

LDK V3.0

FEATURES DESCRIPTION

STEP BY STEP

CONFERENCE ROOM (*not applicable for Aria24*)

Description

This feature allows internal users or external DID callers to join in on a conference independently without being invited into the conference by a conference supervisor.

*Users join the conference by dialing a “**Conference Room Number**”.*

The conference terminates when all conference members go on-hook

Operation

To activate a conference room

(Max 9 conference room can be activated in the system)

Press **TRANS/PGM**; dial **4, 3**, and select room numbers (**1 – 9**)

Dial **5-digit password** (*only numeric digits, not # or **)

Press **HOLD** button

To deactivate a conference room

Press **TRANS/PGM**, dial **4, 4** and select room number (**1-9**)

Press **HOLD/SAVE** button

To join a conference room in case of internal call

(A station or attendant must activate a conference room before members can access the conference; max 15 members can enter each room)

Dial the activated conference room number (*571-*579) *e.g.* *571 for room 1

Enter **5-digit password** for entering conference room

To join a conference room in case of DID call

(The destination “Conference Room” must be previously assigned in the DID flex table)

The **external caller dials the programmed DDI number, enter authorization code after prompt** and is routed to the conference room.

To check room status by ATD

At ATD, dial a conference room status code , **TRANS/PGM**, dial 047 and select room number.(1-9)

The number of members activated in the conference room is displayed in the LCD.

Hot Desk

The **Hot Desk** features permits users who do not require a permanent station, to be allocated a **virtual station**, which is allocated in software only.

The **virtual station** user can login via a predetermined “**dummy**” station by keying in a password. On recognition of the password, the dummy station will take on the attributes if the virtual station no: such as station no: flex button map, COS, ring assignments, DID routing etc. (The dummy station can be a DKTU or a WKTU)

Operation

Designate a station as a dummy station

(System must pre-programmed a station as “dummy station” and assigned a 5 digit authorization code, only DKTU with more than 12 button or WKTU can be used as a “dummy station”, the total of dummy station and hot desk is restricted by the system capacity)

The station LCD will display “DUMMY STATION XXX”

Login operation at dummy station

Press **SPK/MON** button or lift up handset

Dial the **5-digit authorization code**

Logout operation from DKTU (digital key telephone unit with 12 buttons)

Press **TRANS/PGM**, * * (user logout)

Press **HOLD/SAVE** button

(The station reverts to being the “dummy” station.)

Logout operation from a WKTU (Wireless key telephone unit)

Lift up handset

Dial ***563**, * *

Press **Flash** button

Forced Hands Free Mode

(A DKTU caller can temporarily change the answer mode of called party DKT from tone mode to hands free dialing a code, this feature is system enable)

Operation

To *activate forced hands free mode*: -

Call a **DKTU**, which is in *tone mode*

The user hears ring back tone, **press #** (*forced hands free*)

The called party DKTU stop ringing and the speaker and MIC are activated

Button Assignment for Telephone Number

Only for DKTU with 3 soft-keys button (LDP7016 & 7024)

*This function allows user to assign telephone number to flexible button,
The entered telephone no: will be automatically assigned to a station speed bin,
But the telephone no: cannot be erased or edited from the normal speed bin
programming mode.*

Operation

Button programming

Press **TRANS/PGM**

Press the **flexible button** you want to program

“TEL NUM” will be displayed at left side (above the 3 soft buttons) on LCD

Press **“TEL NUM”** using 3 soft buttons

Enter the **telephone no:** (max 24 digits)

Press **HOLD/SAVE** button

Enter **name** (*optional*)

Press **HOLD/SAVE** button

Activating Feature

Press the programmed flexible button

A call to the programmed telephone no: will be established

Mobile Extension (For ISDN DDI Only)

This feature must be enable in system program

The **Mobile Extension** features permits the station to be “linked” to a mobile telephone no: .Incoming DID calls to the station will be routed to the mobile no: as well as the station, which will both ring, when one answers the call the ring to the other will cease. In addition, the mobile user can transfer the call back to the system, if the mobile answers the call. If the extension is busy, FWD or DND mode, call is not routed to the mobile extension

(If the mobile user calls the DID to their own station, they will receive intercom dial tone and can establish an intercom call or make a DISA call sending the CLI of the station.)

Operation

To register the mobile extension no: in DKT

Press **TRANS/PGM**, dial **3, 3**

Enter the **mobile no:**

Press **HOLD/SAVE**

To activate/deactivate Mobile extension feature

Press **TRANS/PGM 3, 4**

Dial **1 to activate** or **0 to deactivate**

Press **HOLD/SAVE**

Transferring call from mobile extension back to system (internal station only)

After you received the incoming call

Press * from the mobile extension

The mobile hears internal dial tone and he calling party hears MOH

Dial the **extension no:**

The transfer is completed when the mobile extension **hang up**

(The mobile extension user can take the call back by dialing # before the transfer is completed, if the station is busy or no answer)

Making outgoing call from mobile extension through system (no transfer feature)

The mobile extension user dials his **DDI no:** of system

Then he **receives internal dial tone**

He can then make an *internal* or *outgoing* DISA call with the CLI no: of the extension

Enhanced VMIB Operation (*not applicable for Aria24*)

Feature only available on DKTU with 3 soft-buttons

VM message forwarding with additional message

The user can append a VMIB message before it is transferred to another mailbox

It is not allowed when there is no available memory on VMIB

Operation

Appending a VMIB message before transfer

Retrieve the message, by pressing the soft button (MSG) or press Callback

You can *rewind* the voice message, press the soft button (REWIND)

To *append* the message, press the soft button (ADD)

Record the appended message

To *finish recording*, press the soft button (SAVE)

To *transfer the message*, dial the station no:

Enhanced ACD Group

The enhanced ACD group is inherited to basic call distribution method of UCD group.

For more convenience, there are several features added for small call centre such as

Log-on/log-off and statistics software and so on.

Multiple Supervisor

System will provide multiple supervisors. So one supervisor can monitor one or more ACD groups.

*ACD status button assignment: TRANS/PGM, 8, *, ACD Group.*

Log On/Off

Agents can log-on and log-Off on pre-defined ACD group with log-in/out of Hot Desk feature

Forced Log On/Off

A supervisor can make an extension to an agent of its ACD group. Also he can make an extension free.

Call Log with LDP-7000 (7016/7024)

A user uses the call log feature with LDP 7000 series

1.Incoming call log, 2.Outgoing call log, 3. Lost call (for 7016 only)

Operation

To assign the call log button at flexible button

Press **TRANS/PGM**; press flexible button to be assigned

Press **TRANS/PGM, 57** (call log code)

Press **HOLD**

To use call log feature

Press the **Call Log button**

Dial 1 for *Received Call* → Press OK to call out

Dial 2 for *Dialed Call* → Press OK to call out

Dial 3 for *Lost Call* → Press ANSWER to call out,

Or press *SELECT to DEL CUR*, or press *DEL ALL*,

Or press *SAVE* (store in station speed bin)

Call Recording

A user can record his conversation to the PC through USB Connection between Key set and PC.

Operation

To assign CALL RECORD button in the key set

Press **TRANS/PGM**,

Press flexible button

Press **TRANS/PGM**, dial * 9

Press **HOLD/SAVE**

To record

Press **CALL RECORD** button *during conversation*.

Pre-programmed call recording button led will be "ON"