

# Hybrex DK Series User Guide

## Introduction

Congratulations on your purchase and welcome to the HYBREX Digital Series Key Telephone Set. The HYBREX Digital Telephone Sets were specifically designed with you mind to make you more productive in communicating with customers, vendors, and fellow business associates. We at Auto Telecom believe that you should not require extensive training to effectively use your digital phone set, and such, have taken great care in developing one of the most “user friendly” telephone available in the market today. Please take a moment to review this guide. Just as each person’s job functions differ, so do their digital phone requirements. Pay particular attention to those features which will be most helpful for you. Since each telephone can be customized for your specific needs, your HYBREX Authorized Dealer will be happy to make your digital phone set is configured to your requirements.

## Models

For your reference and convenience the following models are available from your Authorized HYBREX Dealer.

<b>Model</b>	<b>Description</b>
DK1-21	Keyphone-20 Dual Colour DSS/ 2x16 LCD/Handsfree/Headset interface/14 Programmable Function Keys
DK1-21H	Keyphone-20 Dual Colour DSS/2x16 LCD/Handsfree/Headset interface/14 Programmable Function Keys/Hybrid interface
DK1-22	Keyphone-20 Dual Colour DSS/Handsfree/Headset interface/14 Programmable Function Keys
DK1-31	Keyphone-20 Dual Colour DSS/2x16 LCD/14 Programmable Function Keys
DK1-33	Keyphone-8 Dual Colour DSS/14 Programmable Function Keys
DK2-21	Keyphone-22 Dual Colour DSS/4x16 LCD/Handsfree/Headset interface
DK2-21W	Keyphone-22 Dual Colour DSS/4x16 LCD/Handsfree/Wireless Headset
DK3-21	Keyphone-10 Dual Colour DSS/2x16 LCD/Handsfree/Headset interface
DK3-31	Keyphone-10 Dual Colour DSS/2x16 LCD
DK3-33	Keyphone-10 Dual Colour DSS
DK1-WMU	DK1 Wall Mount Unit
DK2-WMU	DK2 Wall Mount Unit
DK3-WMU	DK3 Wall Mount Unit

## Content

<b>A. Making Calls</b>	<b>5</b>
A.01 Inter Office Call (Intercom)	5
A.02 Automatic Line Access (Trunk Group Access)	5
A.03 Individual Line Access	6
A.04 Flash (Open Loop Timed Flash)	6
A.05 Speed Dialling	6
A.06 Dial By Name	7
A.07 One Touch Dialling	8
A.08 Calling Doorphone	8
A.09 Dial Access to Attendant	8
<b>B. When Line/Extension Is Busy</b>	<b>9</b>
B.01 Call Waiting	9
B.02 Trunk Queuing	9
B.03 Last Number Redial	9
B.04 Automatic Redial	9
B.05 Barge-In/Monitor Extension	10
B.06 Barge-In CO	11
<b>C. Receiving Calls</b>	<b>11</b>
C.01 Answer	11
C.02 Automatic Answer-Intercom	11
C.03 Call Pickup	12
C.04 Doorphone (Optional)	12
<b>D. During Conversation</b>	<b>13</b>
D.01 Call on Hold	13
D.02 Call on Exclusive Hold	13
D.03 Conference	14
D.04 Call Transfer	14
D.05 Answer Call Waiting	16
D.06 Call Splitting	16
D.07 Mute Operation	16
D.08 Switching Between Using Handset & Handsfree	17
D.09 Volume Control	17
<b>E. Paging</b>	<b>17</b>
E.01 Zone Paging (Internal)	17
E.02 All Paging (Internal)	17
E.03 Zone Paging (External)	17
E.04 All Paging (External)	18
E.05 All Paging (Internal & External)	18
E.06 Answer Paging (Meet Me Page)	18
<b>F. Other Features</b>	<b>18</b>
F.01 Pulse to Tone Conversion	18
F.02 Handsfree	18
F.03 Background Music	19
F.04 Voice Service Channel – G1-824	19
F.05 Voice Mail Operation – GDS System	19
F.06 Message Waiting	20
F.07 Caller ID and Smart Redial	20

<b>G. Station Programming</b>	<b>21</b>
G.01 Call Forwarding	21
G.02 Toll Restriction Override (Forced Account Code)	22
G.03 Volume Control (Setting)	22
G.04 Store Speed Dial/ One Touch Dial	23
G.05 Lock Up/Unlock Extension by Security Code	24
G.06 Define Time-Reminding Service	25
G.07 Define Morning Call Service	26
G.08 Date/Time Setting (For Console Only)	26
G.09 Switching of Day/Night Service Mode (For Console Only)	26
G.10 Alarm Assignment (For Console Only)	27
G.11 Absent Message	28
G.12 Function Key Assignment (Macro Key)	28
G.13 User Programming Help	29
G.14 Station Programming – Saved Number Redial	29
G.15 Account Code	30
G.16 Do Not Disturb	30
G.17 Baby Listen	30
G.18 Automatic Line Access by Lifting Handset	30
G.19 Lock/Unlock SMDR output (For Console Only)	31
G.20 Environment Monitor	31

## **A. Making Calls**

### **A.01 Inter Office Call (Intercom)**

An intercom is for an Extension to call another Extension of the same system.

#### **By Dialling Number:**

- Lift handset or press **SPK** key.
- Dial extension number.

#### **By DSS Key:**

- Lift handset or press **SPK** key.
- Press a programmed DSS key.

