

**SYSTEM  
ADMINISTRATION  
AND  
SPECIAL FEATURES  
GUIDE**

PROSTAR 816 PLUS

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# TABLE OF CONTENTS

**ABOUT THIS BOOK** ..... 1

## **SYSTEM ADMINISTRATOR PROGRAMMING**

Night Service Operation ..... 2  
Enable Customer Programming ..... 2  
Programming System Speed Dial ..... 2  
Erasing System Speed Dial Numbers ..... 2–3  
Setting External Call Forward ..... 3  
Canceling External Call Forward ..... 3  
Setting the Date and Time ..... 3  
Programming Station Names ..... 4  
Programming Line Names ..... 4

## **SPECIAL FEATURES**

Toll Restriction Override from a Keypad ..... 5  
Toll Restriction Override from a Single Line Telephone ..... 5  
Toll Restriction Override Codes ..... 5  
Direct Inward System Access (DISA) ..... 5–6  
Changing DISA Security Code ..... 6  
Changing User Password ..... 6

## **ABOUT THIS BOOK**

This book contains instructions for special features that every telephone user may not need to know. The owner can decide who the system administrator will be and who will have access to these features. Station users can be trained on only the items that apply to them. This procedure will help control costs and telephone abuse.

Several of the features listed in this book are specific to the system operator or attendant position. You may have only one attendant or set your system up to be used without an operator.

The designated system administrator can access specific programs and modify some functions to better manage the PROSTAR 816 PLUS office telephone system. Instructions are detailed and easy to follow. When assistance is needed, contact your installation and service company.

# SYSTEM ADMINISTRATOR PROGRAMMING

The following features can only be enabled at the designated attendant station or by customer programming under password control. It is recommended that a display keyset be used for all programming. If the attendant telephone is not a display keyset, one should be installed temporarily.

## NIGHT SERVICE OPERATION

- Press the **MUTE/DND** button at the designated attendant station.
- The button flashes red to indicate the system is in night service operation.
- Press the **MUTE/DND** button again to turn night service off. The light stops flashing.

### NOTES:

1. This will invoke night ring assignments for telephones.
2. The attendant station cannot use Do Not Disturb.

## ENABLE CUSTOMER PROGRAMMING

- With the handset on-hook, dial **#06**. The display shows [MMC DISABLED].
  - Dial the passcode and **1** and then press **#**.
- At this point, customer programming is open. Follow instructions as needed.

## PROGRAMMING SYSTEM SPEED DIAL

Enable customer programming and then complete the following steps:

- Press the **ALM/SD** button.
- Dial the two digit code **10–98**.
- Dial the telephone number that you want stored under this code. Press the **HOLD** button to insert a three second pause and the **MSG** button to insert a hookflash.
- Press the **ALM/SD** button to store the number. Repeat this procedure for each number stored. Speed dial numbers 90–99 will not show in the display when used. These are for unlisted or private numbers. Speed dial code 99 is reserved for an external call forward number.

## ERASING SYSTEM SPEED DIAL NUMBERS

Enable customer programming and then complete the following steps:

- Press the **ALM/SD** button.

- Dial the two digit code of number to be erased and press **HOLD**.
  - Display shows [CLR] for three seconds and then returns to time and date.
- NOTE: You may change any number by dialing over existing digits or erase completely and then reprogram.

## SETTING EXTERNAL CALL FORWARD

When you wish to have incoming calls redirected out over another line to a specific telephone number, enable customer programming and then complete the following steps:

- A. Enable each line to be forwarded.
  - Dial **#45**. The display shows [00000000] indicating all eight lines in the system.
  - Dial new data (eight digits).
    - 0** = Do not call forward this line
    - 1** = Call forward this line
  - Dial **#** to set new data.
- B. Assign the outgoing line and the telephone number to be dialed.
  - Press the **ALM/SD** button.
  - Dial speed dial code **99**.
  - Enter line group access code **09, 80** or **81–88** for a specific line to be used (**81** = Line 1; **88** = Line 8).
  - Dial the telephone number to be forwarded to.
  - Press **ALM/SD** to store the number.

NOTE: Repeat procedure B to change the call forward destination. External forwarding works regardless of day or night mode operation.

