



**MBX IP™**

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# **Station User Guide**





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### Disposal of your old appliance

1. When the crossed-out wheeled bin symbol is attached to a product, it means the product is covered by the European Directive 2002/96/EC.
2. All electrical and electronic products should be disposed of separately from the municipal waste stream via designated collection facilities appointed by government or the local authorities.
3. The correct disposal of your old appliance will help prevent potential negative consequences for the environment and human health.
4. For more detailed information about disposal of your old appliance, please contact your city office, waste disposal service or the shop where you purchased the product.

## Important Safety Information

To prevent unexpected danger or damage please read this information before installing or attempting to repair your phone. Warning and Caution information is provided to alert the consumer of known dangers:



Warning: To reduce the possibility of electric shock, do not expose your phone to high humidity areas, such as a bathroom, swimming area, etc.



Caution: Use only Vertical approved batteries and desktop chargers to avoid the damage to the phone. Using other batteries or chargers voids your warranty and may cause an explosion.



### Warning

1. Only trained and qualified service personnel shall install, replace or service the phone.
2. Do not spill liquid life water on the phone. If so, call the service center as this may result in fire or electric shock.
3. If you see smoke or smell something during use, unplug the power cord and the phone line. Call the service center immediately.
4. If the power adapter is used, do not touch the plug with wet hands. This may result in a fire or an electric shock or equipment damage.
6. Do not use the phone during a thunderstorm. Lightning strike may result in fire, severe electrical or acoustic shock.
7. Do not use the power adapter if the power cord or wall outlet is damaged. This may result in fire or an electric shock.



### Caution

1. Ensure that children do not pull on phone cords. This may injure children or result in equipment damage.
2. The ear-piece houses a magnetic device which may attract pins or small metal objects. Keep headset clear of such objects and check before use.
3. Avoid placing the phone in an area that is excessively dusty, damp or subject to vibration.
4. Choose a site for the phone that is well-ventilated and dry.
5. Do not plug multiple plug-packs into one power outlet. This may result in the plug overheating and may result in a fire or plug pack failure.
6. Do not put heavy things on the phone.
7. Do not drop or throw the phone.
8. Static electricity discharge will damage electronic components.
9. Keep out of direct sunlight and away from heat.
10. No user-serviceable parts inside. Do not insert a screwdriver or any metal objects into the phone. This may cause electric shock or damage the equipment and will render the warranty void.
11. Clean the phone with a soft, dry cloth only. Do not use volatile liquids such as petrol, alcohol, or acetone as this may cause a fire or result in discoloration or damage to plastics. Do not clean with wax or silicon products as these may enter the equipment and cause operation to become unstable.

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# INTRODUCTION

## General

Your telephone is connected to an advanced-technology, highly-versatile, fully-featured telecom system designed to make office communications easy and productive. Employing state-of-the-art Voice over Internet Protocol (VoIP) technology, voice and data converge on a single IP packet network. Because each MBX IP Phone is an IP appliance, it can be moved easily throughout the office LAN and maintain normal operation.

### Feature Information

We have taken every effort to make this user guide simple and straightforward. The guide starts with the simpler operations of the MBX IP Phone Speakerphone, moves on to receiving and placing calls, and then to more advanced features. Each section includes a brief and basic description of each feature and step-by-step operation instructions.

The operations shown in this guide use the System's base default Numbering Plan. Your specific Numbering Plan may be different. Some features may not be available for you to access or may be subject to certain limitations based on the set-up of the System.

Under certain operating conditions, this equipment may not be able to make emergency calls. Alternative arrangements should be made for access to emergency services.

### Feature Groupings

Every effort has been taken to divide the features into a logical and consistent sequence so that features can be quickly located.

Features have been divided into groups, starting with Basic Call Handling, then Receiving Calls, Placing Calls etc. Within each group, features are arranged according to the difficulty of operation and frequency of use.

## Phones supported on the MBX IP

The MBX IP system supports a variety of digital and IP Phones:

Edge 8000	
SBX IP	STSe
Vodavi/Uniphone	Edge 700
Triad	infinite

The Vertical Phones (shown below) include a large 3-line or 4-line 24-character per line LCD (refer to Phone Diagrams on the next three pages). Features and functions of your MBX IP are accessed either using the Fixed or Flexible buttons or by selecting a menu item using the Soft buttons when available. In the remainder of this User Guide, the Fixed or Flexible buttons are shown with a box surrounding the BUTTON designation while Soft button menu selections are shown with a double underline.



8012/8024 (IP)

12/24-Button Keysets

3 Soft Keys

Programable Keys

FIXED BUTTONS:

Message Waiting

Setting

Hold

Speakerphone

Transfer

Navigation Ctl

Mute

Volume

Headset

DND



- 8/24-Button Keysets
- 3 Soft Keys
- Message Waiting Light
- Programmable Keys
- FIXED BUTTONS:
- Hold
- Speaker
- Tap
- Shift
- Trans
- NAV
- Mute
- Volume

Edge 700 (digital)



- 8/24-Button Keysets
- 3 Soft Keys
- Message Waiting Light
- Programmable Keys
- FIXED BUTTONS:
- Speed
- DND
- Trans/PGM
- Call Back
- NAV
- Hold/Save
- Speaker
- Volume

SBX (digital)



STSe (digital)

- 24-Button Keypad
- 3 Soft Keys
- Message Waiting Light
- Programmable Keys
- FIXED BUTTONS:

- Flash
- Trans
- Speed
- Conf
- Msg
- Forward
- Mute
- Camp On
- On/Off
- Hold



Vodavi/Uniphone (digital)

- 8/30-Button Keypad
- 3 Soft Keys
- Message Waiting Light
- Programmable Keys
- FIXED BUTTONS:

- On/Off
- Hold
- Mute
- Speed
- Forward
- Flash
- Camp On
- Message
- Transfer
- Conference



Triad (digital)

- 8/12/24-Button Keysets
- Message Waiting Light
- Programmable Keys

**FIXED BUTTONS:**

- Flash
- Trans
- Speed
- Conf
- Msg
- Forward
- Mute
- Camp On
- On/Off
- Hold



infinite (digital)

- 8/12/24-Button Keysets
- Message Waiting Light
- Programmable Keys

**FIXED BUTTONS:**

- Flash
- Trans
- Speed
- Conf
- Msg
- Forward
- Mute
- Camp On
- On/Off
- Hold

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# BASIC CALL HANDLING

## Placing A Call

### Internal Calls

You can place calls to other stations in the system over the Intercom. The call will ring, or for an ICM Voice Announce call, a splash tone will be heard. Ring or Voice Announce is normally determined by settings at the called station but you may change this by dialing '#' after placing the call. By changing the mode, a Voice Announce call will ring or a ringing ICM call will allow Voice Announce (toggle).

You can assign a Flex button for Direct Station Selection/Busy Lamp Field (DSS/BLF). The DSS/BLF button allows you to call another station with a single button. The button LED will display the other station's status (ON=busy, OFF=idle).

When you go off-hook, you may connect to another station or system resource automatically. This Prime Line Preference may be immediate or delayed allowing you to take other actions during the delay. Otherwise, you may press another Flex button before going off-hook to override Prime Line Preference.

If you go off-hook and take no action, Intercom dial-tone will time-out, and after the Howler tone is received, your phone will be placed out-of-service in Intercom Lock-Out; you then must hang-up to return the phone to an idle state.

*To place an Intercom call:*

1. Lift the handset,
2. Dial the Intercom number of the desired station,
3. When call is answered or Splash tone is heard, begin speaking with the called party.