**Note 1:** Extension number of the calling party will display on the LCD of the called extension.

**2:** To ring the called extension, you may change signalling from Ring Signal to Voice Alert or Voice Alert to Ring Signal by **3**.

**3:** If the system is programmed for Voice Alert, after Alert Tone is heard, speak to the called party through Speaker, and your voice will be heard from the called extension.

**4:** When the called extension is busy (Busy Tone heard,) pressing another DSS key call another extension.

### **A.02 Automatic Line Access (Trunk Group Access)**

The feature allows each Extension to automatically select an idle CO Line. If CO lines are divided into trunk groups, Extensions can only select in their own group.

#### **Dial 9/0 Trunk Group Access: (8 Groups)**

- Handset off-hook/ on-hook.
- Dial **9** or **0**. (programmable)
  - \* Dial tone from Co (Central Office) is heard.
  - \* The Co LED goes steady at your Extension and at other Extensions.

#### **Extra Trunk Group Access: (8 Groups)**

- Lift handset or press **SPK** key.
- Dial **8,7**
  - \* Dial tone from CO (Central Office) is heard.

### **A.03 Individual Line Access**

Any CO line can be directly selected.

- Handset off-hook/ on-hook.
- Press a CO Key (Dial tone heard).
- Dial phone numbers.

**Note 1:** In the G1-824, GDS systems you can also dial individual Line Access Codes instead of pressing any CO key code 801-8XX for systems.

\* Code 801 represents the first CO line, Code 802 the second, etc.

In the systems when all CO keys light busy, dial 9 or 0 to automatically select another idle CO line beyond the CO lines displayed on CO keys.

A steadily lit LED of a CO key means the CO line is busy.

**2:** During conversation, if you press another CO Key, the original conversation will stop and you will be connected to a new CO line without hanging up.

### **A.04 Flash (Open Loop Timed Flash)**

Flash Key provides a temporary loop disconnection from a used CO line. This allows a user to end a conversation and regain dial tone on the same trunk. Flash duration is pre-programmed, and can meet the special needs of Central Office or PABX Lines if they offer them. (e.g. Call waiting, broker's call).

- Press **TRF/FL** key to Network hold an outside call or activate the Call waiting feature.

### **A.05 Speed Dialling**

By dialling a programmed Speed Dial Access Code, the system will automatically dial the telephone number assigned for the code.

\*\*\*

For programming, please refer to **Program G.04 Station Programming – Store Speed Dial/One-Touch Dial** \*\*\*

- Handset off-hook/on-hook
- Press **SPD** key.
- Dial Speed Access Code (programmed).
  - \* You may also press a CO key to select a CO Line before press **SPD** key.

## A.06 Dial by Name

The name function is for extensions, trunks and system speed dials. Dial by Name provides the Directory dial feature for system speed dials and extensions.

- Press [Directory] Key. (Assign code 62 on DSS from system programming 07.)
- Press [1] or [2] to select the Intercom dial or Speed dial (optional).
- Use the following function keys to enter the first letter of the name and depress [Vol▲] [Vol▼] to find the desired name forward or backward:

Key Pad	Depress 1 Time	Depress 2 Times	Depress 3 Times	Depress 4 Times	Depress 5 Times
1	,	.	:	1	Space
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
0	Ä	Ü	ñ	ö	0
*	%	^	&	*	(
#	\$	!	@	#	)
Vol ▲	Find the next name				
Vol ▼	Find the previous name				

- Lift handset/ press **SPK** key to make the connection

If the system finds a match, the LCD display as the following example:

Mike Chou

If the system cannot find a match for the first character of name, the LCD displays:

No Entries  
Try Again

Then, the user can enter another letter and try again.

### **A.07 One Touch Dialling**

For One Touch Dialling, after a programmed DSS key is selected, the extension automatically selects an idle CO line, and a previously stored phone number will be dialled.

- Handset off-hook/on-hook.
- Press **SPD** key.
- Press a programmable DSS key.

### **A.08 Calling Doorphone**

This is for an extension to call a Doorphone.

- Lift handset/ press **SPK** key.
- Dial **88** to speak to Doorphone.

**Note:** Function keys such as HOLD, TRANSFER and so on can not be activated by the Doorphone.

### **A.09 Dial Access to Attendant**

This is for an extension user to reach the Attendant by dialling a programmed one-digit code.

- Lift handset or press **SPK** key.
- Dial **9** or **0**. (programmed)

**Note:** When digit **9** is programmed for Automatic Line Access, digit **0** is for Dial Access to Attendant.

When digit **0** is programmed for Automatic Line Access, digit **9** is Dial Access to Attendant.

## **B. When Line/Extension Is Busy**

### **B.01 Call Waiting**

If the extension you're calling is busy, this feature allows you "mark" the station so that when the called extension becomes free, the called extension will ring back your extension.

#### **When Busy Tone is heard:**

- Press **MSG** key.
- Hang up (if handset is off-hook) and wait for recall.

\* When the called extension is free, a Call Waiting Ring will be heard at the extension which leaves Message.

#### **When Call Waiting Ring is heard:**

- Lift handset or press **SPK** key, the called extension will ring.

**Note 1:** When you use the Call Waiting feature, the MSG LED Lamp (Red) will flash slowly on the Called party.

**2:** If an Intercom Recall is not answered after a programmed duration of about 90 seconds, the recall will automatically be cancelled.

### **B.02 Trunk Queuing**

Trunk Queuing is for an extension to queue (wait in line) for a busy trunk. When the busy trunk becomes free, it will automatically signal the first free extension in the queue.

