an Off-Site Location:**

1. Dial into the system (ask your administrator for details).
2. Dial "642" on the dial pad.
3. Dial the number of the station forwarding is applied to.
4. Dial the 3-digit number of the station, voicemail, ACD/UCD/Hunt group or Systems speed bin receiving the forwarded calls. Confirmation tone sounds and in five seconds a dial tone is received.

### **Forward Override:**

Forward override (dial "5#" before the desired extension number) allows a user to reach a busy station set to forward, allowing the user to camp-on, perform executive override or leave a message at the busy station rather than being forwarded away from the busy extension.

### **Call Park**

Call park allows a user to place an outside call in park in order to consult with, page or call an internal party. While on a call:

- Press TRANS.
- Dial location 430-437 or press the programmed CALL PARK button\*. A confirmation tone sounds.

If you get a busy signal, press TRANS twice and dial another location or press the programmed CALL PARK button\* again after pressing the TRANS button twice.

### **To pick up a parked call:**

1. Pick up handset or press ON/OFF
2. Press "#".
3. Dial the parking location 430-437 where the call was parked or press the programmed CALL PARK button\*.

### **Call Pickup**

Use call pickup to answer a call ringing at another station.



## **Group Pickup**

Use group pickup when your station is in the same group as the ringing station. To pickup, lift the handset or press ON/OFF then dial "#0" or the programmed PICK-UP button\* on the dial pad.

## **Directed Pickup**

Use directed pickup when you have access to the specific outside line or loop button for directed call pickup. To pickup a call, dial the station number of the ringing station. Dial "#1" on the keyset or press the programmed PICK-UP button\*.

## **Call Transfer**

### **Screened Transfer**

While on an outside call:

1. Press the station button to receive the call (if programmed) or press the TRANS button and dial the station number.
2. When the station user answers, announce the call.
3. Hang up to complete the transfer of the call.

### **Answer a Screened Transfer:**

- Answer the intercom to receive the transfer announcement.
- Press the outside line button or loop button flashing.

Note: If Direct Transfer is enabled the screened transfer goes directly to the handset after the announcement.

### **Unscreened Transfer**

While on an outside call:

- Press the station button to receive the call (if programmed) or press the TRANS button and dial the station number.
- Hang up to complete the transfer of the call.

## **Camp-On**

If a station you wish to reach (with a call or to transfer a call) is busy, you can alert them to your call using Camp On. To use, press the programmed CAMP ON button\*. The called station will hear one burst of ringing. Wait for their response and consult with them.



### **Answering a Camp-On**

If you are on a call and hear one burst of muted ringing and your Camp-on button is flashing a call is waiting for you. To answer, press the programmed CAMP ON button\*. This places your first call on hold. Converse with the person placing the call or press the flashing outside line button if a call is being transferred.

If you do not have a programmed CAMP ON button, either hang up the first call or place the call on hold. The new call will come through.

### **Conference Calls (when enabled)**

Conference calls with up to eight parties (with a maximum of five external parties) may be established. An add-on conference consists of up to five external and three internal parties. A multi-line conference involves one internal party and five external parties.

#### **To Set up a Conference Call:**

1. Lift the handset.
2. Select intercom station or dial desired outside party. When the called party answers, press the CONF button.
3. Add more parties by selecting another outside line or intercom station.
4. When the last party answers, press the CONF button twice to connect all parties.

#### **Exiting a Conference (by controller only):**

To monitor a conference, press the ON/OFF button to on, press the MUTE button and hang up.

#### **To exit a multi-line conference in progress:**

- Press the HOLD button to place outside parties on hold. If an internal party is on the call that party is dropped.
- Press the programmed CONF button\* and hang up or press the ON/OFF button to leave the remaining parties in conference. A timer starts and will drop the remaining parties following an warning tone.

#### **Re-Entering a Conference:**

- Lift the handset to re-enter a monitored conference.
- Repeat steps for establishing a conference to re-enter a conference placed on hold.

