IWATSU

ICON™

series

Quick Reference Guide

▶▶ For Iwatsu ICON Series
IX-5810 Station Users

IWATSU™
VOICE NETWORKS

INTRODUCTION

Iwatsu ICON Series IX-5810 Digital Key Telephone

This guide describes basic and advanced features and operations for your Iwatsu ICON Series IX-5810 Digital Telephone.

For more information, refer to your Iwatsu Owner's Manual or contact your authorized Iwatsu distributor.

Only Iwatsu qualified personnel are authorized to install any component of an Iwatsu system. Should you require service, please contact your authorized Iwatsu distributor.

Self-Labeling Keys - The IX-5810 is equipped with self-labeling keys that support system features on two menu pages. Use the left and right Navigation keys to toggle between pages. Underlined keys have an associated sub-menu.

IX-5810 Self-Labeling Display Example:

Page 1

7 FRI 12:06 PM	
SCOTT P x2325	
Intercom	Voice Mail
Directory	Screen Call
Call Log	Park
Call FWD	Page All
Conference	Redial

Page 2

7 FRI 12:06 PM	
SCOTT P x2325	
Display Chg	Call Back
Repeat Dial	Save/Redial
Music	Memory Dial
TextMessage	External Q
Alarm Clock	DSS 1234

Multipurpose Keys - These keys can be programmed for specific functions, including outside line access, individual extension selection, and one-touch feature operation.

Key Lamps - These lamps light up or flash when someone is using the line or feature corresponding to that key. A green lamp indicates that you are using that line/feature. A red lamp indicates that someone else is using that line/feature.

SPEAKER

SPEAKER - This key allows you to dial and receive outside or internal calls and talk without lifting the receiver.

TRANSFER - This key allows you to transfer a call from your phone to another extension.

FEATURE - This key is used to access additional Iwatsu system features.

HOLD/DND (Hold/Do Not Disturb) - This key is used to put a call on Hold or to set the Do Not Disturb function and prevent any calls from ringing at your extension.

Note: *See Hold/Quick Forward on page 21.*

TRANSFER FEATURE HOLD/DND

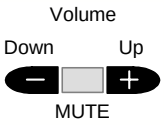
Volume Control:

The **-** and **+** volume control keys are used to adjust the Handset, Ringer, and Speaker volume levels based on the state of the telephone.

- **Receiver (Handset) Volume -** When using the Handset or Bluetooth headset, the volume control key allows you to adjust the handset volume to one of five levels.
- **Ringer Volume -** Pressing the ringer volume control key while the station is inactive allows you to adjust the ringer volume to one of four levels.
- **Speaker Volume -** When using the Speakerphone, the volume control keys allow you to adjust the speaker volume to one of eleven levels.

MUTE

MUTE - When talking using the handset, pressing the Mute key mutes the handset transmitter. If using the speakerphone, pressing the Mute key mutes the station microphone. When using the headset jack or Bluetooth, the Mute key mutes the transmitter on the headset.



Intercom - The intercom system is the internal network used to communicate between the telephone extensions in your Iwatsu system. Pressing the **Intercom** menu key connects you to an intercom line for conversation with other extensions.

Voice Mail - This key is used to access your voice mailbox.

Bluetooth Headset - A Bluetooth Headset is active when this icon appears on your display. Requires an IX-58BTINF Bluetooth Module.*****

BASIC FEATURES

911 Dialing

At default, your Iwatsu system is programmed to automatically contact your local Public Safety Answering Point (PSAP) when 911 is dialed. Enhanced 911 Service ensures that when 911 is dialed from a system extension, information that allows the PSAP to identify the caller's location in a building is sent to the PSAP along with the call. Check with your system installer or Authorized Iwatsu Distributor to make sure your system is programmed for Enhanced 911 Service.

Last Number Redial

To automatically redial the last outside (external) number you called:

- Press the **Redial** key.

Making an Intercom Call

- Press the **SPEAKER** key or lift the receiver and wait for dial tone.
- Dial an extension number.

or

If you have a **DSS** (Direct Station Selection) key assigned for the extension you are calling:

- Press the assigned extension key.

Making an Intercom Group Call

- Dial the Intercom Group access number when you hear the intercom dial tone.

Making an Outgoing Call

- Press the **SPEAKER** key or lift the receiver.
- Press an outside line key. You will hear a dial tone.
- Dial telephone number.

Make a dialing mistake?

Note: *If you are pre-dialing a number and make a mistake, you can use the FEATURE key to delete digits,*

or

- Press the **FLASH** or outside line key to get new dial tone.
- Dial again.

Picking Up a Call On Hold

- Press the key with either the green or the red flashing lamp to pick up the call being held on that line.

Note: *Requires an Intercom (ICM) key to retrieve an internal call on hold.*

Placing a Call On Hold

When speaking on an outside line:

- Press the **HOLD/DND** key.

The active outside line key lamp flashes green on your phone and red at other extensions.
If the call is not picked up, the call will ring again at your phone.

Receiving a Call From Another Extension

When you hear the intercom call signal - either the caller's voice or intercom ringing tone:

- Pick up the receiver and the call is connected.

or

- Speak into the microphone without lifting the receiver (Voice calls only).

Receiving an Incoming Call

When your phone rings and lamp flashes:

- Press the **SPEAKER** key or lift the receiver to connect the call.

If your phone does not connect you to the call automatically

When your phone rings and lamp flashes:

- Lift the receiver.
- Press the key with the flashing lamp to connect the call.

Save Dialed Number

While speaking on an outside line:

- Press the **FEATURE** key and dial **2**+**1**.

or

- Press the **SAVE DIAL** key (if assigned).

You will hear a confirmation tone that indicates the phone number you just dialed has been saved.

To dial the saved number

- Lift the receiver.
  - Press the **FEATURE** key and dial **2**+**1**.

  or
  - Press the **SAVE DIAL** key (if assigned).
- The saved number is automatically dialed.

