

## LDP7016D & 7024D Digital Telephone User Guide

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- Do not drop or subject the phone to physical shock
- Do not immerse in water
- Do not disassemble or attempt to modify the phone in any way
- Use a damp or anti-static cloth to clean the phone. Do not use a dry or electrostatically charged cloth. Do not use chemical or abrasive cleaners as these could damage the phone.
- Retain the cardboard packaging supplied with this handset. It should be used if the phone has to be returned for service. The packaging can be recycled when no longer required.
- Do not place the phone in direct sunlight for prolonged periods

### Disclaimer

Crane Telecommunications Ltd and LG Electronics Inc. cannot be held responsible for any damage caused to your system through the improper installation of this phone and/or the failure to use the handset as described in this user guide.

### Service

The 7016D & 7024D digital telephones contain no user-serviceable parts. LG recommend that your 7016D or 7024D digital telephone is serviced or repaired by an LG authorised service centre

**Note: Information contained within this document is subject to change without prior notice. E&OE**  
**If you find any errors please email: [lgmarketing@cranetel.co.uk](mailto:lgmarketing@cranetel.co.uk)**



## Familiarise yourself with its features

### Handset

Contains a microphone and speaker to allow the user to speak to another party

### Dial Pad

Alpha-numeric keypad used to dial numbers and when storing speed dial numbers and names to memory

### Headset Port

Used for connection of a headset that has a 2.5mm jack type connector

### Speed

Used when accessing or storing personal or system speed dial numbers

### Speaker

Used to answer 'handsfree' and activate the speaker. Speaker is located under the handset



### User Navigation

Simple user programming access to 'Popular Features'. Quick Access to phonebook.



## Familiarise yourself with its features

### LCD

3 Line, 48 Characters  
Displays inbound/outbound call information. Displays information based on user actions

### Context Sensitive Keys

These keys will perform different functions based on call state

### Hold/Save

For placing external callers on hold and to confirm programming changes

### DND/FWD

For placing station in DND or applying a Call Forward

### Transfer/PGM

Used for performing a transfer or user programming

### Flexible Buttons

Used for storing speed dials and features as well as accessing lines

### Microphone

For conversing with external parties when hands-free

### Call Back

For leaving and answering Message Wait notifications

### Volume +/-

Used for adjusting speaker, ring and in-call volume





## Your digital telephone's keys



### (1) Speaker Key

This is for activating the phone's speaker whilst on hook. Useful when using a headset or if you wish to speak hands free. Red LED illuminated if off-hook without lifting the receiver.

### (2) Hold/Save Key

Dual purpose key. When in a call it is used to place a caller on hold. When programming it is for permanently updating changes to the system memory

### (3) Volume (+ / -) Key

Used for adjusting speaker, ringing and in-call volume

### (4) Speed Key

This key is used to access System and Personal speed dial numbers and the internal directory

### (5) Trans/Pgm Key

Dual purpose key. When in a call with an external party it is used to transfer. When programming features, speed dial numbers it is a programme key



## Your digital telephone's keys



### **(6) Flexible Keys**

These keys are for use as line keys or for storing regularly used features or speed dials under

### **(7) Call Back**

This key is used for leaving a message wait notification at a busy or unanswered station or for answering a message wait notification at your own station.

### **(8) DND/FWD**

Dual purpose key. When used 'On-hook' it is used for placing your station in DND. When 'Off-Hook' it is used for implementing a Call Forward.

### **(9) User Navigation**

This key is used for Quick access to the phonebook and to access 'Popular' features from the handset. The centre of the button is used to confirm programming changes and confirm choices on-screen.



## GENERAL FUNCTIONS

- Making and Answering External Calls
- Making and Answering Internal Calls
- Placing an Internal/External Call on Hold
- Retrieving an Internal/External Call on Hold
- Parking a Call
- Retrieving a Parked Call
- Call Forward
- DDI Call Wait
- Call Wait (Camp On)
- Answering a Call Wait (Camp On)
- Call Pick Up (Directed/Group)
- Transfer (Screened/Unscreened)
- Using Speed Dial Numbers
- Queuing for an Outside Line
- Making A Page
- Flexible Button Programming
- Leaving a Message Wait
- Answering a Message Wait





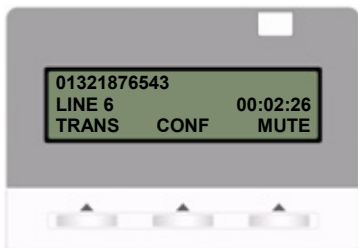


Fig.1

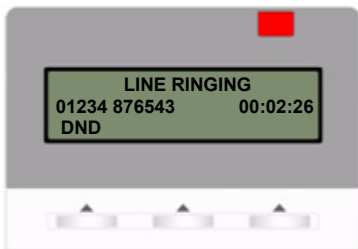



Fig.2

## Making and Answering calls


Always ensure that external parties are informed if you intend to record a call.

### Making and Answering an external call

You can make an external call in the following ways:

1. Lift the receiver and dial 9
2. Dial 9
3. Press the  button and dial 9

Once you have dialled a desired number the screen will look as in **Fig.1**

To answer a call press the  button or lift the receiver.

**Fig.2** shows how your display will appear if you are receiving an inbound external call.






Fig.3

### Making and Answering an internal call


You can make an internal call in the following ways:

1. Lift the receiver and dial an extension number.
2. Dial an extension number.
3. Press the  button an extension number.

Once you have dialled a desired number the screen will look as in **Fig.3**



Fig.4

To answer a call press the  button or lift the receiver.

**Fig.4** shows how your display will appear if you are receiving an inbound internal call.



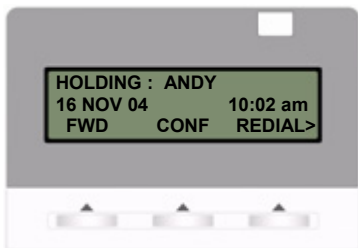



Fig.6

### Placing and External/Internal Call on hold

Whilst connected to another party (internal or external) press the  button.

A line key will be flashing to indicate that you have an external caller on hold.

**Fig.6** shows how your display will look when you have an internal caller on hold.

### Retrieving an External/Internal Call on hold

For an external call simply press the flashing line button and the call that you placed on hold will recall to your phone.

For an internal call simply hang up (replace the handset) or dial the extension number of the station that you placed on hold and you will be reconnected.



**NOTE:** Calls will 'Recall' to your station after a pre-set time if you forget about them.



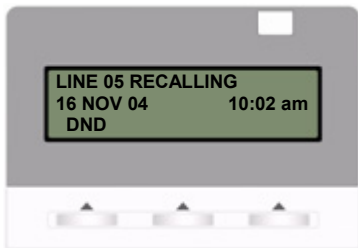



Fig.7

## Parking a Call

1. Whilst connected to an external party press the  button, dial a **Park Location (601-619)** or press a flexible button labelled as Park and hang up.
2. Once you have parked the caller you can contact another party to inform them that they have a caller waiting. Alternatively, make a page (See page 18 later in the user guide for information on paging).