## CANCELING EXTERNAL CALL FORWARD

Follow procedure A under “Setting External Call Forward.” Setting the line or lines to **0** will cancel the feature.

## SETTING THE DATE AND TIME

Enable customer programming and then follow the steps below:

- Dial **#55**. Display shows [YY MM DD W HH MM].
- Dial new information as follows:
  - YY = Last two digits of the year
  - MM = Month (01–12)
  - DD = Day of the month (01–31)
  - W = Day of the week (1–7; week begins on Monday and ends on Sunday)
  - HH = Hour (use 24 hour clock)
  - MM = Minutes (00–59)
- Dial **#** to set current date and time. The phone returns to normal use.

## PROGRAMMING STATION NAMES

The attendant keyset may program all the names in the station directory list.

- With the handset on-hook, dial #. [PROGRAMMING] is displayed.
- Dial **14**. The display shows your extension number and any previously programmed name.
- To clear the current data, press **HOLD**.
- Press the DSS button to be named.
- Enter the name (ten characters maximum) by using the dial pad keys as detailed below.
- Press another DSS button and program the name.
- Dial # when all names have been entered.

**DIAL PAD KEY**

	1	2	3	4	5	6	7	8	9	0	
<b>NUMBER</b>	1	Q	A	D	G	J	M	P	T	W	:
<b>OF TIMES</b>	2	Z	B	E	H	K	N	R	U	X	.
<b>PRESSED</b>	3	*	C	F	I	L	O	S	V	Y	!
	4	1	2	3	4	5	6	7	8	9	0

**EXAMPLE:** To display the letter A, press 2 once.  
 To display the letter K, press 5 twice.  
 To display the number 8, press 8 four times.

**NOTE:** The following special keys are also used in this program.

- **\*** = Next Use to advance the cursor one position to the right.
- **MSG** = Space Use to skip one cursor position on the right.
- **ALM/SD** = Backspace Use to move the cursor one position to the left.
- **HOLD** = Clear Use to clear current data.

## PROGRAMMING LINE NAMES

Incoming calls can display a line identity when answered. To assign a name or directory ID for each outside line:

- Enable customer programming.
- With the handset on-hook, dial **#16**. [LINE DIRECTORY] is displayed.
- Press the outside line button to be named.
- Press the **HOLD** key to clear any previously entered data.
- Enter the directory ID using the dial pad buttons in the same manner as in "Programming Station Names" above.
- Press another line button and enter the ID.
- Dial # after all lines have been identified.

## SPECIAL FEATURES

The following special features are not detailed in the *Keyset User Guide* or the *User Guide for Standard Telephone Set*. Provide the following information to anyone who you want to have access to these features.

### TOLL RESTRICTION OVERRIDE FROM A KEYSET

With an override code, you may make calls from a restricted station.

- With the keyset in the idle condition, dial **#00**.
- Dial the override code of the desired class.
- Dial #. You now have your desired class of service.
- Make the outside call within 30 seconds.
- Hang up and the station is returned to its restricted class of service.

### TOLL RESTRICTION OVERRIDE FROM A SINGLE LINE TELEPHONE

With an override code, you may make calls from a restricted single line station.

- At a restricted station, dial **15**. You will receive fast busy tone.
- Dial the five digit code assigned for your level of calling. If it is dialed correctly, you will hear fast busy tone again.
- Hang up. This station is now the desired higher dialing class as determined by the code dialed.
- Within 30 seconds, lift the handset to make the call.

**NOTE:** This station will be returned to its original dialing class within 30 seconds after hanging up.

### TOLL RESTRICTION OVERRIDE CODES

These are assigned by a technician because an understanding of the toll restriction classes programmed for your system is required.

### DIRECT INWARD SYSTEM ACCESS (DISA)

Users may call in on specific lines programmed for DISA use and make intercom calls or use company lines to make outside calls.

- Call into the system on any line or lines designated for DISA use. You will receive dial tone.

- Dial the DISA security code within ten seconds.
- You will receive PROSTAR dial tone if the correct code is entered.
- Dial any internal extension number and hear ringing.  
OR
- Dial any line access code, receive outside dial tone and dial the telephone number.

