VINGTOR STENTOFON

by ZENITEL GROUP

AlphaCom User Guide

IP & Analog Master Stations

zenitel

Contents

1   Introduction

AlphaCom E/XE is a powerful and flexible communication exchange/server designed to provide Critical Communication over IP (CCoIP) and serve a wide range of applications.

The information in this document pertains to all Vingtor-Stentofon IP/Analog Master Stations with or without display, including IP/Analog Desk Master stations, CRM-V & IP OR Master stations, Industrial Master stations, IP/Analog Dual Display stations, and Turbine IP stations.

Special functions that require additional equipment are indicated in the document where relevant.

☞ *Note that factory default settings for directory numbers and time-out periods are used in this manual. They may have been changed to meet the specific requirements of your AlphaCom exchange/server installation. If you are in doubt, please consult the Vingtor-Stentofon supervisor at your site.*

Intercom Stations		
Model	**Product Description**	**Item Number**
VMP-D619(B)	Analog Desktop Master Station (White/Black)	1007034310 / 1007072090
	IP Desktop Master Station with Handset (White/Black)	1008001000 / 1008001100
CRM-V	IP Flush Master Station	1008031000
IP OR	Operating Room Master Station	1008015000
	Dual Display Station (IP/Analog)	1008007000 / 1007007000
TFIE-1	Turbine Extended Industrial IP Intercom	1008122010
TFIX-1	Turbine Extended Ex IP Intercom	1008123010
TFIX-4	Turbine Extended Ex IP Intercom	1008123040

2   Station Models

2.1   IP Desktop Master Station
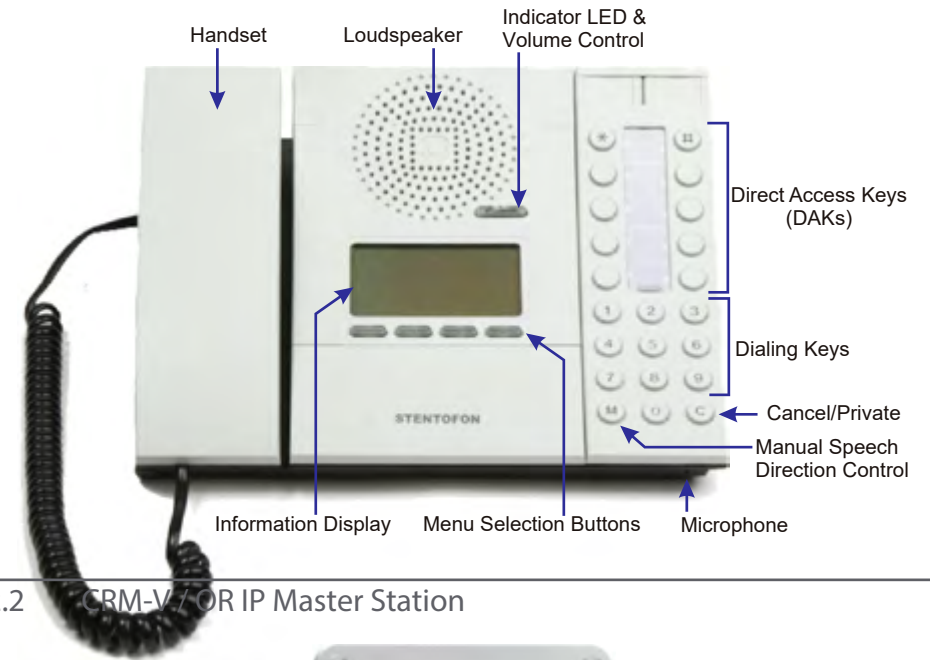
2.2   CRM-V / OR IP Master Station

2.3   VMP-D619/VMP-D619B Analog Desktop Master Station

- Information Display
- Indicator LED
- Handset
- Privacy Selector
- Volume Control
- Direct Access Keys (DAK)
- Dialing Keys
- Cancel
- Microphone
- Loudspeaker
- Manual Speech Direction Control
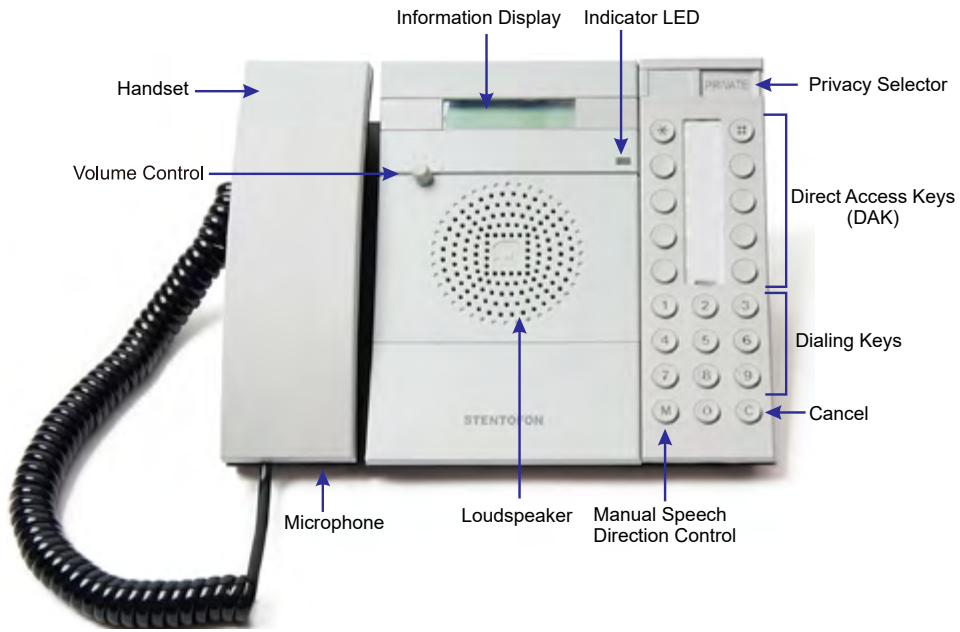
2.4   Dual Display IP/Analog Station

- Loudspeaker
- Volume Control
- Indicator LED
- Direct Access Keys (DAK)
- Privacy Button
- DAK Information Display
- Information Display
- Arrow Keys
- Menu Selection Keys
- Dialing Keys
- Cancel
- Manual Speech Direction Control
- Microphone

2.5   TFIE-1/TFIX-1 Turbine IP Station

- Speaker
- Volume Adjustment + Increase – Decrease
- Function Key LEDs
- Dialing Keys
- Key for Toggling Between External & Internal Audio Devices
- Manual Speech Direction Control
- Function Key
- Cancel/Private/Open
- Microphone
- Power LED
- Fault LED
- Call LED

3 Making Intercom Calls

3.1 Starting and Ending a Handsfree Call
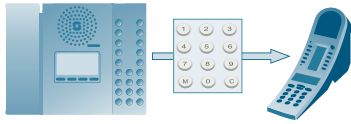
To call another station:

- Dial the number of the station
  or, if the number has been pre-programmed:
- Press the Direct Access Key (DAK)

The LED indicator lights up on both stations when the call is connected and you will hear a short tone.
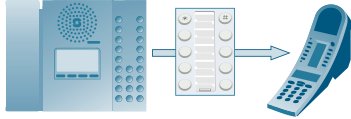
To terminate the conversation:

- Press C

The LED indicator light goes out.