## Retrieving a Parked Call

1. If retrieving a call that you have parked, dial the relevant digits for the parking bay used (**601-619**)
2. If responding to a page, dial the relevant digits (**601-619**) from the nearest available telephone.



**NOTE:** Calls will recall to the original station after a pre-set timer if a call is left parked. In this circumstance the screen of your 7016D/7024D Digital Handset will appear as in Fig.7



### Call Forward

It is possible to forward your phone in a number of ways. The options available are:

**0** – Follow-Me (To forward calls from your extension to a temporary location. The forward is activated at the temporary location).

**1** – Unconditional (This option allows you to forward all calls immediately to a Station, Hunt Group or the integral Voice Messaging card).

**2** – Busy (Destination options are as per option 1. Calls will only forward when you are busy – on the phone).

**3** – No Answer (Destination options as per option 1. Calls will only forward when a 'No-Answer' timer expires. The length of the time is determined by a qualified System Administrator).

**4** – Busy/No Answer (Combines types 2 & 3. Most popular, especially where Voicemail is used).

**5** – Off-Net (This allows you to forward your phone unconditionally to a remote location such as Mobile or home phone).

**6** – No Answer Off-Net (As per option 6 but only after a no-answer timer)

**7** – Access Not Permitted

**#** - Allows you to cancel any call forward.



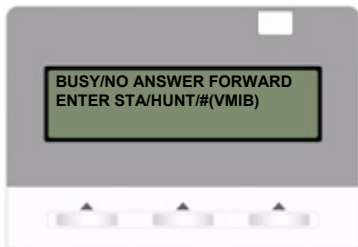


Fig.8

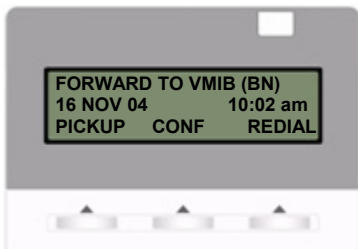


Fig.9

### Call Forward





1. Press the  button and then press the  button.
2. Alternatively dial **554** from your handset.
3. Select a forward option as per page 9. (Example: Select option 4, Busy/No Answer, and your display will look as per **Fig.8**)
4. Once you have selected an option such as # (As shown in **Fig.8**), your display will change as per **Fig.9**.
5. To cancel the call forward press the flashing  button or dial **554**,  .






Fig.10

## DDI Call Waiting

If enabled, you will be able to see if you have a DDI call waiting whilst engaged in another call.

**Fig.10** shows what is displayed when a call is waiting. The top line shows current call status, the bottom line informs you that there is a waiting call.

1. To speak to the waiting caller hang up to finish your current conversation, press the  button or park the existing caller.

2. You will then be connected to the waiting party.



**TIP:** You can assign a flexible button to turn this feature on and off. (See user flexible key programming codes on page 56).



**Note:** This feature must be enabled for you to use it. Speak to your system administrator if you are not able to do what is described above.



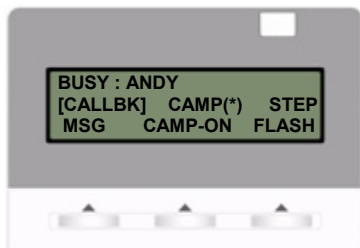


Fig.11

### Call Wait (Camp On)




1. Dial an internal number
2. Get busy notification (**Fig.11** shows what you will see in the display of your 7016/24D digital telephone).
3. From the on-screen instructions press the  button or press  under **CAMP-ON**.
4. If the called party answers you can speak with them or simply transfer a call to them.



Fig.12

### Answer a Call Wait (Camp On)

1. After hearing Call Wait (Camp On) tone press the flashing  button. (**Fig.12** shows the screen)
2. Your existing caller is placed on hold.
3. When you have finished speaking you will return to the original caller when the second caller hangs up



**TIP:** It is possible to assign a flexible button as **CAMP ON**. See Page 56 for Flexible Key programming codes.



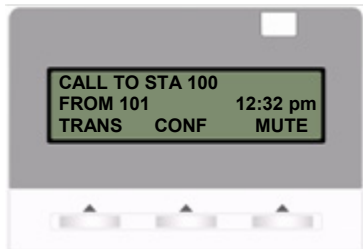


Fig.13

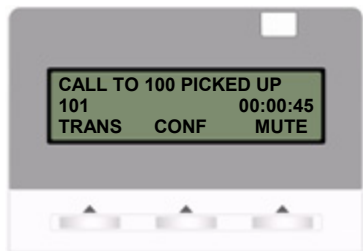




Fig.14

### Call Pickup (Directed)

1. Press  under **PICKUP** or dial 7 followed by the extension number of the station that is ringing
2. You will then be connected to the calling party.
3. **Fig.13** shows that the display of your 7016D/24D Digital Telephone will display the number of the calling party and the station that the call was originally intended for

### Call Pickup (Group)

1. Pick up your handset or press the  button
2. Dial **566**.
3. You will be connected to the caller
4. **Fig.14** shows what you will see on the display of your 7016D/24D Digital Telephone



**Note:** You must be part of a Pickup Group to use this feature and it must be set up by you system administrator



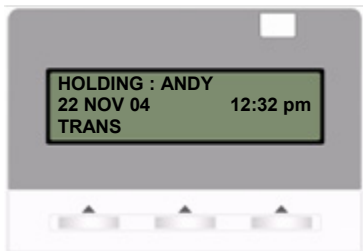


Fig.15

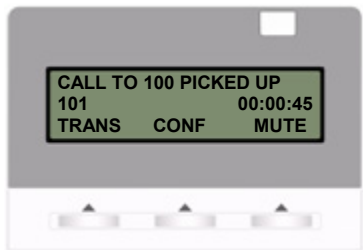




Fig.16

### Transfer (Screened)

1. Whilst connected to a caller press the  button or  under **TRANS**.
2. If you are transferring an internal call your display will look as in **Fig.15**
3. Dial the appropriate extension number or press a flexible button that has been assigned with a station number
4. Wait for the called party to answer, announce the call and Hang Up

### Transfer (Unscreened)

1. Repeat steps 1 to 3 as described above
2. Hang up without announcing the call
3. Calls will 'recall' to your station after a pre-set timer for both types of transfer. See **Fig.16**



**TIP: Pre-set timer can be determined by a system administrator. By default this timer will be 30 secs**



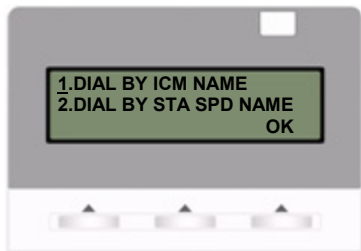


Fig.17

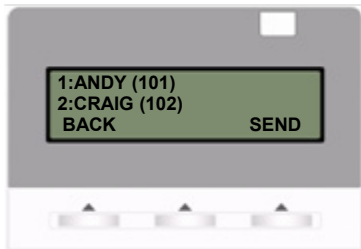






Fig.18

 **Tip: To go back a step press under BACK**

### Using Speed Dial Numbers

1. Press the  button twice
2. Your display will appear as in **Fig.17**
3. Select the option you require by using  :
  1. DIAL BY ICM NAME
  2. DIAL BY STA SPD NAME
  3. DIAL BY SYS SPD NAME
4. Use the UP/DOWN arrow to select the desired option then press the **OK** part of the Navigation Button or  under **OK**
5. After you have made your selection such as **DIAL BY ICM NAME** your display will appear as in **Fig.18**
6. Use the button show in point 3 above to scroll through the list of available numbers. A cursor ‘\_’ will highlight the current selected choice.
7. When you have found the number you want press the **OK** part of the Navigation Button or  under **SEND**.