Speaker Boost

To boost the speaker receive volume and toggle the speakerphone between full and half-duplex:

- Lift the receiver.
- Press **SPKR Boost**.

or

- Press **FEATURE** and dial **6**+**6** (full-duplex).
- Press **FEATURE** and dial **0**+**6**+**6** (half-duplex).

In the half-duplex mode the **SPKR Boost** key will flash red. No LED in full-duplex mode.

Transferring a Call to Another Extension

When speaking on an outside line:

- Press the **TRANSFER** key. When you hear dial tone.
  - Dial an extension number.

  or
  - Press an extension key.
- Announce the call when the extension answers and hang up or just hang up.

SELF-LABELING DISPLAY

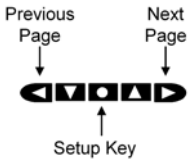
Self-Labeling Display

The Iwatsu ICON Series IX-5810 Digital Telephone is equipped with Self-Labeling keys that support system features. When a key is changed on the key pattern of your phone, the label will change. Underlined keys have an associated sub-menu.

IX-5810 Self-Labeling Display Navigation

To navigate the Self-Labeling display:

- Use the **Next** page and **Previous** page keys to access page 1 and page 2 on the display.
- The **Setup** Menu key is used to access Bluetooth setup, LCD Contrast, Iwatsu Ticker, and User Options.



Self-Labeling Name Change

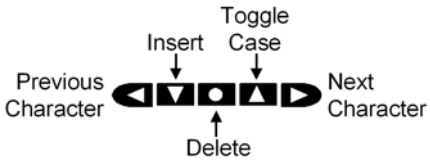
You can manually change the name of a key on the display. This does not change the function of the key, only how it appears on your display.

Note: *If you change the label on a key and that key assignment is changed, the label you assigned to that key will not change. You cannot change the name of a Press Page key.*

To change the name of a key on the display

- **Press** and **hold** (five seconds) the key that corresponds to the label you want to change.
- When the **Label Name Change** screen appears, use the dial pad and the navigation keys to enter the new name for the key.
- Press **Save** to save your changes or **Cancel** to exit the name change without saving.

1 **[space], @, 1**	2 ABC **a, b, c, 2**	3 DEF **d, e, f, 3**
4 GHI **g, h, i, 4**	5 JKL **j, k, l, 5**	6 MNO **m, n, o, 6**
7 PQRS **p, q, r, s, 7**	8 TUV **t, u, v, 8**	9 WXYZ **w, x, y, z, 9**
* **[,], _, !, ***	0 **-, ., &, /, 0**	# **(,), ?, , , #**

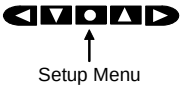


Return a key label to its default name
If you have changed the name of the key and wish to return the key name to its default setting:

- **Press** and **hold** (five seconds) the desired key that corresponds to the label you want to return to the default name.
- **Delete** the key name, press **Save** without entering a new name.
- The default key label is now displayed.

SETUP MENU

From the Setup Menu you can pair a **Bluetooth** headset, change the **LCD Contrast**, activate an **Iwatsu Ticker (TFD**), and perform station programming through the **User Options** selection. The Setup menu can only be accessed while the phone is in the idle mode.



Setup Menu

Bluetooth*

(Bluetooth QD ID: B012826)
From the Bluetooth menu, you can Discover (pair), Connect, and Disconnect a Bluetooth headset.

Refer to page 27 for additional Bluetooth information.

Note: *Follow the Bluetooth manufacturers instructions to prepare your Bluetooth device for pairing. Your Bluetooth device must be in the pairing mode before beginning this procedure.*

To Discover (Pair) a Bluetooth device

- Press the **Setup Menu** key.
- Press **Bluetooth**.
  - If Bluetooth does not appear on your LCD, you do not have an IX-58BTINF Bluetooth module installed in your telephone.
- Press **Discover**.
  - Searching will flash on your display.
- When the discovery process is complete, select the key that corresponds to the name of the Bluetooth device your are pairing.
  - If Unknown appears on your display, continue the pairing process. In most cases the device will pair successfully.
- Enter the Bluetooth device's **Password** and press **Enter**. (Example password: 0000)
- When pairing is complete, press **Exit**. You will see the Bluetooth ICON on your display.

To Disconnect or Connect your Paired Bluetooth device

- Press the **Setup Menu** key.
- Press **Bluetooth**.
- Select **Disconnect** or **Connect**.
- Press **Exit**.

LCD Contrast

Change the LCD contrast

- Press the **Setup Menu** key.
- Press **LCD Contrast**.
- Use the **Left** and **Right** arrow keys to decrease or increase the display contrast.

Iwatsu Ticker (TFD)

A ticker URL must be programmed in the system database to activate this feature.

To Activate the Ticker

- Press the **Setup Menu** key.
- Press **Iwatsu Ticker** (**TFD**).
- Select a ticker (**TFD**). Up to five data sources can be programmed in the system database.
- Select the ticker scroll **Speed**:
  - Slow
  - Medium
  - Fast
- Select the **Line** where the ticker will appear:
  - **First** or **Second** line of the display.
- The ticker that you selected will display **Activated**.
- Press **Exit** to return to the main screen.

To Deactivate the Ticker

- Press the **Setup Menu** key.
- Press **Iwatsu Ticker** (**TFD**).
- Select the ticker that is Active (TFD 1-5). When the Activated TFD is selected, the LCD will display **Canceled**.
- Press **Exit** to return to the main screen.

User Options (Station Programming)

Note: *If your station does not have an assigned Station Password, you will not have access to this feature.*

From the **User Options** menu, you can access and change your Station User ID, Station Password, Dial Confirmation Tone, Handset Volume Control, Hold Recall Timer, Camp-On Recall Timer, Station Ring Tone, Key Assignments, and LCD Backlight Duration.