- Lift handset or press **SPK** key.
- Select a CO line but it is busy.
- Press **MSG** key.
- Hang up (if handset is off-hook) and wait for recall.

**Note:** After receiving a recall, lift the handset or press SPK key. A dial tone will be heard. You can then dial telephone numbers.

### **B.03 Last Number Redial**

The feature automatically stores the last dialled outgoing telephone number for you to redial. The number stored whether the call is answered, not answered or busy.

- Handset off-hook/on-hook.
- Press **REDIAL** key.
  - \* When **REDIAL** key is pressed, the extension will automatically select a CO line for dialling the last stored number.

### **B.04 Automatic Redial**

If you dial an outside number and find it busy, by using this feature, the numbers will be automatically redialled at intervals of at least 10 seconds. The value for the interval can be programmed for 10 to 90 seconds.

## **Automatic Save Number Redial**

### **Busy Tone heard when making an outside call:**

- Press **SAVE** key. \* "Auto Save" will display in LCD.
- Press new Telephone number. (If you skip this step, the last dialled number will be stored).
- Hang up.
- Press **SAVE** key again for Redial.

## **Automatic Last Number Redial**

### **Busy Tone heard when making an outside call:**

- Hang up.
- Press **SPD**
- Press **REDIAL**

**Note 1:** The **LCD** will show the dialled numbers.

**2:** LED of SPK Key lights (Red) steady when the extension redials automatically.

After each redial, the SPK LED (Red) blinks, reminding you that Auto Number Redial is activated.

### **To Cancel Automatic Save Number Redial**

- Lift handset and press **SAVE** key.
- Hang up to cancel.

## **B.05 Barge-In/ Monitor Extension**

This feature is for an extension to override or to monitor another busy or DND (Do Not Disturb) extension. This needs to be allowed by programming before use.

### **To Override:**

- Dial **0**, a short tone will signal the barged extension.  
A 3-party conference is made.

### **To Monitor:**

- Dial **#** to monitor (If programmed).

### **To Cancel:**

- Hang up or press **SPK** key (If Handsfree).

## **B.06 Barge-In CO**

This feature is for an extension to join another extension in conversation with a CO line. The calling extension needs to be set up by programming before using this feature.

### **To Barge in:**

- Lift handset or press **SPK** key.
- Press the busy CO Key.
- Dial **0**, a short tone will be heard at the barged extension.  
A 3-party conference is made.

### **To Cancel:**

- Hang up or press **SPK** key (If Handsfree).

## **C. Receiving Calls**

### **C.01 Answer**

To answer a call.

#### **To answer an intercom call:**

- Lift handset or press **SPK** key.

#### **To answer an outside call:**

- Use handset or use Handsfree by pressing **SPK** or the blinking CO Key.

### **C.02 Automatic Answer-Intercom**

Assigned in advanced, the feature allows an extension to automatically answer an intercom call in the Handsfree mode. (The feature can only be applied to extensions with a Microphone).

#### **To assign or To Cancel:**

- Press **MIC/AT** to assign and to cancel.

#### **\* LED Indicating:**

- When extension is in Automatic Answer Mode, LED is steady on.
- When extension is back to normal mode, the LED is off.

### **C.03 Call Pickup**

The feature is for an extension to answer for another ringing extension. (Grouped by programming or not grouped).

#### **Direct Call Pickup**

- Lift handset or press **SPK** key.
- Press \* key.
- Dial the ringing extension number.

#### **Pickup All Group:**

- Lift handset or press **SPK** key.
- Press \* then **9** key.

#### **Pickup same Group:**

- Lift handset or press **SPK** key.
- Press \* then **0** key.

#### **Pickup Group:**

- Lift handset or press **SPK** key.
- Press \* then **8** key.
- Dial a programmed Group number:  
1-8 for extension in Group 1-8.

### **C.04 Doorphone (Optional)**

The feature is for an extension to answer a Doorphone call.

#### **To answer a Doorphone call:**

- \* Doorphone Ring is heard through extension speaker.
- Lift handset or press **SPK** key.

\*\*\* An extension has to be programmed beforehand for receiving Doorphone calls.  
Please refer to the **System Programming** manual.\*\*\*

#### **To pickup a Doorphone call:**

- Lift handset or press **SPK** key.
- Dial **88**, for Doorphone.

#### **To unlock the door by extension:**

- Lift handset or press **SPK** key.
- Dial **88, 0** to unlock the door.

#### **OR**

- Answer the Doorphone ring by lifting handset or pressing **SPK** key.
- Dial **0** to open the door.

## **D. During Conversation**

### **D.01 Call On Hold**

This is for holding an outside or intercom call. Calls on hold can be retrieved by any extension.

#### **To place a call on hold:**

- Press **HOLD** key.

#### **To retrieve a held internal call by any extension:**

- Lift handset or press **SPK** key.
- Dial the held extension number.

#### **To retrieve an outside call by any extension:**

- Lift handset or press **SPK** key.
- Press the flashing CO key or **Line Access Code : 801-8XX**

**Note 1:** The holding extension will be recalled if it fails to retrieve after a programmed duration (30 to 270 seconds). \*\*\*See System Programming.\*\*\*

**2:** The “**HOLD RECALL**” will ring the holding extension. If the call is still not retrieved, the “**HOLD RECALL**” will continue to ring both the holding extension and the Attendant Console. The Recall Won't stop until it is answered.

**3:** if there are several calls held at the same time, unless the first “**HOLD RECALL**” is answered, the second won't ring.

### **D.02 Call on Exclusive Hold**

This is for an extension to hold an outside call which can be retrieved only by the holding extension.