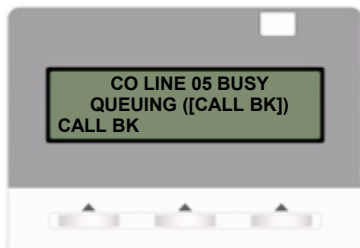


Fig.19

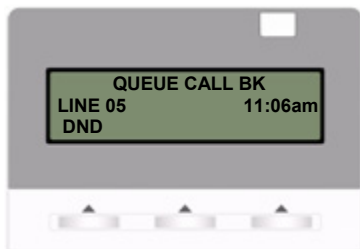


Fig.20

### Queuing for an Outside Line



1. If no external lines are available when you attempt to make an outside line you will receive busy tone and your display will appear as in **Fig.19**
2. Press  or press  under **CALL BK**
3. When a line becomes available your handset will recall and your display will appear as in **Fig.20**
4. At this point, lift the receiver to get an outside line





Fig.21

### Making a Page

1. Dial the required paging code (see the list of codes on page 55)
2. Your display will look as in **Fig.21**
3. Hang up once you have finished the page.



**TIP:** It is possible to assign a flexible button as a **PAGE Key**.



**Note:** You must have permission to make a page that must be set up in programming by a qualified system administrator.

#### Page Codes:

501-535 – Internal Page Zone

543 – Internal All Call

544 – Meet Me

545 – External Zone 1

546 – External Zone 2

547 – External Zone 3

548 – External All Call

549 – All Call





Fig.22

### Conference Call

It is possible whilst on a call to set up a conference consisting of up to 6 parties.







1. Press  under **CONFERENCE**.
2. Your display will look as in **Fig.22**
3. Dial another extension or external number.
4. When the party answers press  under **CONFERENCE** button once to enable you to add another party or twice to set up the conference and allow all parties to converse.





Fig.23

### Last Number Redial/Redial

1. Press  under **REDIAL**.
  - a) The display of you 7016D/24D Digital Handset will appear as in **Fig.23**
2. Use  under **NEXT** or  to find the number you require.
3. The first in the list is the last dialed number. The list contains the last 10 previously dialed numbers.
4. Press  under **SEND** or **OK** and the number you selected will be dialed.



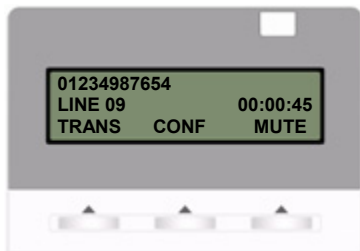





Fig.24

### Saved Number Redial

It is possible to save a number that you have dialled whilst connected to the external party.

1. Press the  button twice whilst connected to the called party.
2. To dial the number when you have hung up press the  button followed by the  button.
3. Your screen will appear as in **Fig.24**



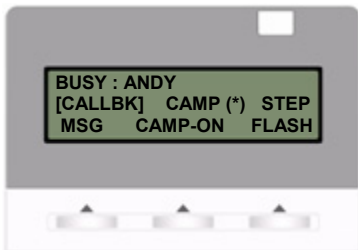


Fig.25

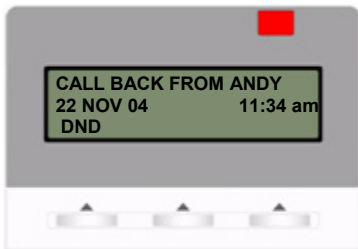





Fig.26

## Messaging



### Leaving a Message Wait Notification

It is possible to inform a called party (Internal) that you have tried to contact them).

### Calling a Busy Station

1. Your screen will appear as in **Fig.25**.
2. Press  under **MSG** or press  button.
3. When the busy part hangs up you will be notified with intermittent bursts of tone, a display as in **Fig.26** a flashing  button.

### Calling an Unanswered Station

Simply press  under **MSG** or press the  button and hang .

They will see from their display that you have tried to call.



**Note:** If voicemail is present for either scenario you will invited to leave a voice message.



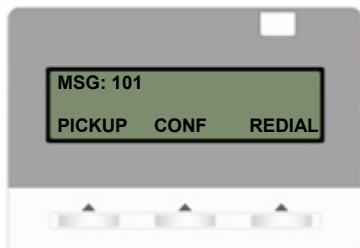




Fig.27

### Answering a Message Wait Notification

When somebody has left you a notification as described on the previous page your display will appear as in **Fig.27**.

If a Voice Message has been left the display will show **VMIB** or **HUNT 6\*\*\*** instead.

The  button will also be flashing.

1.Press the  button or dial the extension number shown in the display.

2.Please note that when listening to a message via the integral messaging card, the text above the three flexible keys will offer the options to Skip Back, Forward with Comment or Call back from CLI (If captured)





Fig.28

### Muting a Call

Whilst on a live call you may mute your Microphone so as the called or calling party cannot here any transmission from your telephone.



1. Press  under **MUTE** on your display.
2. Press  under **SPEAK** to switch your microphone back on.






Fig.28


**Do Not Disturb (DND)**

You may place your telephone in DND when idle or when receiving calls.

**IDLE**

1. Press  .

**INCOMING CALL**

1. Press  under **DND** and the call will be prevented from getting through to your handset.



## USER PROGRAMMING

- SAVING YOUR NAME TO YOU PHONE
- STORING PERSONAL SPEED DIALS
- CHARACTER ENTRY CHART









Fig.28




### Saving your name to your phone

This enables colleagues to identify you by your name instead of your extension number (**Fig.28**). You can store your name in one of two ways:

1. Press the  button and dial **74**.
2. You will then be prompted to enter your name. (See the character entry chart on page 27).
3. Press the  button to save your name to the system memory



### Navigation Button Alternative:

1. Select **MENU** option by pressing
2. Press **OK** to select option **1 – BASIC PROGRAM**.
3. Press **OK** to select option **1 – STATION NAME PROGRAM**
4. Enter your name as per the Character Entry Chart.
5. Press **OK** or  under **OK** on screen to update the changes.



