

## OVERVIEW

**Speed Dial** This feature, sometimes known as automatic dialing or one-touch dialing, enables the customer to assign dialing codes to telephone numbers that are frequently called.

Three forms of Speed Dial are offered:

- System Speed Dial (up to 800 max. per system)
- Station Speed Dial (up to 100 max. per station)
- One Touch buttons

Station Speed Dial numbers and One Touch buttons are unique for each station and cannot be used by other stations. System Speed Dial numbers can be used by any station in the system.

The Speed Dial feature makes it possible to dial complicated phone numbers with ease using an index to the stored number. There are two types of Speed Dial:

- Station Speed Dial which can be set and used by each user.
- System Speed Dial which can be set by the system administrator and can be used by the whole system.

To use Speed Dial, press the speed dial feature button while idle or lift the handset then, press the speed dial feature button or dial an access code plus the index of Speed Dial while hearing a dial tone.

To use the Feature button also requires dialing the index. The Index is 100 to 199 for Station Speed Dial and 200 to 999 for System Speed Dial. These indexes are assigned an access code, like \*200 – \*999, to ensure each can be accessed without conflict. Access codes are assigned such as (\*2-\*9) + (00-99). For a maximum bin usable in each type of speed dial, refer to [CAPACITY](#).

The Speed Dial feature button is shared with Station Speed Dial and System Speed Dial. Dial as follows:

- System Speed Dial[SPD] + 200 – 999
- Station Speed Dial[SPD] + 100 – 199

When a speed dial access code with bin is entered, it is treated as inputting a dial string (set previously). The Feature access code can be set in the top of the dial string of Speed dial. Speed dial can be nested in another speed dial, but only one level of nesting is permitted. When multiple levels of speed dial are nested in a speed dial, it is treated as a wrong dial. This behavior is also applied to the Supplemental System Speed Dial feature described below.

The speed dial feature button can be used at any time during the call. The stored digits are inserted in the dialed number based upon the index selected and is then analyzed (destination restriction).

The dial digits stored in the speed dial are treated literally rather than the meaning which the string had previously when it is programmed. For example, a string of digits was assigned to feature A when it was programmed, however, the same string means feature B when it is used because the access code was reassigned, the system treats it as feature B.

It is also possible to continue dialing after dialing the digits recorded in Speed Dial.

When the system recognizes that the recorded dial or additional dial is valid, the system checks restrictions such as Class of Service determined for each feature. For Class of Service when using System Speed Dial, refer to Toll Restriction Override by System Speed Dial.

A User can register Speed Dial by two methods:

- Web-based User Administration

Login and select Speed Dial, then select or enter the desired Speed Dial Index and set the number and name. Click on the **Save** icon to register the information.

- Using an access code for registration.

For this method, dial the access code in call processing mode, then enter the bin and the Speed Dial digits. Regardless of the context of digit string entered as Speed Dial content using feature access code, “#” is recognized as the end of input. And “\*” is recognized as an escape code. In order to program “#” as a digit, input “\*” “#”. When a user hangs up during Speed Dial registration before entering “#”, the input is canceled and the buffer is not updated. Registration from the maintenance console is also possible for both Station Speed Dial and System Speed Dial.

If the user attempts to register by exceeding the maximum number of digits, the system extends the registration area by linking an allocated additional buffer. When the Speed Dial content is modified and if there is no need to keep the linked buffer, the unnecessary buffer is automatically released and returned to the pool.

In registration mode, when the bin is dialed, the validity of the bin is checked before registration can continue. For the System Speed Dial index, the validity of Class of Service of the station making the registration is checked before registration can continue.

The following dial digits can be recorded in Speed Dial.

- Dial digits 0 – 9, “\*”, “#”
- Pause

While recording Speed Dial, the number of digits, validity of digits, and Class of Service are not checked.

In User Programming Mode, the Speed Dial registration ends when the speed dial feature button is pressed again. When the Speed Dial registration access code is used to record speed dial, then speed dial is set upon going on-hook.

In either case, when the operation is terminated without the ending step or by inputting nothing after the bin, the previous speed dial setting is held.