Note: *If Key Assignments does not appear on your display, you do not have access to this programming item. Stations that share a common key pattern cannot change Key Assignments and you cannot change a key while the LED for that key is lit (red or green/solid or flashing).*

Change Your Station User ID

- Press the **Setup Menu** key.
- Press **User Options**.
- Enter your **Station Password** and press **Enter**.
- Select **Station User ID**.
- Use the dial pad and navigation keys to enter a new Station ID. (Refer to page 5 for data entry)
- Press **Save** and **Exit** to save your data and return to the main screen.

Change Your Station Password
Note: *If your station does not have an assigned Station Password, you will not have access to the User Options menu.*

- Press the **Setup Menu** key.
- Press **User Options**.
- Enter your current **Station Password** and press **Enter**.
- Select **Station Password**.
- Use the dial pad to enter a new four-digit numeric Station Password.
- Press **Save** and **Exit** to save your data and return to the main screen.

Change Your Dial Confirmation Tone
- Press the **Setup Menu** key.
- Press **User Options**.
- Enter your **Station Password** and press **Enter**.
- Select **Dial Confirmation Tone**.
- Use the left or right navigation keys to toggle the Dial Confirmation Tone **ON** or **OFF**.
- Press **Save** and **Exit** to save your change and return to the main screen.

Change Your Default Handset Volume
If a change is made to the volume while off-hook, the volume is reset to the value programmed here after going on-hook.
- Press the **Setup Menu** key.
- Press **User Options**.
- Enter your **Station Password** and press **Enter**.
- Select **Handset Volume Control**.
- Use the left or right navigation keys to scroll to set your Handset Volume to one of four options:
  - **Minimum** Volume Level
  - **Medium** Volume Level
  - **Maximum** Volume Level
  - **Use Last** Volume Level (Retain last setting)
- Press **Save** and **Exit** to save your change and return to the main screen.

Change Your Hold Recall Timer
- Press the **Setup Menu** key.
- Press **User Options**.
- Enter your **Station Password** and press **Enter**.
- Press the right navigation key to move to the next menu page.
- Select **Hold Recall Timer**.
- Use the dial pad to enter a new Hold Recall Time.
  - Range = 0-255 seconds
  - Default = 0 (When set to 0, the system default Hold Recall Time is used)
- Press **Save** and **Exit** to save your change and return to the main screen.

Change Your Camp-On Recall Timer

- Press the **Setup Menu** key.
- Press **User Options**.
- Enter your **Station Password** and press **Enter**.
- Press the right navigation key to move to the next menu page.
- Select **Camp-On Recall Timer**.
- Use the dial pad to enter a new Camp-On Recall Time.
  - Range = 0-255 seconds.
  - Default = 0 (When set to 0, the system default Camp-On Recall Time is used).
- Press **Save** and **Exit** to save your change and return to the main screen.

Change Your Station Ring Tone

You may choose one of eight different ring tones to distinguish your station from others.

- Press the **Setup Menu** key.
- Press **User Options**.
- Enter your **Station Password** and press **Enter**.
- Press the right navigation key to scroll to the next menu page.
- Select **Station Ring Tone**.
- Use the left or right navigation keys to scroll through and select one of nine ring tones:
  - **System Tone**.
  - **Station Ring Tones 1-8**.
- Press **Save** and **Exit** to save your change and return to the main screen.

Change a Key Assignment on Your Station

Note: *If Key Assignment does not appear on your display, you do not have access to this programming item. Stations that share a common key pattern cannot change Key Assignments and you cannot change a key while the LED for that key is lit (red or green/solid or flashing).*

- Press the **Setup Menu** key.
- Press **User Options**.
- Enter your **Station Password** and press **Enter**.
- Press the right navigation key to move to the next menu page.
- Select **Key Assignment**.
- Use the left or right navigation keys to scroll through and select one of the **Key Assignment Categories**.
- Select the **Key Type** you want to add to your key pattern.
- Select the key you wish to change on your station. The new Key Type that you selected will display in the key location you have selected.
- Select **Exit** to return to the main screen.

Change the LCD Backlight Duration - The LCD backlight timer can be adjusted for each IX-5810.

- Press the **Setup Menu** key.
- Press **User Options**.
- Enter your **Station Password** and press **Enter**.
- Press the right navigation key to scroll to the LCD Backlight Duration menu page.
- Select **LCD Backlight Duration**.
- Use the left or right navigation keys to scroll through and select a backlight time of 30 seconds (default), 1, 3, 5, 10, 20, 30, 60, 90, or 120 minutes.
- Press **Save** and **Exit** to save your change and return to the main screen.

Caller ID On Hold - Enable / Disable Caller ID On Hold.

- Press the **Setup Menu** key.
- Press **User Options**.
- Enter your **Station Password** and press **Enter**.
- Press the right navigation key to scroll to the Caller ID On Hold menu page.
- Select **Enabled** (default) or **Disabled**.
- Press **Exit** to return to the main screen.

DISPLAY MENU FEATURE OPERATION

Call Log

Your IX-5810 is programmed to capture, store, and display telephone numbers and Caller ID information for the last 10 Incoming and 10 Outgoing calls with Caller ID, ANI, or DNIS information and time and date stamp.

Note: *ACD and ICM Voice Announce calls are not stored in the Call Log.*

View the Call Log

- Press the **Call Log** key to display the menu.
- Select an entry from the Call Log to view the number, trunk, and date and time stamp.

Make a Call from the Call Log

- Press the **Call Log** key.
- Select an entry from the Call Log to view the number, trunk, and date and time stamp.
- Press **Dial** to call the entry that you selected.

You can also delete the Call Log record by selecting **Delete**.

Store a Call Log Entry to Personal Speed Dial

This feature is used to store a Call Log entry to a Personal Speed Dial Bin.

- Press the **Call Log** key.
- Select the entry from the Call Log.
- Press **Save**.
- Select a location to store the number. This can be an unused <EMPTY> entry or you can select an existing entry to overwrite.
- Select **Exit** to return to the main menu.