## Storing Personal Speed Dials

It is possible for you to store numbers that you use regularly to your personal speed dial directory.

- Press the  button.
- Press the  button.
- The screen will show the next available speed dial that can be programmed (Dial **001** for example)
- Enter the required speed dial number (You do not need to enter 9 for an outside line).
- Enter the name as per the character entry chart on page 23.
- Press **OK** within the user navigation button.



## Character Entry Chart

Please follow the chart below when entering characters.

. - 13 1 - 10	A - 21 B - 22 C - 23 2 - 20	D - 31 E - 32 F - 33 3 - 30
G - 41 H - 42 I - 43 4 - 40	J - 51 K - 52 L - 53 5 - 50	M - 61 N - 62 O - 63 6 - 60
P - 71 Q - 72 R - 73 S - 74 7 - 70	T - 81 U - 82 V - 83 8 - 80	W - 91 X - 92 Y - 93 Z - 94 9 - 90
Space - *1 : - *2 , - *3	0-00	#



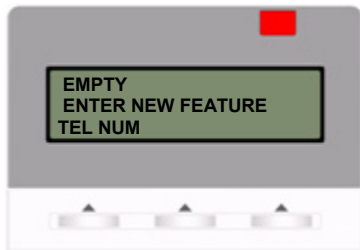


Fig.29







**Note:** Users do not have permission to over write a flexible key that is assigned as a line key.

See page 56 for details of all user programming codes.

### Storing information under a flexible button

Flexible buttons can be programmed as line, extension, feature or speed dial buttons.

To assign a feature to a flexible button follow the instructions below:

1. Press the  button and select the button you wish to assign.
2. The display of your 7016D/24D Digital Telephone will then display what is already programmed or if it is empty as per **Fig.29**
3. You may then assign the button in one of the following ways:
  - a. Press the  button followed by a user programming code
  - b. Press the  button followed by a speed dial number.
  - c. Enter the relevant extension number.
  - d. Press  under **TEL NUM**.
4. Press **OK** in the User Navigation button.



## [1] RING

- 1.1 TYPE
- 1.2 ANSWER MODE
  - 1.2.1 HANDSFREE (H)
  - 1.2.2 TONE (T)
  - 1.2.3 PRIVACY (P)
- 1.3 SMS MSG DISPLAY
- 1.4 ENBLOCK MODE
- 1.5 SMS/NOTICE DISPLAY
- 1.6 SCROLL SPEED
- 1.7 EAR-MIC HEADSET
- 1.8 ICM RING
- 1.9 CO RING

## [2] COS

- 2.1 COS DOWN
- 2.2 COS RESTORE
- 2.3 WALKING COS
- 2.4 COS CHANGE

## [3] AUTH / MOBILE EXTN

- 3.1 AUTH REGISTER
- 3.2 AUTH CHANGE
- 3.3 REG MOBILE-EXT
- 3.4 ACTIVE MOBILE-EXT

## [4] TIME / CONF-ROOM

- 4.1 SET WAKE-UP TIME
- 4.2 WAKE-UP DISABLE
- 4.3 ACTIVE CONF-ROOM
- 4.4 DEACTIVE-CONF ROOM

## [5] MESSAGE

- 5.1 SET PRESELECTED MSG
- 5.2 SET CUSTOM MSG

## [6] ANNOUNCEMENT

- 6.1 REC USER GREETING
- 6.2 LISTEN TIME/DATE
- 6.3 LISTEN STA NUMBER
- 6.4 LISTEN STA STATUS
- 6.5 REC PAGE MSG
- 6.6 ERASE USER GREETING
- 6.7 ERASE PAGE MESSAGE

## [7] SUPPLEMENTARY

- 7.1 LCD DISPLAY LANGUAGE
- 7.2 MPB VERSION DISPLAY
- 7.3 BGM
- 7.4 REGISTER STA NAME
- 7.5 SPK/HEADSET
- 7.6 HEADSET RING MODE
- 7.7 WTU STA NUM RCVR
- 7.8 SERIAL NUMBER
- 7.9 PC-PHONE LOCK KEY

## [\*] SYSTEM (DO NOT USE)



### [1] BASIC PROGRAM

- 1.1 STATION NAME PROGRAM
- 1.2 RING PROGRAM
  - 1.2.1 ICM RING
  - 1.2.2 ICM MELODY
  - 1.2.3 CO RING
  - 1.2.4 CO MELODY
- 1.3 MODE (H/T/P) PROGRAM
- 1.4 PASSWORD PROGRAM
- 1.5 LANGUAGE PROGRAM
- 1.6 ENBLOCK MODE

### [2] ADVANCED PROGRAM

- 2.1 WAKE UP PROGRAM
- 2.2 PRESELECTED MSG PGM
- 2.3 STATION COS PROGRAM
- 2.4 SPK/HEADSET PROGRAM
- 2.5 EAR MIC PROGRAM



## 1. RING

- 1.1 TYPE
- 1.2 ANSWER MODE
- 1.3 SMS MSG DISPLAY
- 1.4 ENBLOCK MODE
- 1.5 SMS/NOTICE DISPLAY
- 1.6 SCROLL SPEED
- 1.7 EAR-MIC HEADSET
- 1.8 ICM RING
- 1.9 CO RING





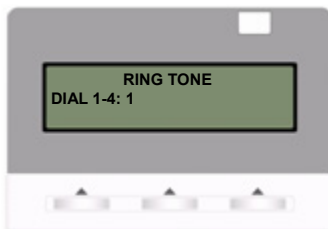



Fig.30

## Type

1. Press the  button and select option **[1] RING** followed by option **[1] TYPE**. (Your display should look as per **Fig.30**).
2. The screen shows the current active ring
3. Choose options **1-4** to change to general ring cadence for your 7016D/24D Digital Telephone.
4. Press **OK** in the User Navigation button to confirm the change.



### Navigation Button Alternative:

1. Select **MENU** option by pressing **▲**
2. Press **OK** to select option 1 – **BASIC PROGRAM**.
3. Press **OK** to select option 1 – **STATION NAME PROGRAM**.
4. Enter your name as per the Character Entry Chart and press **OK**.



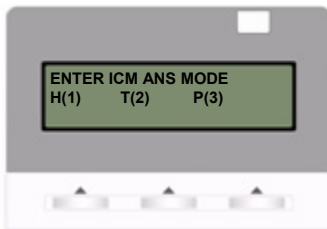



Fig.31



## Answer Mode

1. Press the  button and select option **[1] RING** followed by option **[2] ANSWER MODE**. (See Fig.31)




**(1) Handsfree** – In this mode you will receive 3 short bursts of tone from your handset for intercom calls before being connected in a full handsfree conversation.