### Using Camp-On when calling a busy station

If the called party is busy, you may activate Camp-On, Callback or Voice Over at the station. Camp-On allows you to wait off-hook for the called station to answer. Callback allows you to hang-up, and when the busy station returns to an idle state, the system will call your Station; after you answer the callback, the system will call the previously busy station.

If you are the Attendant or Secretary, you may activate Intrusion. You may also use Step Call; dial the next station by dialing the last digit of the Intercom number.

*To Camp-On (wait off-hook) for a busy station:*

Press \* and wait an answer.

*To request a Callback (wait on-hook) for a busy station:*

Press the MSG button and hang-up.

*To make a Voice Over announcement to a busy station:*

Dial #, after the Splash tone is heard, begin speaking.

## Leaving a Message Wait

Chapter 3 If the called user does not answer or is in DND mode, you may leave a Message Wait. The called user will receive a Message Wait indication; the message icon will be displayed in the IP-8024. If the ring/message LED is set to Message Wait Indication, the ring/message LED will flash.

*To activate Message Waiting:*

Press the MSG button and hang-up.

## External Calls

### Placing external CO/VoIP calls

External calls are placed on CO/IP lines. These 'lines' are accessed either using a button on the MBX IP Phone assigned as a **CO/IP line** or using dial codes. The CO/IP lines are grouped for different types of calls, local, long distance, etc. Using the **CO/IP line group** code, you will be able to access any line from the group. A Flex button on the MBX IP Phone assigned as a LOOP button lets you access a line from a group. Dial codes for access to CO/IP lines are:

Individual CO/IP line access:

88 + Line number (01-80 for MBX IP-100, or 001-240 for MBX IP-300).

CO/IP Group access:

801-824 for MBX IP-100, or 801-872 for MBX IP-300

Any CO/IP Line access:

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When dialing on a CO line which uses pulse style signals, you may activate **Dial Pulse to Tone Switchover** changing to DTMF style dialing (for banking services, etc.).

When placing an IP call, you must dial an IP address using the '\*' key in place of the dot.

If **Least Cost Routing** is set-up, the number you dial will be analyzed and the system will place the call on the least expensive route.

You may be assigned **Dialing** and/or **CO/IP Line Access Restrictions**, in which case you will receive error tone if you attempt to dial or access a restricted number/CO/IP line. **CO/IP line** and **Station Class Of Service (COS)**, which establish dialing restrictions, may vary during Day and Night operation (Day/Night COS).

You may need to enter an Authorization code before placing calls, in which case you will receive a second dial tone.

Your external calls may be subject to **Call Time Restrictions**, you will receive a **Call Warning Tone** prior to disconnect.

**NOTE:** In the event of an emergency, assigned Emergency numbers (ex., a 911 call) may be dialed from any station in the System, regardless of a Station's dialing restrictions (COS).

*To place an external call:*

1. Lift the handset,
2. Dial the CO/IP line/group,
3. Dial the desired number.

### **Waiting for the next available CO/IP line**

If all the lines connected to your system are busy, you will receive an All Trunks Busy signal. You may request to be notified when a line becomes free.

*To activate a queue if the selected/dialed line is busy:*

1. Select the desired CO/IP line button; when the busy notification is returned, press the MSG button,
2. Return to an idle state by going on-hook; when the line is available, the Station will be notified (ringing).

### **Account Codes: Tracking External calls for billing**

In some cases, you or your company may desire to track calls for billing or other purposes. You may enter an Account Code, which is output from the system to a printer in the SMDR report. You may have an Account Code Flex button (refer to Assigning features to Flex buttons).

*To enter an Account Code before the call:*

1. Lift the handset,
2. Press the assigned ACCOUNT CODE button,
3. Dial the Account Code (1-12 digits),
4. Press \*, Intercom dial tone is heard,
5. Place the CO/IP call as normal.

*To enter an Account Code during a call:*

1. Press the assigned ACCOUNT CODE button,
2. Dial the Account Code (1-12 digits),
3. Press \*.

## Disable dialing from your phone

You can temporarily 'Lock' your phone by activating Temporary COS, which will disable all dialing from the phone. To deactivate Temporary COS you must enter the station's Authorization code.

*To activate Temporary COS:*

1. Press TRANS/PGM,
2. Dial 31 (User Program code),
3. Dial your Authorization code,
4. Press HOLD/SAVE.

*To deactivate Temporary COS:*

1. Press TRANS/PGM,
2. Dial 32 (User Program code),
3. Dial your Authorization code,
4. Press HOLD/SAVE.

## Temporarily override dialing restrictions at a phone

Override the dialing restrictions at any phone by activating Walking COS. The Walking COS dialing restriction levels are applied for a single call only. For multiple calls, you will need to reactivate Walking COS or use the FLASH button to regain CO/IP dial-tone.

*To activate Walking COS:*

1. Press TRANS/PGM,
2. Dial 33 (User Program code),
3. Dial your Authorization Code (station number and password),
4. Dial '\*',
5. Place call as normal.

## Using Directory

### Using Last Number Redial (LNR)

The last number dialed on an external call is automatically saved in the Last Number Redial (LNR) buffer. On the MBX IP Display Phone, the system will store the numbers dialed on the last 100 calls.

*To dial the Last Number for an external call:*

1. Lift the handset,
2. Press Speed Soft button,
3. Dial \*,  
OR  
press the LOG Soft button,
4. Press the Navigation up and down buttons to select from the last 100 numbers dialed or received,
5. Press the Send Soft button or HOLD/SAVE.

### Using and Entering Saved Number Dial

You may store the last number dialed on an external call to the Saved Number Dial buffer for convenient dialing at a later time. The Saved number is stored until a new number is saved.

*To place a call using Save Number Dial:*

1. Lift the handset, and/or press the DIR Soft button,
2. Dial 1 for Station Speed,
3. Dial #.

*To store a number in the Save Number Dial:*

While on an outgoing external call, press the HOLD/SAVE button.

### Using System Speed Dial Numbers

The MBX IP-100 system has memory allocated for 800 System Speed Dial numbers (bins 200-999). The MBX IP-300 systems each have memory allocated for 3000 System Speed Dial numbers (bins 2000-3999). The MBX IP-100 system has memory allocated for 1000 System Speed Dial numbers (bins 2000-2999). The MBX IP-300 system has memory allocated for 2000 System Speed Dial numbers (bins 2000-3999).

You may, if allowed, use System Speed Dial to call frequently dialed numbers.

In some cases, these numbers are divided into groups called System Speed Zone Groups. In this case, you may access some numbers and not others and your dialing restrictions may be invoked.

Only an Attendant can assign System Speed Dial numbers.

*To place a call using System Speed Dial:*

1. Lift the handset,
2. Press the DIR Soft button,
3. Dial 2 for System Speed,
4. Dial the desired System Speed Dial bin number (200-999 for MBX IP-100, 2000-3999 for MBX IP-300).

## Using and Entering Station Speed Dial Numbers

Each station in the MBX IP-100 System is allocated memory for 20 Station Speed Dial numbers (bins 00-19) each up to 48 digits. The MBX IP-300 support 100 Station Speed Dial numbers (bins 000-099). The MBX IP-100 & 300 each support 50 Station Speed Dial numbers (bins 000-049). These numbers are entered at the user's station and may include several "special" instructions. Special instructions and the corresponding button are:

- PAUSE will momentarily stop dialing.
- FLASH as 1st digit-Activate dial tone detect.
- FLASH not as 1st digit-The system will generate a flash on the CO line.
- MSG as 1st digit-Send digits as ISDN Keypad Facility message.
- '\*' as 1st digit-Display Security, the stored number will not be displayed when used.
- '\*' not as 1st digit-Dial Pulse to Tone Switchover, the system will switch from pulse to tone dialing.

