IWATSU
ICON™
series

Quick Reference Guide

▶▶ For Iwatsu ICON Series
IX-5900 and IX-5800
Station Users

IWATSU®

INTRODUCTION

Iwatsu ICON Series IX-5800 / IX-5900 Telephone

This guide describes basic features and operations for your Iwatsu ICON Series IX-5800 and IX-5900 telephones.

Certain features are not available on all Iwatsu models. For more information, refer to your Iwatsu Enterprise-CS Owner's Manual or contact your authorized ICON Voice Networks Dealer.

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

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

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

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

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

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

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

**Note:** *See Hold/Quick Forward on page 12.*

TRANSFER   FEATURE   HOLD/DND

Volume Control:

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

- **Receiver (Handset) Volume -** When using the Handset, the volume control key allows you to adjust the handset volume to one of five levels.

- **Ringer Volume -** Pressing the ringer volume control key allows you to adjust the ringer volume to one of four levels.

- **Speaker Volume -** When using the Speaker, the volume control allows you to adjust the speaker volume to one of eleven levels.

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

Volume

Down   Up

— +

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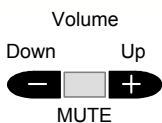
Intercom - The intercom system is the internal network used to communicate between the telephone extensions in your Iwatsu system. Pressing the **Intercom** key connects you to an intercom line for conversation with other extensions.

BASIC FEATURES

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 ICON Voice Networks Dealer to make sure your system is programmed for Enhanced 911 Service.

Full / Half-Duplex Speakerphone Toggle (IX-5800 only)
You can toggle from half to full-duplex speakerphone modes:
- Lift receiver.
- Press [**Speaker Duplex**].
  or
- Press **FEATURE** and dial **6**+**6** (Full-Duplex).
- Press **FEATURE** and dial **0**+**6**+**6** (Half-Duplex).

In the half-duplex mode the **SPEAKER** key will flash. Solid LED in full-duplex mode.

Last Number Redial
To automatically redial the last number you called:
- Lift the receiver.
- Press the [**SPEED**] key and dial **#**.

Making an Intercom Call
- Lift the receiver and wait for dial tone.
- Dial an extension number.
  or

If your phone has a [**DIRECT STATION SELECTION**] key assigned for the extension:
- Lift the receiver and wait for dial tone.
- Press the assigned extension key.

Making an Intercom Group Call
- Dial the Intercom Group access number when you hear the Intercom Dial Tone.

Making an Outgoing Call
- Lift the receiver.
- Press an outside line key. You will hear a dial tone.
- Dial telephone number.

Make a dialing mistake?

- If you are pre-dialing a number and make a mistake, you can use the **FEATURE** key to delete digits
  or
- Press the [**FLASH**] key to get new dial tone.
- Dial again.

Park (Call Park)

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

Placing a call in Call Park

When speaking on an outside line:

- Press the [**PARK**] key.
- You will hear confirmation tone and the [**PARK**] key will flash green.

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

Picking up a call in Call Park

From the extension that parked the call:

- Lift receiver.
- Press flashing [**PARK**] key.

From another extension:

- Lift receiver.
- Press [**PARK**].
- Dial the extension number where the call is parked to pick-up the call.

Picking Up a Call On Hold

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

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

Placing a Call On Hold

When speaking on an outside line:

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

Receiving a Call From Another Extension

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

- Pick up the receiver, and the call is connected.
  or
- Speak into the microphone without lifting the receiver.

Receiving an Incoming Call

When your phone rings and lamp flashes:

- Lift the receiver to connect the call.

If your phone does not connect you to the call automatically

When your phone rings and lamp flashes:

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

Save Dialed Number

While speaking on an outside line:

- Press the **FEATURE** key and dial **2**+**1**.
  or
- Press the [**SAVE DIAL**] key (if assigned).
- You will hear a confirmation tone that indicates the phone number you just dialed has been saved.