**(2) Tone** – This is the default answer mode for intercom calls to your handset. You will receive normal ringing.

**(3) Privacy** – In this mode you will receive 3 short bursts of tone from your handset for intercom calls. The caller will then be able to announce themselves to you but will not be able to hear anything at your end of the call

2. Select your option and press **OK** to save the changes.


### Navigation Button Alternative:

1. Select **MENU** option by pressing 
2. Press **OK** to select option **1 – BASIC PROGRAM**.
3. Use  to scroll down to option **3** and press **OK** to select.
4. Chose the appropriate answer mode by following the on-screen instructions.
5. Press **OK** or  under **OK** on screen to update the changes



## SMS MSG Display

This will display short text-based messages that have been sent from users of the EVOLUTION Call Manager Advanced and EVOLUTION Call Manager Attendant applications.

Press the  button and select option **[1] RING** followed by option **[3] SMS MSG DISPLAY**.



**Note: You are not able to reply to these messages from your telephone**



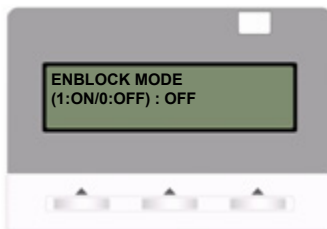



Fig.32




## Enblock Mode

This feature allows you to dial a number as per mobile phone functionality. If turned on you will need to dial the number and press **SEND** to make a call.

1. Press  and select option **[1] RING** followed by option **[4] ENBLOCK MODE**. Your screen will look as per **Fig.32**
2. Select **1** for On, **2** for Off (Your screen shows current status).
3. Press **OK** in the user navigation button to save the change.



### Navigation Button Alternative:

1. Select **MENU** option by pressing .
2. Press **OK** to select option **1 – BASIC PROGRAM**.
3. Use  to scroll down to option **6** and press **OK** to select.
4. Turn the feature on or off by following the on-screen instructions.
5. Press **OK** or  under **OK** on screen to update the changes.

## SMS/Notice Display

Reserved for future development






Fig.33

## Ear-Mic Headset

This feature allows you to plug a standard DECT-type headset into the 2.5mm jack socket on your 7016D/24D Digital Telephone.

1. Press the  button and select option **[1] RING** followed by option **[7] EAR-MIC HEADSET**. (Your display should look as per Fig.33)
2. Select **1** for ON, **2** for OFF (Display shows current setting)



### Navigation Button Alternative:



1. Select **MENU** option by pressing  ▲
2. Press **OK** to select option **2 – ADVANCED PROGRAM**.
3. Use ▼ to scroll down to option 5 and press **OK** to select.
4. Turn the feature on or off by following the on-screen instructions.
5. Press **OK** or  under **OK** on screen to update the changes.






Fig.34

## ICM Ring

This feature allows you to differentiate the way that your phone rings on intercom calls to the way it rings on inbound external calls.

1. Press the  button and select option **[1] RING** followed by option **[8] ICM RING**. (Your display should look as per **Fig.34**)
2. Select options **1-15** (Display shows current setting).
3. Press **OK** to update.



### Navigation Button Alternative:




1. Select **MENU** option by pressing 
2. Press **OK** to select option **1 – BASIC PROGRAM**.
3. Use  to scroll down to option **2** and press **OK** to select.
4. Select option **1**.
5. Follow the on-screen instructions to change the ring type.
6. Press **OK** or  under **OK** on screen to update the changes.






Fig.35





## CO Ring

This feature allows you to differentiate the way that your phone rings on intercom calls to the way it rings on inbound external calls

1. Press the  button and select option **[1] RING** followed by option **[9] CO RING**. (Your display should look as per **Fig.35**)
2. Select options **1-15** (Display shows current settings).
3. Press **OK** to update.



### Navigation Button Alternative:

1. Select **MENU** option by pressing 
2. Press **OK** to select option **1 – BASIC PROGRAM**.
3. Use  to scroll down to option **2** and press **OK** to select.
4. Use  to scroll down to option **3** and press **OK** to select.
5. Follow the on-screen instructions to change the ring type.
6. Press **OK** or  under **OK** on screen to update the changes.



## 2. COS (Class Of Service)

2.1 COS DOWN

2.2 COS RESTORE

2.3 WALKING COS

2.4 COS CHANGE





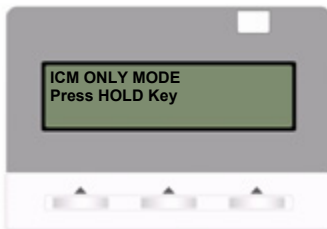



Fig.36




## COS Down

This option allows you to 'lock' your phone, preventing unauthorised external calls.

1. Press the  button and select option **[2] COS** followed by option **[1] COS DOWN**. (Your screen should look as per **Fig.36**)
2. Press the **OK** button.



### Navigation Button Alternative:

1. Select MENU option by pressing .
2. Press OK to select option **2 – ADVANCED PROGRAM**.
3. Use  to scroll down to option **3** and press **OK** to select.
4. Press **OK** to select **COS DOWN MODE**.
5. Press **OK** or  under **OK** on screen to update the changes.



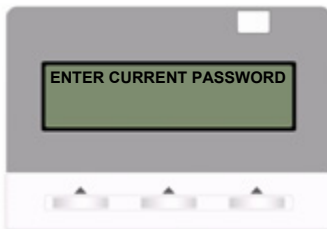



Fig.37





## COS Restore

This option returns your phone to normal service, taking off the lock applied above.

1. Press the  button and select option **[2] COS** followed by option **[2] COS RESTORE**. (Your screen should look as per Fig.37)
2. Enter your password and the screen should change as per.
3. Press the **OK** button.



### Navigation Button Alternative:

1. Select **MENU** option by pressing .
2. Press **OK** to select option **2 – ADVANCED PROGRAM**.
3. Use  to scroll down to option **3** and press **OK** to select.
4. Press  under **NEXT** on the screen to select **COS RESTORE MODE**.
5. Press **OK** or  under **OK** on screen to update the changes.



**Note:** You will need a valid Authorisation Code to use feature. Setting up your Authorisation Code is described on page 39 of this user guide.



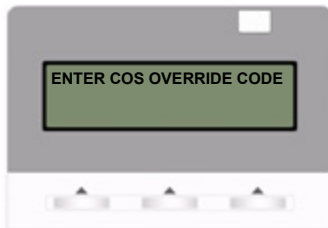



Fig.39





## Walking COS

This option allows another user to override a COS that is applied to your extension. You may only be allowed to dial local and national where as they may be able to dial international numbers.

1. Press the  button and select option **[2] COS** followed by option **[3] WALKING COS**. (Your screen should look as per Fig.39)
2. Enter a valid authorisation code and press the **OK** button.



### Navigation Button Alternative:

1. Select **MENU** option by pressing 
2. Press **OK** to select option **2 – ADVANCED PROGRAM**.
3. Use  to scroll down to option **3** and press **OK** to select.
4. Press  under **NEXT** on the screen to select **WALKING COS MODE**.
5. Press **OK** or  under **OK** on screen to update the changes.