When entering a Speed Dial, a 16 character name may be associated with the number for Dial by Name. Characters are entered with two keystrokes as in the chart below.

*To place a call using Station Speed Dial:*

1. Lift the handset, and/or press the DIR Soft button,
2. Dial '1' for station speed,
3. Dial the desired Station Speed Dial bin number (00-19 , 000-099 or 000-049).

*To enter a Station Speed Dial number with CO Line and Name:*

1. Lift the handset, and/or press the DIR Soft button,
2. Dial '1' for station speed,
3. Press the ADD Soft button,
4. Dial the desired Station Speed Dial bin number,
5. Select/dial the CO/IP line/group,
6. Dial the desired number to be stored,

7. Press HOLD/SAVE,
8. Enter the associated name if desired, using the Character Entry Chart on page [page 2-16](#),
9. Press HOLD/SAVE.

*To assign a Station Speed Dial number directly to a Flex button:*

1. Press TRANS/PGM,
2. Press the desired Flex button,
3. Dial '1' for Number,
4. Select/dial the CO/IP line/group,
5. Dial the desired number,
6. Press HOLD/SAVE,
7. Enter the associated name if desired, using the Character Entry chart,
8. Press HOLD/SAVE.

## Using Dial by Name and Entering Your Name

Dial by Name employs three different Directories: Private directory (Station Speed dial), Public Directory (System Speed dial), or Intercom directory.

**NOTE:** To allow others to contact you via the Intercom directory, you must enter a name for your station (up to 12 characters).

*To place a call using Dial by Name:*

1. Press DIR Soft button,
2. Dial the desired directory, 1: Private directory, 2: Public directory, 3: Intercom directory, the LCD will display the names in alphabetical order,
3. Scroll using the Navigation up/down keys, or enter search characters (refer to the Character Entry Chart).
4. Press HOLD/SAVE to place the call.

*To enter your station user name:*

1. Press the TRANS/PGM button,
2. Dial 12 (Station User Name code),
3. Enter the Name, up to 12 characters (press DND button to backspace/delete a character). To input characters:
4. Press the second Soft button to select ABC> or abc> mode,

## Receiving Calls

### Answering a Call while Idle

There are 3 basic types of incoming calls: internal/external ringing calls, Intercom Voice Announce calls, and Hold recalls.

Your phone may be assigned Ringing Line Preference; in this case, calls that ring are answered by lifting the handset. Otherwise, you must press the flashing Flex button.

- External calls to an MBX IP Phone will appear under the CO/IP line or a LOOP button.
- External calls are from CO lines or VoIP channels that are programmed to ring at your phone. For external calls, Delay Ring may be assigned allowing others to answer the call before the call rings at your phone.
- Calls can be forwarded in some manner from another user; if providing call coverage for other users, you may also receive Station Call Coverage calls.
- Calls placed on Hold, including Transfers, parked calls, etc. will recall if left on hold for too long.
- ICM Voice Announce calls are answered based on the ICM Signaling mode at the receiving phone; in Hands-free (HF) mode, after the splash tone and announcement, speak normally into the microphone. In the Privacy (PV) mode, lift the handset to respond. The ICM Signaling mode can be assigned in Station Programming.
- The LCD will display the calling number or, if available, the name of the station or CO/VoIP line, CO Line Name Display.

*To answer a call ringing at your phone:*

Lift the handset or press the flashing Flex button (as needed), the call will be connected.

*To respond to an Intercom Voice Announce call:*

In HF mode, simply speak as normal into the microphone,

OR

In PV mode, lift the handset to respond.



## Responding to a Call While Busy

While you are busy on another call, you may receive a Muted Ring, Camp-On tones, or Voice-Over announcements. Muted Ring is provided over the speaker of your Phone indicating a Call Waiting. You also may receive Camp On tones, a burst of tones on top of the existing call, as an indication of another call waiting.

While busy, certain stations can activate Voice-Over to your phone. In this case, audio is received from both the active call and the Voice Over announcement at the same time.

Respond to any of these Off-hook Signals in one of several ways; place the existing call on Hold and respond to the new incoming call, activate One-time DND, send a Silent Text Message, or ignore the new call.

Silent Text Message requires a TEXT MESSAGE button (not available on a SLT or other non-display terminal).

The Attendant or Secretary may use Intrusion to announce a call while you are busy.

### *To answer a Call Waiting:*

Press HOLD/SAVE,  
AND/OR  
Press the flashing CO/IP LINE button.

### *To activate One-time DND:*

Press the DND button.

### *To send a Silent Text Message:*

Press the programmed TEXT MESSAGE button, then select the desired message to send.

## Using Answering Machine Emulation (AME)

When a call is connected to your voice mail, you can screen the call as with a normal Answering Machine. The caller's voice is played over your speaker while the message is being recorded.

There are two methods of notification and call screening provided, LED blink mode or Speaker hearing mode.

- LED Blink Mode - the Answering Machine Emulation (AME) Flex button will flash to notify you of a call. You may press the Flex button to hear the caller as the voice message is stored.
- Speaker Hearing Mode - when the call is sent to the voice mailbox, the caller's voice is automatically broadcast over the speaker of your MBX IP Phone.

You may terminate screening, leaving the caller in voice mail to record a message, talk with the caller and record the conversation in the mailbox, or answer the call and disconnect the Voicemail.

The AME feature is only available when using the MBX IP VMIB Voice Mail; a MUTE and AME button should be programmed (refer to Appendix A User Program Codes).

*To screen a call in LED blink mode:*

Press the flashing AME button, the caller's voice is broadcast over the station speaker and stored in the voice mailbox (in the Speaker hearing mode, broadcast is automatic).

*To stop the voice broadcast and leave the caller in Voice Mail:*

Press the illuminated SPEAKER button.

*To talk with the caller and record the conversation in Voice Mail:*

Press the MUTE button.

*To answer the call and cancel the voice message recording:*

Press the illuminated AME button, the caller is connected and the Voice Mail disconnected.

## Differential Ring Signals

When multiple phones in a small area ring, it can be difficult to tell which are ringing. The MBX IP Phone has 14 Ring Tones available for differentiating one phone's ringing from another. Four of the tones are stored in the phone permanent memory; the remaining ten tones are in the system memory. Four of these ten can be downloaded into the phone memory for use as the 5th to 8th Ring Tone.

*To download a Ring Tone from System memory (8012 and 8024 IP Phones only):*

1. Press TRANS/PGM,
2. Dial 2 for Ring Tones,
3. Dial 3 for Ring Tone download,
4. Dial the phone's memory location to receive the tone (5-8),
5. Dial 0-9 for the desired tone number; a confirmation tone is heard,
6. Press HOLD/SAVE to download.

*To select a Ring Tone from phone memory:*

1. Press the TRANS/PGM button,
2. Dial 2 for Ring Tones,
3. Dial 1 or 2 for Internal or External ring,

Dial 1 for Keypad Ring Source,

## Answering Calls at Night

In the Night mode, Loud Bell Control may be used to send ring signals to external bells. You may answer these calls with Universal Night Answer (UNA).

