



## Advanced Codes Settings for the H650IVN

### Special Notes:

Voice Mail- 30 minutes of record time. When the voice mail becomes full with recorded messages, new messages will not overwrite or erase stored messages. The H650IVN will no longer store messages and give busy signal to callers after entering voice mail and disconnect the call.

Using credit card verification units- these units may be used on any extension. Set the unit to dial "9" before dialing out side numbers.

A UPS is not needed with the H650IVN. During a power failure the H650 will use the telephone company line power to allow incomings calls from line one to go to zone one and incoming calls from line two to go to zone two. Outgoing calls may be made from zone one and zone two only. Voice mail and messages will be held in memory for up to one year. The day and time settings will last for 48hrs.

Caller ID is not supported by the H650IVN. Caller ID boxes maybe added before the H650 using runs not connected to the H650 system.

How this document is written- When stepping through call handling or programming modes, every step starts with picking up the hand set and after hearing beep beep conformations setting the handset back down. This is assumed and not listed as one of the steps in every example.

***Note: All advanced code changes and programming must be done from zone 11 only (except where noted).***

### **Master Code: Default setting 168**

This master code accesses all programming. It allows review and editing of shared (universal) and personal (zone) voice mailboxes, when remotely calling the voice mailboxes. Additionally it allows you to change security codes.

### **Programming Code: Default setting 173**

Allows all programming of H650IVN (date, time, call handling mode). 173 will not allow you to change any type of security code.

### **PIN Numbers for extensions (zones)**

Allows accesses to voice mailboxes in each zone.

Zone Number	PIN Number
11	111
12	112
13	113
14	114
15	115
16	116

### **Factory Reset Code: \*\* 9771**

Resets the H650 to factory defaults. Time and day stamp, Out going message is erased and all changed codes and settings are set back to default.

## **Changing Codes-**

***To change the security codes to any unused three digits, do the following***

1. Enter the Master Code: lift handle in zone 11, listen for tone press \*\*168, listen for beep
2. To set a new **PIN code**: press 5 2, enter new code, zone number, #, listen for beep beep

Or to set a new **Master code**: press 5 3, enter new code, #, listen for beep beep

Or to set a new **Programming code**: press 54, enter new code, #, listen for beep beep

## **Advanced Features-**

**Call Handling Modes:** The H650IVN has three different call handling modes. And up to three separate OGMs. Each mode must be set from zone 11

CHM1Default: Allows six rings before the auto attendant or recorded OGM answers. (If an OGM has not been recoded the auto attended will answer)

CHM2: Allows four rings before the auto attendant or recorded OGM2 answers.

CHM3: Night mode with no ring tone to phones. The auto attendant or recorded OGM3 will answer after four rings.

To set CHM1: press \*, 5 1 1, listen for beep beep

To record OGM: press 8 7, listen for beep, 6 1, listen for beep, speak OGM, #, OGM will replay, hang up

To set CHM1: press \*, 5 1 2, listen for beep beep

To record OGM2: press 8 7, listen for beep, 6 2, listen for beep, speak OGM, #, OGM will replay, hang up

To set CHM3: press \*, 5 1 3, listen for beep beep

To record OGM2: press 8 7, listen for beep, 6 3, listen for beep, speak OGM, #, OGM will replay, hang up

**Reviewing Out Going Messages:** Allows you to listen to each recorded OGM. This function can be done from any zone. Editing OGMs must take place from zone 11.

To review OGM1: press 8 7, listen for beep, 5 1, listen

To review OGM2: press 8 7, listen for beep, 5 2, listen

To review OGM3: press 8 7, listen for beep, 5 3, listen

**Call Forwarding:** Allows the H650IVN to forward incoming calls on line 1 or line 2 to any number you specify (up to 16 digits). Each incoming line can forward to different numbers or the same number. But only one call may be forwarded at a time.

*Note: When a call is forwarded by the H650IVN it will dial the assigned number and use a forwarding tone of three beeps every two seconds to notify you of a forwarded call. Press 1 to answer and you will be connected to the caller. If you do not wish to answer, hang up and the H650IVN will process the call through the set CHM. Or press # and then hang up and the call will be disconnected from the H650IVN.*

To forward line one or two to another phone from any zone do the following-

Line 1: press \*, 6 2 1, enter forwarding number, #, listen for beep beep

Line 2: press \*, 6 2 2, enter forwarding number, #, listen for beep beep

After entering the forwarding number, you can activate this feature by doing the following:

Line 1: press \*, 6 1 1, #, listen for beep beep

Line 2: press \*, 6 1 2, #, listen for beep beep

To activate both lines: press \*, 6 1 3, #, listen for beep beep

To deactivate both lines: press \*, 6 1 0, #, listen for beep beep

*Note: Call forwarding needs to be activated and deactivated for each CHM mode. You need to be in the proper CHM mode before setting the call forwarding mode.*

**Incoming Call Alert:** Like call waiting, this feature notifies you with a tone that a second call is coming in on the other available line when you are currently using the phone. The tone is every ten seconds. The default setting is off to active:

Call alert function on: press \*, 5 9 1, listen for beep beep.

