!

Operating Instructions

A – Series Key Telephone systems

VA-309UK
VA-616UK
VA-824UK
VA-1232UK

Before operating the unit, please read these instructions completely

Important Note

[1]   The equipment should be used on British Telecom lines requiring loop-disconnect or DTMF signalling only.

The equipment must be connected to direct extension lines, and should not be connected as an extension to a payphone.

The Ringer Equivalence Number (R.E-N) is 3

1. The apparatus is connected, for 2-wire connected devices, between terminals A and B or, -for 3-wire connected devices, between terminals A, B and shunt in the test circuit shown in figure 17. The BT Bell 59D in figure 17 is one which generates a sound pressure of not less than 65 dB (A weighted) SPL when measured as a distance of 1m when connected in the test circuit of figure 17 with three other 59D bells connected across the shunt and A terminals, and acoustiCally isolated, and which forms the ring detector of a BT telephone No. 8746. Where either the BT Bell No. 59D or the apparatus ringing detector fails to function as specified in the relevant product standard, no REN is assigned to the apparatus. (See note 1 of 4.2)
    Where the BT Bell No. 59D and apparatus ringing detector function correctly as specified in the relevant product standard, the procedure for determination of REN is continued as described in D. 1.2 or 1.3 as appropriate.

2. For apparatus other than that described in D.1.3, and where in the configuration described in D.1.1 the BT Bell No. 59D and apparatus ringing detector function correctly as specified in the relevant product standard, additional complete items of apparatus similar to the original apparatus are then connected in parallel with the original apparatus. The number of added items of apparatus is increased until :
    or;   10 items of apparatus are connected:
    Whichever is the first to occur.

    For further information, Refer to BS6305: 1982

[2]   The apparatus will interwork with the PSTN up to an internal resistance between telephone instrument and Main Exchange unit of 40 ohms maximum, and between DSS and Main Exchange unit of 20 ohms maximum.

[3]   Operation in power failure
Exchange line communication in power failure is available through the primary telephone sets connected for the usage in power failure- When power failure occurs. 20 % of the connected exchange line are automatically switched over to the designated primary telephone sets.

Thank you for purchasing the Panasonic A-Series Key Telephone System.

- This equipment requires a maintenance contract issued by a maintainer holding BSI approval.

- <u>This is a statutory requirement.</u>

<u>Notice</u>:
- To assure the safe use of your telephone, please observe the following guide fines for installation and use.
- Do not use the telephone near sources of electric "noise" such as fluorescent lamps, air-conditioner, washing machine, TV sets or radios-
- The telephone should not be exposed to heat sources, direct sunlight, extreme temperatures, moisture, strong vibrations, and greasy or dusty environments.
- Never attempt to insert wires, pins, of similar objects in the vents or openings of the telephone.
- Never clean the telephone with benzene; paint thinner or other solvent materials-Wipe with a soft cloth to clean.
- Do not change the unit installation location without consulting your dealer/installer.

<u>In Case of a Power Failure</u>:
- In case of a power failure, the Key telephones cannot be used. If your system has a power failure unit and single line telephones, only the single line telephones can be used.
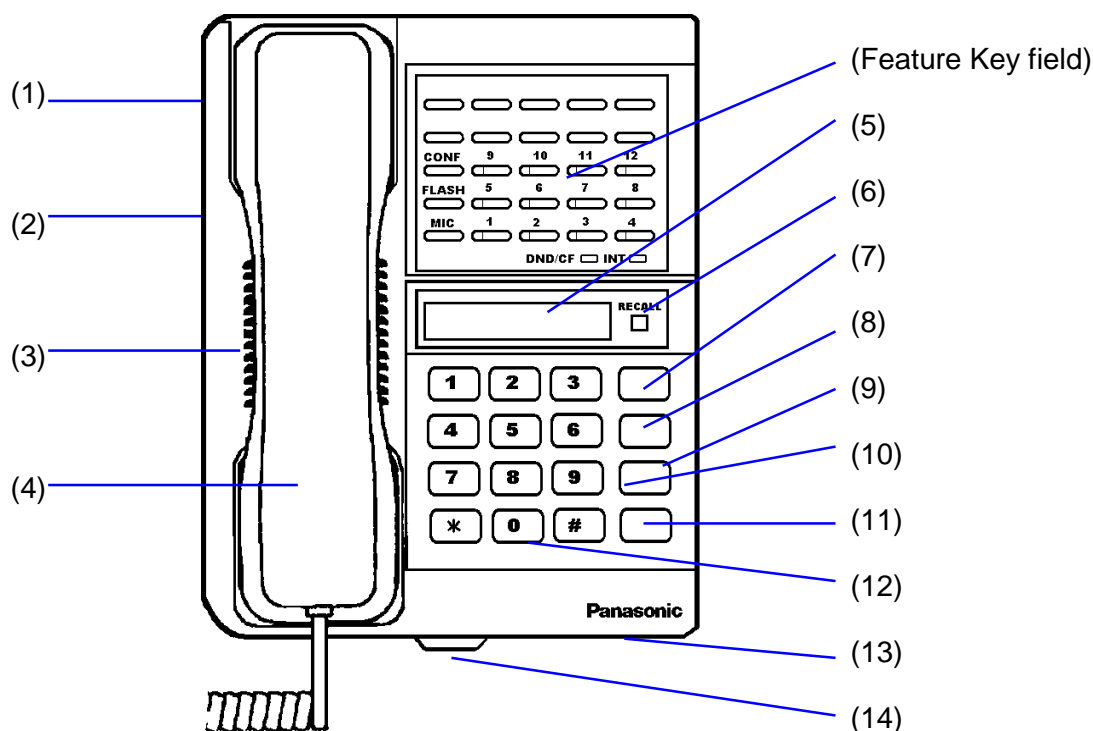

Specifications:

		Dimensions (mm) (D x W x H)	Weight (Kg)
Telephone	**VA-30920UK**	**213x170x85**	**1-0**
	VA-12020UK	**213x170x85**	**1.0**
	VA-12022UK	**213x170x85**	**1.0**
Direct station selection console	**VA-82430UK**	**213x 95x60**	**0.4**
Power consumption	**Maximum:**	**60W (VA-309UK)** **130W (VA-616UK)** **130W (VA-824UK)** **160W (VA-1232UK)**	

Table of Contents

Names and Functions

(VA-12022UK Key telephone with speakerphone and display)