3.2 Using the Handset to Call
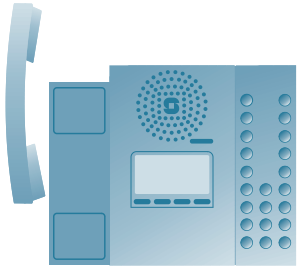
To call another station:

1. Lift the handset
   - You will hear a dial tone.
2. Dial the number of the station.

To terminate the conversation:

- Replace the handset or press C

3.3 Setting to Private Mode

In Private mode, calls do not come through directly but are indicated by a ringing tone at both stations.

The privacy switch is different depending on whether it is an IP, Analog or Dual Display station.

To set the station to Private mode for IP Master stations:

- Press C and hold for 2 seconds.
  - PRIVATE will be displayed briefly and the P symbol will appear and start to flash.

To set the station to Private mode for Analog Master stations:

- Slide the privacy switch to the left across to PRIVATE.

To set the station to Private mode for the Dual Display station:

- Press the P button
  - A "muted loudspeaker" ⊠ icon will be displayed.

To answer a call while in Private mode:

- Press M

or

- Lift the handset
  - for stations with handsets

or

- Slide the privacy switch across to the right from PRIVATE to OPEN.
  - for Analog Master stations

within 30 seconds. After 30 seconds, the call attempt is automatically canceled.

☞ *Your system may be set so that some calls are always in OPEN or PRIVATE mode regardless of switch setting. Incoming telephone calls are normally indicated by a private ringing tone.*

To set the station back to open mode:

- Press C and hold for 2 seconds.
  - for IP Master stations (the P symbol will disappear)

or

- Slide the privacy switch to the right across to OPEN.
  - for Analog Master stations

or

- Press the P button
  - for the Dual Display station

3.4 Calling To and From Noisy Environments

If there is disturbing background noise:

- Press M and hold while you speak.
- Release M while you listen.

You are now in simplex mode.

The volume will increase at the listening end.

To go back to automatic direction switching:

- Tap M briefly.

Either party can use the M function.

3.5 Adjusting the Sound / Volume Level
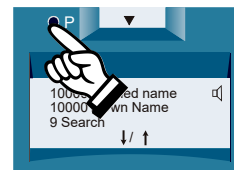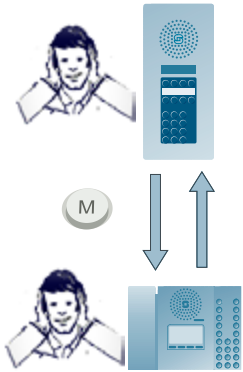
For the IP Desk Master, the volume control is located on the LED indicator. For the CRM-V and IP/Analog Flush Master stations, the volume control is located on a separate button.

- Press the volume control button at the plus or minus end to adjust the volume up or down.

For the Analog Desk Master stations, the volume control is located on a slide switch.

- Slide the switch to the left or right to adjust the volume up or down to the level desired.
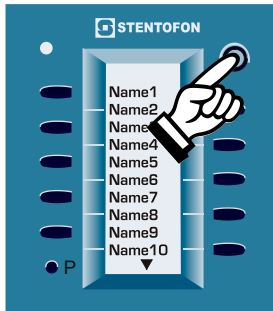
For the Dual Display station, the volume control is located on a control knob.

- Turn the volume control knob to adjust the volume up or down to the level desired.

3.6 Muting the Microphone

To mute the microphone:

- Press 0 and hold during the conversation.

To un-mute the microphone:

- Release 0.

3.7 If Someone is Not at his Station

Sometimes, the person you're calling may not be present at his/her station.

In this situation, you have several options:

3.8 Waiting for a Busy Station to Become Free

If a station or a feature that you call is busy, you will hear a busy tone and your display will show Busy.

You can either:

- Press C to disconnect and try again later.

or

- Wait for up to 30 seconds.

If the station or feature becomes free within 30 seconds, you will be connected automatically.

For information on the Busy Notify and Busy Override features, see the PRIORITIES section.

3.9 Re-Dialing
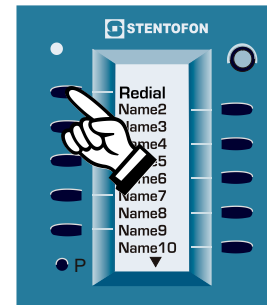
You can program one of the single-touch DAKs on your station to re-dial the last intercom number dialed from the station.

For information on how to program DAKs, see the PROGRAMMING DIRECT ACCESS KEYS section.

The default directory number for the re-dial feature is 9532.

For more information on re-dialing, see the RE-DIALING section.

4 Searching for a Person

4.1 Making a Group Call - Voice Paging
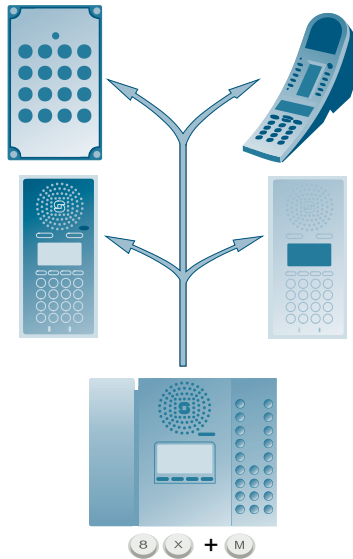
You can search for somebody by making a Group Call from any station if this function is not disabled in the exchange.

Each group has its own directory number. Default numbers are:

Group 1 : 84 (All Call to all stations in the system)

Groups 2 - 5 : 85 - 88

Groups 6 - 15 : 890 - 899

To make a Group Call:

1. Dial the directory number for the group.
2. Wait for the chime signal.
3. Press M while you are speaking.

The audio goes to all stations in the group.

If you want an answer:

- Wait

If not:

- Press C

The time-out period for answering is one minute by default.

To repeat your message:

- Press M while you are speaking

To extend the waiting period by another minute:

- Tap M briefly

To make an All Call (all stations in the system):

- Dial 84

For programming your group membership, consult the technical supervisor at your site.

4.2 Recall - Recording before Calling

The recall function is available as from AMC software version 11, and requires an Audio Messaging license. Default directory numbers for "recall" broadcast:

9084: Recall to group 1 (all)

9085-9088: Recall to groups 2 - 5

To initiate a group call, dial the directory number of the desired group:

1. Press the M-key to start recording.
2. Release M-key to listen to the message.
3. Press 8 to dispatch the message, or C to cancel.

4.3 Answering Voice Paging (Meet Me)

To answer voice paging:

- Dial 99 at the nearest intercom station within the answer period (1 minute).

You will be automatically connected to the person who initiated the call.