Note: *If the Call Log entry you just saved does not have a name associated with the telephone number, refer to the Directory section of this guide to Add a Name to a Personal Directory entry.*

Add Digits to a Call Log Entry

This feature is used to add digit(s) to a Call Log entry before making a call.

- Press the **Call Log** key.
- Select the entry from the Call Log.
- Enter the digit(s) to be added to the entry (for example you may need to add a **1** to dial a long-distance number).
- Press **Dial** to call the entry that you selected.

Note: *Making a call from the Call Log requires a Float or CO line key in the key pattern.*

Call Forward

You can set your phone to forward calls to another extension, to an external telephone number, or a number stored in your Personal Speed Dial Bin.

You can also separate Call Forward destinations for ICM calls and CO incoming calls. For example, you could forward all ICM calls to external number or a number programmed in you Personal Speed Dial Bin and all CO calls to another extension.

Program a Forward Destination

- Press the **Call FWD** key.
- Press **Program**.
- Select an item to program. You can select an <EMPTY> entry or overwrite/edit an existing entry.
- From the **Mode Selection** screen, select **Set/ Select Mode**.
  - You can also choose to delete CO or ICM data or clear a profile from this screen.
- Enter the **Call Type** you wish to forward.
  - CO & ICM (Outside/Intercom).
  - CO Only (Outside).
  - ICM Only (Intercom).
- Enter the **Forward Mode.**
  - Immediate.
  - Busy/No Answer.
  - No Answer.
  - External/PSD (Personal Speed Dial).
- Press **Enter**.

For Immediate, Busy/No Answer, No Answer

- Enter the **Extension** number where you want your calls forwarded and press **Enter**.
- Using the dial pad and navigation keys, enter the **Label** (name) you want to associate with this entry and press **Enter** to continue. (Refer to page 5 for data entry).

For External/PSD

Select the External Destination Type - External Number or Personal Speed Dial Bin:

- **External Number** - Enter an external number where you want your calls forwarded and press **Enter**.
  Note: *The external number is stored in Personal Speed Dial Bin 99.*
- **Personal Speed Dial Bin** - If you have personal speed dial numbers programmed, you can select one of those entries.
- Using the dial pad and navigation keys, enter a **Label** (name) for the number or entry you just entered and press **Enter** to continue. (Refer to page 5 for data entry).

Note: *After programming Call Forwarding, you must activate a forward destination.*

Activate a Forward Destination

- Press the **Call FWD** key.
- Select the key that corresponds to a pre-programmed forwarding destination.
- The selected forward destination will flash when activated.
- Press **Exit** to return to the main menu. The red LED will light on the Call FWD key when forwarding is active.

Forward Status / Forward Cancel

To check the Forward status of your phone or to cancel station forwarding:

- Press the **Call FWD** key. The active selection will be flashing and your status will appear on the top two lines of the display.
- Press the corresponding key to **Cancel** call forwarding.
- Press **Exit** to end the operation and return to the main screen.

Call Forward—Follow-Me

Set Follow Me (From the destination extension)

- Press the **Call FWD** key.
- Select the **Follow-Me** key.
- Enter the number for the extension you are forwarding from.
- Press **Enter**.
- Press **Exit** to end the operation.

Cancel Follow-Me (From the forwarded station)

- Press **Call FWD**.
- Select the flashing (active) entry.
- Press **Exit** to end the operation.

Conference Call

The Iwatsu Enterprise-CS allows you to make conference calls with any combination of up to four extensions and outside lines on the same call.

To Make a Conference Call:

While speaking on an outside or internal call:

- Press the **Conference** key (Conference will flash).
- Make your next call (internal or outside call).
  - When the party you are calling answers, press the **Conference** key again.

or

- Press **Park** to park the call.
- Make your next call.
- Press **Conference** and then **Park** to complete the conference.
- After you hear a tone burst, all parties are connected.

To add another extension or outside line, repeat the same procedure.

Directory

Your IX-5810 is equipped with a Directory for access to the Internal Directory, System Speed Dial, Personal Speed Dial, and Direct Bin Access.

Internal (Internal Station Directory)

- Press the **Directory** key.
- Press **Internal**.
- Select an entry:
  - Select an entry on the screen

  or
  - Select **Search** and use the dial pad to enter a search string

  or
  - Select **Navigate** and use the **left** and **right arrows** to page through the Internal Directory or use the **up** and **down** arrows to scroll one entry at a time.
- To make a call, select the key that corresponds to the entry you want to call.

LED Status: *Solid = Busy, flashing = DND, and no LED = available.*

External (System Speed Dial Directory)

- Press the **Directory** key.
- Press **External**.
- Select an entry:
  - Select an entry on the screen

  or
  - Select **Search** and use the dial pad to enter a search string.

  or
  - Select **Navigate** and use the **left** and **right arrows** to page through the Internal Directory or use the up and down arrows to scroll line by line.
- To make a call, select the key that corresponds to the entry you have selected.

Personal (Personal Speed Dial Directory)

- Press the **Directory** key.
- Press **Personal**.
- Select a programmed entry on the screen and the number is dialed.

or

- Select **Program** to program a new entry.
  - Select an **<Empty>** entry or select an entry to overwrite.
  - Using the dial pad, enter a **Name** for the new entry. Press **Save**.
  - Using the dial pad, enter a **Number** for the new entry. Press **Save**.
  - Enter the **Trunk Group** number (Range = 000-250). **0 = Optimized**. Press **Save**.
- You are returned to the main menu.

Note: *You can press **Exit** to cancel the operation at any time.*

Direct Bin Access (Personal Speed Dial Bin)

- Press the **Directory** key.
- Press **Direct Bin Access**.
- Enter the **Personal Speed Dial** Bin Number 90-98 or **System Speed Dial** Bin Number 000-899.