**Note:** There is no special operation to erase the contents of speed dial. To erase the contents of speed dial, an invalid digit such as “#” is overwritten. The maintenance console has a method for clearing Speed Dial indexes.

The Default feature access codes are \*100-\*199 for Station Speed Dial, and \*200-\*999 for System Speed Dial.

The capacity of buffer size per the system is limited.

It is possible to originate the call in idle state or hearing Dial Tone state by using Speed Dial. It is also possible to send DTMF tone to the far end party during talking.

If you press the speed dial feature button and enter bin, which is not set, it will be ignored.

#### Simple System Speed Dial Feature

The Simple System Speed Dial feature allows the user to activate the System Speed Dial Feature without inputting the additional 2-digit index (i.e. “00”) when an access code assigned to the feature code for System Speed Dial (261-268) is dialed.

**Note:** The user cannot use this feature with speed dial feature button on IPT.

**Note:** The user must press the SEND button after the access code if using a SIP phone.

For example, “\*2” is assigned to the System Speed Dial Feature Code 261 (default setting). When the user dials “\*2,” the system will accept it as “\*200” and the System Speed Dial Index 000 is engaged.

The following table shows the relationship between the System Speed Dial Feature access code and the referred index on System Speed Dial Assignment (PRG501) in the default numbering plan.

System Speed Dial Feature code	System Speed Dial Supplement		Referred Index on PRG501
	Enable	Disable	
261	*2	*200	000
262	*3	*300	100
263	*4	*400	200
264	*5	*500	300
265	*6	*600	400
266	*7	*700	500
267	*8	*800	600
268	*9	*900	700

## **Speed Dial**

This feature, sometimes known as automatic dialing or one-touch dialing, enables the customer to assign dialing codes to telephone numbers that are frequently called. IPedge system offers three forms of Speed Dial: System Speed Dial (up to 800 max. per system), Station Speed Dial (100 max. per station), and One Touch buttons. Station Speed Dial numbers and One Touch buttons are unique for each station and cannot be used by other stations. System Speed Dial numbers can be used by any station in the system.

To dial System and Station Speed Dial numbers, the user presses the Spdial button and then dials the appropriate three-digit code for the telephone number to be dialed. To dial a telephone number assigned to a One Touch button, the user simply presses the One Touch button. Users can program Station Speed Dial and One Touch buttons from their telephones.

The Web-based User Administration application is required to program System Speed Dial numbers and can also be used to program Station Speed Dial numbers, but not One Touch button numbers. Each Station and System Speed Dial number can be assigned a nine-character name using IPedge Enterprise Manager. This name appears in the LCD when using System Speed Dial and Personal Speed Dial directories (accessed through DIR softkey).

## **One Touch Buttons**

One touch buttons enable users to store speed dial and custom feature access sequences on a single button. When this button is pressed, the stored number is dialed or the feature is accessed.

You can store frequently dialed numbers, such as three-digit System Speed Dial codes, onto a One Touch button. This eliminates the need to enter the three-digit code to dial a System Speed Dial number. Complete telephone numbers up to 32 digits can also be stored on a One Touch button.

These buttons make it easy to access features that usually require pressing multiple buttons and/or dialing special access codes. For example, a user may have to dial an access code (#31) plus a zone number (5) to page the warehouse. This sequence can be set on a One Touch button labeled "Page Warehouse." Another button can be set to page a particular group of telephones.

The One Touch button also has a "stop" function that can be entered between two numbers, such as a telephone number and security code. When the One Touch button is pressed, it can speed dial a telephone number, then pause (LED flashes). When the call is answered, it prompts for a security code. The user can then press the flashing button and enter the security code. Any number of "stops" can be set to enable dialing multiple numbers.

Multiple feature buttons such as Cnf\Trn, DN, CO line, etc., can be set on One Touch buttons to allow multiple button presses to be stored under one button. This enables tandem line connections and other call setup sequences to be dialed easily by pressing one button.

