IWATSU

ICON™

series

Quick Reference Guide

▶▶ For Iwatsu ICON Series
IX-5930 and IX-5910
IP Station Users

IWATSU™
VOICE NETWORKS

INTRODUCTION

Iwatsu ICON Series IX-5930 IP Key Telephone

This guide describes basic and advanced features and operations for your Iwatsu ICON Series IX-5930 or IX-5910 IP Telephone.

For more information, refer to your Iwatsu 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.

Self-Labeling Keys - The IX-5930 and IX-5910 are equipped with self-labeling keys that support system features on two menu pages. Use the left and right Navigation keys to toggle between pages. Underlined keys have an associated sub-menu.

Page 1

7 FRI 12:06 PM	
SCOTT P x2325 1	
Intercom	Voice Mail
Directory	Screen Call
Call Log	Park
Call FWD	Page All
Conference	Redial

Page 2

7 FRI 12:06 PM	
SCOTT P x2325 2	
Display Chg	Call Back
Repeat Dial	Save/Redial
Music	Memory Dial
TextMessage	External Q
Alarm Clock	Text Web

IX-5910 Self-Labeling Display Example:

Multipurpose Keys - These keys can be programmed for specific functions, including outside line access, individual extension selection, and one-touch feature operation.

R G **Key Lamps -** These lamps light up or flash when someone is using the line or feature corresponding to that key. A green lamp indicates that you are using that line/feature. A red lamp indicates that someone else is using that line/feature.

SPEAKER

SPEAKER - This key allows you to dial and receive outside or internal calls and talk without lifting the receiver.

TRANSFER - This key allows you to transfer a call from your phone to another extension.

FEATURE - This key is used to access additional Iwatsu system features.

HOLD/DND (Hold/Do Not Disturb) - This key is used to put a call on Hold or to set the Do Not Disturb function and prevent any calls from ringing at your extension.

Note: *See Hold/Quick Forward on page 21.*

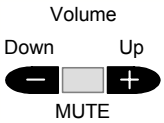
Volume Control

The **-** and **+** volume control keys are used to adjust the Handset, Ringer, and Speaker volume levels based on the state of the telephone.

- **Receiver (Handset) Volume -** When using the Handset or Bluetooth headset, the volume control key allows you to adjust the handset volume to one of five levels.
- **Ringer Volume -** Pressing the ringer volume control key while the station is inactive allows you to adjust the ringer volume to one of four levels.
- **Speaker Volume -** When using the Speakerphone, the volume control keys allow you to adjust the speaker volume to one of eleven levels.

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. When using the headset jack or Bluetooth, the Mute key mutes the transmitter on the headset.

Intercom - The intercom system is the internal network used to communicate between the telephone extensions in your Iwatsu system. Pressing the **Intercom** menu key connects you to an intercom line for conversation with other extensions.

Voice Mail - This key is used to access your voice mailbox.

Bluetooth Headset - A Bluetooth Headset is active when this icon appears on your display. Requires an IX-59BTINF Bluetooth Module.*

BASIC FEATURES

911 Dialing

At default, your Iwatsu system is programmed to automatically contact your local Public Safety Answering Point (PSAP) when 911 is dialed. Enhanced 911 Service ensures that when 911 is dialed from a system extension, information that allows the PSAP to identify the caller's location in a building is sent to the PSAP along with the call. Check with your system installer or Authorized Iwatsu Distributor to make sure your system is programmed for Enhanced 911 Service.

Last Number Redial

To automatically redial the last outside (external) number you called:

- Press the **Redial** key (if programmed).

Making an Intercom Call

- Press the **SPEAKER** key or lift the receiver and wait for dial tone.
- Dial an extension number.

or

If you have a **DSS** (Direct Station Selection) key assigned for the extension you are calling:

- Press the assigned extension key.

Making an Outgoing Call

- Press the **SPEAKER** key or lift the receiver.
- Press 9. You will hear a dial tone.
- Dial telephone number.

Make a dialing mistake?

Note: *If you are pre-dialing a number and make a mistake, you can use the FEATURE key to delete digits,*

or

- Press the **FLASH** or outside line key to get new dial tone.
- Dial again.