#### **To place an outside call on exclusive hold:**

- Press **HOLD** key twice.

#### **To retrieve by the holding extension:**

- Press the flashing CO key or  
Line Access Code: 801-8XX

#### **To retrieve by other extension:**

- At other extensions, the LED of the CO goes steady.  
Press the CO Key, busy Tone will be heard, then press **HOLD**.

### **D.03 Conference**

An extension user can make a Conference with two or more parties. (Either outside or inside). Up to 5 parties of 3 members or a single conference up to 15 members are permitted.

#### **Conference with two outside parties:**

- In conversation with the 1<sup>st</sup> outside party.
- Press **HOLD** key to hold the 1<sup>st</sup> party.
- Make the second outside call.
- Press **DND/CN** when the 2<sup>nd</sup> answers, all three parties are connected.

#### **Unsupervised Conference:**

- To leave an existing conference in place, press **DND/CN** conference key and hang up.
- Remaining members are granted up to 4 minutes of time for their unsupervised conference.
- A warning tone is provided 10 seconds before the termination of the conference period.
- Members can press any key 0-9 (note 1) to extend the time an additional time period.

#### **Note:**

1. A CFC conference card is needed for this feature in the G1-824.
2. In order to provide the capability to extend time on the unsupervised conference the G1-824 system must be equipped with either a Single Line Card (SLC-8) or a Voice Service Card (VSC).
3. The unsupervised conference period is programmable from 1 minute to 4 in one minute increments.
4. When you hang up, the other two parties can not converse with each other unless you press (HOLD) key again before hanging up. The other two parties can then have three minutes for conversation, and either of them can dial a digit (0-9) – DTMF signal – for three more minutes. (Optional).

#### **To Rejoin An Unsupervised Conference:**

- Press either CO keys (light) of the two CO lines, A busy tone is heard.
- Press **DND/CN** key.

#### **OR**

- Simply lift the handset and press the **DND/CN** key.

#### **Conference with 1 internal party and 1 outside party:**

- In conversation with an outside or internal party.
- Press **HOLD** key to hold the call.
- Make another internal or outside call.
- Press **DND/CN** when the 2<sup>nd</sup> answers, all three parties are connected.

**Note: 1** To return to the first call if the second call is not answered, press the blinking CO Key (outside call) or the called extension number (intercom) to retrieve the held party.

**2** When connecting 1 outside party and 1 internal party, after one of the three parties has hung up, the other two parties can still converse with each other.

### **To Remove A Party From A Conference Call:**

- During the conference, press the CO line of the party you would like to disconnect.
- You will be connected to this line and remove from the conference. Other parties will continue in the conference.
- Disconnect the other party by hanging up.
- To return to the original conference, simply lift the handset and press the conference key.

### **To Confer With Members Privately In A Conference Call:**

- During the conference, press CO line of the party you would like to confer with. Other members will continue in the conference.
- To return to the original conference, simply press the conference key.

## **D.04 Call Transfer**

Call Transfer is to send a call from one extension to another. There are three types of Transfer: **Direct, Indirect, and Voice-Announced**. For Direct Transfer, the sending extension transfers the call and hangs up; for Indirect Transfer, the sending extension rings a selected extension and waits until the call is answered, then transfers the call; for Voice-Announced, the sending extension informs the selected extension through Speaker by the paging function.

### **Transfer an outside call:**

- Press **HOLD** key.
- Dial the selected extension number.
- Press **TRF/FL** key to directly for **Direct Transfer**;  
Press **TRF/FL** key after the selected extension answers for **Indirect Transfer**.

**Note: 1** When a programmed DSS key is pressed, the call automatically goes on hold and dials the extension number programmed for the DSS key.

**2 Transfer Recall:** If the selected extension is busy, the transferred call will ring when the busy extension is free. If the transferred call is not answered after a programmed duration, the call will ring back the sending extension.

**3** To transfer the call again or to another party, press the blinking CO Key to retrieve the call and repeat the **Call Transfer** procedure.

### **D.05 Answer Call Waiting**

As described in **B.01 Call Waiting**, you are absent or your extension is busy when another extension uses the **Call Waiting** feature to wait for your answer, the LED of your **MSG** key flashes slowly.

#### **Your extension busy: end or hold the previous call:**

- The LED of the MSG key flashes, informing you someone is waiting.
- Terminate the previous call by hanging up or press **SPK** or hold the previous call and then hang up to wait.
  
- \* The waiting extension will receive a Call Waiting Ring when you stop the previous call. Once the waiting caller answers the Ring, your telephone then rings.
- \* If the handset of the waiting extension is off-hook, or its speaker is on, your extension will ring directly after you hang up.

#### **Your extension idle when someone leaves a Message at your extension:**

- Press the **MSG** key for ringing the waiting extension.

### **D.06 Call Splitting**

This is for an extension user to alternate between two parties on separate calls.

- Press **HOLD** key to hold A party.
- Make another call B.
- Press **SPD** then # key for retrieving A party and holding B.
- In conversation with A.
- Press **SPD** then # key for retrieving B party and holding A.
- In conversation with B party.

### **D.07 Mute Operation**

When you do not want your voice to be heard by the party in conversation with you, use this feature.

#### **To place in mute:**

- Press **MIC/AT** key.
  - \* Indicating LED lamp goes steady when off-hook or goes off when on-hook.

#### **To resume the conversation:**

- Press **MIC/AT** key again.
  - \* Indicating LED lamp goes off when off-hook or goes on when on-hook.

## **D.08 Switching Between Using Handset and Handsfree**

You may choose to use handset or handsfree alternatively.

