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## **TradePhone MX User Guide**

**IPC Information Systems, Inc.**

**777 Commerce Drive**

**Fairfield, CT 06432-5500 USA**

**Printed in USA, May 1999**

**Release 14.1**

**IPC Part Number: B0102081204**

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## **United States Regulatory Section**

The Tradenet MX Telephone System complies with Part 68 of the FCC Rules. On the front of the equipment cabinet is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for the equipment. The following information must be provided to the telephone company if requested.

FCC Registration No. USA: 2GKUSA-73740-KF-E and 2GKUSA-75523-MF-E

Ringer Equivalence Number (REN): 1.7B

USOC: RJ21X, RJ2DX, RJ2GX, RJ2HX, RJ48C

FIC (2 wire local switched access loop start): 02LS2

FIC (2 wire private line manual ringdown): 02AC2

FIC (2 wire private line automatic ringdown): 02LR2

FIC (4 wire private line no signalling): 04NO2

FIC (1.544 Mbs Superframe Format): 04DU9-BN

FIC (1.544 Mbs Superframe Format with B8ZS): 04DU9-DN

FIC (1.544 Mbs Extended Superframe Format with B8ZS): 04DU9-ISN

SOC: 9.0F, 6.0Y, 6.0N

Notes: Metallic pairs services might not be available from the telephone company at all locations.

The REN is used to determine the quantity of devices that can be connected to the telephone line. Excessive RENs on the telephone line can result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the RENs should not exceed five. To be certain of the number of devices that can be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum REN for the calling area.

If the Tradenet MX System causes harm to the telephone network, the telephone company will notify you in advance that service might need to be temporarily discontinued. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. You will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company can make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice for you to make the necessary modifications to maintain uninterrupted service.

If trouble is experienced with the Tradenet MX Telephone System, contact IPC Information Systems, (203) 339-7800 for repair and/or warranty information. If the trouble is causing harm to the telephone network, the telephone company might ask you to remove the equipment from the network until the problem is resolved.

This equipment cannot be used on public coin service provided by the telephone company. Connection to Party Line Service is subject to state tariffs. (Contact the state public utility commission, public service commission, or corporation commission for information.)

The Tradenet MX System is hearing-aid compatible (HAC).

This equipment is capable of providing access to interstate providers of operator services through the use of equal access codes. Modifications by aggregates to alter these capabilities might be a violation of the telephone operator consumer services improvement act of 1990 and Part 68 of the FCC Rules.

This equipment complies with the requirements in Part 15 of FCC Rules for a Class A computing device. Operation of this equipment in a residential area might cause unacceptable interference to radio and TV reception, requiring the operator to take whatever steps are necessary to correct the interference.

### **United Kingdom Regulatory Section**

This equipment complies with the EMC directive for Class A as well as the safety compliance EN60950.

Registration No. UK: NS-2666-23-M-602603

### **Germany Regulatory Section**

This equipment complies with the EMC directive for Class A as well as the safety compliance EN60950.

Registration No.: A122500F

### **Canada Regulatory Section**

Model Number: Tradenet MX Telephone System

Type of Equipment: Key Telephone System

Certification Number: 632 4980 A

Interface(s): LS/B/CT/D1/D1E/D2/D3/D4

Connecting Methods: CA21A/CA2GA/CA2HA/CA21A

Load Number: 16

Equipment Attachment Limitations

CP-01, Part I

Section 10.1

The Canadian Department of Communications label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connections. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions might not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

**CAUTION:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician as appropriate.

CP-01, Part I

Section 10.2

The Load Number (LN) assigned to each terminal device denotes the percentage to the total load to be connected to a telephone loop which is used by the device, to prevent overloading. The termination on a loop may consist of any combination of devices subject only to the requirement that the total of the Load Numbers of all the devices does not exceed 100.

### **Netherlands Regulatory Section**

This equipment complies with the EMC directive for Class A as well as the safety compliance EN60950.

HTP No.: NL 95051101.

### **Switzerland Regulatory Section**

BAKOM No.: 96.0737.P.N.

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# INTRODUCTION

This guide is intended for TradePhone MX users and Tradenet MX System Administrators. It contains detailed instructions for programming and using all of the TradePhone MX's functions and features.

Tradenet MX Release 11.2 and later is year 2000 compliant.

The following list contains terms used in this guide that you should know.

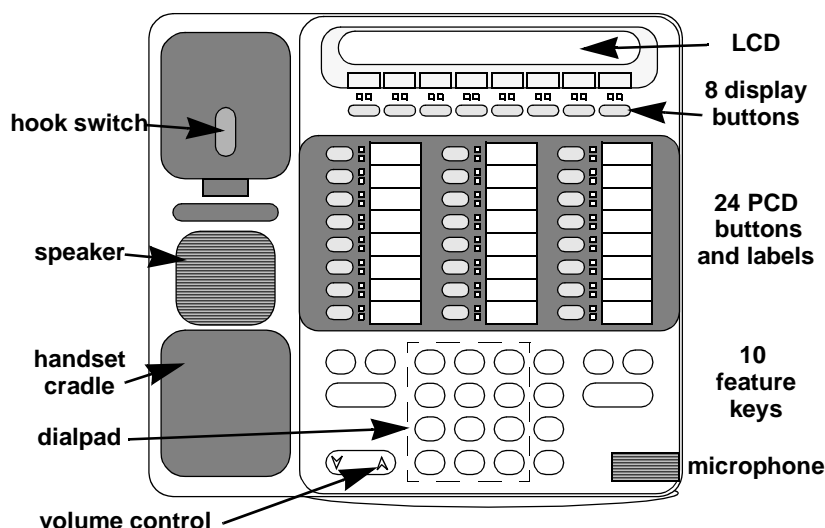
- CLI (Calling Line Identification)—also referred to as caller ID. This is the telephone number of the calling party, which can be displayed before the call is answered
- ISDN (Integrated Services Digital Network)—an internationally accepted standard for digital communication, providing many features and abilities.
- LAC (logical address code)—a unique identifier for each line appearing on a TradePhone MX or turret
- Line button—a button programmed on the TradePhone MX or turret to provide a connection to a dialtone, private line, or virtual private line
- Line Networking—An MX System feature available with Release 11.1 and later. This feature allows you to access lines at remote sites by pressing a line button.
- PCD (paper copy display)—the fixed paper labels for the 24 programmable PCD buttons
- Prime Line—a feature that automatically selects a user-defined preferred line whenever the user lifts the handset or activates the speakerphone
- RLP (ringing line preference)—a programmable option for incoming external calls used to simplify call answering by automatically selecting either the prime line if it is ringing or the oldest ringing call
- Splashtone—an abbreviated ring signal used to indicate an intercom call
- Station—a trader's position that contains a turret or TradePhone MX
- TRID (trader ID)—a unique four-digit identification number assigned to each user for logging on to a TradePhone MX or turret
- VPL (virtual private line)—similar to a plain private line, but a VPL offers more functionality at less cost

# DESCRIPTION OF THE TRADEPHONE MX

The TradePhone MX is a 30-line telephony device that combines the functions of a sturdy, stand-alone telephone, offering options for Prime Line and Ringing Line Preference, with a completely simultaneous integrated intercom. Additional features include:

- integrated hands-free intercom, including point-to-point calls, group calls, and broadcast calls
- user programming
- on/off hook dialing
- last number redial
- speed dial and index dial
- line sharing
- do not disturb option
- message waiting
- intercom group answer
- ringer volume and pitch control
- MX and PBX transfer capabilities
- desk or wall mounted
- voice recording

# PARTS OF THE TRADEPHONE MX



## LCD

The backlit liquid crystal display (LCD) is a 2-line, 40-character message area with a natural gray background and black letters. Messages are displayed on the top display line, and 4-character button descriptors are displayed on the bottom line above their corresponding display buttons. If the TradePhone MX is idle for more than 60 minutes, the light turns off (sleep mode). Pressing any key or button turns the light on.

## DISPLAY BUTTONS

There are eight display buttons directly below the LCD—each with a red and a green LED above it for status lamping; the first six are programmable as line or feature buttons and the last two are reserved for Group Answerback and Group Transfer.

## PCD BUTTONS AND LABELS

In the middle of the TradePhone MX is a field of 24 programmable PCD (paper copy display) buttons. These are most often used for direct access to lines, but can be programmed for any combination of lines and features. Each button has a red and a green LED for status lamping. In programming mode, the 24 PCD buttons labeled A-X and the two display buttons on the right labeled Y and Z are used to enter the button descriptors. The PCD labels are printed from the System Center by a technician or the System Administrator.

*Note: For best results when printing PCD labels, use four-character descriptors instead of three-character descriptors.*

## DIALPAD

The TradePhone MX has a digital telephone dialpad containing standard telephone keys.

## FEATURE KEYS

The TradePhone MX has 10 dedicated feature keys, some of which can have more than one function, depending upon whether the TradePhone MX is in telephone mode or programming mode.

### SPKR

Activates the speakerphone. Pressing the SPKR key toggles a line call between the handset and the speakerphone. A red LED is lit when the speakerphone is active. When the speakerphone is idle, pressing the SPKR key automatically selects the programmed Prime Line, if available. Otherwise, the next available dialtone line is selected.

### MUTE

Mutes the microphone when the speakerphone is active. The red LED is lit whenever the microphone is muted.

### RELEASE

Releases an active call. If both an intercom call and a line call are active, it releases only the line call. In programming mode, the RELEASE key either returns to the main programming menu or exits programming mode from the main menu, depending upon where you are in the menu structure.

### PROG

Accesses TradePhone MX programming mode in combination with \* (hold down the PROG key and press \*).

### CONF

Initiates and adds parties to a conference call.

### DND

Activates the Do Not Disturb feature. When DND is active, the red LED is lit, ringing is inhibited, incoming broadcast calls are suspended, and incoming intercom calls pend to the ICM key instead of being automatically answered by the speakerphone. Press the key again to deactivate, and ringing resumes.

### REDIAL

Redials the last number when accessing a dialtone line; when accessing a private line, it signals the distant end for the duration of the key press.

### XFER

Used to transfer calls (provides a hook flash).

### RECALL

Drops and then reseizes the current line.

### HOLD

Places the current call on hold and frees the talkpath (either handset or speakerphone). Optionally, used for the Exclusive Hold feature.

## VOLUME CONTROL

Adjusts the current call volume on either the speakerphone or handset. If both the handset and speakerphone are active, it controls only speakerphone volume.

In programming mode, the up side of the key (^) pages the user forward (More and Next Page) through the menu screens.

## HOOK SWITCH

Provides normal off and on hook functions. Going off hook automatically selects the prime line; going on hook releases a call on the handset. If a line call is on the speakerphone, picking up the handset switches it from the speakerphone to the handset.

## SPEAKER

Provides ringing tones to the TradePhone MX and the receive path for the speakerphone.

## MICROPHONE

Provides the talk path for the speakerphone, and for hands-free answerback to intercom calls.

## HANDSET

The handset has noise-cancelling qualities and is hearing-aid compatible. The handset is available in two models—a non-confidencing and a confidencing model.

The confidencer handset is designed for use in noisy environments. However, it requires special training in its use. The user has to speak directly into the mouthpiece from an optimal distance of  $\frac{3}{4}$ -inch. As the user's mouth moves from the optimal position in relation to the mouthpiece, the ability of the transmitter to pick up the user's voice drops off quickly. Therefore, the acoustic quality of the confidencer handset depends upon the correct use of it.

