

# IPK II

## Quick Reference Guide

### Basic Features



Presented By  
Southwestern Telephone and Cable

Any questions regarding this system please call  
our  
Service Department at 312-867-9440 or email  
questions to [eric@southwesterntel.com](mailto:eric@southwesterntel.com)

#### Up/Down Keys

- Display Contrast: Press the up or down arrows while phone is idle.
- Speaker/Receiver volume: Press the up or down arrow keys during conversation.
- Ringer volume: Press the up or down arrows while the phone is ringing.

#### Distinctive Ringing

- Press SPEAKER and dial 711.
- Dial 1 for internal ring or 2 for external ring.
- Choose a ring tone number (1-8)
- Press speaker to accept.
- To change pitch of ringer press SPEAKER and dial 720. Repeat steps 2-4 above

#### Mic On/Off

- Press **MIC key** (Red light will be on if Mic is on)
- The MIC light must be on to conduct a handsfree speaker conversation.

#### Transfer

- Press **TRANSFER**.
- Dial destination extension number.
- Hang-up **or** wait for answer, announce call, and hang up. If there is no answer, press flashing line to retrieve the caller

#### When receiving a busy tone on internal call...

- Press # to set an automatic callback or
- Press 8 to go to that extension's vmail box or
- Press \* to send a call waiting tone. The person receiving the tone can press HOLD to put their call on hold and talk to you.

#### Off Hook Ringing

- When a second external call rings while you are on another call press ANSWER to answer the second call and put the first call on hold.
- When the second call is an internal call press HOLD to put original call on hold, then press the hookswitch or the RECALL button to answer the call.

#### Call Park

- Press the park button or Transfer + #6 and the park zone you would like to park the call in (01-64)
- Anyone can retrieve the call from any station by pressing that park button or \*6 and the park number(01-64)

#### Quick Transfer to Voicemail

- Press "Transfer" + the extension number + 8 to transfer a caller directly into a voicemail box

#### To view saved caller ID

- Press the LIST softkey then CID then use the arrow keys repeatedly to scroll through caller ID. Lift handset to dial the number

#### Redial

- This feature stores the last number 10 numbers dialed.
- Press **REDIAL** then use the arrow keys to scroll through past numbers. Press # key to dial that number.

#### Speed Dialing - setting

- Press SPEAKER then dial 755
- Dial memory location (0 thru 9)
- Dial 9 for external number
- Dial the number you are setting using a 1 if necessary
- Press **HOLD** to enter a name. Use the number keys corresponding to the letters. Press # to move forward.
- Press **HOLD then SPEAKER**

#### Speed Dialing – dialing

- Press SPEAKER then #7 then the memory number (0-9)

#### Conference (3 Way Call)

- Establish a two way conversation.
- Press **CONFERENCE** and dial extension or outside number. Original party is put on hold.
- After call is answered, press **CONF twice**
- Three way conversation is established.

#### All Call Page

- Pick up phone (or press speaker) and dial 7010 or press PAGE button (SC 751:2100).

#### Call Forwarding

- Press the FWD ALL button, then dial 1 to set. Enter the extension to forward call to OR enter 9+outside number. Then press SPEAKER. The FWD key should light solid red and the FEATURE key will flash
- To cancel press FWD ALL button then 0 to cancel. The red light will go out.

#### Call Redirect

- With a call ringing at your extension press REDIR VM to send the call to your voicemail without answering it.

### Group Listening

- To allow others in the room to hear your caller while still talking on the handset press SPEAKER twice during a call. Press SPEAKER again to turn off feature

### Handset Mute

- Press MIC to mute the handset during a call. A confirmation tone is heard. Press MIC again to turn off mute.

### Call Pickup

- To answer a call ringing on any other phone pick up phone and dial \*#.
- To answer a call ringing at a specific extension dial \*\* plus the extension number

**ADVANCED and OPTIONAL FEATURES**  
**Availability of these features is dependent on system design and also optional hardware installation.**

**Programming One-Touch Keys** *(In a manual if you see SC 751:48 this would mean that you are entering feature code 48 on a one-touch key using service code 751 which is the One-Touch key Programming code for 2-digit feature codes. 752 is the Programming code for 3-digit feature codes such as \*04)*

- Press SPEAKER and dial 751
- Press Line key to be programmed
- Dial 01 plus any additional data if necessary (such as an extension or 9+an outside number)
- Press HOLD if necessary. Press SPEAKER or hang up.
- In some cases an existing button must be set to 00 to erase the existing setting before a new setting can be made.

### Live Record

- Press the RECORD button (SC 751:91) with an outside call in progress. Record button lights and softkeys change to show record options.
- Press END softkey or hang up to stop. Conversation is saved as a new message in your mailbox.
- Note that max recording time is limited by mailbox settings and also by total system storage time. *This feature ties up one voicemail port for the entire duration of the call. Customers with fewer than four voice ports should use this feature sparingly..*

### Whisper Page/ Voice Over

- Whisper page is used to allow you to break through to a party who is busy on a call without the outside caller hearing your interruption. They may use the whisper reply feature to answer you back without having to put their call on hold.
- To use press 6 when encountering a busy extension. The called party will hear a beep and then your voice will go through. You will not be able to hear them unless they press the VOICE OVER(SC 751:48) button to answer you. They will then press VOICE OVER again to return to their call.

## VOICEMAIL FEATURES

### Setting up your voicemail box

- Press the MESSAGE key. Enter **default security code 0327**. Then follow prompts to customize your settings. Make sure you press 1 at the end of the tutorial to accept your new settings.

### Accessing Voicemail From Outside the Office

- Dial main number or have someone transfer you into voicemail (extension 200)
- Wait for the automated attendant to pick up
- Press 9 + your extension number

The system will then prompt you for your security code

### Message playback options:

- Press 2 to stop the message
- Press 4 to slow down the message
- Press 5 to toggle volume higher then lower
- Press 6 to speed up the message
- Press 7 to go back 3 seconds
- Press 9 to go forward 3 seconds
- Press 8 to pause playback
- Press # to repeat entire message
- Press \* to skip to next message and save as new

### Message Notification

- You can specify up to four different notification destinations, each with its own schedule. Most people only use the WORK schedule.
- Log in to mailbox. Press SETUP. Press MORE. Press DELIV. Press WORK
- Follow voice prompt to activate that schedule. Now that it is active you will see PH# and SCHED softkeys.
- Press PH# and enter the phone number at which you would like to receive voicemail notifications (do not enter a 9 in front of the number. Use a 1 when dialing to another area code).
- Press SCHED and follow prompts to set message delivery times. You will receive calls only during these hours. To specify 24 hour delivery enter 12:00am to 11:59pm
- When you receive a voicemail the system will call you at your specified number. When you answer you will be prompted to enter your personal ID. This number is 9+your extension. Then enter your security code.
- The system will retry every 15-30 minutes as long as there are new messages in your box.