Picking Up a Call On Hold

- Press the key with either the green or the red flashing lamp to pick up the call being held on that line.

Note: *Requires an Intercom (ICM) key to retrieve an internal call on hold.*

Placing a Call On Hold

When speaking on an outside line:

- Press the **HOLD/DND** key.

The active outside line key lamp flashes green on your phone and red at other extensions.
If the call is not picked up, the call will ring again at your phone.

Receiving a Call From Another Extension

When you hear the intercom call signal - either the caller's voice or intercom ring tone:

- Pick up the receiver and the call is connected.

Receiving an Incoming Call

When your phone rings and lamp flashes:

- Press the **SPEAKER** key or lift the receiver to connect the call.

If your phone does not connect you to the call automatically

When your phone rings and lamp flashes:

- Lift the receiver.
- Press the key with the flashing lamp to connect the call.

Save Dialed Number

While speaking on an outside line:

- Press the **FEATURE** key and dial **2**+**1**.

To dial the saved number

- Lift the receiver.
  - Press the **FEATURE** key and dial **2**+**1**.

Transferring a Call to Another Extension

When speaking on an outside line:

- Press the **TRANSFER** key. When you hear dial tone.
  - Dial an extension number.

  or
  - Press an extension key.
- Announce the call when the extension answers and hang up or just hang up.

SELF-LABELING DISPLAY

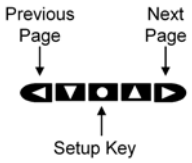
Self-Labeling Display

The Iwatsu ICON Series IP Telephones are equipped with Self-Labeling keys that support system features. When a key is changed on the key pattern of your phone, the label will change. Underlined keys have an associated sub-menu.

IX-5930/5910 Self-Labeling Display Navigation

To navigate the Self-Labeling display:

- Use the **Next** page and **Previous** page keys to access page 1 and page 2 on the display.
- The **Setup Menu** key is used to access Bluetooth setup, LCD Contrast, Iwatsu Ticker, and User Options.



Self-Labeling Name Change

You can manually change the name of a key on the display. This does not change the function of the key, only how it appears on your display.

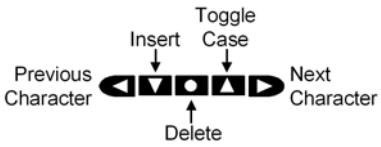
Note: *If you change the label on a key and that key assignment is changed, the label you assigned to that key will not change. You cannot change the name of a Press Page key through the key telephone.*

To change the name of a key on the display

- **Press** and **hold** (five seconds) the key that corresponds to the label you want to change.
- When the **Label Name Change** screen appears, use the dial pad and the navigation keys to enter the new name for the key.
- Press **Save** to save your changes or **Cancel** to exit the name change without saving.

Note: *Characters advance automatically when changing keys. Advance manually for the same key.*

1 **[space], @, 1**	2 ABC **a, b, c, 2**	3 DEF **d, e, f, 3**
4 GHI **g, h, i, 4**	5 JKL **j, k, l, 5**	6 MNO **m, n, o, 6**
7 PQRS **p, q, r, s, 7**	8 TUV **t, u, v, 8**	9 WXYZ **w, x, y, z, 9**
* **[,], _, !, ***	0 **-, ., &, /, 0**	# **(,), ?, , , #**

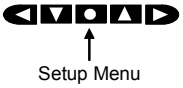


Return a key label to its default name
If you have changed the name of the key and wish to return the key name to its default setting:

- **Press** and **hold** (five seconds) the desired key that corresponds to the label you want to return to the default name.
- **Delete** the key name, press **Save** without entering a new name.
- The default key label is now displayed.

SETUP MENU

From the Setup Menu you can pair a **Bluetooth** headset, change the **LCD Contrast**, activate an **Iwatsu Ticker (TFD)**, and perform station programming through the **User Options** selection. The Setup menu can only be accessed while the phone is in the idle mode.



Setup Menu

Bluetooth*

(Bluetooth QD ID: B012826)

From the Bluetooth menu, you can Discover (pair), Connect, and Disconnect a Bluetooth headset.

Refer to page 27 for additional Bluetooth information.