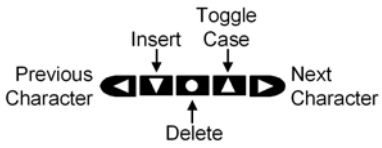
Note: *Personal Speed Dial Bin 99 is used to store the External Call Forward Destination.*
Note: *Personal Speed Dial Bin number is displayed when you make a call using Personal Speed Dial.*

Add a Name to a Personal Directory Entry

This feature is used to add a name to a stored Personal Speed Dial Directory entry.

- Select **Directory**.
- Select **Personal**.
- Select **Program** and then select the key associated with the Personal Speed Directory entry you need to edit.
- From the **Enter a Name** menu:
- Use the **Delete** key to clear Name field (the caller ID number will display in this field when there is no name associated with the entry).
- Use the dial pad to enter a **new Name** for your entry.
- Select **Save** to save the change to the entries profile name. You will also need to select **Save** for the entry's Phone Number and Trunk Group Number. If needed, you can make changes to each of those fields during this process.

1 **[space], @, 1**	2 ABC **a, b, c, 2**	3 DEF **d, e, f, 3**
4 GHI **g, h, i, 4**	5 JKL **j, k, l, 5**	6 MNO **m, n, o, 6**
7 PQRS **p, q, r, s, 7**	8 TUV **t, u, v, 8**	9 WXYZ **w, x, y, z, 9**
* **[,], _, !, ***	0 **-, ., &, /, 0**	# **(,), ?, , , #**



Park

Park a call so that it can be answered from another extension.

Placing a Call in Call Park

When speaking on an outside line:

- Select the **Park** key.
- You will hear dial tone and Park menu text will flash with the caller ID information (if the key is programmed on the display).
- Hang up the phone.

If the call is not picked up, the call will return to your phone.

Picking up a Call that is Parked

From the extension that parked the call:

- Lift receiver or press the **SPEAKER** key.
- Press the **Park** key.

From another extension:

- Lift receiver or press the **SPEAKER** key.
- Press the **Park** key.
- Dial the extension number where the call is parked to pick-up the call.

Transfer to Park

You can park a call at another user's extension using the Transfer to Park feature.

Transferring a call to another user's individual park

When speaking on an outside line:

- Press **TRANSFER** + the **Park** key.
- Dial the number of the extension where the call is to be parked, or press the extension key (if assigned).
- When you hear confirmation tone, hang up.
- If desired, use the paging system to inform the user of the call parked on their telephone.

Picking up a call parked on your individual park from your telephone

- Lift the receiver or press the **SPEAKER** key.
- Press the **Park** key.

Picking up a call parked at another telephone

- Lift the receiver or press the **SPEAKER** key.
- Press the **Park** key.
- Dial the number of the extension where the call is parked, or press the extension key (if assigned).

Redial

To automatically redial the last (CO call) outside number you called:

- Press the **Redial** key.

Voice Mail

Your Voice Mail Box is accessed through the display menu.

To Access Voice Mail

- Select the **Voice Mail** menu key.
  - If this is the first time that you have connected to your voice mail box, follow the directions for setting up your voice mail.
- When prompted, enter your **password** and follow the voice directions.

Omega-Voice VMI Voice Mail Card (IX-4EVMC)

If you have a VMI voice mail card installed in your system:

- Your telephone may display voice mail menu guidance to help you navigate the voice mail menu options.
- Your Voice Mail display menu may appear with a message count (i.e., 2 Messages).
  - If you have changed the label for this key, the message count will not display.
- Toggle the voice mail menu guidance On and Off by selecting the Setup Menu key.

Setup Menu

ADVANCED FEATURES

Making an E-Response Help Call

If programmed, your Iwatsu Enterprise-CS System provides emergency notification to a group of telephones or paging system.

Note: *This feature is in addition to 911 Support.*

- Go off hook and do not dial for more than 10 seconds.

or

- Go off hook and begin dialing a system extension. Between digits pause for more than 10 seconds.

or

- At intercom (ICM) dial tone dial the E-Response Group access number.

The system will initiate an E-Response Help Call to the stations in your E-Response Group and/or a paging system.

Answering Machine Emulation (Voice Mail Monitor)

Station users may monitor voice mail messages as they are recorded. While monitoring the recording, the station user may elect to initiate conversation with the caller. You may activate or deactivate this feature from your extension.

To begin Voice Mail Monitor

When a call is answered by voice mail at an idle station, you will hear a monitor tone.

- The **Voice Mail Monitor** key red LED will begin to flash.
- Press the **Voice Mail Monitor** key.
- When the **Voice Mail Monitor** key green LED lights, you will hear the caller's message as it is recorded.
- Press the **Voice Mail Monitor** key a second time to begin talking to the caller.

or

- Press **SPEAKER** or hang up to end voice mail monitoring. The caller's message will be saved to your voice mailbox.

To activate / deactivate or change the Voice Mail Monitor mode:

- While your station is idle, press **SPEAKER**.
- Press **FEATURE**.
- Press the **Voice Mail Monitor** key.
- Press **1** to deactivate Voice Mail Monitoring.
- Press **2** to activate manual Voice Mail Monitoring.
- Press **3** to activate auto Voice Mail Monitoring.

Busy ICM Callback

When you call another extension and get a busy signal, do not hang up.

- Press the **FEATURE** key and dial **4**+**3**.

or

- Press the **ICM CALLBACK** key (if assigned).
- Hang up after you hear a confirmation tone.

When the busy extension becomes available, the system will call you back.

- Lift the receiver and you are automatically connected to the extension.

Busy Number Callback

When an outside number you have called is busy, you may tell the system to remind you to try again.

- Do not hang up.
- Press the **FEATURE** key and dial **2**+**4**.

or

- Press the **TRUNK CALLBACK** key (if assigned).
- Dial the desired time you want to be called back.
- Hang up after you hear a confirmation tone.

After the set time, the system will call you back to try again.

- Lift receiver to automatically dial the number.

To cancel busy number callback

- Lift the receiver.
- Press the **FEATURE** key and dial **0**+**2**+**4**.

or

- Press the **TRUNK CALLBACK** key and *****.
- Hang up after you hear a confirmation tone.