To dial the saved number

- Lift the receiver.
- Press the **FEATURE** key and dial **2**+**1**.
  or
- Press the [**SAVE DIAL**] key (if assigned).
- The saved number is automatically dialed.

Transferring a Call to Another Extension

When speaking on an outside line:

- Press the **TRANSFER** key. You will hear dial tone.
  - Dial an extension number.
  or
  - Press an extension key (if assigned).
  - Announce the call when the extension answers.
- Hang up.

Transfer to Park

You can transfer a call to another user's individual park on their telephone. The call can then be picked up remotely from another telephone. The call can also be picked up from the telephone where it is parked.

Transferring a call to another user's individual park

When speaking on an outside line:

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

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

- Lift the receiver (handset).
- Press [**PARK**].

Picking up a call parked on your individual park from another telephone
- Lift the receiver (handset).
- Press [**PARK**].
- Dial the number of the extension where the call is parked, or press the extension key (if assigned).
  or
- Lift the receiver (handset).
- Press the **FEATURE** key and dial **3**+**4**.
- Dial the number of the extension where the call is parked, or press the extension key (if assigned).
  or
- Lift the receiver (handset).
- Press [**PARK**].
- Dial the number of the extension where the call is parked, or press the extension key (if assigned).

ADVANCED FEATURES

Call Storage
Your telephone may be programmed to capture, store, and display telephone numbers and IDs from calls received with Caller ID, ANI, or DNIS information.

KEY	KEY MEANING	KEY LABEL
USAS	Retrieve Caller ID for Abandoned or All Calls from Your Station	
USAT/ UST	Retrieve Caller ID for All Calls to Your Station that were Abandoned on a Specific Trunk Group (Flexible) or (Fixed 1-250)	
FLT	Floating Outside Line Group Access	
OPT	Optimized Routing (Make an Outgoing Call using Least Cost Routing)	
COL	Central Office Line Key (Used to Access a Specific Trunk to Make an Outgoing Call)	
UAD	Abandoned Call Delete (Delete Caller ID for Calls that Rang Your Station but Ceased Before You or Voice Mail answered)	

To view call information:

For station:
- Press [**SPKR**].
- Press the illuminated [**USAS**], [**USAT**], or [**UST**] key to display information about the first call.
- Press **#** to scroll forward and ***** to scroll backward in sequence.

For trunk group:
- Press [**SPKR**].
- Press the illuminated [**UST**] key.
  or
- Press the [**USAT**] key + trunk group number to display information about the first call that occurred on a specific trunk group.
- Press **#** to scroll forward and ***** to scroll backward in sequence.

To delete a call record from system memory:
- With a call record displayed, press the [**USD**] key.

To make a call by automatically dialing the Caller ID number:
- Display a call record.
- Press the [**USAS**] key, [**USAT**] + *trunk group number.*
  or
- [**UST**] key a second time.
  or
- Press [**FLT**], [**OPT**], or [**COL**].

To add digits to the displayed number before dialing out:
- Display a call record.
- Dial the additional digits to be added to the outgoing number (the added digits do not appear on the display when entered).
- Press the [**USAS**] key, [**USAT**] + *trunk group number*
  or
- [**UST**] key a second time.
  or
- Press [**FLT**], [**OPT**], or [**OPT**].

Answering Machine Emulation (Voice Mail Monitor)

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

To begin Voice Mail Monitor:
When a call is answered by voice mail at an idle station, you will hear a monitor tone.
- The [**Voice Mail Monitor**] key red LED will begin to flash.
- Press the [**Voice Mail Monitor**] key.
- When the [**Voice Mail Monitor**] key green LED lights, you will hear the caller's message as it is recorded
- Press the [**Voice Mail Monitor**] key a second time to begin talking to the caller.
  or
- Press **SPEAKER** or hang up to end voice mail monitoring. The caller's message will be saved to your voice mailbox.