1. **Ringer volume control**
   - For adjusting incoming ringing tone.
2. **Speaker volume control**
   - For adjusting speaker volume.
3. **Speaker**
4. **Handset**
5. **Display**
   - Indicates the time and the number dialled. (VA-12022UK only)
6. **PBX RECALL key**
   - Used "for forwarding of Calls on PBX lines if the system is used in conjunction with a PBX.
7. **RED1AL key**
   - Used to redial the last number dialled. Also, to insert a pause between the digits of a stored telephone number for automatic dialling.
8. **MEMORY key**
   - For storing numbers and automatic dialling.
9. **ON/OFF key**
   - Used to place a Call without lifting the handset or to store a number for speed dialling.
10. **ON/OFF indicator**
11. **HOLD key**
    - Puts an External or Internal Call on Hold.
12. **Dialling key**
13. **Microphone**
    - Enables Hands-Free speech.
14. **Telephone directory**
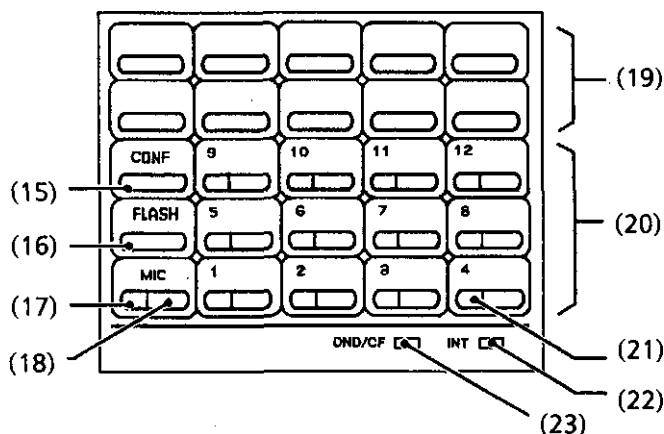
(Feature key field)
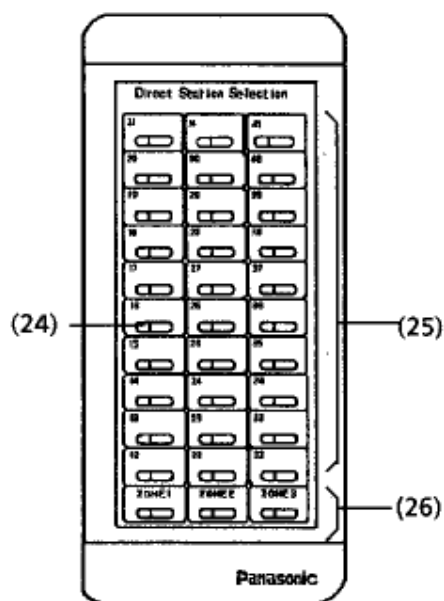
Direct Station Selection Console for
VA-616UK/VA-824UK/VA-1232UK systems

15. CONF key
- Sets up a conference Call.

16. FLASH key
- Pressing this key disconnects and reconnects a line for re-dialling.

17. M1C indicator
- This indicator lights up when MIC key is pressed, enabling you to answer an Internal voice Call without lifting the handset-

18. M1C key
- Used for muting microphone during hands-free conversation and hands-free answer back setting.

19. One-touch key
- Automatic dialling for any of the stored telephone numbers, extension numbers and other features-

20. Line key
- Press to select a vacant telephone line or to answer an incoming Call. You can also assign features or extension numbers to these keys.

21. Line indicator
- Shows Green for lines you are using, and Red for lines in-use by others.

22. INT (Intercom) indicator
- Flashes when Internal Call is on hold. Stays ON while you are speaking on an Internal Call.

23. DND/CF indicator (Do-Not-Disturb/Call Forward)
- Lights up when User Call Divert or Do-Not-Disturb feature is set.

24. Station indicator
- Indicates the status of an extension.

25. Station key
- To Call an extension.

26. ZONE key
- For paging zone.

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Directory Cards and Own Keyphone Identification

Fitting -the telephone directory
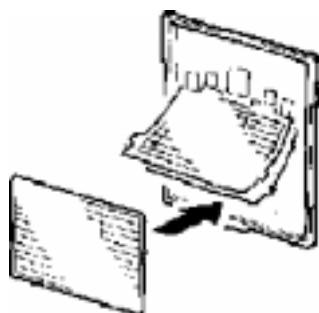
A directory is supplied with each telephone. Complete the self-adhesive labels as required. The design of the label permits either typed or written details-
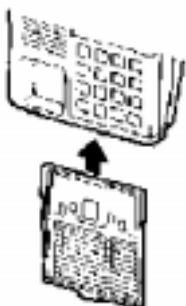
Fix the "Extension directory" to the base tray and the Speed dial directory onto the transparent leaves
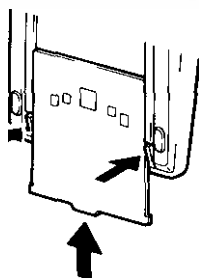
The completed directory tray can now be fitted to the telephone as follows.
Slide assembly into the parallel grooves on underside of telephone and push home until held securely.

Own Telephone Identification
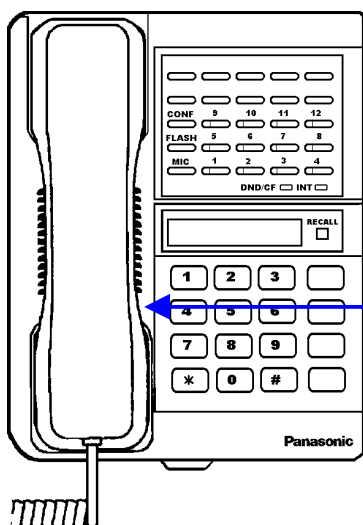
Peel off the label and put it in the hollow space beneath the handset after preparing your name/number.

Symbols Used

	Lift the Handset (Off-Hook)		Hang up the Handset (On-Hook)
	Press Line Key		Press Key indicated
	Press One-Touch Key		Dial a number
	Press ✳ Key		Press # Key

EXTERNAL LINE CALLS

Making a Call

Calls can be made either by lifting the Handset or dialling with the Handset On-Hook.

While you are making the Call, the line indicator flashes green.

For On-Hook dialling, dial the number within 15 seconds after pressing the line key.

