



IWATSU
enterprise
ECS

Quick Reference Guide

►► For Single Line
Telephone Station
Users

ADIX
Apps



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INTRODUCTION

Using the Receiver Button to Access Iwatsu System Features

By performing a hook switch flash (quickly pressing and releasing the Receiver Button) and dialing the desired Feature Operation Code, you can easily access ADIX or Enterprise-CS features.

Each feature operation code must be programmed in the ADIX or Enterprise-CS database by your system installer. Space is provided on the inside back cover of this guide to write your feature operation codes for quick reference. Check with your telephone system administrator if you encounter problems accessing any of the features described in this guide.

NOTES:

BASIC FEATURES

Making An Outgoing Call

- Lift the receiver
- Dial the outside line access code*
- When you hear the dial tone, dial the telephone number

Make a Dialing Mistake?

- Hang up
- Dial again

Receiving An Incoming Call

When your phone rings:

- Lift the receiver to connect the call

Transferring A Call To Another Extension

When speaking on an outside line:

- Quickly press and release the receiver button
 - When you hear the tone dial the extension number
 - Announce the call when the extension answers
 - Hang up the receiver
- The call is automatically transferred.

** All access codes are programmed by the system administrator.*

NOTES:

Receiving A Second Call

When you are speaking on a call and hear a tone signaling another incoming call:

- Quickly press and release the receiver button
- Dial the Hold code to put the first call on hold
- Quickly press and release the receiver button
- The second call is automatically connected

To Return to the First Call

When you have finished with the second call:

- Hang up
- Lift the receiver
- Dial the Hold code
- The first call is automatically retrieved

Call Park

A call can be placed in "park" so that it can be picked up by another extension. For example, if you want to transfer a call and the person is not at their extension, you can park the incoming call then page a second party. The second party can retrieve the call by dialing the Call Park Pick Up code from any extension.

Putting a Call in Call Park

When speaking on an outside line:

- Quickly press and release the receiver button
- Wait for the dial tone then dial the Park code
- If the call is picked up you will hear a confirmation tone
- If the call is not picked up it will return to your phone

Picking Up a Call in Call Park

From the same extension that parked the call:

- Lift the receiver
- Dial the Park code again
- The call is retrieved

From another extension:

- Lift the receiver
- Dial the Park Pick-Up code
- Then dial the extension number where the call is parked
- The call is retrieved

Making An Intercom Call

- Lift the receiver and wait for dial tone
- Dial the extension number

Receiving A Call From Another Extension

When you hear the intercom call signal (two short ring bursts):

- Lift the receiver to connect the call

Last Number Redial

When you want to automatically redial the last number you called:

- Lift the receiver
- From a touchtone telephone press **#**
- From a rotary telephone dial the Last Number Redial code

The system automatically dials the last number you dialed.

911 Support

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.

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ADVANCED FEATURES

E-Response Help Call

If programmed, your Iwatsu 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 ICM dial tone dial the E-Response Group access number.

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Flexible Call Forwarding

You can set your phone to forward calls to another extension or to an external telephone number. To forward calls externally, you must first register the external telephone number to a personal speed dial code (90-99.) (See the *Speed Dial* feature in the *Single Line Telephone User Quick Reference Guide*.)

You can also separate Call Forward destinations for Intercom calls and Outside Line incoming calls. For example, you could forward all Intercom calls to your cellular telephone and all Outside Line calls to your Voice Mail.

Set Forward Destination

- Lift the receiver
- Enter the Call Forward Activation Code
- Enter the Call Type you wish to forward
 - 1 = All calls (Outside Line/Intercom)
 - 2 = Outside Line calls only
 - 3 = Intercom calls only
- Enter the Flexible Call Forward Mode
 - 1 = All calls to another extension or hunt group
 - 2 = Busy/No Answer calls to another extension or hunt group
 - 3 = No Answer calls to another extension or hunt group
 - 4 = All Calls forward to an external number (using Personal Speed Dial Codes 90-99)
- If you chose Mode 1, 2, or 3, enter the extension or hunt group number
- If you chose Mode 4, enter the Personal Speed Dial Code (90-99)

