

# Quick Reference Guide

- ▶▶ For Single Line  
Telephone Station  
Users

**Omega-Phone**  
**924**



## INTRODUCTION

Single Line or Analog Telephones, like the ones you use at home, have not changed significantly in many years. Analog telephones are basic in design and have very few features. However, when you attach an SLT to an Omega-Phone 924, you will find that that Single Line Telephone has access to many of the same features as digital stations.

This guide describes basic and advanced features and operations for your Single Line Telephone.

For more information, refer to your Omega-Phone 924 Owner's Manual or contact your authorized Iwatsu distributor.

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

**Feature Codes** - Feature Codes are dialed at the time of the operation. In several cases, the Flash key or Hook-switch Flash must be pressed. This enables the system to provide the telephone new dial tone and access additional features. Find a list of feature codes on the back cover of the guide.

## FEATURE OPERATIONS

### Access a Specific CO Line

Access an available outside line dial 9 or to access a specific outside line:

- Lift the handset.
- Press the # key and dial **0 (x)**. **x** = Line **1-9**.

### Answering a Call

When an incoming call rings at your station:

- Lift the handset.
- When you are finished, place the handset in the cradle.

### Attendant

To call the Attendant (operator), lift the handset dial **0**.

### Authority Code (Traveling Class of Service)

The Authority Code is used to bring a higher Class of Service (CoS) to an extension with a lower CoS.

For example, if you need access to a feature that is not supported on the extension where you are, you can transfer the CoS from your extension to the extension where you are located.

From another extension:

- Lift the handset.
- Press the # key and dial **55**.
- Enter your **extension number**.
- Enter your **extension password** and the CoS from your extension is transferred to that extension.

### **Busy Number Call Back**

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

- Press the # key and dial **91**.

When the extension becomes available, the system will call you back.

- When the system calls you back:
- Lift the handset and you are automatically connected to that extension.

### **Do Not Disturb (DND)**

Place your extension in a Do Not Disturb state to prevent all calls from ringing at your extension.

To enable or disable Do Not Disturb:

- Lift the handset.
- Press the # key and dial **4**.
- You will hear stutter dial tone when you lift the receiver and your extension has DND enabled.

### **Extension Password / Phone Lock**

Each extension has a user password that is required to access certain features such as; Follow Me, Authority Code, and Phone Lock features.

- Lift the handset.
- Press the # key and dial **97**.
- Default extension password = **0000**.

### **Extension Pickup Groups**

Extension Pickup Groups allow you to dial a code and pickup an actively ringing call within your group.

- Press the # key and dial **54**.
  - Extensions can only be assigned to one Extension Pickup Group.

### **Flash - CO Line**

The CO line Flash feature is a programmed setting that determines what flash timing is presented to the CO when the user issues a hook-flash command while connected to a CO line. This feature is required when the system is installed behind a Centrex or PBX system.

If Call Waiting is provided by the CO, the Flash feature is used to answer a second incoming call while connected to another outside party.

Press the **hook-switch** to generate a hook-flash on the analog port.

- Then press the # key and dial **3** to generate a hook-flash on the CO line.

## Forced Intercom Tone Ringing

When an extension is in the hands-free voice announce mode, intercom calls will not forward. To force the call to forward (i.e. to the voice mailbox), you must activate Forced Intercom Tone Ringing.

- Dial the extension number and press the \* key.

## Forward

You can set your telephone to forward calls to another extension, voice mail, hunt group, or to an external telephone number.

There are multiple call forwarding options from which to choose:

- **Idle** - Forward calls when the ext is idle.
- **Busy** - Forward calls only when the ext is busy.
- **Direct** - Forward all calls directly without ringing the ext first.
- **Follow Me** - Forward calls to another extension.
- **No Answer** - Forward calls only when the ext is not answered.
- **Busy/No Answer** - Forward calls when the ext is busy or does not answer a ringing call.

**Note:** *Off-Premise transfer to a single-line telephone is not supported.*

Refer to the table below for forwarding options:

- Lift the handset.
- Press the # key and dial 2.
- Enter the **Forwarding Code** (0-5).
- Enter the **Destination** (87, 10-37, 82-89).
- Enter the Call Type to Forward (ICM, CO, or ICM/CO).
- Enter the No Answer Time (If applicable).

Fwd Type	Feat Code	Fwd Code	Destination	ICM/ ICM&CO/ CO	No Answer Timer
Idle	#2	0			
Busy	#2	1			
Direct	#2	2	87 Voice Mail 10-37 Ext 82-89 Hunt Grp	1 ICM Only 2 ICM/CO 3 CO Only	
Follow Me	#2	3			
No Answer	#2	4			1=10/2=20 3=30/4=40 5=50
Busy/No Answer	#2	5			1=10/2=20 3=30/4=40 5=50

### Hold (Placing a Call on Hold)

While speaking to an inside or outside party:

- Press the **Flash** key or press the **Hook-switch**.
- To retrieve the call, press the **Flash** key or press the **Hook-switch** again.