To re-enter an unsupervised conference, lift the handset and press the flashing CONF button\*.



**Terminating a Conference:**

To terminate a conference, the initiator must be actively in the conference. Replace the handset or press the ON/OFF button to OFF. If the conference involves another internal party, it may be necessary to press the flashing CONF button after going on-hook.

**Dial By Name:**

To dial a station user by name, dial "6\*" on the dial pad or press the programmed DIAL-BY-NAME button\*. Dial the desired name using the keys on the dial pad. Use "7" for "Q" and "9" for "Z".

**Program Your Name:**

Program your name to your station so other station users will see your name on their display when your stations are connected. To program:

1. Dial "690" on the dial pad.
2. Enter your name (up to 7 characters) using the pattern illustrated.
3. Press the SPEED button to complete the programming process.

A=21	O=63	2=2#	"=01
B=22	P=71	3=3#	,=02
C=23	Q=74	4=4#	?=03
D=31	R=72	5=5#	/=04
E=32	S=73	6=6#	!=*1
F=33	T=81	7=7#	\$=*2
G=41	U=82	8=8#	&=*4
H=42	V=83	9=9#	*=*#
I=43	W=91	0=0#	(=#1
J=51	X=92	Space=11	)=#2
K=52	Y=93	: =12	+=#3
L=53	Z=94	- =13	==#4
M=61	1=1#	'=14	#=# #
N=62			

**To erase your name:**

- Dial "690" on the dial pad.
- Press SPEED to complete. A confirmation tone sounds.

**Distinctive Ringing**

To select a distinctive ring tone for a station:

1. Dial the tone ring program coed "695" on the dial pad.



2. Enter the two-digit tone number (00-88). The speaker will sound a tone corresponding to the entry.
3. When the desired tone is selected, press SPEED to save. The two-digit number is displayed in the lower left corner of the LCD display.

### **Do Not Disturb (where available):**

- Press the pre-programmed DND button\* or dial "631" on the keyset. Confirmation tone sounds.
- The DND button can be pressed while the phone is ringing to stop the ringing.

### **To Cancel Do Not Disturb:**

Press the programmed DND button\* again or dial "631" on the keyset.

### **Headset Mode:**

To activate headset mode, dial "634" or press the programmed HEADSET MODE button\*. LED lights steadily.

To de-activate, dial "634" on the dial pad or programmed HEADSET MODE button\*. LED will extinguish.

### **Intercom Buttons**

To program a flexible button as an intercom button:

1. Press the SPEED button twice.
2. Press the button to be programmed.
3. Dial "645" on the dial pad. Confirmation tone will be heard.

### **Placing an Intercom Call**

1. Press the DSS button of the party to be called or dial the 3-digit number.
  - a. You will hear ringing if the called station's intercom signal switch is in the "TN" position or two bursts of tone if in the "HF" or "PV" position.
2. Lift handset or use speakerphone after the tone bursts stop.
3. Hang up to end.

### **Answering an Intercom Call**

With your intercom signal switch in the HF Mode (left position), you will hear two bursts of tone and an announcement. Reply handsfree or lift handset for privacy.

With your intercom signal switch in the PV Mode (center position), you will hear two bursts of tone and a one-way announcement. The calling party cannot hear conversations in progress.



With your intercom signal switch in the TN Mode (right position), you will hear repeated bursts of tone and the HOLD button will slowly flash. Lift handset or press ON/OFF to answer.

On the 8-button keyset, dial "667" to toggle between HF and TN modes.

## **Least Cost Routing**

To place an outside calling using LCR, dial "9" on the dial pad. Dial the desired phone number.

## **Mailbox Button**

To program a flexible button for a mailbox, press the flexible button and dial "644" on the dial pad followed by the 3-digit VM index number. To transfer a call in progress to voicemail, just press the programmed mailbox button.

## **Paging (where available)**

### **To page:**

1. Lift the handset or press ON/OFF
2. Dial the two or three-digit paging code or press the programmed PAGING button\*.
3. Speak in a normal tone of voice to deliver the message.
4. Replace the handset to finish.