*To answer a call ringing during night mode:*

1. Lift the handset,
2. Dial 587 (UNA code).

## Answering Calls to Other Stations

When nearby stations are ringing, you may pick-up (answer) the call. Select to answer a call ringing at a specific station (Directed Call Pick-Up) or you may choose to answer the oldest call ringing to your station group (Group Call Pick-Up). Assign a Flex button with the Group Call Pick-Up code (566) for one-touch access.

**NOTE:** Pick-Up will not answer calls on the ringing station Private Line unless the line appears on your phone.

*To answer a call ringing at another station:*

1. Lift the handset,
2. Dial 7 (Directed Call Pick-Up code),
3. Dial the Intercom Number of the ringing station; the call will be connected.

*To answer a call ringing at a station in your group:*

1. Lift the handset,
2. Dial 566 (Group Call Pick-Up code), the call is connected.

## Using Do-Not-Disturb (DND) to Block Incoming Calls

Activate Do-Not-Disturb when you wish to not be interrupted; the phone will block incoming calls. Internal callers will receive a fast busy tone and the display will show the DND status. Activate Do-Not-Disturb while ringing(One-Time DND); Ringing terminates and the caller will get a fast busy tone and it requires a DND button.

When an Executive activates DND, calls are forwarded to the paired Secretary automatically.

The Attendants and Secretary may be able to activate DND Override and Intrude on an active call. The Attendants may also cancel DND at other stations.

*To toggle DND ON and OFF:*

Press the DND button.

## Forwarding Calls

### Forwarding calls to another Station or Voice Mail

Incoming calls may be diverted to other resources of the system. Resources include other stations, VMIM/VSF Voice Mail and External Voice Mail. Your LCD and the LCD of the forward receiver will both indicate the forward status.

Call Forward can be activated from your phone or from a different station (Call Forward, Remote). You may define the conditions or 'type of forward' as shown below:

- 1: Unconditional-all calls to the station, except recalls, are forwarded.
- 2: Busy-Immediately forwards all calls, except recalls, when the station is busy.
- 3: No Answer-forwards all calls to the station, except recalls, when the station does not answer within the No Answer timer.
- 4: Busy/No Answer-forwards calls if the station is busy or does not answer within the No Answer timer.

When you forward calls from a different station, you may need to enter your Authorization Code.

Calls on a Private Line will not forward except to a station with an appearance of the Private Line or to Voice Mail.

*To activate Call Forward from your phone to another phone or internal system resource:*

1. Lift the handset,
2. Press the FWD Soft button, or DND/FWD, FWD, or FWD flexible button,
3. Dial the type of forward code 1-4,
4. Dial the destination number.

*To deactivate Call Forward from your phone:*

1. Press the Fwd Soft button,
2. Dial #.

*To activate Call Forward for your phone from a different phone within the System (Call Forward, Remote):*

1. Lift the handset,
2. Press the Fwd Soft button,
3. Dial 0 (Remote Call Forward code),
4. Dial your Authorization code (Station number & Password),
5. Dial the 'type of forward' code 1-4,
6. Dial the destination number.

*To deactivate Call Forward, Remote:*

1. Lift the handset,
2. Press the Fwd Soft button,
3. Dial 0 (Remote Call Forward code),
4. Dial your Authorization code (Station number & Password),
5. Press the # key.

### **Forwarding calls to an external number**

Forward calls to an external destination; calls can be forwarded from an internal station or a remote location. You may define the conditions or 'type of forward' as listed below:

- 1: Unconditional - all calls to the station, except recalls, are forwarded.
- 2: Busy - Immediately forwards all calls to the station, except recalls, when station is busy.
- 3: No Answer - forwards all calls to the station, except recalls, when the station does not answer within the No Answer timer.
- 4: Busy/No Answer - forwards calls if the station is busy or does not answer within the No Answer timer.

When you forward calls from a different station or a remote location, you may need to enter your Authorization Code. In addition, from a remote location, you must access the system through a DISA enabled CO line.

*To activate Call Forward, Off Premise (forward to an external number) from your phone:*

1. Lift the handset,
2. Press the Fwd Soft button or dial 554
3. Dial the type of Forward code (1-4),
4. Dial Telephone number,
5. Replace the handset, return to idle.

*To activate Call Forward, Off Premise (forward to an extnl number) from a different phone:*

1. Lift the handset,
2. Press the Fwd Soft button or dial 554,
3. Dial 0 (Remote Call Forward code),
4. Dial your Authorization code (your Station number + Password),
5. Dial the type of Forward code (1-4),
6. Dial Telephone number,
7. Replace the handset, return to idle.

## Forwarding callers to an LCD Message

Using an MBX IP Phone, the system can be setup to return an 'LCD Message' to internal callers. When calling your Station, internal callers will automatically receive the selected message or you can send an LCD message you select in response to an internal call, Silent LCD Message.

There are 11 Custom Display Messages each up to 24 characters. Ten can be assigned by the Attendant and one assigned by you.

In addition, there are ten fix Pre-Defined LCD Messages; some allow auxiliary input for time, date, etc. (as shown in message list).

Message 1: LUNCH RETURN AT hh:mm

Message 2: ON VACATION  
RETURN AT DATE mm:dd

Message 3: OUT OF OFFICE  
RETURN AT TIME hh:mm

Message 4: OUT OF OFFICE  
RETURN AT DATE mm:dd

Message 5: OUT OF OFFICE  
RETURN UNKNOWN

Message 6: CALL (enter up to 17 digits)

Message 7: IN OFFICE STA xxxx

Message 8: IN MEETING  
RETURN AT TIME hh:mm

Message 9: AT HOME

Message 0: AT BRANCH OFFICE

\* User Custom Message

# Deactive

*To activate Custom or Pre-Defined Message Forward:*

1. Press TRANS/PGM,
2. Dial User Program feature code 41,
3. Dial the one-digit LCD Message code (0-9),
4. Dial any auxiliary input for messages 1-4 and 6-8,
5. Press HOLD/SAVE, forward confirmed.

*To cancel activated Message:*

1. Press the Fwd Soft button,
2. Press FWD button or dial 554,
3. Dial #.

To program the Station Custom Message (00) at your station:

1. Press TRANS/PGM,
2. Dial User Program feature code 42,
3. Enter Message contents, up to 24 characters, using the Character Entry Chart below.
4. Press HOLD/SAVE, to save message

Dial Pad Button	Letter Type									
	Uppercase (ABC)				Lowercase (abc)				Num	
	Button Depressions									
	1	2	3	4	1	2	3	4	1	
1	@	:	/	<	@	:	/	<	1	
2	A	B	C		a	b	c		2	
3	D	E	F		d	e	f		3	
4	G	H	I		g	h	i		4	
5	J	K	L		j	k	l		5	
6	M	N	O		m	n	o		6	
7	P	Q	R		p	q	r	s	7	
8	T	U	V		t	u	v		8	
9	W	X	Y	Z	w	x	y	z	9	
0	.	,	?	!	.	,	?	!	0	
*	*				*				*	
#	#				#				#	

Character Entry Chart



## Call Transfer

### Sending a call to a different destination

You can send an active call to another station or other resource of the system, Call Transfer. You can screen the transfer with the receiving party (Screened Call Transfer) or complete the transfer without screening (Unscreened Call Transfer).

Transferred calls, internal or external, are placed in Transfer Hold. These calls will receive Music on Hold (MOH) and will recall if not answered in a timely manner.

If an Unscreened Transfer call encounters an error or DND, it may immediately recall at your Station.

DSS/BLF buttons may be employed to transfer calls.