To activate / deactivate or change the Voice Mail Monitor mode:
- While your station is idle, press **SPEAKER**.
- Press **FEATURE**.
- Press the [**Voice Mail Monitor**] key.
  - Press **1** to deactivate Voice Mail Monitoring.
  - Press **2** to activate manual Voice Mail Monitoring.
  - Press **3** to activate auto Voice Mail Monitoring.

Busy ICM Callback

When you call another extension and get a busy signal, do not hang up.
- Press the **FEATURE** key and dial **4**+**3**.
  or
- Press the [**ICM CALLBACK**] key (if assigned).

Hang up after you hear a confirmation tone.

When the busy extension becomes available, the system will call you back.
- Lift receiver.
- You are automatically connected to the extension.

Busy Number Callback

When an outside number you have called is busy, you may tell the system to remind you to try again.
- Do not hang up.
- Press the **FEATURE** key and dial **2**+**4**.
  or
- Press the [**TRUNK CALLBACK**] key (if assigned).
- Dial the desired time you want to be called back.
- Hang up after you hear a confirmation tone.

After the set time, the system will call you back to try again.
- Lift receiver to automatically dial the number.

To cancel busy number callback:
- Lift the receiver.
- Press the **FEATURE** key and dial **0**+**2**+**4**.
  or
- Press the [**TRUNK CALLBACK**] key and *****.
- Hang up after you hear a confirmation tone.

Call Coverage

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

To answer a call at another extension
When you hear the Call Coverage tone or see the green Call Coverage lamp indication on your phone:
- Lift the receiver.
- Press the [**CALL COVERAGE**] key.
- You will be connected to the call.

To change the type of indication at your phone:
- Do not lift the receiver.
- Press the **FEATURE** key.
- Press the desired [**CALL COVERAGE**] key.

The present indication mode will be displayed:
- Dial the number for the desired mode.
- Dial **1** for immediate display and ringing.
  or
- Dial **2** for delayed indication (display and ringing starts if call is not answered within a preprogrammed time).
  or
- Dial **3** for no ringing (lamp indication only).

Call Divert
When a call is ringing at your station and your station is idle, off hook, or on a call, you can send that call immediately to your **Call Forward No Answer** Destination.
- Press your [**MBOX**] key.

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

Call Pick-Up
Internal Group
You may answer calls to any extension in your pick-up group without dialing the extension number.
When you hear a call ringing at another extension:
- Lift receiver.
- Press **FEATURE** and dial **3**+**1**.
  or
- Press the [**GROUP CALL PICK-UP**] key (if assigned).
- The incoming call is connected to your extension.

Direct Extension
You may also answer an incoming call at another extension:
- Lift the receiver.
- Press the **FEATURE** key and dial **3**+**3**.
  or
- Press the [**DIRECT CALL PICK-UP**] key.
- Dial the number of the extension where the call is ringing.
- The incoming call is connected to your extension.

Call Recording
You can record a call to voice mail by following the procedures listed below:
Important: Use of this feature may be prohibited by state law.

To start recording a call to voice mail
While on an ICM, outside line, or conference call:
- Press the [**RECORD**] key.
- Your call will begin recording to voice mail.

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

To stop recording a call to voice mail
While recording a call with the [**RECORD**] key lit:
- Press the [**RECORD**] key or hang up.

To play a recorded call:
- Follow the same procedure for playing a voice mail message.

Conference Call

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

To Make a Conference Call:

While speaking on an internal or outside call:
- Press the **Conference** [ADD] key (The Conference [ADD] key LED will flash to indicate that the call is on hold).
- Make your next call (internal or outside call).
- When the party you are calling answers, press the **Conference** [ADD] key again to complete the conference.
- After you hear a tone burst, all parties are connected.

To add another party to the conference, repeat same procedure.

Do Not Disturb

If you do not wish to be disturbed, you can set your extension to prevent any calls from ringing to or getting through to your extension.
- Do not lift receiver.
- Press the **HOLD/DND** key.
- The lamp on the **HOLD/DND** key will stay lit.