The non-confidencer handset has no confidencer characteristics; basically it is used like any other handset.

The handset can be equipped with or without the push-to-cut feature that allows the handset to be muted by pressing a button on the handset.

Muting works differently with a handset call than it does with a speakerphone call. If you have Release 11.2 or later and you are using the push-to-cut option, muting will work in the following manner:

- If you are on a handset call and you press the push-to-cut button, the handset mutes; release the button to continue the handset call.
- If you are on a speakerphone call and you press the push-to-cut button, nothing happens. To mute a speakerphone call you need to press the MUTE button on the TradePhone MX. When the MUTE button is activated, its red LED is lit.

## HARDWARE OPTIONS

Five hardware options are available for the TradePhone MX:

### RECORDER

An analog recording output allows line calls on the handset, headset, or speakerphone to be recorded.

### API INTERFACE

An RS-232 interface to which an external computing device can be connected.

### LOCAL POWER

A local power supply can be installed at the desk or station.

### EXTERNAL SPEAKER

Connecting an external speaker to the phone jack on the bottom of the TradePhone MX disables the internal speaker and sends speakerphone audio to the external speaker.

### HEADSET

The TradePhone MX accommodates a headset. Customers can choose from among seven headset models.

- in ear
- on ear
- on ear soft
- on ear soft with noise cancellation
- on ear soft, dual headsets
- on ear soft with noise cancellation, dual headsets
- on ear soft, high receive level

## CONNECTING TO THE WORLD OVER ISDN LINES

If you have ISDN (Integrated Services Digital Network) lines, additional functions are available to you. Functions such as caller ID, call forwarding, virtual private lines, and voicemail notification can help assist you in managing your vast information requirements. Also, one of the best features of ISDN is the speed of connection; a call will go through more quickly. Each of the additional functions mentioned that are available with ISDN will be discussed in more detail in the following sections:

- For information about CLI (Calling Line Identification), see [Using CLI/Caller ID on page 7](#).
- For information about VPLs (Virtual Private Lines), see [Associating Telephone Numbers With a VPL on page 8](#).
- For information about Call Forwarding, see [Call Forwarding on page 27](#).
- For information about voicemail notification, see [Voicemail Notification on page 29](#).

You will need to ask your Tradenet MX System Administrator if you have the required lines from the central telephone office that can provide these functions, and if they can be set up for you.



# TRADEPHONE MX BUTTONS

The buttons on the TradePhone MX can be divided into two groups; there are buttons that are programmable, and then there are buttons that provide a fixed function. Of the eight *display* buttons, six are programmable. Then there are the 24 *PCD* buttons that are all programmable. Finally, there are the 10 *feature* keys that provide fixed functions, such as the RELEASE button and the Do Not Disturb (DND) button.

The programmable buttons can be set up to either access a line (a *line button*), or to perform a function (a *feature button*). For information about programming the TradePhone MX, see [TradePhone MX Programming on page 30](#).

## LINE BUTTONS

Line buttons access different types of telephone lines; these lines can be dialtone lines, private lines, and virtual private lines (VPLs). Where a dialtone line requires you to enter a telephone number to connect to any telephone on the network, a private line only connects to one specific location, and thus needs no dialing. Without requiring the dialing of a number, the private line quickly puts you in touch with the person you are calling. Also, you will not encounter a busy signal with a private line.

A connection through a dialtone line can be speeded up by programming the TradePhone MX to dial a specific telephone number through either the speed dial or the index dial functions. These functions will be described in the section [Speed Dial and Index Dial on page 22](#). Although this is quicker than dialing the number manually, it still takes time for the number to be dialed and the connection to be made.

A VPL functions much as a plain private line does, providing the quick connection that a private line offers, but a VPL offers more flexibility and it costs less. Capabilities such as call transfer, hold, call forwarding, and conferencing are possible with a VPL, as well as the additional feature of being able to have up to five selected incoming numbers ring on one particular VPL button. For an example of this function, see [Associating Telephone Numbers With a VPL on page 8](#).

For each line, certain characteristics that provide you with information about a call before you answer the call can be customized for your preferences. A priority can be assigned to a line that determines which LED (red or green) will light when that button rings, and can determine the ringing sound, both the ring pitch and pattern, for incoming calls for a line button with a particular priority. The ring status, another characteristic for a line, determines if the ring is normal, a single ring burst, or if the ring is turned off entirely for the button assigned to that line. When the characteristics of a line are displayed, what is called its float status, is included, but this feature is operational only with the Tradenet MX turret, as it is not necessary with the TradePhone MX.

## USING CLI/CALLER ID

Calling line identification (CLI), also referred to as caller ID, can be displayed, when it is available, for each line button that has been programmed to access a special digital line that has the CLI feature enabled. When this feature is turned on for a particular line button, the telephone number of the party that is calling you is displayed on the button label of the line when it starts to ring. For information

about programming a line button to display CLI information, see [Changing a Line's CLI-Display Status on page 37](#). If the line button that has been programmed to display the CLI is one of the display buttons, the last four digits of the telephone number will appear on the four-character button label on the bottom line of the display, above the button, when the line rings. If the line button programmed to display the CLI is one of the 24 PCD buttons, the **rCLI** (recall CLI) feature button can be pressed, followed by pressing the ringing line button, to display the entire calling telephone number on the top line of the display. Also, without using the **rCLI** button, when the line is answered, the entire CLI information will appear on the top line of the display.

*Note: To display CLI information for a line requires the line to be a CLI compatible digital dialtone line, and the line must have the display CLI feature turned on for the line through the programming menu.*

When an external number calls an extension of a trader, that trader receiving the call will see the external CLI information. But, when that trader transfers the call to another TRID, that new destination TRID will see CLI information that indicates the general group extension of the trader that transferred the call, and not the CLI of the original external number.

#### DISPLAYING THE CALLING TELEPHONE NUMBER

To display the entire CLI number while the line is ringing, press the **rCLI** feature button, then press the ringing line button. This action will not answer the call, but will show the full CLI information for that line, up to 19 digits, on the LCD display. Pressing the line button a second time answers the call. Also, when you answer a call on a button that has CLI turned on, the full CLI will be shown on the LCD display without the need to use the **rCLI** button.

1. Press the feature button **rCLI** that you have programmed on your TradePhone MX.
2. Press the ringing line for which you wish to display CLI information.
3. To answer the line, press the line button a second time.

#### SUPPRESSING YOUR CLI INFORMATION WHEN PLACING A CALL

If you do not want the party that you are calling to be able to view your telephone number on their equipment when you are making an outgoing call, first press the feature key **sCLI** (suppress CLI), select the line button you wish to dial out on, and then dial the telephone number of the party you wish to call. The CLI number that appears at their station will be only a general number.

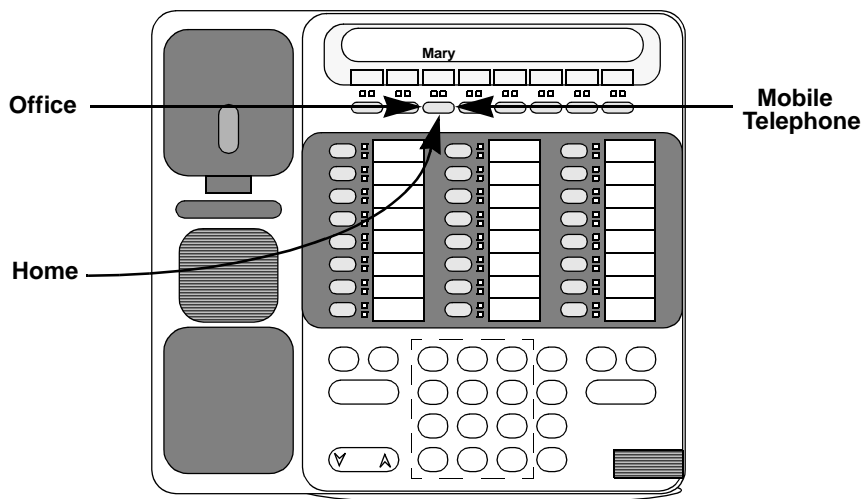
1. Press the feature button **sCLI** that you have programmed on your TradePhone MX.
2. Press the line button you wish to use, either a display button or a PCD button.
3. Dial the telephone number manually, or by the speed or index dial functions.

#### ASSOCIATING TELEPHONE NUMBERS WITH A VPL

A VPL has a feature that is unique to this type of line. This is the ability to associate up to five external or internal numbers with the VPL line button. Then, when a call from one of the specified numbers comes in, determined by the calling line identity (CLI) information, the designated VPL button will ring on the TradePhone MX.

As an example, Mary may have an office telephone, a home office telephone, and a mobile telephone. Assume that you wish to assign her one button on the TradePhone MX. If each of her telephone numbers has been associated with the button that has been assigned to her, then a call from Mary from any one of her telephone numbers will ring on her button. Perhaps the descriptor for her button has been programmed to be her name. In that case **Mary** will appear on the LCD display above the display button assigned to her. Any programmable button, the six available display buttons, and each of the 24 PCD buttons can be set up to access a VPL and have each of Mary's telephone numbers associated with that button.

Also, when you wish to call Mary, you can press that same VPL button that is assigned to her, and her preferred number (home, office, or mobile) is dialed automatically. The telephone number used to call Mary through the VPL button would usually be set to reach her at her desk.



Associating numbers with a VPL is done through the System Center, so you will need to ask your administrator to set up this function with numbers that you provide.

## LINE BUTTON LED INDICATORS

Each line button has a red and a green LED that provide call status for that line. If both LEDs are unlit, the button is either unassigned or idle. Your site will use one of the following line-status indicator combinations (either US version or UK version only).

## INCOMING CALL LEDS (U.S. AND CANADA)

The following table lists the default line-status indicators for the U.S. and Canada countrybase.

Default Line Status Indications - U.S. and Canada		
Flash Rate	Color	Indicates
Slow	Green	High priority incoming call
Fast	Green	Call on hold at your TradePhone MX
Steady	Green	Line in use at your TradePhone MX
Slow	Red	Low priority incoming call
Fast	Red	Call on hold at another TradePhone MX or turret
Steady	Red	Line in use at another TradePhone MX or turret
		Line in unsupervised conference
		Line in privacy mode at another TradePhone MX or turret
Slow	Green and Red	Oldest waiting incoming call
Fast	Green and Red	Oldest u-hold (call on hold at another TradePhone MX or turret)

## INCOMING CALL LEDS (U.K.)

The following table lists the default line-status indicators for the U.K. countrybase.

Default Line Status Indications - U.K.		
Flash Rate	Color	Indicates
Fast	Green	High priority incoming call
Slow	Green	Call on hold at your TradePhone MX
Steady	Green	Line in use at your TradePhone MX
Fast	Red	Low priority incoming call
Slow	Red	Call on hold at another TradePhone MX or turret
Steady	Red	Line in use at another TradePhone MX or turret
		Line in unsupervised conference
		Line in privacy mode at other TradePhone MX or turret
Fast	Green and Red	Oldest waiting incoming call
Slow	Green and Red	Oldest u-hold (call on hold at another TradePhone MX or turret)

*Note: With Release 10.1 and Release 11.1, if multiple lines are ringing on your TradePhone MX and you select a line, ringing stops and there is still no ringing even when you release the line. If you then adjust the ring volume, the ringing will start again.*

## FEATURE BUTTONS

The following table lists the functions you can program to the 24 PCD or the six available display buttons, their button descriptor names, and a brief explanation of each.