### Last Number Redial (LNR)

Last number redial allows you to automatically call the last outside (CO) number dialed from your extension. To redial:

- Lift the handset.
  - Press the **REDIAL** key (if available).
- or
- Press the **#** key and dial **8**.

### Making an Intercom Call

- Lift the handset.
- Dial an extension number (10-37).
- When you are finished, place the handset in the cradle.

### Making an Outgoing Call

- Lift the handset.
- Dial **9** and wait for dial tone.
- Dial telephone number.
- When you are finished, place the handset in the cradle.

### Message Waiting

When you call a busy or unattended extension you have the option to send a message waiting indication.

- Lift the handset.
- Dial an extension number.
- If the extension is busy:
  - Press the **#** key and dial **96**.
- If the extension is unattended:
  - Press the **\*** key to force tone ringing.
- Press the **#** key and dial **96**.
- Hang up.

### Page

- Lift the handset.
- Press the **#** key and dial **50**.
- Press:
  - **0 = All Call** (all paging zones).
  - **1 = External** page only.
  - **2 = System All Call** for internal and external.
  - **3 + group #** for a specific group 1-6.
- Make the announcement.
- Hang up.

### Page (Meet Me)

Meet Me Page allows the user to locate someone that is away from their desk or has no fixed location in the office. Using the Meet Me Page feature, you can answer a page from any telephone in the system.

When you hear the page:

- Lift the handset.
- Press the # key and dial **59**.
- You will be connected to the extension making the page.

### Park (Park Answer)

This feature is used to retrieve a call that is parked.

- Lift the handset.
- Press the # key and dial **73**.
- To pick-up a parked call: Dial the extension number where the call is parked.

### Password Change (Extension Password)

To change your extension password:

- Lift the handset.
- Press the # key and dial **97**.
- Enter your **current password** (default=**0000**).
- Enter your **new password** (four-digits).
- You will hear confirmation tone then hang-up.

### Phone Lock / Unlock

This feature allows the user to prevent **ANY** outgoing CO line calls from their extension.

**WARNING!** *The use of this feature prevents ALL outgoing calls including 911 emergency calls.*

To **Lock** the Phone:

- Lift the handset.
- Press the # key and dial **97**.
- Enter the extension password (default = **0000**).
- Press the # key to lock the phone.

To **Unlock** the Phone:

- Lift the handset.
- Press the # key and dial **97**.
- Enter the extension password (default = **0000**).
- Press the \* key to lock the phone.

### Recall

The Recall feature pertains to calls that are parked, on hold, or transferred to another extension. Calls that go unanswered after a preset period of time are **Recalled** to the extension that initiated the park, hold, or transfer operation.

### Reminder Tones

A Reminder Tone (stutter dial tone) is heard when accessing intercom dial tone from an extension that has **Call Forward** or **Do Not Disturb** enabled. The stutter is a rapid, recurring break in the intercom dial tone that reminds the user of the extensions status.

### Single Line Telephone—Flash

Single Line Telephones and similar analog devices use a Hook-switch Flash or Flash key to administer call-processing operations like transfer and hold. This fundamental call-control is handled in the form of hook-switch operations.

### Speed Dial Programming (Personal)

Each station can store up to 20 personal speed dial numbers (bins 00-19) in the speed dial directory.

To **program** a personal speed dial number:

- Lift the handset.
- Press the # key and dial 1.
- Enter the speed dial bin number **00-19**.
- Enter the telephone number.
- Press the **Hook-switch** or **Flash** key and you will hear a confirmation tone.

To **dial** a personal speed dial number:

- Lift the handset.
- Press the # key.
- Press the \* key and dial 1.
- Enter the speed dial bin number **00-19**.

### Personal Speed Dial Bin Locations

Record your personal speed dial numbers below:

00 = \_\_\_\_\_  
01 = \_\_\_\_\_  
02 = \_\_\_\_\_  
03 = \_\_\_\_\_  
04 = \_\_\_\_\_  
05 = \_\_\_\_\_  
06 = \_\_\_\_\_  
07 = \_\_\_\_\_  
08 = \_\_\_\_\_  
09 = \_\_\_\_\_  
10 = \_\_\_\_\_  
11 = \_\_\_\_\_  
12 = \_\_\_\_\_  
13 = \_\_\_\_\_  
14 = \_\_\_\_\_  
15 = \_\_\_\_\_  
16 = \_\_\_\_\_  
17 = \_\_\_\_\_  
18 = \_\_\_\_\_  
19 = \_\_\_\_\_

### Transfer a Call

Transfer is used to transfer a call from your telephone to another extension.

While on a call:

- Press the **Flash** key or press and release the **Hook-switch**.
- You will hear new dial tone.
- Dial the extension where you wish to transfer the call.
- Announce the call and hang up or just hang up and the call is transferred.

## VOICE MAIL

### Voice Mail Setup

If this is the first time you are using your voice mailbox, take a couple of minutes to personalize your voice mailbox.

