

Quick Reference Guide

▶▶ For OM-KTD30
Digital Station Users

**Omega-Phone
924**



IWATSUTM
VOICE NETWORKS

INTRODUCTION





Omega-Phone OM-KTD30 Digital Telephone


This guide describes basic and advanced features and operations for your Omega-Phone OM-KTD30 Digital 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.

 **Flexible Feature Keys** - The twelve dual-color LED buttons on the right side of the telephone and the six Line keys can be programmed as an outside (CO) line, extension, or other feature. These are called flexible features since each telephone is individually programmed and can be changed at any time.

 **Feature** - This key is used to access many Omega-Phone 924 system features.

Volume Control:
 The **UP** and **DOWN** arrow volume control keys are used to adjust the Handset, Ringer, and Speaker volume 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 eight levels.
- **Ringer Volume** - Pressing the ringer volume control button 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 eight levels.

HOLD **HOLD** - This key is used to put a call on Hold.

TRANS **TRANS (Transfer)** - This key allows you to transfer a call from your phone to another extension.

CONF **CONF (Conference)** - This key allows you to conference up to three additional outside or internal parties (max. four party conf.).

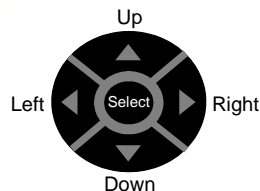
REDIAL **REDIAL - (LNR-Last Number Redial)**
This button allows you to dial the last outside number you dialed.

MUTE **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. This key is also used to enable two-way communication when the Off-Hook Voice Announce feature is used.

SPKR **SPKR (Speaker)** - This key allows you to dial and receive outside or internal calls and talk without lifting the receiver.

Navigation Keys are used for easy access to the Display Menu features, such as Call Log or Speed Dialing on your Omega-Phone OM-KTD30 telephone.

- Press **RIGHT** or **LEFT** to access the display menu.
- Press the **UP** or **DOWN** to scroll through the display menu selection.
- Press the **SELECT** button to execute the display menu selection.



Headset Jack

Your OM-KTD30 comes equipped with a 2.5 mm headphone jack located next to the handset cord jack. This jack accepts industry standard headsets. When the headset jack is enabled, the speaker key acts as the on / off key for headset operation.

To enable the headset jack:

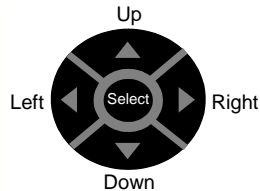
- Press the **Feature** key and dial **9#**.

Note: *External headsets require that the handset be removed each time a call is received.*

NAVIGATION

Navigation Keys

The following features are accessible using the Navigation keys:



CALL LOG

The Call Log stores up to 50 inbound and 50 outbound telephone numbers.

- Scroll **LEFT** or **RIGHT** to the **CALL LOG**.
- Scroll **UP** for Outgoing calls.
- Scroll **DOWN** for Incoming calls.
- Press the **SELECT** key to dial.

SYSTEM SPD (Speed Dialing)

Speed Dial stores up to 80 system speed dial numbers (bins 20-99). System speed dial numbers must be entered by an Attendant.

- Scroll **LEFT** or **RIGHT** to **SYSTEM SPD**.
- Press the **DOWN** arrow to start at the beginning of the list.
- Press the **SELECT** key to dial.

FEATURE CODE LIST

Review the feature codes (on the back page) and directory numbers.

CALL EXTENSION (Extension Directory)

Scroll through a list of directory numbers.

- Scroll **LEFT** or **RIGHT** to **CALL EXTENSION**.
- Press the **DOWN** arrow to start at the beginning of the list extension.
- Press the **SELECT** key to dial .

PAGE (Paging)

- Press the **UP** or **DOWN** arrow to select a group or **ALL PAGE**.
- Press the **SELECT** key to make the page.

MUSIC OFF / ON (Background Music)

- Press the **SELECT** key to turn **ON** or **OFF** the background music (**BGM**).