Call Coverage

Self-Labeling and Multipurpose keys can be assigned as Call Coverage keys to indicate calls ringing at another extension. If you have a Call Coverage key for another extension on your telephone, you can answer calls ringing at that extension by pressing the Call Coverage key.

To answer a call at another extension

When you hear the Call Coverage tone or see the green Call Coverage lamp indication on your phone.

- Lift the receiver.
- Press the **CALL COVERAGE** key.
- You will be connected to the call.

To change the type of indication at your phone:

- Do not lift the receiver.
- Press the **FEATURE** key.
- Press the desired **CALL COVERAGE** key.

The present indication mode will be displayed.

- Dial the number for the desired mode.
- Dial **1** for immediate display and ringing.

or

- Dial **2** for delayed indication (display and ringing starts if call is not answered within a preprogrammed time).

or

- Dial **3** for no ringing (lamp indication only).

Call Divert

When a call is ringing at your station and your station is idle, off hook, or on a call, you can send that call immediately to your **Call Forward No Answer** Destination. This is typically your voice mailbox.

- Press your **Voice Mail** key.

Note: *Call Divert does not apply to ACD Calls.*

Call Pick-Up

Internal Group

You may answer calls to any extension in your pick-up group without dialing the extension number.
When you hear a call ringing at another extension:

- Lift receiver.
- Press **FEATURE** and dial **3**+**1**.

or

- Press the **GROUP CALL PICK-UP** key (if assigned).

The incoming call is connected to your extension.

Direct Extension

You may also answer an incoming call at another extension.

- Lift the receiver.
- Press the **FEATURE** key and dial **3**+**3**.

or

- Press the **DIRECT CALL PICK-UP** key.
- Dial the number of the extension where the call is ringing.

The incoming call is connected to your extension.

Call Recording

You can record a call to voice mail by following the procedures listed below:

Important: *Use of this feature may be prohibited by state law.*

To start recording a call to voice mail

While on an ICM, outside line or conference call:

- Press the **RECORD** key.
- Your call will begin recording to voice mail.

Note: *A four-party conference call cannot be recorded.*

To stop recording a call to voice mail

While recording a call with the **RECORD** key lit:

- Press the **RECORD** key or hang up.

To play a recorded call

- Follow the same procedure for playing a voice mail message.

Do Not Disturb

If you do not wish to be disturbed, you can set your extension to prevent any calls from ringing to or getting through to your extension.

- Do not lift receiver.
- Press the **HOLD/DND** key.

The lamp on the **HOLD/DND** key will stay lit.

To cancel Do Not Disturb:

- Do not lift receiver.
- Press the **HOLD/DND** key.

The lamp on the **HOLD/DND** key will go out.

Exclusive Hold On Outside Line

A call on "exclusive" hold may only be picked up from your extension.

While speaking on an outside call

- Press the key for the outside line you are already using. The green lamp on that outside line key will flash slowly on your phone. The red lamp will stay lit at other extensions.

To retrieve a call on Exclusive Hold

- Press the same outside line key on your phone again to be connected to the call.

Flash

Flash allows you to receive a dial tone on the same outside line that you are using without having to hang up. Flash may also be used to receive an intercom dial tone to place another intercom call.

After you complete a call or if you make a dialing mistake

- Press **FLASH**.
- Dial the new number.

To Use Centrex or PBX features

- Press **S FLASH**:
- Dial the new number or feature code.

If your phone does not have FLASH or S FLASH keys

- Press **FEATURE** then dial **1**+**1** for Flash.
- Press **FEATURE** then dial **1**+**2** for Short Flash.

Hold/Quick Forward Operation

- If programmed for Quick Forward operation, pressing **HOLD/DND** will automatically forward all incoming calls to your active forward destination or fixed call forward destination.

Note: *Hold/Quick Forward is the default setting for the HOLD/DND key in the IX-5810.*

Master Hunt Groups

The Iwatsu Enterprise-CS allows extensions to be programmed into Hunt Groups. Each Hunt Group is assigned code and when dialed the system searches for the first idle extension.

To Call a Hunt Group

- Lift the receiver.
- Wait for the dial tone.
- Dial Hunt Group access code.

or

- Press **HUNT** if assigned as a Multipurpose key.

Message Waiting

Note: *This feature is not available if the MBOX key is used for voicemail access.*

To Leave a Message

When the extension you are calling is busy or does not answer:

- Do not hang up.
- Press the **MESSAGE** key and #.
- After you hear the confirmation tone, hang up.

The **MESSAGE** key lamp will stay lit at the called extension.

To Cancel Message Waiting

If you want to cancel a message you left at an extension:

- Lift the receiver.
- Press the **MESSAGE** key and *****, then dial the extension number.
- After you hear a confirmation tone, hang up.

The **MESSAGE** key lamp will go out at the extension.

To Answer Messages

When the **MESSAGE** key lamp is lit at your extension:

- Lift the receiver.
- Press the **MESSAGE** key until the desired extension number is displayed.
- Press #.

The system will automatically call back the extension that left the message.

Paging

- Lift the receiver or press the **SPEAKER** key.
- Press the **PAGE** key or dial the page access code.
- When you hear the confirmation tone, make your announcement by speaking into the receiver.
- Hang up or press the **SPEAKER** key to end the page.

Speech Dialing

The Speech Dialing feature enables the user to voice dial from their personal or company contacts by accessing the Iwatsu Enterprise TOL Automatic Speech Recognition (ASR) software. To voice dial using the Speech Dialing feature simply press the Speech key and say the name of the party that is stored in your contact list. This feature can also be enabled for prime line access when used with an ICON Series IX-5930/5910/5810 telephone enabled with a Bluetooth headset.