4.4 Search List - Transferring Calls to Another Destination
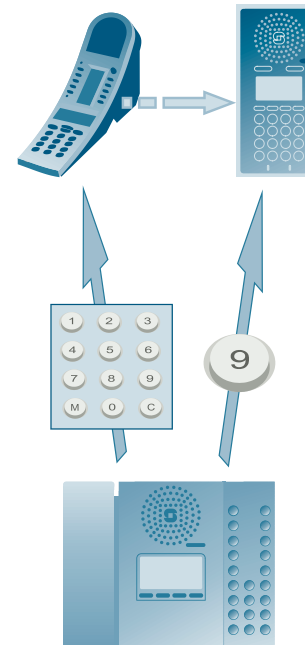
Each station can have a pre-programmed search list for transferring calls to another destination when the subscriber is absent. The list can include an ordinary directory number, a Group Call number, etc.

To search for a person:

- Dial the subscriber number.

When no one answers the call:

- Press 9 to activate the first step on the search list.

If no one answers your search, you can activate the next step by pressing 9 once more. If the station you call has no search list or if you have come to the end of the list, pressing 9 has no effect.

An Automated Search List can be set up so that the search list is automatically activated when you get an absence message, busy tone or after a time-out for private calling.

For programming your search list, consult the technical supervisor at your site.

5   Priorities

5.1   Priority Features

Your station can be assigned one of several priority features. Please consult your VINGTOR-STENTOFON supervisor for the assignment of these priority features to your station.

PRIVATE / Message Override

When the station you call is in Private mode:

- Dial 59 or press M to break through a private mode or an absence message (e.g. "Busy at the moment") left at the station.

Busy Notify (factory default)

When the station you call is busy:

- Dial 57 or press M to send an attention tone to the busy station. At the other end, the display shows the person who is calling.

Busy Override

When the station you call is busy:

- Dial 58 or tap M twice. This cancels the ongoing conversation and you will be connected.

5.2   Priority Setting for the Station

Your station is set up to have a priority level (one of four levels). Depending on the priority setting, outgoing calls will behave differently:

- Make outgoing calls in private
- Override private setting
- Override an absence message
- Connect you to a busy station (and disconnect the ongoing conversation)

6   Absence Messages

This feature requires additional equipment in the exchange for voice messages.

☞ *The message numbers are factory default settings and may have been changed in your installation.*

6.1   Leaving an Absence Message at Your Station

You can leave a prerecorded absence message at your intercom station. Whoever calls your station will hear the message. The messages also allow you to include appropriate information on the time, date and phone number.

You can choose from a list of prerecorded messages. See the list of messages and their numbers in the User Quick Reference section.

To leave an absence message:

- Enter the message number
  + digits for time/date/phone no. (optional)
  or M

If you enter the additional digits, you need not press M. The message is also accepted after a time-out.

For example, to leave the absence message "At lunch until 1 pm" (message no. 776) at your station, do the following:

1. Enter 776
   – You will then be prompted for the time which you enter in the 24-hour clock notation, e.g. 1300 for 1 pm.

2. Enter the time, e.g. 1300

The message will then be played back and displayed to you.

If you select the wrong absence message or enter the wrong time, date or number, press C to cancel the operation and you can begin again.

The LED light will flash and there will be an intermittent beep to indicate that there is an absence message.

6.2 Leaving an Absence Message from a Remote Station

If you are at another station and you want to leave an absence message on your own station:

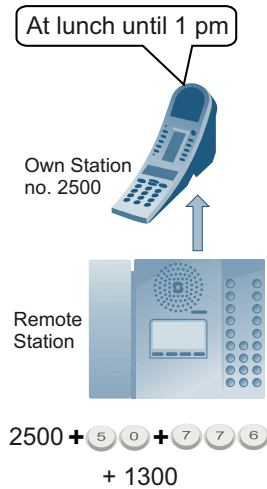● Dial your own station no. + 50 + message no. + digits for time/date/phone no. (optional) or M

● For example, to leave the absence message "At lunch until 1 pm" (message no. 776) at your own station (station no. 2500) from a remote station do the following:

1. Dial 2500 + 50

2. Enter 776
   – You will then be prompted for the time which you enter in the 24-hour clock notation, e.g. 1300 for 1 pm.

3. Enter the time, e.g. 1300

The message "At lunch until 1 pm" will then be registered at your own station.

6.3 Deleting an Absence Message

To delete an absence message:

● Dial 70

You will hear: "No Messages".

And your display will show: No Messages

Your absence message is automatically deleted and the LED indicator will stop to flash.

To delete an absence message from a remote station:

● Dial 73 + own station number

7 Voice / Text Messages

This feature requires additional equipment for voice messages.

☞ *The message numbers are factory default settings and may have been changed in your installation.*
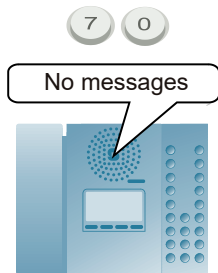
7.1 Leaving a Call-back Message

To leave a call-back message:

● Press 8 while connected to a station.

The voice message "Call me on number xxxx" is automatically registered at the other station, while the following text message will be displayed: Call   me   back

☞ *If there is no support for voice messages, only the text message will be displayed.*
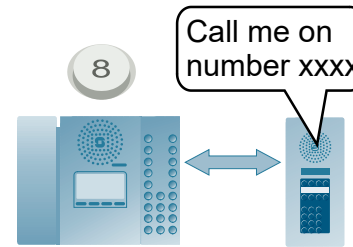
7.2 Answering a Call-Back Message

The LED indicator and display on your station will indicate that there is a message waiting. The number of messages is also shown.

● Dial 70 to play back the message.

● Press 8 to set up a conversation with the station that left the message.

● Press 9 to scroll through call-back messages without deleting them.
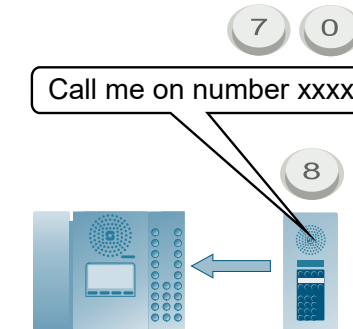
7.3 Leaving a Voice / Text Message at a Remote Station

Refer to the list of messages in the User Quick Reference section.

● Dial the remote station number + 7 + message no. + additional digits for time/date/phone no. or M

For example, to leave the message "Call home" at remote station number 2525, dial:

2525 + 7 + 663 + M

The message "Call home" will then be registered at the remote station.
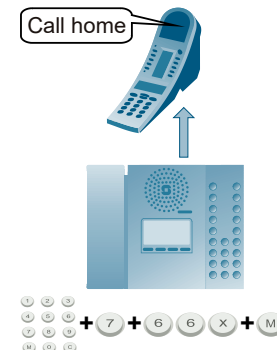
7.4 Playing Back / Deleting Messages

If you have received messages, the LED indicator on the station will flash and you will hear a beep at regular intervals.