## Speed Dial

Speed Dial (SD) enables you to dial a sequence of up to 32 digits with a shorter code. Dial sequences can include telephone numbers, authorization codes, passwords feature activation codes, and pauses. Speed Dial may be used to originate a call or invoked after a call is established. There are two types of Speed Dial:

- **System SD** – All telephones in your system can share a list of up to 800 System Speed Dial numbers under the exclusive control of the System Administrator. In some cases, System Speed Dial enables you to reach numbers that you would not be allowed to dial directly from your telephone.
- **Station SD** – Your System Administrator allocates a block of up to 100 personal SD numbers (10 per telephone). You have exclusive use of them and you can create and change them from your own telephone. If you have a 9-Line LCD telephone, you can assign names to your station SD numbers to appear on the Personal SD Directory display (see your System Administrator or use the procedure for [“Storing Personal Speed Dial Names” on page 4.](#))

- Personal Speed Dial
1. See your System Administrator to check how many personal Speed Dial numbers are allocated to your telephone and if you have Speed Dial capabilities enabled on your telephone.
  2. Set up / Store your personal Speed Dial numbers.
  3. Assign names to personal Speed Dial numbers (on supported models).

- Making a Call Using Speed Dial
- There are two ways to begin a Speed Dial Call.
1. Press **Spdial** on an IP5000-series digital telephone or press the \* button on any telephone.
  2. Dial the Station or System Speed Dial Number. Station Speed Dial numbers occupy numbers 100~199. System Speed Dial numbers occupy numbers 200~999.

**Table 1**

Feature	Feature Access Code Sequences
<b>Speed Dial (Dialing an SD number)</b>	
Station <sup>1</sup>	<b>Spdial</b> <sup>2</sup> + nnn nnn = 100~199 Station SD numbers
System <sup>1</sup>	<b>Spdial</b> <sup>2</sup> + nnn nnn = 200~999 System SD numbers

1. Stations must be assigned/enabled Speed Dial capabilities in system programming.
2. If your telephone does not have a Spdial button, press the \* button, then dial the three digit Speed Dial bin number (nnn).

- Storing a System/Station Speed Dial Number
1. Dial **#66**. The display shows "SPEED DIAL" and you hear Entry Tone.
  2. Dial the Station Speed Dial number (100~199) or System Speed Dial number (200~999). The LCD shows your digits and you hear Entry Tone.
  3. Dial the telephone number to be stored + #. Include any required access and area codes. The LCD shows "SPEED DIAL" + the Speed Dial Number + destination + #. You hear Success Tone.
  4. Lift handset.
  5. To enter another number repeat steps 1-4. Refer to [Table 2](#).
  6. Example: To store a Station Speed Dial number to Speed dial location 100, dial **#66 + 100 + 99495833000 + #**

**Table 2**

Feature	Feature Access Code Sequences
Speed Dial (Storing an SD number)	
Station <sup>1</sup>	#66 + nnn + Phone No. <sup>2</sup> + # nnn = 100~199 SD bin numbers
System <sup>1</sup>	#66 + nnn + Phone No. <sup>2</sup> + # nnn = 200~999 SD bin numbers

1. Stations must be assigned/enabled Speed Dial capabilities in system programming.
2. Refer to [Table 3](#) to see how to enter \* and # into a speed dial phone number.

Special Characters See [Table 3](#).

SD numbers may include **0~9, #, \*** and Pause. For an example on how to use special characters,

**Table 3**

Entry	Meaning
0~9	0~9
#	End of Speed Dial Number when entering via access code ( <b>#66</b> )
*	Escape. "*" functions as an escape key indicating that the number immediately following represents something exceptional. When * is used as an escape character, it consumes one Speed Dial digit. Entering * 7 to insert a seven-second pause would use two of 32 characters.
*(1 ~ 9)	A pause from 1~9 seconds. To pause longer than 9 seconds, enter more pause escape sequences. Example: To insert a 17-second pause, press *9*8. A "P" displays denoting a pause in the SD number. In this example, you would see "PP."
**	* is entered into the speed dial string.
*#	# is entered into the speed dial string.

Speed Dial Capabilities Go to Enterprise Manager.