If more than 15 seconds elapses, it will revert to stand-by.

If you press the ON/OFF key and replace the handset during conversation, you can hear the other party's voice from the Keyphones speaker.

You can also make have a conversation with your Keyphones Handset On-Hook if your Keyphone has a speakerphone facility.

Off-Hook Dial

1. Lift the handset.
   - You will hear the Internal dial tone from the Handset.

2. Press any available line key-
   - Listen for the External dial tone.
   - The line indicator will light up green.

3. Dial the telephone number

4. Speak when answered.

5. Hang up when the Call is complete.
   - The line indicator will go off.

On-Hook Dial
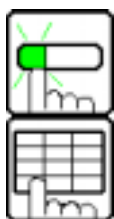
1. Press any available line key-
   - Listen for the External dial tone.
   - The line indicator will light up green.

2. Dial the telephone number

3. Speak or lift the Handset when Call is answered.

4. Press ON/OFF Key or Hang up when the Call is complete.
   - * The line indicator goes off.

Redial

1. Press any available line key-
   - Listen for the External dial tone.
   - The line indicator will light up green.

2. Press the REDIAL Key

3. Speak or lift the Handset when Call is answered.

Auto Flash Redial

When the Auto Flash Redial function is set, by pressing the Redial key during busy tone, the External line is flashed once automatically after that the last number dialled will be redialled.

Press **REDIAL** key while hearing the busy tone.

Save Dial

You can temporarily save a telephone number at any time so that it can easily be dialled again later. A number of up to 16 digits can be saved.

To save while connected

1. Press the **MEMORY** Key Twice while on line.

2. Press the ✳ Key.
   - The telephone number of the party you are speaking to will be saved.

To save after hanging up
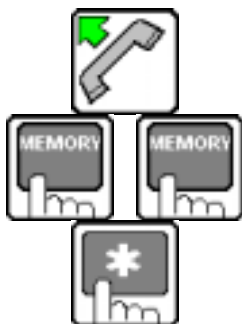
1. Lift the Handset or press the ON/OFF Key.
   - Listen for the Internal dial tone.

2. Press the **MEMORY** Key Twice while on line.

3. Press the ✱ Key.
   - The telephone number of the party you were speaking to will be saved.

To Call the saved number

1. Press any available Line Key.
   - Listen for External dial tone.
   - The line indicator will light up green.

2. Press the **MEMORY** Key.

3. Press the ✱ Key.
   - The saved telephone number will be dialled automatically.

4. Lift the Handset and speak when answered.

One Touch Speed Dial

You can store up to 10 numbers for One-Touch Speed dial on your own Keyphone.
This is particularly convenient for storing long numbers that you Call frequently.
You can store up to 16 digits including ✱, **#**, **FLASH** and **PAUSE** (Redial key).

To Store a number

1. Press the ON/OFF Key.
   - Listen for Internal dial tone from the speaker.
   - The ON/OFF indicator will light up.
2. Press the **MEMORY** Key.

3. Press the required One-Touch Key.

4. Input the number to be stored.

5. Press the HOLD Key.
   - If you wish to store another One-Touch speed dial, repeat steps 2 to 5 for each number.
6. Press the ON/OFF Key.
   - The ON/OFF indicator will go out.

To make a Call

1. Press any available line Key.
   - Listen for External dial tone.
   - The line indicator will light up green.
2. Press the required One-Touch Key.
   - The telephone number stored will be dialled.

3. Lift the Handset and speak when connected.

To erase a number stored

1. Press the **ON/OFF** Key.
   - The ON/OFF indicator will light up.

2. Press the **MEMORY** Key.

3. Press the required One-Touch Key.

4. Press the **HOLD** Key.

5. Press the **ON/OFF** Key.
   - The ON/OFF indicator will go out.

Answer

The way Calls are answered is different depending on whether or not your telephone rings when a Call is received.

To answer a Call on a telephone which rings

1. Lift the Handset or press the ON/OFF Key and speak.
   - If automatic answering is not programmed (Engineering setting), press the appropriate Line Key (Flashing Green) and then lift the Handset.

To answer a Call on a telephone that does not ring

1. Lift the Handset

2. Press the Line Key that is flashing Red.
   - The Line indicator will go from Red to Green when answered by you.

System Speed Dials (common numbers)

With System Speed Dials you use two digit address codes instead of dialling the whole telephone number. You can use the address codes for System Speed Dials on all Key telephones. Up to 90 address codes for System Speed Dials from 00 to 89, can be stored from extension 10.

Telephone numbers can be stored even while the other telephones are being used. Telephone numbers of up to 16 digits including ✱, # and **PAUSE** (Redial key) can be stored. If a new telephone number is stored, the old telephone number is erased and the new contents are set.

To Store a number (from extension 10 only)

1. Press the **ON/OFF** Key.
   - Listen for the Internal dial tone form the speaker.
   - The ON/OFF indicator will light up.
2. Press the **MEMORY** Key.

3.

4. Press the required One-Touch Key.

5. Press the **HOLD** Key.

6. Press the **ON/OFF** Key.
   - The ON/OFF indicator will go out.

To make a Call

1. Press any Line Key available.
   - Listen for External dial tone.
   - The line indicator will light up green.
2. Press the MEMORY Key

3. Dial the address code of the number desired (00 ~ 89).
   - The telephone number stored in the address will be dialled.

4. Lift the Handset and speak when the other party answers.

To erase a number stored

1. Press the ON/OFF Key.
   - Listen for the Internal dial tone from the speaker.
   - The ON/OFF indicator will light up.
2. Press the MEMORY Key

3. Dial the address code of the number to be erased (00 ~ 89).

4. Press the HOLD Key.

5. Press the ON/OFF Key.
   - The ON/OFF indicator will go out.

Call Pick-Up (for External Line)

You can answer any incoming Calls on telephone that do not ring normally. When two or more External Calls come in simultaneously, the lowest External line number will be Picked-Up first.

1. Lift the Handset

2. Dial 8 8 to Pick-Up the ringing Call.

System Hold

A second External Call can be answered or a Call to another extension can be made while a Call is on Hold. **Any** extension in the system can connect to a system held Call.

Putting a Call on Hold

1. Tell the other party that you are placing them on Hold.
2. Press the Hold Key.
   - The indicator for the line will flash Green.
   - The line indicator for this line on other telephones will now flash Red.
   - Your Call is now on Hold

Retrieving a held Call

1. Press the Line Key of the held Call.
   - Calls held on your telephone will flash Green.
   - Calls held by other telephones will flash Red.