### **From handsfree to using handset:**

- Lift handset.

### **From using handset to handsfree:**

- Press **SPK** key, handset back on hook.

## **D.09 Volume Control**

During a conversation, you may increase or decrease volume by this function. Two volume levels can be chosen (for handset).

### **During Conversation Adjustment:**

- Press **VOL ▲** key for voice up.
- Press **VOL ▼** key for voice down.

## **E. Paging**

### **E.01 Zone Paging (Internal)**

This feature allows an extension to announce to a zone of extensions through the speaker on the key telephones. There are eight Paging Zones in the system. The paging can be received from keyphones only.

- Lift handset.
- Press **#, 2**.
- Dial a one-digit Paging Zone Code (1-8).

**Note:** A busy extension or the single line phone cannot receive the paging.

### **E.02 All Paging (Internal)**

The feature is for paging all zones. The paging can be received from keyphones only.

- Lift handset.
- Press **#, 1**.

### **E.03 Zone Paging (External)**

In GX system, paging can be broadcast over external paging equipment to one of the eight (maximum, depending on the system) external zones.

- Lift handset.
- Press **#, 3**.
- Dial a one-digit External Paging Code (1-8).

#### **E.04 All Paging (External)**

Paging can be broadcast over external paging equipment to all external zones.

- Lift handset.
- Press #, 9.

#### **E.05 All Paging (Internal & External)**

The feature allows an extension to announce to all internal and external paging zones.

- Lift handset.
- Press #, 0.

#### **E.06 Answer Page (Meet Me Page)**

Paging through speakers or external paging equipment can be answered through any extension before the paging party hangs up.

- Lift handset.
- Press #,\*.

### **F. Other Features**

#### **F.01 Pulse to Tone Conversion**

The feature is used for changing Pulse Mode to Tone Mode when DTMF signalling is needed.

##### **To change for pulse to tone while dialling:**

- Press **MSG** key.
- Dial the phone number (**In Tone Mode**).

#### **F.02 Handsfree**

Handsfree allows a user to make and receive calls with microphone and speaker of the telephone, instead of using the handset.

- Press **SPK** key.

**Note:** Handsfree is only available for telephones with a microphone (DK1-21, DK1-21H, DK1-22, DK2-21, DK2-21W, DK3-21).

### **F.03 Background Music**

Background music (BGM) is available through the keyphone speakers. The music is temporarily off when the telephone is in use. Background music can share the music source of music on hold.

#### **To listen:**

- Press # key.

**Note:** 1. Incoming calls, lifting the handset or paging will interrupt the background music.  
2. The interrupted music will resume when the handset is back on hook or the paging completed.

#### **To cancel:**

- Press # or **SPK** key.

### **F.04 Voice Service Channel – G1-824**

Each Voice channel has 8 segments (maximum) for recording and playing the voice. The maximum recording time is 60 seconds for each channel. For the application and programming, you can refer to the system programming manual of each system.

**For example:** If the first segment occupies 20 seconds and segment two occupies 40 seconds, then the other segments will not be available.

**Message Recording:** On the Service Voice must be performed at the **Console** telephone set.

#### **Recording Method:**

- Handset off-hook.
- Dial the Voice Channel number. (86)
- Dial **0** (Record your voice after the tone).
- Dial **1** to stop the playing or select the next voice segment.

The Voice Channel Number for G1-824: **86**.

### **F.05 Voice Mail Operation – GDS System**

If your system is equipped with the optional inbuilt Voice mail unit and your handset has been allocated Voice Mail Usage then you can Call Forward your phone to the mail box in the same way that you can Call Forward to other extensions. The call Forward instructions can be found elsewhere in this manual. The Call Forward number for inbuilt Voice Mail is 86.

#### **To Forward:**

- Press **PRG** key.
- Dial **1** for **Any Call**,  
Dial **2** for **Busy**,  
Dial **3** for **Busy/No Answer**
- Dial **86** for voice mail.

#### **To Cancel:**

- Press **PRG** key.
- Dial **1**.
- Dial your own extension number.

## **F.06 Message Waiting**

If the extension you're calling does not answer, this feature allows you to light the extension's message light.

### **If the extension does not answer:**

- Press **MSG** key.
- Hang up.
  - \* The called extension's MSG lamp will flash.

## **F.07 Caller ID and Smart Redial**

If your system is equipped with Optional Caller ID equipment then incoming calls will display the number of the calling party on extensions which are ring assigned. Note that not all incoming calls contain caller id information. This is sometimes blocked by the calling party. The installer of your system may have allocated a key on your extension called CL1 status. This key when pressed can display the number date and time of the last 10 incoming calls to your extension. You can view all of these numbers by pressing the **VOL UP** or **VOL DOWN** keys. You may by pressing the **Redial** key then call that number back.

- Press **CL1 Status** key.

0294150100 02/15 10:20 MISS
--------------------------------

- Press **VOL ▲** key for next record.
- Press **VOL ▼** key for previous record.
- Press **Redial** key to call back this number.
- Press **TRF/FL** key to delete the current record.
- Press **MIC/AT** key to view the date and time.
- Press **SPK** key to exit the Caller ID mode.

## **G. Station Programming**

### **G.01 Call Forwarding**

#### **1. To forward All Calls:**

All incoming calls (Incoming CO, Intercom and Transferred CO lines) to your extension are automatically forwarded to any other extension, Voice Mail or another outside number such as a mobile phone.