To indicate that you are present and to play back any messages:

- Dial 70

If there are any messages, they will be played back for you.

If there are several voice messages, you have the following options:

Press 0 : Delete the message and play back the next one (if any).

Press 1 : Repeat the message.

Press 7 : Play back the previous message.

Press 8 : Call sender of message (and delete the message).

Press 9 : Play back the next message without deleting the previous one.

Press C : Disconnect (and keep messages).

7.5 Playing Back / Deleting Messages from a Remote Station
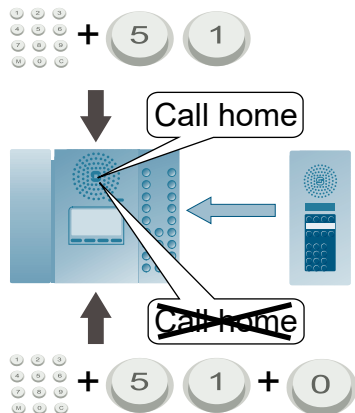
To remotely play back the messages left at your station:

- Dial station number + 51

To remotely delete the messages left at your station:

- Dial station number + 51 + 0

7.6 Voice Help
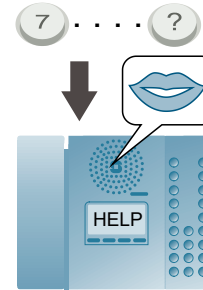
This feature requires additional equipment.

The intercom station has a built-in system of voice help messages.

In some situations you will get a voice help message if you hesitate before carrying out the next step in a function. The help message stops when you press a key.

If you already know exactly what to do, there is no need to wait for a help message.

You will also get help information in the display.

8 Transfer Features

8.1 Inquiry Call
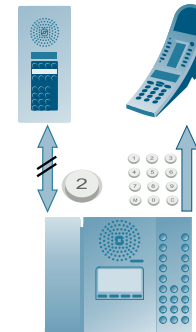
When in conversation with a person:

1. Press 2 to park the ongoing conversation.

2. Dial the directory number of the other person or feature you want to reach.

3. By pressing 2 you can switch between the two conversations by keeping one parked (Broker function).

4. Press C to disconnect the ongoing conversation.

8.2 Call Transfer
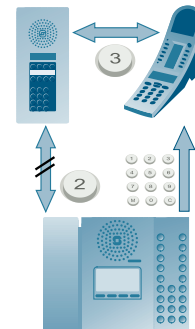
When you have made an Inquiry Call, you can establish a conversation between the two other parties and disconnect yourself.

When in conversation with a person:

- Make an Inquiry Call to another station by pressing 2 + directory number.

- Press 3 to connect the two stations. Your own station is automatically disconnected.

8.3 Call Forwarding from Own Station
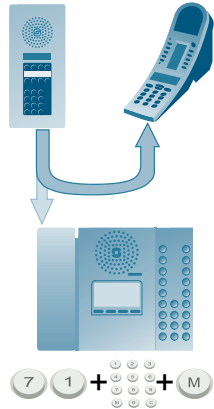
To forward your calls to a remote station:

- Dial 71 + remote station number + M.

All calls to your station will now be forwarded to the remote station and the message "Call Forwarded" will be displayed.

To cancel Call Forwarding:

- Dial 70 from your own station.

To cancel Call Forwarding from a remote station:

- Dial 73 + your own station number.

It is also possible to forward your calls to a telephone or personal pager.

To forward your calls to a telephone:

Assuming there is a telephone gateway.

- Dial 71 + 0 + phone number + M.

To forward your calls to a personal pager:

- Dial 71 + station number + 44 + M.

8.4 Follow Me - Forwarding from Remote Station
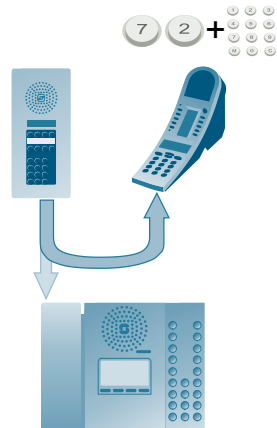
To turn on Follow Me from a remote station:

- Dial 72 + own station number.

All calls to your station will now be forwarded to the remote station.

To cancel Follow Me:

- Dial 70 from your own station.

To cancel Follow Me from a remote station:

- Dial 73 + your own station number.

9 Reminder / Wake-Up Call
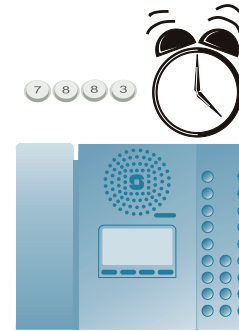
To set the reminder time that is within 24 hours:

- Dial 7883 + hour, minutes
  (7883 + hhmm)

You will be prompted for the time which you enter in the 24-hour clock notation, e.g. 1500 for 3 pm.

For the above example, the display will show:

WaUp 15:00 28/03

To set the reminder time that is NOT within 24 hours:

- Dial 7883 + hour, minutes, day, month
  (7883 + hhmm + DDMM)

Your station will ring at the time you have set.

To stop the ringing:

- Press any key on the station.

To delete the reminder time:

- Dial 7883 + M

There can only be one reminder/wake-up call per station.

10 RE-DIALING

To re-dial the last number:

- Dial 9532

You can program the re-dial directory number (9532) into one of the Direct Access Keys (see the Programming Direct Access Keys section).

☞ *It is not possible to re-dial telephone numbers.*

11 Call Request

Your call is registered, please wait.

To make a Call Request:

- Dial 623 + the station number

You will hear a voice message:

"Your call is registered. Please wait."

The message is spoken in English, German and French.

The display will show: **Call registered**

The LED indicator will flash and the station will beep until the call is answered.

To answer a Call Request at the called station:

- Dial 70

The display shows the number and name for the first Call Request sender.

- Press 8 to call the sender and delete the Call Request from the list.

There is a notification tone for each Call Request and the LED indicator will start to flash.

The display shows the number of messages at your station waiting to be answered.

You also have the following options:

     0 : delete message without answering
     1 : repeat message
     7 : go to previous message
     9 : go to next message
     C : disconnect without deleting messages

For handling call requests on stations with displays, the following codes, that are normally programmed in DAKs, are used:

- 7638 (Answer)
- 7637 (Up)
- 7639 (Down)
- 7630 (Delete)

The Call Request feature is usually used for dialing from a substation to a defined master station. The Call Request number is programmed on one of the buttons on the substation.

12 Radio / Music Programs

This feature requires additional audio sources. The radio channels, music or internal programs available will depend on your installation.

12.1 Selecting a Program
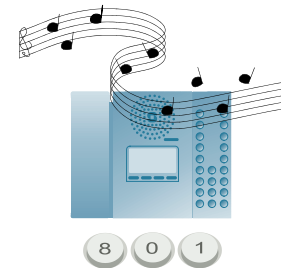
To select an audio program:

- Dial the Program Number

Program 1 - 6   dial 801- 806
Program 7 - 38   dial 8101 - 8132

Frequently used programs can be programmed to a DAK.