Exclusive Hold

Exclusive hold restricts the release of a hold to only the extension that put the Call on hold.
This feature can prevent important Calls from being accidentally answered from another extension, thus increasing privacy protection.

Putting a Call on Hold

1. Press the CONF Key.
   - The indicator for the line will flash Green.

Retrieving a held Call

1. Press the Line Key of the held Call.
   - Calls held on your telephone will flash Green.
   - If the held line is not assigned a Key on your telephone press the HOLD Key.

Call Transfer

You can Transfer a Call to another extension.

Transfer - Supervised

1. Press the HOLD Key.
   - The Line indicator will flash Green.

2. Dial the extension number required.

3. Announce Call to other extension.
4. Hang Up from Call.

Transfer - Unsupervised

1. Press the HOLD Key.
   - The Line indicator will flash Green.

2. Dial the extension number required.

3. Hang Up from Call after hearing ringing tone.
   - If engaged tone is heard the Call cannot be transferred.
   - The operator can transfer a Call to a busy extension.
4. The Call is only transferred when the person at the other extension picks up the Call.
   - If the Call is not picked up it will RECALL back to the transferring extension.

If the Called extension is busy

2. Press the Line Key of the held Call.
   - You are reconnected to the Call.
   - Calls held on your telephone will flash Green.

Internal Calls

Tone Call / Voice Call

A Tone Call is used to Call another internal extension.
During a Tone Call you can change over to a Voice Call by dialling 1.
System programming can be used to reverse this sequence, so you can change a Voice Call to a Tone Call.

To change a Tone Call to a Voice Call

1. Lift the Handset.
   - Listen for Internal dial tone.
   - On-Hook dialling is also available.
2. Dial the desired extension number.
   - The telephone number stored will be dialled.

3. Dial 1 during the Internal Tone ringing.
   - Your Tone Call changes to a Voice Call.

4. Start speaking.
   - Your voice will now be heard through the speaker of the Called party's telephone
- NOTE: Single Line Telephones are only allowed to change between Tone and Voice Calls once.

Operator Call

By pressing 0 (Operator Call key), you can Call extension 10.
This feature is convenient for Calling the operator by a single button operation.

1. Lift the Handset.
   - Listen for Internal dial tone.

2. Dial 0

Answering with Handset

When answering a Voice or Tone Call simply lift the handset.
If the telephone has a speakerphone, simply press the ON/OFF key.

Hands-Free Answer Back

You can answer a Voice Call without lifting the Handset (On-Hook).
Before receiving any Calls, check to see if the MIC indicator is on.
If not lit then the microphone is turned off, press the MIC Key so that the MIC indicator lights.
If the MIC is turned on you can turn it off by pressing the MIC Key.

Speak through the built-in microphone.
- The MIC indicator will flash

If MIC Light is not lit

Press MIC Key.
- The MIC indicator will light up.

You can now speak to the other party without using the Handset.

Internal Call Pick-Up

Lift the handset.
If the telephone has a speakerphone, simply press the ON/OFF key.
Dial 7 0 to answer the Internal Call

Zone Paging

You can Page using the speaker of the Keyphones. This is done to Keyphones in a specific zone.
There can be up to 3 Zones (system programming required).

1. Lift the Handset.
   - Listen for Internal dial tone.

2. Dial the desired paging area #01, #02 or #03.
   - The INT indicator will light up.

3. Make your announcement into the mouthpiece of the Handset.

Zone Page All

You can page all the Keyphones in the system together.

1. Lift the Handset.
   - Listen for Internal dial tone.

2. Dial #00 to page all Keyphones.
   - The INT indicator will light up.

3. Make your announcement into the mouthpiece of the Handset.
   - If an external paging system is connected this will be paged also.
   - For external paging refer to Page 33.

Meet-me Page Call

You can respond to the Zone or all Zone Paging on any extension, including SLT phones.

1. Lift the Handset.

2. 2. Press # # or dial **77** to respond to the paging request.

3. Speak to other party

Internal Hold

You can put an Internal Call on Hold. During the Call being held you can make a Call or answer a Call.

However, paging, conference Calls and Doorphone conversations cannot be put on Hold.

Putting an Internal Call on Hold

Tell the party that you are about to place them on Hold.
Press the HOLD Key.
- Internal Dial Tone is heard.
- The INT Key will flash, your Call is now held.

Place Call to another party either internal or external.

To resume Held Call

Press the HOLD Key
- The INT light will light up.

Transfer

You can transfer an Internal Call to another extension. When transferring, temporarily put the Call on hold, and dial the other extension number.

Tell the party that you are about to place them on Hold.
Press the HOLD Key.
- Internal Dial Tone is heard.
- The INT Key will flash, your Call is now held.

Place Call to another extension.

When answered, announce the Call and press the CONF Key.

Hang up Call.

Conference Call

You can create a 3 way conference, using 1 external party and 2 internal parties or 3 internal parties.

1. Tell the party that you are about to place them on Hold.
2. Press the HOLD Key.
    *   Internal Dial Tone is heard.
    *   The INT Key will flash, your Call is now held.
3. Place Call to another number.

4. When answered, announce that you wish to have a 3 party conference.
5. Press CONF Key to enable the 3 party conference.
    *   The INT light will be lit.

Call Back request

When the Called extension is busy on a Call, if you dial 2 and you will hear dial tone, this indicates that you have set a Call Back request. After the Called extension has finished their Call, Calling tone sounds at your extension and you can automatically Call the required party by lifting the Handset.

The valid time is 5 minutes or if you do not answer within 12. Seconds of the Calling tone.

Setting a request

1. Dial 2 while you hear the Busy Tone.

2. Hang up the Handset.

Answering a request at your telephone

1. Lift the Handset when the ring-back sounds at your telephone.

2. Speak after the party answers.

Additional Features

The system has various features for added convenience.
Some features can only be used after suitable system programming by a qualified engineer.

Automatic External Line Selection

By dialling 9, you are automatically connected to any available External line.
When you use this feature, you do not need to select a line by pressing a Line Key. If all the lines are busy you will hear Busy Tone. Useful for non-Keyphone phones.