## COS Change

Reserved for future development.



### **3. AUTH CODE MOBILE EXTENSION**

#### **3.1 AUTH CODE REGISTER**

#### **3.2 AUTH CODE CHANGE**

#### **3.3 REGISTER MOBILE EXTENSION**

#### **3.4 ACTIVATE MOBILE EXTENSION**





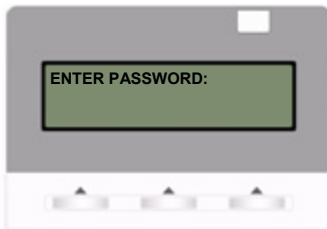



Fig.40




## Auth Code Register

You can register a valid authorisation code with this option. A valid authorisation code is required for many features that you may wish to access.

1. Press the  button and select option **[3] AUTH/MOBILE-EXT** followed by option **[1] AUTH REGISTER**. (Your screen should look as per **Fig.40**)
2. Enter a 5 digit authorisation code and press the **OK** button.



### Navigation Button Alternative:

1. Select **MENU** option by pressing 
2. Press **OK** to select option **1 – BASIC PROGRAM**.
3. Use  to scroll down to option **4** and press **OK** to select **PASSWORD REGISTER**.
4. Press **OK** and enter your 5 digit code.
5. Press **OK** or  under **OK** on screen to update the changes.



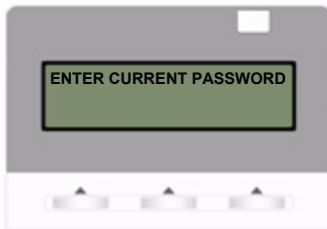



Fig.41





## Auth Code Change

You can change your authorisation code with this option. A valid authorisation code is required for many features that you may wish to access.

1. Press the  button and select option **[3] AUTH/MOBILE-EXT** followed by option **[2] AUTH CHANGE**. (Your screen should look as per **Fig.41**)
2. Enter your current 5 digit authorisation code and the screen will then appear as per **Fig.40**.
3. Enter a new code and press the **OK** button.



### Navigation Button Alternative:

1. Select **MENU** option by pressing .
2. Press **OK** to select option **1 – BASIC PROGRAM**.
3. Use  to scroll down to option **4** and press **OK** to select.
4. Press  under **NEXT** on the screen to select **PASSWORD CHANGE**.
5. Enter your new password and press **OK** or  under **OK** on screen to update the changes.



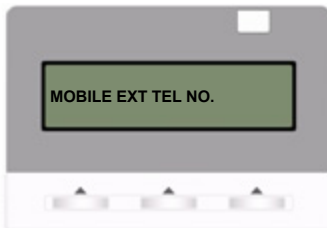



Fig.42

## Register Mobile Extension

This feature allows to set your mobile or other valid telephone number to receive DDI calls simultaneously to your desk phone.

1. Press the  button and select option **[3] AUTH/MOBILE-EXT** followed by option **[3] REG MOBILE-EXT**. (Your screen should look as per **Fig.42**)
2. Enter your mobile number and press the **OK** button.

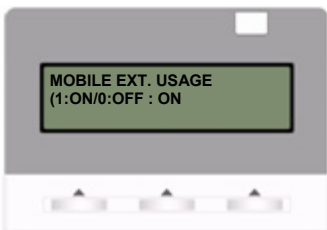



Fig.43

## Activate Mobile Extension

This allows you to activate the feature that you have set up above.

1. Press the  button and select option **[3] AUTH/MOBILE-EXT** followed by option **[4] ACTIVE MOBILE-EXT**. (Your screen should look as per **Fig.43**)
2. Dial 1 and press the **OK** button.



**Note:** Permission to use this feature must be set up by a qualified system administrator in order for you to access this user programming.



#### 4. WAKE UP TIME / CONFERENCE ROOM

4.1 SET WAKE UP TIME

4.2 WAKE UP DISABLE

4.3 ACTIVE CONF-ROOM

4.4 DEACTIVE CONF-ROOM





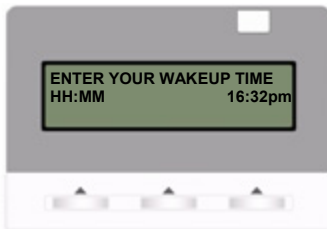



Fig.44



## Set Wake Up Time

With this feature you can set an alarm to ensure you do not miss an important meeting.

1. Press the  button and select option **[4] TIME/CONF ROOM** followed by option **[1] SET WAKE UP TIME**. (Your screen should look as per **Fig.44**)
2. Enter the time that you wish the alarm to go off and press the **OK** button.
3. To stop the alarm when it sounds simply go off hook and hang up.



### Navigation Button Alternative:

1. Select **MENU** option by pressing  ▲
2. Press **OK** to select option **2 – ADVANCED PROGRAM**.
3. Select option **1** and press **OK** to select **WAKE UP PROGRAM**.
4. Enter your wake up time and press **OK** or  under **OK** on screen to update the changes.



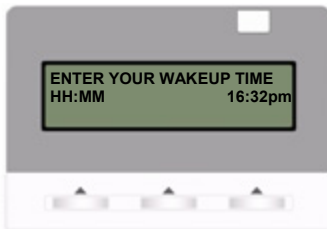



Fig.45




## Wake Up Disable

This allows you to deactivate an alarm that has been set.

1. Press the  button and select option **[4] TIME/CONF ROOM** followed by option **[1] SET WAKE UP TIME**. (Your screen should look as per **Fig.45**)
2. Press the **OK** button.



### Navigation Button Alternative:

1. Select **MENU** option by pressing  ▲
2. Press **OK** to select option **2 – ADVANCED PROGRAM**.
3. Select option **1** and press **OK** to select **WAKE UP PROGRAM**.
4. Press  ▲ under **ERASE** on the screen.
5. Press **OK** or  ▲ under **OK** on screen to update the changes.



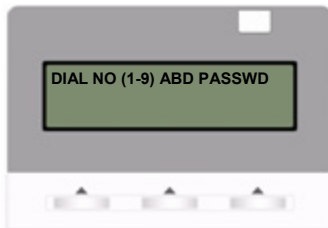



Fig.46


## Activate Conference Room

Conference Room allows external callers to dial into a multi-party conference. As a user you can set up and deactivate a conference room.

1. Press the  button and select option **[4] TIME/CONF ROOM** followed by option **[3] ACTIVE CONF-ROOM**. (Your screen should look as per **Fig.46**)
2. Enter the number of the conference room you wish to activate, followed by your authorisation code and press the **OK** button.
3. Callers can now dial into this conference (Internal or external via DDI, transfer from reception or auto-attendant).

## Deactivate Conference Room

A conference room, as set up above, will stay active until you deactivate it.