Forward Cancel

- Lift the receiver
- Enter the Call Forward Cancel Code
- Enter the Call Type number you wish to cancel
 - 1 = Cancel Forwarding of All calls (Outside Line/ Intercom)
 - 2 = Cancel Forwarding of Outside Line calls only
 - 3 = Cancel Forwarding of Intercom calls only

Set Follow Me Destination

- Lift the receiver
- Enter the Call Forward Destination
- Enter the Call Type you wish to forward
 - 1 = All calls (Outside Line/Intercom)
 - 2 = Outside Line calls only
 - 3 = Intercom calls only
- Enter the extension number of the originating forwarding station

Call Pickup

Internal Group

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

- Lift the receiver
- Dial the Internal Group Call Pick Up code

The incoming call is connected to your extension.

Direct Extension

You may answer an incoming call at another extension:

- Lift the receiver
- Dial the Direct Extension Call Pick Up code
- Dial the number of the extension where the call is ringing

The incoming call is connected to your extension.

Busy ICM Callback

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

- Quickly press and release the receiver button
- When you hear the dial tone, dial the Busy ICM Callback code
- When you hear the confirmation tone, hang up
- When the busy extension is available, you will receive a call back
- Lift the receiver and you are automatically connected to the extension

To Cancel Busy ICM Callback

- Lift the receiver
- Dial the Cancel code then dial the Busy ICM Callback code
- When you hear the confirmation tone, hang up

FEATURE OPERATION CODES

To access the features listed below, lift the receiver, then follow the operation instructions. Use the Code column to write the operation code programmed in your system database.

Note: "Hook" means "press and release the receiver button quickly."

Feature Code	Operation
Account Codes	_____ Hook+"zzz"+(Acct.Code) [*]+Hook
Busy ICM Callback	_____ Hook+"zzz"
Busy Number Callback	_____ Hook+"zzz"
Busy Trunk Queue	_____ Hook+"zzz"
Cancel Code	_____ Cancel Code+Feature Code
Call Park - Station	_____ Hook+"zzz"
Call Park Pick Up	_____ "zzz"+Ext.No.
Call Pick Up	
Internal Group	_____ "zzz"
External Group	_____ "zzz"+GroupNo.
Direct Extension	_____ "zzz"+Ext.No.
Conference	
Add-on	_____ Hook+Ext.No.+Hook
Multiline	_____ Hook+"zzz"
Trunk to Trunk	_____ Hook+"zzz"
Do Not Disturb	_____ "zzz"
Exclusive Hold	_____ Hook+"zzz"
Extension Lock	_____ "zzz"+Password
Release	_____ Cancel code +"zzz"+ (Password)
Flexible Call Forward	
Set FWD Destination	_____ "zzz"+Ext.No.
All	_____ "zzz"+[1]+Fwd Mode
Outside Line	_____ "zzz"+[2]+Fwd Mode
Intercom	_____ "zzz"+[3]+Fwd Mode
Follow Me	_____ "zzz"+Call Type+Ext.No.
Cancel	_____ "zzz"+Call Type
Flash-Long	_____ Hook+"zzz"
Flash-Short	_____ Hook+"zzz"
Last No. Redial	_____ [#] or "zzz"
Meet-Me Page Answer	_____ "zzz"
Message Waiting	
Set	_____ Hook+"zzz"
Cancel	_____ Cancel Code +"zzz"+Ext.No.
Answer	_____ "zzz"
Clear	_____ "zzz"+[*][*]
Speed Dial Registration	
With Line Group	_____ "zzz"+(Code)+(Line Group No.)+(Phone No.)
W/out Line Group	_____ "zzz"+(Code)+(Phone No.)
Speed Dial	
Touch Tone Phone	_____ [*]+Speed Dial Code
Rotary Phone	_____ "zzz"+Speed Dial Code
Universal Night Answer	_____ "zzz"

Outside line access code is: _____

Paging code is: _____

Outside line group access code is (used to register Personal Speed Dial numbers): _____

"zzz" = Operation Code Programmed in System Database.