DOORPHONE

- Press the **UP** or **DOWN** arrow for doorphone #1 or doorphone #2.
- Press the **SELECT** key to call.

BASIC FEATURES

Answering a Call

When an incoming call rings at your station:

- Pick up the handset or press the Speaker key.
- When you are finished, place the handset in the cradle or press the **SPKR** key.

Background Music (BGM)

To activate background music (BGM):

- Press the **Feature** key and dial **52**.

Direct Mailbox Transfer

While speaking to the calling party:

- Press the voice mail key.
- Press the assigned extension key or dial the extension number.
- Hang up to complete the transfer.

Last Number Redial (LNR)

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

- Press the **REDIAL** key.
- Press the **Feature** key and dial **8**.

Making an Intercom Call

- Dial an extension number.

or

- Press the assigned extension button.
- When you are finished, place the handset in the cradle or press the **SPKR** key.

Making an Outgoing Call

- Press the **SPKR** key or lift the receiver.
- Dial **9** or press an outside line button. You will hear a dial tone.
- Dial telephone number.
- When you are finished, place the handset in the cradle or press the **SPKR** key.

Placing a Call on Hold

- While speaking to an inside or outside party, press the **HOLD** key.
- To retrieve the call, press the corresponding **Line** key or press the **HOLD** key, again.

Paging

- Press the **Feature** key and dial **50**.
- Select:
 - **all** for everyone (all paging zones).
 - **extern** for external ancillary paging equipment.
 - **both** for internal and external.
 - **group** for a specific group 1-6.
- Make the announcement.
- Hang up.

Switch from Handset to Speakerphone

To switch from the handset to the speakerphone:

- While talking on the handset, press the **SPKR** key (the LED will light).
- Place the handset on the cradle.

Switch from Speakerphone to Handset

To switch from the speakerphone to the handset:

- While talking on the speakerphone, pick up the handset.
- The speakerphone will deactivate.

Transferring a Call

While speaking to the calling party:

- Press the **TRANS** key.
- Press the programmed key or dial the extension of the station that will receive the call.
- When the party at the extension answers, or if the extension is in the voice announce mode, announce the caller.
- Hang up to complete the transfer.

ADVANCED FEATURES

Answering Machine Emulation (AME)

You can monitor/screen a call as the caller is recording a message in your voice mailbox.

When a call is answered by your voice mailbox:

- Press the pre-programmed **Voice Mail** key.
or
- Press the **Feature** key and dial **64**.
- At the **MONITOR VM CALL** screen:
 - Select **yes** to monitor the voice mail.
- At the **MONITORING** screen you can choose to just monitor the call or intercept the voice mail message and answer the call.
 - Just listen or press **answer** to answer the call.

Conference

While on a telephone call:

- Press the **HOLD** key.
- Make the next call.
 - Press a Line key and dial the telephone number.
or
 - Dial an extension number.
- Press the **CONF** key to establish the conference.
- To add up to three additional parties:
 - Make the next call.
 - Press a line key and dial the telephone number.
or
 - Dial an extension number.
 - Press the **CONF** key to establish the conference.
- Repeat the previous steps to add up to three parties. (Four party maximum per conference call).

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:

- Press the **Feature** key and dial **4**.

Extension Password / Phone Lock

Each extension has a user password that is required to access certain features and lock the station.

- Press the **Feature** key and dial **97**.
- At **CHK PSWD**: Enter your extension's password.
 - Default extension password = **0000**.
- Press **show**.

To **Lock** or **Unlock** the station (prevent outside (CO) calls from being made from your station):

- At the **LOCK TELEPHONE** screen.
 - Press **yes** to lock the station.
 - Press **no** to unlock the station.

To **change** your extension password:

- At the **LOCK TELEPHONE** screen.
 - Press **pswd**.
 - Enter the **NEW PSWD**: _____
 - Press **save** to save the new password.

Extension Feature Status Check

The extension feature status check allows digital telephone users to view the settings and status for all user controlled features.