Note: *If you are not prompted to say a name when you press the Speech key, your system is not configured for this feature. Consult your system administrator before programming this key.*

Make a Speech Call

- Press the **Speech** key.
- After the prompt, say the name of a contact that is stored in the Iwatsu Enterprise TOL mailbox directory.
- When prompted, confirm the contact name and the contact is called.

Make a Speech Call Using a Bluetooth Headset

- Press the **Bluetooth** Headset **Off-hook** button.
- After the prompt, say the name of a contact that is stored in the Iwatsu Enterprise TOL mailbox directory.
- When prompted, confirm the contact name and the contact is called.

Transfer a Call Using the Speech Key

- While on a call, press the **Conference** key and then press the **Speech** key.
- Say the name of the party where you want to transfer the call.
- When prompted, confirm the contact name and the contact is called.
- When the party answers, announce the call and press the **Conference** key again.
- Disconnect.

Text Messaging

You may send a manual signaling or busy bypass text message to the display of another system extension. You may also send a stored text message that lights the Text Message key **TEXT MSG** at another system extension.

Busy Bypass/Manual Signaling Text Messages

To select and send a manual signaling text message

- Lift the receiver and press **TEXT MSG** + *text message number (00-99)*, or **TEXT MSGn**.
- Dial an extension number or press **DSS** or **CCV**.

To select and send a busy bypass text message

While calling a busy or idle extension:

- Press **TEXT MSG** + *text message number (00-99)*, or **TEXT MSGn**.

To respond to a busy bypass text message while on a call

While on a call with a busy bypass text message on your display:

- Press **TEXT MSG** + ***** + *text message number (00-99)* + **TEXT MSG**.

To delete a busy bypass text message from your display

While a text message is on your display:

- Press **TEXT MSG** + # + *****.

Stored Text Messages

To select and send a stored text message to another system extension

While calling a busy or idle extension:

- Press **TEXT MSG** + *text message number (00-99)*, or **TEXT MSGn**.
- Press #.

To display a stored text message

- Press **TEXT MSG** + # to display a stored text message.

To respond to a stored text message by calling the originating extension

- Press **TEXT MSG** + # to display the stored text message.
- Press # a second time to call the station that sent the text message.

To delete a stored text message

While your text message key is lit:

- Press **TEXT MSG** + # + *****.

Scrolling and Selecting Text Messages

To Scroll through the available system text messages

- Go off hook and press **TEXT MSG** + ***** + *text message number (00-89).*
- With a message displayed press # to scroll forward and ***** to scroll backward.

To scroll through the available personal text messages

- Go off hook and press **TEXT MSG** + ***** + *text message number (90-99).*
- With a message displayed press # to scroll forward and ***** to scroll backward.

Registering Personal Text Messages

To enter a personal text message

- Press **FEATURE** + **TEXT MSG** + *text message number (90-99)*.
- Press the following keys for text message data entry:

1 -,.,[space],1	2 A,B,C,2	3 D,E,F,3
4 G,H,I,4	5 J,K,L,5	6 M,N,O,6
7 P,Q,R,S,7	8 T,U,V,8	9 W,X,Y,Z,9
* Alphanumeric	0 &,0	# Upper/lower case
FEATURE All delete	**HOLD/DND** Enter/1 character delete	

- Press **FEATURE** to end the operation.

Universal Night Answer

If you need to pick up an incoming call when the system is in the night mode:

- Lift receiver.
- Press **FEATURE** key and dial **3**+**6**.

or

- Press the **UNIVERSAL NIGHT ANSWER** key (if assigned).

You are connected with the incoming call.

Whisper Page

You may communicate with a busy station without interrupting their call using the Whisper Page feature.

To communicate with a busy extension

- After calling a busy station, press the ***** key.
- You may now speak to that extension.

To Respond to Whisper Page

After receiving a whisper page while on a call:

- Press the ***** key to speak with the extension that called using the whisper page feature.
- Press the ***** key a second time to resume speaking with the original calling party.

Note: *The original calling party cannot hear the whisper page or your response to a whisper page.*

To Respond to Whisper Page with a Text Message

After receiving a whisper page, while on call, follow the procedures for *Text Messaging*.

DIRECT INWARD SYSTEM ACCESS

Direct Inward System Access (DISA) allows an external caller to access Iwatsu system features from outside the office. Feature operation for DISA calls is the same as those for the Single Line Telephone. Certain DISA features, including making an outside call and system paging access require a security password.

Note: *DISA must be enabled in the system. Check with your system administrator.*

Operation

- When the phone system answers, the caller will hear either a message or a special DISA dial tone.

To Interrupt the Message

- Press #+#. You will hear DISA dial tone.

To make an intercom or hunt group call

- Dial the desired extension number or hunt group access code.

To access all DISA features

- Dial #+#.
- Dial *****.
- Dial the assigned password. You will have the calling capabilities assigned to the DISA line.

or

- Dial an extension number followed by that extension's Station Restriction Password. You will have the same calling capabilities as that extension.
- Wait for the intercom dial tone.
- Dial the desired extension number, hunt group access code, paging access code or outside line access code and phone number.

To register a flash to make another call

- Dial #+#.
- Once an outside call has been made, another call may not be placed.

BLUETOOTH CONDITIONS

Refer to the Setup Menu section on page 6 for Bluetooth Discover (Pairing), Connect, and Disconnect procedures.

Disclaimer: *The compatibility and performance of any Bluetooth headset not manufactured by Iwatsu is "As is" and is not supported, warranted, or guaranteed by Iwatsu in any manner, and Iwatsu hereby disclaims any and all implied warranties of merchantability and fitness for a particular purpose.*

Bluetooth Operating Conditions

- If **Bluetooth** does not appear on your LCD when you press the **Setup** key, your telephone is not equipped with a Bluetooth module.
- Only one Bluetooth headset can be paired to a telephone at a time. A second device will overwrite any previously paired Bluetooth headset.
- For convenience and visibility, Iwatsu recommends adding a **Headset Control Key** to your key pattern.
- If **Unknown** appears on the display during the Bluetooth Discovery process, it is possible that the Bluetooth Name Check Response Timer has timed out before the headset name was received. In most cases, the Bluetooth device will pair successfully. You can choose to re-discover the Bluetooth device if the name does not appear on your display.