### **Paging Zones:**

70 = Internal/External All Call  
71 = Internal Zone 1  
72 = Internal Zone 2  
73 = Internal Zone 3  
74 = Internal Zone 4  
75 = Internal All Call  
76[0] = External All Call  
76[P] = External Page Zones 1-7

## **Personalized Messages**

To select one of the ten available messages:

1. Dial the message access code "633" on the dial pad or the programmed MSG ACCESS button\*.
2. Dial the two-digit code for the message to appear. Confirmation tone will sound and the DND button LED will flash.
3. Replace the handset.

-00 Clear Messages

-01 ON VACATION



- 02 RETURN AM
- 03 RETURN PM
- 04 RETURN TOMORROW
- 05 RETURN NEXT WEEK
- 06 ON TRIP
- 07 IN MEETING
- 08 AT HOME
- 09 ON BREAK
- 10 AT LUNCH

### Custom Messages

The system administrator programs ten custom messages that can be used in the same manner as personalized messages.

#### To select a message:

1. Dial the message access code "633" on the dial pad or the programmed MSG ACCESS button\*.
2. Dial the two-digit code for the desired message to be displayed (21-30) on your phone when called. Confirmation will be heard and DND button LED will flash.
3. Replace the handset or press the ON/OFF button.

#### To cancel the message:

- Dial the message access code "63300" on the dial pad.
- Hang up or press ON/OFF.

#### Date and Time Entry Messages:

- 11 = VACATION UNTIL: MM/DD
- 12 = RETURN: HH:MM xm or MM/DD
- 13 = ON TRIP UNTIL: MM/DD
- 14 = MEETING UNTIL: HH:MM xm
- 15 = AT HOME UNTIL: HH:MM xm
- 16 = ON BREAK UNTIL: HH:MM xm
- 17 = AT LUNCH UNTIL: HH:MM xm

A=21	O=63	2=2#	"=01
B=22	P=71	3=3#	,=02
C=23	Q=74	4=4#	?=03
D=31	R=72	5=5#	/=04
E=32	S=73	6=6#	!=*1
F=33	T=81	7=7#	\$=*2
G=41	U=82	8=8#	&=*4
H=42	V=83	9=9#	*=*#
I=43	W=91	0=0#	(=#1

Courtesy of Main Resource, Inc. Visit us at [www.MainResource.com](http://www.MainResource.com) or call 800 362-6740 for all your telecom needs.



J=51	X=92	Space=11	)=#2
K=52	Y=93	: =12	+=#3
L=53	Z=94	--=13	==#4
M=61	1=1#	'=14	#=# #
N=62			

### Programming Personalized Message Code on a Flex Key

Program a flexible key to speed access to pre-selected messages.

1. Press SPEED twice.
2. Press the desired flex button. LED flashes.
3. Dial "633#". Confirmation tone sounds.
4. User can press the flex button and dial the two-digit personalized message number:

00-10 = Personalized Messages  
 21-30 = Custom message number  
 31-51 = Text messages

Confirmation tone is heard.

### Scroll Canned Messages

Dial "633#" on the dial pad or press the programmed MSG ACCESS button.

Press the "#" to scroll through the messages or press "\*" to scroll backward through the list.

When the desired message is shown on the LCD, press HOLD to activate the message on your station. Confirmation tone will sound and DND button LED will flash.

### Speed Dial

#### Storing Speed Dial Numbers

To store speed dial numbers at your station:

1. Press SPEED twice.
2. Dial the speed bin location 00-19.
3. Dial telephone number.
4. Press SPEED.
5. Replace the handset or press ON/OFF to end.

#### To clear an existing speed bin:

1. Press SPEED twice.
2. Dial the speed bin location.
3. Press SPEED again. Confirmation tone will tone.



## Dial a Speed Number

- Press SPEED
- Dial the speed bin location or press the speed bin button 00-19 for station speed numbers or 20-99 for system speed numbers.