1. Lift the Handset or press the ON/OFF Key
   - You will hear internal Dial Tone.

2. Dial 9.
   - Listen for External Dial Tone.

3. Dial number required

Direct External Line Access

You can specify a particular line for making outgoing Calls. If the line is being used you will hear the Busy Tone.

1. Lift the Handset or press the ON/OFF Key
   - You will hear internal Dial Tone.

2. Dial 8.
   -

3. Press the key for the corresponding External line number
   - 1 ~ 3   VA309UK
   - 11 ~ 16   VA616UK
   - 11 ~ 18   VA824UK
   - 11 ~ 22   VA1232UK
   - Listen for External Dial Tone.
4. Dial number required

LCR IMPORTANT NOTE

The LCR software is incorporated in a chip (ROM Version 2) and by simply replacing the existing ROM with the new one, the system will have the facility of LCR. (Mercury Access)
By pre-programming STD codes where Mercury service is available, the system automatically diverts Calls either to Mercury or British Telecom.
When using the LCR facility, the following will apply.
1. When existing ROM is replaced, system memory is re-set to default. Whole system re-programming is therefore required after LCR ROM has been inserted.
2. When LCR is used, 90 system memories are reduced to 70 (00 - 69).
3. The system will select a Mercury line if available, but it will not automatically divert Calls back to BT again, if the Mercury lines are busy.
4. For security reasons, ensure that your personal Mercury authorisation code is not disclosed to any other party. Should you suspect that this number has been disclosed, this should be reported immediately to Mercury on 0800-424194.

Least Cost Routing (LCR)

The system can elect to route Calls via Mercury.
System programming is required for this feature.
Only available from Version 2.0 ROM.

1. Lift the Handset or press the ON/OFF Key
   - You will hear internal Dial Tone.

2. Press any available Line Key.

3. Dial the number required

4. Speak when answered

Notes:
- You should start dialling the number within 5 seconds of pressing the Line Key.
- When using this feature, only 70 addresses (00 ~ 69) are available to System Speed Dials.

Least Cost Routing Override

You can override the automatic LCR feature and specify to use the BT service.
System programming is required for this feature.
Only available from Version 2.0 ROM.
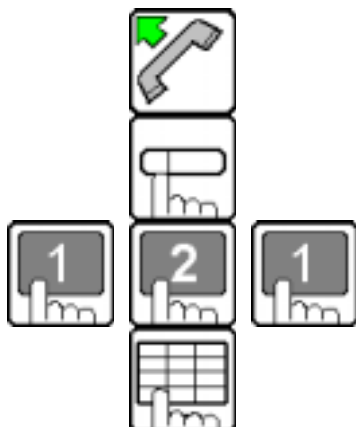
1. Lift the Handset or press the ON/OFF Key
   - You will hear internal Dial Tone.

2. Press any available Line Key.

3. Dial 121 (route selection Override code)

4. Dial the number required
   - The Call will be routed via BT

Programmable Line Keys

Spare line keys can be used to enable one-touch access to system features.
All features can be stored with the exception of the fixed functions HOLD, FLASH, MEMO, REDIAL, CONF and ON/OFF.
Up to 8 digits (or 8 feature keys) can be stored under each key. Features are stored as follows.

To store a telephone number

1. Press the ON/OFF Key
   - You will hear internal Dial Tone.
   - The ON/OFF indicator will light up
2. Press MEMORY Key.

3. Select a spare LINE Key.

4. Dial 9 and then input the number to be stored.

5. Press HOLD Key.

6. Press the ON/OFF Key
   - The ON/OFF indicator will go out

To store a System Speed Dial number

1. Press the ON/OFF Key
   - You will hear internal Dial Tone.
   - The ON/OFF indicator will light up
2. Press MEMORY Key.

3. Select a spare LINE Key.

4. Dial 9, MEMORY and then input the 2 digit address code (00 ~ 89).

5. Press HOLD Key.

6. Press the ON/OFF Key
   - The ON/OFF indicator will go out

To store other features

1. Press the ON/OFF Key
   - You will hear internal Dial Tone.
   - The ON/OFF indicator will light up
2. Press MEMORY Key.

3. Select a spare LINE Key.

4. Enter the feature to be stored.

5. Press HOLD Key.

6. Press the ON/OFF Key
   - The ON/OFF indicator will go out

Note:
When Ext. No. and CONF are entered, the Line Key lamp shows busy status of stored extension (Busy Lamp Field: Red lamp shows in-use).

Feature	To store input
Internal Call	Ext. No. CONF .
Paging	# Zone number or # # .
Doorphone Call	61 or 62 .
Internal Call Pick-up	70 .
Line Call Pick-Up	88 .
Call Divert	72 Your Ext. No. Destination Ext. No. .
Do-Not-Disturb DND	73 .
Night Mode	# 52 .
Alarm Setting	# 4 Hour Minutes .
Account Code	# 7 Account Code # .
Door Opener	63 or 64 or 1 .
Internal Dial Tone Mute	# 59 .
Speed Dial	9 MEMORY Code .
Lock Extension	74 .
Unlock Extension	74 ID Code .

Using a Programmed Key

1. Press the ON/OFF Key
   - You will hear internal Dial Tone.
   - The ON/OFF indicator will light up
2. Press the desired LINE Key.

Call Divert

This is split into Two functions Call Forward and Follow Me.
All incoming External or Internal Calls can be routed to a particular extension.
External or Internal Calls to other extensions can also be forwarded automatiCally to your phone.
Up to seven phones can be set for automatic forwarding of received Calls.
This feature can be set for each telephone separately and while it is set the DND/CF indicator is lit.
Note that this indicator also lights up when the Do-Not-Disturb (DND) feature is set.
Divert tone is heard instead of normal dialling tone when the extension is set to Call divert.

Call Forward – your extension

Call Forward allows you to pass your Calls to the nominated extension on the system by setting it directly from your Keyphone.

1. Press the ON/OFF Key
   - You will hear internal Dial Tone.
   - The ON/OFF indicator will light up
2. Dial 72 and your extension number.

3. Dial the extension number that you wish to Transfer your Calls too.

e.g.   Call forward from your ext. 20 to ext. 30
         Dial 72   20   30

Follow Me – from another extension

Follow Me allows you too remotely set the Call Forward facility on your Keyphone.

1. Press the ON/OFF Key
   - You will hear internal Dial Tone.
   - The ON/OFF indicator will light up
2. Dial 72 and your extension number.