#### **To Forward:**

- Press **PRG, FWD** key.
- Dial **1** for **Any Call**,  
Dial **2** for **Busy**,  
Dial **3** for **Busy/ No Answer**.
- Dial the extension or hunt group number you want your calls forwarded to.  
When activated, your forward key will flash.

#### **To Enable and Disable Call Forwarding:**

- Simple Toggle **FWD** key.
- Call Forward LED will flash when active and be out when the forwarding is inactive.

#### **2. When Busy or No Answer:**

If your extension fails to answer after programmed time (10 to 100 seconds) or is busy, all incoming calls to your extension are automatically forwarded to any other extension you have programmed.

#### **3. To forward an external number:**

#### **Program the external speed number:**

##### **Busy**

- Press **PRG, SPD, DSS** key.
- Enter the outside telephone number and **Save**.

#### **To forward:**

- Press **PRG, 1, DSS** key.  
When activated, your forward key will flash.

#### **4. To Enable and Disable Call Forwarding:**

- Simply Toggle **FWD** key.
- Call Forward LED will flash when active and be out when the forwarding is inactive.



## **During Conversation, Adjust the Volume**

- Press **VOL ▲** key for voice up.
- Press **VOL ▼** key for voice down.

## **G.04 Store Speed Dial or One Touch Dial**

Speed Dial automatically dials the stored telephone numbers. There are two types of Speed Dial: **Personal** (Extension) and **System**.

### **To Store Personal Speed Dial numbers:**

#### **1. For non-operator extension:**

- Press **PRG** key then dial **8**.
- Press a programmed DSS key (1-10)  
Or dial the Speed Access Code (0-9).
- Dial desired outside telephone number (max. 30 digits).
- Press **SAVE** key.

**Special Note:** You will be prompted to enter a ring frequency level. This used for Caller ID applications. If you like the number you are storing to ring at your phone at a specific ring frequency, then enter that frequency here and press save. For example, you program your home number in DSS location 1 on your telephone. If you want your phone to ring at a specific and unique frequency when someone from your home calls your office, then enter a unique frequency. Valid settings are 1 through 8. if you do not want to use this feature, simply press save at the Set Ring Frequency prompt.

#### **2. For Operator:**

- Press **PRG** key then dial **8, 8**.
- Press programmed DSS key (1-10)  
Or dial the Speed Access Code (0-9).
- Dial desired outside telephone number (max. 30 digits).
- Press **SAVE** key.

**Special Note:** You will be prompted to enter a ring frequency level. This used for Caller ID applications. If you would like the number you are storing to ring at your phone at a specific ring frequency, then enter that frequency here and press save. For example, you program your home number in DSS location 1 on your telephone. If you want your phone to ring at a specific and unique frequency when someone from your home calls your office, then enter a unique frequency. Valid settings are 1 through 8. if you do not want to use this feature, simply press save at the Set Ring Frequency prompt.

### **To Store System Speed Dial numbers (At Operator Only)**

- Press **PRG** key the dial **8, 7**.
- Dial System Speed Access Code then press **SAVE** key.
- Dial stored numbers (max. 30 digits).
- Press **SAVE** key to exit.

**To define a specific CO line or Name for Speed Dialling:**

- \* After or before dialling stored telephone numbers, user can assign a CO line for the stored numbers.
- Press **MIC/AT** key the dial the CO line number 01-10 for G1-824, or 00 for Automatic CO selection.  
Or key in Name for this System Speed Dial.

**To exit:**

- Press **SPK** key.

\* Other signal for stored number when storing data:

Key	Meaning	LCD Display
Hold	Pause	"P"
TRF/FL	Flash	"F"
MSG	Pulse to Tone	"T"

**G.05 Lock Up or Unlock Extension by Security Code**

To prevent others from making outside calls through your telephone, you may lock your telephone by Security Code.

**To Lock or unlock:**

- Handset on hook or **SPK** key off.
- Press **PRG** key then dial **9**.
- Define or insert your Security Code.
- Press **SAVE** key.
- Press the **SPK** key to quit, then extension is locked or unlocked.
  
- The Security Code is made up if three characters (digits).

**Note:** To change the Security Code, unlock the extension and then lock it by a new Security Code.

**Access to a locked telephone:**

- Handset on hook or **SPK** key off.
- Press **PRG** key then press **#** key.
- Enter your Security Code.
- If the code is right, system will provide a free CO line automatically.
- Dial the telephone number.

## **G.06 Define Time – Reminding Service**

The system is equipped with an internal clock. For the Time-Reminding Service, you can assign your extension to play the background music at a specific time.

### **1. For General Extension:**

#### **To define:**

- Handset on hook or **SPK** key off.
- Press **PRG** then **HOLD** key.
- Insert the Alarm-Time HH:MM (24-hour) format.
- Insert the duration (00-98 minutes).  
For instance, 01 means 1 minute's duration.

#### **Example:**

User Alarm	07
15:30	01

The music plays at 15:30, for 1 minute.

- Press **SAVE** key.
- Press **SPK** key to exit.

**Note:** If the time is not correctly set in HH:MM format, the LCD will show “Access Denied”, and a busy tone will be heard.

#### **To cancel:**

- Handset on hook or **SPK** key off.
- Press **PRG**.
- Press **HOLD** twice.

### **2. For Attendant Console:**

#### **To define:**

- Handset on hook or **SPK** key off.
- Press **PRG** key.
- Press **HOLD** then **8** key.
- Insert the Alarm-Time.
- Insert the duration (00-98 minutes).
- Press **SAVE** key.
- Press **SPK** key to exit.