To cancel Do Not Disturb
- Do not lift receiver.
- Press the **HOLD/DND** key.
- The lamp on the **HOLD/DND** key will go out.

E-Response Help Call

If programmed, your 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.

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

Exclusive Hold On Outside Line

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

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

To retrieve a call on Exclusive Hold:
- Press the same outside line key on your phone again to be connected to the call.

Flash

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

After you complete a call or if you make a dialing mistake:
- Press [**FLASH**].
- Dial the new number.

To Use Centrex or PBX features:
- Press [**S FLASH**].
- Dial the new number or feature code.

If your phone does not have [FLASH] or [S FLASH] keys:
- Press **FEATURE** then dial **1**+**1** for Flash.
- Press **FEATURE** then dial **1**+**2** for Short Flash.

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)

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

Set Forward Destination:
- Lift the receiver (handset) or press **SPEAKER**.
- Press [**FWD**].
- **Enter the Call Type you wish to forward:**
  - 1 = All calls (CO/Intercom).
  - 2 = CO 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).

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- **Do one of the following:**
  - 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 (handset) .

- Press [**FWD**].
- Press *****.
- **Enter the Call Type number you wish to cancel:**
  1 = Cancel Forwarding of All calls (CO/Intercom).
  2 = Cancel Forwarding of CO calls only.
  3 = Cancel Forwarding of Intercom calls only.

Set Active/Inactive:

- Press [**FWD**].
- Enter the Call Type you wish to make Active/ Inactive:
  1 = All calls (CO/Intercom).
  2 = CO calls only.
  3 = Intercom calls only.

Follow-Me Forward

Set Follow-Me (From the destination extension)

- Lift the receiver (handset).
- Press [**FWD**] + [**FWD**].
- Enter the Call Type you wish to forward:
  1 = All calls (CO/Intercom).
  2 = CO calls only.
  3 = Intercom calls only.
- Enter the number for the extension you are forwarding.

Follow-Me Cancel (From the forwarded station)

(This feature can only be canceled from the forwarded station)

- Lift the receiver (handset).
- Press [**FWD**].
- Press *****.
- Enter the Call Type number you wish to cancel:
  1 = Cancel Forwarding of All calls (CO/Intercom).
  2 = Cancel Forwarding of CO calls only.
  3 = Cancel Forwarding of Intercom calls only.

Hold/Quick Forward Operation

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

Note: *Hold/Quick Forward is the default setting for the HOLD/DND key in the Iwatsu ICON Series telephones.*

Paging

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

Personal Ring Tones

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

To play a ring tone at your system extension:
- With your station idle press **FEATURE** + **#** + ***** + **1**-**8**.

To select a ring tone for your system extension:
- With your station idle press **FEATURE** + **#** + ***** + **1**-**8** + **#**.

To restore default ring tone at your system extension:
- With your station idle press **FEATURE** + **#** + ***** + **0** + **#**.

Speech Dialing

The Speech Dialing feature enables the user to voice dial from their personal or company contacts by accessing the Enterprise TOL Automatic Speech Recognition (ASR) software. To voice dial using the Speech Dialing feature simply press the Speech key and say the name of the party that is stored in your contact list.

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

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

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

Speed Dial

Personal Speed Dial Registration - To register personal speed dial numbers:
- Press the **FEATURE** key.
- Press the [**SPEED**] key, then dial the desired Personal Speed Dial Code (90-99).
- Enter the phone number.
- Press **FEATURE** to end the operation.

Personal Speed Dial Registration - To register several speed dial numbers:
- Press the **FEATURE** key.
- After entering a phone number, press the [**SPEED**] key.
- Enter another speed dial code number, repeat the same procedure.
- Press the [**FLASH**] key.

To register a pause time:
- At the desired location, press **HOLD/DND**.
- Dial **1** to **9** for the desired pause time in seconds.