3. Dial the extension number that you wish to Transfer your Calls too.

e.g.   Call forward from your ext. 20 to ext. 30
         Dial 72   20   30

To Cancel Call Forward

1. Press the ON/OFF Key
   - You will hear internal Dial Tone.
   - The ON/OFF indicator will light up
2. Dial 72.

3. Dial the extension number that your Calls are Transferred too.

e.g.   To Cancel above Call forward
         Dial 72   30

To Cancel Follow Me

1. Press the ON/OFF Key
   - You will hear internal Dial Tone.
   - The ON/OFF indicator will light up
2. Dial 72.

3. Dial your extension number.

e.g.   To Cancel above Call forward
        Dial 72   20

Night Mode

System Programming is required for this feature.

When this feature is set, the incoming Calls ring only on a predetermined telephone (set by programming). Only Keyphones that have been programmed to support this feature can Set or Cancel the feature.

During Night Mode being Set the INT indicator of the nominated Keyphone will flash.

Setting and Cancelling of the feature is the same action.

Setting / Cancelling

1. Press the ON/OFF Key
   - You will hear internal Dial Tone.
   - The ON/OFF indicator will light up
2. Dial # 5 2.

3. Press the ON/OFF Key.
   - The INT indicator will Flash if Setting
   - The INT indicator will go out if Cancelling

Do-Not-Disturb (DND)

With this feature set Internal, External or Paging Call Tones will not sound, however the Line indicators will flash for Calls.

The DND/CF indicator lights up when Set. The DND/CF indicator is also used for Call Divert feature Set indication.

Setting and Cancelling of the feature is the same action.

Setting / Cancelling

1. Press the ON/OFF Key
   - You will hear internal Dial Tone.
   - The ON/OFF indicator will light up
2. Dial 7 3.

3. Press the ON/OFF Key.
   - The DND/CF indicator will light up if Setting
   - The DND/CF indicator will go out if Cancelling

Extension Lock

The user of a particular phone can "lock" the phone to prevent outgoing Calls on External lines while he or she is out (with the exception of "999" emergency Calls). External Calls are allowed only by entering a 4-digit ID code. Each extension is registered separately with its own ID code.

Only extension 10 can set the ID Codes for each extension.

ID Code registration

1. Press the ON/OFF Key
   - You will hear internal Dial Tone.
   - The ON/OFF indicator will light up
2. Press the CONF Key

3. Dial # 8

4. Enter the extension number for the code.

5. Enter the 4 digit code
   - To Set code enter (0000 ~ 9999).
   - To Clear code enter ✳✳✳✳
6. Press the ON/OFF Key.
   - The DND/CF indicator will light up if Setting
   - The DND/CF indicator will go out if Cancelling

Locking extension

1. Press the ON/OFF Key
   - You will hear internal Dial Tone.
   - The ON/OFF indicator will light up
2. Dial 7 4
   - If the ID Code is not Set this function cannot be used.

3. Press the ON/OFF Key.

Unlocking extension

1. Press the ON/OFF Key
   - You will hear internal Dial Tone.
   - The ON/OFF indicator will light up
2. Dial 7 4 and enter ID Code (0000 ~ 9999)

3. Press the ON/OFF Key.

One-Touch Functions Keys

Pressing a One-touch Key allows you quick access to a system feature. For example the One-Touch Keys can be programmed for features that are frequently used. If a new feature is stored, the old feature is erased automatiCally.

Up to 16 digits can be stored (each Function Key is counted as 1 digit).

To Store feature

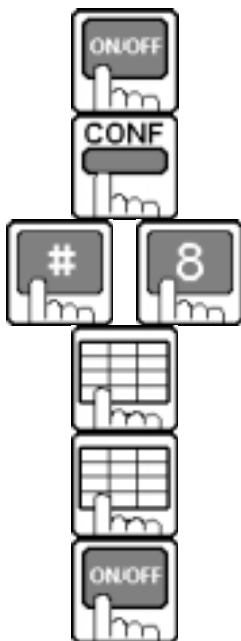1. Press the ON/OFF Key
   - You will hear internal Dial Tone.
   - The ON/OFF indicator will light up
2. Press MEMORY Key.

3. Select a One-Touch Key.

4. Enter the feature to be stored.

5. Press HOLD Key.

6. Press the ON/OFF Key
   - The ON/OFF indicator will go out

Feature	To store input
Internal Call	Ext. No. .
Paging	# Zone number or # # .
Doorphone Call	61 or 62 .
Internal Call Pick-up	70 .
Line Call Pick-Up	88 .
Call Divert	72 Your Ext. No. Destination Ext. No. .
Do-Not-Disturb DND	73 .
Night Mode	# 52 .
Alarm Setting	# 4 Hour Minutes .
Account Code	# 7 Account Code # .
Door Opener	63 or 64 or 1 .
Internal Dial Tone Mute	# 59 .
Speed Dial	9 MEMORY Code .
Lock Extension	74 .
Unlock Extension	74 ID Code .
System Speed Dial	9 MEMORY code .
Lock Extension	74 .
Unlock Extension	74 ID Code .

Note:

A maximum of 80 digits can be stored in the memory by using up to 5 System Speed Dial locations together.

E.g.   9 MEMORY 18 MEMORY 20 MEMORY 34 MEMORY 65 MEMORY 88 .

One-Touch operation
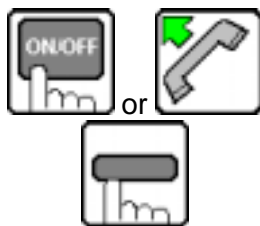
1. Press the ON/OFF Key or lift Handset
   - You will hear internal Dial Tone.

2. Press the desired One-Touch Key.

To erase stored feature

1. Press the ON/OFF Key
   - You will hear internal Dial Tone.
   - The ON/OFF indicator will light up
2. Press MEMORY Key.

3. Select the One-Touch Key you wish to erase.

4. Press HOLD Key.

5. Press the ON/OFF Key
   - The ON/OFF indicator will go out

Pause

Using the **REDIAL** Key, a Pause can be inserted in the dialling sequence. The Pause time can be pre-programmed. For example, a pause can be inserted between, PBX line **access** number 9 and telephone number. This is also available for Speed Dialling and One-Touch Key operation. One Pause (key operation) is counted as one digit.
Numbers stored in One-Touch and Line Keys can have Pauses inserted into them.