1. Click on **Station > Station Assignment**.
2. Click on the **Basic tab**.
3. Enter the desired number of SpDial Bins.

4. Set System Speed Dial to enable/disable. Default is Disable.
5. Click on the **Save** icon.

**Long SD Numbers** Up to 32 digits can be stored in one SD location. If you exceed 32 digits, the excess digits are automatically stored in the next sequential SD location. If SD 100 contains 40 digits, then 8 of those digits would be stored in SD 101. If you save other digits to SD101 they will over-write the eight digits automatically stored there.

**Storing Personal Speed Dial Names** You can store names with Personal Speed Dial numbers. These names will display as Soft Keys which can be used for dialing from the telephone LCD directories.

**Notes:**

- Speed Dial locations must be assigned to your telephone by your System Administrator before you can store names. Your System Administrator can also associate names with Station Speed Dial numbers.
- Only the Administrator telephone can store System Speed Dial numbers.

**Assign Station Speed Dial Names** Web-based User Administration

1. Login and select Speed Dial, then select or enter the desired Speed Dial Index and set the number and name.
2. Enter a Speed Dial location number (100~199 for personal speed dial or 200~999 for System speed dial, depending on system programming).
3. Enter the telephone number to be stored. If you normally dial a line access code (such as **9**) and/or an area code, enter the codes before the telephone number.
4. Input the name you want to appear in the Personal SD directory (nine characters max).
5. Click on **Save** icon to register the information.



## PROGRAMMING

Speed Dial, sometimes known as automatic dialing or one-touch dialing. This feature enables the customer to assign dialing codes to frequently called numbers. Both Station Speed (unique to the assigned station) and System Speed numbers (used by any station) are available.

### System Speed Dial

1. Click on **System > System Speed Dial**.
2. Select the Server from the dropdown.
3. Check the SSD index Number.
4. Enter the Number and Name.
5. Click another Index and confirm the current changes or click on **Save** icon when finished.
6. (Optional) After the speed dials are programmed you can check 1 or more and select Apply To if you want to copy the speed dials to another Server.

**Note:** A Pause can be inserted in the number using P followed by a single digit such as P9 to pause 9 seconds.

**Note:** A Speed Dial that exceeds 32 digits can be dialed by placing digits 33~64 in the next index.

If required, you can enable the system speed dial supplement for IP stations.

### Station Assignments

1. Select **Station > Station Assignments**.
2. Check the station you want to program.
3. Click on **Edit** icon.
4. Click Advanced configuration.
5. Enable/disable System Speed Dial Supplement. Default is disabled.
6. Click on **Save** icon.

### Assign a Station Ability to Program System Speed Dals.

1. Select **Station > Station Assignments**.
2. Check the station you want to program.
3. Click on **Edit** icon.
4. Enable Set System Speed Dial. Default is disabled.
5. Click on **Save** icon.

### System Speed Dial List

You can Export or Import a System Speed Dial list.

To export the System Speed Dial list:

1. Click on **System > System Speed Dial**.
2. Click the Export Data button.
3. Select the Server that contains the speed dials you want to export.
4. Click on **OK**.

The name of the file created by the export is "systemSpeedDialTable.csv". It is a Microsoft Office Excel Comma Separated Values File.

You can also create a csv file to import to a IPedge server.

The file must contain:

Column A labeled: systemSpeedDialsIndex

Column B labeled: systemSpeedDialNumber

Column C labeled: systemSpeedDialUserName

Column A will contain entries `000`~`799`, one entry per line.

**Note:** If you are planning to generate a file for import, it is a good idea to export a system speed dial list, then fill in the required data.

To Import the System Speed Dial list:

1. Click on **System > System Speed Dial**.
2. Click the Import Data button.
3. Enter the source of the data to be imported or press the Browse button. Select the Server, from the dropdown, where you want to import the speed dials.
4. Click on **OK**.

#### System Data

1. Click on **System > System Data**.
2. Select the Server from the dropdown.
3. Set DR Override of SDD to allow or deny system speed dial numbers to override the destination restriction level of the phone.
4. Click on **Save** icon or select **Apply To** to assign the parameter to multiple servers.