1. Press the  button and select option **[4] TIME/CONF ROOM** followed by option **[4] DEACTIVATE CONF-ROOM**. (Your screen should look as per **Fig.46**)
2. Enter the relevant number and press the **OK** button.



## 5. MESSAGE

### 5.1 SET PRE-SELECTED MESSAGE

### 5.2 SET CUSTOM MESSAGE






### Set Pre-Set Message

There are 10 pre-set , 10 Custom and 1 personal text-based messages that you can chose to leave on the display of you 7016D/24D Digital Telephone when you are away from your desk.

(See page xx of this user guide for a list of the pre-set messages).

Press the  button and select option [5] TIME/CONF ROOM followed by option [1] ACTIVE CONF-ROOM. (Your screen should look as per Fig.47)

Enter the relevant message number, follow any on-screen prompts and press the OK button.

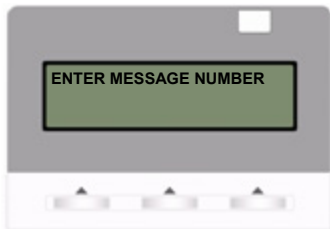







Fig.47



### Navigation Button Alternative:

1. Select MENU option by pressing 
2. Press OK to select option 2 – ADVANCED PROGRAM.
3. Select option 2 and press OK to select PRESELECTED MSG PGM.
4. Use   to select the correct message.
5. Press OK or  under OK on screen and follow the prompts.
6. Press OK or  under OK on screen to update the changes.





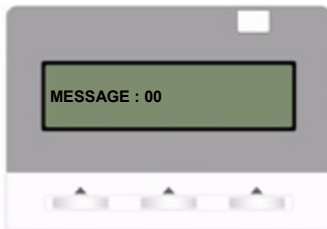



Fig.48

## Set Custom Message

By selecting option 00 above you will chose your own personal message. You set you own message as below:

1. Press the  button and select option **[5] TIME/CONF ROOM** followed by option **[2] SET CUSTOM MSG.** (Your screen should look as per **Fig.48**)
2. Enter the relevant text as per the character entry chart on page 22 and press the **OK** button.



## 6. ANNOUNCEMENT



- 6.1 RECORD USER GREETING
- 6.2 LISTEN TO TIME/DATE
- 6.3 LISTEN TO STATION NUMBER
- 6.4 LISTEN TO STATION STATUS
- 6.5 RECORD PAGE MESSAGE
- 6.6 ERASE USER GREETING
- 6.7 ERASE PAGE MESSAGE






## Record User Greeting

If you have permission you may record a greeting that users will hear based on a forward type set on your extension. (See page 9 for Call Forward Settings).

1. Press the  button and select option **[6] ANNOUNCEMENT** followed by option **[1] REC USER GREETING**.
2. You will prompted to press  to start recording.
3. When you have finished recording press **OK**.
4. Record a message appropriate to the type of forward on your Digital Telephone.

## Listen to Time/Date


To check the time and date:

1. Press the  button and select option **[6] ANNOUNCEMENT** followed by option **[2] LISTEN TIME/DATE**.
2. The date and time will then be heard. (Integral messaging must be present to use this feature).




## Listen to Station Number

To check your station number:

1. Press the  button and select option **[6] ANNOUNCEMENT** followed by option **[3] LISTEN STA NUMBER**.
2. You will then hear a system message telling you the number of your station.



## Listen to Station Status

To listen to your current status (Station Number, COS, Call Forwards):

1. Press the  button and select option **[6] ANNOUNCEMENT** followed by option **[4] LISTEN STA STATUS**.
2. You will then hear the current status of your extension.

## Record Page Message

It is possible to record a page that you may use on a regular basis. This can be stored, together with a page code, under a flexible button


1. Press the  button and select option **[6] ANNOUNCEMENT** followed by option **[5] REC PAGE MSG**.
2. You will prompted to press  to start recording.

When you have finished recording press




## Erase User Greeting

To erase your personal greeting:

1. Press the  button and select option **[6] ANNOUNCEMENT** followed by option **[6] ERASE USER GREETING**.
2. Your personal greeting will be erased.

## Erase Page Message

To erase your page message:

1. Press the  button and select option **[6] ANNOUNCEMENT** followed by option **[7] ERASE PAGE MESSAGE**.
2. Your page message will be erased.



## 7. SUPPLEMENTARY

7.1 LCD LANGUAGE DISPLAY

7.2 MPB VERSION DISPLAY

7.3 BGM

7.4 REGISTER STATION NAME

7.5 SPEAKER/HEADSET

7.6 HEADSET RING MODE

7.7 WTU STA NUM RCVR

7.8 SERIAL NUMBER

7.9 PC-PHONE LOCK KEY





## LCD Display Language

If a qualified system administrator has set this feature up you may toggle between a first and second language in your display.

1. Press the  button and select option [7]

**SUPPLEMENTARY** followed by option [1] **LCD DISPLAY LANGUAGE**.

2. Your LCD language will change to the second language option.



### Navigation Button Alternative:


1. Select **MENU** option by pressing ▲
2. Press **OK** to select option **1 – BASIC PROGRAM**.
3. Use ▼ to scroll down to option **5** and press **OK** to select **LANGUAGE PROGRAM**.
4. Use ▼ ▲ to select the correct language.
5. Press **OK** or  under **OK** on screen to update the changes.






Fig.49

## MPB Version Display

This allows you to the level of software that your system is running.

1. Press the  button and select option [7] **SUPPLEMENTARY** followed by option [2] **MPB VERSION DISPLAY**. (Your screen should look as per Fig.49)



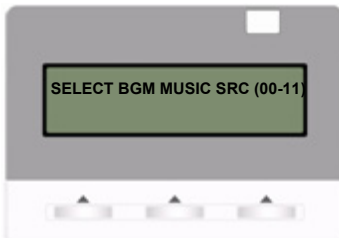



Fig.50

## BGM

You can chose to listen to background music through your handset. There are 11 possible music sources. You should check with a qualified system administrator for details of which sources are active.

1. Press the  button and select option [7] **SUPPLEMENTARY** followed by option [3] **BGM**. (Your screen should appear as in **Fig.50**).
2. Select the appropriate source (**00-11**).
3. Press the **OK** button.
4. Music will then be heard through the handset.
5. Repeat steps 1 to 4 to cancel the background music.



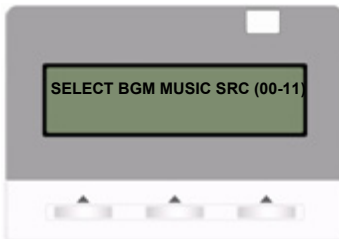



Fig.51

## Register Station Name

To register your name to your station:

1. Press the  button and select option [7] **SUPPLEMENTARY** followed by option [4] **REGISTER STA NAME**. (Your screen should look as per Fig.51)
2. Enter your name and press the **OK** button.