Note: *Follow the Bluetooth manufacturers instructions to prepare your Bluetooth device for pairing. Your Bluetooth device must be in the pairing mode before beginning this procedure.*

To Discover (Pair) a Bluetooth device

- Press the **Setup Menu** key.
- Press **Bluetooth**.
  - If Bluetooth does not appear on your LCD, you do not have an IX-59BTINF Bluetooth module installed in your telephone.
- Press **Discover**.
  - Searching will flash on your display.
- When the discovery process is complete, select the key that corresponds to the name of the Bluetooth device your are pairing.
  - If Unknown appears on your display, continue the pairing process. In most cases the device will pair successfully.
- Enter the Bluetooth device's **Password** and press **Enter**. (Example password: 0000)
- When pairing is complete, press **Exit**. You will see the Bluetooth icon on your display.

To Disconnect or Connect your Paired Bluetooth device

- Press the **Setup Menu** key.
- Press **Bluetooth**.
- Select **Disconnect** or **Connect**.
- Press **Exit**.

LCD Contrast

Change the LCD contrast

- Press the **Setup Menu** key.
- Press **LCD Contrast**.
- Use the **Left** and **Right** arrow keys to decrease or increase the display contrast.

Iwatsu Ticker (TFD)

A ticker URL must be programmed in the system database to activate this feature.

To Activate the Ticker

- Press the **Setup Menu** key.
- Press **Iwatsu Ticker** (**TFD**).
- Select a ticker (**TFD**). Up to five data sources can be programmed in the system database.
- Select the ticker scroll **Speed**:
  - Slow
  - Medium
  - Fast
- Select the **Line** where the ticker will appear:
  - **First** or **Second** line of the display.
- The ticker that you selected will display **Activated**.
- Press **Exit** to return to the main screen.

To Deactivate the Ticker

- Press the **Setup Menu** key.
- Press **Iwatsu Ticker** (**TFD**).
- Select the ticker that is Active (TFD 1-5). When the Activated TFD is selected, the LCD will display **Canceled**.
- Press **Exit** to return to the main screen.

User Options (Station Programming)

Note: *If your station does not have an assigned Station Password, you will not have access to this feature.*

From the **User Options** menu, you can access and change your Station User ID, Station Password, Dial Confirmation Tone, Handset Volume Control, Hold Recall Timer, Camp-On Recall Timer, Station Ring Tone, Key Assignments, LCD Backlight Duration, and Caller ID on Hold.

Note: *If Key Assignments does not appear on your display, you do not have access to this programming item. Stations that share a common key pattern cannot change Key Assignments and you cannot change a key while the LED for that key is lit (red or green/solid or flashing).*

Change Your Station User ID

***Please Do Not Change this ID**

Change Your Station Password
Note: Please Do Not change this password.

Change Your Dial Confirmation Tone

- Press the **Setup Menu** key.
- Press **User Options**.
- Enter your **Station Password** and press **Enter**.
- Select **Dial Confirmation Tone**.
- Use the left or right navigation keys to toggle the Dial Confirmation Tone **ON** or **OFF**.
- Press **Save** and **Exit** to save your change and return to the main screen.

Change Your Default Handset Volume

If a change is made to the volume while off-hook, the volume is reset to the value programmed here after going on-hook.

- Press the **Setup Menu** key.
- Press **User Options**.
- Enter your **Station Password** and press **Enter**.
- Select **Handset Volume Control**.
- Use the left or right navigation keys to scroll to set your Handset Volume to one of four options:
  - **Minimum** Volume Level
  - **Medium** Volume Level
  - **Maximum** Volume Level
  - **Use Last** Volume Level (Retain last setting)
- Press **Save** and **Exit** to save your change and return to the main screen.

Change Your Hold Recall Timer

- Press the **Setup Menu** key.
- Press **User Options**.
- Enter your **Station Password** and press **Enter**.
- Press the right navigation key to move to the next menu page.
- Select **Hold Recall Timer**.
- Use the dial pad to enter a new Hold Recall Time.
  - Range = 0-255 seconds
  - Default = 0 (When set to 0, the system default Hold Recall Time is used)
- Press **Save** and **Exit** to save your change and return to the main screen.