**Note:** Improper programming of the Public Numbering Plan can cause speed dials to dial partial numbers.

#### Public Numbering Plan

1. Click on **System > Public Numbering Plan**.
2. Select the Server from the dropdown.
3. To add an Identifying Digits pattern, Click on **New** icon.
4. Enter the dial pattern where N is 2~9, X is 0-9, and 1-9 indicate a number that must match. You will also need the number of digits the user will dial.
5. To modify an existing pattern, check the box to the left of the pattern, then click on **Edit** icon.
6. Change the number of digits from 1~54 digits in length.
7. Click on **Save** icon. You should receive confirmation the data was saved.

#### Station Speed Dials

1. Click on **Station > Station Assignments**.
2. Assign the number of Station Speed Dial Bins from 0 to 100 for the station. Default is none.

3. Click on **Save** icon.

#### Modify Station Speed Dials

Once Speed Dial Bins are assigned to a station, you can view or modify the station speed dials.

1. Click on **Station > Speed Dials**.
2. Select whether you want to view all servers or select one server from the dropdown.
3. Locate the Prime DN and Speed Dial BIN you want to program or modify, then click on it.
4. Enter the speed dial number and name.
5. Click on **Save** icon.

#### Assign Speed Dial Key to a Station:

1. Click on **Station > Station Assignment**.
2. Check the Station to be programmed.
3. Click on **Edit** icon.
4. Select the **Key tab**.
5. Right-click the key to be programmed. This will highlight the key and pop-up a screen with button types.
6. Select **Call Control > Speed Dial**.
7. Click on **Save** icon.

## CAPACITY

1. System Speed Dial is up to 800 (index 200-999)
2. Station Speed Dial is up to 100 for each station (index 100-199)
3. Number of recorded digits is up to 32 (a code like pause is counted as 2 or 3 digits)
4. Total number of station speed dial buffer is 84000  
Default dialing plan for Speed Dial numbers is 100 ~ 199 for personal speed dial and 200 ~ 999 for system

There is a limitation on the total number of station speed dial buffers in the system. This means that not all stations are allocated with 100 station speed dial numbers.

5. The maximum number of available Supplemental System Speed Dials = 8 (indexes are 200, 300, 400, 500, 600, 700, 800, and 900).

## AVAILABILITY

Station Speed Dial can be recorded and used from an extension (IPT, standard telephone, ISDN station, Attendant Console).

System Speed Dial can be recorded from a station (IPT, standard telephone, ISDN station, Attendant Console). It must be allowed by Class of Service. It can also be used from a private line, IPedge Line, or DISA call and can be recorded as an outgoing destination of DID or DIT, or a transfer destination of Call Forward.

Speed Dial Availability	
Station/Line	Descriptions
IPT	Applied for registering Station Speed Dial. Applied for using both Station and System Speed Dial. Applied for registering Station Speed Dial if permitted. Supplemental System Speed Dial feature is applied.
Soft IPT	Applied for registering Station Speed Dial. Applied for using both Station and System Speed Dial. Applied for registering Station Speed Dial if permitted. Supplemental System Speed Dial feature is applied.
IP Attendant	Applied for registering Station Speed Dial. Applied for using both Station and System Speed Dial. Applied for registering Station Speed Dial if permitted. Supplemental System Speed Dial feature is applied.
SIP Compliant Station	Applied for registering Station Speed Dial. Applied for using both Station and System Speed Dial. Applied for registering Station Speed Dial if permitted. Supplemental System Speed Dial feature is applied.
SLT (via FXS gateway)	Applied for registering Station Speed Dial. Applied for using both Station and System Speed Dial. Applied for registering Station Speed Dial if permitted. Supplemental System Speed Dial feature is applied.
IPedge Net	Applied for using System Speed Dial

## RESTRICTION

IPedge Net allows the Speed Dial access code and index appearing in another Speed Dial index, but only at the beginning. This capability is meant to be an “alias” or “prefix” feature.

For example, setting ISP specifying access code in the speed dial contents and referring this from other speed dial contents. If the administrator wants the change all ISP specifying access codes, then it is only necessary to change the original Speed Dial contents.