- Press the **Feature** key and dial **#8**.
- Press **next** to scroll through the following settings: (Default setting listed after =)
 - LNR (Last Number Redial) = Empty or last number dialed.
 - SNR (Saved Number) = No saved number.
 - Day COS (Class of Service) = 0
 - Night COS (Class of Service) = 0
 - Monitor COS (Class of Service) = 5
 - Auto Hold = Deny
 - Phone = Unlocked
 - Voice Call = Allow
 - Call Wait = Deny
 - Paged (Receiving a page) = Allow
 - Busy Ring = Allow
 - XFR Beep = Enable
 - Forced LCR (Least Cost Routing) = N (No)
 - Touch Tone = Off
 - ECF (External Call Forwarding) = Disable

Flexible Feature Key Programming

Each digital telephone has dual-color Flexible Feature keys that can be programmed as a CO line, extension, or feature. The 12 keys on the right-side of the telephone and the 6 Line keys can be programmed.

To program Flexible Feature keys:

- Press the **Feature** key and dial **#3**.
- Select the flexible feature key to be programmed.
- Press **chg**.
- At **SELECT FUNCTION**, select:
 - **line**: Enter **01-09** (Based on configuration).
 - **ext**: Enter any valid system extension number.
 - **feat**: Press the **Feature** key, then enter any valid feature.
- Press **save** after making your changes.

Flexible Feature Keys Default

To return Flexible Feature keys to their factory default settings:

- Press the **Feature** key and dial **58**.
- Enter the station password and press **show**.
- At **FTR KEY RESET** press **go** to reset the flexible feature keys.

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.

Forwarding

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

There are multiple call forwarding options to choose from:

- Press the **Feature** key and dial **2**.
- At the **CALL FORWARD** menu, select the **call forward type**:
 - (**next** - Takes you to the next menu screen)
 - **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.
 - **na** - (No answer) Forward calls only when the ext is not answered.
 - **bsy/na** - (Busy/No answer) Forward calls when the ext is busy or does not answer a ringing call.
 - **ext** - (External) Forward calls to an external telephone number (i.e. cell or home phone). External call forwarding (ECF) must be set to allow in the system database.
 - **follow** - (Follow Me) Forward all calls to another ext (i.e. conference room).
- Enter the **extension** or **external** number.
 - **ext only** - When ext (external) is chosen, enter the LINE ROUTE (outside line) to use for forwarding (Line 1-9 / Line 1=default).
 - Press **save**.
- Select call **forward mode**:
 - **co** - CO (outside) calls only.
 - **icm/co** - ICM (internal) and CO (outside) calls.
 - **icm** - ICM (internal) calls only.
- When **na** or **bsy/na** is selected:
 - Press **chg** to change the **no answer timer**.
 - 10, 20, 30, 40, or 50 seconds (10=default).
 - Press **save**.
- You will hear a confirmation tone and the station will return to an idle state.

Cancel Forwarding

To cancel call forwarding:

- Press the **Feature** key and dial **2**.
- **FORWARD DELETE** will appear on the screen when forwarding is canceled.

Intercom Call Back

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

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

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

- When the system calls you back:
- Press the **SPKR** key or lift the handset and you are automatically connected to that extension.

Multiple Message Waiting Key

Each telephone can be programmed with additional mailbox buttons. These additional mailbox buttons act and operate the same as a preprogrammed mailbox button, lighting when there are new messages and single button access to the specified mailbox. This feature can be programmed on an OM-KTD30 flexible key.

To program an additional mailbox key:

- Press the **Feature** key and dial **#3**.
- Press the flexible key you want to program for this feature.
- Press **chg** within **3** seconds.
- Press the **feat** soft-key.
- Press the **Feature** key.
- Enter **66 + MM** (MM = mailbox or department mailbox). The telephone must be connected or it is not eligible for a mailbox key.
- Press **save**.

Park (Call Park / Park Answer)

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

Calls are parked and retrieved by:

- Press the **Feature** key and dial **73**.
- Dial the extension number where the call is parked.