The program is, by default, temporarily interrupted by outgoing and incoming calls, but it remains on during Group Calls and All Calls.

12.2 Turning Off or Toggling a Program

To turn off an audio program:

- Press C

or

- Dial 800

To toggle on/off a program that has already been selected:

- Dial 792

12.3 Scrolling Through Available Programs

To scroll through the available programs:

- Dial 790 for the next program.
- Dial 791 for the previous program.

The numbers above for program scrolling may be programmed to a DAK. Program off (800) is included in the program list.

12.4 Turning On/Off Programs to Other Stations
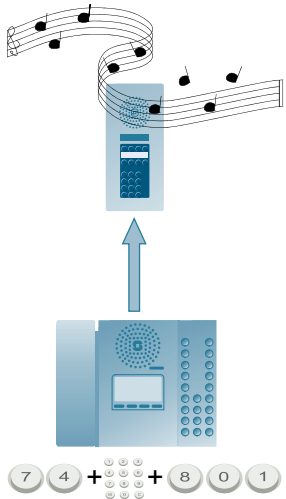
To set up a program to another station:

- Dial 74 + station number + program number

To turn off a program at another station:

- Dial 74 + station number + 800

To set up a program to a group of subscribers:

- Dial 75 + group number + program number

To turn off a program at another group:

- Dial 75 + group number + 800

All the dialing sequences above can also be programmed on single-touch DAKs.

☞ *Access to setting up programs remotely may be restricted to certain stations.*

13 Conferencing

There are two types of conferences available, namely Simplex (Push-To-Talk) and Duplex (Handsfree).

13.1 Simplex Conference (Push-To-Talk)

There are 50 simplex conference channels available with the default numbers ranging from 8201 to 8250.

Conference off is 8200.

To connect to a conference:

- Dial the actual conference number (8201 - 8250)

You can then listen to the conversation going on in the conference. The conference numbers are programmed in the AlphaCom exchange. Single-touch keys (DAKs) may be programmed for direct access to conference groups.

To talk into the conference:

- Press M

The LED indicator on your station lights up to indicate that the microphone is active. Only one person can talk at a time. If you press M while someone else is talking, it has no effect (unless your station has been assigned priority to override the current talker).
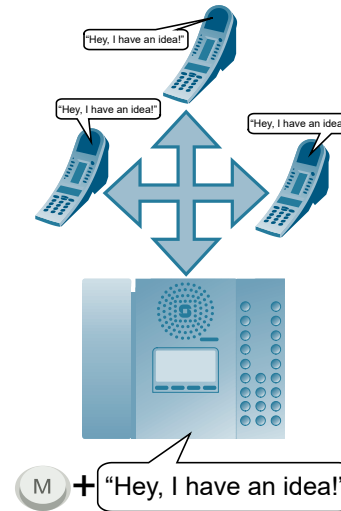
☞ *While listening to a conference, you can use your station for ordinary incoming and outgoing calls. It is not possible to listen to a radio/music program while using the conference feature. You can include/ exclude stations/groups remotely as you do in setting up programs.*

13.2 Duplex Conference (Handsfree)

This is a handsfree conference with up to 16 participants. There are 20 duplex conference channels available, with the default numbers ranging from 8301 to 8320.

To connect to a conference:

- Dial the actual conference number (8301 - 8320)

To leave a conference:

- Press C
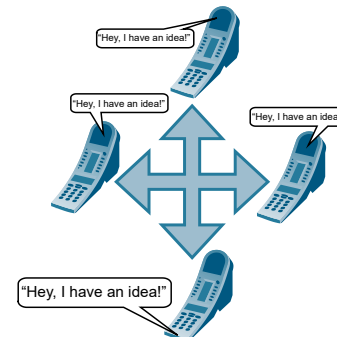
To include other stations while in conference:

- Dial 56 + station number

You can include/exclude stations/groups remotely by dialing the numbers 74 and 75 as you do in setting up programs.

For example, to include remote station number 2525 in conference number 8301:

- Dial 74 + 2525 + 8301

☞ *Stations participating in a duplex conference can not make or receive ordinary calls.*

14 Door Opening
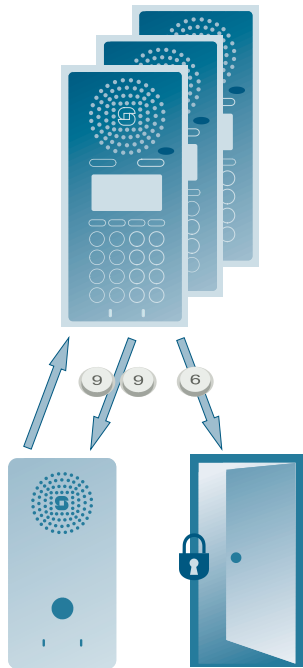
This feature requires additional door lock equipment.

Door Group Call:

Pressing the door station key sets up a Group Call to a number of stations.

- Answer by dialing 99

You can then talk to the person who is at the door.

To open the door:

- Press 6 while in conversation with the door station.

Direct call from a door:

Pressing the door station key sets up a conversation to one station.

To Open the door from the called station:

- Press 6 while in conversation with the door station.

15 Telephone Calls

This feature requires additional equipment.

If you have a telephone gateway installed, you can reach telephone subscribers with both internal and external numbers from your intercom station.

15.1 Making an Internal Telephone Call
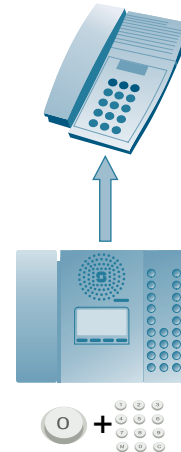
This function is available only if the telephone gateway is connected to a local PABX.

To make an internal telephone call:

1. Press 0 and wait for the dial tone.
2. Dial the internal telephone number.
3. Press C to end the call.

Consult the STENTOFON supervisor at your site for more information on your system setup.

15.2 Making an External Telephone Call
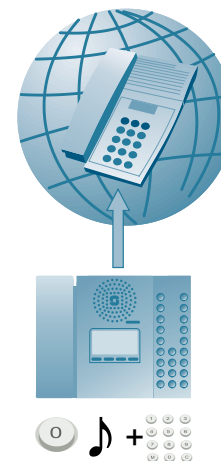
Depending on the system configuration you can:

Either

1. Press 0.
2. Wait for the dial tone.
3. Dial the external telephone number.

or

1. Press 0.
2. Enter PIN number.
3. Wait for the dial tone.
4. Dial the telephone number.

- Press C to end the call.

☞ *Telephone numbers may be programmed to a DAK.*

Consult the technical supervisor at your site for more information on your system setup.

15.3 Calling From a Telephone To an Intercom Station

The telephone interface is set up to allow either direct calls to one specific intercom station or two-step calls to the intercom station you choose.

To call the intercom station:

1. Dial the telephone number for the telephone interface.

2. Wait for the dial tone.

3. Dial the number for the intercom station.

If your telephone has # and ∗ keys, you can use them to activate intercom features:

- Press ∗ to activate the M key (0.5 second).