Button Descriptor Name	Button Function
<b>CIMs</b>	<b>Clear Message Display</b> clears all displayed messages and queued messages.
<b>Conf</b>	<b>Conference</b> initiates and adds parties to a conference call.
<b>Dial</b>	<b>Index Dial</b> provides a form of speed dialing on dialtone lines, using the button and a two-digit code for a programmed telephone number (up to 20 Index Dial bins are provided).
<b>DICM</b>	<b>Direct Intercom</b> assigns a one-button intercom button, also called a hotline button, to a particular TRID.
<b>Flip</b>	<b>Flip</b> toggles between the current call and the last call placed on hold.
<b>Flsh</b>	<b>Hook flash</b>
<b>Hold</b>	<b>Hold</b>
<b>Hunt</b>	<b>Hunt Group</b> accesses a number of similar outgoing lines that have been grouped together. If multiple hunt groups are assigned, then the individual hunt groups are selected when assigning or using hunt. Hunt can be programmed with the Speed feature to automatically select an available dialtone line. Hunt group descriptors are programmed from the System Center.
<b>ICM</b>	<b>Intercom.</b> Accesses intercom features, including Group Call and All Call, and to call another TRID.
<b>ICMT</b>	<b>Intercom Toggle.</b> Toggles an intercom call between the handset and the speakerphone. Default lamping is green with speakerphone and red for handset (no microphone).
<b>INTA</b>	<b>Internal Answer.</b> Receives an internal call, which is a call transferred from or placed by another TRID. Internal calls are initiated using the <b>MXF</b> button.
<b>Mesg</b>	<b>Message.</b> Displays and deletes messages received from the System Center.
<b>MXF</b>	<b>MX Feature.</b> Accesses special features using MX feature codes.
<b>MXF2</b>	<b>MXF+2.</b> Directly accesses any line LAC.
<b>MXF3</b>	<b>MXF+3.</b> Accesses an internal call.

Button Descriptor Name	Button Function
<b>Pvcy</b>	<b>Privacy.</b> Toggles privacy on and off.
<b>rCLI</b>	Use <b>rCLI</b> to display the full CLI (caller ID) number on the LCD display while the line is ringing. For more information on the use of <b>rCLI</b> , see <a href="#">Using CLI/Caller ID on page 7</a> .
<b>Recl</b>	<b>Recall.</b>
<b>Redl</b>	<b>Redial.</b>
<b>Rels</b>	<b>Release.</b>
<b>Rng (up arrow)</b>	<b>Ringer Volume Up.</b> Increases ringer volume level.
<b>Rng (down arrow)</b>	<b>Ringer Volume Down.</b> Decreases ringer volume level.
<b>sCLI</b>	Use <b>sCLI</b> to suppress the outgoing CLI (caller ID) information. For more about the use of this function, see <a href="#">Using CLI/Caller ID on page 7</a> .
<b>Ton (up arrow)</b>	<b>DTMF Level Up.</b> Increases tone volume level.
<b>Ton (down arrow)</b>	<b>DTMF Level Down.</b> Decreases tone volume level.
<b>Vol (up arrow)</b>	<b>Handset Volume Up.</b> Increases handset volume.
<b>Vol (down arrow)</b>	<b>Handset Volume Down.</b> Decreases handset volume.
<b>Xfer</b>	<b>Transfer.</b>
<b>1</b>	Dialpad digit <b>1</b>
<b>2</b>	Dialpad digit <b>2</b>
<b>3</b>	Dialpad digit <b>3</b>
<b>4</b>	Dialpad digit <b>4</b>
<b>5</b>	Dialpad digit <b>5</b>
<b>6</b>	Dialpad digit <b>6</b>
<b>7</b>	Dialpad digit <b>7</b>
<b>8</b>	Dialpad digit <b>8</b>
<b>9</b>	Dialpad digit <b>9</b>
<b>0</b>	Dialpad digit <b>0</b>
<b>#</b>	Dialpad character <b>#</b> (pound sign)
<b>*</b>	Dialpad character <b>*</b> (asterisk)

# TRADEPHONE MX FEATURES AND OPERATIONS

Some or all of the following features are available on your TradePhone MX. Please check with your system administrator for a list of available features. You also need a list of the dialtone and private lines appearing on your TradePhone MX.

## LOGGING ON AND LOGGING OFF

Each TradePhone MX user has a unique logon identifier, called a trader ID or TRID; a password; and database records associated with the TRID that specify the line assignments and button functions for that identifier. Whenever you log on to a TradePhone MX, all the line assignments and button functions associated with your TRID are available; however, because the PCD labels on each TradePhone MX are fixed, they may not match your specific line assignments.

*Note: The features configured for the 30-button TradePhone MX are displayed on a 600-button turret in a fixed location. When a TradePhone MX user logs on to a turret, PCD buttons A–X are displayed on pagination module buttons 1–24; the TradePhone MX display buttons are displayed on pagination module buttons 25–30.*

To log on to the TradePhone MX, take the following steps:

1. Press and hold the **PROG** key and press \* to enter programming mode.
2. Release both keys.
3. Press **Logn**.  
If the TradePhone MX is logged off, the message **Current State --> Logged off** is displayed.  
If the TradePhone MX is logged on, the message **Current State --> Logged on to TRID ##** is displayed.
4. Press **Logn**. The message **Enter trader ID:** is displayed
5. Enter your TRID and press **Save**. The message **Enter Password:** is displayed.
6. Enter your password and press **Save**.
7. The messages **Waiting for data...** and **Please wait, storing labels** are briefly displayed, followed by the message **Logon Successful for <your name> TRID ##**.

*Note: If you are logged on to a station and try to log on to another, you will be prompted to first log off the current one before you can log on to the new one.*

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**Warning:** If you are using Release 10.1 (not Release 11.1) and your TradePhone MX is powered off and then re-powered, you should log on to your TradePhone MX and then immediately log off again. Then, you can log on to the TradePhone MX and use it as you normally would.

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If the TradePhone MX is idle for more than 60 minutes, the LCD light turns off (sleep mode). Pressing any key or button turns the light back on.

*Note: You should log off or lock your TradePhone MX when you are not using it to avoid unauthorized access to your station.*

To log off the TradePhone MX, take the following steps:

1. Press and hold the **PROG** key and press \* to enter programming mode.
2. Release both keys.
3. Press **Logn**.  
The message **Current State --> Logged on to <Name> TRID <#>** is displayed.
4. Press **Loff**.
5. The message **Station logged off, Please log on** is displayed.

## LOCK/UNLOCK

With Release 11.1 and later, you can lock and unlock your turret. To lock a TradePhone MX, take the following steps:

1. Press and hold the **PROG** key and press \* to enter programming mode.
2. Release both keys.
3. Press **Logn**.  
If the TradePhone MX is logged off, the message **Current State --> Logged off** is displayed.  
You can lock a TradePhone MX only if it is logged on to a TRID—yours or someone else's. Log on, then proceed from step 1.
4. If the TradePhone MX is logged on, the message **Current State --> Logged on to Trid <#>** is displayed.
5. Press **Lock**. The message **Station locked, please select an option** is displayed.
6. The available options are **Unlk** and **Loff**. You can unlock the TradePhone MX, or you can log off.

Whenever a TradePhone MX is locked, the message **Station Locked, Please Select an Option** is displayed, and the **Unlk** button is active. If any of your individual volume control knobs on your speaker modules are turned off, the line remains on, but you do need to turn the knob back on after unlocking the TradePhone MX.

To unlock a TradePhone MX, take the following steps:

1. Press **Unlk**. The message **Enter trader ID:** is displayed.
2. Enter your TRID and press **Save**. The message **Enter Password:** is displayed.
3. Enter your password and press **Save**.

The TradePhone MX is unlocked, and returned to the trading mode. If a station card is loaded or synchronized while the station is in *locked* mode, the station is returned to *logon* mode, with all lines accessible.

## CHANGE PASSWORD

To change your password, take the following steps:

- 1. Press and hold the **PROG** key and press \* to enter programming mode.
- 2. Release both keys.
- 3. Press **Logn**.
- 4. Press **Pswd**.
- 5. Enter your current password and press **Next**.
- 6. Enter a new password (up to four digits), using number keys on the dialpad.
- 7. Press **Next** to save the new password or the **RELEASE** key to exit and keep the current one.

## PRIME LINE

This user-programmable feature automatically selects which dialtone line is seized whenever the handset is picked up or the **SPKR** key is pressed. (For programming information, [Assign a Prime Line on page 37](#).) The button assigned to the prime line must be a dialtone line and cannot be programmed to another function. Prime Line is often used with Ringing Line Preference to automate line access. If the specified prime line is busy, the TradePhone MX hunts for the next available dialtone line, beginning with button #1. You might want to keep this in mind when assigning your lines.

## RINGING LINE PREFERENCE

This user-programmable option simplifies answering incoming external calls by automatically selecting either the ringing prime line or the oldest ringing call. (For programming information, see [Enable Ringing Line Preference on page 38](#).) You do not need to scan the line buttons to see which one is ringing; any ringing call activates this function. The following diagram illustrates the interaction of Prime Line and Ringing Line Preference.

		Prime Line Enabled?	
		YES	NO
Ringing Line Preference Enabled?	YES	Pick up oldest ringing line unless Prime Line is ringing, in which case, pick up the prime line. See the following list of rules.	Pick up the oldest ringing line.
	NO	Pick up the Prime Line. If the prime line is busy, pick up the first available dialtone line.	Manually select a line.

The Prime Line and Ringing Line Preference features interact to provide functionality, based on individual user needs.

- When Prime Line and Ringing Line Preference are both on, going off hook provides dialtone, if no line is ringing. Otherwise, going off hook answers the incoming call. This combination is appropriate for someone who receives a large number of incoming calls.
- When Prime Line is off but Ringing Line Preference is on, the user must manually select an outgoing line. This combination is also appropriate for someone who receives a large number of incoming calls but who wants to be able to manually select a dialtone line for outgoing calls.
- When Prime Line is on but Ringing Line Preference is off, going off hook provides dialtone. This combination is appropriate for someone who makes a large number of outgoing calls.
- When both Prime Line and Ringing Line Preference are off, the user has complete manual control over both incoming and outgoing calls.

With Release 10.1 and Release 11.1, the ringing line preference option of the TradePhone MX does not work with infinite ring. With infinite ring on, ringing line preference works only if the line is picked up by the second ring. If the line is picked up after the second ring, ringing line preference dictates that you pick up the prime line (if there is one), or no line at all.

## HANDSET/SPEAKERPHONE

The TradePhone MX is equipped with both a handset and a speaker/microphone combination that supports hands-free operation. When a line or feature is selected with the handset on hook, the speaker and microphone function as a speakerphone; it is not necessary to press the **SPKR** key.

The TradePhone MX provides hands free operation.

- To place a call while on hook, press a line button; the **SPKR** LED is lit.
- To switch from hands free to handset while on a call, lift the handset; the **SPKR** LED is unlit.
- To switch from handset to hands free while on a call, press the **SPKR** key and replace the handset; the **SPKR** LED is lit.
- To mute the microphone (speakerphone only) while on a hands free call, press the **MUTE** key; the **MUTE** LED is lit, the microphone is turned off, and the speaker monitors the receive path.