### Navigation Button Alternative:



1. Select **MENU** option by pressing 
2. Press **OK** to select option 1 – **BASIC PROGRAM**.
3. Press **OK** to select option 1 – **STATION NAME PROGRAM**
4. Enter your name as per the Character Entry Chart.
5. Press **OK** or  under **OK** on screen to update the changes.






Fig.52




## Speaker/Headset Mode

If you wish to connect a headset other than to the headset jack follow the instructions below:

1. Press the  button and select option [7] **SUPPLEMENTARY** followed by option [5] **SPK/HEADSET**. (Your screen should appear as in **Fig.52**).
2. Dial **1** for Speaker, **0** for Headset (Your display will show the current setting).
3. Press the **OK** button.



### Navigation Button Alternative:

1. Select **MENU** option by pressing .
2. Press **OK** to select option **2 – ADVANCED PROGRAM**.
3. Use  to scroll down and select option **4 – SPK/HEADSET PROGRAM**.
4. Follow the on-screen instructions and press **OK** or  under **OK** on screen to update the changes.



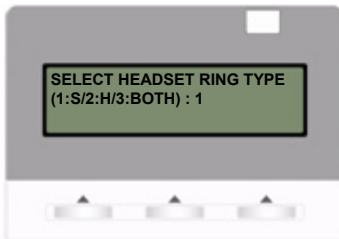



Fig.53

## Headset Ring Mode

To complement the above setting you can choose whether your headset, your phone or both devices ring on inbound calls.

1. Press the  button and select option **[7] SUPPLEMENTARY** followed by option **[6] HEADSET RING MODE**. (Your screen should look as per **Fig.53**)
2. Dial **1** for Speaker, **2** for Headset, **3** for Both. (Your display will show the current active setting.
3. Press the **OK** button.



## WTU Station Number RCVR

Do not use. Reserved for future development.

## Serial Number

This is only required when advanced features need to be activated (VoIP, CTI, IP Phones, PC Attendant)



1. Press the  button and select option [7] **SUPPLEMENTARY** followed by option [8] **SERIAL NUMBER**. (Your screen should look as per **Fig.54**)



Fig.54

## PC Phone Lock Key

This option is used to determine how many PC Phone licences are on the system

1. Press the  button and select option [7] **SUPPLEMENTARY** followed by option [9] **SERIAL NUMBER**. (Your screen should look as per **Fig.55**)

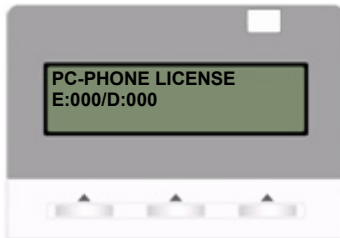


Fig.55





**USER PROGRAMMING CODES**  
**PRE SET MESSAGES**  
**GLOSSARY**  
**INDEX**



## Codes for programming Flexible Buttons

Precede all of these codes by pressing the  button.

Differential Ring: <b>11</b>	Listen to Station Status: <b>64</b>
Enblock Mode: <b>14</b>	Record Paging Message: <b>65</b>
SMS Notice/Display: <b>15</b>	Erase User Greeting: <b>66</b>
Headset Port On/Off: <b>17</b>	Erase Paging Message: <b>67</b>
ICM Ring Tone: <b>18</b>	LCD Language Change: <b>71</b>
CO Ring Tone: <b>19</b>	BGM (Background Music): <b>73</b>
COS Down: <b>21</b>	Station Name Register: <b>74</b>
Walking COS: <b>23</b>	Headset Setup: <b>75</b>
Authorisation Code Register: <b>31</b>	Headset/Telephone Ring Mode: <b>76</b>
Authorisation Code Change: <b>32</b>	Account Code: <b>80</b>
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Conference Room Deactivate: <b>44</b>	Camp On: <b>85</b>
Preset Message Activation: <b>51</b>	UCD (Call Centre) DND: <b>87</b>
Set Custom Message: <b>52</b>	Conference: <b>91</b>
Record User Greeting: <b>61</b>	DND: <b>93</b>
Play Date and Time: <b>62</b>	Flash: <b>94</b>
Play Station Number: <b>63</b>	Mute: <b>95</b>
	Redial: <b>97</b>



## Preset Messages

Preset messages that can be left in the display of your handset are as follows:

00 **PERSONAL/CUSTOMISABLE** Message.

01 **LUNCH, RTN HH:MM** – Use this message if you are away from your desk at lunch. The internal calling party will see this message on their display when the call you.

02 **ON VACATION/RTN DATE (MM:DD)** – This message will inform internal callers that your are on holiday and your expected return date.

03 **OUT OF OFFICE/RTN TIME (HH:DD)** – If you are out of the office for a period of the day internal callers can see your expected return time.

04 **OUT OF OFFICE/RTN DATE (MM:DD)** – As per message 03 but you should use this if you are away from the office for a day or more.

05 **OUT OF OFFICE/RTN UNKNOWN** – This message should really be used in emergencies where you have been called away from the office unexpectedly.

06 **CALL: XX.....(17 DIGITS)** – If you are away from your desk/office and cannot take calls this is a way of informing internal callers that they should ring an alternative number.

07 **IN OFFICE/STA XXXX** – You may have to work at another colleagues station. This informs internal callers where to redirect their call to.

08 **IN A MEETING/RTN TIME (HH:MM)** – If you are not contactable in a meeting you should use this message.

09 **AT HOME** – If you are to be working from home for a day leave this message on you phone before leaving the office.

10 **AT BRANCH OFFICE**

11-20 – These options are available to be custom set to your organisation's requirements.



## Glossary

### **LCD**

Liquid Crystal Display

### **DDI**

Direct Dial Inward – Allows an external callers to be routed directly to your extension, bypassing reception

### **Hunt Group**

Feature to allow a number of extension to be group together to answer inbound calls. Used in call centres.

### **Handset**

The part of the phone that you pick up to answer calls. Also commonly know as the receiver.

### **CTI**

Computer Telephony Integration. This is the ability to move call handling and general telephony functions onto the PC.

### **ISDN**

Integrated Services Digital Network. Available as ISDN2e or ISDN30. Higher Speed more flexible medium of carrying voice traffic than traditional Analogue lines.

### **COS**

Class Of Service. Your COS determines the types of numbers you may dial such as National, Local or International.



**IPLDK**

IP enabled, LG Digital Keysystem

**BGM**

Background Music. You may select a number of different music sources to play through your handset.

**MPB**

Main Processor Board. The 'brains' of the phone system. MPB contains all system software and controls all system functions.

**CO**

Central Office. American term now widely adopted in the telecommunications industry to describe the local telephone exchange.

**VMIB**

Voice Mail Interface Board. Integral Voice Messaging application for the IPLDK telephone system.

**Flexible Button**

This is a button that can be assigned as a Line, Feature, Speed Dial or Extension button.



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