To insert a Pause

6. Press REDIAL Key at place where Pause is desired.

Flash

By pressing the **FLASH** Key, you can terminate an External or Internal Call. Having terminated the Call, you are automatiCally connected to an External line. If you wish to make a Call immediately after another Call, without replacing the Handset press the **FLASH** Key and dial.

Signal Conversion

Converts the normal signalling method of Pulse to Tone dialling.
Even if the telephone line is Pulse dialling, you can make Calls using Tone dialling by pressing the ✱ Key before dialling the number. Replacing the handset on the cradle will automatiCally return the telephone to its original pulse signalling.

Internal Dial Tone Mute

The Internal dial Tone from the Handset or speaker can be silenced.
Setting and Cancelling of the feature is the same action.
This function is useful when using a Headset.

1. Press the ON/OFF Key

2. Dial # 5 9

3. Press the ON/OFF Key.

Secretary Working

System programming required.
As with Call forwarding, up to 7 extensions can be forwarded to a secretary's extension. The secretary can then decide whether to forward the Call to a manager. If the manager's phone is busy it will emit a waiting tone to alert the manager of the Call by the secretary.
Furthermore, if the manager's phone is set to Do-Not-Disturb, then it will not emit a Calling tone, but the secretary will hear a busy tone-

At manager's extension

Program Call Divert to Secretary's extension Page 24.

At Secretary's extension

Make an Internal Call to the manager's extension.
If the manager's extension is busy then, a Call waiting tone is generated at the manager's extension.

Long Speech Alarm

System programming required.
A short tone sounds in the earpiece of the Handset every 3 Minutes when using an External line to remind the user of the length of the Call.

Hold ReCall

A warning can be set to sound from the telephone after a certain time has elapsed, after having put a Call on hold (immediately, 30 seconds.1 minute, 2 minutes or 3 minutes). The tone will remind you that the Call is on Hold. The warning tone only sounds if the telephone is On Hook.

Call Barring

System programming required.
There are four classes of service and each extension can be programmed to restrict Calls, such as;
1. No External Calls except 999
2. No long distance Calls
3. No international Calls
4. No restriction
It is possible to allow phones to use System Speed Dials for Calling fixed External numbers even if their barring class normally restricts them from making this type of Call.

PBX ReCall

System programming required.
If the system is used in conjunction with a PBX, you can use the **RECALL** key to get back to the PBX central operator to hold or re-transfer Calls.

Speakerphone

You can talk Hands-Free using the built-in microphone and speaker on the Keyphone. Before using, make sure the MIC indicator is lit. If not, press the **MIC** Key. To Mute the microphone, press the **MIC** Key while talking. You can adjust the speaker sound level with the speaker volume control

Alarm

The system has the facility to produce a reminder alarm at a set time.
The alarm tone will sound 3 times.

Setting the Alarm

1. Press the ON/OFF Key

2. Dial # 4

3. Enter the hour in 24 hour format (00 ~ 23)
4. Enter the minutes (00 ~ 59)

5. Press the ON/OFF Key.

E.g. If we Set # 4 15 30, the alarm would sound at 3:30 PM.

Cancelling the Alarm

1. Press the ON/OFF Key

2. Dial # 4

3. Press the ON/OFF Key.

Display Features

Keyphone VA12022UK only.
The display shows up to 12 digits, depending upon situation.

1. Idle the Keyphone will display the time.

    E.g.   10:23

2. Making a Call, it shows the telephone number dialled.
    - When making an External or internal Call. The telephone number dialled is displayed.

    E.g.   01344853675

3. During a external Call, it indicates the length of time for the Call.
    - The time that has elapsed for an External Call is displayed.
    - When you receive a Call, the count starts from the time you answer it, and when you make a Call, the elapsed time is shown from 15 (or 30) seconds after dialling.

    E.g.   0-03   3 Minutes of Call time has elapsed.

4. During an internal Call
    - When Calling another extension, when talking the extension number is displayed.

    E.g.   22

5. Stored information display
    You can display and confirm numbers stored in the memories.

    1. Press the ON/OFF Key.

    2. Press the CONF Key.

    3. Press the desired Key or number.

    4. Press the ON/OFF Key.

Feature	To store input
System Speed Dial	MEMORY Code 00 ~ 89.
One-Touch Key	One-Touch Key.
Programmable Key	Spare Line Key
Save Dial	MEMORY ✱.
Redial	REDIAL.
Call Divert	7 2.
Alarm Time	# 4.
Extension number	1.
Exchange Line number	Line Key.
Extension Lock ID Code	# 8 Ext. No..

System Clock setting

Only extension 10 can alter the system time as shown on display Keyphones.

6. Press the ON/OFF Key

7. Dial ✱ 5

8. Enter the hour in 24 hour format (00 ~ 23)
9. Enter the minutes (00 ~ 59)

10. Press the ON/OFF Key.

Optional Equipment Features

External Conference

Three-party conference Calls can be held between one External line and two extensions. (This capability requires installation of the conference link card.) This card allows you to add the external party as the third member of the conference Call.

The procedure for adding an External line to an Internal Call is only slightly different from that for adding an extension to an External Call. Addition of the conference link card disables the door phone and door opener functions.

Adding an external party to an internal Call

1. Tell the party that you are about to place them on Hold.
2. Press the HOLD Key.
    *   Internal Dial Tone is heard.
    *   The INT Key will flash, your Call is now held.
3. Press any available Line Key.

4. Dial the number of the external party.

5. When answered, announce that you wish to have a 3 party conference.
6. Press CONF Key to enable the 3 party conference.
    *   The INT light will be lit.

Adding an internal party to an external Call

1. Tell the party that you are about to place them on Hold.
2. Press the HOLD Key.
   - Internal Dial Tone is heard.
   - The INT Key will flash, your Call is now held.
3. Place Call to another extension.

4. When answered, announce that you wish to have a 3 party conference.
5. Press CONF Key to enable the 3 party conference.
   - The INT light will be lit.

External Paging

You can page through an external paging amplifier and external adapter (if connected).
External paging is also heard from the speakers of the telephones belonging to the Paging Zone-3 if system programming has been set.