*To Transfer an active call:*

1. Press TRANS/PGM,
2. Call the transfer party,
3. Unscreened Call Transfer- Hang-up,
4. Screened Call Transfer- When call is answered or Splash tone is heard, announce the call and hang-up.

## Call Hold

### Placing a call in a waiting state

You may place an active Internal or External call in one of several holding states. In System Hold, other non-restricted stations may pick-up the call. In Exclusive Hold, only the holding station may pick-up the call.

*To place a call on Hold:*

Press HOLD/SAVE.

The system is assigned a preferred hold type (System or Exclusive). You may override this **Hold Preference** by pressing the HOLD/SAVE button twice.

The LEDs for CO/IP line buttons flash at distinctive rates for the holding station and other MBX IP Phone users.

There are also user operations such as pressing a DSS/BLF button that will place a call in **Automatic Hold**.

Calls will remain in the held state for a period and then recall the user. This **Hold Recall** is provided with a different ring signal. If not answered in a timely manner, the Attendant will receive **Attendant Hold Recall**.

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# SEND & RETRIEVE MESSAGES

## Responding to a Station Message Waiting Indication

Another station can leave a Station Message Waiting indication (MWI) when you do not answer or your phone is in DND mode. The message icon will be displayed on the LCD screen in IP-8024. If programmed, a flashing MSG LED on the MBX IP Phone also will indicate when there is a Message Waiting. As a further notification, a Message Wait Reminder Tone can be provided. You may review and delete messages as well as respond with a call back.

*To review your Station messages:*

1. Press the MSG button, the LCD shows the Message Summary display:

1. ICM MWI (002)
2. VSF MSG (002)
3. VMS MSG (001)
BACK            OK

2. Dial 1 to view Station messages,
3. Press the navigation up/down button to scroll through the messages.

*To return a call from the list of Intercom (MWI):*

1. Press the navigation up/down buttons to scroll through the Intercom messages,
2. Press the OK Soft button to select and place the return call.

*To delete a Station MWI:*

1. Press the navigation up/down buttons to scroll through the Station messages,
2. Press the Delete Soft button to select,
3. Dial 1 (Delete MWI).

*To delete all Station MWIs:*

1. Press the Delete Soft button,
2. Press 3 (Delete All MWIs).

## Getting Voice Mail Messages

When callers are forwarded or recall to your Voice Mail Box, they can leave a voice message. Your Voice Mail Box is part of the integrated VMIM/VSF/VMIB module, the MBX IP Feature Server or an external Voice Mail system.

The Voice Mail system allows access to and management of received voice messages. While in your Mail Box, you have control of your password and Mail Box greeting. In addition, you can remotely control Call Forward for your station from the VMIM/VSF/VMIB. You will need to register an Authorization Code for your station to access the VMIM/VSF/VMIB Voice messages.

*To retrieve Voice Mail locally using a Flex button:*

1. Press the programmed VOICE MAIL Flex button,
2. Dial your Mail Box number and corresponding password to receive the 'Number of Messages' prompt,
3. Dial desired option codes,
4. At completion of session, hang-up to return to idle.

*To retrieve Voice Mail locally using the MSG button:*

1. Press the flashing MSG button, the LCD shows the Message Summary display:

```
1. ICM MWI (002)
2. VSF MSG (002)
3. VMS MSG (001)
BACK      OK
```

2. Press the Navigation down key, to display additional items:

```
4. UMS MSG(003)
5. ICM SMS(003)

BACK      OK
```

3. Dial 2 for VMIM/VSF, 3 for external VM or 4 for Feature Server Voice Mail,
4. After the prompt enter your station number and password,
5. Dial desired option codes,
6. At completion of session, hang-up to return to idle.

*To access your Voice Mail Box from a Remote Location:*

1. Lift the handset,
2. Dial the phone number of a DISA CO line answered by the VMIM/VSF/VMIB Auto Attd,
3. At answer, dial # to receive the 'Mail Box & Password' prompt
4. Dial the Mail Box and password to receive the 'Number of Messages' prompt,
5. Dial '\*',
6. Dial desired option codes,
7. At completion of session, hang-up.

## Sending and Receiving Short LCD Messages

You can exchange short LCD messages (up to 100 alphanumeric characters) with other MBX IP display phone users. These messages will activate the message icon on the LCD (IP-8024). If the ring/message LED is set to Message Wait indication, the ring/message LED will flash.

*To send an SMS message to another MBX IP display Phone:*

1. Press the TRANS/PGM button,
2. Dial 43 (SMS send code),
3. Dial the station number to receive the message,
4. Press the Add Soft button to append the next station number and Dial the station number,
5. Press the Finish Soft button,
6. Enter your message (refer to Character Entry Chart on [page 3-8](#)),
7. Press HOLD/SAVE to send your message.

*To view your received Short LCD messages:*

1. Press the Msg Soft button, the LCD will display the Message Summary display,

MWI(00) VMS(00) SMS(01)  
ENTER (MWI:1, VMS:2, SMS:3)

2. Dial 3 to view the SMS message.
3. Press the Next Soft button to view the next SMS message.

*To delete received Short LCD messages:*

Press the Delete Soft button.

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## REMOTE SYSTEM ACCESS

### Direct Inward System Access (DISA)

DISA (Direct Inward System Access) allows remote users to gain access to the system's resources (remote users may be required to enter an Authorization Code). The system will recognize remote user dialed inputs (call other stations, place calls over CO/IP lines, review voice mails, etc).

*To access system resources remotely:*

1. Call the system's DISA facility,
2. Await answer and dial your authorization code (station number and password),
3. Dial "\*" for end mark,
4. Dial as needed for the desired system resource.

### Mobile Phone Extension

When away from your desk or office you can place and receive MBX IP calls on a registered mobile phone. You may need to activate the Mobile Phone Extension feature and assign the Mobile Phone number.

This feature is only effective with an ISDN CO line.

*To register a mobile phone number:*

1. Press the TRANS/PGM button,
2. Dial 51,
3. Select Mobile Index 1 or 2,
4. 1 to activate, 0 to deactivate,
5. Press the HOLD/SAVE button.

*To activate a registered mobile phone from the user's station:*

1. Press the TRANS/PGM button,
2. Dial 52,
3. Select Mobile Index 1 or 2,
4. Dial the mobile phone number with CO Access code,
5. Press the HOLD/SAVE button.

*To place a call from the mobile extension using the MBX IP System:*

1. Dial the ISDN DID number of the station; the system will check the Caller ID and answer the call. The user then will receive intercom dial tone,
2. Place internal or external MBX IP call as normal.

*To Transfer a call from the mobile extension using the MBX IP:*

1. Dial the mobile flash digit "\*" while on an MBX IP call,
2. Dial the desired extension, the call is transferred and the mobile phone returns to idle.

**NOTE:** The mobile extension may reconnect to the transfer call by pressing the mobile flash digit (\*).



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## MISC FEATURES

### Alarm/Door Bell

The system can monitor external **Alarm** or **Door Bell** contacts:

**Alarm Monitor** - should the external contact activate, a unique Alarm Ring signal and LCD display may be received. To restart the monitor circuit, the external contacts must be deactivated and the Alarm Ring signal terminated.

**Door Bell** - a unique Door Bell Ring (single tone burst) may be received each time the external contact is activated. A system contact also can be assigned to act as a **Door Open** contact.

*To terminate the Alarm signal:*

Dial 565 (Alarm Stop code).

*To activate the Door Open contacts:*

1. Lift the handset,
2. Dial Door Open code, #\* and contact number 1-4.

### Broker Call

#### Switching between two calls

You may switch between the active call and a call on Hold, placing the active call on Hold acting as a broker between two or more parties, Broker Call. MBX IP Phone users may 'broker' for multiple calls up to the number of CO/IP line buttons.