## Last Number Redial

- Press SPEED.
- Press the "#" key.

## Text Messaging

Text messaging allows a station user to use text messages to respond to a caller that has either camped-on or has used the off-hook voice over feature to alert a busy station user of a waiting call or message. The camped on station may respond to the caller via messages transmitted to the caller's LCD.

While receiving a Camp-On call, the called party may press a flexible button programmed for message access "633#" then dial the desired two-digit message code. For example, "63347" transmits the message "PUT CALL THROUGH".

## User Programming

To program flexible buttons:

1. Press SPEED twice.
2. Press flexible button to be programmed.
3. Dial the desired code.

100-127	Station Intercom Numbers	643	Repeat Redial
100-155	Station Intercom Numbers	644	Mailbox Button
100-219**	Station Intercom Numbers	645	Intercom Button(s)
43C	Call Park Location 1-7	646+[XXX]	Call Coverage (Ringing)
438	Personal Park	647+[XXX]	Call Coverage (Non-ringing)
44[V]	Voice Mail Group Pilot Numbers 0-7	680	Dial Speed Directory
45[H]	Hunt Group Pilot Numbers 0-7	70	All Call Page
55[U]	ACD Group Pilot Numbers 0-9	71	Internal Page Zone1
55[U]	UCD Group Pilot Numbers 0-7	72	Internal Page Zone 2
56[U]	ACD Group Pilot Numbers 10-15	73	Internal Page Zone 3



566	ACD/UCD Available/Unavailable	74	Internal Page Zone 4
567	ACD/UCD Calls in Queue Display	75	Internal All Call Page
604	Night Service	76+[0]	External All Call Page
620	Camp-On	76+[P]	External Page 1-7
621	Line Queue	77	Meet-Me-Page Answer
622	Call Back	0	Attendant
623	Message Wait	#0	Group Call Pick Up
624	Conference	#5	Universal Day/Night Answer
625	Executive Override/Monitor Barge-In	[SPEED]+[YY]	Speed Dial Access
627	Account Code Enter	[SPEED]+[*]	Save Number Redial
628	OHVO Enable	[SPEED]+[#]	Last Number Redial
629	MUTE Button	631	Do Not Disturb
632	Background Music	633+##*	Scroll Canned Messages
633 ZZ	Personalized Messages	YY	Speed Dial Bin numbers
63300	Clear Personalized Messages	ZZ	Personalized Messages
634	Headset Mode	U	ACD (0-15) or UCD (0-7) Group Number
6380	Handset Receiver Gain w/display	C	Call Park Location 0-7
638*	Handset Receiver Gain Decrease	H	Hunt Group Number 0-7
638#	Handset Receiver Gain Increase	V	Voice Mail Group Number 0-7
640	All Call Forward	P	External Page Zone Number 1-7
FWD7	No Answer - Call Forward	** Based on the default configuration of 96 CO Lines and 120 Stations. Station numbers 220 through 315 are assigned by increasing the number of KT12 boards and reducing the number of CO12 boards.	
FWD8	Busy - Call Forward		
FWD9	Busy/No Answer - Call Forward		
FWD*	Off-Net Call Forward SLT only		
641	Release Key (Key and Attendant) DVX		



### **To Erase a Flexible Button:**

1. Press the SPEED Button twice.
2. Press the button to be erased.
3. Press the FLASH button. Confirmation tone sounds.
4. Replace handset or press ON/OFF.

### **Retrieving Voice Messages**

Dial the Voice Mail group number or press the programmed VM GROUP button\* or flashing Message Wait button.

### **Volume Controls**

There are two volume control slide switches on the front of the key telephone. Sliding the switch to the left will decrease the volume. The middle slide switch controls voice, background music and speakerphone. The right switch controls the tone ringing volume.

**# Instructions provided herein will not work on all configurations. Some features may require additional hardware or specific software versions. Call us at 800 362-6740 and speak with sales or contact your installer for more information.**