Limitations in providing a configuration option to use “\*+ single digit” are the following:

- Can only use 8 index bins (000, 100, 200, 300, 400, 500, 600, 700) for Supplemental System Speed Dial feature. However, all indexes (from “000” to “799”) are available with Speed Dial button on IPT.
- Applies only to System Speed Dial.
- Not supported across IPedge Net.

IPedge allows the Speed Dial programmed in another Speed Dial with other digits in any combination to extend the memory space. In IPedge Net, in order to support this feature, the memory area concatenates automatically when it is necessary.

**HARDWARE**

No additional hardware is necessary for this feature.

## FEATURE INTERACTION

Account Codes	You must enter a forced account code (as in an outgoing call) provided the outgoing call to the public trunk is invoked by using Speed Dial.
Automatic Busy Redial (ABR)	<p>If a call originates to a public trunk using Speed Dial, the Automatic Busy Redial feature can still be invoked.</p> <p>Redial by Automatic Busy Redial for an originating call by System Speed Dial has a possibility of overriding a Toll Restriction. For details, refer to the section of Toll Restriction Override by System Speed Dial.</p>
Automatic Line Selection	If this is set to select an idle line, it does so when the speed dial function key is pressed in an idle state. If it is not set to select an idle line or if it cannot hunt an idle line, then it ignores the function key trigger.
Basic Survivability	The same programming setting is required for both the primary and secondary servers.
Call Transfer Immediate	Applied for using the Speed Dial feature to specify the transferred-to party.
Class Of Service	System Speed Dial registration party must be permitted by Class of Service.
Directory Assistance	The name is registered for both system and station speed dial. Up to eight characters are assigned to one speed dial.
Enhanced 911 (E911 Interface)	The far end party hears the DTMF tone of index numbers even if the originator presses the Speed Dial button and the index number during an E911 call. The far end party does not hear the contents of DTMF which is defined by Speed dial.
Flexible Numbering Plan	When Speed Dial is programmed using an access code, regardless of the context of the digit string, “#” is recognized as the end of input and “*” is recognized as an escape code.
Group CO Button/Pooled Line Button	It is possible to press the GCO/ Pool and originate an outgoing call by using Speed Dial. However, this is only when using the Spdial button. Using the feature access code is not permitted. Toll Restriction Override By System Speed Dial feature is applied when using System Speed Dial.

Group Paging/Emergency Page	Pressing the Spdial button on a paged or paging station during paging is treated as pressing in idle state.
LCD Shift Key	<p>Each feature button can be set on both the fore side and the hidden side.</p> <p>The service using LED continues even though it is not indicated while on the hidden side.</p>
Line Group	An Outgoing call to the public trunk using Speed Dial after seizing the trunk by Line Group access code is possible provided the destination number is set in Speed Dial.
One Touch Button	<p>The Speed Dial feature access code or SPD button can be set as the content of One touch button.</p> <p>The System Speed Dial Supplement Feature can be activated by One Touch Button.</p> <p><b>Note:</b> The user must input "***" as a dial "*" to One Touch Button in System Speed Dial Assignment because the first "*" is an escape character.</p> <p>Each Speed Dial Index must have a corresponding memo field for recording the name associated with the speed dial entered.</p>
Private Networking Over IP	<p>The Network Directory Number or Network Feature Access Code can be programmed for Speed Dial. When this is done, a call can be routed to the public network via IPedge according to the LCR data.</p> <p>It is also possible to make a call using the System Speed Dial list located at a remote node by using the Network Feature Access Code.</p>
Repeat Last Number Dialed	When a station with permission to use the Supplemental System Speed Dial Feature calls a station or an external line, the destination number registered on System Speed Dial Assignment is stored in the last number dialed buffer. Therefore, the user can make a call to the destination by pressing the REDIAL button.
SIP Extension	This feature can be used by feature access code.
Station Hunting	The user can originate the call by using Speed Dial which sets the Station Hunting pilot DN.
Toll Restriction	The Toll Restriction Override By System Speed Dial feature is applied when Station Speed Dial is used. The originating station's DRL is used.



Toll Restriction Override	The Toll Restriction Override By System Speed Dial feature is applied for Class Of Service when System Speed Dial is used. This feature is also applied when System Speed Dial is embedded in Station Speed Dial or One Touch Button.
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