Call alert function off: press \*, 5 9 0, listen for beep beep.

**Using Call Waiting functions from the phone company:** Allows the user to use phone company call waiting functions that do not use the second incoming line. Phone company call waiting toggles two calls together on a single line.

When the call waiting tone is heard: press flash, wait for beep, press 4 and you will be connected to the call waiting. To reconnect to the original call, repeat the previous step.  
*Note: This is a phone company service. This is not Incoming call alert. Incoming call alert notifies you of a call coming in on the second phone line.*

**Making calls from a zone without dialing 9:** This allows users to get the telephone company dial tone with out pressing 9 first. To access any features of the H650IVN, that zone will have to press the Flash or Hook Flash button.

To set zone direct dial: press \*, 5 2 1, listen for beep beep

To active dial 9 (default setting): press \*, 5 2 0, listen for beep beep

**Installation with one line only:** This tells the H650IVN that you have only one truck line connected to the system. This must be done from zone 11. Connect one line to L1 jack only. Connect 2 lines to L1/L2 jack

To disable second line: press \*\*, 173(programming code), 4 1 2 0, #, listen for beep beep

To enable second line: press \*\*, 173(programming code), 4 1 2 1, #, listen for beep beep

To disable line one only: press \*\*, 173(programming code), 4 1 1 0, #, listen for beep beep

To enable line one only: press \*\*, 173(programming code), 4 1 1 1, #, listen for beep beep

**To operate the system in a pulse (rotary) mode:** For use in areas that do not service touch-tone dialing.

To activate pulse for line 1: press \*\*, 173 (security code), 1 1 1 0, #, listen for beep beep

To activate pulse for line 2: press \*\*, 173 (security code), 1 1 2 0, #, listen for beep beep

To activate touch tone for both lines: press \*\*, 173 (security code), 1 1 1 1, #, listen for beep beep, 1 1 2 1, #, listen for beep beep

## **Small Business Features-**

**Select a specific line for out side calls:** Allows the user to choose which line they want to make an outside call with (line 1 has a different long distance carrier from line 2). This is not permanent setting and must be dialed each time.

For line 1: press 8 1, wait for an open line, then dial number, hang up when done

For line 2: press 8 2, wait for open line, then dial number, hang up when done

**Camp-On-Busy:** Allows you to transfer a call to a busy zone and have the call wait until the zone is available. The H650IVN will automatically notify the zone there is a call waiting with a tone and connect the call when ready.

To active Camp-On at your zone: press \*, 5 6 1, listen for beep beep

To deactivate Camp-On at your zone: press \*, 5 6 0, listen for beep beep

To transfer a call to a Camp-On activated zone: Flash, enter zone number, listen for beep beep

When a call is Camped-On to your busy zone a beep beep tone will be heard every ten seconds. To connect with call, either hang up with current call and the phone will ring or press flash to put first call on hold that will connect you with the Camped-On call. Flash twice to return to first caller.

**Call Park:** Allows you to place a call on hold and pick that call up from another zone.

To use Call Park: flash, press 5 4, hang up

To retrieve call from another zone: press 5 6, speak

*Note: Only outside calls can be parked. If you do not retrieve the call within 60 sec the call will ring at the original zone.*

**Do Not Disturb (DND):** Allows individual zones to block calls to the zone. The phone will not ring and callers will a busy tone. The H650IVN will then send the caller to voicemail.

To active DND: press \*, 5 3 1, listen for beep beep

To deactivate DND: press \*, 5 3 0, listen for beep beep

**Internal Zone conference mode:** Allows all zones to conference with each other no outside calls may conference in this mode.

To use: press 5 5 5 6, speak

Each joining zone will be announced with a beep beep. Exiting zones will leave with a single beep.

**Three party conference:** Allows a user to create a three party conference call with an outside line and two zones or one zone and two outside callers.

Two zones and one outside call:

1. Flash to put call on hold
2. Dial zone
3. Flash to put new zone on hold
4. Listen for beep beep
5. \* 3 to connect all users

One zone and two outside lines:

1. Flash to put call on hold
2. Press 9 dial second number
3. Flash to put new call on hold
4. Listen for beep beep
5. \* 3 to connect all callers

**Alternating between calls:** Allows a user to switch between two incoming calls.

After placing the first call on hold to answer the second call you may want to return to the first call to this:

To return to call one: press Flash, listen for beep beep, \* 1, talk

To return to call two: press Flash, listen for beep beep, \* 2, talk

**To answer another ringing zone:** Allows any zone to pick up a call from another zone.

To use while on another call: press Flash, 7, talk with call.

To use when your zone is unused: press 7, talk with call

**The Following pages are from the standard manual included with the H650IVN-**