*Note: During hands free operation, the hands-free call is briefly interrupted and a muted ring is heard to announce an incoming call.*

## HANDS FREE INTERCOM

TradePhone MX users can receive and answer an intercom call without pressing any buttons or interrupting an active line call on the handset. If the speakerphone is already active, the call pends to the **ICM** (intercom) button. Picking up the handset and pressing the **ICMT** (intercom toggle) button during an active hands-free intercom call moves the call from the speakerphone to the handset. If a line or internal call was already active on the handset, it is released and replaced by the intercom call. When the

Ringing Line Preference feature is enabled and a line is ringing, picking up the handset while on a hands-free intercom call answers the incoming call. The **ICMT** button is used to toggle intercom calls between the handset and hands-free.

## MESSAGE DISPLAY

If you have a pre-programmed **Mesg** button, messages sent from the System Center are displayed in the LCD's display area (up to 10 messages will queue to display there). The **Mesg** button will light solid red. A flashing red LED indicates a new message has been received. You can program your TradePhone MX to ring and lamp green to alert you to a new message.

Press the pre-programmed **Mesg** button to erase a message or see waiting messages. The **Mesg** button LED indications and ring cease after you have viewed the last message.

## MUTE

Pressing the **MUTE** key turns off the microphone during an active call. To turn off the microphone, take the following steps:

1. Press the **MUTE** key. The red LED is lit, the microphone is turned off, and the speakerphone monitors the receive path.
2. Press the **MUTE** key again to turn the microphone back on. The red LED is unlit.

## CALL RELEASE

Pressing the **RELEASE** key terminates the active call on the handset or the speakerphone.

## LAST NUMBER REDIAL

The last active call can be redialed using the **REDIAL** key. To redial the last call, take the following steps:

1. Pick up the handset or press the **SPKR** key.
2. Press any idle dialtone line button. Skip this step if the Prime Line feature is enabled, as it automatically selects the assigned prime line.
3. Press the **REDIAL** key.

*Note: If you have Release 11.4, when you use the **Redial** key immediately after pressing the **Recall** key (which drops and reseizes the current line), you call back the second to last number you dialed, not the last number you dialed. This problem was fixed in Release 14.1.*

## RECALL

When you are finished with a call, you can drop and reseize the line using the **RECALL** key.

Press the **RECALL** key. The call is terminated and the line is reseized. You will hear dialtone.

## DO NOT DISTURB (DND)

Do Not Disturb temporarily turns off incoming intercom calls and the audible ring at your TradePhone MX. LED indications for calls are not affected. To activate this feature, take the following steps:

1. Press the **DND** feature key. The red LED is lit and intercom calls pend to the **ICM** or **INTA** button.
2. Press the **DND** feature key again to re-establish ringing. The red LED is unlit.

## HOLD

Use the **HOLD** key to place an active call, either on the handset or speakerphone, on hold. The **HOLD** key is also used when you are setting up a conference call and do not want the parties already on the call to listen while you add additional parties to the call.

## OFF HOOK RINGER

When you are on a call either with the handset or the speakerphone, a muted audible ring signals another incoming call. Optionally, you can use the **DND** feature key to disable the off hook ringer.

## RECEIVE VOLUME CONTROL

The volume control key controls receive volume at either the speakerphone or the handset, whichever is active. If both are active, the volume control key affects only the speakerphone. Press the right side of the key to increase volume; press the left side to decrease volume. This control is per-call only; when a call ends, the default volume control setting is restored. The default value is set in programming mode (see [Change the Receive Volume on page 40](#)).

## RINGER VOLUME CONTROL

TradePhone MX ringer volume is controlled by two pre-programmed buttons: **RNGR up arrow** and **RNGR down arrow**. The default value is set and changed in programming mode (see [Change the TradePhone MX Ringer Volume on page 39](#)).

## PRIVACY

The privacy feature prevents others from joining into an established call that you wish to keep private. If privacy is activated, when someone selects the line you are on, they will hear no audio. The message **Call Rejected, Line in a Privacy Call** is displayed, and your call is not interrupted. When you place a call on hold, privacy is maintained and only you can retrieve the call.

To use privacy, take the following steps:

1. Select a line and then press the **Pvcy** button that has been programmed at your TradePhone MX. The red LED lights and the message **Privacy on** is displayed.

*Note: With remote lines, you must press **PVCY** before selecting the line button.*

2. Place the call.

When you release the call, privacy is turned off and the red LED is unlit.

## EXTERNAL CALLS

### PLACING AN OUTGOING CALL

Outgoing calls can be placed on either dialtone or private lines. Dialtone lines require that you dial the telephone number or use the Speed Dial or Index Dial feature. Private lines can be signalled manually by pressing the **REDIAL** key, or signalled automatically using Auto-Signal.

To place an outgoing call on a dialtone line, take the following steps:

1. Pick up the handset or press the **SPKR** key.
2. Select an idle line button and dial the number, or select a speed dial button, or press the pre-programmed **DIAL** button and enter a two-digit index dial code.

To place an outgoing call on a private line, take the following steps:

1. Pick up the handset or press the **SPKR** key.
2. Select an idle private line button and press the **REDIAL** key to signal the distant end.

*Note: You do not have to press the **REDIAL** key if the line is programmed for Auto-Signalling.*

The Hunt feature can be used to select an available line from a group of similar dialtone lines when placing a call. Multiple hunt groups can be configured for different WATS bands, locations, or other line groups.

To use Hunt, take the following steps:

1. Press the pre-programmed Hunt button.
2. If you have multiple hunt groups assigned, select the desired one.  
The first available dialtone line in the hunt group is displayed.
3. Dial the number, or press a speed dial button, or press the pre-programmed **DIAL** button and enter a two-digit index dial code.

### USING AUTO HUNT FOR SPEED DIAL OR INDEX DIAL

Speed Dial and Index Dial can be programmed to automatically hunt for a desired line when either the speed dial or index dial button is selected.

### ANSWER A LINE CALL

Incoming calls are indicated by a flashing LED pattern for a line button. The line can be programmed to either ring or not ring.

To answer a line call, pick up the handset or press the flashing line button. The **SPKR** LED is lit if using speakerphone.

To release the call, press the **RELEASE** key or replace the handset.

## TRANSFER A LINE CALL TO AN EXTENSION

You must be on a dialtone line equipped with transfer capabilities (for example, your host telephone system, PBX, or Centrex) to transfer a call using this procedure. To transfer a line call, take the following steps:

1. Press the **XFER** key. You will hear dialtone.
2. Dial the extension number.
3. Press the **RELEASE** key.

If you have line networking, you might have a problem trying to retrieve a remote line that has been transferred to another remote extension. This problem occurs when all your site's networking channels become busy; you cannot retrieve the transferred call until a channel frees up. When you try to retrieve a transferred call and all networking channels are in use, you see the center line message **No network channel available**.

## TRANSFER A LINE CALL TO A TRID

To transfer a line call to a TRID, take the following steps:

1. Establish the call.
2. Press the **MXF** button.
3. Press the **XFER** key and dial the TRID.
4. Either press the **RELEASE** key to transfer the call or press the line button to retrieve it.

If you have line networking, you might have a problem trying to retrieve a remote line that has been transferred to another remote extension. This problem occurs when all your site's networking channels become busy; you cannot retrieve the transferred call until a channel frees up. When you try to retrieve a transferred call and all networking channels are in use, you see the center line message **No network channel available**.

## TRANSFER A LINE CALL TO A GROUP OF TRIDS

*Note: You will need a list of the pre-defined trader groups and their codes, available from your system administrator.*

To transfer a line call to a group of TRIDs, take the following steps:

1. Press the **MXF** button.
2. Press the **XFER** key and **8** and then dial the 2-digit code.  
You must enter two digits (for example, 01, 02, 03).
3. Either press the **RELEASE** key to transfer the call or press the line button to retrieve it.

An incoming group transfer call is indicated by flashing high priority lamping at the Group Transfer button (second display button from the right). There is no audible ring associated with an incoming group transfer call.

If you have line networking, you might have a problem trying to retrieve a remote line that has been transferred to another remote extension. This problem occurs when all your site's networking channels become busy; you cannot retrieve the transferred call until a channel frees up. When you try to retrieve a transferred call and all networking channels are in use, you see the center line message **No network channel available**.

## CALLS ON HOLD

Calls on hold can be retrieved at your TradePhone MX or any other TradePhone MX or turret with that same line appearance.

To place a dialtone or private line call on hold, press the **HOLD** key. The green LED flashes.

To retrieve a call on hold, pick up the handset and press the flashing line button; or, to retrieve the call hands-free, just press the flashing line button.

If you have line networking and you place a call on hold, and if all your site's networking channels become busy before you retrieve the call on hold, you cannot retrieve the call on hold until a channel frees up. When you try to retrieve a call on hold when all the channels are in use, you see the center line message **No network channel available**.

## FLIP A LINE CALL FROM HOLD

If you have pre-programmed a **Flip** button, you can use it to toggle between two line calls: the active one and the last call placed on hold.

During a line call, press the **Flip** button. Your current call is put on hold (the LED blinks) and the last call you put on hold becomes active. Use **Flip** as many times as desired.

## SPEED DIAL AND INDEX DIAL

These features dial a programmed number on a dialtone line. Two types of speed dialing are provided: Speed Dial, which uses a programmed button for each speed dial number, and Index Dial, which uses a pre-programmed **DIAL** button and a two-digit index dial code. You can program Speed Dial with hunt to automatically select an outgoing line, thereby saving a step. Speed dial is programmed directly from the TradePhone MX.

To use a programmed speed dial number, take the following steps:

1. Pick up the handset or press the **SPKR** key.
2. If hunt is not programmed or you wish to override it, select a line button. Otherwise, skip this step.
3. Press the speed dial button number or press the pre-programmed **DIAL** button and enter a two-digit index dial code (00 to 19).

## CONFERENCE CALLS

Multiple parties can be joined together in a conference call initiated and controlled by one TradePhone MX, which can add or drop parties as needed. While adding parties to an existing conference, calls can either remain established, or you can place each outside party on hold so they do not hear the progression of the conference.



To establish a conference call, take the following steps:

1. Place the first call or retrieve a call from hold.
2. Press the **CONF** key.
3. Press the buttons for each of the lines you want to conference for a maximum of 31 parties.
4. To include internal calls, you must press the **CONF** key each time before pressing a hotline button.

*Note: If you try to conference duplicate lines, an error message is displayed and you must press the **CONF** key again before seizing another line.*

An unsupervised conference call is one where the originating or controlling TradePhone MX leaves the conference, leaving only the outside lines in the conference.

To use unsupervised conference, take the following steps:

1. Establish the first call or retrieve the call from hold.
2. Press the **CONF** key.
3. Press the line buttons of the calls you want to conference up to a maximum of 31 parties.
4. Press the **HOLD** key to begin the unsupervised conference. The LED indicators for the lines in the conference are lit solid red at your TradePhone MX and anywhere else they appear.
5. Press the **CONF** key to regain control of the conference call. Other TradePhone MXs can control the conference by accessing a line in the conference call.

## RELEASE CONFERENCED PARTIES

Only the TradePhone MX in control of the conference can release the conferenced parties. This is true for both a conventional conference call and an unsupervised one.