Message Waiting

To Leave A Message

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

- Do not hang up
- Quickly press and release the receiver button
- Dial the Message code
- When you hear the confirmation tone, hang up

If the extension you called is an Iwatsu digital telephone, the lamp on the message button **[MSG]** will light. If it is a single line telephone with a message lamp, the message lamp on the phone will flash.

To Answer Messages (Only Available On Telephones Equipped With Message Lamps)

When the Message lamp on your phone is flashing:

- Lift the receiver
- Dial the Message code

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

To Cancel Message Waiting

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

- Lift the receiver
- Dial the Cancel code and the Message code
- Dial the extension number
- When you hear the confirmation tone, hang up

The Message button **[MSG]** lamp at the extension will be extinguished.

Universal Night Answer

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

- Lift the receiver
- Dial the Universal Night Answer code **[5]4[6]**

You will be connected to the incoming call.

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

Busy Number Callback

When an outside number you have called is busy the system can be programmed to automatically recall the number at a later time.

- When you receive a busy signal do not hang up
- Quickly press and release the receiver button
- When you hear the dial tone, dial the Busy Number Callback Code
- Enter the time in minutes (1-9) at which you want to be called back
- When you hear the confirmation tone, hang up
- At the set time, you will receive a callback from the system
- Lift the receiver and the number is automatically dialed

To Cancel Busy Number Callback

- Lift the receiver
- Dial the Cancel code then dial the Busy Number Callback code
- When you hear the confirmation tone, hang up

Conference

During a call the system allows you to make conference calls with any combination of up to four extensions and outside lines.

Add-On (Up To 1 Outside + 3 Inside Parties Or 4 Inside Parties)

While speaking on an outside call or an intercom call:

- Quickly press and release the receiver button
- Dial the extension number that you want to add to the conference
- When the party answers, tell them to stay on the line, then quickly press and release the receiver button
- When you hear a tone burst, all parties are connected

To add another extension, repeat the same procedure.

Multi-Line (Up To 3 Outside + 1 Inside, Or 2 Outside + 2 Inside)

While speaking on an outside call:

- Quickly press and release the receiver button
- Dial the Hold code to put the outside line on hold
- After you hear the confirmation tone, access the second outside line and call the other outside party
- After the second outside line has answered quickly press and release the receiver button
- When you hear the tone, dial the Conference code
- All three parties are connected

To add a third outside line repeat the same procedure.

Trunk-To-Trunk (2 Outside Parties Only)

When you are speaking with two outside parties in a multiline conference call:

- Quickly press and release the receiver button
- When you hear the tone dial the Conference code, hang up

The two outside parties will still be in a conference.

To return to the multiline conference call:

- Lift the receiver
- Dial the Hold Pick Up code

You are automatically reconnected to the conference.

Paging

- Lift the receiver
- Dial the Paging Code *
- Speaking into the receiver make your announcement
- Hang up

Speed Dial

To Register Personal Speed Dial Numbers

- Lift the receiver
- Dial the Speed Dial Registration code then dial the Personal Speed Dial Code (9) (0) (9) (9)
- Enter the desired outside line group access code *
- Enter the phone number
- Hang up

To Register a Pause Time

To register a pause within a speed dial number dial [] and the desired pause time in seconds (1-9).

To Register a [*]

When registering the telephone number, at the place where you want to insert a [*], dial [] []

- This code is programmed by your system administrator

To Speed Dial A Number

From A Touch Tone Phone

- Lift the receiver
- Press [], then dial the Speed Dial Code for the number you want to call

The system automatically dials the registered number.

From A Rotary Dial Phone

- Lift the receiver
- Dial the Speed Dial Access code
- Dial the Speed Dial Code for the number that you want to call

The system automatically dials the registered number.

Do Not Disturb

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

- Lift the receiver
- Dial the Do Not Disturb code
- When you hear the confirmation tone, hang up

To cancel Do Not Disturb:

- Lift the receiver
- Dial the Cancel code and the Do Not Disturb code
- When you hear the confirmation tone, hang up