- Press # to deactivate the M key.

To terminate the call:

- Hang up the telephone.

If two-step dialing is used, telephone callers have access to intercom features like Group Call and leaving voice messages by default. They are normally restricted from activating features like audio program selection and making outgoing telephone calls.

For more information on available features, please consult the technical supervisor at your site.

15.4 Receiving a Telephone Call at Your Station

For incoming telephone calls to your intercom station:

- Press M or lift the handset to accept the call.

- Press C or replace the handset to terminate the call.

16 Paging

This feature requires additional equipment. The pagers are connected to the AlphaCom exchange/server.

☞ *If the subscriber does not have a pager, the paging attempt is ignored.*

Search:

- Call the subscriber number

- Press 9 (Search list).

For users with pagers, the pager option is usually first on the list.

16.1 Paging With Answer Option

Waiting for an answer:

1. Dial the intercom station number.

2. Dial 45 (Wait for an answer).

3. Wait for the paged person to answer from any intercom station.
   The default time-out period for answering is 30 seconds.

When the paged person answers, an ordinary intercom conversation is set up with the person who initiated the paging.

If no one answers:

1. Dial the intercom station number.

2. Dial 47 (Leave a voice message).

3. Dial the message number (660-669) and any extra digits.
   – See the voice/text message number list in the User Quick Reference.

4. Press M if you don't want to enter the extra digits.

When the paged person answers by dialing the paging answer code from any intercom station, the voice message is played back.

The person initiating the paging gets an acknowledge message when the paging has been answered.

No conversation with the paged person is possible.
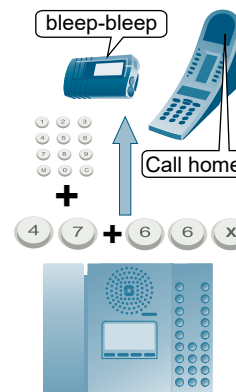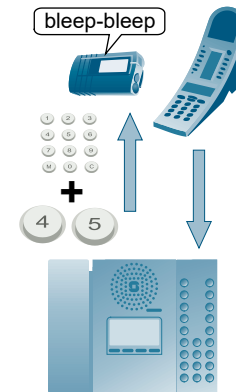
16.2 Paging Without Answer Option
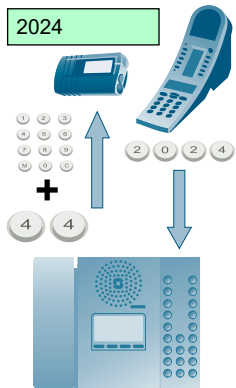
To send the station number as a text message:

1. Dial the intercom station number.

2. Dial 44 (Own station number).

The pager display shows the directory number of the station activating the paging.

Answer the paging by dialing the shown directory number at the nearest intercom station.

To send a text message to the pager:

1. Dial the intercom station number.

2. Dial 46 (Text message).

3. Dial the message number (660-669) and any extra digits.
   – See the voice/text message number list in the User Quick Reference section.

4. Press M when finished.

The text message and the directory number will appear in the pager display.

If the pager in question does not have a display, the attempt is canceled with a failure tone after 3 digits have been dialed.

16.3 Paging Without Calling an Intercom Station

You can activate a paging call from your intercom station to a pager directly, without calling a station first.

● Dial the pager directory number

You will then have the following options:
   – Dial 44 = Send your own station no. as a text message
   – Dial 45 = Wait for an answer
   – Dial 46 = Send a text message
   – Dial 47 = Leave a voice message
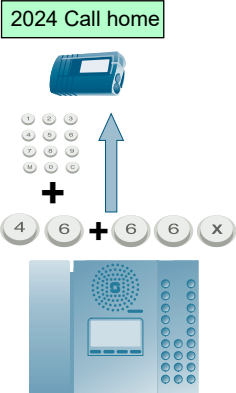
16.4 Answering Paging (Meet Me)

If you have been paged with an answer option, there are different ways of answering, depending on the pager type and the exchange programming.

At a convenient intercom station:

Either

● Dial your personal answer code.

or

● Dial the answer code shown in the pocket receiver display (default is 980 - 989).

If your pager has no display:

● Dial 96

Depending on the type of paging sent out, you are either connected to the person who initiated the paging, or you will hear a voice message.

17 Display Information

17.1 Information Display

```
┌────────────────────────┐
│ 17/03-2009 10:45   ☎ ▰ │
│ 1001 Subscriber Name   │
│                        │
│ Menu              Name │
└────────────────────────┘
  ▭▭    ▭▭    ▭▭    ▭▭
```
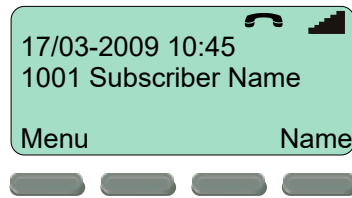
The IP Master stations have displays with 4 lines and 20 characters each, while the Analog Master stations have displays with only 2 lines. The information displayed may be the date and time, own and called name and directory number, available functions, help text, messages, and status. The last line shows the selection button functions in the actual mode.

```
┌────────────────────────┐
│                        │
│ 20/088-2009 13:02   ◁) │
│ 1002 SubscriberName    │
│                        │
│ Menu    Dak     Name   │
└────────────────────────┘
   ▭      ⌃⌄      ▭
        
   - ☼ +
```

For the IP Master and Dual Display stations, there are 4 buttons located just below the display that correspond to the menu choices displayed. The buttons on the Dual Display station are slightly different in that there are two arrow buttons in the middle.

The text displayed will change according to your actions and the options in the actual station mode.

☞ *The information and menu text that is displayed will depend on how your intercom station is configured in the AlphaPro program.*

Interactive context help information for every function and feature is available as text messages to help guide and instruct you through each step of the procedure.

☞ *There is a separate display illumination control button for both the CRM-V IP Master and IP OR Master.*

17.2 Idle Station

```
┌────────────────────────┐
│ 17/03-2009 10:45   ☎ ▰ │
│ 1001 Subscriber Name   │
│                        │
│ Menu              Name │
└────────────────────────┘
  ▭▭    ▭▭    ▭▭    ▭▭
```

In idle mode, the display shows the date and time, own station number and name (as set in the AlphaPro program).

In the upper-right corner of the display, there are symbols for privacy (P), handset, and volume.

17.3 Menu Selection

```
┌────────────────────────┐
│ 60 Info menu       ☎ ▰ │
│                        │
│ Ok    ↑      ↓    Esc  │
└────────────────────────┘
  ▭▭    ▭▭    ▭▭    ▭▭
```

● Dial 60 to access the main menu info.

For IP and Dual Display stations:

● Press the [Menu] selection button to open the main functions menu.