To release conferenced parties once you have control of the conference, take the following steps:

1. Press the line button of the outside call you want to disconnect (repeat as necessary).
2. Press the **RELEASE** key to release all conferenced parties at once.

## INTERNAL CALLS

Internal calls can be placed to and received from any station, using either the handset or the speakerphone.

*Note: You must first program an **MXF** (MX transfer) button to initiate internal calls and an **INTA** (internal answer) button to receive internal calls.*

## TRADER-TO-TRADER CALLS

You can have up to 10 internal, intercom, or hotline calls queued, pending an answer at your TradePhone MX.

### ANSWER AN INTERNAL CALL

Internal calls ring at your TradePhone MX like an incoming call.

To answer an internal call, take the following steps:

1. Pick up the handset.
2. Press the **INTA** button.  
The message **INTA connected to <TRID> <Name>** is displayed. If more calls are pending an answer, the message **INTA pending from <TRID> <Name>** is displayed.
3. End the call by pressing the **RELEASE** key or replacing the handset.

### PLACE AN INTERNAL CALL

To place an internal call, take the following steps:

1. Press the pre-programmed **MXF** button and dial **3** plus the TRID. The call rings through and appears as an incoming call on the other party's **INTA** button.

*Note: Except for logging on to the TradePhone MX, any time you need to type in a TRID, you need to type a four-digit TRID. So, if you TRID has only three digits, add a 0 to the from of the TRID. For example, if the TRID you want to specify is 101, type **0101**.*

2. Press the **RELEASE** key to end the call.

## INTERCOM CALLS

*Note: You must program ICM (intercom) and ICMT (intercom toggle) buttons to use this feature. Use the ICMT button to move the call between hands-free and the handset.*

To place an intercom call, take the following steps:

1. Pick up the handset (go off hook).
2. Select either the handset or speakerphone using the **ICMT** key.
3. Press the **ICM** button. The **ICMT** button lamps green if using hands-free and red if using the handset.
4. Dial the TRID.

You might hear a splashtone announcing your call; your call will be received hands free. Or you might hear ringing, indicating that the TRID is already on an intercom call and your call is being queued.

The splash tone is heard at both ends. On the send side, it indicates that it is time to speak; on the receive side, it indicates an incoming intercom call.

Intercom calls automatically go to the speaker.

To receive an intercom call, take the following steps:

1. If the TradePhone MX is idle, lift the handset and press the ICMT button to transfer the hands-free call to the handset. The red LED is lit. If the speakerphone is active, an intercom call is indicated by a green LED on the **ICM** or **INTA** button.
2. Press the ICM button to answer an intercom call (DND or speaker active).

*Note: If you have line networking, internal calls, intercom calls, and hotline calls cannot be established with remote traders.*

## HOTLINE CALLS

Hotline calls are one-button direct intercom calls. They call a specific TradePhone MX or turret and are labelled with personalized descriptors.

*Note: You must first program ICM and DICM (direct intercom) buttons to use this feature.*

To place a hotline call, take the following steps:

1. Press the hotline button for the TRID you want to call.  
You might hear a splashtone announcing your call; your call will be received hands free. Or you might hear ringing, indicating that the TRID is already on an intercom call and your call is being queued.
2. Press either the hotline button or the ICM button to end the call.

Hotline calls are generally received hands-free. If your speakerphone is active, a slow flashing red LED on the ICM button alerts you that a hotline call is pending. To answer a hotline call, take the following steps:

1. If hands free and no call is pending, speak toward the microphone.
2. If ringing and DND is active, press the ICM button to answer using the handset.
3. To end the call, press the ICM button.

*Note: If you have line networking, internal calls, intercom calls, and hotline calls cannot be established with remote traders.*

## INTERCOM GROUP CALL

An intercom group call is a one-way broadcast to a pre-defined group of TRIDs (up to six parties). If Group Answerback has not been turned off by the originating party, one of the TRIDs can respond to the broadcast.

*Note: If you have line networking, internal calls, intercom calls, and hotline calls cannot be established with remote traders.*

## PLACE AN INTERCOM GROUP CALL WITH ANSWERBACK

To place an intercom group call with answerback, take the following steps:

1. Select either the handset or speakerphone using the **ICMT** button.
2. Press the **ICM** button.
3. Dial **8** and then dial the broadcast group code (00-99).
4. Make your announcement.
5. Wait for a response from one of the parties. As soon as someone in the broadcast group responds to the call, all the other parties are disconnected.
6. Press the **ICM** button to end the broadcast.

## PLACE AN INTERCOM GROUP CALL WITHOUT ANSWERBACK

To place an intercom group call without answerback, take the following steps:

1. Select either the handset or speakerphone using the **ICMT** button.
2. Press the **ICM** button.
3. Dial **\*** and **8** and then dial the broadcast group code (00-99).
4. Make your announcement.
5. Press the **ICM** button to end the broadcast.

## ANSWER AN INTERCOM GROUP CALL

To answer an intercom group call, take the following steps:

1. Press the **GANS** button. If you are the first party to respond, you are connected to the originating caller for a private conversation and all the other parties are released from the group call.
2. Speak toward the microphone.

## INTERCOM ALL CALL

An intercom all call is a one-way broadcast to all TRIDs connected to the Tradenet MX System. If Group Answerback has not been turned off by the originating party, one of the TRIDs can respond to the broadcast in a handset-to-handset conversation.

## PLACE AN INTERCOM ALL CALL WITH ANSWERBACK

To place an intercom all call with answerback, take the following steps:

1. Pick up the handset (go off hook).
2. Select either the handset or speakerphone using the **ICMT** button.
3. Press the **ICM** button.
4. Dial **9** and make your announcement.
5. Wait for a response from one of the parties.
6. Press the **ICM** button to end the call.

## PLACE AN INTERCOM ALL CALL WITHOUT ANSWERBACK

To place an intercom all call without answerback, take the following steps:

1. Pick up the handset (go off hook).
1. Select either the handset or speakerphone using the **ICMT** button.
2. Press the **ICM** button.

3. Dial \* and 9 and make your announcement.
4. Press the ICM button to end the broadcast.

#### ANSWER AN INTERCOM ALL CALL

To answer an intercom all call, take the following steps:

1. Press the **GANS** button. If you are the first party to respond, you are connected to the originating caller for a private conversation and all other parties are released from the all call.
2. Speak toward the microphone.

## CALL FORWARDING

When you wish to automatically redirect an incoming call to a different extension, the Tradenet MX System has the flexibility to handle your particular situation.

Perhaps you will be tied up in a meeting, for example, or you need to leave your desk for a short time, and you are expecting an important call on one of your extensions. Through *call forwarding*, you can press a button on your turret and the extensions of yours that you have selected will be automatically redirected to another extension or to an outside number where a person can answer that important call. If you regularly go to another office across town, for example, you can set the telephone number of the other office as the destination where your calls will be directed when you turn on call forwarding. When you return to your desk, you can press another button and calls will once again come to you.

By pressing a call forward button at your TradePhone MX, you can forward the calls that are directed to selected extensions at your turret, for the occasions when you are away from your desk, or unable to take calls. This feature can then be turned off, for those selected extensions, by you when you are again able to take calls. Calls can be forwarded to a specified number, either immediately when they are received, or they can be forwarded if you do not answer the call after a certain amount of time has elapsed. Additionally, if you have the call forwarding feature set to forward a call after a certain amount of time, and you pick up the ringing extension *before* it is forwarded, you will be connected to the call, and call forwarding can be automatically turned off for your turret. You do not have to remember to turn call forwarding off when you are again able to take calls.

It is also possible to forward calls that are made to an extension that you are using at the moment, so the caller will not be redirected to another extension in your group when your extension is busy. The caller will instead be forwarded to one particular internal extension or outside number. To forward a call in this way, when a particular extension is busy, requires you to have a second button for that extension programmed on your turret, and your system administrator must set this up for you.

To have the call forwarding feature set up so that it can be turned on and off as you desire, and to forward to outside lines, your MX System must have additional equipment and software. Also, your administrator will need the following information:

- Your TRID number
- The button descriptors of the lines you wish to be forwarded
- When to forward the call — either immediately, or after the call has not been answered for a specified period of time, or when the extension is busy
- Where to forward the call — either the extension number or the outside telephone number

To program a *call forward ON* button at your TradePhone MX, take the following steps:

1. Ask your administrator for the TRID number that you are to use to turn on call forwarding.
2. Hold down the **PROG** key and press **\***.
3. Release both keys.
4. Press **Butn**. The prompt **Add new or Edit existing button:** is displayed.
5. Press **Add**. The prompt **Please Select a Button:** is displayed.
6. Select a spare button. The prompt **Select Feature for Button:** is displayed.
7. Press **DICM**. The prompt **Enter trader ID** is displayed.

**Note:** Except for logging on to the TradePhone MX, any time you need to type in a TRID, you need to type a four-digit TRID. So, if the TRID that you wish to enter has only three digits, add a 0 to the front of the TRID. For example, if the TRID you want to specify is 101, type 0101.

8. Dial the TRID assigned to you by your administrator to turn on call forwarding, then press **Next**. The prompt **Enter new descriptor:** is displayed.
9. Enter the descriptor **Cfwd ON**
10. Press **Next**. The prompt **Press Save to save button:** is displayed.
11. There are two pages of information. Press **Info** to toggle between them.
12. Press **Save** to keep your entry, or the **RELEASE** key to exit without saving.

To program a *call forward OFF* button at your TradePhone MX, take the following steps:

1. Ask your administrator for the TRID number that you are to use to turn off call forwarding.
2. Hold down the **PROG** key and press **\***.
3. Release both keys.
4. Press **Butn**. The prompt **Add new or Edit existing button:** is displayed.
5. Press **Add**. The prompt **Please Select a Button:** is displayed.
6. Select a spare button. The prompt **Select Feature for Button:** is displayed.
7. Press **DICM**. The prompt **Enter trader ID** is displayed.

**Note:** Except for logging on to the TradePhone MX, any time you need to type in a TRID, you need to type a four-digit TRID. So, if the TRID that you wish to enter has only three digits, add a 0 to the front of the TRID. For example, if the TRID you want to specify is 101, type 0101.

8. Dial the TRID assigned to you by your administrator to turn on call forwarding, then press **Next**. The prompt **Enter new descriptor:** is displayed.
9. Enter the descriptor **Cfwd OFF**.
10. Press **Next**. The prompt **Press Save to save button:** is displayed.
11. There are two pages of information. Press **Info** to toggle between them.
12. Press **Save** to keep your entry, or the **RELEASE** key to exit without saving.

When you do not require the ability to turn call forwarding on and off at your TradePhone MX, and you do not need to forward your calls to an outside telephone number, the Tradenet MX System handles your forwarding needs without any additional equipment. Maybe you want calls coming in on one of your extensions to be *always* automatically redirected to a *specific extension* under certain circumstances, for example when you do not answer your extension after a set period of time. For example, you might want calls to one of your extensions to be answered by your voicemail system after the call is not answered for a set period of time. This is accomplished by forwarding the call to the voicemail extension number, after the call rings at your extension. Forwarding a call to an extension when the line is busy is a capability of the Tradenet MX System that can be set up by your administrator. When you need to forward calls to an extension, and do not require the ability to turn call forwarding on and off, calls can be forwarded under the following circumstances:

- Immediately
- On encountering a busy signal
- After ringing for a period of time without an answer
- Either when reaching a busy signal *or* when the call is not answered within a set period of time.