*To switch between two calls (Broker Call):*

Press the desired CO/IP line button.

## Call Park

### Placing a call on Hold to Page

A user may transfer an active CO/IP call to a special holding location (Park Orbit), which can be accessed easily from any station in the system. Typically, this feature is used with Paging to notify the desired user of a parked call.

Parked calls are subject to Hold Recall after the Call Park timer.

*To park an active external call:*

1. Press TRANS/PGM,
2. Dial the Park Orbit (541),
3. Dial the Park number (00-49),
4. Return to idle.

*To retrieve a parked call:*

1. Lift the handset,
2. Dial the Park Orbit (541),
3. Dial the Park number (00-49).

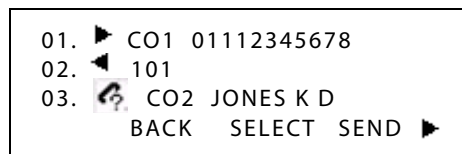
## Call Log

Users can view a log of incoming, outgoing and missed calls on the display (up to 99 records). A LOG Soft button provides simple access to incoming (called), outgoing (dialed) and missed (lost) calls.

**NOTE:** if a call is missed, the LOG Soft button will be displayed as LOG (M); the missed call icon also will appear on the LCD (IP-8024).

*To access the Call Log menu:*

1. Press the LOG Soft button,
2. Using the Navigation up/down keys to view items (Called, Dialed, or Lost),

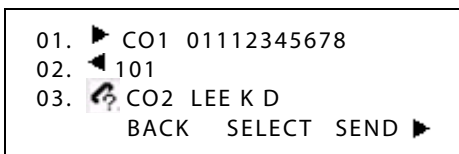


Log codes include:

- ◀ - Incoming call
- ▶ - Outgoing call
- 📞 - Missed call

*To place a call using numbers stored in the Call Log:*

1. From the Call Log, use the Navigation up/down keys to view items (Called, Dialed, or Lost),



2. Highlight the desired item, and press the Send Soft button to place the call.

*To save an external call to the Station Speed Dial:*

1. Use the Navigation up/down buttons to highlight the desired external call item,
2. Press the Select Soft button,
3. Press the Save Soft button.

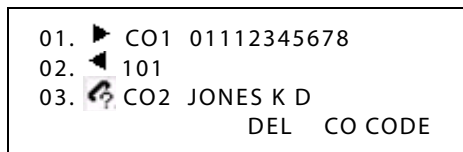
The CO code in a log item is used to seize the CO line when placing an external call using the call log. Up to 5 CO codes can be saved.

The first CO code is sent from the system in the saved call log. Normally the first CO code is '9', but if the telephone number is equal to a number in the Speed Dial list, the first CO code will be the access code of the saved CO line of the speed dial. Therefore the first CO code of each call log can be different and is not editable.

CO Codes 2 - 5 are the user-defined codes. If a code 2 - is selected, the selected code will be used in placing all of the external calls in the call log.

*To select a CO Code:*

1. From the Call Log, use the right Navigation key to advance to the next 3 Soft button items,



2. Press the CO CODE Soft button (code displaying the + symbol is the currently selected item),

*To edit the CO code (positions 2-5 only):*

1. Use Navigation up/down buttons to highlight the desired item,
2. Press the Edit Soft button to modify selection.

*To select the CO code:*

1. Use Navigation up/down buttons to highlight the desired item,
2. Press the Select Soft button.

## Conference Call

### Joining Multiple People in a Conference

You can establish a **Conference** with up to 13 parties. The other parties in the **Conference** may be internal or external.

A **Conference** can be placed on Hold and is subject to Hold Recall.

You may also use the Conference operation to join 2 external parties in a private conversation. This is an **Unsupervised Conference**, which is not subject to the normal **Hold Recall** operation.

*To establish a Conference:*

1. Establish call with one of the desired conference parties,
2. Select the Conf Soft button,
3. Establish call with the other conference party,
4. Select the Conf Soft button,
5. Select the Conf Soft button again to establish the conference.

*To place a Conference on Hold:*

Press the HOLD/SAVE button.

*To retrieve the Conference from Hold:*

Select the Conf Soft button.

*To establish an Unsupervised Conference:*

1. Establish conference with two external parties,
2. Select the Conf Soft button,
3. Hand-up handset.

*To retrieve an Unsupervised Conference:*

1. Lift the handset,
2. Select the Conf Soft button.

## Setting up a Conference Room

In addition to establishing a Conference, up to 9 **Conference Rooms** can be set up, letting up to 24 parties converse when using a MCIM. When setting up a Conference Room, a password can be designated for invited parties (internal and external parties) to use for accessing the established Conference Room.

*To set-up a Conference Room:*

1. Press the TRANS/PGM button,
2. Dial 56 to create a Conference Room,
3. Dial the desired Conference Room number (571-579),
4. If desired enter a password for the Conference Room (up to 12 digits),
5. Press HOLD/SAVE to establish the Room.

*To join a Conference Room:*

1. Lift the handset,
2. Dial 571-579 (Conference Room entry code),
3. Dial the Conference Room password.

*To delete a Conference Room:*

1. Press the TRANS/PGM button,
2. Dial 57 (Conference Room delete code),
3. Dial the Conference Room number (571-579),
4. Dial the Conference Room password,
5. Press HOLD/SAVE to delete the Conference Room.

## Hot Desk

MBX IP phones in the system may be assigned for Hot Desk operation. These Hot Desk phones let you log-on and use the Hot Desk phone as if it were your station.

Once logged-on, the Hot Desk station will take on the attributes assigned to your station number and you can make calls as normal. When logged-out, calls to your station number are forwarded to the chosen destination.

*To Log on to a Hot Desk station:*

1. Lift the handset,
2. Dial 525
3. Dial your Authorization Code (Station Number and Password).

*To Log out of the Hot Desk station:*

1. Press the TRANS/PGM button,
2. Dial 525,
3. Input Call Forward destination number optionally,
4. Press the HOLD/SAVE button.

## Paging

### Using Internal, External and Meet-Me Paging

The User can broadcast announcements to other stations and/or external speakers. Stations are assigned to one or more of the Internal Page Zones. The system has two External Page Zones that can be connected to external speakers.

*Page Zone codes are:*

Internal Page Zones :

543 + Zone No (01-15) (MBX IP-100)

543 + Zone No (01-30) (MBX IP-300)

Internal All Call Page 543 + 00

External Page Zones 548

All Call Page 549

If the desired Page Zone is busy, the User can elect to be recalled when their turn comes in the queue. Users can also request a paged party answer the Page using Meet-Me Paging. In this case, the paged party may answer the page from any phone in the system by dialing the Meet-Me code.

*To make a page:*

1. Lift the handset,
2. Dial the desired Page zone,
3. If assigned, after page warning tone, make announcement.

*To answer a Meet-me-Page:*

1. Lift the handset.
2. Dial 546 (Meet-Me-Page code).

## **Push-To-Talk (PTT) Page**

MBX IP Phones can be assigned as a member of one or more of the system's nine Push-To-Talk (PTT) page groups. Users separately log-in or log-out of any one or all PTT groups to which the phone is assigned. Once logged in, place or receive one-way page announcements to/from other users who are logged in to the same PTT group.