Change Your Camp-On Recall Timer

- Press the **Setup Menu** key.
- Press **User Options**.
- Enter your **Station Password** and press **Enter**.
- Press the right navigation key to move to the next menu page.
- Select **Camp-On Recall Timer**.
- Use the dial pad to enter a new Camp-On Recall Time.
  - Range = 0-255 seconds.
  - Default = 0 (When set to 0, the system default Camp-On Recall Time is used).
- Press **Save** and **Exit** to save your change and return to the main screen.

Change Your Station Ring Tone

You may choose one of eight different ring tones to distinguish your station from others.

- Press the **Setup Menu** key.
- Press **User Options**.
- Enter your **Station Password** and press **Enter**.
- Press the right navigation key to scroll to the next menu page.
- Select **Station Ring Tone**.
- Use the left or right navigation keys to scroll through and select one of nine ring tones:
  - **System Tone**.
  - **Station Ring Tones 1-8**.
- Press **Save** and **Exit** to save your change and return to the main screen.

Change a Key Assignment on Your Station

Note: *If Key Assignment does not appear on your display, you do not have access to this programming item. Stations that share a common key pattern cannot change Key Assignments and you cannot change a key while the LED for that key is lit (red or green/solid or flashing).*

- Press the **Setup Menu** key.
- Press **User Options**.
- Enter your **Station Password** and press **Enter**.
- Press the right navigation key to move to the next menu page.
- Select **Key Assignment**.
- Use the left or right navigation keys to scroll through and select one of the **Key Assignment Categories**.
- Select the **Key Type** you want to add to your key pattern.
- Select the key you wish to change on your station. The new Key Type that you selected will display in the key location you have selected.
- Select **Exit** to return to the main screen.

Change the LCD Backlight Duration - The LCD backlight timer can be adjusted for each IX-5930/IX-5910.

- Press the **Setup Menu** key.
- Press **User Options**.
- Enter your **Station Password** and press **Enter**.
- Press the right navigation key to scroll to the LCD Backlight Duration menu page.
- Select **LCD Backlight Duration**.
- Use the left or right navigation keys to scroll through and select a backlight time of 30 seconds (default), 1, 3, 5, 10, 20, 30, 60, 90, or 120 minutes.
- Press **Save** and **Exit** to save your change and return to the main screen.

Caller ID On Hold - Enable / Disable Caller ID On Hold.

- Press the **Setup Menu** key.
- Press **User Options**.
- Enter your **Station Password** and press **Enter**.
- Press the right navigation key to scroll to the Caller ID On Hold menu page.
- Select **Enabled** (default) or **Disabled**.
- Press **Exit** to return to the main screen.

DISPLAY MENU FEATURE OPERATION

Call Log

Your IX-5930 and IX-5910 are programmed to capture, store, and display telephone numbers and Caller ID information for the last 10 Incoming and 10 Outgoing calls with Caller ID, ANI, or DNIS information and time and date stamp.

Note: *ACD and ICM Voice Announce calls are not stored in the Call Log.*

View the Call Log

- Press the **Call Log** key to display the menu.
- Select an entry from the Call Log to view the number, trunk, and date and time stamp.

Make a Call from the Call Log

- Press the **Call Log** key.
- Select an entry from the Call Log to view the number, trunk, and date and time stamp.
- Press **Dial** to call the entry that you selected.

You can also delete the Call Log record by selecting **Delete**.

Store a Call Log Entry to Personal Speed Dial

This feature is used to store a Call Log entry to a Personal Speed Dial Bin.

- Press the **Call Log** key.
- Select the entry from the Call Log.
- Press **Save**.
- Select a location to store the number. This can be an unused <EMPTY> entry or you can select an existing entry to overwrite.
- Select **Exit** to return to the main menu.

Note: *If the Call Log entry you just saved does not have a name associated with the telephone number, refer to the Directory section of this guide to Add a Name to a Personal Directory entry.*

Add Digits to a Call Log Entry

This feature is used to add digit(s) to a Call Log entry before making a call.

- Press the **Call Log** key.
- Select the entry from the Call Log.
- Enter the digit(s) to be added to the entry (for example you may need to add a **1** to dial a long-distance number).
- Press **Dial** to call the entry that you selected.