To have call forwarding set up for a specific extension and always turned on for one of the above conditions, you must see your Tradenet MX System Administrator.

## VOICEMAIL NOTIFICATION

When a new message arrives in your voicemail mailbox, the MX System can notify you by flashing a designated voicemail notification button on your TradePhone MX. The voicemail system that you use (through your PBX) must support this, and your administrator must set this up through the System Center.

To retrieve your voicemail messages from your TradePhone MX, your administrator can set up a voicemail button as one of the display or PCD buttons. Then you can press that same voicemail notification button that is flashing, and you will be connected to the voicemail system. You will then be prompted to enter your mailbox number and password (depending upon your PBX system).

# TRADEPHONE MX PROGRAMMING

TradePhone MX users have direct access to many programmable features. You can customize your TradePhone MX by programming button and line assignments as well as features such as Speed Dial, Prime Line, and so on. Selections and changes are simple to make through programming menus displayed on the LCD.

Some features and buttons can only be programmed from the System Center or are cost options. Contact your System Administrator if you require a feature but cannot access it.

*Note: Ask your System Administrator for the System Center reports that show station TRIDs, user names, LAC numbers, and line descriptors. You will need these to set up certain functions such as assigning broadcast groups or adding a line button.*

TradePhone MX programming can be accessed any time that you are logged on to the TradePhone MX.

To access programming mode, take the following steps:

1. Hold down the **PROG** key and press \* on the dialpad. The first page of the main programming menu is displayed with the most-often used features.

Select FEATURE, More (^), Help, RELEASE

Spdl Butn Dial Logn Prim Ring Vol HELP

2. Press the ^ side of the volume control key to display the next page of the main programming menu and the remaining features.

Select FEATURE, More (^), Help, RELEASE

Line Undo Swap View Hrct FLC

*Note: In programming mode, pressing the ^ side of the volume control key scrolls through multiple pages of a menu. Do this whenever you see the option **Next Page**.*



# PROGRAMMING MODE OPTIONS

There are 14 programming mode options displayed on two pages. They include:

- Spdl—set up one-button speed dial entries.
- Butn—assign a feature to a button.
- Dial—set up Index Dial entries (another form of Speed Dial).
- Logn—log on, change password, or log off the TradePhone MX.
- Prim—assign or change the prime line assignment.
- Ring—set ring attributes for the TradePhone MX as well as for individual lines. The display of CLI (caller ID) information is set through this programming option.
- Vol—set volume for handset, headset, and speakerphone receive and transmit.
- HELP—access one-line descriptions of any main menu programming button.
- Line—assign lines to buttons.
- Undo—undo (remove) a button assignment.
- Swap—swap the positions of two buttons.
- View—view any button's programming.
- Hrct—select the hold recall timer settings.
- FLC—force the release of a line in use by another station. Forced line clear is password protected and accessed only by a system administrator or technician.

## HELP BUTTON

To obtain programming information using the HELP button, take the following steps:

1. Hold the **PROG** key and press \* to enter programming mode.
2. Release both buttons.
3. Press the **HELP** button. The main menu programming buttons are displayed.
4. Press a menu button to see its description in the message area of the LCD.
5. Press the right side (^) of the volume control key to move between the two pages of the main menu programming options.
6. Press another button or the **RELEASE** key to exit the Help function.

## PROGRAMMING CONVENTIONS

The following programming conventions are used for programming operations:

- Save is always the last key on the right whenever this function is available.
- Use the **RELEASE** key to return to the main menu, or to exit programming mode from the main menu.
- Use the right side of the volume control key (^) to move to the next page or to view more options, where applicable.

## BUTTON DESCRIPTORS

Button descriptors are associated with the 6 programmable display buttons and the 24 fixed PCD buttons. Some buttons are automatically assigned (for example, under **Butn** of the programming main menu). When you add a line or speed dial button, you are prompted for a descriptor. You can also edit any button's descriptor under the **Dscr** option of the **View** menu.

You can choose up to eight characters, but only four will be displayed. The first character of the descriptor determines what is displayed. If the first character is a number, space, or special character (\* or #), the last four characters are displayed. If the first character is a letter, the first four characters are displayed.

Line and feature descriptors can contain any of the letters in the alphabet, the numbers 0–9, the asterisk (\*), the number sign (#), and a blank space. Only four characters can be displayed above each of the six display buttons in the LCD. However, the message area in the LCD displays the full, eight-character descriptor, if programmed that way.

- Use the dialpad to enter numbers.
- Use the PCD buttons to enter the letters A–X (the button labels show which letters are entered from which buttons).
- Use the two display buttons on the right for the letters Y and Z.
- Use Spac to enter a blank space.
- Use the special characters # and \* on the dialpad.
- Use CAPS to toggle between upper- and lower-case (default is upper-case). The characters **Y** and **Z** displayed above the two right display buttons indicate which case has been selected.
- Use **Back** to backspace and erase (like the backspace/delete key on a keyboard).

## EXIT PROGRAMMING MODE

You can exit programming mode at any time and return to telephone operations.

To exit programming mode, press the **RELEASE** key at the main programming menu.

*Note: Pressing the **RELEASE** key at any other programming menu returns you to the main programming menu where you can exit programming mode.*

## VIEW BUTTON INFORMATION

The TradePhone MX PCD and display buttons provide access to dialtone, private lines, and virtual private lines, as well as to programmed features. When viewing line information, the display area shows the selected button number, either its line LAC or its vLac, and its descriptor. (If it is a spare button, it is listed as **SPARE**.) By pressing **Info**, you will see the descriptor, the type of line, and the button action attributes. More information about these attributes is presented in the following sections.

When viewing feature buttons, the display area shows the button number, descriptor, and button sequence code. To view button information, take the following steps:

1. Hold down the **PROG** key and press **\***.
2. Release both keys.
3. Press **^** to view the next page.
4. Press **View**. The message **Please select a button** is displayed.
5. Select the button.
6. Press **Info** to display all the information about the button. There are two information pages; press **Info** to toggle between them.
7. Select another button or, press the **RELEASE** key to quit.

*Note: The **View** menu also contains a **Dscr** option where you can edit the descriptor of the button you are viewing.*

The following table lists the various button action options. These options determine how an incoming call is presented at your TradePhone MX.

Button Action	Displayed Options	For More Information
Priority	<ul style="list-style-type: none"> <li>• HiPri</li> <li>• LoPri</li> </ul>	See <a href="#">Change a Line's Priority Status</a> on page 39.
Ring Status	<ul style="list-style-type: none"> <li>• Rng</li> <li>• NoRng</li> <li>• SRng</li> </ul>	See <a href="#">Change a Line's Ring Status</a> on page 39.
Float Status (active when using the turret)	<ul style="list-style-type: none"> <li>• Flt</li> <li>• NoFlt</li> </ul>	Refer to the <i>Tradenet MX Digital Turret User Guide</i> .
CLI Display Status	<ul style="list-style-type: none"> <li>• CLI</li> <li>• NoCLI</li> </ul>	See <a href="#">Changing a Line's CLI-Display Status</a> on page 37.

## UNDO BUTTON PROGRAMMING

You can undo any programmed button, whether it be a line, feature, button sequence, etc., by using the Undo function. The following exceptions apply:

- Prime Line assignment (see [Assign a Prime Line on page 37](#))
- A line assigned to a Hunt Group if that line has only one appearance on the TradePhone MX or turret (first remove the line from its assigned hunt group)
- A button that appears in a button sequence (first remove the button from the button sequence)

To remove any programmed button, take the following steps:

1. Hold down the **PROG** key and press **\***.
2. Release both keys.
3. Press **^** to view the second page of the programming menu.
4. Press **Undo**. The message **Press Undo to undo button** is displayed.
5. Press **Undo**. The message **Please select a button** is displayed.
6. Press the button you want to undo.

If you select the prime line button, the message **Can't Undo or Swap Prime Line Button** is displayed. If you select a line assigned to a hunt group with only one appearance on the TradePhone MX, the message **Cannot undo, lac unique in Hunt Group** is displayed. If you select a button in a button sequence, the message **Cannot undo, referenced in button sequence** is displayed. Press the **RELEASE** key to return to the programming menu and select Undo again.

7. There are two pages of button programming information available. Press **Info** to toggle between them.
8. Press **Undo** to undo the button programming. The programming menu is displayed.
9. Press the **RELEASE** key to exit programming mode.

## CREATE A FEATURE BUTTON

Feature buttons are those buttons on the TradePhone MX that access functions, like clearing the message display (**CIMs**), or displaying CLI (caller ID) information (**rCLI**). For a list of available functions, see [Feature Buttons on page 12](#).

To create any one of the available feature buttons, take the following steps:

1. Hold down the **PROG** key and press **\***.
2. Release both keys.
3. Press **Butn**. The message **Add new or Edit existing Module button** is displayed.
4. Press **Add**. The prompt **Please select a button** is displayed.
5. Select a spare button. The prompt **Select Feature for Button** is displayed.  
If you select a button that is not spare, the message **Button must be spare, Select a button** is displayed and you can select another button.
6. Press **^** to page through the six pages of available feature buttons.
7. Select the feature by pressing the corresponding button. The prompt **Press Save to save button** is displayed.

8. There are two pages of information. Press **Info** to toggle between them.
9. Press **Save** to keep the entry, or the **RELEASE** key to exit without saving.

## EDIT A FEATURE BUTTON

To edit a feature button, take the following steps:

1. Hold down the **PROG** key and press **\***.
2. Release both keys.
3. Press **Butn.** The message **Add new or Edit existing Module button** is displayed.
4. Press **Edit.** The prompt **Please select a button** is displayed.
5. Select the button to edit. The prompt **Select Feature for Button** is displayed.  
If you select a button that is not programmed as a button sequence, the message **Button not sequence! Select a spare button** is displayed and you may press the **RELEASE** key to exit select another button.
6. Use **^** to page through the features.
7. Select the feature. The prompt **Press Save to save button** is displayed.
8. There are two pages of information. Press **Info** to toggle between them.
9. Press **Save** to keep the entry, or the **RELEASE** key to quit without saving.

*Note: The terms feature button and button sequence are often used interchangeably when describing button programming.*

## ADD A LINE BUTTON

*Note: You must know the line LAC to add a line. Ask your Tradenet MX System Administrator for this.*

To add a line, take the following steps:

1. Hold down the **PROG** key and press **\***.
2. Release both keys.
3. Press **Line.**
4. Press **Add.**
5. Select a spare button.
6. If you have line networking and you want to specify a line LAC in a site other than your local site, take the following steps:
  - a. Press **Site.** You see the available sites.
  - b. Select the specific site from which you want to assign a line LAC. (If necessary, use More to scroll through the list of sites.)

*Note: If you do not have access to a site to which you believe you should, see your administrator.*

7. Enter a valid line LAC using the dialpad.
8. Press **Next** to proceed.  
When you specify a LAC from a local site, the turret validates that the LAC you enter is a valid LAC. When you specify a LAC from a remote site, the turret checks that the following statements are true:

- the LAC you enter is greater than or equal to 1024
  - the LAC you enter is included in the **i\_netw\_remote\_line\_view** table in the System Center
9. Enter the eight-character descriptor.
  10. Press **Next** to proceed. The message **Select Line LAC or Descriptor** is displayed.
  11. Press **Info** to view the button's programming, if desired. There are two information pages; press **Info** to toggle between them.
  12. Select **Line** or **Dscr** to change either entry before saving the data (use **Info** to view current information, if necessary).
  13. Press **Save** to keep the entry, or the **RELEASE** key to exit without saving.