Save Dialed Number (SDN)

This feature is used to save the telephone number that was just dialed. Once the number is stored it can be recalled by dialing the SDN feature code. Only one number can be stored at a time.

- Press the **Feature** key and dial **51** to save the number.

Speed Dial Programming (Personal)

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

To program a personal speed dial number:

- Press the **Feature** key and dial **1**.
- Enter the bin number **00-19**.
- Press **show**.
- Press **chg**.
- Enter the telephone number to be saved.
- Press **save**.

You can also set the outside Line to use. When LINE ROUTE: x appears:

- Select **chg** to change the Line from **1-6**.
- Press **next** when you have made your selection.

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 = _____

Status Message

You can set a status message on your digital station to alert intercom callers of your current status. You can select from six preprogrammed messages or one that you can customize.

1. Out for Lunch
2. Be Back Soon
3. Left For the Day
4. In a Meeting
5. Out of Office
6. On Vacation
7. Empty - Enter your own message

To set your status message:

- Press the **Feature** key and dial **90**.
- Press **next** to scroll through the options listed above.
- To make a selection and activate the status message, press **store**. You will hear a confirmation tone and the message will display on your screen.

To enter your own message at selection 7:

- Press **chg**.
- Using the telephone dial pad, enter your message.

1 Special characters	2ABC A,B,C	3DEF D,E,F
4GHI G,H,I	5JKL J,K,L	6MNO M,N,O
7PQRS P,Q,R,S	8TUV T,U,V	9WXYZ W,X,Y,Z
	0*#*# Delete entry	
## For numeric (press before digit)/for lower case (press after digit)		
# Space or go to the next character		

- Press **save** to save your message.
- Press **store** to activate the message

Status Message Cancel

To cancel the active status message:

- Press the **Feature** key and dial **90**.
- You will hear a confirmation and the screen will clear.

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.

- Press the **Voice Mail key** or dial **87** 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 to Another Extension.
 - * to Listen to Clipboard Recordings.
 - # to Exit and/or Return to the Previous Menu.

Call Voice Mail

The display will show how many new and saved messages you have in your voice mailbox. For example, when you have **1 new** and **1 saved** message the display will show **N:1 S:1**.

- Press the pre-programmed **Voice Mail** key.
- Enter the Default **Password**: _____
- Enter a New **Password**: _____
- Voice mail will announce how many messages are in the 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**

Voice Mail Access an From Outside Line

Live Attendant:

Call into your office and an attendant answers the phone, have them:

- Press the **Transfer** key and dial **7*** and then press the **Transfer** key again.
- When you hear the main greeting, press * and then enter your extension number.

Automated Attendant:

- Call into your office and the automated attendant picks-up.
- Press the * key and enter your extension number.

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FEATURE OPERATION CODES

All Feature Operation Codes require the user to **press the Feature key before entering the Feature code.**

FEATURE	CODE
Access a Specific Line	<i>Feature 0(x)</i>
Authority CD	<i>Feature 55</i>
Auto Hold Allow	<i>Feature 94</i>
Auto Line Select	<i>Feature 95</i>
Background Music (BGM)	<i>Feature 52</i>
Busy Ring Allow	<i>Feature #2</i>
Call Forward	<i>Feature 2</i>
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Call Wait Allow	<i>Feature 99</i>
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Flash (PBX/CO)	<i>Feature 3</i>
Group Call Pickup	<i>Feature 54</i>
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Page	<i>Feature 50</i>
Page Allow	<i>Feature #9</i>
Page Answer	<i>Feature 59</i>
Pause	<i>Feature 70</i>
Phone Lock	<i>Feature 97</i>
Relay Control	<i>Feature 61</i>
Saved Dialed Number	<i>Feature 51</i>
Security Control	<i>Feature 62</i>
Speed Dialing	<i>Feature 1</i>
Status Message	<i>Feature 90</i>
Touch Tone	<i>Feature #1</i>
Transfer Beep	<i>Feature 79</i>
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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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