#### **To cancel:**

- Handset on hook or **SPK** key off.
- Press **PRG** then **HOLD** key.
- Press **8** then **HOLD** key.

### **G.07 Define Morning Call Service**

For Morning Call Service, the Background Music or a redefined Voice Announcement is played to the assigned extension when the programmed time is reached.

The same as **G.06 Define Time-Reminding Service**.  
Set the duration for 99 minutes.

#### **Example:**

User Alarm 07 07:00 99
---------------------------

The music or a Predefined Voice Announcement alarm plays at 7:00 am for Morning Call.

**Note:** Once the morning call is answered, the “Morning Call Service” feature is automatically cancelled. The time will need to be programmed when the next time you want to use this service.

### **G.08 Date/Time Setting (For Console Only)**

The user can set Date and Time without entering into System Programming.

- Handset on hook or **SPK** key off.
- Press **PRG** key.
- Press **HOLD** then **7** key.
- Press **SAVE** key.
- Set Date and Time.
- Press **SAVE** key.

#### **Example:**

11:01 DATE/TM 01 12 05 99 16 06 7
--------------------------------------

<b>12:</b>	<b>Month (Dec.)</b>	<b>05:</b>	<b>Date</b>
<b>99:</b>	<b>Year (1999)</b>	<b>16:</b>	<b>Hour</b>
<b>06:</b>	<b>Minute (16:06)</b>	<b>7:</b>	<b>Sunday (Sun)</b>

### **G.09 Switching of Day/Night Service Mode (For Console Only)**

Normal system operation is set in day time mode. Night service provides Outward Dialling restriction, Night-Time Incoming Ringing Assignment, etc. The **Switching of Day/Night Service Mode** is programmed by the Attendant Console, executed by either an extension user (Manual/User Select) or the system itself (Auto/System Select).

**By Auto/System,** Set a Day-time duration (e.g. 08:30 to 17:00, in 24-hour format). This means that after 17:00, the system switches automatically to **Night Service**.

**By Manual/User,** User can also activate the **Night Service at any time**.

To prevent unauthorized people from accessing programming functions, the Attendant extension can be locked by a Security Code. (See **G.05 Lock/Unlock extensions by Security Code**).

\*\*\* For programming of the Day-Time duration, please refer to **Day-Time Duration Setup of System Programming manual** \*\*\*

**Setting for Manual/User or Auto/System Select:**

- Handset on hook or **SPK** key off.
- Press **PRG**, **TRF/FL**, then \* key.

\* **LED Indication**

**SPK** key LED Lamp flashes **slowly**:      **Manual/User Select** status.  
**SPK** key LED Lamp blinks **Fast**:      **Auto/System Select** status.

- \* **To change selection** from Auto/System Select to Manual/User Select or vice versa:
- Press \* key.

**Under Manual/User Mode, set Day/Night Service:**

- Handset on hook or **SPK** key off.
- Press **PRG**, **TRF/FL**, **TRF/FL**.

\* **Led Indication**

**DND/CN** key blinks fast:      **Night Time.**  
**DND/CN** key off:      **Day Time.**

\* **To change selection:**

- Press **TRF/FL** key to change selection from **Night** to **Day** or **Day** to **Night**.

**G.10 Alarm Assignment (For Console Only)**

The console can set morning call service for other extensions.

**To define:**

- Handset on hook or **SPK** key off.
- Press **PRG** then **REDIAL** key.
- Dial the Alarm Assigned extension number.
- Insert the Alarm-Time.
- Press **SAVE** key.
- Press **SPK** key to exit.

**To cancel:**

- Handset on hook or **SPK** key off.
- Press **PRG** then **REDIAL** key.
- Dial the Alarm Assigned extension number.
- Press **HOLD** key.

## **G.11 Absent Message**

Any telephone can be programmed to use this feature. When a caller calls a telephone with an Absent Message, one of the following Absent Messages will display on the caller's telephone LCD.

### **Absent Message (0-9):**

Message 0= <u>Vacation</u>	Message 5= <u>DND</u>
Message 1= <u>Will Back</u>	Message 6= <u>Call EXT</u>
Message 2= <u>Lunch</u>	Message 7= <u>Off duty</u>
Message 3= <u>Meeting</u>	Message 8= <u>Business trip</u>
Message 4= <u>Call</u>	Message 9= _____ (Future feature)

### **To leave message:**

- Handset on hook or **SPK** key off.
- Press **PRG, MSG** key.
- Dial one of the Absent Messages.
- Insert data after Message. (If needed)
- Press **SAVE** then **SPK** to exit.

### **Examples:**

Message 0= Vacation <u>12/24</u>	Message 4= Call <u>99578244</u>
Message 1= Will Back <u>15:30</u>	Message 5= DND <u>12:30/13:30</u>
Message 2= Lunch <u>12:00</u>	Message 6= Call EXT <u>16</u>
Message 3= Meeting <u>10:10</u>	Message 7= Off Duty <u>17:30</u>

**Note:** 1. Each "Absent Meeting" can have a maximum of 16 characters, the Absent Message included.

2. Press \* key to insert a colon (:).
3. Press # key to insert a slash (/).

### **To cancel:**

- Handset on hook or **SPK** key off.
- Press **PRG, MSG** key.
- Press the **SPK** key.

## **G.12 Function Key Assignment (Macro Key)**

This program allows a user to store a special functions in to an assigned DSS key.

- Press **PRG** key.
- Press **DSS13~DSS20** key.
- Insert the operation steps of a special function that you would like to store. (For example, # 0 for All Paging).
- Press he programmed **DSS** key again to store the function.