- Lift the handset.
- Dial **(Voice Mail Hunt Group) 87** or the feature code **# 64** to access your voice mailbox.
- Enter your password:(default = 0000). Follow the system prompts to setup your voice mailbox.
  - Press **3** to change your password.
  - Press **4** to record a greeting.
  - Press **5** to record your name.
  - Press **6** to input a pager notification number.
  - Press **7** to input a cell phone notification number.

### Mailbox Menu Options

- Press:
  - 1** to Listen to Your messages.
  - 2** to Send a Message.
  - 3** to Change the Mailbox Password.
  - 4** to Record a Greeting.
  - 5** to Record Your Name.
  - 6** to Input a Pager Notification Number.
  - 7** to Input a Cellular Telephone Number.
  - 8** to Assign an Assistant Extension.
  - 9** for Direct Message Delivery.
  - 0** to Transfer Caller's to Another Extension.
  - \*** to Listen to Clipboard Recordings.
  - #** to Exit and/or Return to the Previous Menu.

### **Call Voice Mail**

To Call Voice Mail:

- Lift the handset.
- Dial (Voice Mail Hunt Group) **87** or **#64**.
- Enter **Password:** \_\_\_\_\_
- Voice mail will announce how many messages are in your mailbox.
- Press **1** to listen to your messages.
- After listening to your messages press:
  - 1** to **Replay**
  - 2** to **Save**
  - 3** to **Delete**
  - 4** to **Reply**
  - 5** for **Envelope Information**
  - 6** to **Copy**
  - \*** to **Skip and Save as New**

## INDEX

<b>A</b>	
Access a Specific CO Line.....	1
Answering a Call .....	1
Attendant.....	1
Authority Code (Traveling Class of Service) ...	1
<b>B</b>	
Busy Number Call Back .....	2
<b>D</b>	
Do Not Disturb (DND) .....	2
<b>E</b>	
Extension Password / Phone Lock.....	2
Extension Pick-up Groups.....	2
<b>F</b>	
FEATURE OPERATIONS.....	1
FEATURE OPERATION CODES .....Back Cover	
Flash - CO Line .....	2
Forced Intercom Tone Ringing.....	3
Forward .....	3
<b>H</b>	
Hold (Placing a Call on Hold) .....	4
<b>I</b>	
INTRODUCTION.....	1
<b>L</b>	
Last Number Redial (LNR).....	4
<b>M</b>	
Making an Intercom Call .....	4
Making an Outgoing Call.....	4
Message Waiting.....	4
<b>P</b>	
Page.....	4
Page (Meet Me) .....	5
Park (Park Answer) .....	5
Password Change (Extension Password).....	5
Phone Lock / Unlock .....	5
<b>R</b>	
Recall .....	5
Reminder Tones.....	5
<b>S</b>	
Single Line Telephone - Flash .....	6
Speed Dial Programming (Personal) .....	6
<b>T</b>	
Transfer a Call.....	7
<b>V</b>	
Voice Mail.....	7
Voice Mail Setup .....	7

## NOTES

## FEATURE OPERATION CODES

When entering SLT Feature Operation Codes, the # key is used as the **Feature** key on Single Line Telephones.

FEATURE	CODE
Access a Specific Line .....	<b>#0 + line no. (1-6)</b>
Account Code.....	<b>4</b>
Attendant.....	<b>0</b>
Authority Code (Traveling CoS) .....	<b>#55</b>
Call Back (Intercom).....	<b>#91</b>
Call Forward.....	<b>#2</b>
Call Pickup (Directed) .....	<b>#53 + ext # (10-37)</b>
Call Pickup (Group).....	<b>#54</b>
Camp On (Busy Extension).....	<b>ext + 2</b>
Camp On (Busy CO Line) .....	<b>#</b>
CO Line Access .....	<b>9</b>
Do Not Disturb (DND) .....	<b>#4</b>
Extension Lock.....	<b>#97 + pwd + #</b>
Extension Unlock .....	<b>#97 + pwd + *</b>
Extension Pwd (Change).....	<b>#97 + old pwd + new pwd</b>
Flash (PBX/CO) .....	<b>#3</b>
Hold / Hold Retrieve .....	<b>flash</b>
Intercom Calling .....	<b>ext no. 10-37</b>
Last Number Redial .....	<b>#8</b>
Least Cost Routing (LCR) .....	<b>#68 + phone no.</b>
Message Waiting (Send).....	<b>#96</b>
Message Waiting (Cancel).....	<b>*#96</b>
Page (Internal) .....	<b>#50 + 0</b>
Page (External) .....	<b>#50 + 1</b>
Page (All Call) .....	<b>#50 + 2</b>
Page (Group) .....	<b>#50 + 3 + grp no. (1-8)</b>
Page Answer (Meet Me) .....	<b>#59</b>
Pulse to Tone (DTMF Conversion) .....	<b>*</b>
Speed Dialing (To Store).....	<b>#1</b>
Speed Dialing (To Dial).....	<b>* 1</b>
Transfer.....	<b>flash + ext no. (10-37)</b>
Voice Mail.....	<b>#64</b>

Depending on the hardware, software, and programmed functions in your Omega-Phone 924 system, available features and feature operations may differ from those listed in this guide. For more information contact your authorized Iwatsu distributor.

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