To set an outside line to be selected for speed dialing:
- Do not lift receiver.
- Press the **FEATURE** key.
- Press [**SPEED**] and **#**, then dial the desired Personal Speed Dial Code (90-99).
- Dial the desired outside line group number
- (001-250 or 000 for Optimized Routing).
- Press **FEATURE** to end the operation.

To register a directory name for a speed dial number:
- Do not lift receiver.
- Press the **FEATURE** key.
- Press the [**SPEED**] key and *****, then dial the desired Personal Speed Dial Code (90-99).
- Register the letters of the name using the dial pad.
- Press the key until the desired letter is displayed, then press the **HOLD/DND** key to enter that letter or number (up to 10 characters).
- Press **FEATURE** to end the operation.

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

To Speed Dial a Number

When you want to **SPEED DIAL** a registered number, perform one of the following operations:

Outside Line Pre-Select
- Lift the receiver.
- Press an outside line key.
- Press the [**SPEED**] key, then dial the Speed Dial Code.

The system will automatically dial the registered number.

Quick Dial
- Lift the receiver.
- Press the [**SPEED**] key, then dial the Speed Dial Code.

The system will automatically dial the registered number. This operation will not work unless you register the outside line group number.

Alphanumeric Speed Dial By Name Feature
- Press [**SPEED**] [**SPEED**].
- To search for a registered name, press the numbers on the dial pad .
- To focus the search, press **HOLD/DND**, and enter another character.
- To scroll through the registered names, press FORWARD **#** or BACKWARD *****.
- Press [**SPEED**] to dial the number.

Text Messaging

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

Busy Bypass/Manual Signaling Text Messages

To select and send a manual signaling text message:
- Lift the receiver and press [**TEXT MSG**] + *text message number (00-99)*, or [**TEXT MSGn**].
- Dial an extension number or press [**DSS**] or [**CCV**].

To select and send a busy bypass text message:
While calling a busy or idle extension:
- Press [**TEXT MSG**] + *text message number (00-99)*, or [**TEXT MSGn**].

To respond to a busy bypass text message while on a call:
While on a call with a busy bypass text message on your display:
- Press [**TEXT MSG**] + ***** + *text message number (00-99)* + [**TEXT MSG**].

To delete a busy bypass text message from your display:
While a text message is on your display:
- Press [**TEXT MSG**] + **#** + *****.

Stored Text Messages

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

While calling a busy or idle extension:

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

To display a stored text message:

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

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

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

To delete a stored text message:

While your text message key is lit:

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

Scrolling and Selecting Text Messages

To Scroll through the available system text messages:

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

To scroll through the available personal text messages:

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

Registering Personal Text Messages

To enter a personal text message:

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

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

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

Universal Night Answer

If you need to pick up an incoming call when the system is in the night mode:
- Lift receiver.
- Press **FEATURE** key and dial **3**+**6**.
  or
- Press the [**UNIVERSAL NIGHT ANSWER**] key (if assigned).

You are connected with the incoming call.

Whisper Page

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

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

To Respond to Whisper Page

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

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

To Respond to Whisper Page with a Text Message:

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

LAYER 2 SWITCH

There are two jacks on the back of your Iwatsu ICON Series IX-5900 IP Telephone. One jack is labeled "PC" and the other is labeled "LAN". Use the PC jack to connect to a second device.

To use the layer 2 switch
- Connect on Category 5 cable from the PC jack on the IP telephone to the NIC card on your PC.
- Connect one Category 5 cable from the LAN jack on the IP telephone to the wall jack connected to the local area network.

DIRECT INWARD SYSTEM ACCESS

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

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

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

To Interrupt the Message
- Press **#**+**#**. You will hear DISA dial tone.

To make an intercom or hunt group call
- Dial the desired extension number or hunt group access code.