Bluetooth Environmental Conditions

The following environmental conditions will have an effect on the operation of Bluetooth headsets and must be taken into consideration:

- Number of Bluetooth devices within a 10 meter radius of the Bluetooth enabled Iwatsu ICON Series telephone.
- Number of WiFi devices within a 10 meter radius of the Bluetooth enabled Iwatsu ICON Series telephone.
- Distance of the Bluetooth headset from the Bluetooth enabled Iwatsu ICON Series telephone.

Note: *When the Motorola H550 headset is taken out of range and then returned within range of the paired key telephone, the H550 headset LED will flash red and you will hear a beep approximately every 30 seconds. To clear this state, power the headset off and then on and wait for the headset to reconnect .*

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FEATURE OPERATION CODES

All features listed except those marked with a † require the user to lift the receiver before operating the feature. Press **FEATURE**+[#]+[**9**]+{key} to determine the function of a key.

Absence Message
- Return Time ..... [**Absence Message**]+1+HH:MM
- Return Date ..... [**Absence Message**]+2+DD
- Meeting Time ..... [**Absence Message**]+3+HH:MM
- Telephone No. ..... [**Absence Message**]+4+(Phone No.)+#
- Cancel ..... [**Absence Message**]+*

Account Code ..... [**Account Code**]+(Code)+*

Auto Repeat Dial ..... [**Auto Repeat Dial**]
- Cancel ..... [**Auto Repeat Dial**]+*

BGM-On / Off† ..... [**BGM**] (Not supported on IP telephones)

Busy ICM Callback ..... [**ICM Call Back**]
- Cancel ..... [**ICM Call Back**]+*

Busy Number Callback ..... [**Timed Trunk Queue**]
- Cancel ..... [**Timed Trunk Queue**]+*

Busy Trunk Queue ..... [**Trunk Queuing**]
- Cancel ..... [**Trunk Queuing**]+*

Call Coverage [CCV] ..... [Delayed n], [Immed. n], [No ring n]
- Immediate ..... [**CCV**]+1
- Delay Indication ..... [**CCV**]+2
- No Ring ..... [**CCV**]+3

Call Mode Change ..... Tone to Voice: ICM extension +#

Call Mode Change† ..... Voice to Tone: [**Calling Mode CHG**]

Call Park Pick Up ..... [**Call Park Pickup**]+Ext.No.

Call Pick Up
- Internal Group ..... [**Call Pickup In**]
- External Group ..... [**Call Pickup Out**]+Group No.
- Direct Extension ..... [**Spec. Call Pickup**]+Ext.No.

Conference ..... While on a call+**Conference**[ADD]+Make your next call+**Conference**[ADD]

Extension Lock ..... [**Station Lockout**]+(Password)
- Release ..... [**Station Lockout**]+(Password)

Flexible Call Forwarding
- All ..... [**FORWARD**]+Call Type (1-3)+1+(Destination)
- Busy/No Answer ..... [**FORWARD**]+Call Type (1-3)+2+(Destination)
- No Answer ..... [**FORWARD**]+Call Type (1-3)+3+(Destination)
- All External ..... [**FORWARD**]+Call Type (1-3)+4+(Destination(90-99))
- Cancel ..... [**FORWARD**]+*+Call Type (1-4)
- Follow Me ..... [**FORWARD**]+[**FORWARD**]+Call Type+(Ext. No.)

Flash-Short ..... [**Short Flash**]

Last No. Redial ..... [**SPEED**]+#

Meet-Me Page Answer ..... [**Meet Me**]

Memo Dial
- Set ..... [**Memo Dial**]+(Phone No.)+[**Memo Dial**]
- Dial ..... [**Memo Dial**]

Privacy Release ..... [**Privacy Release**]

Save No. Redial ..... [**Save No. Redial**]

Speed Dial Registration†
- Number ..... **FEATURE**+[**SPEED**]+(Code)+(Phone No.)+**FEATURE**
- Trunk Group ..... **FEATURE**+[**SPEED**]+#+(Code)+(LineNo.)+**FEATURE**
- Name ..... **FEATURE**+[**SPEED**]+*+(Code)+(Name)+**FEATURE**

Speed Dial ..... [**SPEED**]+(Code)

Speed Dial-Scroll ..... [**SPEED**]+*+(Code)+*/#+[**SPEED**]

Transfer to Park ..... [**TRANSFER**]+[**PARK**]+Ext.No.

Time Reminder
- Set ..... [**Reminder**]+HH:MM
- Cancel ..... [**Reminder**]+*

SPECIAL NOTICE: If the System is equipped with Telephony over Transmission Control Protocol/Internet Protocol (TCP/IP) and Session Initiation Protocol (SIP) wired and/or wireless facilities, the user may experience certain compromises in performance, reliability and security due to transmission facilities QOS and bandwidth problems, even when the Equipment performs to the specification.

USER(S) ACKNOWLEDGES THAT THEY ARE AWARE OF THESE RISKS AND THAT THEY HAVE DETERMINED THESE RISKS ARE ACCEPTABLE FOR THIER APPLICATION OF THE EQUIPMENT. USER(S) ALSO ACKNOWLEDGE(S) THAT THEY ARE SOLELY RESPONSIBLE FOR ENSURING THAT THEIR NETWORKS AND TRANSMISSION FACILITIES QOS AND BANDWIDTH ARE ADEQUATE FOR THE PURPOSE INTENDED AND THEIR NETWORKS AND TRANSMISSION FACILITIES ARE ADEQUATELY SECURED AGAINST UNAUTHORIZED INTRUSION.

Depending on the hardware, software and programmed functions in your Iwatsu system, available features and feature operation may differ from those listed in this guide. For more information contact your authorized Iwatsu distributor.

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