Note: *Making a call from the Call Log requires a Float or CO line key in the key pattern.*

Call Forward

You can set your phone to forward calls to another extension, to an external telephone number, or a number stored in your Personal Speed Dial Bin.

You can also separate Call Forward destinations for ICM calls and CO incoming calls. For example, you could forward all ICM calls to external number or a number programmed in you Personal Speed Dial Bin and all CO calls to another extension.

Program a Forward Destination

- Press the **Call FWD** key.
- Press **Program**.
- Select an item to program. You can select an <EMPTY> entry or overwrite/edit an existing entry.
- From the **Mode Selection** screen, select **Set/ Select Mode**.
  - You can also choose to delete CO or ICM data or clear a profile from this screen.
- Enter the **Call Type** you wish to forward.
  - CO & ICM (Outside/Intercom).
  - CO Only (Outside).
  - ICM Only (Intercom).
- Enter the **Forward Mode.**
  - Immediate.
  - Busy/No Answer.
  - No Answer.
  - External/PSD (Personal Speed Dial).
- Press **Enter**.

For Immediate, Busy/No Answer, No Answer

- Enter the **Extension** number where you want your calls forwarded and press **Enter**.
- Using the dial pad and navigation keys, enter the **Label** (name) you want to associate with this entry and press **Enter** to continue. (Refer to page 5 for data entry).

For External/PSD

Select the External Destination Type - External Number or Personal Speed Dial Bin:

- **External Number** - Enter an external number where you want your calls forwarded and press **Enter**.
  Note: *The external number is stored in Personal Speed Dial Bin 99.*
- **Personal Speed Dial Bin** - If you have personal speed dial numbers programmed, you can select one of those entries.
- Using the dial pad and navigation keys, enter a **Label** (name) for the number or entry you just entered and press **Enter** to continue. (Refer to page 5 for data entry).

Note: *After programming Call Forwarding, you must activate a forward destination.*

Activate a Forward Destination

- Press the **Call FWD** key.
- Select the key that corresponds to a pre-programmed forwarding destination.
- The selected forward destination will flash when activated.
- Press **Exit** to return to the main menu. The red LED will light on the Call FWD key when forwarding is active.

Forward Status / Forward Cancel

To check the Forward status of your phone or to cancel station forwarding:

- Press the **Call FWD** key. The active selection will be flashing and your status will appear on the top two lines of the display.
- Press the corresponding key to **Cancel** call forwarding.
- Press **Exit** to end the operation and return to the main screen.

Call Forward—Follow-Me

Set Follow Me (From the destination extension)

- Press the **Call FWD** key.
- Select the **Follow-Me** key.
- Enter the number for the extension you are forwarding from.
- Press **Enter**.
- Press **Exit** to end the operation.

Cancel Follow-Me (From the forwarded station)

- Press **Call FWD**.
- Select the flashing (active) entry.
- Press **Exit** to end the operation.

Conference Call

The Iwatsu Enterprise-CS allows you to make conference calls with any combination of up to four extensions and outside lines on the same call.

To Make a Conference Call:

While speaking on an outside or internal call:

- Press the **Conference** key (Conference will flash).
- Make your next call (internal or outside call).
  - When the party you are calling answers, press the **Conference** key again.

or

- Press **Park** to park the call.
- Make your next call.
- Press **Conference** and then **Park** to complete the conference.
- After you hear a tone burst, all parties are connected.

To add another extension or outside line, repeat the same procedure.

Directory

Your IX-5930/IX-5910 is equipped with a Directory for access to the Internal Directory, System Speed Dial, Personal Speed Dial, and Direct Bin Access.

Internal (Internal Station Directory)

- Press the **Directory** key.
- Press **Internal**.
- Select an entry:
  - Select an entry on the screen

    or
  - Select **Search** and use the dial pad to enter a search string

    or
  - Select **Navigate** and use the **left** and **right arrows** to page through the Internal Directory or use the **up** and **down** arrows to scroll one entry at a time.
- To make a call, select the key that corresponds to the entry you want to call.

LED Status: *Solid = Busy, flashing = DND, and no LED = available.*

External (System Speed Dial Directory)

- Press the **Directory** key.
- Press **External**.
- Select an entry:
  - Select an entry on the screen

    or
  - Select **Search** and use the dial pad to enter a search string.

    or
  - Select **Navigate** and use the **left** and **right arrows** to page through the Internal Directory or use the up and down arrows to scroll line by line.
- To make a call, select the key that corresponds to the entry you have selected.