To access all DISA features:
- Dial **#**.
- Dial the assigned password. You will have the calling capabilities assigned to the DISA line. *or*
- Dial an extension number followed by that extension's Station Restriction Password. You will have the same calling capabilities as that extension.
- Wait for the intercom dial tone.
- Dial the desired extension number, hunt group access code, paging access code, or outside line access code and phone number.

To register a flash to make another call
- Dial **#**+**#**.
- Once an outside call has been made, another call may not be placed.

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FEATURE OPERATION CODES

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

Absence Message
  Return Time ....[**Absence Message**]+1+HH:MM
  Return Date.....................[**Absence Message**]+2+DD
  Meeting Time ....[**Absence Message**]+3+HH:MM
  Telephone No. ....[**Absence Message**]+4+(Phone No.)+#
  Cancel.............................[**Absence Message**]+*
Account Code....................[**Account Code**]+(Code)+*
Auto Repeat Dial ....[**Auto Repeat Dial**]
  Cancel.............................[**Auto Repeat Dial**]+*
BGM-On / Off† ....[**BGM**] (Not supported on IP telephones)
Busy ICM Callback...............[**ICM Call Back**]
  Cancel.............................[**ICM Call Back**]+*
Busy Number Callback........[**Timed Trunk Queue**]
  Cancel.............................[**Timed Trunk Queue**]+*
Busy Trunk Queue ....[**Trunk Queuing**]
  Cancel.............................[**Trunk Queuing**]+*
Call Coverage [CCV]...........[Delayed n], [Immed. n], [No ring n]
  Immediate ....[**CCV**]+1
  Delay Indication ....[**CCV**]+2
  No Ring ....[**CCV**]+3
Call Mode Change ....Tone to Voice: ICM extension +#
Call Mode Change† ....Voice to Tone: [**Calling Mode CHG**]
Call Park Pick Up ....[**Call Park Pickup**]+Ext.No.
Call Pick Up
  Internal Group ....[**Call Pickup In**]
  External Group.................[**Call Pickup Out**]+Group No.
  Direct Extension..............[**Spec. Call Pickup**]+Ext.No.
Conference..........................While on a call+**Conference**[ADD]+Make
                                          your next call+**Conference**[ADD]
Extension Lock....................[**Station Lockout**]+(Password)
  Release ....[**Station Lockout**]+(Password)
Flexible Call Forwarding
  All ....[**FORWARD**]+Call Type (1-3)+1+(Destination)
  Busy/No Answer ....[**FORWARD**]+Call Type (1-3)+2+(Destination)
  No Answer.......................[**FORWARD**]+Call Type (1-3)+3+(Destination)
  All External......................[**FORWARD**]+Call Type (1-3)+4+(Destination(90-99))
  Cancel.............................[**FORWARD**]+*+Call Type (1-4)
  Follow Me........................[**FORWARD**]+[**FORWARD**]+Call Type+(Ext. No.)
Flash-Short..........................[**Short Flash**]
Last No. Redial....................[**SPEED**]+#
Meet-Me Page Answer........[**Meet Me**]
Memo Dial
  Set...................................[**Memo Dial**]+(Phone No.)+[**Memo Dial**]
  Dial ....[**Memo Dial**]
Privacy Release ....[**Privacy Release**]
Save No. Redial ....[**Save No. Redial**]
Speed Dial Registration†
  Number ....**FEATURE**+[**SPEED**]+(Code)+(Phone No.
                                            +**FEATURE**
  Trunk Group.....................**FEATURE**+[**SPEED**]+#+(Code)+(LineNo.)
                                            +**FEATURE**
  Name ....**FEATURE**+[**SPEED**]+*+(Code)+(Name)+**FEATURE**
Speed Dial..........................[**SPEED**]+(Code)
Speed Dial-Scroll ....[**SPEED**]+*+(Code)+*/#+[**SPEED**]
Transfer to Park ....[**TRANSFER**]+[**PARK**]+Ext.No.
Time Reminder
  Set...................................[**Reminder**]+HH:MM
  Cancel.............................[**Reminder**]+*

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

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

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

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