## EDIT A LINE BUTTON DESCRIPTOR

To edit a line button descriptor, take the following steps:

1. Hold down the **PROG** key and press **\***.
2. Release both keys.
3. Press **Line**.
4. Press **Edit**.
5. Select a line button to edit. The message **Select Line LAC or Descriptor** is displayed.
6. Press **Info** to see the current line LAC and descriptor. There are two pages of information; press **Info** to toggle between them.
7. Select **Dscr** to change the descriptor entry.
8. Enter the eight-character descriptor (use **Back** to backspace and erase the current characters).
9. Press **Next** to proceed. The message **Select Line LAC or Descriptor** is displayed.
10. Select **Line** or **Dscr** to change either entry before saving the data (use **Info** to view current information, if necessary).

*Note: You cannot edit the site associated with a line from the **Edit** button. To change the site associated with a line, use **Undo**.*

11. Press **Save** to keep your entry, or the **RELEASE** key to exit without saving.

## EDIT A BUTTON LINE LAC ASSIGNMENT

You must know the line LAC numbers.

To edit a button line LAC assignment, take the following steps:

1. Hold down the **PROG** key and press **\***.
2. Release both keys.
3. Press **Line**.
4. Press **Edit**.
5. Select a line button to edit. The message **Select Line LAC or Descriptor** is displayed.
6. Press **Info** to see the current line LAC and descriptor.
7. Select **Line**. The message **Enter Line LAC** is displayed.

8. Enter the line LAC (use **Back** to backspace and erase if you make a mistake).
- Note: You cannot edit the site associated with a line from the **Edit** button. To change the site associated with a line, use **Undo**.*
9. Press **Next** to proceed. The message **Select Line LAC or Descriptor** is displayed.
10. Press **Info** to see the current information, if desired. There are two pages of information; press **Info** to toggle between them.
11. Press **Save** to keep the entry or the **RELEASE** key to exit without saving.

## ASSIGN A PRIME LINE

You can select a preferred dialtone line and assign it to a particular button, which will be accessed automatically whenever you lift the handset or activate the speakerphone.

To assign a prime line, take the following steps:

1. Hold down the **PROG** key and press **\***.
2. Release both keys.
3. Press **Prim**. If a prime line has been assigned, the message **Prime Line: Button No. <#>** is displayed. If not, the message **Prime Line: Unassigned** is displayed.
4. Press **Edit**. The prompt **Please Select Button** is displayed.
5. Select button. If you select a feature button rather than a line button, or if you select a private line rather than a dialtone line, an error message is displayed.
6. Press **Info** to view the button number LAC and descriptor, if desired.
7. Press **Save** to keep the assignment, or the **RELEASE** key to exit without saving.

*Note: If the specified prime line is busy, the TradePhone MX hunts for the next available dialtone line, beginning with button #1. You might want to keep this in mind when assigning your lines to buttons #1–#24.*

To clear a prime line, take the following steps:

1. Hold down the **PROG** key and press **\***.
2. Release both keys.
3. Press **Prim**. If a prime line has been assigned, the message **Prime Line: Button No. <#>** is displayed. If not, the message **Prime Line: Unassigned** is displayed.
4. Press **None**. The prompt **Prime Line: Unassigned** is displayed.
5. Press **Save** to clear the prime line, or the **RELEASE** key to exit without clearing.

## CHANGING A LINE'S CLI-DISPLAY STATUS

To program one of the available *display* buttons to show the CLI, or caller ID, for a line when the line is ringing, the line must be of a special type. You will need to check with your Tradenet MX Administrator to determine if the desired line is capable of displaying the CLI. To enable a line to display the CLI, take the following steps:

1. Hold down **PRO** and press **\***.
2. Release both keys.

3. Press **Ring**, then press **CLI**.
4. Select the dialtone line button and press it to toggle between the red LED (no CLI display), and the green LED (CLI information is displayed). The message area displays the descriptor, line type, priority, ring status, and the CLI display status.

*Note: If the line selected is a VPL, initially the CLI display status for the line, indicated by the green LED of the button, shows that CLI will be displayed; this is incorrect. If the VPL button is then pressed to toggle to the no CLI display (red), the button's LED cannot be changed back to green.*

5. Select another dialtone line button to change, if desired.
6. Press **Save** when you are finished, or press the **RELEASE** key to exit without saving.

*Note: If the line button is already defined as a VPL, it is not possible to program it to display CLI information.*

## ENABLE RINGING LINE PREFERENCE

To simplify call answering, you can program the TradePhone MX to automatically select the oldest ringing call, or the prime line if it is ringing. See [Prime Line on page 16](#) and [Ringing Line Preference on page 16](#).

To enable ringing line preference, take the following steps:

1. Hold down the **PROG** key and press \*.
2. Release both keys.
3. Press **Ring**.
4. Press **RLP**.
5. Use the right side (^) of the volume control key to toggle between **ON** and **OFF** settings.
6. Press **Save** when the setting you want is displayed, or the **RELEASE** key to exit without saving.

## CHANGE THE SIGNALLING TYPE OF A PRIVATE LINE

Private lines can be manually signalled using the REDIAL key, or auto-signalled. To change the signalling type of a private line,

1. Hold down the **PROG** key and press \*.
2. Release both keys.
3. Press **Ring**.
4. Press **Attr**. The message **ASIG=Green Manual=Red** is displayed, and the LEDs next to all private line buttons are lit (either green to signify auto-signalling or red to signify manual).
5. Press the line button to toggle between red LED manual ringdown and green LED auto signal (ASIG). The message area displays the button descriptor, either **Line+ASIG** for auto-signal, or **PRIVATE** for manual ringdown, priority, ring status, and CLI display status.
6. Select another line button to change.
7. Press **Save** to keep the settings, or the **RELEASE** key to exit without saving.



## CHANGE A LINE'S PRIORITY STATUS

Each line's priority status determines the LED lamping indicators for its line button as well as the ring for incoming calls on the line. Ring conditions can be modified later on a line-by-line basis by setting the line attributes.

To change a line's priority status, take the following steps:

1. Hold down the **PROG** key and press **\***.
2. Release both keys.
3. Press **Ring**.
4. Press **Pri**.

All line buttons have either the red or green LED illuminated.

5. Press a line button. The message **Toggle Button: HiPri=Green LoPri=Red** is displayed. The LED will toggle between green for high priority and red for low priority. The message area displays the button descriptor, line type, priority, ring status, and CLI display status. The message area toggles between the two priority settings as you press the line button.
6. Select another line button to change.
7. Press **Save** to keep the settings, or the **RELEASE** key to exit without saving.

*Note: Priority settings can be modified on a line-by-line basis.*

## CHANGE A LINE'S RING STATUS

You can program any line's ring characteristic, choosing from normal ring, single-burst ring, or no ring.

To change a line's ring status, take the following steps:

1. Hold down the **PROG** key and press **\***.
2. Release both keys.
3. Press **Ring**.
4. Press **Ring**. All line buttons have either red, green, or red and green LEDs illuminated. The message **NoRng=Red Rng=Green SingleRing=Green/Red** is displayed.
5. Press the line button to rotate between red LED (no ring), green LED (normal ring), and red and green LED (single-burst ring) until you reach the setting you want. The message area displays the button descriptor, line type, priority, ring status, and CLI display status.
6. Select another line button to change.
7. Press **Save** to keep the settings, or the **RELEASE** key to exit without saving.

## CHANGE THE TRADEPHONE MX RINGER VOLUME

You can change the volume level for ring signals to the TradePhone MX. Customizing this setting overrides the default ringer volume assignments for the lines on the TradePhone MX.

To change the TradePhone MX ringer volume, take the following steps:

1. Hold down the **PROG** key and press **\***.
2. Release both keys.
3. Press **Ring**.

4. Press **Vol**. The message **Ringer Volume Level <#>** is displayed.
5. Use **Vol up arrow** and **Vol down arrow** to hear and adjust the ringer volume level between 0–3 (0 indicates no ring).
6. Press **Save** to keep the setting, or the **RELEASE** key to exit without saving.

## SELECT A DISTINCTIVE RING SOUND

You can assign multiple ring sounds (a combination of ring pitch and pattern) to each line priority type and to intercom and message indicators. The assignment is applied to all lines with that priority status or feature function.

To add a distinctive sound, take the following steps:

1. Hold down the **PROG** key and press \*.
2. Release both keys.
3. Press **Ring**.
4. Press **Ptch**.
5. Select the ring condition to change: high priority (**HiPri**), low priority (**LoPri**), internal calls (**INTA**), or messages (**Mesg**). The message area displays the ring pattern types (1–5, continuous, and off).
6. Press each button to hear a sample of its ring sound. The red LED indicates the last ring type sampled.
7. Press **Save** when the last ring sound sampled is the one you want for the current ring condition, or press the **RELEASE** key to exit without saving.

## CHANGE THE RECEIVE VOLUME

You can change the handset receive volume level. Customizing this setting overrides the preset handset receive volume assignment.

To change the preset handset receive volume, take the following steps:

1. Hold down the **PROG** key and press \*.
2. Release both keys.
3. Press **Vol**.
4. Select **Hand**.
5. Use **Vol up arrow** and **Vol down arrow** to modify the setting. (The range is 1–40.)
6. Press **Save** to keep the setting, or the **RELEASE** key to exit without saving.

*Note: The transmit volume setting is password protected and accessed only by a Tradenet MX System Administrator or an IPC technician.*

## SET THE HOLD RECALL TIMER

You can program the TradePhone MX so that a line placed on hold provides a recall signal (a single-burst ring) after a set period of time. The line remains on hold and continues to signal until it is retrieved.

To set the hold recall timer, take the following steps:

1. Hold down the **PROG** key and press \*.
2. Release both keys.
3. Press **^** to view the next page.
4. Press **Hrct**. The message area displays the current hold recall timer value.
5. Press **Tmup** or **Tmdown** to change the setting. The message area displays the new setting. (The options are hold recall off, 30 seconds, 1 minute, or 2 minutes.)
6. Press **Save** to keep the new setting, or the **RELEASE** key to exit without saving.

## SWAP TWO BUTTONS

To swap the location of two buttons on the TradePhone MX, take the following steps:

1. Hold down the **PROG** key and press \*.
2. Release both keys.
3. Press **^** to view the next page.
4. Press **Swap**.
5. Select the first button.
6. Select the second button.
7. Press **Save** to swap the button assignments or press the **RELEASE** key to exit without swapping.

*Note: If you select the prime line for either the first or second button to swap, an error message is displayed and you need to exit the operation and begin again.*

## SPEED DIAL ON DIALTONE LINES

The Speed Dial feature is available in two forms: Speed Dial and Index Dial. Speed Dial uses a programmed button to dial a stored number. Index Dial uses a programmed button plus a two-digit index dial code to dial a stored number. Speed dial can be programmed with automatic hunt to select an available line from a hunt group as part of the speed dialing process. You can program up to 27 speed dial buttons. The last two buttons on the display cannot be programmed.

Three special dialing functions can be inserted into a speed dial or index dial number: one-second pause (**Paus**), wait for dial tone (**DT**), and hookflash (**FLsh**).