1. Scroll up/down through the menu with the [arrow] selection buttons (the two middle buttons).

```
┌────────────────────────┐
│ 610 Group menu     ☎ ▰ │
│                        │
│ Ok    ↑      ↓    Esc  │
└────────────────────────┘
  ▭▭    ▭▭    ▭▭    ▭▭
```
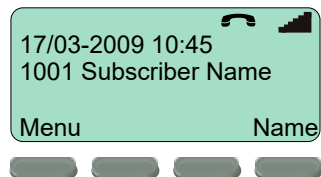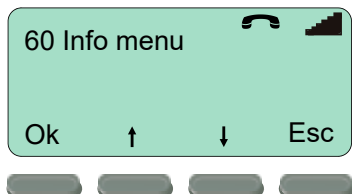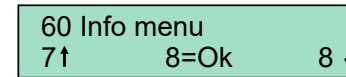
```
┌────────────────────────┐
│ 60 Info menu           │
│ 7↑      8=Ok      8↓   │
└────────────────────────┘
```
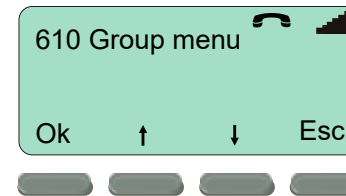
2. Confirm the desired main function by pressing [Ok].
   – The secondary menu will then be shown.

3. Scroll up/down the secondary menu and confirm by pressing [Ok].
   – The function will then be executed.
   – Return to the main menu by pressing [Esc].
   – Press C to return to idle mode or wait for the time-out.

For Analog stations:

The DAK 9 (lower left) key is pre-programmed as the INFO key by default.
   – Press the INFO key to enter the info menu.
   – Press 7   to Scroll up
   – Press 9   to Scroll down
   – Press 8   to Make a selection
   – Press C   to exit the menu or wait for time-out.

17.4 Conventional Name Search

```
┌────────────────────────┐
│ abcdefghijkl▮      ☎ ▰ │
│                        │
│ Ok    ←      →    Esc  │
└────────────────────────┘
  ▭▭    ▭▭    ▭▭    ▭▭
```

For IP and Dual Display stations:

1. Dial 614
   – The letters a-m is then displayed. The letters n-z will be displayed when the cursor passes the last letter (m).

2. Use the [arrow] selection buttons to scroll through the alphabet and select the first letter in the name.

3. Press the [Ok] selection button to confirm or the [Esc] selection button to cancel.

4. The first name starting with this letter is displayed.

5. Use the [arrow] selection buttons to scroll to the desired name.

6. Press the [Ok] selection button to initiate a call.

For Analog stations:

The DAK 10 (lower right) key is pre-programmed as the NAME key by default.
   – Press the NAME key
   – Press 7   to Scroll back
   – Press 9   to Scroll forward
   – Press 8   to Make a selection
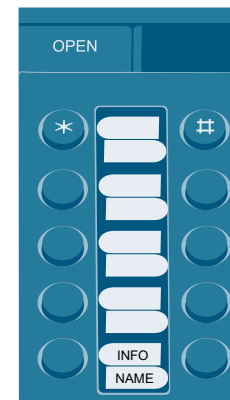
17.5 Name Search in Subscriber Directory

```
┌─────────────────────────┐
│ 9537 AlphaNumSrch    ☎ ▰│
│                         │
│ Ok     ↑      ↓     Esc │
└─────────────────────────┘
```
▭ ▭ ▭ ▭

```
 ① ②ABC ③DEF
 ④GHI ⑤JKL ⑥MNO
 ⑦PQRS ⑧TUV ⑨WXYZ
```

```
┌─────────────────────────┐
│ Enter Name:        ☎ ▰  │
│ ■                       │
│ Ok   ↑ Del   ↓ Spc  Esc │
└─────────────────────────┘
```
▭ ▭ ▭ ▭

```
┌─────────────────────────┐
│ ■                       │
│ M=Find           0=Del  │
└─────────────────────────┘
```

For IP and Dual Display stations:

The [Name] selection button is used to open and search for a number in the subscriber directory.

- Press the [Name] selection button.
  The display will show: **AlphaNumSrch**
- Confirm by pressing the [Ok] selection button.

The keyboard is now changed to alphanumeric format as used on mobile phones. Letters are not printed on the keys.

- Type in a name to search for.

The complete name or only the first characters may be typed in.
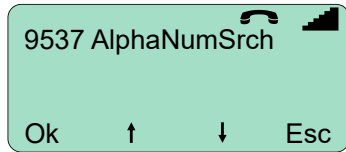 – The [up-arrow] selection button acts as a delete key (character to the left).
  – The [down-arrow] selection button acts as a space bar.

- Press the [Ok] selection button to confirm when the search character(s) are typed in.

The matching name or the closest match is displayed.

- Use the [arrow] selection buttons to scroll in the directory table if needed.
- Press the [Ok] selection button to make the call or the [Esc] selection button to cancel.

The [Esc] selection button brings you back to the alphanumeric input for additional changes or input.

- Press C to go back to idle mode.

For Analog stations:
  – Dial 9537
  – Press M   to display the first directory entry
  – Press 9   to Scroll down the alphabet
  – Press 7   to Scroll up the alphabet
  – Press 8   to Make a selection
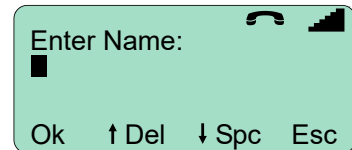
17.6 Check Station Identity

To check the identity of the station:

- Dial 789

After a few seconds, the display will automatically show the station's directory number, physical number, node number, IP address, MAC address, AMC software version, et al.

18 Programming Direct Access Keys - DAK

The DAKs provide single-touch, immediate access to your most frequently used directory numbers and functions.

18.1 Programming DAK Directory Numbers and Functions

Different stations have different number of DAK keys.

The IP Desk Master Station has 10 DAKs while the IP OR and CRM-V Master Stations have 4 DAKs.

The Dual Display Master Station has 20 or more DAKs divided into pages of 10 DAKs with information text for each DAK on a 5-8 character display.

Desk and Wall Master Stations have 10 DAK keys.

To enter a directory number on a DAK:

```
┌─────────────────────────┐
│ 9541 ProgramKey   ☎ ▰   │
│ (To delete DAK          │
│ press DAK key)          │
│ New number:             │
└─────────────────────────┘
```
▭ ▭ ▭ ▭

1. Press the [Name] selection button in idle state (or dial 784 and skip to step 4).

2. Press the [arrow] selection button until you come to **9541 ProgramKey**.

3. Press the [Ok] selection button.

4. You will be prompted to enter a directory or function number.

5. Press the DAK you want to program.

If the DAK is already in use, the new entry will override the old.