*To log-in to a PTT group:*

1. Dial 538,
2. Dial the desired PTT group number (1-9 or 0 for all groups),

*To log-out of the PTT group(s):*

1. Dial 538, the PTT Log-in/out code,
2. Press the \* key.

*To place a page announcement to the active PTT group:*

1. Press and hold the PTT Flex button,
2. After confirmation tone, make page announcement.

## **Power Fail Transfer (PFT)**

When AC power to the system fails, back-up operation may be provided with back-up batteries or Power Fail Transfer (PFT). When battery back-up is provided the station will operate normally. When PFT is implemented, an SLT is connected to a CO line by the system. This SLT can be used as any normal SLT, providing service while power is out.



## System Voice Memo

The integrated Voice Mail modules incorporate several Voice Memos to provide Station Users with general information such as station number, date, time, and feature status. Voice Memos are heard over the MBX IP Phone speaker and over the handset for SLTs.

*For the Station Status Memo, the following items are reported:*

- ICM Signaling Mode (Handsfree/Tone/Privacy)
- Station IP Address
- Station Mac Address
- Number of messages x (x: number of all message waiting)
- Wake-Up Time (hh:mm)
- Do Not Disturb
- Forwarded to station xxx
- Forwarded to speed bin xxx
- Queued CO/IP line xxx
- Locked (Temporary COS)
- COS x

*To hear Date & Time memo:*

1. Dial the Voice Memo code (675+1),
2. Date and Time memo is heard, "Date is May 2nd.Time is xx:xx pm".

*To hear Station Number Prompt:*

1. Dial Voice Memo code (675+2),
2. The Station Number memo is heard, "This is station 150".

*To hear Station Settings:*

1. Dial Voice Memo code (675+3),
2. Station Status Memo is heard.

**NOTE:** Only activated features are announced.

## Two-Way Record

### Recording a call

You may record an active external conversation in your Voice Mail Box.

*To activate Two-Way Record while on a CO/IP call:*

Use the Navigation button to display the next Menu and select the ???, record warning tone is heard and recording starts.

*To stop Two-Way Record while on a CO/IP call:*

1. Use the Navigation button to display the next menu, and select the ??? or,
2. Hang-up, return to idle.

## Wake-Up Alarm

MBX IP supports an Alarm clock for each station in the system. The alarm clock can be set to repeat daily or as a one-time alarm.

When responding to the alarm by lifting the handset, BGM will be provided.

*To set the Wake Up Alarm clock:*

1. Press TRANS/PGM,
2. Dial 13 (Alarm Clock code),
3. Dial 2-digit hour and minute for alerting,
4. For a daily (repeating alarm), press #,
5. Press HOLD/SAVE.

*To erase Wake-Up:*

1. Press TRANS/PGM,
2. Dial 14 (Alarm Clock delete code),
3. Press HOLD/SAVE.

---

# PBX, CENTREX, & ISDN FEATURES

## Access PBX or Centrex features

The MBX IP has been designed to operate with a host PBX system or Centrex services from your service provider. The MBX IP connects to a host with analog CO lines.

When accessing a CO line, the phone will act as an extension of the host, allowing access to the host system features using the host dial codes. While on a call, use the MBX IP Flash feature to transfer calls to other host extensions or access features of the host.

The Flash feature may be used on other CO lines to regain dial tone from the CO line without relinquishing control of the CO line to place another call.

*To access PBX or Centrex features while idle:*

1. Lift the handset,
2. Select/dial access a PBX/Centrex CO line,
3. Dial PBX/Centrex feature code.

*To access PBX/Centrex features while on a PBX/Centrex CO line:*

1. Use the Navigation button to display the next menu, and select the Flash soft button,
2. After receiving new dial tone, dial the PBX/Centrex feature code.

## Access the ISDN Network

### Using the Keypad facility to access ISDN features

Access to certain features of your ISDN services requires that dialed digits be sent to the ISDN as data and not tones. In this case, dialed digits are sent as 'Keypad messages'.

A Keypad Facility button must be assigned using the Flex Button program procedures. Once active, dial into the ISDN for services; however, actions other than dialing will deactivate the Keypad Facility operation.

*To activate Keypad Facility operation:*

1. Press the [KEYPAD FACILITY] button to switch to keypad mode,
2. Dial as desired.

*To deactivate Keypad Facility operation:*

Press [KEYPAD FACILITY],

OR

Press a Feature or Flex button.

## Using ISDN Supplementary Services

ISDN service providers may incorporate features similar to those of Centrex. These ISDN Supplementary services are provided on a subscription basis, and as with Centrex, are accessed using the Flash button on an C phone.

Using supplementary services an ISDN line can be placed on Hold and a second call placed on the line. You may then alternate between the two held calls (Broker Call) using the hold button. An ISDN line conference can be established using the Flash and Conf Soft buttons. A conference can also be placed on hold.

*While on an ISDN CO line, to access ISDN Supplementary services:*

1. Press Flash,
2. Press HOLD/SAVE, Conf, or CO line button to activate the desired feature.

## Activating ISDN Caller ID Restriction

MBX IP Phone users can restrict the transmission of Caller ID to the far-end. This may be a subscription service of your carrier. Separate Flex buttons are required to activate outgoing, Connected Line (COL), and incoming, Calling Line ID (CLID) restriction.

*To restrict Caller ID:*

1. Lift the handset,
2. Press programmed CLIR/COLR button to place call.

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## FLEXIBLE NUMBERING PLAN

### Basic Number

NO	NAME	CODE
1	Station Number	100-4xx
2	CO Group Access Code	9, 801-872 (MBX IP-300) 801-824 (MBX IP-100)
3	Station Group Number	620-669 (MBX IP-300) 620-639 (MBX IP-100)

### Feature Code

NO	FEATURE NAME	CODE
1	Attendant Call	0
2	Conference Room 1	571
3	Conference Room 2	572
4	Conference Room 3	573
5	Conference Room 4	574
6	Conference Room 5	575
7	Conference Room 6	576
8	Conference Room 7	577
9	Conference Room 8	578
10	Conference Room 9	579
11	Internal Page	543 + 00, xx 00: All Call Page xx: Page Group #
12	Personal VM Page	544
13	Announcement Page For Attendant	545
14	Page Auto Answer	546
15	Internal Page Answer (Meet-Me Page)	547

NO	FEATURE NAME	CODE
16	External Page	548
17	Internal-External Page All	549
18	Call Forward Register	554 + Type + Destination
19	Pilot Hunt Call Forward Register	514 + Type + Destination
20	Pilot Hunt Call Forward Cancel	515
21	DND Status Change	516
22	DND Delete	517
23	Account Code	550
24	CO Flash	551
25	Last Number Redial	552
26	Station Speed PGM	553
27	Speed Dial	555
28	MWI Register	556
29	MWI Answer	557
30	MWI Cancel	559
31	Call Back Register	518
32	Call Back Cancel	519
33	Group Call Pickup	566
34	Direct Call Pickup	7
35	Walking COS	520
36	Call Parking Location	541 + xx Xx: Parking Location (00 - 49)
37	PGM Mode Access	521
38	Two-Way Record	522
39	VMIB Access	523
40	AME Access	524
41	CO Line Access	88 + xxx xxx: CO Line # (001-200 : MBX IP-300 01-80: MBX IP-100)
42	VM MWI Enable	*8
43	VM MWI Cancel	*9
44	MCID Request	*0