### CREATE A SPEED DIAL BUTTON

A speed dial number can be set up in one of three ways:

- Spdl = manually selects a line and then the speed dial button to dial the stored number
- Line+Spdl = automatically selects a specific line and dials the stored number
- Hunt+Spdl = selects a line from a specific group of lines and dials the stored number

### CREATE A SPEED DIAL NUMBER WITHOUT A LINE OR HUNT ASSIGNMENT

To create a speed dial number without a line or hunt assignment, take the following steps:

1. Hold down the **PROG** key and press \*.
2. Release both keys.
3. Press **Spdl**.
4. Press **Add**.
5. Select a spare button for the speed dial number. The prompt **Enter SpeedDial number and press Next** is displayed.
6. Enter the telephone number for the stored speed dial, including any special functions like **Paus**.
7. Press **Next** to continue. The prompt **Select Line+Spdl, Hunt+SPdl, or Spdl Dscr** is displayed.
8. Press **Dscr**. The prompt **Enter new Descriptor:** is displayed.
9. Enter the eight-character descriptor.
10. Press **Next** to continue.
11. Press **Info** to view the first page of information.  
Press **Info** to toggle between the two pages of information.
12. Press **Save** to keep the entry, or the **RELEASE** key to exit without saving.

### CREATE A SPEED DIAL BUTTON USING A SPECIFIC LINE

To create a speed dial button using a specific line, take the following steps:

1. Hold down the **PROG** key and press \*.
2. Release both keys.
3. Press **Spdl**.
4. Press **Add**.
5. Select a spare button for the speed dial number. The prompt **Enter SpeedDial number and press Next** is displayed.

6. Enter the telephone number for the stored speed dial, including any special functions like **Paus**.
  7. Press **Next** to continue. The prompt **Select Line+Spdl, Hunt+SPdl, or Spdl Dscr** is displayed.
  8. Press **Line**. The prompt **Enter Line LAC:** is displayed.
  9. If you have the line networking feature and you want to select a site other than your local site, take the following steps:
    - i. Select **Site**.
    - ii. If you do not see the site you want, press **More** until you do.
    - iii. Select the specific site. The turret prompts you **Select Spdl number or Hunt**.
- Note: If you select a remote site, you cannot select a hunt group. Instead, you get the default hunt group.*
10. Enter the line LAC and press **Next**. The prompt **Enter new Descriptor:** is displayed.
  11. Enter an eight-character descriptor and press **Next** to continue.
  12. Press **Info** to view the first page of information.  
Press **Info** to toggle between the two pages of information.
  13. Press **Save** to keep the entry, or the **RELEASE** key to exit without saving.

## CREATE A SPEED DIAL BUTTON WITH HUNT

To create a speed dial button with hunt, take the following steps:

1. Hold down the **PROG** key and press **\***.
  2. Release both keys.
  3. Press **Spdl**.
  4. Press **Add**.
  5. Select a spare button for the speed dial number. The prompt **Enter SpeedDial number and press Next** is displayed.
  6. Enter the telephone number for the stored speed dial, including any special functions like **Paus**.
  7. Press **Next** to continue. The prompt **Select Line+Spdl, Hunt+SPdl, or Spdl Dscr** is displayed.
  8. Press **Hunt**. If you have multiple hunt groups, the prompt **Select hunt group** and a button for each hunt group name is displayed.
  9. If you have the line networking feature and you want to select a site other than your local site, take the following steps:
    - i. Select **Site**.
    - ii. If you do not see the site you want, press **More** until you do.
    - iii. Select the specific site. The turret prompts you **Select Spdl number or Hunt**.
- Note: If you select a remote site, you cannot select a hunt group. Instead, you get the default hunt group.*
10. Select a hunt group button.
  11. Enter an eight-character descriptor at the prompt **Enter new Descriptor**.
  12. Press **Next** to continue.
  13. Press **Info** to review the information.
  14. Press **Save** to keep the entry, or the **RELEASE** key to exit without saving.

## EDIT A SPEED DIAL BUTTON

To edit a speed dial button, take the following steps:

1. Hold down the **PROG** key and press \*.
  2. Release both keys.
  3. Press **Spdl**.
  4. Press **Edit**. The prompt **Please select a button:** is displayed.
  5. Select a button to edit.
  6. Press **Info** to view the first page of information.  
Press **Info** to toggle between the two pages of information.
  7. Select **Spdl**, **Hunt**, or **Dscr** to edit.
  8. Press **Spdl** to edit the number. Use Back to backspace and erase; then enter the new number.
  9. Press **Next**.
  10. Press **Hunt** to change hunt or line access assignments.
  11. Select a new hunt group button if you have multiple hunt groups, or delete the hunt assignment.
  12. If you have multiple hunt groups, follow one of the following bullets:
    - If you have the line networking feature and you want to select a site other than your local site, take the following steps:
      - i. Select **Site**.
      - ii. If you do not see the site you want, press **More** until you do.
      - iii. Select the specific site. The turret prompts you **Select Spdl number or Hunt**.
- Note: If you select a remote site, you cannot select a hunt group. Instead, you get the default hunt group.*
- Select a hunt group button to use.
13. Press **Dscr** to change the descriptor. Use **Back** to backspace and erase; then enter the new descriptor.
  14. Press **Next** to continue.
  15. Press **Save** to keep the entry, or the **RELEASE** key to exit without saving.

## CREATE INDEX DIAL CODES

This form of Speed Dial uses a two-digit code to dial a stored number. Twenty index dial codes are available (00-19). You can also program hunt into an index dial code to select an available line from a hunt group.

Your system administrator will assign the first index dial code at the System Center. This enables the feature and allows you to assign index dial codes at your TradePhone MX.

## VIEW INDEX DIAL BUTTON ASSIGNMENTS

To view index dial button assignments, take the following steps:

1. Hold down the **PROG** key and press \*.
2. Release both keys.
3. Press **Dial**.

4. Press **View**.
5. Enter a two-digit index dial code (00-19).
6. Press **Next** to continue.
7. If the index code is available for assignment, the prompt **Spare Dial Code! Enter Code and Next** is displayed.
8. Enter another code and press **Next** or the **RELEASE** key to exit.
9. If the index code has been assigned, the message **Dial (00-19) <phone number>** is displayed.
10. Press **Info** to toggle between the two messages **Dial (00-10)** and **Hunt+Dial <Hunt Group name>**. If hunt has not been assigned, the message Dial is displayed.
11. Press **Next** to view another index dial code, or the **RELEASE** key to exit.

## CREATE AN INDEX DIAL CODE

To create an index dial code, take the following steps:

1. Hold down the **PROG** key and press **\***.
2. Release both keys.
3. Press **Dial**.
4. Press **Add**.
5. Enter a two-digit index dial code (00-19) and press **Next**. The prompt **Enter SpeedDial number and press Next** is displayed. If the index dial code is in use, the prompt **Must be Spare Dial Code**. Enter code is displayed.
6. Enter the telephone number, including any special dialing functions, if needed.
7. Press **Next**. The prompt **Do you want IndexDial with hunt?** is displayed.
8. Select **Yes** or **No**. If you select **Yes** and you have multiple hunt groups, follow one of the following bullets:
  - If you have the line networking feature and you want to select a site other than your local site, take the following steps:
    - i. Select **Site**.
    - ii. If you do not see the site you want, press **More** until you do.
    - iii. Select the specific site. The turret prompts you **Select Spdl number or Hunt**.
- Note: If you select a remote site, you cannot select a hunt group. Instead, you get the default hunt group.*
- Select a hunt group button to use.
9. There are two pages of programming information. Press **Info** to toggle between them.
10. Press **Save** to keep the entry, or the **RELEASE** key to exit without saving.

## EDIT AN INDEX DIAL CODE

To edit an index dial code, take the following steps:

1. Hold down the **PROG** key and press **\***.
2. Release both keys.
3. Press **Dial**.
4. Press **Edit**.

5. Enter the two-digit index dial code (00-19) and press **Next**. The prompt **Select Spdl number or Hunt** is displayed.
  6. There are two pages of information. Press **Info** to toggle between them.
  7. Select **Spdl** to edit the number. The current number is displayed.
  8. Edit the number, using **Back** to backspace and erase.
  9. Press **Next** to continue.
  10. Select **Hunt** to change the hunt assignment. The prompt **Do You want IndexDial with Hunt** is displayed.
  11. Select **Yes** or **No**. If you select **Yes** and you have multiple hunt groups, follow one of the following bullets:
    - If you have the line networking feature and you want to select a site other than your local site, take the following steps:
      - i. Select **Site**.
      - ii. If you do not see the site you want, press **More** until you do.
      - iii. Select the specific site. The turret prompts you **Select Spdl number or Hunt**.
- Note: If you select a remote site, you cannot select a hunt group. Instead, you get the default hunt group.*
- Select a hunt group button to use.
12. Press **Save** to keep the changes, or the **RELEASE** key to exit without saving.

## DELETE AN INDEX DIAL CODE

To delete an index dial button assignment, take the following steps:

1. Hold down the **PROG** key and press **\***.
2. Release both keys.
3. Press **Dial**.
4. Press **Undo**.
5. Enter the two-digit index dial code (00-19) to be erased and press **Next**.
6. Press **Info** to review the index dial information to erase.
7. Press **Undo** to erase the code, or the **RELEASE** key to exit without erasing the code.



## HOTLINE BUTTONS

Hotline buttons are like direct intercom buttons; they have personalized descriptors and are used to call a specific TRID.

### CREATE A HOTLINE BUTTON

To create a hotline button, take the following steps:

1. Hold down the **PROG** key and press \*.
2. Release both keys.
3. Press **Butn**. The prompt **Add new or Edit existing button:** is displayed.
4. Press **Add**. The prompt **Please Select a Button:** is displayed.
5. Select a spare button. The prompt **Select Feature for Button:** is displayed.
6. Press **DICM**. The prompt **Enter trader ID** is displayed.
7. Enter the TRID and press **Next**. The prompt **Enter new descriptor:** is displayed.
8. Enter a hotline descriptor (up to eight characters).
9. Press **Next**. The prompt **Press Save to save button:** is displayed.
10. There are two pages of information. Press **Info** to toggle between them.
11. Press **Save** to keep your entry, or the **RELEASE** key to exit without saving.

### EDIT A HOTLINE BUTTON

To edit a hotline button, you must first delete it and then re-assign it. To edit a hotline button, take the following steps:

1. Hold down the **PROG** key and press \*.
2. Release both keys.
3. Press **^** to view the next page.
4. Press **View**. The prompt **Please Select a Button:** is displayed.
5. Select a hotline button to view. The information is displayed.
6. Press the **RELEASE** key after you have noted the TRID and descriptor for the button.
7. Press **^** to view the next page.
8. Press **Undo**. The prompt **Press Undo** to undo button is displayed.
9. Press **Undo**.
10. Re-assign the hotline as described above in [Create a Hotline Button on page 47](#).

*Note:* You can edit the hotline button descriptor using **View**.

# PRINT PCD LABELS

PCD labels are printed for each TradePhone MX user to identify the 24 programmable PCD buttons on the TradePhone MX. The procedure for printing PCD labels must be done from the System Center and this procedure is described in the *Tradenet MX System Center Manual 14.1*

(part number B0086185104). For more information, see your Tradenet MX System Administrator.

*Note: For best results when printing PCD labels, use four-character descriptors instead of three-character descriptors.*

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