4. Lift the Handset.
   - Listen for Internal dial tone.

5. Dial #03 for Zone 3.
   - The INT indicator will light up.

6. Make your announcement into the mouthpiece of the Handset.

Loud Ringing Bell (LRB)

The incoming ring at a specified extension can be made to sound through the external paging line.
This is useful in a noisy factory and wide-open spaces to inform people of incoming Calls.
Switching paging mode to LRB mode for external paging output can be operated from any extension telephone by pressing **78** and On-Hook.

NOTE: Although during paging, this mode change cannot be accepted-

Doorphone

Up to two Doorphones can be installed and used with this system.
The Calling Tones of each are:

Doorphone A	Chime
Doorphone B	Tremolo Tone.

If there is a Doorphone Call while you are talking with the other Doorphone, the Calling Tone will be heard only by you.

To answer Doorphone Call using contact Keyphone

Lift the Handset and speak.

To answer Doorphone from other phones

1. Lift the Handset.
   - Listen for Internal dial tone.

2. Dial Doorphone number required
   - 61 Doorphone A
   - 62 Doorphone B

Door Opener

While speaking to the person on the Doorphone it is possible to activate a Door Opener for the Door.
It is also possible to activate the Door Opener while not talking to the Doorphone.

Open Door while on Doorphone Call

Dial 1 while connected to Doorphone extension.

Open Door when not on Doorphone Call

3. Lift the Handset.
   - Listen for Internal dial tone.

4. Dial Doorphone Opener number required
   - 63 Doorphone A
   - 64 Doorphone B

Call Logging

Only available on the VA616UK, VA824UK AND VA1232UK Systems.
You can install a printer for recording information about External Calls.
When you finish a Call, the date and time of the Call, your party's telephone number, the line used and other recorded information are printed. An Account code of up to 10 digits can be used.

To enter an Account Code

1. Lift the Handset.
   - Listen for Internal dial tone.

2. Dial # 7

3. Enter the Account Code and press # Key.

4. Press an available Line Key and input telephone number.

NOTE: The Account Code remains in the memory until another exchange Line is used.

Direct Station Selection Console (DSS)

Only available on the VA616UK, VA824UK AND VA1232UK Systems.
On the DSS there is a Key for each extension to enable direct contact. In addition, the status of each extension is shown with an indicator lamp.
The DSS also allows Setting and Cancelling of forwarding for each extension.
The VA1232UK can support up to 4 units.

To Transfer an External Call to an extension

1. Lift the Handset (answer the Call).

2. Press the station Key for the required extension if available.
   - The Call is automatiCally put on hold.

3. Hang up.

To end an existing Call and make another Call.

Press the desired DSS Key while talking with another extension or while Calling.
The current Call will automatiCally be ended and the desired extension Called.
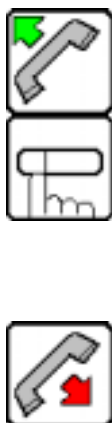
DSS indications

An indicator will light when:

An extension is busy.
An extension is Called.
DND is Set.

An indicator will flash when:

The extension is Calling the owner of the DSS.

Paging

1. Lift the Handset.

2. Press the Zone Key required.

3. Announce Page message into mouthpiece of Handset.

4. Hang up.

Call Divert Cancel

1. Press the ON/OFF Key.
   - Listen for Internal dial tone.

2. Dial 7 2 ✱

3. Dial the extension number on which the Call Divert is Set.

4. Dial the extension number to which the Call is diverted.

E.g.   To Cancel divert for Ext. 15 to Ext. 20   Dial   7 2 ✱ 1 5 2 0

Single Line Telephones (SLT)

Only MF Tone with Time Break ReCall SLT's can be used with these systems.
SLT's are not equipped with line Keys, so that the standard Keypad is used to select External lines and perform other functions.
Up to 4 approved 2-wire telephones can be used in this system to provide the following functions-

- Making and receiving Calls
- Redial/System Speed Dials.
- Call Hold and Transfer
- Internal 3 party Conference
- Page Calls and Meet-Me Answer
- Doorphone Calls
- Door Opener operation
- Call Pick-Up
- Facsimile or TAM machine capability

Exchange Line Access

This feature operates when you make an External Call with using manual dial on the SLT.
You are connected to an External line 5 seconds after you finish dialling.
However, if you dial ✱ or # as the last digit, you can make a Call immediately.

Automatic access to Exchange line

By dialling 9 you are connected with any available External line automatiCally.

1. Lift the Handset.
   - You will hear internal dial Tone.

2. Press 9.
   - Listen for continuous Tone
   - You are connected to the first available Line automatiCally.
3. Dial telephone number required.
   - Press ✱ or # to speed operation see above.
   - If all Lines are being used, you will hear Busy Tone.

NOTE: If LCR is set on the Lines then it will operate for all Calls made.

Direct Exchange Line access
You can specify the particular Line to use when making an external Call.
If the Line is being used, you will hear Busy Tone.

1. Lift the Handset.
   - You will hear internal dial Tone.

2. Press 8.
   - Listen for continuous Tone
   - You are connected to the first available Line automatiCally.
3. Dial the Line number to be used.
1 ~ 3	VA309UK
11 ~ 16	VA616UK
11 ~ 18	VA824UK
11 ~ 22	VA1232UK
   - If the Line is being used, you will hear Busy Tone.
4. Dial the telephone number required.

5. Press ✶ or # to speed operation.

NOTE: If LCR is set on the Lines then it will operate for all Calls made.

SLT Quick feature reference list

Features	Operation
Last Number Redial	8 9 .
Internal Tone Call	Ext. No. .
Internal Voice Call	Ext. No. 1 .
Incoming Ringing Call	Lift Handset .
Call Hold	R (ReCall Key).
Held Call Pick-Up	R or Lift Handset .
Call Transfer – External Call	R Ext. No. Answer Hang up .
Paging by zone	# N N (Zone number 01 ~ 03).
Meet-Me answer	# # or 7 7 .
Internal Call Pick-Up	7 0 .
External Call Pick-Up	8 8 .
Doorphone Call	6 1 or 6 2 .
Door Opener	6 3 or 6 4 .
Call Divert	7 2 .
Do-Not-Disturb DND	7 3 .
Lock Extension	7 4 .
Unlock Extension	7 4 X X X X (ID Code).
Night Mode	# 5 2 .
Account Code	# 7 Account Code # .
System Speed Dial	8 0 X X (SSD Code 00 ~ 89)
Call Back request	2 .

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