The PROSTAR system can only connect two outside lines together for a pre-programmed period of time. You will hear a beep five seconds before the call will be disconnected. Dial \* within five seconds to start the timer again and continue the conversation.

- NOTES:
1. You must use a tone telephone when calling into a DISA line.
  2. Some loss of volume may be experienced when connecting two lines together.
  3. Dial \* before you hear the beep to return to PROSTAR dial tone. You can now make another internal or external call as described above.

## CHANGING DISA SECURITY CODE

To change the DISA security code, enable user programming and then follow the steps below:

- Dial # while on-hook. [PROGRAMMING] is displayed.
- Dial **65**. [DISA SECU CODE] is displayed, followed by the current four digit code.
- Dial the new four digit code.
- Dial # to save the new code.

## CHANGING USER PASSWORD

To change the user password, enable user programming and then follow the steps below:

- Dial # while on-hook. [PROGRAMMING] is displayed.
- Dial **07**. [OLD PASSWORD] is displayed.
- Dial the current password. [NEW PASSWORD] is displayed.
- Dial the new four digit password.
- Dial # to save the new password.

## SYSTEM ACCESS CODES

The PROSTAR 816 PLUS telephone system has preset (default) feature access codes that use the following number plan. These codes can be used if a key is not available for the feature you want to use. Standard telephone users must always dial these codes.

### SINGLE LINE TELEPHONE ACCESS CODES

HF + 1	Callback	0	Call Attendant
HF + 2	Call Offer	5 + stn	Hold Retrieve
HF + 3	Unlock Door	9	Line Group Access
HF + 4	Leave Message	11	Call Pickup
HF + 6	System Hold	12	Meet Me Page
		13	Call Door Phone 1
		14	External Page
		16	Call Door Phone 2
Dial own extension number plus:		19 + **	System Speed Dial (** = Code 10-98)
1—Internal Zone 1		71-73	Station Call Groups
2—Internal Zone 2		80	Line Group Access
3—Internal Zone 3		81-88	Individual Line Access
0—All Page			

Hookflash (HF): A momentary depression of the hookswitch. You may press the FLASH button instead if it is available. Hookflash and dial 1 to make the system flash the outside line you are talking on. This is used for custom calling features or behind PBX use.

### KEYSET ACCESS CODES

#### LINE GROUPS

##### LINE GROUP ACCESS

9 \_\_\_\_\_  
80 \_\_\_\_\_

##### INDIVIDUAL LINE ACCESS

81 \_\_\_\_\_  
82 \_\_\_\_\_  
83 \_\_\_\_\_  
84 \_\_\_\_\_  
85 \_\_\_\_\_  
86 \_\_\_\_\_  
87 \_\_\_\_\_  
88 \_\_\_\_\_

#### STATION GROUPS

71 \_\_\_\_\_  
72 \_\_\_\_\_  
73 \_\_\_\_\_

#### PAGING ZONES

##### INTERNAL PAGE ZONES

Dial own extension number plus

1 Internal Zone 1  
2 Internal Zone 2  
3 Internal Zone 3  
0 All Page  
(all internal and external zones)

##### EXTERNAL PAGE ZONE

14 External Page (one zone only)

#### PROGRAMMED MESSAGES

01 DO NOT DISTURB  
02 IN A MEETING  
03 OUT OF TOWN  
04 ON VACATION  
05 OUT ON A CALL  
06 OUT TO LUNCH  
07 IN TOMORROW  
08 PAGE ME  
09 RETURN AFTERNOON  
10 GONE HOME  
11 \_\_\_\_\_  
12 \_\_\_\_\_  
13 \_\_\_\_\_  
14 \_\_\_\_\_  
15 \_\_\_\_\_  
16 \_\_\_\_\_  
17 \_\_\_\_\_  
18 \_\_\_\_\_  
19 \_\_\_\_\_  
20 \_\_\_\_\_

#### FEATURE ACCESS CODES

0 Operator  
3 Unlock Door  
4 Redial Saved Number  
5 + station Hold Retrieve  
#11 + station Set Call Forward All  
#11 + your station Cancel Call Forward All  
#12 + station Set Call Forward Busy  
#12 + your station Cancel Call Forward Busy  
12 Meet Me Page  
13 Door 1  
16 Door 2