NO	FEATURE NAME	CODE
45	Unsupervised Conf Extend	5##
46	PTT Group Access	524 + (0-9,*) 0-9: PTT Group # *: Log Out
47	Hot Desk Log In/Log out	525
48	Name Register	526
49	Create Conf Room	527 + Conf. Room #
50	Delete Conf Room	528 + Conf. Room #
51	Wake Up Register	529 + HH:MM
52	Wake Up Cancel	530
53	Temporarily COS Down	531
54	Cancel Temp COS Down	532
55	Password Change	533
56	Inter-Phone Group Access	534
57	Call Wait Request	535
58	Preselected MSG PGM	536
59	Forced Handsfree Call	537
60	Call Based CLIR	582
61	CLIR Access	583
62	COLR Access	584
63	Pilot Hunt Call	585
64	Command Call Oneway	581
65	Command Call Conf	580
66	Intrude Register	589
67	Camp On Register	590
68	OHVO Register	591
69	Mobile Num Register	592
70	Mobile CLI Register	593
71	Mobile Access	594
72	CCR Access	670
73	CCR Access And Drop	671

NO	FEATURE NAME	CODE
74	System Hold	560
75	Return Held CO	8**
76	Sys Memo	675
77	DISA Tone Service	678
78	All Feature Cancel	679
79	Add Conf Member	680
80	System Alarm Reset	565
81	Fault Alarm Reset	564
82	Door Open	#*1
83	Keypad Facility	##*
84	T-Net Log-In/Out	586
85	Universal Answer	587
86	USB Call Record	588
87	Delete All VM Message	681
88	VM Page Message Record	682
89	Direct VM Transfer	683
90	Loop Key	684
91	Call Log	685
92	ACD Agent Log-In/Out	679
93	ACD Agent DND	501
94	ACD Agent Word Mode	502
95	ACD Agent Auto Work	503
96	ACD Agent Auto Answer	504
97	ACD Call Indication	508
98	Non-ACD Call Indication	509
99	ACD Supervisor Group Forward	890
100	ACD Supervisor Night	891
101	ACD Supervisor Holiday	892
102	ACD Supervisor Queued Call Answer	893



<b>NO</b>	<b>FEATURE NAME</b>	<b>CODE</b>
103	ACD Supervisor Agent State Check	894
104	ACD Supervisor Silent Monitor	895
105	ACD Supervisor Call Traffic Check	896
106	ACDAnnouncement Play & Check	899
107	Day/Night/Timed Mode Change	513
108	DID/DISA Restriction	685

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# IP PHONE SETUP

## Using the Display Menu

The Liquid Crystal Display (LCD) of the IP-8012 has three lines, and the IP-8024 has four lines of 24 characters each. The LCD is used to convey information to you. It provides the date, time and station number on the display while idle. It will also provide called/calling name/number display, feature status and an interactive menu to guide you through feature access and User Program selections:

*To activate the Display Menu:*

1. Press [MENU] button,
2. Press the Navigation Up/Down buttons and press the OK Soft button to select,  
OR

Dial the associated digit (Menu selections shown):

1. PHONE SETTING
2. NETWORK CONFIG
BACK            OK            EXIT

## Phone Setting

### *Set Font Type*

Select the font type (0 for new roman, 1 for gothic), and press the OK Soft button to select.

### *Set Contrast*

Press the [VOL Up/Down] buttons or Use Navigation Up/Down buttons to adjust the brightness, then press the OK Soft button to select.

## Network Configuration

The User can review the current network configuration or modify a new phone network configuration.

*To access Network Config. settings:*

1. Press [MENU] button and 2 (Network Config),
2. Enter the password (default=147\*); the following will display:

```
MFIM #[1/2] ?  
MFIM #1 - CHANGE[#]
```

3. Press the # key to toggle between multiple profiles (MFIM),
4. Press the [VOL Up/Down] buttons to advance to the next network configuration item,
5. Press the [HOLD/SAVE] button to save each setting.

*To set default Config. settings:*

1. In Network Config. Menu, use [VOL Up/Down] buttons to locate the Default Config. Screen (shown), "SET DEFAULT CONFIG(DOT:\*)",
2. Press the \* key.

*To exit Config. settings:*

1. Press the [SPEAKER] button,
2. Press the \* key to exit, or
3. Press the # key to Reset/Reboot the phone with new setting.

## Using the Speakerphone

Activate the MBX IP Speakerphone at any time (except for Paging) in place of lifting the handset to receive or place calls.

Additionally, you may switch between the handset and Speakerphone during a call. By keeping the handset Off-hook, the **Group Listen** feature is activated, which provides incoming audio over the speaker with outgoing audio from the handset. This permits a local 'group' to listen to both sides of the conversation without interfering with the conversation.

While in a conversation using the Speakerphone, **Mute** the microphone using the [MUTE] button. When Mute is active, the [MUTE] button LED will be illuminated. To turn off **Mute**, press the [MUTE] button again.

With Auto Speaker Select, activating or accessing a feature by pressing its button will activate the Speakerphone automatically.

When using a Headset, the [SPEAKER] button controls the ON/OFF-hook state for the phone.

*To use the Speakerphone to answer or place a call:*

Press [SPEAKER], the phone goes off-hook and sends audio to the speaker and the microphone.

*To control the volume of the Speakerphone or handset:*

Press the [VOLUME Up/Down] button.

*To Mute the microphone:*

Select the [MUTE] button.

*To turn off Mute (turn the microphone ON):*

Press the [MUTE] button.

*To activate Group Listen while on an active handset call:*

Press the [SPEAKER] button.

## Using a Bluetooth Wireless Headset (IP-8024 only)

The MBX IP-8024 may be equipped with a Bluetooth Unit (BTU) allowing you to use a wireless headset that supports Bluetooth version 2.0. Using a headset permits you to move freely around the phone (within approximately 10 meters) and maintain a conversation. Before using the headset, the headset must be "paired" with the BTU, and then the headset must be enabled for use. Operation of the MBX IP-8024 with the headset is the same as with the Speakerphone; press the [SPEAKER] button to activate the BTU to go ON and OFF-hook.

**NOTE:** When in pairing mode, the phone and the Bluetooth unit should be within 1 meter proximity.

*To pair the wireless headset to the BTU:*

1. Press the [HEADSET] button,
2. Dial 2,
3. Press the [HOLD/SAVE] button.

*To enable/disable the wireless headset:*

1. Set the Bluetooth headset to pairing mode,
2. Press the [TRANS/PGM] button,
3. Dial 63,
4. Dial 1(enable).
5. Press the [HOLD/SAVE] button,

6. Press the NEXT Soft button,
7. Press the OK soft button,
8. Enter the PIN code referring to the Bluetooth headset manual (default=0000),
9. Press OK Soft button.

*To unpair the BTU headset:*

1. Set the Bluetooth headset to pairing mode,
2. Press the [TRANS/PGM] button,
3. Dial 63,
4. Dial 2 (disable),
5. Press the OK Soft button.

*To check BTU paired information:*

1. Press the [TRANS/PGM] button,
2. Dial 63,
3. Dial 3,
4. Press the OK Soft button.

*To use the BTU headset:*

1. Press the [SPEAKER] button,  
OR
2. Press the "Call Start" button on the BTU headset,
3. Place call as you normally would.

*To answer a call with the BTU headset:*

1. When an incoming call is received, ringing will be present at the Station and the BT headset,
2. Press the BT "Call Start" button, or press the [SPEAKER] button,  
OR
3. Lift the handset.

**NOTE:** When the BTU is used for a call, the [SPEAKER] button LED will illuminate and the speaker mode cannot be used. If the phone handset is taken off-hook while in BT mode, the voice path will directly be connected to the handset; press the [SPEAKER] button to activate the BTU headset.