Personal (Personal Speed Dial Directory)

- Press the **Directory** key.
- Press **Personal**.
- Select a programmed entry on the screen and the number is dialed.

or

- Select **Program** to program a new entry.
  - Select an **<Empty>** entry or select an entry to overwrite.
  - Using the dial pad, enter a **Name** for the new entry. Press **Save**.
  - Using the dial pad, enter a **Number** for the new entry. Press **Save**.
  - Enter the **Trunk Group** number (Range = 000-250). **0 = Optimized**. Press **Save**.
- You are returned to the main menu.

Note: *You can press **Exit** to cancel the operation at any time.*

Direct Bin Access (Personal Speed Dial Bin)

- Press the **Directory** key.
- Press **Direct Bin Access**.
- Enter the **Personal Speed Dial** Bin Number 90-98 or **System Speed Dial** Bin Number 000-899.

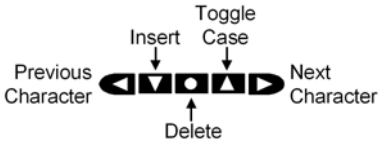
Note: *Personal Speed Dial Bin 99 is used to store the External Call Forward Destination.*
Note: *Personal Speed Dial Bin number is displayed when you make a call using Personal Speed Dial.*

Add a Name to a Personal Directory Entry

This feature is used to add a name to a stored Personal Speed Dial Directory entry.

- Select **Directory**.
- Select **Personal**.
- Select **Program** and then select the key associated with the Personal Speed Directory entry you need to edit.
- From the **Enter a Name** menu:
- Use the **Delete** key to clear Name field (the caller ID number will display in this field when there is no name associated with the entry).
- Use the dial pad to enter a **new Name** for your entry.
- Select **Save** to save the change to the entries profile name. You will also need to select **Save** for the entry's Phone Number and Trunk Group Number. If needed, you can make changes to each of those fields during this process.

1 **[space], @, 1**	2 ABC **a, b, c, 2**	3 DEF **d, e, f, 3**
4 GHI **g, h, i, 4**	5 JKL **j, k, l, 5**	6 MNO **m, n, o, 6**
7 PQRS **p, q, r, s, 7**	8 TUV **t, u, v, 8**	9 WXYZ **w, x, y, z, 9**
* **[,], _, !, ***	0 **-, ., &, /, 0**	# **(,), ?, , , #**



Redial

To automatically redial the last (CO call) outside number you called:

- Press the **Redial** key (If programmed).

Voice Mail

Your Voice Mail Box is accessed through the display menu.

To Access Voice Mail

- Select the **Voice Mail** menu key.
  - If this is the first time that you have connected to your voice mail box, follow the directions for setting up your voice mail.
- When prompted, enter your **password** and follow the voice directions.

Busy ICM Callback

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

- Press the **ICM CALLBACK** key.
- Hang up after you hear a confirmation tone.

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

- Lift the receiver and you are automatically connected to the extension.

Call Divert

When a call is ringing at your station and your station is idle, off hook, or on a call, you can send that call immediately to your **Call Forward No Answer** Destination. This is typically your voice mailbox.

- Press your **Voice Mail** key.

Note: *Call Divert does not apply to ACD Calls.*

Do Not Disturb

If you do not wish to be disturbed, you can set your extension to prevent any calls from ringing to or getting through to your extension.

- Do not lift receiver.
- Press the **HOLD/DND** key.

The lamp on the **HOLD/DND** key will stay lit.

To cancel Do Not Disturb

- Do not lift receiver.
- Press the **HOLD/DND** key.

The lamp on the **HOLD/DND** key will go out.

Exclusive Hold On Outside Line

A call on “exclusive” hold may only be picked up from your extension.

While speaking on an outside call

- Press the key for the outside line you are already using. The green lamp on that outside line key will flash slowly on your phone. The red lamp will stay lit at other extensions.

To retrieve a call on Exclusive Hold

- Press the same outside line key on your phone again to be connected to the call.