**Note:** To use Macro Key function the DSS key must be assigned to CO or extension. (For G1-824 only).

### **G.13 User Programming Help**

This program assists users to perform station programming by LCD help information, if the user has no operation manual available.

- Handset on hook or **SPK** key off.
- Press **PRG** key then dial **0**.
- \* The LCD of the telephone will display help information.  
Each Help Information example will be held for two seconds and the screen will go on the next example.

#### **To Operate:**

- Press \* key to scroll the screen up.
- Press # key to scroll the screen down.
- Press **0** to select and execute this information.

### **G.14 Station Programming – Saved Number Redial**

Saved Number Redial allows the last dialled CO number to be stored and easily accessed when required. The number is stored in the system memory and remains until the user replaces it with another number.

#### **To save:**

1. **Automatic Save:**
  - Before ending the call, press **SAVE** key.
2. **Manual Save:**
  - Before ending the call, press **SAVE** key.
  - Insert the phone number to be saved.

#### **To redial:**

- Handset off-hook or on hook.
- Press **SAVE** key.

**Note:** 1. Once **SAVE** key is pressed, your extension will automatically select an idle CO line for you.

2. You may also press a CO key to select an idle CO line before press **SAVE** key.

### **G.15 Account Code**

This feature allows an extension user to enter an Accounting Code into System's Station **Message Detail Recording (SMDR)**, which records all incoming and outgoing calls.

#### **Setting:**

\*During Conversation when two parties are connected.

- Press **SAVE** key then press **MSG** key.
- Dial an Account Code (8 digits maximum).
- Press **SPK** to complete the input.

**Note:** If the Account Code is inserted wrong, repeat the above steps.

### **G.16 Do Not Disturb**

Each extension can be individually programmed to block all incoming calls, including Paging announcements. A caller attempting to reach an extension in DND mode will receive "**Do Not Disturb**" on the LCD and hear Busy Tone.

- Handset on hook or **SPK** key off.
- Press **DND/CN** key to activate or to cancel.

#### **\*LED Indication**

- \* The flashing **DND/CN** indicates the DND status.
- \* **DND/CN** off indicates the status back to normal.

### **G.17 Baby Listen**

By assigning beforehand, another station can directly call this station without ringing and monitor from handset or microphone.

#### **To enable:**

- Handset off-hook or press **SPK** key.
- Dial **7, 7, 0**.

#### **To disable:**

- Put handset on hook or press **SPK** key.

### **G.18 Automatic Line Access by Lifting Handset**

By assigning beforehand, a CO line is directly selected when handset is lifted.

#### **To enable or to cancel:**

- Press **SPK** key.
- Dial **7,7,1**

### **G.19 Lock/Unlock S.M.D.R output (For Console Only)**

This feature allows an extension user to Lock/Unlock System's **Station Message Detail Recording (SMDR)** output. If the S.M.D.R is locked then S.M.D.R records will be stored in the System's Memory and will not be sent out until the S.M.D.R output is unlocked.

#### **To lock/unlock:**

- Press **SPK** key.
- Dial **7,7,2**

**Note:** The G1-824 System's RAM can store max. 25 records.

### **G.20 Environment Monitor**

This feature is allowed for an extension to monitor another idle extension which must have Handsfree feature. This needs to be programmed beforehand. (See System Programming mode 40).

- Handset off-hook or press **SPK** key.
- Dial **7,7,4**
- Dial the extension number which you like to monitor.

## Index

### A

Absent Message	28
Account Code	30
Alarm Assignment (For Console Only)	27
All Paging (External)	17
All Paging (Internal & External)	18
All Paging (Internal)	17
Answer	11
Answer Call Waiting	16
Answer Paging (Meet Me Page)	18
Automatic Answer-Intercom	11
Automatic Line Access (Trunk Group Access)	5
Automatic Line Access by Lifting Handset	30
Automatic Redial	9

### B

Baby Listen	30
Background Music	19
Barge-In/Monitor Extension	11
Barge-In CO	10

### C

Call Forwarding	21
Call on Exclusive Hold	20
Call on Hold	13
Call Pickup	12
Call Splitting	16
Call Transfer	14
Call Waiting	9,21
Calling Doorphone	8
Conference	14

### D

Date/Time Setting (For Console Only)	26
Define Morning Call Service	26
Define Time-Recording Service	25
Dial Access To Attendant	8
Dial by Name	7
Do Not Disturb	30
Doorphone (Optional)	12

### E

Environment Monitor	31
---------------------	----

### F

Flash (Open Loop Timed Flash)	6
Function Key Assignment (Macro Key)	28

### H

Handsfree	18
-----------	----

### I

Individual Line Access	6
Inter Office Call (Intercom)	5

### L

Last Number Redial	9
Lock/Unlock SMDR output (For Console Only)	24
Lockup/Unlock Extension by Security Code	31

### M

Message Waiting	20
Mute Operation	16

### O

One Touch Dialling	8
--------------------	---

### P

Pulse to Tone Conversion	18
--------------------------	----

### S

Speed Dialling	6
Station Programming-Saved Number Redial	29
Store Speed Dial/One Touch Dial	23
Switching Between Using Handset & Handsfree	17
Switching of Day/Night Service Mode (For Console Only)	26

### T

Toll Restriction Override (Forced Account Code)	21
Trunk Queuing	9

### V

Voice Service Channel	19,21
Volume Control	17,24
Volume Control (Setting)	22
Voice Mail Operation-GDS System	19

### Z

Zone Paging (External)	17
Zone Paging (Internal)	17