For a list of function numbers, see the Quick Reference Guide or select the function from the Menu and note the number displayed in front of the function name.
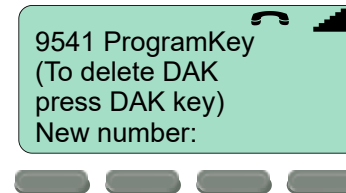
18.2 Deleting DAK Call Numbers and Functions

To delete a number from a DAK:

```
┌─────────────────────────┐
│ 9541 ProgramKey   ☎ ▰   │
│                         │
│ Delete DAK              │
│ Del              Esc    │
└─────────────────────────┘
```
▭ ▭ ▭ ▭

1. Press the [Name] selection button in idle state (or dial 784 and skip to step 3).

2. Press the [arrow] selection button until you come to **9541 ProgramKey**.

3. Press the DAK you want to delete the number from.

4. Confirm by pressing the [Del] selection button or press the M key.
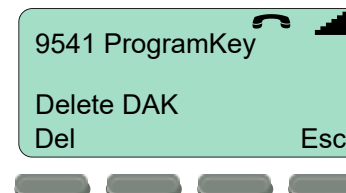
18.3 Direct Access Key Display Information

Dual Display Station

The Direct Access Key functions are shown on a display between the two key columns.

An arrow symbol at the top or bottom of the display indicates the previous or next page respectively. The arrow keys are used to scroll between two DAK pages in idle mode.

The text shown in the DAK display is of 3 types:
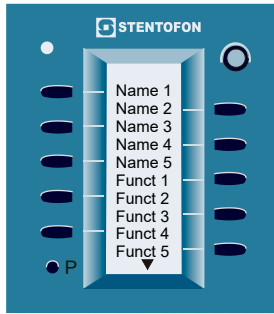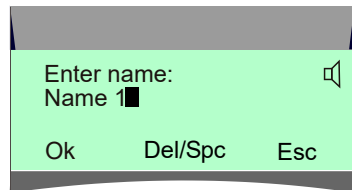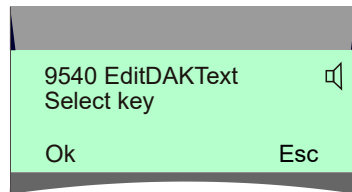
● User-defined text programmed in the DAK string.

● The first letters (5-8) of the name related to the feature or directory number assigned to the DAK.

● The directory number assigned to the DAK.

18.4 Editing DAK Text

Dual Display Station

If the predefined text on a DAK is not suitable, it may be changed by the user.

To edit DAK text:

1. Press the [Name] selection key in idle state

2. Press the [up-arrow] key until you come to **9540 EditDAKText**.

3. Press the [Ok] selection key

4. Press the DAK you want to edit
   – The keyboard is now ready to accept alphanumeric entries.
   – If the DAK text was previously edited, the text is displayed.

5. Use the arrow keys to navigate
   – The up-arrow key acts as a delete key (character to the left).
   – The down-arrow key acts as a space bar.

6. Enter the new text (maximum of 8 characters).

7. Press the [Ok] selection key to confirm.

19 LED Indications for CRM-V Station

The CRM-V station has 4 DAKs (D1 to D4) and each DAK has two corresponding LED indicators - one red and one green.

Each LED can have the following indications:
– Low priority: Steady light (no flashing)
– Medium priority: Slow flash
– High priority: Fast flash

Use the color LEDs according to the following rules:
– Green: Normal status or status that does not require immediate action
– Red: Alarm or the current mode of the station

Use flashing LEDs according to the following rules:
– Steady light: Permanent status
– Slow flash: Low priority events
– Fast flash: High priority events that require immediate action

Consequently, you can have a maximum of 6 different, independent indications on one key. Because flashing takes priority, a high priority status will mask a low priority status temporarily if they are on the same LED.

19.1 Example of LED Indicator Use

The following example shows how the LED indicators can be used for keys that are programmed at a call-in point:
– Flashing red (slow or fast): Call Request from the call-in point
– Steady red: Status activated by Remote Control Input (e.g. open door)
– Steady green: Call-in point is listening to program
– Slow flashing green: Call-in point in conversation with the master station
– Fast flashing green: Call-in point included in simplex conference

☞ *Consult the technical supervisor at your site for more information on how the LED indicators corresponding to each DAK are programmed.*

20   LED Indications for Turbine TFIE & TFIX

Power LED - Green

- Steady light: Power is OK

Fault LED - Yellow

- Steady light: Not used
- Flashing: Not registered/no connection to server

Call LED - Red

- Steady light: In a conversation/call

21   User Quick Reference

Functions	Actions
Programming Direct Access Keys	784 + number + press DAK
Make a call	Dial subscriber number
High background noise level	Press M when you speak
End a call	C
Re-dial	9532
All Call	84 + M to speak
Group Call	85-89 + M to speak
Answer All Call / Group Call	99
Paging	Subscriber number + 44-47
Answer Paging	96 or answer code shown in display
Radio Programs	801-806 (off: C or 800)
Connect to telephone	0
Call Forwarding	71 + station number + M
Follow Me	72 + own number
Reset Call Forward / Follow Me remotely	73 + station number
Play back messages / Delete absence message	70
Wake-up / reminder within 24 hours	7883 + hour + minute + M
Wake-up / reminder after 24 hours	7883 + hour + minute + day + month
Call Request	623 + station number
Call Request transfer	7870
Conference, Simplex	8201 - 8250 (Off: 8200) M to speak
Conference, Duplex	8301 - 8320 (Off: 8300) C to leave
Ringing Group	6701 - 6710
Alphabetical Name Search	614

Number or key to press during conversation			
Mute/Unmute microphone / Menu step	0	Paging with calling station number	44
Repeat absence message	1	Paging with answer	45
Inquiry Call & Broker Function	2	Text message paging	46
Call Transfer	3	Voice message paging	47
Door opening	6	Remotely change message	50
Leave voice/text message	7 + 66X	Remotely read message	51
Call Back	8	Busy Notify	57 or M
Search	9	Busy Override	58 or MM
		Private/Message Override	59 or M

Absence messages		Standard voice and text messages	
Out at the moment (until time: hhmm)	771	Contact the switchboard	660
At a meeting (until time: hhmm)	772	Call phone number xxxxxxxx	661
Gone for the day (Back tomorrow at time: hhmm)	773	Call home	663
Absent today (until date: ddmm)	774	Call your spouse	664
Busy at the moment (until time: hhmm)	775	Call me	666
At lunch (until time: hhmm)	776	Remember meeting (at time: hhmm)	667
On holiday (until date: ddmm)	777	There is a fax for you	668
Away for a few days (until date: ddmm)	778	There are deliveries for you	669
Not available (Available on phone number: xxxx)	779		

☞ *The numbers on this page are factory default settings and may have been changed in your AlphaCom exchange installation.*

⚠️ The WEEE Directive does not legislate that Zenitel, as a 'producer', shall collect 'end of life' WEEE.

This 'end of life' WEEE should be recycled appropriately by the owner who should use proper treatment and recycling measures. It should not be disposed to landfill.

Many electrical items that we throw away can be repaired or recycled. Recycling items helps to save our natural finite resources and also reduces the environmental and health risks associated with sending electrical goods to landfill.

Under the WEEE Regulations, all new electrical goods should now be marked with the crossed-out wheeled bin symbol shown.

Goods are marked with this symbol to show that they were produced after 13th August 2005, and should be disposed of separately from normal household waste so that they can be recycled.